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Table 1 1
Quarter
Base: All

Table 2 23
Collection Mode
Base: All

Table 3 45
CAWI.AreaType. Which of the following best describes the location of the business?
Base: CAWI interviews

Table 5 82
C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?
Base: All

Table 7 126
C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

Table 8 170
C3. Where in the UK do you work?
Base: All

Table 12 235
C1. To which industry does your organisation belong to?
Base: All

Table 15 303
C4. Is your location the headquarters or a local branch / office?
Base: All

Table 16 325
C5. Do you have an internet connection in the location where your organisation is based?
Base: All

Table 17 347
C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?
Base: All

Table 18 391
C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

Table 19 413
C8. Do you have an Account Manager with your postal services provider?
Base: All

Table 21 435
QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All

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Table 23 518
QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?
Base: All

Table 27 562
QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?
Base: All

Table 31 606
QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?
Base: All

Table 35 650
QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?
Base: All

Table 39 694
QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?
Base: All

Table 43 738
QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary
Base: All sending postal items

Table 49 760
QV2B.1 Letters - On average, how often does your organisation send...
Base: All sending Letters

Table 51 782
QV2B.1 Large letters - On average, how often does your organisation send...
Base: All sending Large letters

Table 53 804
QV2B.1 Packets and parcels - On average, how often does your organisation send...
Base: All sending Packets and parcels

Table 55 826
QV2B.1 Other postal items - On average, how often does your organisation send...
Base: All sending Other postal items

Table 57 848
QV2B.1 Letters/ Large letters - On average, how often does your organisation send...
Base: All sending Letters/ Large letters

Table 59 870
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...
Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

Table 61 892
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...
Base: All

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Table 63 915
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters
Base: All sending letters/ large letters

Table 65 937
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets
Base: All sending parcels and packets

Table 67 959
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items
Base: All sending other postal items

Table 69 981
QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary
Base: All sending postal items

Table 73 1003
QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?
Base: All sending Large letters

Table 75 1025
QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?
Base: All sending Packets and parcels

Table 77 1047
QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?
Base: All sending large letters/ parcels and packets

Table 79 1069
QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?
Base: All sending Large letters for order fulfilment

Table 81 1091
QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?
Base: All sending Packets and parcels for order fulfilment

Table 83 1113
QV3. Thinking about postal services, which providers can you think of?
Base: All

Table 84 1157
QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]
Base: All

Table 85 1207
QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

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Table 86 1229
QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

Table 87 1273
QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

Table 88 1317
QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

Table 89 1361
QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

Table 90 1405
QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?
Base: All who send Letters (QV2a=1=11 column A)

Table 91 1451
QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?
Base: All who send Large letters (QV2a=1=11 column B)

Table 92 1497
QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?
Base: All who send Packets and parcels (QV2a=1=11 column C)

Table 93 1543
QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?
Base: All who send Other postal items (QV2a=1=11 column D)

Table 96 1590
QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?
Base: All who send Letters (QV2a=1=11 column A)

Table 97 1636
QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?
Base: All who send Large letters (QV2a=1=11 column B)

Table 98 1683
QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?
Base: All who send Packets and parcels (QV2a=1=11 column C)

Table 99 1732
QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?
Base: All who send Other postal items (QV2a=1=11 column D)

Table 101 1779
QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY
Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

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Table 102 1831
QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY
Base: All

Table 103 1894
QH. Does your business ever send Hybrid mail?
Base: All

Table 104 1916
QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent

Table 105 1941
QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent

Table 106 1964
QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent

Table 107 1989
QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary
Base: All where letters/ large letters/ parcels/ packets are sent

Table 108 2015
QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?
Base: All where Hybrid mail is sent

Table 109 2038
QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM and send letters/large letters/parcels/packets

Table 110 2060
QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM for letters/large letters (QV6a.2=1-2)

Table 111 2104
QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

Table 113 2126
QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

Table 115 2148
QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

Table 117 2170
QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

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Table 119 2192
QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

Table 121 2214
QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

Table 123 2236
QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

Table 125 2258
QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

Table 127 2280
QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

Table 129 2302
QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

Table 131 2324
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary
Base: All who use RM to send letters or large letters (QV6a2=1-2)

Table 141 2346
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary
Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

Table 151 2368
QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE
Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

Table QD10B_1 2369
QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_2 2391
QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_3 2413
QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_4 2435
QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

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Table QD10B_5 2457
QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_6 2479
QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_7 2501
QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_8 2523
QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table QD10B_9 2545
QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 152 2567
QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 153 2569
QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

Table 154 2613
QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 156 2635
QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 158 2657
QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 160 2679
QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 162 2701
QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 164 2723
QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

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Table 166 2745
QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 168 2767
QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 170 2789
QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 172 2811
QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 174 2833
QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed
Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

Table 176 2855
QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary
Base: All using RM to send parcels and packets (QV6a2=3)

Table 189 2877
QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary
Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

Table 202 2899
QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 203 2921
QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 204 2943
QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 205 2965
QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 206 2987
QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 207 3009
QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 208 3031
QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 209 3053
QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 210 3075
QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 211 3097
QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 212 3119
QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 213 3141
QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 214 3163
QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 215 3185
QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 216 3207
QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 217 3229
QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 218 3251

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 219 3273

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

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Table 220 3295
QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 221 3298
QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

Table 223 3320
QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

Table 224 3342
QV7b.1 And why is this?
Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

Table 225 3364
QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

Table 226 3386
QV7b. And why is this?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

Table 227 3408
QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?
Base: All

Table 228 3430
QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

Table 229 3452
QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail
Base: All sending unsorted bulk mailing (QV8n=1)

Table 230 3474
QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail
Base: All sending sorted bulk mailing (QV8n=2)

Table 231 3496
QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access
Base: All sending Wholesale Access (QV8n=3)

Table 233 3518
QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail
Base: All sending bulk mailing (QV8n=1,2)

Table 234 3540
QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

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Table 235 3584
QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

Table 236 3609
QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

Table 237 3634
QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

Table 238 3661
QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

Table 239 3683

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

Table 240 3705
QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)
Base: All using RM (QV4=1)

Table 241 3727
QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All using RM (QV4=1)

Table 242 3749
QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending
Base: All using RM (QV4=1)

Table 243 3772
QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability
Base: All using RM (QV4=1)

Table 245 3794
QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time
Base: All using RM (QV4=1)

Table 251 3816
QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost
Base: All using RM (QV4=1)

Table 252 3838
QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage
Base: All using RM (QV4=1)

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Table 253 3860
QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged
Base: All using RM (QV4=1)

Table 254 3882
QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: SUMMARY TABLE
Base: All using RM (QV4=1)

Table 255 3883
QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)
Base: All using RM (QV4=1) excluding Don't know

Table 256 3905
QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All using RM (QV4=1) excluding Don't know

Table 257 3927
QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending
Base: All using RM (QV4=1) excluding Don't know

Table 258 3949
QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability
Base: All using RM (QV4=1) excluding Don't know

Table 260 3971
QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time
Base: All using RM (QV4=1) excluding Don't know

Table 266 3993
QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost
Base: All using RM (QV4=1) excluding Don't know

Table 267 4015
QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage
Base: All using RM (QV4=1) excluding Don't know

Table 268 4037
QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged
Base: All using RM (QV4=1) excluding Don't know

Table 269 4059
QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE
Base: All using RM (QV4=1) excluding Don't know

Table 270 4060
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

Table 271 4099
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All those who had experienced problems in the last 6 months

Table 272 4123

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 274 4152

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 275 4177

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 276 4203
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: SUMMARY TABLE
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 277 4204

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

Table 279 4226

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

Table 280 4248

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

Table 281 4270
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

Table 282 4271
QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months
Base: All using RM (QV4=1)

Table 284 4293

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-18,98)

Table 285 4315
QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)
Base: All those who use other providers to RM (QV4=2-18,98)

Table 286 4337

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All those who use other providers to RM (QV4=2-18,98)

Table 287 4359
QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending
Base: All those who use other providers to RM (QV4=2-18,98)

Table 288 4381
QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability
Base: All those who use other providers to RM (QV4=2-18,98)

Table 289 4404
QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time
Base: All those who use other providers to RM (QV4=2-18,98)

Table 290 4426
QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost
Base: All those who use other providers to RM (QV4=2-18,98)

Table 291 4448
QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage
Base: All those who use other providers to RM (QV4=2-18,98)

Table 292 4470
QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged
Base: All those who use other providers to RM (QV4=2-18,98)

Table 293 4492
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE
Base: All those who use other providers to RM (QV4=2-18,98)

Table 294 4493
QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 295 4515

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 296 4537
QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

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Table 297 4559
QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 298 4581
QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 299 4603
QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 300 4625
QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 301 4647
QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 302 4669
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE
Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

Table 303 4670
QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-18,98)

Table OP3A_1RESP 4703

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint
Base: All responses for any who have had a problem with another provider in the last 6 months

Table OP3A_1RESPX 4727

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint
Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

Table OP3A_3RESP 4749

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous
Base: All responses for any who have had a problem with another provider in the last 6 months

Table OP3A_3RESPX 4774

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous
Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

Table OP3A_4RESP 4796

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint
Base: All who have had a problem with providers in the last 6 months

Table OP3A_4RESPX 4821

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint
Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

Table 416 4843
QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months
Base: All those who use DHL (QV4=2)

Table 419 4865
QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months
Base: All those who use UPS (QV4=5)

Table 420 4887
QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months
Base: All those who use Yodel (QV4=6)

Table 421 4909
QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months
Base: All those who use Parcelforce (QV4=7)

Table 422 4931
QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months
Base: All those who use Evri (QV4=8)

Table 423 4953
QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months
Base: All those who use FedEx (QV4=9)

Table 432 4975
QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months
Base: All those who use DPD/DPD Local (QV4=18)

Table OP4_1RESP 4997

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months
Base: All responses for any other provider than RM

Table 433 5019
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months SUMMARY TABLE
Base: All who use each provider at QV4

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Table 434 5020
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL
Base: All those who use DHL (QV4=2)

Table 436 5042
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS
Base: All those who use UPS (QV4=5)

Table 437 5064
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel
Base: All those who use Yodel (QV4=6)

Table 438 5086
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce
Base: All those who use Parcelforce (QV4=7)

Table 439 5108
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri
Base: All those who use Evri (QV4=8)

Table 440 5130
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx
Base: All those who use FedEx (QV4=9)

Table 449 5152
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local
Base: All those who use DPD/DPD Local (QV4=18)

Table OP5BRESP 5174
QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED
Base: All responses for any provider other than RM

Table 450 5196
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE
Base: All who use each provider at QV4

Table 451 5197
QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

Table 452 5219
QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

Table 453 5241
QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

Table 454 5285
QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

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Table 458 5329
QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?
Base: All respondents

Table 459 5351
QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?
Base: All those who use Royal Mail as their main provider

Table 509 5373
QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

Table 510 5421
QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?
Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

Table 560 5467
QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

Table 561 5489
QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Table 562 5534
QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Table 564 5600
QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

Table 566 5654
QN3B. In the last month which of the following companies have you sent a small parcel with?
Base: All sending parcels and packets (QV2a=1-11 for column C)

Table 567 5707
QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?
Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

Table 569 5729
QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?
Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

Table 570 5773
QN9. When sending letters, which service does your business tend to use?
Base: All

Table 572 5795
QN11. Which if any of the following influence your decision to use first or second-class stamps?
Base: All sending letters (QN9=1-5 OR 7)

Table 573 5829
QN12. In the last three months have you had to do any of the following?
Base: All respondents

Table 575 5857
QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)
Base: All respondents

Table 578 5879
QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)
Base: All respondents

Table 581 5901
QWFH. At the moment do employees in your organisation mainly work from home or another location?
Base: All respondents

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1

Quarter

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Q3 2023	500	72	428	478	19	2	1	23
	25%	31%	24%	25%	25%	25%	25%	25%
Q4 2023	500	50	450	478	19	2	1	22
	25%	22%	25%	25%	25%	25%	25%	25%
Q1 2024	500	62	438	477	19	2	1	22
	25%	27%	25%	25%	25%	25%	25%	25%
Q2 2024	500	46	454	477	19	2	1	23
	25%	20%	26%	25%	25%	25%	25%	25%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Q3 2023	500	282	155	41	15	6	1	478	19	4
	25%	27%	21%	29%	28%	20%	25%	25%	25%	25%
		b								
Q4 2023	500	236	210	32	11	10	1	478	19	3
	25%	23%	28%	23%	21%	31%	25%	25%	25%	25%
Q1 2024	500	259	189	30	14	8	1	477	19	4
	25%	25%	26%	21%	26%	23%	25%	25%	25%	25%
Q2 2024	500	252	188	38	13	9	1	477	19	4
	25%	24%	25%	27%	24%	26%	25%	25%	25%	25%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Q3 2023	500	390	88	19	2	1	306	63	20	8	18
	25%	25%	25%	25%	25%	25%	24%	21%	29%	23%	31%
Q4 2023	500	390	88	19	2	1	316	69	23	10	18
	25%	25%	25%	25%	25%	25%	25%	23%	33%	29%	32%
Q1 2024	500	389	88	19	2	1	322	76	14	10	9
	25%	25%	25%	25%	25%	25%	26%	26%	21%	28%	16%
Q2 2024	500	389	88	19	2	1	305	91	11	7	12
	25%	25%	25%	25%	25%	25%	24%	31%	17%	19%	21%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Q3 2023	500	49	25	99	21	38	72	48	45	41
	25%	27%	17%	31%	31%	21%	23%	19%	29%	27%
				b						
Q4 2023	500	42	41	66	18	54	91	63	37	27
	25%	23%	28%	21%	27%	30%	29%	25%	24%	18%
Q1 2024	500	43	40	66	10	52	77	76	37	39
	25%	24%	28%	21%	14%	28%	25%	31%	24%	26%
Q2 2024	500	45	39	87	20	39	71	62	36	41
	25%	25%	27%	27%	29%	21%	23%	25%	23%	28%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Q3 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q4 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q1 2024	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q2 2024	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Q3 2023	500	26	26	39	60	77	28	16	9	245
	25%	32%	22%	26%	22%	24%	30%	30%	14%	25%
Q4 2023	500	20	31	31	74	88	17	17	24	229
	25%	24%	25%	21%	27%	27%	18%	31%	38%	24%
Q1 2024	500	18	33	42	66	81	24	9	12	249
	25%	22%	28%	28%	24%	25%	26%	17%	18%	26%
Q2 2024	500	18	30	38	69	81	24	12	19	239
	25%	22%	25%	25%	26%	25%	26%	22%	30%	25%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Q3 2023	500	125	105	270	417	83	465	35	478	22
	25%	25%	25%	25%	25%	25%	25%	21%	25%	37%
Q4 2023	500	125	105	270	417	83	454	46	486	14
	25%	25%	25%	25%	25%	25%	25%	27%	25%	23%
Q1 2024	500	125	105	270	417	83	456	44	488	12
	25%	25%	25%	25%	25%	25%	25%	26%	25%	20%
Q2 2024	500	125	105	270	417	83	457	43	488	12
	25%	25%	25%	25%	25%	25%	25%	26%	25%	20%

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Q3 2023	500	333	81	85	430	53	7	11	483	17
	25%	27%	24%	20%	25%	25%	14%	19%	25%	17%
Q4 2023	500	291	83	121	391	63	23	23	454	46
	25%	24%	25%	28%	23%	30%	49%	41%	24%	45%
							ae	a		ae
Q1 2024	500	283	99	119	430	53	6	11	483	17
	25%	23%	29%	28%	26%	25%	13%	19%	25%	17%
Q2 2024	500	316	76	101	435	42	11	12	477	23
	25%	26%	22%	24%	26%	20%	23%	21%	25%	22%

Columns Tested:: a,b,c - a,b,c,d,e,f

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Q3 2023	500	274	156	70	430	352	449	323	209	142
	25%	27%	23%	22%	25%	25%	25%	23%	23%	21%
Q4 2023	500	237	154	109	444	371	461	369	262	199
	25%	24%	22%	35%	26%	26%	25%	27%	30%	30%
				ab						
Q1 2024	500	232	198	70	421	351	456	350	190	169
	25%	23%	29%	22%	24%	25%	25%	25%	21%	25%
Q2 2024	500	258	177	65	439	359	464	341	227	156
	25%	26%	26%	21%	25%	25%	25%	25%	26%	23%

Columns Tested:: a,b,c - a,b,c,d,e,f

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Q3 2023	500	104	278	11	23	5	14	14	33
	25%	25%	26%	12%	24%	11%	32%	29%	24%
		c	c				c		
Q4 2023	500	87	267	33	29	19	10	16	45
	25%	21%	25%	34%	31%	39%	23%	34%	32%
Q1 2024	500	111	259	30	19	11	13	14	37
	25%	27%	24%	31%	21%	22%	30%	29%	27%
Q2 2024	500	112	282	23	23	14	7	4	24
	25%	27%	26%	23%	24%	29%	15%	8%	18%

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Q3 2023	500	351	29	13	18	7	10	2	275	36	13	5	9	4	10
	25%	26%	19%	16%	30%	29%	32%	13%	26%	20%	18%	17%	21%	28%	35%
Q4 2023	500	337	41	26	15	5	9	10	238	74	25	9	15	2	7
	25%	25%	27%	33%	26%	21%	29%	75%	22%	41%	34%	33%	35%	15%	23%
								abde		af					
Q1 2024	500	339	31	22	16	6	6	1	270	30	14	6	12	6	12
	25%	25%	20%	28%	28%	24%	20%	4%	25%	17%	19%	21%	28%	39%	42%
														b	
Q2 2024	500	347	52	18	10	6	5	1	281	39	21	8	7	3	*
	25%	25%	34%	23%	16%	26%	18%	8%	26%	22%	29%	30%	15%	18%	1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Q3 2023	500	225	33	37	15	4	6	2	12	236	101	83	13	16
	25%	24%	21%	33%	25%	13%	19%	4%	11%	27%	26%	23%	11%	22%
		h		gh						d	d			
Q4 2023	500	219	62	32	13	12	12	19	43	204	90	94	46	27
	25%	23%	39%	29%	22%	36%	38%	45%	40%	23%	23%	26%	40%	38%
			a					a	a				ab	
Q1 2024	500	240	35	25	18	9	7	18	33	218	95	93	33	15
	25%	25%	22%	22%	29%	26%	21%	40%	31%	25%	25%	26%	29%	21%
Q2 2024	500	258	30	18	15	8	7	5	20	227	103	94	23	13
	25%	27%	19%	16%	25%	25%	22%	10%	18%	26%	27%	26%	20%	19%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Q3 2023	500	258	78	70	13	11	233	51	40	12	15
	25%	27%	23%	24%	14%	28%	30% bcd	19%	17%	13%	25%
Q4 2023	500	235	80	70	42	18	167	78	70	36	18
	25%	24%	23%	24%	47% abc	46%	22%	30%	29%	41% a	30%
Q1 2024	500	227	85	85	19	4	182	68	61	25	15
	25%	24%	25%	29%	21%	9%	23%	26%	26%	29%	24%
Q2 2024	500	246	98	67	16	7	195	68	68	14	12
	25%	25%	29%	23%	18%	17%	25%	26%	28%	16%	21%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Q3 2023	500	191	28	68	20	11	171	26	126	433	67	399	31
	25%	27% b	14%	23%	18%	22%	21%	21%	29% a	25%	24%	25%	28%
Q4 2023	500	159	65	76	43	20	233	44	91	423	77	406	37
	25%	23%	32%	25%	38% a	38%	29% c	37% c	21%	24%	28%	25%	35%
Q1 2024	500	167	57	82	24	16	218	27	105	430	70	399	22
	25%	24%	29%	27%	21%	32%	27%	22%	24%	25%	25%	25%	20%
Q2 2024	500	184	50	73	26	4	192	25	116	440	60	421	19
	25%	26% e	25%	24%	23%	8%	24%	20%	26%	25%	22%	26%	17%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Q3 2023	500	319	33	209	114	400	30	317	35	209	113
	25%	25%	20%	25%	21%	25%	29%	25%	21%	24%	22%
Q4 2023	500	308	63	207	162	411	33	310	60	219	150
	25%	24%	38% a	24%	30%	25%	31%	24%	37% a	25%	29%
Q1 2024	500	320	32	210	141	399	21	318	34	220	131
	25%	25%	19%	25%	26%	25%	20%	25%	21%	25%	25%
Q2 2024	500	322	37	220	121	419	20	325	34	215	126
	25%	25%	23%	26%	22%	26%	19%	26%	21%	25%	24%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Q3 2023	500	205	353	61	4	205	243	39	-	236	195	39	-
	25%	22%	26%	25%	100%	24%	25%	21%	-%	24%	25% c	16%	-%
Q4 2023	500	261	323	76	-	220	235	55	1	255	193	76	-
	25%	28%	24%	32%	-%	26%	24%	29%	100%	25%	25%	30%	-%
Q1 2024	500	219	335	54	-	217	259	53	-	261	195	81	-
	25%	24%	25%	23%	-%	25%	26%	28%	-%	26%	26%	32%	-%
Q2 2024	500	244	329	49	-	217	254	43	-	248	182	54	*
	25%	26%	25%	20%	-%	25%	26%	23%	-%	25%	24%	22%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Q3 2023	500	394	319	226	311	261	2	140	116	118	23	16
	25%	25%	26%	24%	25%	25%	4%	23%	22%	23%	17%	21%
Q4 2023	500	393	308	241	316	266	21	160	137	132	35	22
	25%	25%	25%	26%	25%	26%	57% ab	26%	26%	25%	26%	28%
Q1 2024	500	390	310	250	314	263	11	157	148	146	39	19
	25%	25%	25%	26%	25%	25%	30%	26%	28%	28%	29%	25%
Q2 2024	500	404	308	228	323	247	3	158	133	125	38	20
	25%	26%	25%	24%	26%	24%	9%	26%	25%	24%	28%	26%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Q3 2023	500	41	30	26	9	416	283	428	291	264	217	409	49	-	355	32
	25%	18%	29%	23%	21%	25%	27%	25%	25%	27%	25%	26%	23%	-%	25%	21%
Q4 2023	500	71	39	22	13	389	253	423	276	232	216	374	52	-	339	44
	25%	31%	39% c	19%	30%	24%	24%	25%	24%	23%	25%	24%	24%	-%	24%	29%
Q1 2024	500	62	18	31	13	407	268	431	319	256	222	402	71	-	363	29
	25%	28%	17%	27%	31%	25%	26%	25%	28%	26%	25%	26%	33%	-%	26%	20%
Q2 2024	500	52	15	36	7	424	231	435	271	240	223	390	42	1	345	45
	25%	23%	14%	31%	18%	26%	22%	25%	23%	24%	25%	25%	20%	100%	25%	30%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Q3 2023	500	165	303	152	6	62	117	58	339	102	76	97	324
	25%	21%	27%	24%	13%	21%	25%	22%	25%	28%	23%	25%	26%
Q4 2023	500	201	267	163	17	99	107	93	337	64	89	90	299
	25%	26%	24%	26%	36%	33%	23%	35%	25%	18%	27%	23%	24%
						b		bc					
Q1 2024	500	218	253	168	16	69	135	72	329	97	98	102	294
	25%	28%	23%	27%	33%	23%	29%	27%	24%	27%	30%	26%	24%
Q2 2024	500	192	285	140	9	68	111	41	349	98	68	99	311
	25%	25%	26%	22%	18%	23%	24%	16%	26%	27%	21%	26%	25%
									a	a			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Q3 2023	500	267	233
	25%	28%	22%
Q4 2023	500	219	281
	25%	23%	27%
Q1 2024	500	224	276
	25%	23%	26%
Q2 2024	500	246	254
	25%	26%	24%

Columns Tested:: a,b

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Q3 2023	500	34	311	154	-	-	-	-	-	-	-	-	-
	25%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		defghijkl	defghijkl	defghijkl									
Q4 2023	500	-	-	-	88	127	285	-	-	-	-	-	-
	25%	-%	-%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%
					abcghijkl	abcghijkl	abcghijkl						
Q1 2024	500	-	-	-	-	-	-	18	302	180	-	-	-
	25%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%	-%	-%
								abcdefjkl	abcdefjkl	abcdefjkl			
Q2 2024	500	-	-	-	-	-	-	-	-	-	78	218	205
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%
											abcdefghi	abcdefghi	abcdefghi

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Weighted tables - Ofcom: Business Postal Tracker July 2023 - June 2024

Table 1 (continuation)

Quarter

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Q3 2023	500	500	-	-	-	500	-
	25%	100%	-%	-%	-%	50%	-%
		bcd				b	
Q4 2023	500	-	500	-	-	500	-
	25%	-%	100%	-%	-%	50%	-%
			acd			b	
Q1 2024	500	-	-	500	-	-	500
	25%	-%	-%	100%	-%	-%	50%
				abd			a
Q2 2024	500	-	-	-	500	-	500
	25%	-%	-%	-%	100%	-%	50%
					abc		a

Columns Tested:: a,b,c,d - a,b

Table 2

Collection Mode

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
CAWI	1772	-	1772	1692	67	8	4	79
	89%	-%	100%	89%	88%	90%	84%	88%
			a					
CATI	228	228	-	218	9	1	1	11
	11%	100%	-%	11%	12%	10%	16%	12%
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
CAWI	1772	882	682	128	47	28	4	1692	67	12
	89%	86%	92% af	91%	90%	87%	84%	89%	88%	88%
CATI	228	147	58	12	5	4	1	218	9	2
	11%	14% b	8%	9%	10%	13%	16% b	11%	12%	12%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
CAWI	1772	1375	317	67	8	4	1200	283	67	35	57
	89%	88%	90%	88%	90%	84%	96%	95%	99%	100%	98%
CATI	228	183	35	9	1	1	49	16	1	*	1
	11%	12%	10%	12%	10%	16%	4%	5%	1%	*%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
CAWI	1772	175	135	297	63	172	298	237	148	132
	89%	98% i	93%	93%	91%	94%	95%	95%	96%	90%
CATI	228	4	11	21	6	12	14	13	7	15
	11%	2%	7%	7%	9%	6%	5%	5%	4%	10% a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
CAWI	1772	367	458	832	1657	115	52	43	20
	89%	92%	95%	95%	94%	48%	44%	53%	49%
		efgh	efgh	efgh	efgh				
CATI	228	33	22	48	103	125	68	37	20
	11%	8%	5%	5%	6%	52%	56%	47%	51%
						abcd	abcd	abcd	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 2 (continuation)

Collection Mode

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
CAWI	1772	61	104	131	255	271	90	42	53	868
	89%	74%	86%	88%	95%	83%	97%	78%	84%	90%
					aegh		aeg			ae
CATI	228	21	17	19	13	56	2	12	10	94
	11%	26%	14%	12%	5%	17%	3%	22%	16%	10%
		dfi				dfi		df	d	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
CAWI	1772	447	361	963	1463	309	1619	153	1721	50
	89%	89%	86%	89%	88%	93%	88%	91%	89%	84%
CATI	228	53	59	117	205	24	213	16	219	10
	11%	11%	14%	11%	12%	7%	12%	9%	11%	16%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
CAWI	1772	1094	280	385	1484	187	46	54	1671	100
	89%	89%	83%	91%	88%	89%	98%	96%	88%	97%
		b		b						
CATI	228	129	58	40	202	24	1	2	225	3
	11%	11%	17%	9%	12%	11%	2%	4%	12%	3%
			ac							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 2 (continuation)

Collection Mode

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
CAWI	1772	867	617	287	1598	1357	1685	1280	882	651
	89%	87%	90%	91%	92%	95%	92%	93%	99%	98%
									abcd	abcd
CATI	228	134	68	27	135	76	146	103	7	14
	11%	13%	10%	9%	8%	5%	8%	7%	1%	2%
					ef	ef	ef	ef		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 2 (continuation)

Collection Mode

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
CAWI	1772	362	1035	87	78	43	39	41	123
	89%	88%	95% adh	89%	83%	88%	92%	86%	89%
CATI	228	51	52	11	16	6	3	7	16
	11%	12% b	5%	11%	17% b	12%	8%	14%	11% b

Columns Tested:: a,b,c,d,e,f,g,h

Table 2 (continuation)

Collection Mode

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
CAWI	1772	1292	133	69	46	22	24	13	1021	168	66	22	42	11	27
	89%	94%	87%	86%	78%	89%	80%	99%	96%	94%	89%	79%	97%	69%	93%
		bdf							df	df	f		f		
CATI	228	82	20	11	13	3	6	*	42	12	8	6	1	5	2
	11%	6%	13%	14%	22%	11%	20%	1%	4%	6%	11%	21%	3%	31%	7%
			a		a		a					ab		abce	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 2 (continuation)

Collection Mode

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
CAWI	1772	884	146	103	55	28	23	40	91	800	361	340	110	70
	89%	94% fh	91%	92%	90%	87%	72%	93%	85%	90%	93%	94%	95%	97%
CATI	228	57	14	9	6	4	9	3	16	86	28	23	6	2
	11%	6%	9%	8%	10%	13%	28% a	7%	15% a	10%	7%	6%	5%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
CAWI	1772	883	314	273	85	37	744	250	218	81	59
	89%	91%	92%	94%	96%	95%	96%	94%	92%	94%	98%
CATI	228	83	28	19	4	2	34	16	20	5	1
	11%	9%	8%	6%	4%	5%	4%	6%	8%	6%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
CAWI	1772	643	192	277	102	49	749	120	402	1518	254	1492	106
	89%	92%	96%	92%	89%	97%	92%	99%	92%	88%	93%	92%	98%
CATI	228	58	8	23	12	2	65	2	36	208	20	133	2
	11%	8%	4%	8%	11%	3%	8%	1%	8%	12%	7%	8%	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
CAWI	1772	1193	164	766	514	1496	103	1195	162	782	498
	89%	94%	100%	90%	96%	92%	98%	94%	100%	91%	96%
			a		a				a		a
CATI	228	75	1	81	23	133	2	75	1	81	23
	11%	6%	*%	10%	4%	8%	2%	6%	*%	9%	4%
		b		b				b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
CAWI	1772	912	1209	235	4	843	921	186	1	949	700	238	*
	89%	98%	90%	98%	100%	98%	93%	97%	100%	95%	91%	95%	100%
		b		b		b							
CATI	228	15	131	6	-	16	71	5	-	50	66	12	-
	11%	2%	10%	2%	-%	2%	7%	3%	-%	5%	9%	5%	-%
			ac				a						

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 2 (continuation)

Collection Mode

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
CAWI	1772	1447	1170	864	1171	962	37	604	534	515	135	78
	89%	92%	94%	91%	93%	93%	100%	98%	100%	99%	100%	100%
CATI	228	134	75	80	93	75	-	11	1	6	*	-
	11%	8%	6%	9%	7%	7%	-%	2%	*%	1%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
CAWI	1772	223	100	108	42	1413	819	1495	943	780	869	1351	211	1	1229	142
	89%	99%	99%	94%	100%	86% bde	79%	87% bde	82%	79%	99% b	86%	99% b	100%	88%	94%
CATI	228	2	1	7	*	223	216	223	214	211	9	223	2	-	173	9
	11%	1%	1%	6%	*%	14%	21% ac	13%	18% ac	21% ac	1%	14% ac	1%	-%	12%	6%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 2 (continuation)

Collection Mode

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
CAWI	1772	750	922	591	47	292	438	240	1197	318	268	366	1095
	89%	97%	83%	95%	99%	98%	93%	91%	88%	88%	81%	94%	89%
		b										a	a
CATI	228	25	186	32	1	6	32	23	157	44	62	23	132
	11%	3%	17%	5%	1%	2%	7%	9%	12%	12%	19%	6%	11%
			a								bc		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 2 (continuation)

Collection Mode

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
CAWI	1772	748	1024
	89%	78%	98%
			a
CATI	228	210	19
	11%	22%	2%
		b	

Columns Tested:: a,b

Table 2 (continuation)

Collection Mode

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
CAWI	1772	25	302	102	79	113	259	4	281	153	61	206	188
	89%	73%	97%	66%	89%	89%	91%	24%	93%	85%	78%	95%	92%
		g	acgij	g	cg	cg	cgj		acgij	cg	g	acgij	acgj
CATI	228	9	10	53	9	14	26	14	21	27	17	12	17
	11%	27%	3%	34%	11%	11%	9%	76%	7%	15%	22%	5%	8%
		bhkl		bdefhikl				abcdefhijkl		bhk	bfhkl		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 2 (continuation)

Collection Mode

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
CAWI	1772	428	450	438	454	879	893
	89%	86%	90%	88%	91%	88%	89%
CATI	228	72	50	62	46	121	107
	11%	14%	10%	12%	9%	12%	11%

Columns Tested:: a,b,c,d - a,b

Table 3

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	1674	-	1674	1132	287	78	177	542
Effective base	717	-	717	660	129	35	89	171
Weighted Base	1772	-	1772	1692	67	8	4	79
Large City (population: more than 500,000)	395	-	395	371	21	2	2	24
	22%	-%	22%	22%	31%	29%	38%	31%
					a		a	a
Smaller City or Large town (population: 100,000 - 500,000)	425	-	425	409	14	1	1	16
	24%	-%	24%	24%	20%	17%	22%	20%
Medium town (population: 15,000 - 99,999)	350	-	350	328	18	3	1	22
	20%	-%	20%	19%	27%	31%	25%	27%
								a
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	-	191	182	8	*	*	8
	11%	-%	11%	11%	11%	6%	5%	11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	-	102	98	3	1	*	4
	6%	-%	6%	6%	4%	9%	4%	4%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	-	234	229	4	1	*	5
	13%	-%	13%	14%	6%	8%	4%	6%
				bde				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	-	75	74	*	*	*	1
	4%	-%	4%	4%	1%	1%	1%	1%
				be				
NETS								
Urban	1463	-	1463	1389	63	7	4	74
	83%	-%	83%	82%	93%	91%	95%	93%
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1674	-	1674	1132	287	78	177	542
Effective base	838	131	717	770	154	42	95	204
Weighted Base	1772	-	1772	1692	67	8	4	79
Rural	309	-	309	303	4	1	*	5
	17%	-%	17%	18% bde	7%	9%	5%	7%

Columns Tested:: a,b - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	468	496	168	179	186	177	1132	287	255
Effective base	717	311	283	83	83	78	89	660	129	73
Weighted Base	1772	882	682	128	47	28	4	1692	67	12
Large City (population: more than 500,000)	395	186	139	46	14	8	2	371	21	4
	22%	21%	20%	36%	31%	30%	38%	22%	31%	32%
				abg	b		abg		abg	b
Smaller City or Large town (population: 100,000 - 500,000)	425	210	174	25	8	7	1	409	14	2
	24%	24%	26%	19%	17%	26%	22%	24%	20%	19%
Medium town (population: 15,000 - 99,999)	350	171	139	19	15	6	1	328	18	4
	20%	19%	20%	15%	32%	20%	25%	19%	27%	29%
					abcg				c	cg
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	97	68	18	5	3	*	182	8	1
	11%	11%	10%	14%	11%	10%	5%	11%	11%	6%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	63	31	4	2	1	*	98	3	1
	6%	7%	5%	3%	5%	3%	4%	6%	4%	7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	117	97	15	2	3	*	229	4	1
	13%	13%	14%	12%	4%	10%	4%	14%	6%	7%
		dfh	dfh					dfh		
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	37	35	2	*	*	*	74	*	*
	4%	4%	5%	1%	*%	2%	1%	4%	1%	1%
		h	dh					h		
NETS										
Urban	1463	728	550	111	45	25	4	1389	63	11
	83%	83%	81%	87%	96%	89%	95%	82%	93%	93%
					abcg		abg		abg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	468	496	168	179	186	177	1132	287	255
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	1772	882	682	128	47	28	4	1692	67	12
Rural	309	154	132	17	2	3	*	303	4	1
	17%	17% dfhi	19% dfhi	13% d	4%	11%	5%	18% dfhi	7%	7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1674	722	410	287	78	177	742	346	122	86	232
Effective base	717	486	223	129	35	89	435	161	38	21	40
Weighted Base	1772	1375	317	67	8	4	1200	283	67	35	57
Large City (population: more than 500,000)	395	282	89	21	2	2	245	72	22	6	20
	22%	21%	28%	31%	29%	38%	20%	25%	33%	18%	36%
			a	a		a					a
Smaller City or Large town (population: 100,000 - 500,000)	425	339	70	14	1	1	294	65	15	10	12
	24%	25%	22%	20%	17%	22%	25%	23%	22%	30%	21%
Medium town (population: 15,000 - 99,999)	350	270	59	18	3	1	243	59	9	10	14
	20%	20%	18%	27%	31%	25%	20%	21%	14%	29%	24%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	152	31	8	*	*	138	19	8	5	9
	11%	11%	10%	11%	6%	5%	11%	7%	12%	13%	16%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	84	14	3	1	*	69	16	2	*	1
	6%	6%	5%	4%	9%	4%	6%	6%	2%	1%	1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	184	45	4	1	*	152	42	11	3	1
	13%	13%	14%	6%	8%	4%	13%	15%	16%	9%	1%
		ce	ce				e	e	e		
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	65	9	*	*	*	58	10	*	*	*
	4%	5%	3%	1%	1%	1%	5%	4%	1%	1%	*%
		c									
NETS											
Urban	1463	1126	263	63	7	4	990	231	56	32	56
	83%	82%	83%	93%	91%	95%	82%	82%	83%	91%	98%
				ab		ab					abc

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1674	722	410	287	78	177	742	346	122	86	232
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	1772	1375	317	67	8	4	1200	283	67	35	57
Rural	309	249	55	4	1	*	210	52	11	3	1
	17%	18% ce	17% ce	7%	9%	5%	18% e	18% e	17% e	9%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	137	110	204	49	135	169	130	114	113
Effective base	717	75	60	117	24	68	106	82	58	57
Weighted Base	1772	175	135	297	63	172	298	237	148	132
Large City (population: more than 500,000)	395	6	8	225	7	33	30	23	30	16
	22%	3%	6%	76%	11%	19%	10%	10%	20%	12%
				abdefghi		ab			ab	
Smaller City or Large town (population: 100,000 - 500,000)	425	40	29	29	23	53	95	63	38	31
	24%	23%	22%	10%	36%	31%	32%	27%	26%	24%
		c	c		c	c	c	c	c	c
Medium town (population: 15,000 - 99,999)	350	51	14	33	17	29	83	44	33	29
	20%	29%	10%	11%	27%	17%	28%	19%	23%	22%
		bc			c		bc		c	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	20	12	10	4	24	25	30	15	38
	11%	11%	9%	3%	6%	14%	8%	12%	10%	29%
		c				c		c		abcdefgh
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	11	11	-	5	9	15	28	5	6
	6%	6%	8%	-%	8%	5%	5%	12%	3%	4%
		c	c		c	c	c	c		c
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	40	47	*	7	16	45	35	18	11
	13%	23%	35%	*%	11%	9%	15%	15%	12%	8%
		cei	cdefghi		c	c	c	c	c	c
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	7	15	-	-	9	5	13	9	1
	4%	4%	11%	-%	-%	5%	2%	6%	6%	1%
		c	cfi			c		c	c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	137	110	204	49	135	169	130	114	113
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	1772	175	135	297	63	172	298	237	148	132
NETS										
Urban	1463	129	73	297	56	147	248	189	121	120
	83%	73%	54%	100%	89%	86%	83%	80%	82%	91%
		b		abdefghi	b	b	b	b	b	ab
Rural	309	47	62	*	7	25	50	48	27	12
	17%	27%	46%	*%	11%	14%	17%	20%	18%	9%
		ci	acdefghi		c	c	c	c	c	c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1674	297	361	503	1161	513	171	164	178
Effective base	717	149	192	304	642	129	52	45	43
Weighted Base	1772	367	458	832	1657	115	52	43	20
Large City (population: more than 500,000)	395	56	44	278	378	17	12	3	2
	22%	15%	10%	33%	23%	15%	23%	7%	9%
				abdegh	abegh		bg		
Smaller City or Large town (population: 100,000 - 500,000)	425	107	107	188	402	24	8	12	4
	24%	29%	23%	23%	24%	20%	15%	28%	20%
		f							
Medium town (population: 15,000 - 99,999)	350	75	98	160	333	17	7	7	3
	20%	20%	21%	19%	20%	15%	13%	16%	15%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	66	47	64	177	14	9	3	3
	11%	18%	10%	8%	11%	12%	16%	7%	13%
		bcd							
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	20	27	43	90	12	4	7	1
	6%	5%	6%	5%	5%	10%	8%	15%	5%
								abcd	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	34	105	80	218	16	7	4	5
	13%	9%	23%	10%	13%	14%	14%	9%	23%
			acdeg						ac
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	10	31	18	59	16	5	8	3
	4%	3%	7%	2%	4%	14%	10%	18%	15%
			c			abcd	acd	abcd	acd

Columns Tested:: a,b,c,d,e,f,g,h

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1674	297	361	503	1161	513	171	164	178
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	1772	367	458	832	1657	115	52	43	20
NETS									
Urban	1463	323	323	734	1380	83	40	31	12
	83%	88%	70%	88%	83%	72%	76%	74%	62%
		befgh		bdefgh	begh	h	h		
Rural	309	43	136	98	277	32	13	11	7
	17%	12%	30%	12%	17%	28%	24%	26%	38%
			acd		c	acd	ac	acd	acdef

Columns Tested:: a,b,c,d,e,f,g,h

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	52	141	156	211	315	87	56	61	736
Effective base	717	25	44	52	98	131	36	19	24	337
Weighted Base	1772	61	104	131	255	271	90	42	53	868
Large City (population: more than 500,000)	395	4	22	26	72	63	19	7	20	184
	22%	7%	21%	20%	28%	23%	21%	16%	38%	21%
					a				a	
Smaller City or Large town (population: 100,000 - 500,000)	425	20	15	19	54	85	34	14	14	185
	24%	33%	14%	14%	21%	31%	38%	35%	27%	21%
						bci	bcdi			
Medium town (population: 15,000 - 99,999)	350	3	23	26	51	45	22	6	9	187
	20%	6%	22%	20%	20%	17%	25%	15%	17%	22%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	5	16	23	20	22	2	2	3	114
	11%	9%	16%	18%	8%	8%	2%	4%	7%	13%
			f	f						f
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	*	8	8	18	18	2	3	2	51
	6%	*%	8%	6%	7%	7%	2%	7%	4%	6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	22	18	26	29	38	8	3	3	106
	13%	36%	17%	20%	11%	14%	8%	8%	6%	12%
		defghi								
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	6	2	2	13	1	3	6	1	42
	4%	10%	2%	1%	5%	*%	4%	15%	2%	5%
		e			e			bce		e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1674	52	141	156	211	315	87	56	61	736
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	1772	61	104	131	255	271	90	42	53	868
NETS										
Urban	1463	33	84	103	214	233	79	32	49	720
	83%	54%	81%	79%	84%	86%	88%	77%	91%	83%
			a	a	a	a	a		a	a
Rural	309	28	19	28	41	39	11	9	5	148
	17%	46%	19%	21%	16%	14%	12%	23%	9%	17%
		bcdefhi								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1674	419	402	853	1472	202	1363	311	1637	37
Effective base	717	174	165	380	609	110	637	88	699	18
Weighted Base	1772	447	361	963	1463	309	1619	153	1721	50
Large City (population: more than 500,000)	395 22%	102 23%	82 23%	211 22%	395 27% b	- -%	355 22%	40 26%	384 22%	11 23%
Smaller City or Large town (population: 100,000 - 500,000)	425 24%	92 21%	119 33% ac	213 22%	425 29% b	- -%	380 23%	45 30%	413 24%	12 24%
Medium town (population: 15,000 - 99,999)	350 20%	80 18%	67 19%	203 21%	350 24% b	- -%	314 19%	36 24%	340 20%	10 20%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191 11%	48 11%	24 7%	119 12% b	191 13% b	- -%	179 11%	12 8%	187 11%	4 7%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102 6%	27 6%	20 5%	56 6%	102 7% b	- -%	97 6%	5 3%	99 6%	3 6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234 13%	76 17%	45 12%	113 12%	- -%	234 76% a	222 14%	12 8%	224 13%	10 20%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1674	419	402	853	1472	202	1363	311	1637	37
Effective base	717	174	165	380	609	110	637	88	699	18
Weighted Base	1772	447	361	963	1463	309	1619	153	1721	50
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	21	4	50	-	75	73	2	75	-
	4%	5%	1%	5% b	-%	24% a	4%	1%	4%	-%
NETS										
Urban	1463	350	312	801	1463	-	1325	138	1423	40
	83%	78%	86% a	83%	100% b	-%	82%	91% a	83%	80%
Rural	309	97	50	162	-	309	294	14	299	10
	17%	22% b	14%	17%	-%	100% a	18% b	9%	17%	20%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1674	918	397	351	1208	285	75	106	1493	181
Effective base	717	431	125	158	588	87	22	22	674	44
Weighted Base	1772	1094	280	385	1484	187	46	54	1671	100
Large City (population: more than 500,000)	395	262	55	79	323	39	14	19	362	33
	22%	24%	19%	20%	22%	21%	31%	35%	22%	33%
Smaller City or Large town (population: 100,000 - 500,000)	425	230	83	112	345	49	18	14	394	31
	24%	21%	30%	29%	23%	26%	39%	25%	24%	31%
			a	a						
Medium town (population: 15,000 - 99,999)	350	220	59	67	300	33	5	12	333	17
	20%	20%	21%	17%	20%	17%	11%	23%	20%	17%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	130	27	31	162	21	2	6	183	8
	11%	12%	10%	8%	11%	11%	3%	11%	11%	8%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	58	21	23	82	16	2	1	98	3
	6%	5%	7%	6%	6%	9%	5%	2%	6%	3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	140	26	62	202	28	2	2	230	4
	13%	13%	9%	16%	14%	15%	4%	4%	14%	4%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	54	10	11	70	1	3	*	72	3
	4%	5%	4%	3%	5%	1%	7%	*%	4%	3%
NETS										
Urban	1463	900	244	312	1212	158	41	52	1370	93
	83%	82%	87%	81%	82%	84%	89%	96%	82%	93%
										a
Rural	309	194	36	74	272	29	5	2	302	7
	17%	18%	13%	19%	18%	16%	11%	4%	18%	7%
					f					

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1674	569	639	466	1542	1373	1602	1311	943	809
Effective base	717	323	268	131	642	558	680	532	361	278
Weighted Base	1772	867	617	287	1598	1357	1685	1280	882	651
Large City (population: more than 500,000)	395	170	153	72	347	303	369	305	225	187
	22%	20%	25%	25%	22%	22%	22%	24%	25%	29%
										abc
Smaller City or Large town (population: 100,000 - 500,000)	425	183	162	80	375	322	395	318	211	162
	24%	21%	26%	28%	23%	24%	23%	25%	24%	25%
Medium town (population: 15,000 - 99,999)	350	175	125	50	317	270	336	255	172	115
	20%	20%	20%	17%	20%	20%	20%	20%	20%	18%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	118	44	29	178	131	185	121	96	74
	11%	14%	7%	10%	11%	10%	11%	9%	11%	11%
		b								
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	59	24	19	90	83	95	70	36	22
	6%	7%	4%	7%	6%	6%	6%	5%	4%	3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	123	79	32	221	183	231	159	100	73
	13%	14%	13%	11%	14%	13%	14%	12%	11%	11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	39	31	5	70	65	75	51	42	18
	4%	5%	5%	2%	4%	5%	4%	4%	5%	3%
NETS										
Urban	1463	705	507	251	1308	1109	1380	1069	740	561
	83%	81%	82%	87%	82%	82%	82%	84%	84%	86%
Rural	309	162	110	37	291	248	305	210	142	91
	17%	19%	18%	13%	18%	18%	18%	16%	16%	14%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1674	239	888	106	135	98	83	53	234
Effective base	717	136	416	40	36	20	19	16	55
Weighted Base	1772	362	1035	87	78	43	39	41	123
Large City (population: more than 500,000)	395	64	215	22	18	12	21	18	52
	22%	18%	21%	25%	23%	28%	54%	44%	42%
							abcd	ab	ab
Smaller City or Large town (population: 100,000 - 500,000)	425	81	233	19	27	20	6	9	35
	24%	22%	22%	22%	35%	46%	16%	23%	29%
						abf			
Medium town (population: 15,000 - 99,999)	350	74	196	26	16	7	6	11	25
	20%	20%	19%	29%	21%	16%	16%	28%	20%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	58	101	12	12	1	*	1	2
	11%	16%	10%	14%	15%	2%	1%	2%	2%
		bh	h	h	h				
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	16	74	*	1	*	3	1	4
	6%	4%	7%	*%	1%	1%	7%	2%	3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	56	161	8	*	3	1	1	5
	13%	15%	16%	10%	1%	7%	3%	2%	4%
		dh	dh						
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	14	56	-	4	*	2	*	2
	4%	4%	5%	-%	5%	*%	4%	*%	1%
NETS									
Urban	1463	292	818	78	74	40	37	40	117
	83%	81%	79%	90%	95%	93%	94%	98%	95%
					ab			ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1674	239	888	106	135	98	83	53	234
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	1772	362	1035	87	78	43	39	41	123
Rural	309	69	217	8	4	3	3	1	6
	17%	19% dgh	21% dgh	10%	5%	7%	6%	2%	5%

Columns Tested:: a,b,c,d,e,f,g,h

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1674	1037	165	111	96	57	50	26	870	217	117	68	42	30	29
Effective base	717	505	59	29	22	11	12	6	413	68	34	19	14	12	10
Weighted Base	1772	1292	133	69	46	22	24	13	1021	168	66	22	42	11	27
Large City (population: more than 500,000)	395	259	31	16	16	9	10	5	204	40	17	7	17	4	14
	22%	20%	23%	23%	34%	44%	44%	39%	20%	24%	26%	30%	40%	34%	53%
							a								
Smaller City or Large town (population: 100,000 - 500,000)	425	296	31	19	12	6	7	5	213	63	16	5	18	3	4
	24%	23%	23%	28%	26%	27%	28%	36%	21%	37%	25%	22%	43%	29%	14%
										a			a		
Medium town (population: 15,000 - 99,999)	350	250	28	18	12	3	5	1	201	30	19	3	5	4	8
	20%	19%	21%	26%	26%	16%	21%	9%	20%	18%	29%	14%	13%	37%	30%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	155	10	9	2	1	*	1	104	17	7	3	*	*	*
	11%	12%	8%	13%	4%	3%	*%	6%	10%	10%	11%	13%	*%	1%	1%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	84	1	1	*	2	*	1	70	9	1	2	-	-	*
	6%	7%	1%	1%	1%	11%	1%	6%	7%	5%	2%	11%	-%	-%	*%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	189	25	2	3	*	1	1	170	8	2	2	*	-	1
	13%	15%	19%	3%	6%	*%	4%	5%	17%	5%	3%	9%	1%	-%	2%
			c						bc						
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	58	7	3	2	-	*	*	60	1	3	*	1	-	*
	4%	5%	5%	5%	3%	-%	1%	*%	6%	1%	5%	*%	3%	-%	*%
NETS															
Urban	1463	1045	101	63	41	22	23	13	792	159	61	20	41	11	26
	83%	81%	76%	92%	91%	100%	94%	95%	78%	95%	92%	91%	97%	100%	98%
				b		b				a	a			a	
Rural	309	248	31	5	4	*	1	1	229	9	5	2	1	-	1
	17%	19%	24%	8%	9%	*%	6%	5%	22%	5%	8%	9%	3%	-%	2%
			ce						bcf						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1674	765	183	133	89	46	46	49	141	569	332	400	199	97
Effective base	717	361	61	42	30	14	10	17	40	303	149	153	50	26
Weighted Base	1772	884	146	103	55	28	23	40	91	800	361	340	110	70
Large City (population: more than 500,000)	395	207	37	18	17	7	5	14	26	168	90	64	23	24
	22%	23%	25%	18%	31%	26%	23%	34%	29%	21%	25%	19%	21%	34%
Smaller City or Large town (population: 100,000 - 500,000)	425	188	32	50	14	13	5	17	35	162	83	92	37	20
	24%	21%	22%	48%	25%	48%	20%	41%	38%	20%	23%	27%	33%	29%
				abd		ab			a				a	
Medium town (population: 15,000 - 99,999)	350	172	31	22	12	5	4	9	17	165	75	61	21	12
	20%	20%	21%	21%	23%	18%	16%	22%	19%	21%	21%	18%	20%	18%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	93	19	3	4	*	*	*	1	98	31	37	9	10
	11%	11%	13%	3%	8%	*%	2%	*%	1%	12%	9%	11%	8%	15%
		h	h											
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	55	7	*	3	1	2	1	4	44	22	22	7	*
	6%	6%	5%	*%	5%	3%	10%	3%	5%	6%	6%	6%	6%	*%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	124	18	7	5	2	5	-	6	121	45	50	9	3
	13%	14%	12%	7%	9%	6%	20%	-%	7%	15%	13%	15%	9%	4%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	44	2	3	*	-	2	*	2	42	15	14	3	*
	4%	5%	1%	3%	*%	-%	10%	*%	3%	5%	4%	4%	3%	1%
NETS														
Urban	1463	716	127	93	50	26	16	40	83	637	301	276	97	66
	83%	81%	87%	90%	91%	94%	71%	100%	91%	80%	83%	81%	88%	95%
								af						a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1674	765	183	133	89	46	46	49	141	569	332	400	199	97
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1772	884	146	103	55	28	23	40	91	800	361	340	110	70
Rural	309	168	20	10	5	2	7	*	8	163	61	64	13	3
	17%	19%	13%	10%	9%	6%	29%	*%	9%	20%	17%	19%	12%	5%
		g					g			e				

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1674	658	300	349	159	68	578	281	291	136	74
Effective base	717	333	133	123	36	15	291	106	103	35	22
Weighted Base	1772	883	314	273	85	37	744	250	218	81	59
Large City (population: more than 500,000)	395	192	64	57	19	14	154	75	32	22	19
	22%	22%	21%	21%	22%	39%	21%	30% ac	15%	28%	32%
Smaller City or Large town (population: 100,000 - 500,000)	425	196	69	69	29	11	163	53	68	20	16
	24%	22%	22%	25%	34%	30%	22%	21%	31%	25%	27%
Medium town (population: 15,000 - 99,999)	350	172	71	50	15	6	151	50	39	18	11
	20%	19%	23%	18%	18%	16%	20%	20%	18%	23%	20%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	104	30	30	9	5	73	19	22	7	10
	11%	12%	10%	11%	10%	14%	10%	8%	10%	9%	16%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	44	21	21	4	*	49	17	12	5	*
	6%	5%	7%	8%	4%	*%	7%	7%	5%	7%	*%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	133	42	38	6	*	112	29	32	6	3
	13%	15%	13%	14%	7%	*%	15%	11%	15%	8%	5%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	42	15	9	3	*	43	7	13	1	*
	4%	5%	5%	3%	4%	1%	6%	3%	6%	1%	*%
NETS											
Urban	1463	707	256	226	76	36	590	214	173	74	55
	83%	80%	82%	83%	89%	99%	79%	86%	80%	91%	94%
Rural	309	175	57	47	10	*	154	35	45	7	3
	17%	20%	18%	17%	11%	1%	21%	14%	20%	9%	6%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1674	518	240	309	141	84	759	155	382	1373	301	1394	148
Effective base	717	252	85	124	45	22	316	49	163	605	113	597	45
Weighted Base	1772	643	192	277	102	49	749	120	402	1518	254	1492	106
Large City (population: more than 500,000)	395	161	43	49	28	12	174	23	104	327	68	315	32
	22%	25%	23%	18%	27%	25%	23%	19%	26%	22%	27%	21%	30%
Smaller City or Large town (population: 100,000 - 500,000)	425	145	45	85	31	11	195	43	78	357	69	346	29
	24%	23%	24%	31%	31%	22%	26%	36% c	19%	23%	27%	23%	27%
Medium town (population: 15,000 - 99,999)	350	130	41	53	21	10	141	30	84	289	61	297	21
	20%	20%	21%	19%	21%	21%	19%	25%	21%	19%	24%	20%	19%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	54	18	30	12	7	68	13	40	170	21	167	11
	11%	8%	10%	11%	11%	13%	9%	11%	10%	11%	8%	11%	10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	40	10	14	4	*	39	3	25	95	7	89	2
	6%	6%	5%	5%	4%	*%	5%	3%	6%	6%	3%	6%	2%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	85	29	34	2	9	103	6	50	211	23	216	4
	13%	13% d	15% d	12% d	2%	18% d	14%	5%	13%	14%	9%	14% b	4%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	28	6	12	3	*	28	2	20	69	6	62	8
	4%	4%	3%	4%	3%	*%	4%	2%	5%	5%	2%	4%	7%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1674	518	240	309	141	84	759	155	382	1373	301	1394	148
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	1772	643	192	277	102	49	749	120	402	1518	254	1492	106
NETS													
Urban	1463	531	157	231	97	40	617	112	331	1238	225	1213	94
	83%	82%	82%	83%	95% abc	81%	82%	93% ac	82%	82%	89% a	81%	89%
Rural	309	113	35	47	5	9	132	8	71	280	29	279	12
	17%	18% d	18% d	17% d	5%	19%	18% b	7%	18% b	18% b	11%	19%	11%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1674	1128	245	752	559	1394	148	1124	249	764	547
Effective base	717	488	70	324	208	597	45	485	73	327	205
Weighted Base	1772	1193	164	766	514	1496	103	1195	162	782	498
Large City (population: more than 500,000)	395 22%	250 21%	53 32% a	178 23%	128 25%	317 21%	30 29%	251 21%	52 32% a	187 24%	118 24%
Smaller City or Large town (population: 100,000 - 500,000)	425 24%	271 23%	51 31%	184 24%	134 26%	346 23%	29 28%	273 23%	49 30%	194 25%	124 25%
Medium town (population: 15,000 - 99,999)	350 20%	237 20%	32 20%	151 20%	104 20%	292 20%	25 24%	231 19%	39 24%	149 19%	107 21%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191 11%	119 10%	12 8%	84 11%	37 7%	168 11%	10 9%	118 10%	13 8%	86 11%	35 7%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102 6%	81 7%	2 1%	51 7%	19 4%	89 6%	2 2%	81 7% b	2 1%	49 6%	21 4%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234 13%	174 15% b	9 5%	94 12%	66 13%	216 14% b	4 4%	175 15% b	8 5%	91 12%	68 14%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75 4%	60 5%	5 3%	25 3%	26 5%	67 4%	3 3%	65 5% b	* *%	25 3%	26 5%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1674	1128	245	752	559	1394	148	1124	249	764	547
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	1772	1193	164	766	514	1496	103	1195	162	782	498
NETS											
Urban	1463	959	150	647	422	1212	95	955	154	665	404
	83%	80%	92% a	85%	82%	81%	93% a	80%	95% a	85%	81%
Rural	309	234	14	118	92	283	7	240	8	116	94
	17%	20% b	8%	15%	18%	19% b	7%	20% b	5%	15%	19%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1674	950	1122	243	1	902	906	190	1	995	704	250	1
Effective base	717	372	485	88	1	348	386	72	1	395	297	101	1
Weighted Base	1772	912	1209	235	4	843	921	186	1	949	700	238	*
Large City (population: more than 500,000)	395	207	247	52	-	204	201	38	-	256	142	56	-
	22%	23%	20%	22%	-%	24%	22%	21%	-%	27% b	20%	23%	-%
Smaller City or Large town (population: 100,000 - 500,000)	425	219	262	60	4	209	195	55	-	217	166	69	*
	24%	24%	22%	26%	100%	25%	21%	29%	-%	23%	24%	29%	100%
Medium town (population: 15,000 - 99,999)	350	175	254	32	-	151	201	24	-	178	167	37	-
	20%	19%	21%	14%	-%	18%	22%	13%	-%	19%	24%	15%	-%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	112	130	38	-	100	79	25	-	93	59	35	-
	11%	12%	11%	16%	-%	12%	9%	13%	-%	10%	8%	15%	-%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	50	73	17	-	49	64	12	-	52	48	12	-
	6%	6%	6%	7%	-%	6%	7%	7%	-%	5%	7%	5%	-%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	113	186	34	-	95	137	31	-	124	88	25	-
	13%	12%	15%	15%	-%	11%	15%	17%	-%	13%	13%	10%	-%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	36	57	2	-	36	45	1	1	29	31	5	-
	4%	4%	5%	1%	-%	4%	5%	*%	100%	3%	4%	2%	-%
NETS													
Urban	1463	764	966	199	4	712	739	155	-	795	581	209	*
	83%	84%	80%	85%	100%	84%	80%	83%	-%	84%	83%	88%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1674	950	1122	243	1	902	906	190	1	995	704	250	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	1772	912	1209	235	4	843	921	186	1	949	700	238	*
Rural	309	148	243	36	-	131	182	32	1	153	119	29	-
	17%	16%	20%	15%	-%	16%	20%	17%	100%	16%	17%	12%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1674	1330	1114	815	1137	846	55	551	491	500	122	66
Effective base	717	573	472	359	470	379	15	254	217	213	57	31
Weighted Base	1772	1447	1170	864	1171	962	37	604	534	515	135	78
Large City (population: more than 500,000)	395	306	246	189	262	191	11	131	137	133	30	23
	22%	21%	21%	22%	22%	20%	30%	22%	26%	26%	23%	29%
Smaller City or Large town (population: 100,000 - 500,000)	425	320	277	214	267	232	16	146	124	120	33	27
	24%	22%	24%	25%	23%	24%	42%	24%	23%	23%	24%	35%
Medium town (population: 15,000 - 99,999)	350	292	229	167	238	190	5	130	89	95	19	9
	20%	20%	20%	19%	20%	20%	14%	21%	17%	18%	14%	11%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	167	112	90	124	97	3	53	59	49	22	7
	11%	12%	10%	10%	11%	10%	9%	9%	11%	10%	16%	9%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	86	77	60	60	56	*	42	36	25	6	3
	6%	6%	7%	7%	5%	6%	1%	7%	7%	5%	5%	4%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	210	169	103	167	145	1	71	68	70	20	10
	13%	15%	14%	12%	14%	15%	4%	12%	13%	14%	15%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	67	61	40	53	52	*	33	22	24	5	*
	4%	5%	5%	5%	5%	5%	*%	5%	4%	5%	4%	*%
NETS												
Urban	1463	1170	940	721	950	765	36	500	445	421	110	68
	83%	81%	80%	83%	81%	80%	96%	83%	83%	82%	81%	87%
Rural	309	277	230	143	220	196	1	105	89	94	25	10
	17%	19%	20%	17%	19%	20%	4%	17%	17%	18%	19%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1674	200	120	99	47	1364	875	1458	970	824	927	1263	230	1	1234	104
Effective base	717	94	37	47	18	587	347	618	396	328	362	550	88	1	515	56
Weighted Base	1772	223	100	108	42	1413	819	1495	943	780	869	1351	211	1	1229	142
Large City (population: more than 500,000)	395	55	44	26	5	327	180	340	209	187	207	303	53	-	264	36
	22%	25%	44% ad	24%	11%	23%	22%	23%	22%	24%	24%	22%	25%	-%	21%	26%
Smaller City or Large town (population: 100,000 - 500,000)	425	57	26	26	13	300	172	336	207	183	203	300	57	-	288	29
	24%	26%	26%	24%	30%	21%	21%	22%	22%	24%	23%	22%	27%	-%	23%	20%
Medium town (population: 15,000 - 99,999)	350	32	15	29	8	287	174	300	199	139	174	268	39	1	245	25
	20%	14%	15%	26%	19%	20%	21%	20%	21%	18%	20%	20%	18%	100%	20%	18%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	23	7	1	1	151	88	162	86	67	81	147	29	-	141	21
	11%	10% c	7%	1%	3%	11%	11%	11%	9%	9%	9%	11%	14%	-%	11%	15%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	18	1	8	1	88	50	88	54	58	49	85	15	-	77	6
	6%	8%	1%	7%	2%	6%	6%	6%	6%	7%	6%	6%	7%	-%	6%	4%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	27	4	17	14	194	118	201	139	128	121	186	15	-	165	15
	13%	12%	4%	16%	34% ab	14%	14%	13%	15%	16%	14%	14%	7%	-%	13%	11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	12	3	2	-	66	36	67	48	19	34	63	3	-	49	9
	4%	5%	3%	2%	-%	5%	4%	5%	5%	2%	4%	5%	1%	-%	4%	7%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1674	200	120	99	47	1364	875	1458	970	824	927	1263	230	1	1234	104
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	1772	223	100	108	42	1413	819	1495	943	780	869	1351	211	1	1229	142
NETS																
Urban	1463	184	93	89	27	1153	665	1226	756	634	714	1102	194	1	1015	117
	83%	83%	93% d	82%	66%	82%	81%	82%	80%	81%	82%	82%	92% ab	100%	83%	83%
Rural	309	39	7	19	14	260	154	268	187	146	155	249	18	-	214	25
	17%	17%	7%	18%	34% b	18%	19%	18%	20%	19%	18% c	18% c	8%	-%	17%	17%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1674	701	847	650	34	349	428	261	1101	296	254	388	991
Effective base	717	306	368	248	17	125	180	96	477	137	108	153	440
Weighted Base	1772	750	922	591	47	292	438	240	1197	318	268	366	1095
Large City (population: more than 500,000)	395	180	182	140	13	86	97	65	252	74	47	113	223
	22%	24%	20%	24%	27%	30%	22%	27%	21%	23%	17%	31% ac	20%
Smaller City or Large town (population: 100,000 - 500,000)	425	211	185	149	11	83	105	64	280	73	74	112	226
	24%	28% b	20%	25%	24%	29%	24%	27%	23%	23%	27%	31% c	21%
Medium town (population: 15,000 - 99,999)	350	114	214	130	3	32	109	30	265	53	59	49	234
	20%	15%	23% a	22%	7%	11%	25% a	13%	22% a	17%	22%	13%	21% b
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	72	110	42	8	25	31	27	125	39	18	36	136
	11%	10%	12%	7%	16%	9%	7%	11%	10%	12%	7%	10%	12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	41	59	31	-	7	24	6	69	24	11	16	71
	6%	5%	6%	5%	-%	2%	6%	3%	6%	7%	4%	4%	7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	97	132	73	9	46	49	39	150	44	48	34	150
	13%	13%	14%	12%	18%	16%	11%	16%	13%	14%	18% b	9%	14%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	35	40	24	3	13	23	8	55	11	12	6	56
	4%	5%	4%	4%	7%	4%	5%	3%	5%	4%	4%	2%	5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1674	701	847	650	34	349	428	261	1101	296	254	388	991
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	1772	750	922	591	47	292	438	240	1197	318	268	366	1095
NETS													
Urban	1463	618	751	493	35	233	366	193	991	263	209	326	890
	83%	82%	81%	83%	75%	80%	83%	80%	83%	83%	78%	89% ac	81%
Rural	309	132	171	98	12	58	72	47	206	55	60	40	206
	17%	18%	19%	17%	25%	20%	17%	20%	17%	17%	22% b	11%	19% b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1674	763	911
Effective base	717	304	413
Weighted Base	1772	748	1024
Large City (population: more than 500,000)	395	176	219
	22%	24%	21%
Smaller City or Large town (population: 100,000 - 500,000)	425	178	247
	24%	24%	24%
Medium town (population: 15,000 - 99,999)	350	136	214
	20%	18%	21%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	91	100
	11%	12%	10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	49	53
	6%	7%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	87	147
	13%	12%	14%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	30	45
	4%	4%	4%
NETS			
Urban	1463	631	832
	83%	84%	81%
Rural	309	117	192
	17%	16%	19%

Columns Tested:: a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	1674	80	183	111	135	89	217	25	217	123	116	173	205
Effective base	717	12	84	42	30	40	82	13	127	76	47	121	117
Weighted Base	1772	25	302	102	79	113	259	4	281	153	61	206	188
Large City (population: more than 500,000)	395	2	68	29	16	35	52	1	60	21	19	41	51
	22%	9%	23%	29%	20%	31%	20%	15%	22%	14%	31%	20%	27%
						i					i		i
Smaller City or Large town (population: 100,000 - 500,000)	425	2	67	27	12	24	95	*	71	35	15	50	28
	24%	8%	22%	27%	15%	21%	37%	11%	25%	23%	24%	24%	15%
							abdl		l				
Medium town (population: 15,000 - 99,999)	350	4	53	27	15	17	34	2	70	31	13	38	46
	20%	15%	18%	26%	19%	15%	13%	38%	25%	20%	22%	18%	24%
									f				f
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	3	40	6	10	10	31	1	27	16	10	17	22
	11%	10%	13%	6%	13%	8%	12%	22%	10%	10%	16%	8%	11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	3	12	6	3	13	5	*	23	5	*	20	12
	6%	13%	4%	6%	4%	11%	2%	4%	8%	3%	*%	9%	6%
						fj			fj			fj	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	8	46	6	17	6	32	*	24	35	2	35	23
	13%	32%	15%	6%	21%	5%	12%	10%	8%	23%	2%	17%	13%
		cehj	j		j					cehj		hj	j
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	3	16	1	6	9	11	-	6	10	3	5	6
	4%	13%	5%	1%	7%	8%	4%	-%	2%	6%	5%	2%	3%
NETS													
Urban	1463	14	240	95	56	98	216	4	252	109	57	165	158
	83%	55%	80%	93%	71%	87%	83%	90%	90%	71%	93%	80%	84%
			a	abdik		ai	ai		abdik		abdik	a	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1674	80	183	111	135	89	217	25	217	123	116	173	205
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	1772	25	302	102	79	113	259	4	281	153	61	206	188
Rural	309	11	62	7	23	15	43	*	29	44	4	40	30
	17%	45%	20%	7%	29%	13%	17%	10%	10%	29%	7%	20%	16%
		bcefhjkl	chj		chj					cefhjl		chj	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1674	374	441	365	494	815	859
Effective base	717	133	152	207	282	284	480
Weighted Base	1772	428	450	438	454	879	893
Large City (population: more than 500,000)	395	99	102	82	111	202	194
	22%	23%	23%	19%	24%	23%	22%
Smaller City or Large town (population: 100,000 - 500,000)	425	96	130	107	93	226	199
	24%	22%	29%	24%	20%	26%	22%
Medium town (population: 15,000 - 99,999)	350	84	67	103	97	150	200
	20%	20%	15%	23%	21%	17%	22%
				b			
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	191	48	50	44	48	99	92
	11%	11%	11%	10%	11%	11%	10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	102	21	21	29	31	42	60
	6%	5%	5%	7%	7%	5%	7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	234	60	55	58	60	115	119
	13%	14%	12%	13%	13%	13%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	75	20	26	15	14	46	29
	4%	5%	6%	4%	3%	5%	3%
NETS							
Urban	1463	348	370	364	380	718	744
	83%	81%	82%	83%	84%	82%	83%
Rural	309	80	81	74	74	160	148
	17%	19%	18%	17%	16%	18%	17%

Columns Tested:: a,b,c,d - a,b

Table 5

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Respondent only / self-employed	1029	147	882	1029	-	-	-	-
	51%	64%	50%	54%	-%	-%	-%	-%
		b		bcde				
Respondent and one (other) employee	529	36	493	529	-	-	-	-
	26%	16%	28%	28%	-%	-%	-%	-%
			a	bcde				
3 - 4	212	22	190	212	-	-	-	-
	11%	10%	11%	11%	-%	-%	-%	-%
				bcde				
5 - 9	140	12	128	140	-	-	-	-
	7%	5%	7%	7%	-%	-%	-%	-%
				bde				
10 - 19	53	5	47	-	53	-	-	53
	3%	2%	3%	-%	69%	-%	-%	58%
					acde			acd
20 - 25	8	1	7	-	8	-	-	8
	*%	1%	*%	-%	11%	-%	-%	9%
					acd			acd
26 - 49	15	2	13	-	15	-	-	15
	1%	1%	1%	-%	20%	-%	-%	17%
					acd			acd
50 - 99	9	1	8	-	-	9	-	9
	*%	*%	*%	-%	-%	100%	-%	10%
						abde		abd
100 - 249	5	1	4	-	-	-	5	5
	*%	*%	*%	-%	-%	-%	100%	6%
							abce	ab
NETS								
Micro (1 - 9)	1910	218	1692	1910	-	-	-	-
	95%	95%	96%	100%	-%	-%	-%	-%
				bcde				
Small (10 - 49)	76	9	67	-	76	-	-	76
	4%	4%	4%	-%	100%	-%	-%	84%
					acde			acd

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Medium (50 - 249)	14	2	12	-	-	9	5	14
	1%	1%	1%	-%	-%	100% abe	100% abe	16% ab
NETS								
1-2	1558	183	1375	1558	-	-	-	-
	78%	80%	78%	82% bcde	-%	-%	-%	-%
3-9	352	35	317	352	-	-	-	-
	18%	15%	18%	18% bcde	-%	-%	-%	-%
10-49	76	9	67	-	76	-	-	76
	4%	4%	4%	-%	100% acde	-%	-%	84% acd
50-99	9	1	8	-	-	9	-	9
	*%	*%	*%	-%	-%	100% abde	-%	10% abd
100-249	5	1	4	-	-	-	5	5
	*%	*%	*%	-%	-%	-%	100% abce	6% ab

Columns Tested:: a,b - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Respondent only / self-employed	1029 51%	1029 100% bcdefghi	- -%	- -%	- -%	- -%	- -%	1029 54% bcdefhi	- -%	- -%
Respondent and one (other) employee	529 26%	- -%	529 71% acdefghi	- -%	- -%	- -%	- -%	529 28% acdefhi	- -%	- -%
3 - 4	212 11%	- -%	212 29% acdefghi	- -%	- -%	- -%	- -%	212 11% acdefhi	- -%	- -%
5 - 9	140 7%	- -%	- -%	140 100% abdefghi	- -%	- -%	- -%	140 7% abdefhi	- -%	- -%
10 - 19	53 3%	- -%	- -%	- -%	53 100% abcefghi	- -%	- -%	- -%	53 69% abcefgi	- -%
20 - 25	8 *%	- -%	- -%	- -%	- -%	8 25% abcdfghi	- -%	- -%	8 11% abcdfgi	- -%
26 - 49	15 1%	- -%	- -%	- -%	- -%	15 47% abcdfghi	- -%	- -%	15 20% abcdfgi	- -%
50 - 99	9 *%	- -%	- -%	- -%	- -%	9 28% abcdfgh	- -%	- -%	- -%	9 64% abcdefgh
100 - 249	5 *%	- -%	- -%	- -%	- -%	- -%	5 100% abcdeghi	- -%	- -%	5 36% abcdegh
NETS										
Micro (1 - 9)	1910 95%	1029 100% defhi	741 100% defhi	140 100% defhi	- -%	- -%	- -%	1910 100% defhi	- -%	- -%
Small (10 - 49)	76 4%	- -%	- -%	- -%	53 100% abcefgi	23 72% abcfgi	- -%	- -%	76 100% abcefgi	- -%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Medium (50 - 249)	14	-	-	-	-	9	5	-	-	14
	1%	-%	-%	-%	-%	28% abcdgh	100% abcdegh	-%	-%	100% abcdegh
NETS										
1-2	1558	1029	529	-	-	-	-	1558	-	-
	78%	100% bcdefghi	71% cdefhi	-%	-%	-%	-%	82% bcdefhi	-%	-%
3-9	352	-	212	140	-	-	-	352	-	-
	18%	-%	29% adefghi	100% abdefghi	-%	-%	-%	18% adefhi	-%	-%
10-49	76	-	-	-	53	23	-	-	76	-
	4%	-%	-%	-%	100% abcefgi	72% abcfgi	-%	-%	100% abcefgi	-%
50-99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	28% abcdfgh	-%	-%	-%	64% abcdefgh
100-249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100% abcdeghi	-%	-%	36% abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Respondent only / self-employed	1029	1029	-	-	-	-	814	42	11	3	3
	51%	66% bcde	-%	-%	-%	-%	65% bcde	14%	16%	8%	6%
Respondent and one (other) employee	529	529	-	-	-	-	340	109	13	8	7
	26%	34% bcde	-%	-%	-%	-%	27% e	37% ace	19%	24%	13%
3 - 4	212	-	212	-	-	-	68	76	11	8	6
	11%	-%	60% acde	-%	-%	-%	5%	25% ae	17% a	24% a	11%
5 - 9	140	-	140	-	-	-	19	59	16	4	16
	7%	-%	40% acde	-%	-%	-%	1%	20% a	23% a	10% a	28% a
10 - 19	53	-	-	53	-	-	5	8	12	7	13
	3%	-%	-%	69% abde	-%	-%	*%	3% a	18% ab	20% ab	22% ab
20 - 25	8	-	-	8	-	-	1	1	1	2	2
	*%	-%	-%	11% abde	-%	-%	*%	*%	2%	5% a	3% a
26 - 49	15	-	-	15	-	-	2	2	2	1	4
	1%	-%	-%	20% abde	-%	-%	*%	1%	4% a	4% a	7% ab
50 - 99	9	-	-	-	9	-	1	1	1	2	3
	*%	-%	-%	-%	100% abce	-%	*%	*%	1%	5% a	6% ab
100 - 249	5	-	-	-	-	5	*	1	*	*	2
	*%	-%	-%	-%	-%	100% abcd	*%	*%	*%	1%	4% a
NETS											
Micro (1 - 9)	1910	1558	352	-	-	-	1241	286	51	23	34
	95%	100% cde	100% cde	-%	-%	-%	99% bcde	96% cde	75%	66%	58%
Small (10 - 49)	76	-	-	76	-	-	8	11	16	10	19
	4%	-%	-%	100% abde	-%	-%	1%	4% a	23% ab	29% ab	32% ab

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Medium (50 - 249)	14	-	-	-	9	5	1	2	1	2	6
	1%	-%	-%	-%	100%	100%	*%	1%	1%	6%	10%
					abc	abc				a	ab
NETS											
1-2	1558	1558	-	-	-	-	1154	151	24	11	11
	78%	100%	-%	-%	-%	-%	92%	51%	35%	32%	19%
		bcde					bcde	e			
3-9	352	-	352	-	-	-	87	135	27	12	23
	18%	-%	100%	-%	-%	-%	7%	45%	40%	34%	39%
			acde					a	a	a	a
10-49	76	-	-	76	-	-	8	11	16	10	19
	4%	-%	-%	100%	-%	-%	1%	4%	23%	29%	32%
				abde				a	ab	ab	ab
50-99	9	-	-	-	9	-	1	1	1	2	3
	*%	-%	-%	-%	100%	-%	*%	*%	1%	5%	6%
					abce					a	ab
100-249	5	-	-	-	-	5	*	1	*	*	2
	*%	-%	-%	-%	-%	100%	*%	*%	*%	1%	4%
						abcd					a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Respondent only / self-employed	1029	93	85	153	27	93	145	137	91	81
	51%	52%	59%	48%	40%	51%	46%	55%	59%	55%
Respondent and one (other) employee	529	42	37	70	27	57	110	67	30	36
	26%	24%	26%	22%	39%	31%	35% ch	27%	20%	25%
3 - 4	212	32	12	38	9	18	21	26	14	15
	11%	18% f	8%	12%	13%	10%	7%	10%	9%	10%
5 - 9	140	7	7	40	3	8	18	15	14	11
	7%	4%	5%	13% a	5%	4%	6%	6%	9%	7%
10 - 19	53	3	3	11	1	3	14	3	3	3
	3%	2%	2%	4%	2%	1%	4%	1%	2%	2%
20 - 25	8	1	*	1	*	1	1	2	-	*
	*%	1%	*%	*%	*%	1%	*%	1%	-%	*%
26 - 49	15	1	-	2	1	2	2	1	1	*
	1%	1%	-%	1%	1%	1%	1%	*%	1%	*%
50 - 99	9	*	1	1	-	1	1	1	*	*
	*%	*%	*%	*%	-%	1%	*%	*%	*%	*%
100 - 249	5	*	*	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NETS										
Micro (1 - 9)	1910	174	142	301	67	176	294	244	149	143
	95%	97%	97%	94%	96%	96%	94%	98%	97%	97%
Small (10 - 49)	76	5	3	15	2	6	17	5	5	4
	4%	3%	2%	5%	3%	3%	5%	2%	3%	3%
Medium (50 - 249)	14	1	1	3	*	2	1	1	1	1
	1%	*%	1%	1%	*%	1%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NETS										
1-2	1558	135	123	223	55	150	255	203	121	117
	78%	75%	84%	70%	79%	82%	82%	81%	78%	79%
			c				c			
3-9	352	39	19	78	12	26	39	41	28	26
	18%	22%	13%	24%	18%	14%	12%	16%	18%	18%
				f						
10-49	76	5	3	15	2	6	17	5	5	4
	4%	3%	2%	5%	3%	3%	5%	2%	3%	3%
50-99	9	*	1	1	-	1	1	1	*	*
	*%	*%	*%	*%	-%	1%	*%	*%	*%	*%
100-249	5	*	*	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Respondent only / self-employed	1029	201	269	435	904	125	58	43	24
	51%	50%	56%	49%	51%	52%	48%	54%	60%
Respondent and one (other) employee	529	121	110	247	477	51	28	19	5
	26%	30%	23%	28%	27%	21%	23%	23%	12%
		eh	h	h	h	h	h	h	
3 - 4	212	42	57	85	184	28	15	9	4
	11%	11%	12%	10%	10%	12%	12%	11%	11%
5 - 9	140	22	29	73	124	16	10	3	3
	7%	5%	6%	8%	7%	7%	9%	3%	8%
10 - 19	53	7	9	28	44	8	4	4	1
	3%	2%	2%	3%	3%	3%	3%	5%	2%
20 - 25	8	1	2	3	6	2	1	*	1
	*%	*%	*%	*%	*%	1%	1%	*%	2%
26 - 49	15	3	2	5	10	5	2	1	1
	1%	1%	*%	1%	1%	2%	2%	1%	3%
									d
50 - 99	9	2	1	2	5	4	2	2	1
	*%	*%	*%	*%	*%	2%	1%	2%	1%
100 - 249	5	1	1	2	4	1	1	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%
NETS									
Micro (1 - 9)	1910	386	465	839	1690	220	111	73	36
	95%	96%	97%	95%	96%	92%	92%	91%	91%
			eh		eh				
Small (10 - 49)	76	12	13	36	61	15	7	5	3
	4%	3%	3%	4%	3%	6%	6%	6%	7%
Medium (50 - 249)	14	2	2	5	9	5	2	2	1
	1%	1%	*%	1%	1%	2%	2%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NETS									
1-2	1558	321	379	681	1382	176	86	62	29
	78%	80%	79%	77%	78%	74%	72%	77%	72%
3-9	352	64	86	158	308	44	25	11	8
	18%	16%	18%	18%	18%	18%	21%	14%	19%
10-49	76	12	13	36	61	15	7	5	3
	4%	3%	3%	4%	3%	6%	6%	6%	7%
50-99	9	2	1	2	5	4	2	2	1
	*%	*%	*%	*%	*%	2%	1%	2%	1%
100-249	5	1	1	2	4	1	1	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Respondent only / self-employed	1029	40	42	54	110	140	50	19	24	592
	51%	48%	35%	36%	41%	43%	54%	35%	37%	61% bcdegh
Respondent and one (other) employee	529	18	38	49	90	103	25	15	17	212
	26%	22%	32%	33%	34% i	31% i	27%	28%	26%	22%
3 - 4	212	17	19	19	33	33	10	8	10	81
	11%	20% i	16%	13%	12%	10%	11%	16%	16%	8%
5 - 9	140	6	10	14	23	33	5	7	7	45
	7%	8%	8%	9%	9%	10% i	5%	12%	11%	5%
10 - 19	53	1	8	9	8	13	*	2	4	15
	3%	1%	7% i	6% i	3%	4%	*%	4%	7% i	2%
20 - 25	8	-	*	*	*	1	*	*	1	5
	*%	-%	*%	*%	*%	*%	*%	1%	2%	*%
26 - 49	15	1	1	1	1	2	1	1	1	7
	1%	1%	1%	1%	*%	*%	1%	3%	1%	1%
50 - 99	9	*	1	1	1	1	1	*	*	5
	*%	*%	1%	1%	*%	*%	1%	1%	*%	*%
100 - 249	5	*	1	1	1	1	*	*	*	1
	*%	*%	1%	1%	*%	*%	*%	*%	*%	*%
NETS										
Micro (1 - 9)	1910	80	110	136	257	310	90	49	57	930
	95%	98%	91%	91%	96%	95%	97%	92%	90%	97%
Small (10 - 49)	76	2	9	10	10	15	2	4	6	27
	4%	2%	7%	7%	4%	5%	2%	8%	9% i	3%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Medium (50 - 249)	14	*	2	2	1	2	1	1	*	6
	1%	*%	2%	2%	1%	1%	1%	1%	*%	1%
NETS										
1-2	1558	58	81	103	201	244	75	34	40	804
	78%	70%	67%	69%	75%	74%	81%	64%	64%	84% abcdegh
3-9	352	23	29	33	56	67	15	15	17	125
	18%	28% i	24% i	22%	21% i	20% i	16%	28% i	27% i	13%
10-49	76	2	9	10	10	15	2	4	6	27
	4%	2%	7%	7%	4%	5%	2%	8%	9% i	3%
50-99	9	*	1	1	1	1	1	*	*	5
	*%	*%	1%	1%	*%	*%	1%	1%	*%	*%
100-249	5	*	1	1	1	1	*	*	*	1
	*%	*%	1%	1%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Respondent only / self-employed	1029	204	190	635	861	168	1029	-	989	40
	51%	41%	45%	59% ab	52%	51%	56% b	-%	51%	68%
Respondent and one (other) employee	529	157	128	244	430	99	470	59	519	10
	26%	31% c	30% c	23%	26%	30%	26%	35% a	27%	16%
3 - 4	212	69	43	99	173	39	170	42	206	6
	11%	14%	10%	9%	10%	12%	9%	25% a	11%	9%
5 - 9	140	44	38	58	122	18	100	39	138	2
	7%	9%	9%	5%	7%	5%	5%	23% a	7%	3%
10 - 19	53	18	13	21	49	4	37	15	50	2
	3%	4%	3%	2%	3%	1%	2%	9% a	3%	4%
20 - 25	8	1	2	6	8	*	6	2	8	*
	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%
26 - 49	15	3	2	9	12	3	9	6	15	-
	1%	1%	1%	1%	1%	1%	1%	3% a	1%	-%
50 - 99	9	2	2	5	8	1	6	3	9	-
	*%	*%	*%	*%	*%	*%	*%	2%	*%	-%
100 - 249	5	2	1	2	5	*	4	1	5	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%
NETS										
Micro (1 - 9)	1910	474	400	1036	1586	324	1769	141	1853	57
	95%	95%	95%	96%	95%	98%	97% b	84%	95%	96%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Small (10 - 49)	76	22	17	37	69	7	53	23	74	2
	4%	4%	4%	3%	4%	2%	3%	14% a	4%	4%
Medium (50 - 249)	14	4	3	7	13	1	10	4	14	*
	1%	1%	1%	1%	1%	*%	1%	3% a	1%	*%
NETS										
1-2	1558	361	318	879	1291	267	1499	59	1508	50
	78%	72%	76%	81% a	77%	80%	82% b	35%	78%	84%
3-9	352	113	82	157	295	57	270	82	345	7
	18%	23% c	20%	15%	18%	17%	15%	49% a	18%	12%
10-49	76	22	17	37	69	7	53	23	74	2
	4%	4%	4%	3%	4%	2%	3%	14% a	4%	4%
50-99	9	2	2	5	8	1	6	3	9	-
	*%	*%	*%	*%	*%	*%	*%	2%	*%	-%
100-249	5	2	1	2	5	*	4	1	5	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Respondent only / self-employed	1029	674	141	206	944	65	9	11	1009	20
	51%	55% b	42%	48%	56% bcdf	31%	20%	19%	53% bcdf	20%
Respondent and one (other) employee	529	299	87	140	421	62	16	30	483	46
	26%	24%	26%	33% a	25%	29%	34%	53% abe	25%	44% ae
3 - 4	212	129	53	30	161	36	7	8	197	15
	11%	11%	16% c	7%	10%	17% ae	14%	15%	10%	14%
5 - 9	140	85	25	30	107	23	8	2	130	10
	7%	7%	7%	7%	6%	11%	17% a	3%	7%	9%
10 - 19	53	21	20	12	35	10	5	3	45	8
	3%	2%	6% a	3%	2%	5%	11% ae	5%	2%	7% ae
20 - 25	8	4	4	1	5	3	*	*	8	*
	*%	*%	1%	*%	*%	1%	*%	1%	*%	*%
26 - 49	15	7	5	3	9	5	1	1	14	1
	1%	1%	1%	1%	1%	2% a	2%	1%	1%	1%
50 - 99	9	4	3	2	3	4	*	1	7	2
	*%	*%	1%	1%	*%	2% ae	1%	3% a	*%	2%
100 - 249	5	2	2	1	2	2	1	1	3	2
	*%	*%	1%	*%	*%	1%	1%	2%	*%	2%
NETS										
Micro (1 - 9)	1910	1186	305	406	1633	186	40	51	1820	90
	95%	97% b	90%	95%	97% bcf	88%	85%	89%	96% bcf	87%
Small (10 - 49)	76	32	28	16	48	18	6	4	66	10
	4%	3%	8% a	4%	3%	9% ae	13% ae	6%	4%	9% a

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Medium (50 - 249)	14	5	5	4	4	6	1	3	10	4
	1%	*%	1%	1%	*%	3%	2%	5%	1%	3%
						ae		ae		ae
NETS										
1-2	1558	973	228	345	1366	126	25	41	1492	66
	78%	79%	67%	81%	81%	60%	54%	72%	79%	64%
		b		b	bcf				bcf	
3-9	352	214	77	61	268	60	15	10	328	24
	18%	17%	23%	14%	16%	28%	31%	17%	17%	24%
			c			ae				
10-49	76	32	28	16	48	18	6	4	66	10
	4%	3%	8%	4%	3%	9%	13%	6%	4%	9%
			a			ae	ae			a
50-99	9	4	3	2	3	4	*	1	7	2
	*%	*%	1%	1%	*%	2%	1%	3%	*%	2%
						ae		a		
100-249	5	2	2	1	2	2	1	1	3	2
	*%	*%	1%	*%	*%	1%	1%	2%	*%	2%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Respondent only / self-employed	1029	634	310	85	859	682	921	666	379	276
	51%	63% bc	45% c	27%	50% ef	48%	50% ef	48%	43%	41%
Respondent and one (other) employee	529	232	190	107	470	403	491	396	273	193
	26%	23%	28%	34% a	27%	28%	27%	29%	31%	29%
3 - 4	212	80	81	51	193	175	204	151	106	86
	11%	8%	12%	16% a	11%	12%	11%	11%	12%	13%
5 - 9	140	42	65	33	126	98	128	98	75	57
	7%	4%	9% a	11% a	7%	7%	7%	7%	8%	9%
10 - 19	53	8	27	18	50	44	51	42	32	29
	3%	1%	4% a	6% a	3%	3%	3%	3%	4%	4%
20 - 25	8	2	3	3	8	7	8	7	5	5
	*%	*%	*%	1%	*%	1%	*%	1%	1%	1%
26 - 49	15	2	6	7	14	12	15	11	9	10
	1%	*%	1%	2% a	1%	1%	1%	1%	1%	2%
50 - 99	9	*	2	6	9	8	9	8	6	6
	*%	*%	*%	2% a	*%	1%	*%	1%	1%	1%
100 - 249	5	1	1	3	5	4	5	4	3	4
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%
NETS										
Micro (1 - 9)	1910	988	645	277	1648	1357	1744	1310	833	612
	95%	99% bc	94% c	88%	95%	95%	95% f	95%	94%	92%
Small (10 - 49)	76	12	36	28	72	63	74	61	46	44
	4%	1%	5% a	9% a	4%	4%	4%	4%	5%	7%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Medium (50 - 249)	14	1	3	10	13	12	13	12	9	9
	1%	*%	*%	3%	1%	1%	1%	1%	1%	1%
				ab						
NETS										
1-2	1558	866	500	192	1329	1085	1412	1062	652	469
	78%	87%	73%	61%	77%	76%	77%	77%	73%	70%
		bc	c		f		f	f		
3-9	352	122	146	84	319	272	332	249	181	143
	18%	12%	21%	27%	18%	19%	18%	18%	20%	22%
			a	a						
10-49	76	12	36	28	72	63	74	61	46	44
	4%	1%	5%	9%	4%	4%	4%	4%	5%	7%
			a	a						
50-99	9	*	2	6	9	8	9	8	6	6
	*%	*%	*%	2%	*%	1%	*%	1%	1%	1%
				a						
100-249	5	1	1	3	5	4	5	4	3	4
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Respondent only / self-employed	1029	257	548	35	32	20	14	14	48
	51%	62%	50%	36%	34%	41%	33%	29%	35%
		bcdefgh	cdh						
Respondent and one (other) employee	529	88	308	23	26	16	10	20	46
	26%	21%	28%	24%	27%	32%	24%	42%	33%
								a	
3 - 4	212	33	115	20	22	2	8	5	14
	11%	8%	11%	21%	23%	5%	18%	9%	10%
				ab	abe				
5 - 9	140	26	74	10	5	1	4	6	12
	7%	6%	7%	11%	6%	3%	10%	13%	9%
10 - 19	53	7	26	5	3	4	3	2	10
	3%	2%	2%	5%	4%	9%	8%	4%	7%
20 - 25	8	*	5	1	1	1	*	*	1
	*%	*%	*%	1%	1%	2%	*%	*%	1%
26 - 49	15	2	5	2	2	2	2	*	4
	1%	*%	*%	2%	2%	4%	4%	1%	3%
50 - 99	9	*	3	1	2	2	*	*	3
	*%	*%	*%	1%	2%	4%	1%	1%	2%
						b			
100 - 249	5	*	2	*	1	*	1	1	2
	*%	*%	*%	*%	1%	1%	2%	1%	1%
NETS									
Micro (1 - 9)	1910	404	1046	89	85	39	37	45	120
	95%	98%	96%	91%	90%	80%	85%	93%	86%
		cdefh	efh						
Small (10 - 49)	76	9	36	8	6	7	5	2	15
	4%	2%	3%	8%	7%	15%	12%	5%	10%
						ab	a		ab
Medium (50 - 249)	14	*	4	1	3	2	1	1	4
	1%	*%	*%	1%	3%	5%	3%	2%	3%
						b			b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
NETS									
1-2	1558	345	856	58	58	36	25	34	94
	78%	84%	79%	60%	62%	73%	57%	71%	67%
		cdfh	cdfh						
3-9	352	59	189	30	27	4	12	11	26
	18%	14%	17%	31%	29%	7%	28%	23%	19%
				abe	ae				
10-49	76	9	36	8	6	7	5	2	15
	4%	2%	3%	8%	7%	15%	12%	5%	10%
						ab	a		ab
50-99	9	*	3	1	2	2	*	*	3
	*%	*%	*%	1%	2%	4%	1%	1%	2%
						b			
100-249	5	*	2	*	1	*	1	1	2
	*%	*%	*%	*%	1%	1%	2%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Respondent only / self-employed	1029	730	59	32	19	8	7	4	554	63	26	6	21	4	7
	51%	53% bdf	39%	40%	31%	34%	23%	29%	52% bcdf	35%	35%	22%	48%	28%	26%
Respondent and one (other) employee	529	371	41	21	18	6	8	5	289	55	20	5	17	1	15
	26%	27%	27%	26%	30%	26%	28%	34%	27% f	31% f	27%	18%	40% f	7%	53% df
3 - 4	212	135	26	11	11	3	5	2	119	28	10	9	2	4	3
	11%	10%	17%	13%	19%	14%	16%	15%	11%	16%	14%	32% a	5%	26% a	9%
5 - 9	140	92	13	7	5	2	4	2	66	18	6	2	*	3	3
	7%	7%	9%	8%	9%	9%	14%	14%	6%	10%	8%	7%	*%	19% a	9%
10 - 19	53	30	8	5	2	2	3	*	24	7	4	3	2	2	*
	3%	2%	5%	6%	4%	7%	11% a	3%	2%	4%	6%	11% a	4%	15% a	1%
20 - 25	8	5	1	1	1	*	*	-	4	2	1	1	*	*	-
	*%	*%	1%	1%	2%	1%	1%	-%	*%	1%	1%	2%	*%	1%	-%
26 - 49	15	7	2	2	2	1	1	*	5	2	4	1	*	*	-
	1%	1%	1%	2%	3%	3%	5% a	*%	*%	1%	5% a	3%	1%	2%	-%
50 - 99	9	3	2	2	1	1	*	*	2	3	2	*	*	*	*
	*%	*%	1%	2% a	1%	5% a	1%	2%	*%	2%	2%	1%	1%	1%	*%
100 - 249	5	2	*	1	1	*	*	*	1	1	*	1	*	*	*
	*%	*%	*%	1%	1%	1%	2%	2%	*%	1%	*%	2%	1%	1%	1%
NETS															
Micro (1 - 9)	1910	1328	140	70	53	20	24	12	1027	164	63	22	40	13	28
	95%	97% bcef	92%	88%	89%	82%	81%	92%	97% cdf	91%	85%	80%	93%	80%	97%
Small (10 - 49)	76	41	11	7	5	3	5	*	33	11	9	5	2	3	*
	4%	3%	7%	9%	9%	12%	16% a	4%	3%	6%	12% a	17% a	5%	18% a	1%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Medium (50 - 249)	14	4	2	3	1	1	1	1	4	4	2	1	1	*	*
	1%	*%	1%	3%	2%	6%	3%	4%	*%	2%	3%	4%	2%	2%	1%
				a		a						a			
NETS															
1-2	1558	1101	100	53	36	14	15	9	843	118	47	11	38	6	23
	78%	80%	66%	66%	61%	59%	51%	63%	79%	66%	63%	40%	88%	35%	79%
		bcdf							bcdf	df	f		df		df
3-9	352	227	40	17	16	6	9	4	184	46	17	11	2	7	5
	18%	17%	26%	22%	28%	23%	30%	29%	17%	26%	22%	40%	5%	45%	18%
												ae		ae	
10-49	76	41	11	7	5	3	5	*	33	11	9	5	2	3	*
	4%	3%	7%	9%	9%	12%	16%	4%	3%	6%	12%	17%	5%	18%	1%
							a				a	a		a	
50-99	9	3	2	2	1	1	*	*	2	3	2	*	*	*	*
	*%	*%	1%	2%	1%	5%	1%	2%	*%	2%	2%	1%	1%	1%	*%
				a		a									
100-249	5	2	*	1	1	*	*	*	1	1	*	1	*	*	*
	*%	*%	*%	1%	1%	1%	2%	2%	*%	1%	*%	2%	1%	1%	1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Respondent only / self-employed	1029	492	71	47	22	15	6	13	34	536	196	141	26	20
	51%	52% fh	44%	42%	36%	47%	18%	30%	32%	60% bcde	50% cde	39% d	23%	27%
Respondent and one (other) employee	529	276	31	27	16	8	19	19	46	201	106	109	41	34
	26%	29%	19%	24%	26%	26%	60% abcd	43% b	43% b	23%	27%	30%	36% a	47% ab
3 - 4	212	87	25	16	11	4	4	5	13	90	46	46	17	6
	11%	9%	15%	14%	18%	12%	11%	12%	12%	10%	12%	13%	15%	8%
5 - 9	140	54	20	11	6	3	2	3	8	43	25	40	14	4
	7%	6%	12%	10%	9%	9%	5%	7%	7%	5%	6%	11% a	12% a	6%
10 - 19	53	20	9	6	4	1	1	2	4	10	10	17	9	4
	3%	2%	5%	5%	7%	2%	2%	5%	3%	1%	3%	5% a	8% a	6%
20 - 25	8	5	*	1	1	*	*	-	*	1	2	2	2	*
	*%	1%	*%	1%	1%	1%	*%	-%	*%	*%	1%	1%	2%	1%
26 - 49	15	5	3	2	*	1	*	*	1	2	3	4	3	3
	1%	1%	2%	1%	*%	2%	*%	1%	1%	*%	1%	1%	3%	4% a
50 - 99	9	3	2	1	1	*	*	*	1	2	1	4	2	*
	*%	*%	1%	1%	2%	1%	*%	1%	1%	*%	*%	1%	2%	*%
100 - 249	5	1	1	1	1	*	1	*	1	1	1	1	1	1
	*%	*%	*%	1%	1%	1%	2%	*%	1%	*%	*%	*%	1%	1%
NETS														
Micro (1 - 9)	1910	908	145	102	55	30	30	41	101	870	372	336	99	63
	95%	96% bd	91%	91%	89%	93%	95%	93%	94%	98% cde	96% d	92%	85%	88%
Small (10 - 49)	76	30	13	8	5	2	1	2	5	14	15	23	14	7
	4%	3%	8%	8%	8%	5%	3%	5%	5%	2%	4%	6% a	12% ab	10% a

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Medium (50 - 249)	14	4	2	2	2	1	1	1	2	2	2	5	3	1
	1%	*%	2%	1%	3%	2%	2%	1%	2%	*%	1%	1%	3%	2%
NETS														
1-2	1558	768	101	74	38	23	25	32	80	737	301	250	68	53
	78%	82%	63%	66%	62%	72%	78%	74%	74%	83%	77%	69%	58%	74%
		bcd								cd	d			
3-9	352	140	44	27	17	7	5	9	21	133	71	86	31	10
	18%	15%	28%	25%	27%	21%	17%	20%	19%	15%	18%	24%	27%	14%
			a									a	a	
10-49	76	30	13	8	5	2	1	2	5	14	15	23	14	7
	4%	3%	8%	8%	8%	5%	3%	5%	5%	2%	4%	6%	12%	10%
												a	ab	a
50-99	9	3	2	1	1	*	*	*	1	2	1	4	2	*
	*%	*%	1%	1%	2%	1%	*%	1%	1%	*%	*%	1%	2%	*%
100-249	5	1	1	1	1	*	1	*	1	1	1	1	1	1
	*%	*%	*%	1%	1%	1%	2%	*%	1%	*%	*%	*%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Respondent only / self-employed	1029	567	160	95	19	13	418	132	100	15	16
	51%	59%	47%	33%	21%	34%	54%	50%	42%	17%	26%
		bcd	cd				cde	de	d		
Respondent and one (other) employee	529	240	100	89	31	11	206	64	63	40	29
	26%	25%	29%	31%	35%	28%	26%	24%	26%	47%	48%
										abc	abc
3 - 4	212	95	37	42	14	4	100	27	28	13	5
	11%	10%	11%	14%	16%	12%	13%	10%	12%	15%	9%
5 - 9	140	46	27	37	10	4	37	22	27	7	3
	7%	5%	8%	13%	11%	9%	5%	8%	11%	8%	5%
				a					a		
10 - 19	53	12	10	18	7	3	10	11	13	7	3
	3%	1%	3%	6%	8%	9%	1%	4%	5%	8%	5%
				a	a	a			a	a	
20 - 25	8	1	3	1	2	*	1	2	2	1	*
	*%	*%	1%	*%	2%	1%	*%	1%	1%	2%	1%
26 - 49	15	2	2	4	3	2	4	4	1	1	3
	1%	*%	1%	1%	4%	5%	*%	1%	1%	1%	4%
					a	a					
50 - 99	9	2	1	4	1	*	2	2	3	1	*
	*%	*%	*%	1%	2%	*%	*%	1%	1%	1%	1%
100 - 249	5	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	1%	2%	*%	*%	*%	1%	1%
NETS											
Micro (1 - 9)	1910	948	324	263	74	32	760	246	218	75	53
	95%	98%	95%	90%	83%	82%	98%	93%	92%	87%	88%
		bcde	d				bcde				
Small (10 - 49)	76	16	16	23	12	6	15	17	16	9	6
	4%	2%	5%	8%	14%	15%	2%	6%	7%	11%	10%
			a	a	a	a		a	a	a	a

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Medium (50 - 249)	14	3	2	5	3	1	3	3	4	2	1
	1%	*%	1%	2%	3%	2%	*%	1%	2%	2%	2%
NETS											
1-2	1558	806	260	185	50	24	624	196	163	55	45
	78%	83%	76%	63%	56%	62%	80%	74%	68%	64%	75%
		bcde	cd				cd				
3-9	352	141	64	79	24	8	136	50	55	20	8
	18%	15%	19%	27%	27%	21%	18%	19%	23%	23%	14%
				a	a						
10-49	76	16	16	23	12	6	15	17	16	9	6
	4%	2%	5%	8%	14%	15%	2%	6%	7%	11%	10%
			a	a	a	a		a	a	a	a
50-99	9	2	1	4	1	*	2	2	3	1	*
	*%	*%	*%	1%	2%	*%	*%	1%	1%	1%	1%
100-249	5	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	1%	2%	*%	*%	*%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Respondent only / self-employed	1029	401	92	134	22	5	401	54	204	943	86	832	27
	51%	57% cde	46% de	45% de	19%	10%	49%	44%	47%	55% b	32%	51% b	25%
Respondent and one (other) employee	529	182	54	83	48	28	218	35	142	429	100	430	40
	26%	26%	27%	28%	43% a	54% abc	27%	28%	32%	25%	36% a	26%	37%
3 - 4	212	68	22	35	19	5	92	14	44	174	38	177	16
	11%	10%	11%	12%	17%	10%	11%	12%	10%	10%	14%	11%	15%
5 - 9	140	31	17	28	16	6	60	9	29	109	31	112	14
	7%	4%	8%	9%	14% a	12%	7%	8%	7%	6%	11% a	7%	13%
10 - 19	53	12	7	14	5	4	26	5	10	41	11	44	6
	3%	2%	4%	5%	5%	7%	3%	4%	2%	2%	4%	3%	6%
20 - 25	8	3	3	1	*	1	4	1	2	6	2	6	2
	*%	*%	1%	*%	*%	2%	*%	1%	1%	*%	1%	*%	2%
26 - 49	15	4	3	3	1	1	6	1	4	13	2	13	1
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	1	2	2	1	1	5	1	1	7	2	7	2
	*%	*%	1%	1%	1%	1%	1%	1%	*%	*%	1%	*%	1%
100 - 249	5	1	1	1	1	1	2	1	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%
NETS													
Micro (1 - 9)	1910	682	185	279	106	44	771	112	419	1655	255	1552	97
	95%	97% bce	92%	93%	93%	86%	95%	92%	96%	96%	93%	95%	89%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Small (10 - 49)	76	18	12	17	6	6	36	7	17	61	15	63	9
	4%	3%	6%	6%	6%	11% a	4%	6%	4%	4%	6%	4%	9%
Medium (50 - 249)	14	1	3	4	2	1	7	2	2	11	3	11	2
	1%	*%	2%	1%	2%	2%	1%	2%	*%	1%	1%	1%	2%
NETS													
1-2	1558	582	146	216	70	33	619	89	346	1372	186	1262	67
	78%	83% bcde	73%	72%	61%	65%	76%	73%	79%	79% b	68%	78% b	62%
3-9	352	99	39	62	35	11	152	24	73	283	69	289	30
	18%	14%	19%	21%	31% a	22%	19%	19%	17%	16%	25% a	18%	27%
10-49	76	18	12	17	6	6	36	7	17	61	15	63	9
	4%	3%	6%	6%	6%	11% a	4%	6%	4%	4%	6%	4%	9%
50-99	9	1	2	2	1	1	5	1	1	7	2	7	2
	*%	*%	1%	1%	1%	1%	1%	1%	*%	*%	1%	*%	1%
100-249	5	1	1	1	1	1	2	1	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Respondent only / self-employed	1029	628	54	468	197	835	24	635	46	473	193
	51%	50%	33%	55%	37%	51%	23%	50%	28%	55%	37%
		b		b		b		b		b	
Respondent and one (other) employee	529	348	54	203	193	434	36	355	48	217	179
	26%	27%	33%	24%	36%	27%	34%	28%	30%	25%	34%
					a						a
3 - 4	212	154	21	82	69	174	19	143	31	80	71
	11%	12%	13%	10%	13%	11%	18%	11%	19%	9%	14%
5 - 9	140	80	17	54	44	111	15	80	17	53	45
	7%	6%	10%	6%	8%	7%	14%	6%	11%	6%	9%
10 - 19	53	32	11	22	20	44	6	33	11	21	21
	3%	3%	7%	3%	4%	3%	6%	3%	7%	2%	4%
20 - 25	8	6	2	4	3	6	2	6	2	4	3
	*%	*%	1%	*%	1%	*%	2%	*%	1%	*%	1%
26 - 49	15	10	2	7	4	14	1	9	3	7	4
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
50 - 99	9	5	3	4	4	7	2	5	3	4	4
	*%	*%	2%	*%	1%	*%	2%	*%	2%	*%	1%
100 - 249	5	3	1	2	2	4	1	3	1	2	2
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
NETS											
Micro (1 - 9)	1910	1211	146	807	503	1555	94	1214	143	824	487
	95%	96%	89%	95%	94%	95%	89%	96%	88%	95%	94%
		b						b			
Small (10 - 49)	76	48	15	33	28	64	9	48	15	33	28
	4%	4%	9%	4%	5%	4%	8%	4%	9%	4%	5%
			a						a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Medium (50 - 249)	14	9	4	6	6	11	3	8	4	6	6
	1%	1%	2%	1%	1%	1%	3%	1%	3%	1%	1%
NETS											
1-2	1558	977	108	671	390	1270	60	990	94	690	371
	78%	77%	66%	79%	73%	78%	57%	78%	58%	80%	71%
		b				b		b		b	
3-9	352	235	38	136	113	285	34	224	49	133	116
	18%	19%	23%	16%	21%	17%	32%	18%	30%	15%	22%
							a		a		a
10-49	76	48	15	33	28	64	9	48	15	33	28
	4%	4%	9%	4%	5%	4%	8%	4%	9%	4%	5%
			a						a		
50-99	9	5	3	4	4	7	2	5	3	4	4
	*%	*%	2%	*%	1%	*%	2%	*%	2%	*%	1%
100-249	5	3	1	2	2	4	1	3	1	2	2
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Respondent only / self-employed	1029	403	685	117	-	385	472	92	1	443	394	111	-
	51%	43%	51% a	49%	-%	45%	48%	48%	100%	44%	52% a	44%	-%
Respondent and one (other) employee	529	302	346	78	4	270	279	68	-	316	202	91	-
	26%	33% b	26%	33%	100%	31%	28%	36%	-%	32%	26%	36% b	-%
3 - 4	212	106	147	14	-	96	120	10	-	110	84	14	-
	11%	11%	11%	6%	-%	11%	12%	5%	-%	11%	11%	5%	-%
5 - 9	140	66	96	16	-	59	66	11	-	79	39	17	-
	7%	7%	7%	6%	-%	7%	7%	6%	-%	8%	5%	7%	-%
10 - 19	53	28	40	9	-	27	32	6	-	29	28	10	-
	3%	3%	3%	4%	-%	3%	3%	3%	-%	3%	4%	4%	-%
20 - 25	8	6	7	2	-	5	5	1	-	5	4	1	-
	*%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
26 - 49	15	9	10	2	-	9	8	1	-	8	8	3	*
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	1%	100%
50 - 99	9	5	6	1	-	5	5	2	-	6	4	2	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100 - 249	5	3	3	1	-	3	3	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%
NETS													
Micro (1 - 9)	1910	877	1274	225	4	809	938	181	1	948	720	232	-
	95%	95%	95%	94%	100%	94%	95%	95%	100%	95%	94%	93%	-%
Small (10 - 49)	76	42	57	13	-	41	46	7	-	42	39	14	*
	4%	5%	4%	5%	-%	5%	5%	4%	-%	4%	5%	6%	100%
Medium (50 - 249)	14	8	9	3	-	8	8	3	-	9	6	3	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NETS													
1-2	1558	705	1031	195	4	655	751	160	1	759	597	201	-
	78%	76%	77%	81%	100%	76%	76%	84%	100%	76%	78%	81%	-%
3-9	352	172	243	30	-	155	186	21	-	189	123	31	-
	18%	19%	18%	12%	-%	18%	19%	11%	-%	19%	16%	12%	-%
10-49	76	42	57	13	-	41	46	7	-	42	39	14	*
	4%	5%	4%	5%	-%	5%	5%	4%	-%	4%	5%	6%	100%
50-99	9	5	6	1	-	5	5	2	-	6	4	2	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100-249	5	3	3	1	-	3	3	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Respondent only / self-employed	1029	807	609	490	603	559	6	331	266	241	66	44
	51%	51%	49%	52%	48% c	54% c	17%	54%	50%	46%	49%	57%
Respondent and one (other) employee	529	429	350	256	364	268	19	163	157	164	49	24
	26%	27%	28%	27%	29%	26%	51% b	26%	29%	31%	36%	30%
3 - 4	212	162	154	95	141	108	2	58	51	49	6	2
	11%	10%	12%	10%	11%	10%	4%	9%	10%	9%	5%	2%
5 - 9	140	109	73	61	92	55	7	36	36	42	8	7
	7%	7%	6%	6%	7%	5%	18% b	6%	7%	8%	6%	9%
10 - 19	53	44	34	25	39	26	1	16	16	15	3	*
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	1%
20 - 25	8	6	6	4	6	4	*	3	3	2	*	-
	*%	*%	*%	*%	*%	*%	1%	*%	1%	*%	*%	-%
26 - 49	15	13	10	7	11	9	1	5	4	4	1	*
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*%	*%
50 - 99	9	7	5	4	6	5	1	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	1%	1%
100 - 249	5	4	3	2	3	2	1	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%
NETS												
Micro (1 - 9)	1910	1507	1186	902	1199	991	34	588	510	496	130	76
	95%	95%	95%	95%	95%	96%	90%	95%	95%	95%	96%	98%
Small (10 - 49)	76	63	50	36	55	39	2	24	23	22	4	1
	4%	4%	4%	4%	4%	4%	6%	4%	4%	4%	3%	1%
Medium (50 - 249)	14	10	9	6	9	7	1	4	3	3	1	1
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NETS												
1-2	1558	1236	960	746	967	828	26	493	423	404	115	68
	78%	78%	77%	79%	77%	80%	68%	80%	79%	78%	85%	87%
3-9	352	271	227	155	232	163	8	94	87	91	15	9
	18%	17%	18%	16%	18%	16%	22%	15%	16%	18%	11%	11%
10-49	76	63	50	36	55	39	2	24	23	22	4	1
	4%	4%	4%	4%	4%	4%	6%	4%	4%	4%	3%	1%
50-99	9	7	5	4	6	5	1	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	1%	1%
100-249	5	4	3	2	3	2	1	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Respondent only / self-employed	1029	106	39	65	5	818	474	845	560	483	380	796	99	-	716	89
	51%	47% d	38% d	57% d	12%	50%	46%	49%	48%	49%	43%	51% a	46%	-%	51%	59%
Respondent and one (other) employee	529	76	40	27	21	438	298	471	320	259	274	425	67	-	353	44
	26%	34%	40%	24%	50% c	27%	29%	27%	28%	26%	31%	27%	32%	-%	25%	29%
3 - 4	212	17	7	13	2	184	120	194	127	118	95	174	18	1	159	10
	11%	8%	7%	12%	6%	11%	12%	11%	11%	12%	11%	11%	9%	100%	11%	7%
5 - 9	140	15	8	6	11	117	82	124	89	77	77	108	11	-	102	5
	7%	7%	7%	5%	26% ac	7%	8%	7%	8%	8%	9%	7%	5%	-%	7%	3%
10 - 19	53	7	4	2	2	45	35	48	35	31	30	43	11	-	42	2
	3%	3%	4%	2%	5%	3%	3%	3%	3%	3%	3%	3%	5%	-%	3%	1%
20 - 25	8	*	1	*	*	7	7	8	5	6	5	6	1	-	6	*
	*%	*%	1%	*%	*%	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	*%
26 - 49	15	2	2	*	-	14	11	15	11	7	8	12	2	-	13	*
	1%	1%	2%	*%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
50 - 99	9	1	1	1	*	7	5	8	6	6	6	7	2	-	7	*
	*%	*%	1%	1%	*%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	*%
100 - 249	5	*	1	*	*	4	3	4	3	3	3	3	1	-	4	*
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NETS																
Micro (1 - 9)	1910	215	94	111	39	1558	974	1634	1097	937	826	1503	196	1	1330	148
	95%	95%	92%	97%	93%	95%	94%	95%	95%	95%	94%	95%	92%	100%	95%	98%
Small (10 - 49)	76	9	7	3	2	67	53	71	51	45	43	61	14	-	61	2
	4%	4%	7%	2%	6%	4%	5%	4%	4%	5%	5%	4%	7%	-%	4%	2%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Medium (50 - 249)	14	1	1	1	*	11	8	12	10	9	9	10	3	-	11	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
NETS																
1-2	1558	182	79	92	26	1257	772	1316	880	742	654	1221	166	-	1070	132
	78%	81%	78%	80%	62%	77%	75%	77%	76%	75%	74%	78%	78%	-%	76%	88% a
3-9	352	33	15	19	13	302	202	318	216	195	172	282	30	1	261	16
	18%	14%	14%	17%	31%	18%	19%	19%	19%	20%	20%	18%	14%	100%	19%	10%
10-49	76	9	7	3	2	67	53	71	51	45	43	61	14	-	61	2
	4%	4%	7%	2%	6%	4%	5%	4%	4%	5%	5%	4%	7%	-%	4%	2%
50-99	9	1	1	1	*	7	5	8	6	6	6	7	2	-	7	*
	*%	*%	1%	1%	*%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	*%
100-249	5	*	1	*	*	4	3	4	3	3	3	3	1	-	4	*
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Respondent only / self-employed	1029	394	600	250	15	98	206	112	728	180	152	174	683
	51%	51%	54%	40%	31%	33%	44%	43%	54%	50%	46%	45%	56%
							a		a				ab
Respondent and one (other) employee	529	214	273	201	22	105	148	97	333	91	108	127	279
	26%	28%	25%	32%	45%	35%	32%	37%	25%	25%	33%	33%	23%
								bc			c	c	
3 - 4	212	69	125	85	4	33	64	18	146	45	31	43	127
	11%	9%	11%	14%	8%	11%	14%	7%	11%	12%	9%	11%	10%
5 - 9	140	63	65	50	7	39	29	16	92	32	25	28	81
	7%	8%	6%	8%	14%	13%	6%	6%	7%	9%	8%	7%	7%
						b							
10 - 19	53	22	26	20	1	15	12	13	32	7	7	10	34
	3%	3%	2%	3%	2%	5%	3%	5%	2%	2%	2%	3%	3%
20 - 25	8	2	4	3	*	2	3	2	5	1	1	1	5
	*%	*%	*%	*%	*%	1%	1%	1%	*%	*%	*%	*%	*%
26 - 49	15	6	9	6	-	2	4	2	9	4	3	3	9
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	4	3	5	-	2	3	2	6	1	2	1	6
	*%	1%	*%	1%	-%	1%	1%	1%	*%	*%	1%	*%	*%
100 - 249	5	2	3	2	*	1	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NETS													
Micro (1 - 9)	1910	739	1063	586	47	275	447	243	1299	349	316	372	1170
	95%	95%	96%	94%	98%	92%	95%	92%	96%	96%	96%	96%	95%
Small (10 - 49)	76	30	39	29	1	19	19	18	46	12	12	14	49
	4%	4%	3%	5%	2%	6%	4%	7%	3%	3%	4%	4%	4%
Medium (50 - 249)	14	6	6	7	*	4	4	3	9	1	3	3	8
	1%	1%	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NETS													
1-2	1558	608	873	451	36	203	354	209	1062	271	260	301	962
	78%	78%	79%	72%	76%	68%	75%	79%	78%	75%	79%	77%	78%
3-9	352	132	191	135	11	72	92	34	237	77	56	71	208
	18%	17%	17%	22%	22%	24%	20%	13%	18%	21%	17%	18%	17%
10-49	76	30	39	29	1	19	19	18	46	12	12	14	49
	4%	4%	3%	5%	2%	6%	4%	7%	3%	3%	4%	4%	4%
50-99	9	4	3	5	-	2	3	2	6	1	2	1	6
	*%	1%	*%	1%	-%	1%	1%	1%	*%	*%	1%	*%	*%
100-249	5	2	3	2	*	1	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Respondent only / self-employed	1029	472	557
	51%	49%	53%
Respondent and one (other) employee	529	264	265
	26%	28%	25%
3 - 4	212	102	110
	11%	11%	11%
5 - 9	140	72	68
	7%	8%	7%
10 - 19	53	25	27
	3%	3%	3%
20 - 25	8	5	3
	*%	1%	*%
26 - 49	15	9	6
	1%	1%	1%
50 - 99	9	4	5
	*%	*%	*%
100 - 249	5	3	2
	*%	*%	*%
NETS			
Micro (1 - 9)	1910	910	1000
	95%	95%	96%
Small (10 - 49)	76	40	36
	4%	4%	3%
Medium (50 - 249)	14	7	7
	1%	1%	1%
NETS			
1-2	1558	736	822
	78%	77%	79%

Columns Tested:: a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
3-9	352	174	178
	18%	18%	17%
10-49	76	40	36
	4%	4%	3%
50-99	9	4	5
	*%	*%	*%
100-249	5	3	2
	*%	*%	*%

Columns Tested:: a,b

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Month												
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Respondent only / self-employed	1029	17	202	63	42	80	115	9	208	43	31	118	103
	51%	50%	65%	41%	47%	63%	40%	49%	69%	24%	40%	54%	50%
		i	cfijl	i	i	cfij	i	i	cdfgijkl		i	fi	i
Respondent and one (other) employee	529	8	56	44	29	28	96	3	50	77	29	52	56
	26%	23%	18%	28%	33%	22%	34%	18%	17%	43%	37%	24%	28%
					h		bh			beghkl	bh		h
3 - 4	212	3	29	15	11	8	38	2	20	37	5	21	24
	11%	9%	9%	10%	12%	6%	13%	8%	6%	21%	7%	10%	12%
										behjk			
5 - 9	140	1	19	21	3	9	20	1	15	13	6	22	10
	7%	4%	6%	13%	3%	7%	7%	6%	5%	7%	7%	10%	5%
				hl									
10 - 19	53	2	3	10	*	3	8	2	3	9	2	2	9
	3%	6%	1%	7%	*%	2%	3%	9%	1%	5%	2%	1%	5%
				hk				bdhk					
20 - 25	8	*	*	1	1	-	3	*	1	-	1	1	1
	*%	1%	*%	*%	1%	-%	1%	*%	*%	-%	1%	*%	*%
26 - 49	15	1	2	1	1	-	4	1	3	-	3	*	1
	1%	2%	1%	*%	1%	-%	1%	6%	1%	-%	4%	*%	*%
								ikl					
50 - 99	9	2	1	*	1	*	1	1	2	-	1	*	1
	*%	5%	*%	*%	2%	*%	*%	4%	1%	-%	2%	*%	*%
100 - 249	5	*	*	1	*	*	1	*	*	1	*	1	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
NETS													
Micro (1 - 9)	1910	29	306	142	84	125	268	15	292	171	71	214	193
	95%	86%	98%	92%	96%	98%	94%	81%	97%	95%	92%	98%	94%
			ag		g	g	g		g	g		agj	g
Small (10 - 49)	76	3	4	11	2	3	15	3	8	9	5	3	11
	4%	10%	1%	7%	2%	2%	5%	15%	3%	5%	7%	1%	5%
				k				bdehk					
Medium (50 - 249)	14	2	1	1	2	*	2	1	2	1	1	1	1
	1%	5%	*%	1%	2%	*%	1%	4%	1%	*%	2%	*%	1%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NETS													
1-2	1558	25	258	106	71	108	211	12	258	120	60	171	159
	78%	73%	83%	69%	81%	85%	74%	67%	85%	67%	77%	78%	78%
			ci			i			cfgi			i	
3-9	352	4	48	36	14	17	58	3	35	51	11	43	34
	18%	13%	15%	23%	15%	13%	20%	14%	11%	28%	14%	20%	16%
				h						behjl			
10-49	76	3	4	11	2	3	15	3	8	9	5	3	11
	4%	10%	1%	7%	2%	2%	5%	15%	3%	5%	7%	1%	5%
				k				bdehk					
50-99	9	2	1	*	1	*	1	1	2	-	1	*	1
	*%	5%	*%	*%	2%	*%	*%	4%	1%	-%	2%	*%	*%
100-249	5	*	*	1	*	*	1	*	*	1	*	1	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Respondent only / self-employed	1029	282	236	259	252	518	511
	51%	56%	47%	52%	50%	52%	51%
Respondent and one (other) employee	529	108	153	131	138	261	268
	26%	22%	31%	26%	28%	26%	27%
3 - 4	212	47	56	58	50	104	109
	11%	9%	11%	12%	10%	10%	11%
5 - 9	140	41	32	30	38	72	67
	7%	8%	6%	6%	8%	7%	7%
10 - 19	53	15	11	14	13	26	26
	3%	3%	2%	3%	3%	3%	3%
20 - 25	8	1	3	2	2	4	4
	*%	*%	1%	*%	*%	*%	*%
26 - 49	15	3	5	4	4	8	8
	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	2	2	2	2	5	5
	*%	*%	*%	*%	*%	*%	*%
100 - 249	5	1	1	1	1	2	3
	*%	*%	*%	*%	*%	*%	*%
NETS							
Micro (1 - 9)	1910	478	478	477	477	955	955
	95%	95%	96%	96%	95%	96%	95%
Small (10 - 49)	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
Medium (50 - 249)	14	4	3	4	4	7	7
	1%	1%	1%	1%	1%	1%	1%
NETS							
1-2	1558	390	390	389	389	779	779
	78%	78%	78%	78%	78%	78%	78%
3-9	352	88	88	88	88	176	176
	18%	18%	18%	18%	18%	18%	18%

Table 5 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
10-49	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
50-99	9	2	2	2	2	5	5
	*%	*%	*%	*%	*%	*%	*%
100-249	5	1	1	1	1	2	3
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 7

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Up to £49,999	841	32	809	838	3	1	*	4
	42%	14%	46%	44%	3%	8%	3%	4%
			a	bcde				
£50,000 -£99,999	408	17	391	403	5	*	*	5
	20%	7%	22%	21%	7%	1%	2%	6%
			a	bcde				
£100,000 -£199,999	167	11	156	163	4	*	*	4
	8%	5%	9%	9%	5%	4%	2%	4%
				de				
£200,000 -£299,999	66	2	64	62	3	-	*	4
	3%	1%	4%	3%	4%	-%	4%	4%
£300,000 -£399,999	34	1	33	32	2	*	*	2
	2%	*%	2%	2%	2%	3%	2%	2%
£400,000 -£499,999	32	2	30	29	2	*	*	3
	2%	1%	2%	2%	3%	5%	5%	3%
							a	
£500,000 -£749,999	27	*	27	20	7	*	*	7
	1%	*%	2%	1%	9%	5%	2%	8%
					ad	a		ad
£750,000 -£999,999	40	*	40	31	9	*	*	10
	2%	*%	2%	2%	12%	3%	3%	11%
					ad			ad
£1,000,000 -£1,499,999	35	*	35	23	10	2	*	12
	2%	*%	2%	1%	13%	18%	7%	13%
					a	a	a	a
£1,500,000 -£1,999,999	19	-	19	12	6	1	*	7
	1%	-%	1%	1%	8%	11%	8%	8%
					a	a	a	a
£2,000,000 -£4,999,999	21	1	20	11	9	1	1	10
	1%	*%	1%	1%	11%	7%	13%	11%
					a	a	a	a
£5,000,000 +	18	*	18	11	4	2	1	7
	1%	*%	1%	1%	5%	21%	28%	8%
					a	abe	abe	a
Don't know / not sure	202	142	60	188	12	1	1	14
	10%	62%	3%	10%	15%	14%	19%	15%
		b					a	a

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Refused	89	19	70	88	2	*	*	2
	4%	8%	4%	5%	2%	1%	3%	2%
		b						
Net:<£100,000	1249	49	1200	1241	8	1	*	9
	62%	22%	68%	65%	10%	9%	5%	10%
			a	bcde				
Net:<£200,000	1416	60	1356	1404	11	1	*	13
	71%	26%	77%	73%	15%	13%	7%	14%
			a	bcde				
Net:£200,000 -£500,000	132	5	127	123	7	1	1	9
	7%	2%	7%	6%	10%	8%	11%	10%
			a					
Net:£500,000 -£1,000,000	68	1	67	51	16	1	*	17
	3%	*%	4%	3%	21%	8%	5%	19%
			a		ad	a		ad
Net:£1,000,000 -£2,000,000	54	*	54	35	16	3	1	19
	3%	*%	3%	2%	21%	29%	15%	21%
			a		a	a	a	a
Net: >£2,000,000	39	1	38	22	13	3	2	17
	2%	1%	2%	1%	17%	28%	40%	19%
					a	a	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Up to £49,999	841	620	209	9	2	2	*	838	3	1
	42%	60%	28%	6%	3%	6%	3%	44%	3%	6%
		bcdefghi	cdefhi					bcdefhi		
£50,000 -£99,999	408	194	199	10	3	2	*	403	5	*
	20%	19%	27%	7%	6%	6%	2%	21%	7%	1%
		cdefhi	acdefghi	i				cdefhi	i	
£100,000 -£199,999	167	28	114	21	3	1	*	163	4	*
	8%	3%	15%	15%	5%	4%	2%	9%	5%	3%
			adefghi	adefghi				af		
£200,000 -£299,999	66	8	42	12	3	1	*	62	3	*
	3%	1%	6%	9%	5%	2%	4%	3%	4%	2%
			a	aegi	a		a	a	a	
£300,000 -£399,999	34	6	11	16	1	1	*	32	2	*
	2%	1%	1%	11%	3%	2%	2%	2%	2%	2%
				abdefghi						
£400,000 -£499,999	32	*	18	10	1	2	*	29	2	1
	2%	*%	2%	7%	2%	5%	5%	2%	3%	5%
			a	abg	a	ag	ag	a	a	ag
£500,000 -£749,999	27	7	8	5	6	1	*	20	7	1
	1%	1%	1%	4%	11%	4%	2%	1%	9%	4%
				ag	abfg	abg			abfg	ag
£750,000 -£999,999	40	4	17	10	7	3	*	31	9	*
	2%	*%	2%	7%	12%	9%	3%	2%	12%	3%
			a	abg	abfgi	abg	a		abfgi	a
£1,000,000 -£1,499,999	35	3	17	4	7	5	*	23	10	2
	2%	*%	2%	3%	13%	14%	7%	1%	13%	14%
			a	a	abcg	abcg	abg		abcg	abcg
£1,500,000 -£1,999,999	19	-	5	6	3	4	*	12	6	1
	1%	-%	1%	5%	6%	12%	8%	1%	8%	10%
				abg	abg	abg	abg		abg	abg
£2,000,000 -£4,999,999	21	2	6	3	7	3	1	11	9	1
	1%	*%	1%	2%	12%	9%	13%	1%	11%	9%
				a	abcg	abg	abcg		abcg	abg
£5,000,000 +	18	2	3	7	3	3	1	11	4	3
	1%	*%	*%	5%	6%	8%	28%	1%	5%	23%
				abg	abg	abg	abcdegh		abg	abcdegh

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Don't know / not sure	202	106	58	24	7	5	1	188	12	2
	10%	10%	8%	17%	14%	17%	19%	10%	15%	16%
				bg		bg	abg		b	b
Refused	89	51	34	3	1	1	*	88	2	*
	4%	5%	5%	2%	2%	2%	3%	5%	2%	1%
Net:<£100,000	1249	814	408	19	5	4	*	1241	8	1
	62%	79%	55%	13%	9%	12%	5%	65%	10%	8%
		bcdefghi	cdefhi	f				bcdefhi		
Net:<£200,000	1416	842	522	39	7	5	*	1404	11	1
	71%	82%	70%	28%	14%	15%	7%	73%	15%	11%
		bcdefghi	cdefhi	defhi				cdefhi		
Net:£200,000 -£500,000	132	14	71	38	5	3	1	123	7	1
	7%	1%	10%	27%	10%	9%	11%	6%	10%	9%
			a	abdefghi	a	a	a	a	a	a
Net:£500,000 -£1,000,000	68	11	25	16	12	4	*	51	16	1
	3%	1%	3%	11%	23%	13%	5%	3%	21%	7%
			a	abg	abcfgi	abfg	a		abfgi	ag
Net:£1,000,000 -£2,000,000	54	3	22	10	10	8	1	35	16	3
	3%	*%	3%	7%	19%	26%	15%	2%	21%	24%
			a	ag	abcg	abcg	abg	a	abcg	abcg
Net: >£2,000,000	39	3	8	10	10	6	2	22	13	5
	2%	*%	1%	7%	18%	17%	40%	1%	17%	32%
				abg	abcg	abcg	abcdegh		abcg	abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Up to £49,999	841	797	41	3	1	*	841	-	-	-	-
	42%	51%	12%	3%	8%	3%	67%	-%	-%	-%	-%
		bcde	ce				bcde				
£50,000 -£99,999	408	357	46	5	*	*	408	-	-	-	-
	20%	23%	13%	7%	1%	2%	33%	-%	-%	-%	-%
		bcde	cde				bcde				
£100,000 -£199,999	167	112	51	4	*	*	-	167	-	-	-
	8%	7%	14%	5%	4%	2%	-%	56%	-%	-%	-%
			ace					acde			
£200,000 -£299,999	66	20	42	3	-	*	-	66	-	-	-
	3%	1%	12%	4%	-%	4%	-%	22%	-%	-%	-%
			acde	a		a		acde			
£300,000 -£399,999	34	7	24	2	*	*	-	34	-	-	-
	2%	*%	7%	2%	3%	2%	-%	11%	-%	-%	-%
			ac	a				ace			
£400,000 -£499,999	32	11	17	2	*	*	-	32	-	-	-
	2%	1%	5%	3%	5%	5%	-%	11%	-%	-%	-%
			a	a	a	a		ace			
£500,000 -£749,999	27	10	10	7	*	*	-	-	27	-	-
	1%	1%	3%	9%	5%	2%	-%	-%	40%	-%	-%
			a	abe	a				abde		
£750,000 -£999,999	40	13	17	9	*	*	-	-	40	-	-
	2%	1%	5%	12%	3%	3%	-%	-%	60%	-%	-%
			a	abe					abde		
£1,000,000 -£1,499,999	35	11	12	10	2	*	-	-	-	35	-
	2%	1%	3%	13%	18%	7%	-%	-%	-%	100%	-%
			a	ab	ab	a				abce	
£1,500,000 -£1,999,999	19	-	12	6	1	*	-	-	-	-	19
	1%	-%	3%	8%	11%	8%	-%	-%	-%	-%	33%
			a	ab	ab	a					abcd
£2,000,000 -£4,999,999	21	7	4	9	1	1	-	-	-	-	21
	1%	*%	1%	11%	7%	13%	-%	-%	-%	-%	36%
				ab	ab	ab					abcd
£5,000,000 +	18	4	7	4	2	1	-	-	-	-	18
	1%	*%	2%	5%	21%	28%	-%	-%	-%	-%	31%
			a	a	abc	abc					abcd

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Don't know / not sure	202	135	53	12	1	1	-	-	-	-	-
	10%	9%	15%	15%	14%	19%	-%	-%	-%	-%	-%
			a	a		a					
Refused	89	72	15	2	*	*	-	-	-	-	-
	4%	5%	4%	2%	1%	3%	-%	-%	-%	-%	-%
Net:<£100,000	1249	1154	87	8	1	*	1249	-	-	-	-
	62%	74%	25%	10%	9%	5%	100%	-%	-%	-%	-%
		bcde	cde				bcde				
Net:<£200,000	1416	1266	138	11	1	*	1249	167	-	-	-
	71%	81%	39%	15%	13%	7%	100%	56%	-%	-%	-%
		bcde	cde				bcde	cde			
Net:£200,000 -£500,000	132	39	84	7	1	1	-	132	-	-	-
	7%	3%	24%	10%	8%	11%	-%	44%	-%	-%	-%
			acde	a		a		acde			
Net:£500,000 -£1,000,000	68	24	27	16	1	*	-	-	68	-	-
	3%	2%	8%	21%	8%	5%	-%	-%	100%	-%	-%
			a	abe	a	a			abde		
Net:£1,000,000 -£2,000,000	54	11	24	16	3	1	-	-	-	35	19
	3%	1%	7%	21%	29%	15%	-%	-%	-%	100%	33%
			a	ab	ab	ab				abce	abc
Net: >£2,000,000	39	11	11	13	3	2	-	-	-	-	39
	2%	1%	3%	17%	28%	40%	-%	-%	-%	-%	67%
			a	ab	ab	abc					abcd

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Up to £49,999	841	91	60	104	31	82	147	114	87	74
	42%	51%	41%	33%	44%	45%	47%	45%	56%	50%
		c					c		c	c
£50,000 -£99,999	408	33	38	75	16	36	65	63	27	19
	20%	18%	26%	23%	23%	20%	21%	25%	18%	13%
£100,000 -£199,999	167	8	12	35	5	15	22	31	9	12
	8%	5%	8%	11%	7%	8%	7%	13%	6%	8%
£200,000 -£299,999	66	13	3	12	3	4	4	11	4	5
	3%	7%	2%	4%	4%	2%	1%	5%	3%	3%
		f								
£300,000 -£399,999	34	5	3	6	*	2	6	3	1	2
	2%	3%	2%	2%	*%	1%	2%	1%	1%	2%
£400,000 -£499,999	32	2	2	4	1	4	7	2	1	4
	2%	1%	2%	1%	2%	2%	2%	1%	1%	3%
£500,000 -£749,999	27	3	4	5	1	6	3	2	1	1
	1%	1%	3%	1%	1%	3%	1%	1%	*%	1%
£750,000 -£999,999	40	4	-	9	-	11	8	1	2	3
	2%	2%	-%	3%	-%	6%	3%	*%	1%	2%
						b				
£1,000,000 -£1,499,999	35	5	1	6	1	1	9	3	1	4
	2%	3%	1%	2%	1%	*%	3%	1%	*%	2%
£1,500,000 -£1,999,999	19	1	1	6	*	1	2	1	5	*
	1%	1%	1%	2%	*%	1%	1%	*%	3%	*%
£2,000,000 -£4,999,999	21	2	2	3	-	5	4	*	1	*
	1%	1%	1%	1%	-%	3%	1%	*%	1%	*%
£5,000,000 +	18	1	*	8	*	1	3	1	*	*
	1%	1%	*%	3%	*%	*%	1%	*%	*%	*%
Don't know / not sure	202	7	10	28	6	14	4	10	10	20
	10%	4%	7%	9%	9%	8%	1%	4%	7%	14%
				f	f	f				afg
Refused	89	6	7	18	5	2	26	7	4	3
	4%	3%	5%	6%	7%	1%	8%	3%	3%	2%
							e			

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Net:<£100,000	1249	123	98	179	47	118	212	177	114	93
	62%	69%	67%	56%	68%	64%	68%	71% c	74% c	63%
Net:<£200,000	1416	132	110	214	52	133	234	208	123	105
	71%	73%	76%	67%	75%	73%	75%	83% c	80%	71%
Net:£200,000 -£500,000	132	20	9	21	4	10	18	16	7	11
	7%	11%	6%	7%	6%	5%	6%	7%	4%	8%
Net:£500,000 -£1,000,000	68	7	4	13	1	17	11	3	3	4
	3%	4%	3%	4%	1%	9% g	4%	1%	2%	3%
Net:£1,000,000 -£2,000,000	54	6	3	12	1	2	11	4	6	4
	3%	3%	2%	4%	1%	1%	3%	2%	4%	3%
Net: >£2,000,000	39	3	2	11	*	6	8	2	1	1
	2%	1%	1%	4%	*%	3%	3%	1%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Up to £49,999	841	187	237	365	790	52	24	19	8
	42%	47% efgh	49% efgh	41% efgh	45% efgh	22%	20%	24%	21%
£50,000 -£99,999	408	71	98	203	372	36	17	14	5
	20%	18%	20%	23% efh	21% eh	15%	14%	18%	13%
£100,000 -£199,999	167	32	30	88	150	17	10	4	3
	8%	8%	6%	10%	9%	7%	9%	5%	7%
£200,000 -£299,999	66	12	20	27	59	7	4	1	2
	3%	3%	4%	3%	3%	3%	3%	1%	5%
£300,000 -£399,999	34	4	10	14	29	5	3	2	1
	2%	1%	2%	2%	2%	2%	2%	2%	3%
£400,000 -£499,999	32	10	5	14	28	3	2	1	*
	2%	2%	1%	2%	2%	1%	2%	1%	*%
£500,000 -£749,999	27	7	8	10	25	3	1	1	1
	1%	2%	2%	1%	1%	1%	1%	1%	1%
£750,000 -£999,999	40	14	6	18	38	2	1	*	1
	2%	4% e	1%	2%	2%	1%	1%	*%	3%
£1,000,000 -£1,499,999	35	5	7	18	30	5	3	1	*
	2%	1%	1%	2%	2%	2%	2%	2%	1%
£1,500,000 -£1,999,999	19	1	8	9	18	1	1	*	*
	1%	*%	2%	1%	1%	*%	1%	*%	*%
£2,000,000 -£4,999,999	21	5	4	8	18	3	2	1	*
	1%	1%	1%	1%	1%	1%	2%	1%	1%
£5,000,000 +	18	1	2	13	15	3	1	2	*
	1%	*%	*%	1%	1%	1%	1%	2%	*%
Don't know / not sure	202	41	28	42	110	92	47	29	16
	10%	10% c	6%	5%	6%	38% abcd	39% abcd	36% abcd	40% abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Refused	89	10	17	51	78	11	4	5	1
	4%	2%	4%	6%	4%	5%	4%	7%	3%
Net:<£100,000	1249	258	335	568	1161	88	41	34	14
	62%	64%	70%	65%	66%	37%	34%	42%	34%
		efgh	efgh	efgh	efgh				
Net:<£200,000	1416	290	365	656	1311	105	51	38	17
	71%	72%	76%	75%	74%	44%	43%	47%	41%
		efgh	efgh	efgh	efgh				
Net:£200,000 -£500,000	132	25	35	55	116	16	9	3	3
	7%	6%	7%	6%	7%	7%	8%	4%	8%
Net:£500,000 -£1,000,000	68	21	14	28	63	5	2	1	2
	3%	5%	3%	3%	4%	2%	2%	1%	4%
		e							
Net:£1,000,000 -£2,000,000	54	7	14	27	48	6	4	1	*
	3%	2%	3%	3%	3%	2%	3%	2%	1%
Net: >£2,000,000	39	6	6	21	33	6	3	3	1
	2%	2%	1%	2%	2%	3%	2%	3%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Up to £49,999	841	22	27	41	103	125	50	12	14	474
	42%	26%	22%	27%	38%	38%	55%	23%	22%	49%
					b	b	abcgh			abcdegh
£50,000 -£99,999	408	22	22	26	65	65	15	15	7	192
	20%	27%	18%	17%	24%	20%	16%	28%	12%	20%
£100,000 -£199,999	167	5	16	22	27	23	15	2	8	66
	8%	6%	13%	15%	10%	7%	16%	4%	12%	7%
				i			i			
£200,000 -£299,999	66	3	2	2	12	12	4	3	6	24
	3%	4%	2%	1%	4%	4%	4%	5%	10%	3%
									ci	
£300,000 -£399,999	34	4	3	3	9	7	2	*	2	7
	2%	4%	2%	2%	3%	2%	2%	*%	4%	1%
		i			i					
£400,000 -£499,999	32	-	4	4	4	11	1	3	3	7
	2%	-%	3%	3%	2%	3%	1%	5%	4%	1%
						i		i		
£500,000 -£749,999	27	*	2	3	4	3	*	1	1	16
	1%	1%	2%	2%	1%	1%	*%	1%	2%	2%
£750,000 -£999,999	40	2	5	5	10	11	1	1	1	9
	2%	2%	4%	4%	4%	3%	1%	2%	2%	1%
					i	i				
£1,000,000 -£1,499,999	35	7	10	10	5	3	*	1	2	7
	2%	8%	8%	7%	2%	1%	*%	2%	3%	1%
		ei	ei	ei						
£1,500,000 -£1,999,999	19	-	*	*	2	3	*	*	3	11
	1%	-%	*%	*%	1%	1%	*%	*%	5%	1%
£2,000,000 -£4,999,999	21	1	5	6	4	3	*	-	4	3
	1%	1%	4%	4%	1%	1%	*%	-%	6%	*%
			i	i					i	

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
£5,000,000 +	18	-	3	3	3	5	1	*	2	5
	1%	-%	3%	2%	1%	1%	1%	1%	3%	*%
Don't know / not sure	202	13	15	17	16	47	2	16	7	83
	10%	16%	13%	12%	6%	14%	2%	30%	11%	9%
		f				dfi		cdfi		
Refused	89	4	8	8	5	10	2	*	3	58
	4%	5%	6%	5%	2%	3%	3%	*%	4%	6%
Net:<£100,000	1249	44	48	66	168	190	65	28	22	667
	62%	53%	40%	44%	63%	58%	70%	52%	34%	69%
					bch	bh	bch			abceh
Net:<£200,000	1416	49	64	88	195	213	80	30	29	732
	71%	59%	53%	59%	73%	65%	86%	55%	46%	76%
					bh	h	abcegh			abcegh
Net:£200,000 -£500,000	132	7	9	9	25	29	6	5	11	39
	7%	8%	7%	6%	9%	9%	7%	10%	18%	4%
					i	i			i	
Net:£500,000 -£1,000,000	68	2	7	8	14	14	1	1	2	24
	3%	3%	6%	5%	5%	4%	1%	3%	4%	3%
Net:£1,000,000 -£2,000,000	54	7	10	10	7	6	*	1	5	18
	3%	8%	8%	7%	2%	2%	*%	2%	8%	2%
		ei	ei	i					i	
Net: >£2,000,000	39	1	8	9	7	8	1	*	6	8
	2%	1%	7%	6%	2%	2%	1%	1%	9%	1%
			i	i					i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Up to £49,999	841 42%	165 33%	175 42%	501 46% a	708 42%	134 40%	814 44% b	28 16%	804 41%	37 62% a
£50,000 -£99,999	408 20%	113 23%	80 19%	215 20%	328 20%	79 24%	384 21%	24 14%	406 21% b	2 3%
£100,000 -£199,999	167 8%	54 11%	38 9%	75 7%	140 8%	27 8%	142 8%	25 15% a	165 8%	2 4%
£200,000 -£299,999	66 3%	17 3%	16 4%	33 3%	54 3%	12 4%	56 3%	10 6%	64 3%	2 4%
£300,000 -£399,999	34 2%	16 3% c	9 2%	9 1%	23 1%	11 3%	32 2%	2 1%	34 2%	- -%
£400,000 -£499,999	32 2%	8 2%	11 3%	12 1%	27 2%	5 1%	24 1%	8 5% a	32 2%	- -%
£500,000 -£749,999	27 1%	7 1%	3 1%	17 2%	20 1%	7 2%	24 1%	3 2%	24 1%	3 6%
£750,000 -£999,999	40 2%	17 3% c	12 3%	11 1%	37 2%	4 1%	34 2%	6 4%	40 2%	* 1%
£1,000,000 -£1,499,999	35 2%	22 4% bc	3 1%	10 1%	32 2%	3 1%	31 2%	4 2%	33 2%	1 2%
£1,500,000 -£1,999,999	19 1%	2 *%	3 1%	14 1%	19 1%	* *%	16 1%	3 2%	19 1%	- -%
£2,000,000 -£4,999,999	21 1%	11 2%	3 1%	7 1%	20 1%	* *%	14 1%	7 4% a	21 1%	* *%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
£5,000,000 +	18	6	6	7	17	1	11	7	18	-
	1%	1%	1%	1%	1%	*%	1%	4% a	1%	-%
Don't know / not sure	202	46	50	106	173	30	171	31	196	7
	10%	9%	12%	10%	10%	9%	9%	18% a	10%	11%
Refused	89	16	12	61	69	20	79	10	85	5
	4%	3%	3%	6%	4%	6%	4%	6%	4%	8%
Net:<£100,000	1249	278	255	716	1036	213	1197	52	1210	39
	62%	56%	61%	66% a	62%	64%	65% b	31%	62%	65%
Net:<£200,000	1416	332	293	791	1176	240	1339	77	1375	41
	71%	66%	70%	73%	71%	72%	73% b	46%	71%	69%
Net:£200,000 -£500,000	132	41	36	55	104	27	112	19	129	2
	7%	8%	8%	5%	6%	8%	6%	12% a	7%	4%
Net:£500,000 -£1,000,000	68	24	15	28	57	11	58	9	64	4
	3%	5%	4%	3%	3%	3%	3%	6%	3%	6%
Net:£1,000,000 -£2,000,000	54	24	6	24	51	3	47	7	53	1
	3%	5%	1%	2%	3%	1%	3%	4%	3%	2%
Net: >£2,000,000	39	17	9	14	38	1	25	14	39	*
	2%	3%	2%	1%	2%	*%	1%	8% a	2%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Up to £49,999	841	516	111	211	779	55	*	7	834	7
	42%	42%	33%	50%	46%	26%	1%	12%	44%	7%
		b		b	bcdf	cf			bcdf	
£50,000 -£99,999	408	274	57	77	334	51	14	8	385	23
	20%	22%	17%	18%	20%	24%	31%	15%	20%	22%
£100,000 -£199,999	167	104	32	31	141	14	1	11	155	13
	8%	8%	9%	7%	8%	6%	3%	20%	8%	12%
								e		
£200,000 -£299,999	66	45	16	5	48	14	2	2	62	4
	3%	4%	5%	1%	3%	7%	4%	3%	3%	4%
			c			a				
£300,000 -£399,999	34	18	10	6	23	3	6	1	26	7
	2%	2%	3%	1%	1%	2%	13%	2%	1%	7%
							abe			ae
£400,000 -£499,999	32	18	3	11	19	6	4	3	25	7
	2%	1%	1%	3%	1%	3%	8%	5%	1%	7%
							ae			ae
£500,000 -£749,999	27	10	13	4	20	4	3	1	23	4
	1%	1%	4%	1%	1%	2%	7%	1%	1%	4%
			a				ae			
£750,000 -£999,999	40	15	9	17	16	11	10	4	27	14
	2%	1%	3%	4%	1%	5%	21%	7%	1%	13%
				a		ae	abe	ae		ae
£1,000,000 -£1,499,999	35	17	11	7	18	9	1	7	27	8
	2%	1%	3%	2%	1%	4%	1%	12%	1%	7%
						ae		ae		ae
£1,500,000 -£1,999,999	19	10	6	3	12	4	1	2	16	3
	1%	1%	2%	1%	1%	2%	1%	4%	1%	3%
£2,000,000 -£4,999,999	21	15	5	1	9	5	*	6	15	6
	1%	1%	1%	*%	1%	3%	1%	10%	1%	6%
						a		ae		ae
£5,000,000 +	18	12	2	4	11	5	1	1	16	2
	1%	1%	1%	1%	1%	2%	2%	2%	1%	2%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Don't know / not sure	202	115	50	32	175	24	3	*	199	3
	10%	9%	15%	7%	10%	11%	7%	*%	10%	3%
			c							
Refused	89	56	13	16	80	6	*	3	86	4
	4%	5%	4%	4%	5%	3%	*%	6%	5%	4%
Net:<£100,000	1249	790	168	288	1114	106	15	15	1219	30
	62%	65%	50%	68%	66%	50%	31%	27%	64%	29%
		b		b	bcdf	df			bcdf	
Net:<£200,000	1416	893	200	319	1255	119	16	27	1374	42
	71%	73%	59%	75%	74%	57%	34%	47%	72%	41%
		b		b	bcdf				bcdf	
Net:£200,000 -£500,000	132	81	29	22	90	23	12	6	113	18
	7%	7%	9%	5%	5%	11%	26%	11%	6%	18%
						a	ae			ae
Net:£500,000 -£1,000,000	68	25	22	21	36	15	13	5	50	17
	3%	2%	6%	5%	2%	7%	28%	8%	3%	17%
			a	a		ae	abe			ae
Net:£1,000,000 -£2,000,000	54	27	17	10	30	13	1	9	44	10
	3%	2%	5%	2%	2%	6%	3%	16%	2%	10%
						ae		ae		ae
Net: >£2,000,000	39	27	7	5	21	10	1	7	31	8
	2%	2%	2%	1%	1%	5%	3%	12%	2%	8%
						ae		ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Up to £49,999	841	479	301	62	709	595	775	570	341	237
	42%	48% c	44% c	20%	41%	42%	42%	41%	38%	36%
£50,000 -£99,999	408	213	122	73	392	305	395	301	220	151
	20%	21%	18%	23%	23%	21%	22%	22%	25%	23%
£100,000 -£199,999	167	76	65	26	159	149	161	124	94	67
	8%	8%	10%	8%	9%	10%	9%	9%	11%	10%
£200,000 -£299,999	66	24	24	18	58	49	64	48	36	32
	3%	2%	4%	6%	3%	3%	3%	3%	4%	5%
£300,000 -£399,999	34	10	13	11	31	28	31	24	16	14
	2%	1%	2%	3%	2%	2%	2%	2%	2%	2%
£400,000 -£499,999	32	5	14	12	27	23	29	27	18	16
	2%	1%	2%	4% a	2%	2%	2%	2%	2%	2%
£500,000 -£749,999	27	9	10	8	23	21	25	18	11	13
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
£750,000 -£999,999	40	5	11	25	40	36	40	36	29	26
	2%	1%	2%	8% ab	2%	2%	2%	3%	3%	4%
£1,000,000 -£1,499,999	35	7	11	16	28	30	30	27	22	21
	2%	1%	2%	5% ab	2%	2%	2%	2%	2%	3%
£1,500,000 -£1,999,999	19	5	7	7	19	13	19	11	8	10
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
£2,000,000 -£4,999,999	21	4	5	11	19	17	20	18	14	13
	1%	*%	1%	4% ab	1%	1%	1%	1%	2%	2%
£5,000,000 +	18	6	5	7	18	13	18	13	9	9
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Don't know / not sure	202	110	65	27	140	93	149	101	33	32
	10%	11%	10%	9%	8% e	7%	8% e	7% e	4%	5%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Refused	89	48	32	9	70	62	73	66	37	23
	4%	5%	5%	3%	4%	4%	4%	5%	4%	3%
Net:<£100,000	1249	691	422	136	1102	899	1170	871	560	389
	62%	69%	62%	43%	64%	63%	64%	63%	63%	58%
		bc	c							
Net:<£200,000	1416	767	488	162	1261	1048	1332	995	654	455
	71%	77%	71%	52%	73%	73%	73%	72%	74%	68%
		c	c							
Net:£200,000 -£500,000	132	39	51	42	116	100	125	99	71	62
	7%	4%	7%	13%	7%	7%	7%	7%	8%	9%
				ab						
Net:£500,000 -£1,000,000	68	15	21	32	63	56	65	54	40	39
	3%	1%	3%	10%	4%	4%	4%	4%	4%	6%
				ab						
Net:£1,000,000 -£2,000,000	54	12	18	24	47	43	49	38	30	32
	3%	1%	3%	8%	3%	3%	3%	3%	3%	5%
				ab						
Net: >£2,000,000	39	10	11	18	37	30	38	31	23	22
	2%	1%	2%	6%	2%	2%	2%	2%	3%	3%
				ab						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Up to £49,999	841	206	480	25	30	21	10	4	35
	42%	50%	44%	25%	32%	43%	23%	8%	25%
		cdfgh	cgh		g	g			
£50,000 -£99,999	408	86	241	24	17	5	10	11	26
	20%	21%	22%	24%	18%	9%	24%	24%	19%
£100,000 -£199,999	167	13	105	12	6	6	9	10	25
	8%	3%	10%	13%	6%	12%	22%	20%	18%
			a	a			a	a	ab
£200,000 -£299,999	66	19	30	8	4	1	2	*	4
	3%	4%	3%	8%	4%	3%	5%	1%	3%
£300,000 -£399,999	34	3	24	1	*	*	2	1	3
	2%	1%	2%	1%	*%	1%	5%	1%	2%
£400,000 -£499,999	32	5	13	3	3	*	*	5	5
	2%	1%	1%	3%	3%	1%	*%	10%	4%
								ab	
£500,000 -£749,999	27	3	16	*	2	2	*	1	3
	1%	1%	2%	*%	2%	3%	1%	2%	2%
£750,000 -£999,999	40	4	20	5	7	2	1	2	5
	2%	1%	2%	5%	8%	4%	3%	4%	3%
					ab				
£1,000,000 -£1,499,999	35	*	19	3	4	1	*	3	5
	2%	*%	2%	3%	4%	2%	1%	6%	3%
								a	
£1,500,000 -£1,999,999	19	6	7	*	3	1	1	1	3
	1%	1%	1%	*%	3%	1%	2%	2%	2%
£2,000,000 -£4,999,999	21	3	8	2	1	2	*	4	6
	1%	1%	1%	2%	1%	4%	*%	9%	4%
								ab	b
£5,000,000 +	18	4	8	3	1	1	1	1	2
	1%	1%	1%	3%	1%	1%	3%	1%	2%
Don't know / not sure	202	49	66	8	13	3	5	5	13
	10%	12%	6%	9%	13%	7%	11%	11%	9%
		b							
Refused	89	11	48	4	6	4	*	*	4
	4%	3%	4%	4%	6%	8%	*%	*%	3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Net:<£100,000	1249	293	722	48	47	26	20	15	61
	62%	71%	66%	49%	50%	53%	47%	31%	44%
		cdfgh	cdgh						
Net:<£200,000	1416	306	827	61	52	32	30	25	86
	71%	74%	76%	62%	56%	65%	70%	52%	62%
		dg	cdgh						
Net:£200,000 -£500,000	132	26	67	12	6	2	4	6	13
	7%	6%	6%	12%	7%	4%	10%	12%	9%
Net:£500,000 -£1,000,000	68	7	36	5	9	3	1	3	8
	3%	2%	3%	5%	10%	7%	3%	6%	5%
					ab				
Net:£1,000,000 -£2,000,000	54	6	26	3	7	2	1	4	7
	3%	2%	2%	3%	7%	3%	3%	9%	5%
Net: >£2,000,000	39	7	16	5	1	2	1	5	9
	2%	2%	1%	5%	1%	5%	3%	10%	6%
								b	b

Columns Tested:: a,b,c,d,e,f,g,h

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Up to £49,999	841	615	43	18	24	5	5	-	482	60	23	7	16	3	3
	42%	45% bcfg	28%	22%	41%	21%	15%	-%	45% fg	34%	32%	26%	37%	21%	11%
£50,000 -£99,999	408	315	30	24	7	8	3	5	235	42	5	6	8	1	7
	20%	23%	20%	30%	11%	33%	11%	35%	22% c	23% c	7%	23%	19%	7%	23%
£100,000 -£199,999	167	113	23	4	7	3	8	1	93	21	10	2	13	2	8
	8%	8%	15%	5%	11%	12%	27% ac	9%	9%	12%	13%	7%	30% a	15%	26%
£200,000 -£299,999	66	40	8	4	2	1	2	*	35	6	4	2	*	*	*
	3%	3%	5%	6%	4%	3%	6%	3%	3%	4%	6%	8%	*%	3%	2%
£300,000 -£399,999	34	23	6	1	*	1	1	-	21	5	*	*	*	1	1
	2%	2%	4%	1%	*%	3%	5%	-%	2%	3%	*%	*%	*%	4%	2%
£400,000 -£499,999	32	19	1	5	1	*	-	*	13	5	*	*	-	-	5
	2%	1%	1%	6% a	2%	1%	-%	*%	1%	3%	*%	1%	-%	-%	17% abc
£500,000 -£749,999	27	18	1	*	2	1	1	*	15	2	1	1	*	1	*
	1%	1%	1%	1%	3%	2%	3%	2%	1%	1%	2%	5%	*%	6%	*%
£750,000 -£999,999	40	23	7	5	1	1	1	2	20	6	7	2	*	-	1
	2%	2%	5%	6%	2%	3%	4%	13%	2%	3%	9% a	7%	*%	-%	4%
£1,000,000 -£1,499,999	35	18	5	4	1	1	-	*	17	7	2	*	*	*	3
	2%	1%	3%	5%	1%	2%	-%	*%	2%	4%	2%	1%	1%	1%	11% a
£1,500,000 -£1,999,999	19	12	3	2	1	*	1	1	6	3	1	1	*	*	1
	1%	1%	2%	2%	1%	1%	3%	8%	1%	2%	2%	5% a	1%	*%	3%
£2,000,000 -£4,999,999	21	12	2	*	*	*	*	4	7	2	6	*	2	*	*
	1%	1%	1%	1%	*%	1%	1%	28% abcd	1%	1%	8% ab	*%	4%	3%	1%
£5,000,000 +	18	12	1	3	1	*	1	*	10	1	1	1	*	1	*
	1%	1%	1%	3%	1%	2%	2%	1%	1%	*%	1%	2%	*%	7% ab	1%
Don't know / not sure	202	99	15	9	6	4	7	*	61	14	9	4	1	5	*
	10%	7%	10%	11%	11%	16%	22% a	1%	6%	8%	12%	14%	2%	33% abceg	*%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Refused	89	54	8	2	6	*	*	-	49	6	5	*	3	*	-
	4%	4%	5%	2%	10%	*%	1%	-%	5%	3%	6%	*%	6%	1%	-%
Net:<£100,000	1249	930	73	41	31	13	8	5	717	102	29	14	24	4	10
	62%	68%	48%	52%	52%	54%	26%	35%	67%	57%	39%	49%	55%	27%	34%
		bcf							cfg	f					
Net:<£200,000	1416	1044	96	45	38	16	16	6	811	123	38	16	37	7	17
	71%	76%	63%	57%	64%	66%	54%	45%	76%	69%	51%	57%	85%	42%	60%
		bcf							cdf	f			cf		
Net:£200,000 -£500,000	132	82	15	10	4	2	3	*	69	16	5	2	*	1	6
	7%	6%	10%	13%	7%	7%	11%	3%	6%	9%	7%	9%	1%	6%	21%
Net:£500,000 -£1,000,000	68	41	8	5	3	1	2	2	35	8	8	3	*	1	1
	3%	3%	5%	6%	5%	5%	7%	15%	3%	4%	11%	12%	*%	6%	4%
											a	a			
Net:£1,000,000 -£2,000,000	54	30	7	5	1	1	1	1	24	10	3	2	1	*	4
	3%	2%	5%	7%	2%	3%	3%	8%	2%	5%	4%	6%	1%	1%	14%
															a
Net: >£2,000,000	39	24	3	3	1	1	1	4	16	2	7	1	2	2	*
	2%	2%	2%	4%	2%	3%	4%	29%	2%	1%	9%	2%	5%	10%	1%
								abcd			a			ab	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Up to £49,999	841	424	61	47	16	11	1	11	22	419	179	133	20	23
	42%	45% dfh	38% fh	42% fh	26%	33% f	3%	24%	21%	47% cd	46% d	37% d	17%	31%
£50,000 -£99,999	408	225	38	15	6	6	7	3	17	197	78	72	31	15
	20%	24%	24%	14%	10%	18%	23%	8%	15%	22%	20%	20%	27%	21%
£100,000 -£199,999	167	72	10	14	15	3	2	8	13	66	36	35	15	9
	8%	8%	6%	13%	25% ab	8%	8%	18%	12%	7%	9%	10%	13%	13%
£200,000 -£299,999	66	22	11	3	8	1	*	2	4	19	22	17	3	2
	3%	2%	7%	3%	13% a	4%	1%	5%	4%	2%	6% a	5%	3%	3%
£300,000 -£399,999	34	10	7	6	*	-	*	1	1	7	10	9	4	1
	2%	1%	4%	5% a	*%	-%	*%	2%	1%	1%	3%	2%	4%	1%
£400,000 -£499,999	32	15	3	3	3	*	-	4	4	9	6	6	6	3
	2%	2%	2%	3%	4%	*%	-%	8% a	3%	1%	2%	2%	5% a	4%
£500,000 -£749,999	27	10	2	1	1	*	2	1	3	9	4	9	2	*
	1%	1%	1%	1%	2%	1%	5%	2%	2%	1%	1%	3%	2%	*%
£750,000 -£999,999	40	14	4	6	4	4	*	5	9	13	2	14	10	2
	2%	1%	3%	5%	6% a	13% a	*%	11% a	8% a	1%	*%	4% b	8% ab	3%
£1,000,000 -£1,499,999	35	18	1	1	3	*	1	3	4	4	8	9	6	3
	2%	2%	1%	1%	5%	*%	3%	7%	4%	*%	2%	2%	5% a	5% a
£1,500,000 -£1,999,999	19	5	2	1	1	*	*	1	1	7	3	3	3	3
	1%	*%	1%	1%	2%	1%	*%	2%	1%	1%	1%	1%	3%	4%
£2,000,000 -£4,999,999	21	9	1	2	*	*	4	1	5	4	1	4	5	5
	1%	1%	*%	2%	*%	*%	13% ab	3%	5% a	*%	*%	1%	4% a	7% abc
£5,000,000 +	18	9	1	*	1	1	1	1	2	3	9	4	2	1
	1%	1%	1%	*%	1%	2%	3%	1%	2%	*%	2% a	1%	2%	1%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Don't know / not sure	202	65	12	10	1	3	9	1	13	79	27	30	8	4
	10%	7%	7%	9%	2%	10%	29%	2%	12%	9%	7%	8%	7%	5%
							abdg							
Refused	89	45	8	2	2	3	4	3	10	48	4	19	1	2
	4%	5%	5%	1%	3%	8%	14%	7%	9%	5%	1%	5%	1%	3%
										b		b		
Net:<£100,000	1249	649	99	62	22	17	8	14	39	616	257	206	51	37
	62%	69%	62%	55%	36%	52%	26%	32%	36%	70%	66%	57%	44%	52%
		dfgh	dfgh							cd	d			
Net:<£200,000	1416	720	109	76	37	19	11	22	51	683	293	240	65	47
	71%	77%	68%	68%	60%	60%	33%	50%	48%	77%	75%	66%	56%	65%
		dfgh	fh	fh						cd	d			
Net:£200,000 -£500,000	132	47	20	12	11	1	*	7	8	35	38	31	13	5
	7%	5%	13%	11%	18%	4%	1%	15%	8%	4%	10%	9%	12%	8%
			a		a						a	a	a	
Net:£500,000 -£1,000,000	68	24	6	7	5	4	2	5	12	22	5	23	12	2
	3%	3%	4%	6%	8%	14%	5%	12%	11%	3%	1%	6%	10%	3%
						a		a	a			ab	ab	
Net:£1,000,000 -£2,000,000	54	23	3	2	4	*	1	4	6	12	11	11	9	6
	3%	2%	2%	2%	7%	1%	3%	10%	5%	1%	3%	3%	8%	8%
													a	a
Net: >£2,000,000	39	18	2	3	1	1	5	2	8	7	10	8	7	6
	2%	2%	1%	2%	1%	2%	15%	4%	7%	1%	3%	2%	6%	8%
							ab		a				a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Up to £49,999	841	460	129	95	11	11	345	129	89	14	18
	42%	48%	38%	33%	13%	28%	44%	48%	37%	16%	30%
		bcd	d	d			d	d	d		
£50,000 -£99,999	408	216	80	61	27	7	180	41	46	23	15
	20%	22%	23%	21%	30%	18%	23%	15%	19%	27%	24%
£100,000 -£199,999	167	82	35	27	11	3	82	17	27	12	9
	8%	9%	10%	9%	12%	8%	11%	6%	11%	14%	16%
£200,000 -£299,999	66	17	25	11	3	1	19	14	13	2	1
	3%	2%	7%	4%	4%	3%	2%	5%	6%	2%	2%
			a								
£300,000 -£399,999	34	11	7	9	3	1	9	11	3	4	1
	2%	1%	2%	3%	4%	1%	1%	4%	1%	5%	1%
£400,000 -£499,999	32	12	6	6	3	*	8	5	4	4	2
	2%	1%	2%	2%	4%	*%	1%	2%	1%	5%	4%
£500,000 -£749,999	27	9	3	9	2	*	12	4	3	2	*
	1%	1%	1%	3%	2%	*%	2%	2%	1%	2%	*%
£750,000 -£999,999	40	14	4	13	7	2	11	5	8	9	2
	2%	1%	1%	5%	7%	5%	1%	2%	4%	10%	3%
				a	a					ab	
£1,000,000 -£1,499,999	35	4	6	12	5	*	7	6	9	5	3
	2%	*%	2%	4%	5%	1%	1%	2%	4%	5%	5%
				a	a						
£1,500,000 -£1,999,999	19	7	4	2	4	2	3	4	2	2	2
	1%	1%	1%	1%	4%	6%	*%	2%	1%	2%	4%
£2,000,000 -£4,999,999	21	5	2	4	3	5	2	3	4	6	2
	1%	*%	1%	1%	3%	13%	*%	1%	2%	7%	3%
						abc				a	
£5,000,000 +	18	3	9	4	2	*	7	1	3	2	1
	1%	*%	3%	1%	2%	1%	1%	*%	1%	2%	1%
			a								
Don't know / not sure	202	78	26	24	8	4	46	24	19	2	2
	10%	8%	8%	8%	9%	10%	6%	9%	8%	3%	3%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Refused	89	48	5	14	1	2	47	3	9	1	2
	4%	5%	2%	5%	1%	5%	6%	1%	4%	1%	3%
							b				
Net:<£100,000	1249	676	209	156	38	18	525	169	134	37	32
	62%	70%	61%	53%	43%	47%	67%	64%	56%	43%	54%
		bcde	d				cd	d			
Net:<£200,000	1416	758	244	183	49	21	607	186	161	49	42
	71%	79%	71%	63%	55%	54%	78%	70%	68%	56%	70%
		cde					cd				
Net:£200,000 -£500,000	132	40	37	26	10	2	35	30	19	10	4
	7%	4%	11%	9%	11%	4%	5%	11%	8%	12%	7%
			a	a				a			
Net:£500,000 -£1,000,000	68	23	8	22	8	2	24	9	11	11	2
	3%	2%	2%	8%	10%	5%	3%	3%	5%	12%	3%
				ab	a					ab	
Net:£1,000,000 -£2,000,000	54	12	10	14	8	3	11	10	10	6	5
	3%	1%	3%	5%	9%	7%	1%	4%	4%	7%	9%
				a	a					a	a
Net: >£2,000,000	39	7	11	8	5	6	9	3	8	8	2
	2%	1%	3%	3%	5%	14%	1%	1%	3%	9%	4%
			a		a	ac				ab	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Up to £49,999	841 42%	310 44% de	91 45% de	118 39% d	26 23%	11 21%	357 44% c	54 45%	154 35%	764 44% b	78 28%	689 42% b	21 19%
£50,000 -£99,999	408 20%	168 24%	43 21%	51 17%	28 25%	11 21%	163 20%	25 20%	113 26%	370 21%	38 14%	368 23%	24 22%
£100,000 -£199,999	167 8%	50 7%	17 9%	36 12%	12 10%	7 14%	72 9%	7 6%	45 10%	128 7%	39 14% a	140 9%	20 18% a
£200,000 -£299,999	66 3%	18 3%	13 6%	10 3%	3 3%	4 7%	22 3%	5 4%	21 5%	50 3%	16 6%	53 3%	5 4%
£300,000 -£399,999	34 2%	8 1%	1 *%	8 3%	6 6% a	- -%	17 2%	3 2%	4 1%	26 2%	8 3%	29 2%	2 2%
£400,000 -£499,999	32 2%	9 1%	3 2%	5 2%	9 8% ac	1 2%	21 3%	2 1%	4 1%	28 2%	4 2%	24 1%	3 3%
£500,000 -£749,999	27 1%	7 1%	1 1%	6 2%	2 2%	1 1%	9 1%	1 1%	7 2%	21 1%	7 2%	22 1%	1 1%
£750,000 -£999,999	40 2%	11 2%	8 4%	8 3%	6 5%	4 8%	21 3%	6 5%	7 2%	27 2%	14 5% a	32 2%	8 7% a
£1,000,000 -£1,499,999	35 2%	5 1%	3 2%	14 5% a	3 2%	1 2%	16 2%	3 3%	8 2%	18 1%	17 6% a	22 1%	6 5% a
£1,500,000 -£1,999,999	19 1%	2 *%	3 1%	2 1%	2 2%	2 4%	6 1%	2 1%	3 1%	16 1%	3 1%	16 1%	3 3%
£2,000,000 -£4,999,999	21 1%	7 1%	1 1%	4 1%	1 1%	4 8% ab	10 1%	2 2%	5 1%	17 1%	4 1%	14 1%	5 5% a

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
£5,000,000 +	18	7	1	3	2	1	7	3	3	15	3	17	1
	1%	1%	*%	1%	2%	1%	1%	3%	1%	1%	1%	1%	1%
Don't know / not sure	202	59	10	22	5	5	62	3	35	176	26	136	4
	10%	8%	5%	7%	4%	10%	8%	3%	8%	10%	9%	8%	3%
Refused	89	41	7	11	8	*	30	5	29	71	18	63	7
	4%	6%	3%	4%	7%	*%	4%	4%	7%	4%	7%	4%	6%
Net:<£100,000	1249	478	134	170	54	21	521	79	267	1133	116	1057	45
	62%	68% cde	67% de	57%	48%	42%	64%	65%	61%	66% b	42%	65% b	41%
Net:<£200,000	1416	528	151	206	66	28	592	87	312	1261	155	1197	64
	71%	75% de	75% d	69%	58%	56%	73%	71%	71%	73% b	57%	74% b	59%
Net:£200,000 -£500,000	132	35	17	23	19	5	61	9	29	104	28	106	10
	7%	5%	8%	8%	17% a	10%	7%	7%	7%	6%	10%	7%	9%
Net:£500,000 -£1,000,000	68	18	9	14	8	5	30	8	14	47	20	54	9
	3%	3%	5%	5%	7%	9%	4%	6%	3%	3%	7% a	3%	8%
Net:£1,000,000 -£2,000,000	54	8	6	16	5	3	22	5	11	34	20	38	8
	3%	1%	3%	5% a	4%	6%	3%	4%	2%	2%	7% a	2%	8% a
Net: >£2,000,000	39	14	2	7	3	5	17	6	8	32	7	30	6
	2%	2%	1%	2%	3%	9% ab	2%	5%	2%	2%	3%	2%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Up to £49,999	841	548	47	391	178	685	25	546	48	389	180
	42%	43%	29%	46%	33%	42%	23%	43%	30%	45%	35%
		b		b		b		b		b	
£50,000 -£99,999	408	275	30	180	121	369	23	284	21	192	109
	20%	22%	18%	21%	23%	23%	22%	22%	13%	22%	21%
£100,000 -£199,999	167	124	24	52	72	138	22	121	28	56	68
	8%	10%	15%	6%	13%	8%	21%	10%	17%	7%	13%
					a		a				a
£200,000 -£299,999	66	42	7	26	22	53	5	41	8	27	21
	3%	3%	4%	3%	4%	3%	5%	3%	5%	3%	4%
£300,000 -£399,999	34	23	5	9	14	29	2	24	4	8	15
	2%	2%	3%	1%	3%	2%	2%	2%	2%	1%	3%
£400,000 -£499,999	32	19	4	17	10	24	3	19	4	17	10
	2%	1%	2%	2%	2%	2%	3%	1%	3%	2%	2%
£500,000 -£749,999	27	18	3	11	7	23	*	18	3	11	7
	1%	1%	2%	1%	1%	1%	*%	1%	2%	1%	1%
£750,000 -£999,999	40	26	10	15	21	32	8	26	10	15	21
	2%	2%	6%	2%	4%	2%	8%	2%	6%	2%	4%
			a				a		a		
£1,000,000 -£1,499,999	35	22	8	11	16	22	6	21	8	12	15
	2%	2%	5%	1%	3%	1%	5%	2%	5%	1%	3%
							a				
£1,500,000 -£1,999,999	19	9	5	4	7	17	3	9	5	3	7
	1%	1%	3%	*%	1%	1%	3%	1%	3%	*%	1%
£2,000,000 -£4,999,999	21	10	7	9	9	17	1	10	7	8	10
	1%	1%	4%	1%	2%	1%	1%	1%	4%	1%	2%
			a						a		
£5,000,000 +	18	12	1	9	4	17	1	12	2	10	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Don't know / not sure	202	90	4	73	28	136	4	90	4	72	29
	10%	7%	2%	9%	5%	8%	4%	7%	2%	8%	6%
Refused	89	51	11	39	28	68	2	50	12	41	26
	4%	4%	7%	5%	5%	4%	2%	4%	7%	5%	5%
Net:<£100,000	1249	823	77	571	299	1054	48	830	70	581	289
	62%	65%	47%	68%	56%	65%	45%	65%	43%	67%	56%
		b		b		b		b		b	
Net:<£200,000	1416	947	101	624	371	1192	69	951	97	637	357
	71%	75%	61%	74%	69%	73%	66%	75%	60%	74%	69%
		b						b			
Net:£200,000 -£500,000	132	84	16	53	46	107	10	84	16	53	46
	7%	7%	10%	6%	9%	7%	9%	7%	10%	6%	9%
Net:£500,000 -£1,000,000	68	44	13	26	28	55	8	43	13	26	28
	3%	3%	8%	3%	5%	3%	8%	3%	8%	3%	5%
Net:£1,000,000 -£2,000,000	54	30	13	15	23	38	8	30	13	16	22
	3%	2%	8%	2%	4%	2%	8%	2%	8%	2%	4%
			a				a		a		
Net: >£2,000,000	39	22	8	18	13	34	3	22	8	17	14
	2%	2%	5%	2%	2%	2%	2%	2%	5%	2%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Up to £49,999	841	324	567	92	4	340	422	73	-	401	334	81	-
	42%	35%	42% a	38%	100%	40%	43%	38%	-%	40%	44% c	33%	-%
£50,000 -£99,999	408	236	295	64	-	179	203	53	1	220	162	68	-
	20%	25%	22%	27%	-%	21%	20%	28%	100%	22%	21%	27%	-%
£100,000 -£199,999	167	110	117	20	-	111	98	20	-	100	60	29	-
	8%	12%	9%	9%	-%	13%	10%	10%	-%	10%	8%	12%	-%
£200,000 -£299,999	66	42	46	8	-	31	35	6	-	39	26	7	-
	3%	5%	3%	3%	-%	4%	4%	3%	-%	4%	3%	3%	-%
£300,000 -£399,999	34	21	20	4	-	17	15	3	-	18	13	3	-
	2%	2%	1%	2%	-%	2%	2%	2%	-%	2%	2%	1%	-%
£400,000 -£499,999	32	18	20	2	-	19	12	3	-	21	12	4	-
	2%	2%	1%	1%	-%	2%	1%	2%	-%	2%	2%	2%	-%
£500,000 -£749,999	27	10	22	1	-	10	19	2	-	12	11	5	-
	1%	1%	2%	1%	-%	1%	2%	1%	-%	1%	1%	2%	-%
£750,000 -£999,999	40	26	23	11	-	27	24	7	-	32	17	10	-
	2%	3%	2%	5%	-%	3%	2%	4%	-%	3%	2%	4%	-%
£1,000,000 -£1,499,999	35	21	13	6	-	21	18	3	-	18	13	9	-
	2%	2%	1%	3%	-%	2%	2%	1%	-%	2%	2%	4%	-%
£1,500,000 -£1,999,999	19	10	14	1	-	9	9	1	-	8	4	2	*
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	1%	100%
£2,000,000 -£4,999,999	21	12	16	4	-	12	12	2	-	16	12	3	-
	1%	1%	1%	2%	-%	1%	1%	1%	-%	2%	2%	1%	-%
£5,000,000 +	18	8	14	1	-	9	8	1	-	10	8	2	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	1%	-%
Don't know / not sure	202	39	114	11	-	38	75	8	-	56	60	14	-
	10%	4%	9% a	5%	-%	4%	8%	4%	-%	6%	8%	6%	-%
Refused	89	50	58	13	-	36	41	9	-	48	33	11	-
	4%	5%	4%	5%	-%	4%	4%	5%	-%	5%	4%	4%	-%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Net:<£100,000	1249	561	863	156	4	520	624	127	1	621	496	149	-
	62%	60%	64%	65%	100%	61%	63%	66%	100%	62%	65%	60%	-%
Net:<£200,000	1416	670	980	177	4	630	723	146	1	721	556	179	-
	71%	72%	73%	73%	100%	73%	73%	76%	100%	72%	73%	72%	-%
Net:£200,000 -£500,000	132	81	85	15	-	68	62	12	-	78	51	14	-
	7%	9%	6%	6%	-%	8%	6%	6%	-%	8%	7%	6%	-%
Net:£500,000 -£1,000,000	68	35	45	12	-	37	43	10	-	45	29	15	-
	3%	4%	3%	5%	-%	4%	4%	5%	-%	4%	4%	6%	-%
Net:£1,000,000 -£2,000,000	54	31	27	8	-	30	28	3	-	26	17	11	*
	3%	3%	2%	3%	-%	3%	3%	2%	-%	3%	2%	4%	100%
Net: >£2,000,000	39	21	30	5	-	20	20	3	-	26	20	6	-
	2%	2%	2%	2%	-%	2%	2%	1%	-%	3%	3%	2%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Up to £49,999	841 42%	668 42%	526 42%	404 43%	532 42%	483 47% c	7 19%	282 46%	252 47%	215 41%	55 41%	32 41%
£50,000 -£99,999	408 20%	352 22%	275 22%	219 23%	262 21%	227 22%	6 16%	150 24%	122 23%	132 25%	44 32%	23 29%
£100,000 -£199,999	167 8%	132 8%	116 9%	59 6%	107 9%	84 8%	8 20%	38 6%	46 9%	40 8%	7 5%	8 10%
£200,000 -£299,999	66 3%	50 3%	45 4%	34 4%	50 4% b	18 2%	2 5%	19 3%	24 5%	22 4%	2 1%	2 2%
£300,000 -£399,999	34 2%	28 2%	25 2%	15 2%	23 2%	20 2%	* *%	6 1%	8 2%	14 3%	* *%	3 4%
£400,000 -£499,999	32 2%	21 1%	20 2%	16 2%	20 2%	15 1%	1 2%	7 1%	10 2%	8 1%	2 1%	* *%
£500,000 -£749,999	27 1%	23 1%	19 2%	13 1%	16 1%	17 2%	* 1%	11 2%	5 1%	9 2%	2 2%	* *%
£750,000 -£999,999	40 2%	33 2%	28 2%	23 2%	30 2%	26 2%	9 24% ab	16 3%	17 3%	17 3%	7 5%	2 2%
£1,000,000 -£1,499,999	35 2%	21 1%	20 2%	15 2%	17 1%	10 1%	* 1%	11 2%	7 1%	6 1%	2 1%	* *%
£1,500,000 -£1,999,999	19 1%	17 1%	9 1%	4 *%	15 1%	7 1%	2 4%	2 *%	4 1%	3 1%	1 *%	1 1%
£2,000,000 -£4,999,999	21 1%	13 1%	13 1%	9 1%	16 1%	10 1%	* 1%	7 1%	5 1%	7 1%	3 2%	* 1%
£5,000,000 +	18 1%	17 1%	11 1%	11 1%	10 1%	11 1%	* 1%	10 2%	7 1%	7 1%	1 *%	* *%
Don't know / not sure	202 10%	136 9%	84 7%	77 8%	105 8%	75 7%	2 6%	26 4%	16 3%	18 3%	11 8%	2 3%
Refused	89 4%	68 4%	54 4%	45 5%	61 5%	34 3%	- -%	30 5%	12 2%	24 5%	* *%	4 6%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Net:<£100,000	1249	1021	801	623	794	710	13	432	374	347	99	55
	62%	65%	64%	66%	63% c	68% c	34%	70%	70%	67%	73%	70%
Net:<£200,000	1416	1153	917	682	901	794	21	470	421	387	106	63
	71%	73%	74%	72%	71%	77%	55%	76%	79%	74%	78%	80%
Net:£200,000 -£500,000	132	100	90	65	92	52	3	32	43	44	4	5
	7%	6%	7%	7%	7%	5%	8%	5%	8%	8%	3%	7%
Net:£500,000 -£1,000,000	68	56	47	36	46	43	9	27	22	26	9	2
	3%	4%	4%	4%	4%	4%	25% ab	4%	4%	5%	6%	3%
Net:£1,000,000 -£2,000,000	54	38	29	19	32	18	2	13	10	9	2	1
	3%	2%	2%	2%	3%	2%	5%	2%	2%	2%	2%	1%
Net: >£2,000,000	39	30	24	20	26	21	1	18	12	13	3	1
	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Up to £49,999	841	106	42	58	10	639	333	673	435	342	370	642	78	-	597	65
	42%	47%	41%	50%	24%	39% b	32%	39% b	38%	35%	42%	41%	36%	-%	43%	43%
£50,000 -£99,999	408	45	24	28	10	356	218	366	246	191	192	334	58	-	278	38
	20%	20%	24%	24%	24%	22%	21%	21%	21%	19%	22%	21%	27%	-%	20%	25%
£100,000 -£199,999	167	25	12	5	2	139	95	145	86	75	75	125	24	-	112	14
	8%	11%	12%	4%	6%	8%	9%	8%	7%	8%	9%	8%	11%	-%	8%	9%
£200,000 -£299,999	66	6	2	6	5	55	36	61	38	40	34	52	9	-	51	5
	3%	3%	2%	6%	12%	3%	4%	4%	3%	4%	4%	3%	4%	-%	4%	3%
£300,000 -£399,999	34	4	4	*	3	28	27	31	21	16	19	25	5	-	30	1
	2%	2%	4%	*%	6%	2%	3%	2%	2%	2%	2%	2%	2%	-%	2%	*%
£400,000 -£499,999	32	7	*	2	1	27	19	27	19	17	17	20	2	1	19	*
	2%	3%	*%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	100%	1%	*%
£500,000 -£749,999	27	5	2	1	1	21	13	22	11	17	10	22	3	-	20	-
	1%	2%	2%	*%	3%	1%	1%	1%	1%	2%	1%	1%	2%	-%	1%	-%
£750,000 -£999,999	40	8	1	2	4	35	28	39	23	26	27	35	9	-	32	*
	2%	4%	1%	2%	9%	2%	3%	2%	2%	3%	3%	2%	4%	-%	2%	*%
£1,000,000 -£1,499,999	35	2	2	2	*	20	17	26	21	19	22	19	9	-	18	4
	2%	1%	2%	2%	*%	1%	2%	2%	2%	2%	3%	1%	4% b	-%	1%	2%
£1,500,000 -£1,999,999	19	*	1	1	1	16	10	18	11	6	12	15	1	-	12	-
	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%
£2,000,000 -£4,999,999	21	1	4	1	*	15	15	21	13	14	12	15	5	-	17	*
	1%	*%	4%	1%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	*%
£5,000,000 +	18	1	*	*	*	17	11	17	11	8	9	16	3	-	16	*
	1%	*%	*%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
Don't know / not sure	202	4	6	5	5	185	155	186	159	167	35	178	5	-	153	16
	10%	2%	6%	4%	11%	11%	15% c	11%	14%	17% ac	4%	11% ac	2%	-%	11%	11%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Refused	89	13	-	4	-	83	55	85	62	52	43	75	4	-	48	8
	4%	6%	-%	4%	-%	5%	5%	5%	5%	5%	5%	5%	2%	-%	3%	5%
Net:<£100,000	1249	150	66	86	20	995	551	1039	681	533	562	976	136	-	875	103
	62%	67%	65%	75% d	49%	61% be	53%	60% be	59%	54%	64%	62%	64%	-%	62%	68%
Net:<£200,000	1416	175	78	91	23	1134	646	1184	766	609	637	1101	159	-	986	117
	71%	78% d	77%	79%	55%	69% be	62%	69% be	66%	61%	73%	70%	75%	-%	70%	78%
Net:£200,000 -£500,000	132	17	6	9	8	111	83	119	79	72	70	98	15	1	99	5
	7%	7%	6%	7%	20%	7%	8%	7%	7%	7%	8%	6%	7%	100%	7%	4%
Net:£500,000 -£1,000,000	68	14	4	2	5	56	41	61	35	43	37	57	12	-	52	*
	3%	6%	4%	2%	11%	3%	4%	4%	3%	4%	4%	4%	6%	-%	4%	*%
Net:£1,000,000 -£2,000,000	54	2	3	3	1	36	28	44	32	25	34	34	10	-	29	4
	3%	1%	3%	3%	2%	2%	3%	3%	3%	3%	4%	2%	5%	-%	2%	2%
Net: >£2,000,000	39	1	4	1	1	32	27	38	25	22	21	31	7	-	34	*
	2%	1%	4%	1%	2%	2%	3%	2%	2%	2%	2%	2%	4%	-%	2%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Up to £49,999	841	346	466	236	13	97	177	97	587	150	124	184	518
	42%	45%	42%	38%	27%	33%	38%	37%	43%	41%	37%	47%	42%
£50,000 -£99,999	408	163	222	129	16	67	103	58	280	69	66	85	246
	20%	21%	20%	21%	34%	22%	22%	22%	21%	19%	20%	22%	20%
£100,000 -£199,999	167	65	82	78	7	40	55	24	111	32	28	30	109
	8%	8%	7%	12%	14%	13%	12%	9%	8%	9%	8%	8%	9%
£200,000 -£299,999	66	29	34	26	4	12	19	10	44	13	9	20	34
	3%	4%	3%	4%	9%	4%	4%	4%	3%	3%	3%	5%	3%
£300,000 -£399,999	34	21	12	13	-	12	5	3	19	12	7	3	23
	2%	3%	1%	2%	-%	4%	1%	1%	1%	3%	2%	1%	2%
£400,000 -£499,999	32	15	14	11	1	6	8	6	17	9	5	12	15
	2%	2%	1%	2%	2%	2%	2%	2%	1%	3%	2%	3%	1%
£500,000 -£749,999	27	11	16	6	1	7	3	8	14	5	3	4	20
	1%	1%	1%	1%	3%	2%	1%	3%	1%	1%	1%	1%	2%
£750,000 -£999,999	40	21	16	27	-	13	15	8	21	7	4	5	26
	2%	3%	1%	4%	-%	4%	3%	3%	2%	2%	1%	1%	2%
£1,000,000 -£1,499,999	35	11	13	17	*	7	17	4	27	3	8	2	23
	2%	1%	1%	3%	*%	2%	4%	1%	2%	1%	2%	*%	2%
£1,500,000 -£1,999,999	19	8	8	7	1	6	3	3	13	3	5	2	12
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%
£2,000,000 -£4,999,999	21	5	13	6	2	6	6	6	14	1	2	6	13
	1%	1%	1%	1%	3%	2%	1%	2%	1%	*%	1%	2%	1%
£5,000,000 +	18	3	14	5	*	2	4	3	7	8	2	2	14
	1%	*%	1%	1%	1%	1%	1%	1%	1%	2% b	1%	*%	1%
Don't know / not sure	202	31	159	33	*	13	23	23	143	31	48	21	124
	10%	4%	14% a	5%	1%	4%	5%	9%	11%	9%	14% b	5%	10%
Refused	89	45	38	29	3	11	30	13	57	19	20	13	52
	4%	6%	3%	5%	5%	4%	6%	5%	4%	5%	6%	3%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Net:<£100,000	1249	509	688	365	29	164	279	154	867	219	190	269	764
	62%	66%	62%	59%	61%	55%	59%	59%	64%	60%	57%	69% a	62%
Net:<£200,000	1416	575	771	442	36	204	335	178	978	250	217	299	872
	71%	74%	70%	71%	75%	69%	71%	68%	72%	69%	66%	77% a	71%
Net:£200,000 -£500,000	132	65	60	50	5	30	32	19	79	33	22	35	72
	7%	8%	5%	8%	11%	10%	7%	7%	6%	9%	7%	9%	6%
Net:£500,000 -£1,000,000	68	32	32	34	1	20	19	15	35	13	7	9	46
	3%	4%	3%	5%	3%	7%	4%	6%	3%	3%	2%	2%	4%
Net:£1,000,000 -£2,000,000	54	19	21	24	1	12	20	6	40	6	13	4	34
	3%	3%	2%	4%	2%	4%	4%	2%	3%	2%	4%	1%	3%
Net: >£2,000,000	39	9	26	11	2	8	10	9	21	9	4	8	27
	2%	1%	2%	2%	4%	3%	2%	3%	2%	3%	1%	2%	2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Up to £49,999	841	337	504
	42%	35%	48%
			a
£50,000 -£99,999	408	165	243
	20%	17%	23%
			a
£100,000 -£199,999	167	92	75
	8%	10%	7%
£200,000 -£299,999	66	32	34
	3%	3%	3%
£300,000 -£399,999	34	15	18
	2%	2%	2%
£400,000 -£499,999	32	21	11
	2%	2%	1%
£500,000 -£749,999	27	14	13
	1%	1%	1%
£750,000 -£999,999	40	24	16
	2%	3%	2%
£1,000,000 -£1,499,999	35	14	21
	2%	1%	2%
£1,500,000 -£1,999,999	19	9	11
	1%	1%	1%
£2,000,000 -£4,999,999	21	6	15
	1%	1%	1%
£5,000,000 +	18	11	7
	1%	1%	1%
Don't know / not sure	202	159	44
	10%	17%	4%
		b	
Refused	89	58	32
	4%	6%	3%
		b	

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Net:<£100,000	1249	502	747
	62%	52%	72% a
Net:<£200,000	1416	594	822
	71%	62%	79% a
Net:£200,000 -£500,000	132	68	63
	7%	7%	6%
Net:£500,000 -£1,000,000	68	39	29
	3%	4%	3%
Net:£1,000,000 -£2,000,000	54	23	31
	3%	2%	3%
Net: >£2,000,000	39	17	22
	2%	2%	2%

Columns Tested:: a,b

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Up to £49,999	841	8	155	49	27	42	125	4	162	57	24	114	74
	42%	25%	50%	32%	31%	33%	44%	24%	54%	31%	30%	52%	36%
			cgijl						acdegijl			acdegijl	
£50,000 -£99,999	408	8	70	15	29	49	44	1	48	49	14	34	46
	20%	22%	23%	10%	33%	39%	15%	7%	16%	27%	18%	16%	23%
			c		cfghk	bcfghjkl				cfghk			c
£100,000 -£199,999	167	*	19	14	10	3	23	2	25	25	10	14	23
	8%	1%	6%	9%	12%	2%	8%	10%	8%	14%	12%	6%	11%
										e			
£200,000 -£299,999	66	3	6	3	*	2	13	*	5	8	1	17	8
	3%	8%	2%	2%	*%	2%	5%	1%	2%	4%	1%	8%	4%
												hj	
£300,000 -£399,999	34	*	5	5	3	1	6	-	3	*	3	5	2
	2%	1%	2%	3%	4%	1%	2%	-%	1%	*%	4%	2%	1%
£400,000 -£499,999	32	1	1	6	3	*	3	*	3	6	2	3	5
	2%	3%	*%	4%	4%	*%	1%	1%	1%	3%	2%	1%	3%
£500,000 -£749,999	27	5	6	2	1	3	2	*	1	5	1	2	*
	1%	14%	2%	1%	1%	2%	1%	2%	*%	3%	1%	1%	*%
		fhjkl											
£750,000 -£999,999	40	1	*	6	*	1	16	*	6	1	4	1	4
	2%	2%	*%	4%	*%	1%	6%	2%	2%	1%	5%	*%	2%
							bk				bk		
£1,000,000 -£1,499,999	35	1	6	1	*	3	7	*	8	2	1	3	3
	2%	3%	2%	1%	*%	2%	3%	1%	3%	1%	1%	1%	1%
£1,500,000 -£1,999,999	19	*	5	1	*	-	7	*	3	1	1	1	*
	1%	1%	2%	1%	*%	-%	2%	2%	1%	1%	1%	1%	*%
£2,000,000 -£4,999,999	21	*	1	3	1	1	5	*	*	2	*	3	3
	1%	*%	*%	2%	1%	1%	2%	1%	*%	1%	*%	1%	1%
£5,000,000 +	18	*	1	6	1	*	3	*	1	1	1	2	1
	1%	1%	*%	4%	1%	*%	1%	1%	*%	1%	1%	1%	*%
Don't know / not sure	202	3	22	38	11	15	19	8	22	13	15	15	23
	10%	9%	7%	25%	12%	11%	7%	42%	7%	7%	19%	7%	11%
				bfhikl				abdefhijkl			bfhik		
Refused	89	3	14	5	1	8	10	1	15	10	3	6	12
	4%	10%	5%	3%	2%	6%	4%	6%	5%	5%	4%	3%	6%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Net:<£100,000	1249	16	225	65	56	91	169	6	211	106	37	148	120
	62%	47%	72%	42%	63%	71%	59%	31%	70%	59%	48%	68%	59%
			acgjl		cg	cgj	cg		cgj	cg		cgj	cg
Net:<£200,000	1416	16	244	78	66	94	192	7	236	130	47	161	143
	71%	47%	78%	51%	75%	74%	68%	41%	78%	72%	61%	74%	70%
			acgj		acg	cg	cg		acgj	acg		acg	cg
Net:£200,000 -£500,000	132	4	11	14	7	3	22	*	10	14	5	24	16
	7%	12%	4%	9%	8%	3%	8%	2%	3%	8%	7%	11%	8%
												bh	
Net:£500,000 -£1,000,000	68	6	6	8	1	4	18	1	7	7	5	2	4
	3%	16%	2%	5%	1%	3%	6%	4%	2%	4%	6%	1%	2%
		bdhkl					k						
Net:£1,000,000 -£2,000,000	54	1	11	2	1	3	14	*	10	3	2	4	3
	3%	4%	4%	1%	1%	2%	5%	2%	3%	2%	2%	2%	2%
Net: >£2,000,000	39	*	2	9	2	1	8	*	2	3	1	5	4
	2%	1%	1%	6%	2%	1%	3%	2%	1%	2%	1%	2%	2%
				h									

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Up to £49,999	841	212	194	223	212	406	435
	42%	42%	39%	45%	42%	41%	43%
£50,000 -£99,999	408	93	122	99	94	215	193
	20%	19%	24%	20%	19%	22%	19%
£100,000 -£199,999	167	33	36	52	46	70	98
	8%	7%	7%	10%	9%	7%	10%
£200,000 -£299,999	66	12	16	13	25	28	38
	3%	2%	3%	3%	5%	3%	4%
£300,000 -£399,999	34	10	11	3	10	21	13
	2%	2%	2%	1%	2%	2%	1%
£400,000 -£499,999	32	7	6	9	10	13	19
	2%	1%	1%	2%	2%	1%	2%
£500,000 -£749,999	27	12	5	7	2	18	9
	1%	2%	1%	1%	*%	2%	1%
£750,000 -£999,999	40	7	17	7	9	24	16
	2%	1%	3%	1%	2%	2%	2%
£1,000,000 -£1,499,999	35	8	10	10	7	18	17
	2%	2%	2%	2%	1%	2%	2%
£1,500,000 -£1,999,999	19	6	7	4	2	13	6
	1%	1%	1%	1%	*%	1%	1%
£2,000,000 -£4,999,999	21	5	7	3	6	12	9
	1%	1%	1%	1%	1%	1%	1%
£5,000,000 +	18	7	4	3	4	12	7
	1%	1%	1%	1%	1%	1%	1%
Don't know / not sure	202	63	45	43	52	107	95
	10%	13%	9%	9%	10%	11%	9%
Refused	89	23	20	26	21	43	47
	4%	5%	4%	5%	4%	4%	5%
Net:<£100,000	1249	306	316	322	305	622	627
	62%	61%	63%	64%	61%	62%	63%
Net:<£200,000	1416	339	352	374	351	691	725
	71%	68%	70%	75%	70%	69%	73%

Table 7 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Net:£200,000 -£500,000	132	29	32	25	45	62	70
	7%	6%	6%	5%	9%	6%	7%
Net:£500,000 -£1,000,000	68	20	23	14	11	42	26
	3%	4%	5%	3%	2%	4%	3%
Net:£1,000,000 -£2,000,000	54	14	17	14	9	32	22
	3%	3%	3%	3%	2%	3%	2%
Net: >£2,000,000	39	12	11	5	10	23	15
	2%	2%	2%	1%	2%	2%	2%

Columns Tested:: a,b,c,d - a,b

Table 8

C3. Where in the UK do you work?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
East of England	180	4	175	174	5	*	*	6
	9%	2%	10%	9%	7%	5%	5%	6%
			a					
East Midlands	146	11	135	142	3	1	*	4
	7%	5%	8%	7%	4%	7%	4%	4%
Greater London	318	21	297	301	15	1	1	18
	16%	9%	17%	16%	20%	15%	27%	19%
			a				a	
North East	69	6	63	67	2	-	*	2
	3%	3%	4%	3%	3%	-%	4%	3%
North West	183	12	172	176	6	1	*	8
	9%	5%	10%	9%	8%	14%	5%	8%
South East	312	14	298	294	17	1	*	18
	16%	6%	17%	15%	22%	7%	8%	20%
			a	d	acd			cd
South West	250	13	237	244	5	1	*	6
	12%	6%	13%	13%	6%	6%	7%	6%
			a	be				
West Midlands	155	7	148	149	5	*	*	5
	8%	3%	8%	8%	6%	1%	9%	6%
			a					
Yorkshire and The Humber	147	15	132	143	4	*	*	4
	7%	7%	7%	7%	5%	3%	8%	5%
Scotland	120	68	52	111	7	2	1	9
	6%	30%	3%	6%	9%	19%	13%	10%
		b				a	a	a
Wales	80	37	43	73	5	2	*	7
	4%	16%	2%	4%	7%	17%	5%	8%
		b				abde		a
Northern Ireland	40	20	20	36	3	1	*	4
	2%	9%	1%	2%	4%	6%	4%	4%
		b						
Net: North	400	33	367	386	12	2	1	14
	20%	15%	21%	20%	16%	17%	17%	16%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Net: Midlands	480	22	458	465	13	1	1	15
	24%	10%	26%	24%	17%	13%	19%	17%
			a	be				
Net: South	880	48	832	839	36	2	2	41
	44%	21%	47%	44%	48%	28%	42%	45%
			a	c	c			c
Net: Scotland, Wales and Northern Ireland	240	125	115	220	15	4	1	20
	12%	55%	6%	12%	20%	43%	22%	22%
		b			a	abde	a	a
Nations								
England	1760	103	1657	1690	61	5	4	70
	88%	45%	94%	88%	80%	57%	78%	78%
			a	bcde	c		c	c
Wales	80	37	43	73	5	2	*	7
	4%	16%	2%	4%	7%	17%	5%	8%
		b				abde		a
Scotland	120	68	52	111	7	2	1	9
	6%	30%	3%	6%	9%	19%	13%	10%
		b				a	a	a
Northern Ireland	40	20	20	36	3	1	*	4
	2%	9%	1%	2%	4%	6%	4%	4%
		b						
Groups								
East of England / East Midlands / West Midlands	480	22	458	465	13	1	1	15
	24%	10%	26%	24%	17%	13%	19%	17%
			a	be				
Greater London / South East / South West	880	48	832	839	36	2	2	41
	44%	21%	47%	44%	48%	28%	42%	45%
			a	c	c			c
North East / North West / Yorkshire and The Humber	400	33	367	386	12	2	1	14
	20%	15%	21%	20%	16%	17%	17%	16%

Columns Tested:: a,b - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Scotland / Wales / Northern Ireland	240	125	115	220	15	4	1	20
	12%	55%	6%	12%	20%	43%	22%	22%
		b			a	abde	a	a
Urbanity								
Urban	1668	205	1463	1586	69	8	5	82
	83%	90%	83%	83%	91%	89%	94%	91%
		b			a		a	a
Rural	332	24	309	324	7	1	*	8
	17%	10%	17%	17%	9%	11%	6%	9%
			a	bde				

Columns Tested:: a,b - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
East of England	180	93	74	7	3	3	*	174	5	1
	9%	9%	10%	5%	6%	8%	5%	9%	7%	5%
East Midlands	146	85	49	7	3	1	*	142	3	1
	7%	8%	7%	5%	5%	3%	4%	7%	4%	6%
Greater London	318	153	107	40	11	5	1	301	15	3
	16%	15%	15%	29%	21%	15%	27%	16%	20%	19%
				abeg			abeg			
North East	69	27	36	3	1	1	*	67	2	*
	3%	3%	5%	2%	3%	3%	4%	3%	3%	1%
North West	183	93	75	8	3	5	*	176	6	2
	9%	9%	10%	6%	5%	14%	5%	9%	8%	11%
						df				
South East	312	145	132	18	14	3	*	294	17	1
	16%	14%	18%	13%	27%	11%	8%	15%	22%	7%
			fi		acefgi			fi	aefgi	
South West	250	137	93	15	3	3	*	244	5	1
	12%	13%	13%	11%	5%	8%	7%	13%	6%	7%
		dh	dh					dh		
West Midlands	155	91	44	14	3	1	*	149	5	1
	8%	9%	6%	10%	7%	4%	9%	8%	6%	4%
Yorkshire and The Humber	147	81	52	11	3	1	*	143	4	1
	7%	8%	7%	8%	6%	2%	8%	7%	5%	4%
		e								
Scotland	120	58	42	10	4	5	1	111	7	2
	6%	6%	6%	7%	7%	15%	13%	6%	9%	17%
						abg	abg			abdg
Wales	80	43	28	3	4	3	*	73	5	2
	4%	4%	4%	2%	7%	9%	5%	4%	7%	13%
						bcg				abcg
Northern Ireland	40	24	9	3	1	3	*	36	3	1
	2%	2%	1%	2%	2%	8%	4%	2%	4%	5%
						abg				b
Net: North	400	201	163	22	7	6	1	386	12	2
	20%	20%	22%	16%	14%	19%	17%	20%	16%	17%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Net: Midlands	480	269	167	29	9	5	1	465	13	2
	24%	26% ehi	23%	21%	17%	15%	19%	24% ehi	17%	15%
Net: South	880	435	332	73	28	11	2	839	36	5
	44%	42%	45% i	52% ei	53% ei	34%	42%	44% i	48% ei	33%
Net: Scotland, Wales and Northern Ireland	240	125	79	16	8	10	1	220	15	5
	12%	12%	11%	12%	16%	32% abcdgh	22% abg	12%	20% abg	35% abcdfgh
Nations										
England	1760	904	662	124	44	22	4	1690	61	9
	88%	88% efhi	89% efhi	88% ei	84% ei	68%	78% i	88% efhi	80% ei	65%
Wales	80	43	28	3	4	3	*	73	5	2
	4%	4%	4%	2%	7%	9% bcg	5%	4%	7%	13% abcg
Scotland	120	58	42	10	4	5	1	111	7	2
	6%	6%	6%	7%	7%	15% abg	13% abg	6%	9%	17% abdg
Northern Ireland	40	24	9	3	1	3	*	36	3	1
	2%	2%	1%	2%	2%	8% abg	4%	2%	4%	5% b
Groups										
East of England / East Midlands / West Midlands	480	269	167	29	9	5	1	465	13	2
	24%	26% ehi	23%	21%	17%	15%	19%	24% ehi	17%	15%
Greater London / South East / South West	880	435	332	73	28	11	2	839	36	5
	44%	42%	45% i	52% ei	53% ei	34%	42%	44% i	48% ei	33%
North East / North West / Yorkshire and The Humber	400	201	163	22	7	6	1	386	12	2
	20%	20%	22%	16%	14%	19%	17%	20%	16%	17%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Scotland / Wales / Northern Ireland	240	125	79	16	8	10	1	220	15	5
	12%	12%	11%	12%	16%	32%	22%	12%	20%	35%
						abcdgh	abg		abg	abcdfgh
Urbanity										
Urban	1668	861	602	122	49	29	5	1586	69	13
	83%	84%	81%	87%	93%	88%	94%	83%	91%	91%
					abg		abg		abg	bg
Rural	332	168	139	18	4	4	*	324	7	1
	17%	16%	19%	13%	7%	12%	6%	17%	9%	9%
		dfh	dfhi					dfhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
East of England	180	135	39	5	*	*	123	28	7	5	4
	9%	9%	11%	7%	5%	5%	10%	9%	10%	14%	7%
East Midlands	146	123	19	3	1	*	98	21	4	1	3
	7%	8%	5%	4%	7%	4%	8%	7%	7%	4%	6%
Greater London	318	223	78	15	1	1	179	56	13	6	17
	16%	14%	22% a	20%	15%	27% a	14%	19%	20%	18%	29% a
North East	69	55	12	2	-	*	47	9	1	1	*
	3%	3%	3%	3%	-%	4%	4%	3%	1%	3%	1%
North West	183	150	26	6	1	*	118	25	17	1	7
	9%	10%	7%	8%	14%	5%	9%	8%	25% abd	2%	11%
South East	312	255	39	17	1	*	212	40	11	9	10
	16%	16% be	11%	22% bde	7%	8%	17%	13%	17%	25%	17%
South West	250	203	41	5	1	*	177	48	3	3	3
	12%	13% c	12%	6%	6%	7%	14%	16% e	4%	8%	5%
West Midlands	155	121	28	5	*	*	114	16	3	1	6
	8%	8%	8%	6%	1%	9%	9%	5%	4%	2%	11%
Yorkshire and The Humber	147	117	26	4	*	*	93	23	4	4	1
	7%	8%	7%	5%	3%	8%	7%	8%	6%	10%	1%
Scotland	120	86	25	7	2	1	41	19	2	3	4
	6%	6%	7%	9%	19% ab	13% a	3%	6%	3%	8%	6%
Wales	80	62	11	5	2	*	34	7	1	1	3
	4%	4%	3%	7%	17% abce	5%	3%	2%	1%	4%	5%
Northern Ireland	40	29	8	3	1	*	14	6	2	*	1
	2%	2%	2%	4%	6%	4%	1%	2%	2%	1%	1%
Net: North	400	321	64	12	2	1	258	57	21	5	8
	20%	21%	18%	16%	17%	17%	21%	19%	32% e	15%	13%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Net: Midlands	480	379	86	13	1	1	335	65	14	7	14
	24%	24% c	25%	17%	13%	19%	27%	22%	21%	20%	23%
Net: South	880	681	158	36	2	2	568	143	28	18	30
	44%	44% d	45% d	48% d	28%	42%	45%	48%	41%	52%	51%
Net: Scotland, Wales and Northern Ireland	240	176	44	15	4	1	88	33	5	5	7
	12%	11%	12%	20% a	43% abce	22% ab	7%	11%	7%	13%	12%
Nations											
England	1760	1382	308	61	5	4	1161	266	63	30	51
	88%	89% cde	88% de	80% d	57%	78% d	93%	89%	93%	87%	88%
Wales	80	62	11	5	2	*	34	7	1	1	3
	4%	4%	3%	7%	17% abce	5%	3%	2%	1%	4%	5%
Scotland	120	86	25	7	2	1	41	19	2	3	4
	6%	6%	7%	9%	19% ab	13% a	3%	6%	3%	8%	6%
Northern Ireland	40	29	8	3	1	*	14	6	2	*	1
	2%	2%	2%	4%	6%	4%	1%	2%	2%	1%	1%
Groups											
East of England / East Midlands / West Midlands	480	379	86	13	1	1	335	65	14	7	14
	24%	24% c	25%	17%	13%	19%	27%	22%	21%	20%	23%
Greater London / South East / South West	880	681	158	36	2	2	568	143	28	18	30
	44%	44% d	45% d	48% d	28%	42%	45%	48%	41%	52%	51%
North East / North West / Yorkshire and The Humber	400	321	64	12	2	1	258	57	21	5	8
	20%	21%	18%	16%	17%	17%	21%	19%	32% e	15%	13%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Scotland / Wales / Northern Ireland	240	176	44	15	4	1	88	33	5	5	7
	12%	11%	12%	20%	43%	22%	7%	11%	7%	13%	12%
				a	abce	ab					
Urbanity											
Urban	1668	1291	295	69	8	5	1036	244	57	32	57
	83%	83%	84%	91%	89%	94%	83%	82%	84%	90%	98%
				ab		ab					abc
Rural	332	267	57	7	1	*	213	54	11	3	1
	17%	17%	16%	9%	11%	6%	17%	18%	16%	10%	2%
		ce	ce				e	e	e		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
East of England	180	180	-	-	-	-	-	-	-	-
	9%	100% bcdefghi	-%	-%	-%	-%	-%	-%	-%	-%
East Midlands	146	-	146	-	-	-	-	-	-	-
	7%	-%	100% acdefghi	-%	-%	-%	-%	-%	-%	-%
Greater London	318	-	-	318	-	-	-	-	-	-
	16%	-%	-%	100% abdefghi	-%	-%	-%	-%	-%	-%
North East	69	-	-	-	69	-	-	-	-	-
	3%	-%	-%	-%	100% abcefghi	-%	-%	-%	-%	-%
North West	183	-	-	-	-	183	-	-	-	-
	9%	-%	-%	-%	-%	100% abcdfghi	-%	-%	-%	-%
South East	312	-	-	-	-	-	312	-	-	-
	16%	-%	-%	-%	-%	-%	100% abcdeghi	-%	-%	-%
South West	250	-	-	-	-	-	-	250	-	-
	12%	-%	-%	-%	-%	-%	-%	100% abcdefhi	-%	-%
West Midlands	155	-	-	-	-	-	-	-	155	-
	8%	-%	-%	-%	-%	-%	-%	-%	100% abcdefgi	-%
Yorkshire and The Humber	147	-	-	-	-	-	-	-	-	147
	7%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefgh
Scotland	120	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wales	80	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Northern Ireland	40	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Net: North	400	-	-	-	69	183	-	-	-	147
	20%	-%	-%	-%	100%	100%	-%	-%	-%	100%
					abcfgh	abcfgh				abcfgh
Net: Midlands	480	180	146	-	-	-	-	-	155	-
	24%	100%	100%	-%	-%	-%	-%	-%	100%	-%
		cdefgi	cdefgi						cdefgi	
Net: South	880	-	-	318	-	-	312	250	-	-
	44%	-%	-%	100%	-%	-%	100%	100%	-%	-%
				abdehi			abdehi	abdehi		
Net: Scotland, Wales and Northern Ireland	240	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Nations										
England	1760	180	146	318	69	183	312	250	155	147
	88%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wales	80	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Scotland	120	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Northern Ireland	40	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Groups										
East of England / East Midlands / West Midlands	480	180	146	-	-	-	-	-	155	-
	24%	100%	100%	-%	-%	-%	-%	-%	100%	-%
		cdefgi	cdefgi						cdefgi	
Greater London / South East / South West	880	-	-	318	-	-	312	250	-	-
	44%	-%	-%	100%	-%	-%	100%	100%	-%	-%
				abdehi			abdehi	abdehi		
North East / North West / Yorkshire and The Humber	400	-	-	-	69	183	-	-	-	147
	20%	-%	-%	-%	100%	100%	-%	-%	-%	100%
					abcfgh	abcfgh				abcfgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Scotland / Wales / Northern Ireland	240	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Urbanity										
Urban	1668	133	84	318	60	157	262	202	127	135
	83%	74%	58%	100%	87%	86%	84%	81%	82%	92%
		b		abdefghi	b	b	b	b	b	ab
Rural	332	47	62	*	9	26	50	48	28	12
	17%	26%	42%	*%	13%	14%	16%	19%	18%	8%
		ci	acdefghi		c	c	c	c	c	c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
East of England	180	-	180	-	180	-	-	-	-
	9%	-%	37% acdefgh	-%	10% acefgh	-%	-%	-%	-%
East Midlands	146	-	146	-	146	-	-	-	-
	7%	-%	30% acdefgh	-%	8% acefgh	-%	-%	-%	-%
Greater London	318	-	-	318	318	-	-	-	-
	16%	-%	-%	36% abdefgh	18% abefgh	-%	-%	-%	-%
North East	69	69	-	-	69	-	-	-	-
	3%	17% bcdefgh	-%	-%	4% bcefgh	-%	-%	-%	-%
North West	183	183	-	-	183	-	-	-	-
	9%	46% bcdefgh	-%	-%	10% bcefgh	-%	-%	-%	-%
South East	312	-	-	312	312	-	-	-	-
	16%	-%	-%	35% abdefgh	18% abefgh	-%	-%	-%	-%
South West	250	-	-	250	250	-	-	-	-
	12%	-%	-%	28% abdefgh	14% abefgh	-%	-%	-%	-%
West Midlands	155	-	155	-	155	-	-	-	-
	8%	-%	32% acdefgh	-%	9% acefgh	-%	-%	-%	-%
Yorkshire and The Humber	147	147	-	-	147	-	-	-	-
	7%	37% bcdefgh	-%	-%	8% bcefgh	-%	-%	-%	-%
Scotland	120	-	-	-	-	120	120	-	-
	6%	-%	-%	-%	-%	50% abcdgh	100% abcdegh	-%	-%
Wales	80	-	-	-	-	80	-	80	-
	4%	-%	-%	-%	-%	33% abcdfh	-%	100% abcdefh	-%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdefg
Net: North	400	400	-	-	400	-	-	-	-
	20%	100%	-%	-%	23%	-%	-%	-%	-%
		bcdefgh			bcefgh				
Net: Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefgh				
Net: South	880	-	-	880	880	-	-	-	-
	44%	-%	-%	100%	50%	-%	-%	-%	-%
				abdefgh	abefgh				
Net: Scotland, Wales and Northern Ireland	240	-	-	-	-	240	120	80	40
	12%	-%	-%	-%	-%	100%	100%	100%	100%
						abcd	abcd	abcd	abcd
Nations									
England	1760	400	480	880	1760	-	-	-	-
	88%	100%	100%	100%	100%	-%	-%	-%	-%
		efgh	efgh	efgh	efgh				
Wales	80	-	-	-	-	80	-	80	-
	4%	-%	-%	-%	-%	33%	-%	100%	-%
						abcdfh		abcdefh	
Scotland	120	-	-	-	-	120	120	-	-
	6%	-%	-%	-%	-%	50%	100%	-%	-%
						abcdgh	abcdegh		
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdefg
Groups									
East of England / East Midlands / West Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefgh				

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Greater London / South East / South West	880	-	-	880	880	-	-	-	-
	44%	-%	-%	100%	50%	-%	-%	-%	-%
				abdefgh	abefgh				
North East / North West / Yorkshire and The Humber	400	400	-	-	400	-	-	-	-
	20%	100%	-%	-%	23%	-%	-%	-%	-%
		bcdefgh			bcefgh				
Scotland / Wales / Northern Ireland	240	-	-	-	-	240	120	80	40
	12%	-%	-%	-%	-%	100%	100%	100%	100%
						abcd	abcd	abcd	abcd
Urbanity									
Urban	1668	353	344	782	1478	189	98	60	31
	83%	88%	72%	89%	84%	79%	82%	75%	77%
		begh		bdegh	bg		b		
Rural	332	47	136	98	282	51	22	20	9
	17%	12%	28%	11%	16%	21%	18%	25%	23%
			acdf		c	ac		acd	ac

Columns Tested:: a,b,c,d,e,f,g,h

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
East of England	180	8	14	15	39	29	4	2	1	81
	9%	10%	11%	10%	14% h	9%	4%	4%	1%	8%
East Midlands	146	7	2	6	12	29	4	5	1	82
	7%	9%	2%	4%	4%	9%	5%	9%	2%	8%
Greater London	318	5	17	20	55	51	12	5	17	153
	16%	6%	14%	13%	21% a	16%	13%	10%	26% a	16%
North East	69	4	1	3	8	8	7	2	7	31
	3%	4%	*%	2%	3%	3%	8% b	4%	10% bei	3%
North West	183	5	11	11	31	30	5	1	11	90
	9%	6%	9%	7%	11%	9%	6%	2%	17%	9%
South East	312	8	18	26	34	52	28	2	6	155
	16%	10%	15%	17%	13%	16%	30% adeghi	4%	10%	16%
South West	250	23	20	23	44	23	14	11	4	107
	12%	28% ehi	16% e	15%	17% e	7%	15%	21% e	6%	11%
West Midlands	155	6	12	16	8	33	3	7	1	81
	8%	7%	10%	11%	3%	10% d	4%	12%	2%	8%
Yorkshire and The Humber	147	*	12	13	20	34	7	4	2	67
	7%	*%	10%	9%	7%	10% a	8%	7%	3%	7%
Scotland	120	4	7	8	11	19	4	8	10	55
	6%	5%	6%	6%	4%	6%	5%	16% d	15% di	6%
Wales	80	7	5	5	5	11	2	3	3	44
	4%	9%	4%	3%	2%	3%	3%	6%	4%	5%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Northern Ireland	40 2%	4 5%	3 3%	3 2%	1 1%	9 3%	* 1%	3 5%	2 4%	17 2%
Net: North	400 20%	8 10%	23 19%	27 18%	58 22%	72 22%	20 21%	7 13%	19 30% a	188 20%
Net: Midlands	480 24%	21 26% h	28 23% h	37 25% h	59 22% h	91 28% h	12 13%	13 25% h	3 5%	243 25% h
Net: South	880 44%	37 45%	54 45%	69 46%	134 50%	126 38%	53 58% e	19 35%	27 42%	416 43%
Net: Scotland, Wales and Northern Ireland	240 12%	15 19% d	15 12%	16 11%	17 7%	39 12%	7 8%	14 27% defi	14 23% d	116 12%
Nations										
England	1760 88%	67 81%	106 88%	133 89%	251 93% agh	289 88% g	85 92% g	39 73%	49 77%	847 88% g
Wales	80 4%	7 9%	5 4%	5 3%	5 2%	11 3%	2 3%	3 6%	3 4%	44 5%
Scotland	120 6%	4 5%	7 6%	8 6%	11 4%	19 6%	4 5%	8 16% d	10 15% di	55 6%
Northern Ireland	40 2%	4 5%	3 3%	3 2%	1 1%	9 3%	* 1%	3 5%	2 4%	17 2%
Groups										
East of England / East Midlands / West Midlands	480 24%	21 26% h	28 23% h	37 25% h	59 22% h	91 28% h	12 13%	13 25% h	3 5%	243 25% h

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Greater London / South East / South West	880 44%	37 45%	54 45%	69 46%	134 50%	126 38%	53 58% e	19 35%	27 42%	416 43%
North East / North West / Yorkshire and The Humber	400 20%	8 10%	23 19%	27 18%	58 22%	72 22%	20 21%	7 13%	19 30% a	188 20%
Scotland / Wales / Northern Ireland	240 12%	15 19% d	15 12%	16 11%	17 7%	39 12%	7 8%	14 27% defi	14 23% d	116 12%
Urbanity										
Urban	1668 83%	50 61%	101 84% a	121 81% a	227 85% a	283 87% a	81 88% a	39 73%	59 92% a	807 84% a
Rural	332 17%	32 39% bcdefhi	20 16%	28 19%	41 15%	44 13%	11 12%	15 27%	5 8%	156 16%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
East of England	180	62	33	84	133	47	171	9	175	5
	9%	12%	8%	8%	8%	14% a	9%	5%	9%	8%
East Midlands	146	25	33	88	84	62	134	12	145	1
	7%	5%	8%	8%	5%	19% a	7%	7%	7%	2%
Greater London	318	80	63	175	318	*	276	42	311	7
	16%	16%	15%	16%	19% b	*%	15%	25% a	16%	12%
North East	69	14	15	40	60	9	60	9	68	1
	3%	3%	4%	4%	4%	3%	3%	5%	4%	2%
North West	183	46	36	101	157	26	171	13	181	3
	9%	9%	9%	9%	9%	8%	9%	7%	9%	5%
South East	312	69	79	164	262	50	293	19	301	11
	16%	14%	19%	15%	16%	15%	16%	11%	15%	19%
South West	250	91	37	122	202	48	232	18	238	12
	12%	18% bc	9%	11%	12%	15%	13%	10%	12%	19%
West Midlands	155	30	36	88	127	28	140	14	151	3
	8%	6%	9%	8%	8%	8%	8%	8%	8%	5%
Yorkshire and The Humber	147	34	41	73	135	12	135	12	137	10
	7%	7%	10%	7%	8%	4%	7%	7%	7%	17%
Scotland	120	23	24	73	98	22	109	11	118	2
	6%	5%	6%	7%	6%	6%	6%	6%	6%	4%
Wales	80	17	13	49	60	20	73	7	78	2
	4%	3%	3%	5%	4%	6%	4%	4%	4%	3%
Northern Ireland	40	8	9	23	31	9	37	3	37	3
	2%	2%	2%	2%	2%	3%	2%	2%	2%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Net: North	400 20%	94 19%	92 22%	214 20%	353 21%	47 14%	366 20%	34 20%	386 20%	14 23%
Net: Midlands	480 24%	117 23%	103 24%	260 24%	344 21%	136 41% a	445 24%	35 21%	471 24%	9 15%
Net: South	880 44%	240 48%	179 43%	461 43%	782 47% b	98 30%	801 44%	79 47%	850 44%	30 50%
Net: Scotland, Wales and Northern Ireland	240 12%	49 10%	46 11%	145 13%	189 11%	51 15%	219 12%	21 12%	233 12%	7 11%
Nations										
England	1760 88%	451 90%	374 89%	935 87%	1478 89%	282 85%	1612 88%	148 88%	1707 88%	53 89%
Wales	80 4%	17 3%	13 3%	49 5%	60 4%	20 6%	73 4%	7 4%	78 4%	2 3%
Scotland	120 6%	23 5%	24 6%	73 7%	98 6%	22 6%	109 6%	11 6%	118 6%	2 4%
Northern Ireland	40 2%	8 2%	9 2%	23 2%	31 2%	9 3%	37 2%	3 2%	37 2%	3 4%
Groups										
East of England / East Midlands / West Midlands	480 24%	117 23%	103 24%	260 24%	344 21%	136 41% a	445 24%	35 21%	471 24%	9 15%
Greater London / South East / South West	880 44%	240 48%	179 43%	461 43%	782 47% b	98 30%	801 44%	79 47%	850 44%	30 50%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
North East / North West / Yorkshire and The Humber	400	94	92	214	353	47	366	34	386	14
	20%	19%	22%	20%	21%	14%	20%	20%	20%	23%
Scotland / Wales / Northern Ireland	240	49	46	145	189	51	219	21	233	7
	12%	10%	11%	13%	11%	15%	12%	12%	12%	11%
Urbanity										
Urban	1668	398	364	905	1668	-	1514	154	1618	50
	83%	80%	87%	84%	100% b	-%	83%	91% a	83%	83%
Rural	332	102	56	175	-	332	318	14	322	10
	17%	20%	13%	16%	-%	100% a	17% b	9%	17%	17%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
East of England	180	106	35	39	146	21	1	12	167	13
	9%	9%	10%	9%	9%	10%	2%	21% ae	9%	12%
East Midlands	146	85	23	38	131	9	4	2	139	6
	7%	7%	7%	9%	8%	4%	9%	4%	7%	6%
Greater London	318	234	32	52	275	26	8	9	301	17
	16%	19% bc	9%	12%	16%	13%	17%	16%	16%	16%
North East	69	29	17	20	51	15	*	3	66	3
	3%	2%	5%	5%	3%	7% a	*%	5%	3%	3%
North West	183	112	22	49	148	23	8	4	171	12
	9%	9%	7%	11%	9%	11%	18%	7%	9%	12%
South East	312	174	61	78	263	22	16	10	285	26
	16%	14%	18%	18%	16%	10%	35% abe	18%	15%	26% b
South West	250	177	35	37	212	27	2	8	239	11
	12%	14% c	10%	9%	13%	13%	5%	15%	13%	11%
West Midlands	155	85	31	33	135	15	1	3	150	4
	8%	7%	9%	8%	8%	7%	2%	6%	8%	4%
Yorkshire and The Humber	147	88	25	35	120	25	*	2	145	2
	7%	7%	7%	8%	7%	12% f	1%	3%	8%	2%
Scotland	120	66	33	21	102	13	3	1	115	5
	6%	5%	10%	5%	6%	6%	7%	2%	6%	5%
Wales	80	47	17	16	69	9	1	1	78	2
	4%	4%	5%	4%	4%	4%	1%	2%	4%	2%
Northern Ireland	40	23	8	9	32	6	2	*	38	2
	2%	2%	2%	2%	2%	3%	4%	1%	2%	2%
Net: North	400	229	64	104	320	63	9	8	383	17
	20%	19%	19%	24%	19%	30% ae	19%	15%	20%	17%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Net: Midlands	480	276	89	109	412	45	6	17	457	23
	24%	23%	26%	26%	24%	21%	12%	31%	24%	22%
Net: South	880	584	127	167	751	75	26	28	826	54
	44%	48%	38%	39%	45%	36%	57%	49%	44%	53%
		bc								
Net: Scotland, Wales and Northern Ireland	240	135	58	45	203	28	6	3	231	9
	12%	11%	17%	11%	12%	13%	12%	5%	12%	9%
			a							
Nations										
England	1760	1089	280	380	1483	183	41	54	1665	95
	88%	89%	83%	89%	88%	87%	88%	95%	88%	91%
		b								
Wales	80	47	17	16	69	9	1	1	78	2
	4%	4%	5%	4%	4%	4%	1%	2%	4%	2%
Scotland	120	66	33	21	102	13	3	1	115	5
	6%	5%	10%	5%	6%	6%	7%	2%	6%	5%
Northern Ireland	40	23	8	9	32	6	2	*	38	2
	2%	2%	2%	2%	2%	3%	4%	1%	2%	2%
Groups										
East of England / East Midlands / West Midlands	480	276	89	109	412	45	6	17	457	23
	24%	23%	26%	26%	24%	21%	12%	31%	24%	22%
Greater London / South East / South West	880	584	127	167	751	75	26	28	826	54
	44%	48%	38%	39%	45%	36%	57%	49%	44%	53%
		bc								
North East / North West / Yorkshire and The Humber	400	229	64	104	320	63	9	8	383	17
	20%	19%	19%	24%	19%	30%	19%	15%	20%	17%
						ae				

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Scotland / Wales / Northern Ireland	240	135	58	45	203	28	6	3	231	9
	12%	11%	17%	11%	12%	13%	12%	5%	12%	9%
			a							
Urbanity										
Urban	1668	1016	300	344	1393	179	42	54	1571	96
	83%	83%	88%	81%	83%	85%	90%	96%	83%	93%
			c							
Rural	332	208	39	81	293	32	5	2	325	7
	17%	17%	12%	19%	17%	15%	10%	4%	17%	7%
				b						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
East of England	180	87	59	33	154	141	166	131	98	72
	9%	9%	9%	11%	9%	10%	9%	9%	11%	11%
East Midlands	146	82	49	15	129	115	135	95	52	56
	7%	8%	7%	5%	7%	8%	7%	7%	6%	8%
Greater London	318	172	103	43	282	217	296	233	168	130
	16%	17%	15%	14%	16%	15%	16%	17%	19%	20%
North East	69	24	27	18	59	56	67	51	33	17
	3%	2%	4%	6%	3%	4%	4%	4%	4%	2%
North West	183	80	68	35	171	136	182	120	80	66
	9%	8%	10%	11%	10%	9%	10%	9%	9%	10%
South East	312	147	116	48	274	235	290	231	146	101
	16%	15%	17%	15%	16%	16%	16%	17%	16%	15%
South West	250	142	70	37	222	187	226	161	121	69
	12%	14%	10%	12%	13%	13%	12%	12%	14%	10%
West Midlands	155	71	64	20	137	119	149	114	85	60
	8%	7%	9%	6%	8%	8%	8%	8%	10%	9%
Yorkshire and The Humber	147	75	45	27	125	94	130	105	51	39
	7%	8%	7%	9%	7%	7%	7%	8%	6%	6%
Scotland	120	62	40	18	88	66	90	71	24	29
	6%	6%	6%	6%	5%	5%	5%	5%	3%	4%
Wales	80	38	31	11	65	46	69	50	22	18
	4%	4%	4%	4%	4%	3%	4%	4%	3%	3%
Northern Ireland	40	20	12	8	29	20	30	22	9	8
	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%
Net: North	400	180	140	80	354	286	379	276	164	122
	20%	18%	20%	25%	20%	20%	21%	20%	18%	18%
Net: Midlands	480	240	172	68	420	375	451	340	235	188
	24%	24%	25%	22%	24%	26%	25%	25%	26%	28%
Net: South	880	461	289	129	777	639	812	624	435	300
	44%	46%	42%	41%	45%	45%	44%	45%	49%	45%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Net: Scotland, Wales and Northern Ireland	240	120	84	37	182	132	189	143	55	55
	12%	12%	12%	12%	10%	9%	10%	10%	6%	8%
					e		e	e		
Nations										
England	1760	881	601	277	1552	1300	1642	1240	833	610
	88%	88%	88%	88%	90%	91%	90%	90%	94%	92%
									acd	
Wales	80	38	31	11	65	46	69	50	22	18
	4%	4%	4%	4%	4%	3%	4%	4%	3%	3%
Scotland	120	62	40	18	88	66	90	71	24	29
	6%	6%	6%	6%	5%	5%	5%	5%	3%	4%
Northern Ireland	40	20	12	8	29	20	30	22	9	8
	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%
Groups										
East of England / East Midlands / West Midlands	480	240	172	68	420	375	451	340	235	188
	24%	24%	25%	22%	24%	26%	25%	25%	26%	28%
Greater London / South East / South West	880	461	289	129	777	639	812	624	435	300
	44%	46%	42%	41%	45%	45%	44%	45%	49%	45%
North East / North West / Yorkshire and The Humber	400	180	140	80	354	286	379	276	164	122
	20%	18%	20%	25%	20%	20%	21%	20%	18%	18%
Scotland / Wales / Northern Ireland	240	120	84	37	182	132	189	143	55	55
	12%	12%	12%	12%	10%	9%	10%	10%	6%	8%
					e		e	e		
Urbanity										
Urban	1668	827	566	275	1426	1180	1508	1163	746	574
	83%	83%	83%	88%	82%	82%	82%	84%	84%	86%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Rural	332	174	119	39	307	253	323	220	142	92
	17%	17%	17%	12%	18%	18%	18%	16%	16%	14%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
East of England	180	34	106	8	8	2	3	5	10
	9%	8%	10%	9%	9%	4%	7%	10%	7%
East Midlands	146	27	96	4	3	2	1	2	5
	7%	7%	9%	4%	3%	5%	3%	3%	4%
Greater London	318	71	170	13	12	7	10	12	30
	16%	17%	16%	14%	13%	15%	24%	25%	21%
North East	69	16	33	9	1	6	2	*	8
	3%	4%	3%	9%	1%	13%	4%	*%	6%
				b		b			
North West	183	50	92	5	15	3	7	9	20
	9%	12%	9%	5%	15%	7%	17%	20%	14%
South East	312	54	193	7	15	11	3	7	21
	16%	13%	18%	7%	16%	23%	7%	15%	15%
South West	250	41	147	21	7	3	6	*	9
	12%	10%	14%	22%	8%	6%	13%	*%	6%
				agh					
West Midlands	155	32	90	7	7	3	5	5	13
	8%	8%	8%	8%	7%	7%	11%	11%	9%
Yorkshire and The Humber	147	39	72	7	9	3	*	1	4
	7%	9%	7%	7%	9%	6%	1%	2%	3%
Scotland	120	17	46	12	5	4	3	3	10
	6%	4%	4%	12%	6%	8%	6%	7%	7%
				b					
Wales	80	22	28	4	9	3	1	2	6
	4%	5%	3%	4%	9%	5%	3%	4%	4%
					b				
Northern Ireland	40	9	13	1	3	1	1	2	4
	2%	2%	1%	1%	3%	2%	3%	4%	3%
Net: North	400	105	197	21	25	13	9	10	32
	20%	25%	18%	21%	26%	26%	22%	22%	23%
		b							
Net: Midlands	480	94	293	19	18	8	9	11	28
	24%	23%	27%	20%	19%	15%	21%	24%	20%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Net: South	880	166	510	41	35	21	19	19	60
	44%	40%	47%	42%	37%	44%	45%	41%	43%
Net: Scotland, Wales and Northern Ireland	240	48	88	16	17	7	5	7	19
	12%	12%	8%	17%	18%	15%	12%	14%	14%
				b	b				
Nations									
England	1760	365	999	81	77	42	38	41	120
	88%	88%	92%	83%	82%	85%	88%	86%	86%
			cd						
Wales	80	22	28	4	9	3	1	2	6
	4%	5%	3%	4%	9%	5%	3%	4%	4%
					b				
Scotland	120	17	46	12	5	4	3	3	10
	6%	4%	4%	12%	6%	8%	6%	7%	7%
				b					
Northern Ireland	40	9	13	1	3	1	1	2	4
	2%	2%	1%	1%	3%	2%	3%	4%	3%
Groups									
East of England / East Midlands / West Midlands	480	94	293	19	18	8	9	11	28
	24%	23%	27%	20%	19%	15%	21%	24%	20%
Greater London / South East / South West	880	166	510	41	35	21	19	19	60
	44%	40%	47%	42%	37%	44%	45%	41%	43%
North East / North West / Yorkshire and The Humber	400	105	197	21	25	13	9	10	32
	20%	25%	18%	21%	26%	26%	22%	22%	23%
		b							
Scotland / Wales / Northern Ireland	240	48	88	16	17	7	5	7	19
	12%	12%	8%	17%	18%	15%	12%	14%	14%
				b	b				

Columns Tested:: a,b,c,d,e,f,g,h

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Urbanity									
Urban	1668	333	864	89	89	46	40	47	133
	83%	80%	80%	91%	95%	94%	93%	99%	95%
					ab			ab	ab
Rural	332	81	222	9	5	3	3	1	7
	17%	20%	20%	9%	5%	6%	7%	1%	5%
		dgh	dgh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
East of England	180	127	14	3	8	1	1	1	108	15	9	1	4	1	3
	9%	9%	9%	4%	13%	2%	4%	6%	10%	9%	12%	4%	9%	6%	11%
East Midlands	146	110	12	1	4	1	1	1	98	10	1	3	1	1	1
	7%	8%	8%	1%	7%	2%	2%	6%	9%	5%	1%	11%	3%	4%	3%
Greater London	318	218	25	14	12	7	4	2	159	27	3	4	10	3	10
	16%	16%	17%	18%	21%	29%	12%	13%	15%	15%	5%	15%	23% c	17%	35% c
North East	69	45	4	7	2	*	2	-	34	9	7	1	5	*	-
	3%	3%	2%	8%	4%	1%	6%	-%	3%	5%	10% a	3%	10%	1%	-%
North West	183	127	12	14	3	2	6	8	105	17	7	1	2	3	1
	9%	9%	8%	17%	5%	8%	19%	57% abcde	10%	9%	9%	5%	5%	21%	3%
South East	312	230	20	9	8	5	*	1	166	38	9	8	7	*	7
	16%	17%	13%	11%	14%	22%	1%	8%	16%	21%	12%	28% f	16%	2%	25%
South West	250	173	33	8	1	3	5	*	151	11	19	1	5	1	*
	12%	13%	21% ad	10%	2%	10%	15%	1%	14%	6%	25% bd	2%	11%	6%	*%
West Midlands	155	114	8	1	8	1	5	*	86	19	3	1	5	1	4
	8%	8%	5%	2%	13%	3%	16% c	1%	8%	11%	5%	3%	12%	5%	15%
Yorkshire and The Humber	147	106	8	6	3	1	*	*	76	9	3	3	2	*	1
	7%	8%	5%	8%	5%	4%	*%	*%	7%	5%	4%	12%	5%	3%	2%
Scotland	120	60	11	7	4	2	5	*	42	12	5	2	1	4	*
	6%	4%	7%	8%	6%	9%	15% a	1%	4%	7%	7%	6%	3%	22% ab	1%
Wales	80	45	5	8	4	1	1	*	25	10	6	2	1	1	1
	4%	3%	3%	10% a	7%	6%	4%	1%	2%	5%	8% a	6%	2%	6%	3%
Northern Ireland	40	19	3	2	2	1	2	1	14	2	2	1	*	1	1
	2%	1%	2%	3%	3%	4%	5%	6%	1%	1%	2%	3%	1%	6%	2%
Net: North	400	278	24	26	8	3	7	8	214	35	17	6	9	4	1
	20%	20%	15%	33% b	14%	12%	25%	57% abde	20%	20%	23%	21%	20%	24%	5%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Net: Midlands	480	351	33	5	20	2	7	2	292	44	13	5	10	2	8
	24%	26%	22%	7%	33%	8%	22%	13%	27%	25%	17%	18%	23%	15%	28%
		c	c		c										
Net: South	880	621	77	31	21	15	9	3	476	76	31	13	22	4	17
	44%	45%	51%	39%	36%	61%	28%	21%	45%	42%	42%	46%	50%	26%	60%
Net: Scotland, Wales and Northern Ireland	240	124	19	17	10	5	7	1	81	24	13	4	3	6	2
	12%	9%	12%	21%	16%	19%	24%	8%	8%	13%	18%	15%	7%	35%	6%
				a			a				a			abe	
Nations															
England	1760	1250	134	63	49	20	23	12	983	156	61	23	40	10	27
	88%	91%	88%	79%	84%	81%	76%	92%	92%	87%	82%	85%	93%	65%	94%
		cf							cf	f			f		
Wales	80	45	5	8	4	1	1	*	25	10	6	2	1	1	1
	4%	3%	3%	10%	7%	6%	4%	1%	2%	5%	8%	6%	2%	6%	3%
				a							a				
Scotland	120	60	11	7	4	2	5	*	42	12	5	2	1	4	*
	6%	4%	7%	8%	6%	9%	15%	1%	4%	7%	7%	6%	3%	22%	1%
							a							ab	
Northern Ireland	40	19	3	2	2	1	2	1	14	2	2	1	*	1	1
	2%	1%	2%	3%	3%	4%	5%	6%	1%	1%	2%	3%	1%	6%	2%
Groups															
East of England / East Midlands / West Midlands	480	351	33	5	20	2	7	2	292	44	13	5	10	2	8
	24%	26%	22%	7%	33%	8%	22%	13%	27%	25%	17%	18%	23%	15%	28%
		c	c		c										
Greater London / South East / South West	880	621	77	31	21	15	9	3	476	76	31	13	22	4	17
	44%	45%	51%	39%	36%	61%	28%	21%	45%	42%	42%	46%	50%	26%	60%
North East / North West / Yorkshire and The Humber	400	278	24	26	8	3	7	8	214	35	17	6	9	4	1
	20%	20%	15%	33%	14%	12%	25%	57%	20%	20%	23%	21%	20%	24%	5%
				b				abde							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Scotland / Wales / Northern Ireland	240	124	19	17	10	5	7	1	81	24	13	4	3	6	2
	12%	9%	12%	21%	16%	19%	24%	8%	8%	13%	18%	15%	7%	35%	6%
				a			a				a			abe	
Urbanity															
Urban	1668	1112	120	74	54	24	29	13	830	170	69	25	42	16	28
	83%	81%	79%	93%	92%	99%	95%	95%	78%	95%	93%	92%	97%	100%	98%
				b						a	a			a	
Rural	332	262	33	5	5	*	1	1	234	9	5	2	1	*	1
	17%	19%	21%	7%	8%	1%	5%	5%	22%	5%	7%	8%	3%	*%	2%
			c						bcf						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
East of England	180	87	16	15	6	2	*	5	7	72	39	29	15	11
	9%	9%	10%	13%	10%	7%	*%	11%	7%	8%	10%	8%	13%	15%
East Midlands	146	67	13	8	2	1	3	2	5	62	31	36	5	1
	7%	7%	8%	7%	3%	3%	9%	4%	5%	7%	8%	10%	5%	1%
Greater London	318	179	23	11	14	2	1	2	5	156	62	51	10	17
	16%	19% h	14%	10%	23% h	6%	3%	5%	5%	18%	16%	14%	8%	24%
North East	69	28	8	1	3	2	3	6	11	18	17	23	7	2
	3%	3%	5%	1%	5%	5%	9%	14% ac	10% a	2%	4%	6% a	6%	3%
North West	183	78	10	11	3	4	7	6	17	79	41	38	18	6
	9%	8%	6%	10%	6%	14%	22%	13%	16%	9%	10%	11%	15%	9%
South East	312	153	32	22	9	1	6	8	16	149	64	44	22	9
	16%	16%	20%	20%	14%	4%	20%	19%	15%	17%	16%	12%	19%	13%
South West	250	110	24	10	5	2	6	5	12	126	40	42	8	7
	12%	12%	15%	9%	8%	6%	18%	11%	11%	14%	10%	12%	7%	10%
West Midlands	155	74	13	8	8	5	1	5	11	66	41	28	6	9
	8%	8%	8%	7%	12%	15%	3%	12%	10%	7%	11%	8%	5%	13%
Yorkshire and The Humber	147	70	8	13	5	7	1	1	9	61	17	38	9	5
	7%	7%	5%	12%	8%	21% ab	4%	2%	8%	7%	4%	10% b	8%	7%
Scotland	120	45	4	7	6	4	2	3	8	46	17	14	10	2
	6%	5%	3%	6%	9%	12%	5%	6%	8%	5%	4%	4%	8%	3%
Wales	80	35	6	4	1	1	2	1	4	37	15	13	2	2
	4%	4%	4%	3%	2%	2%	5%	3%	3%	4%	4%	4%	2%	3%
Northern Ireland	40	15	4	1	1	1	1	*	2	14	4	8	4	*
	2%	2%	2%	1%	1%	3%	2%	1%	2%	2%	1%	2%	3%	1%
Net: North	400	176	26	25	11	13	11	13	37	158	75	99	34	13
	20%	19%	16%	23%	18%	40% ab	35%	29%	34% ab	18%	19%	27% a	29%	19%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Net: Midlands	480	228	42	31	15	8	4	12	24	200	112	93	26	21
	24%	24%	26%	28%	25%	26%	12%	26%	22%	23%	29%	25%	23%	29%
Net: South	880	441	79	43	27	5	13	15	34	432	166	137	40	33
	44%	47%	49%	39%	45%	16%	41%	35%	31%	49%	43%	38%	35%	47%
		eh	e		e					c				
Net: Scotland, Wales and Northern Ireland	240	96	14	12	8	6	4	4	14	96	37	35	15	4
	12%	10%	9%	11%	12%	17%	12%	9%	13%	11%	9%	9%	13%	6%
Nations														
England	1760	846	146	100	54	27	28	39	94	790	353	329	101	68
	88%	90%	91%	89%	88%	83%	88%	91%	87%	89%	91%	91%	87%	94%
Wales	80	35	6	4	1	1	2	1	4	37	15	13	2	2
	4%	4%	4%	3%	2%	2%	5%	3%	3%	4%	4%	4%	2%	3%
Scotland	120	45	4	7	6	4	2	3	8	46	17	14	10	2
	6%	5%	3%	6%	9%	12%	5%	6%	8%	5%	4%	4%	8%	3%
Northern Ireland	40	15	4	1	1	1	1	*	2	14	4	8	4	*
	2%	2%	2%	1%	1%	3%	2%	1%	2%	2%	1%	2%	3%	1%
Groups														
East of England / East Midlands / West Midlands	480	228	42	31	15	8	4	12	24	200	112	93	26	21
	24%	24%	26%	28%	25%	26%	12%	26%	22%	23%	29%	25%	23%	29%
Greater London / South East / South West	880	441	79	43	27	5	13	15	34	432	166	137	40	33
	44%	47%	49%	39%	45%	16%	41%	35%	31%	49%	43%	38%	35%	47%
		eh	e		e					c				
North East / North West / Yorkshire and The Humber	400	176	26	25	11	13	11	13	37	158	75	99	34	13
	20%	19%	16%	23%	18%	40%	35%	29%	34%	18%	19%	27%	29%	19%
						ab			ab			a		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Scotland / Wales / Northern Ireland	240	96	14	12	8	6	4	4	14	96	37	35	15	4
	12%	10%	9%	11%	12%	17%	12%	9%	13%	11%	9%	9%	13%	6%
Urbanity														
Urban	1668	766	140	101	57	31	25	43	99	714	325	296	103	68
	83%	81%	87%	91%	92%	95%	79%	99%	92%	81%	83%	82%	89%	94%
Rural	332	176	21	10	5	2	7	*	9	172	65	67	13	4
	17%	19%	13%	9%	8%	5%	21%	1%	8%	19%	17%	18%	11%	6%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
East of England	180	86	35	26	6	1	71	26	18	15	11
	9%	9%	10%	9%	7%	2%	9%	10%	8%	17%	18%
East Midlands	146	73	29	21	6	*	66	18	27	2	*
	7%	8%	8%	7%	6%	1%	8%	7%	11%	3%	*%
Greater London	318	169	56	37	7	13	132	35	28	7	16
	16%	17%	16%	13%	8%	33% cd	17%	13%	12%	8%	26% d
North East	69	21	11	17	7	2	14	18	21	*	2
	3%	2%	3%	6% a	8%	5%	2%	7% a	9% ad	*%	4%
North West	183	84	38	34	12	4	68	33	14	17	3
	9%	9%	11%	12%	14%	10%	9%	13%	6%	20% ac	5%
South East	312	157	49	43	18	5	148	32	26	21	9
	16%	16%	14%	15%	20%	12%	19% c	12%	11%	24% c	15%
South West	250	134	41	37	6	1	114	29	28	7	7
	12%	14%	12%	13%	7%	3%	15%	11%	12%	8%	12%
West Midlands	155	77	30	19	6	6	55	35	20	4	5
	8%	8%	9%	6%	6%	14%	7%	13%	8%	5%	9%
Yorkshire and The Humber	147	63	20	28	8	5	42	12	31	5	5
	7%	7%	6%	10%	9%	13%	5%	4%	13% ab	6%	8%
Scotland	120	48	15	14	9	1	37	14	9	5	1
	6%	5%	4%	5%	10%	3%	5%	5%	4%	6%	2%
Wales	80	41	11	10	2	1	23	9	11	1	1
	4%	4%	3%	3%	2%	3%	3%	4%	5%	2%	2%
Northern Ireland	40	14	5	6	3	*	9	3	5	2	*
	2%	1%	2%	2%	4%	1%	1%	1%	2%	3%	*%
Net: North	400	168	69	80	27	11	125	64	66	22	9
	20%	17%	20%	27% a	30% a	28%	16%	24%	28% a	26%	16%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Net: Midlands	480	236	94	66	17	7	192	79	66	21	16
	24%	24%	28%	23%	19%	17%	25%	30%	28%	25%	27%
Net: South	880	459	147	116	31	18	393	95	81	34	32
	44%	48%	43%	40%	35%	47%	51%	36%	34%	40%	53%
							bc				
Net: Scotland, Wales and Northern Ireland	240	103	31	30	14	3	68	27	25	9	2
	12%	11%	9%	10%	16%	7%	9%	10%	11%	10%	4%
Nations											
England	1760	863	310	262	75	36	710	239	213	78	57
	88%	89%	91%	90%	84%	93%	91%	90%	89%	90%	96%
Wales	80	41	11	10	2	1	23	9	11	1	1
	4%	4%	3%	3%	2%	3%	3%	4%	5%	2%	2%
Scotland	120	48	15	14	9	1	37	14	9	5	1
	6%	5%	4%	5%	10%	3%	5%	5%	4%	6%	2%
Northern Ireland	40	14	5	6	3	*	9	3	5	2	*
	2%	1%	2%	2%	4%	1%	1%	1%	2%	3%	*%
Groups											
East of England / East Midlands / West Midlands	480	236	94	66	17	7	192	79	66	21	16
	24%	24%	28%	23%	19%	17%	25%	30%	28%	25%	27%
Greater London / South East / South West	880	459	147	116	31	18	393	95	81	34	32
	44%	48%	43%	40%	35%	47%	51%	36%	34%	40%	53%
							bc				
North East / North West / Yorkshire and The Humber	400	168	69	80	27	11	125	64	66	22	9
	20%	17%	20%	27%	30%	28%	16%	24%	28%	26%	16%
				a	a				a		
Scotland / Wales / Northern Ireland	240	103	31	30	14	3	68	27	25	9	2
	12%	11%	9%	10%	16%	7%	9%	10%	11%	10%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Urbanity											
Urban	1668	781	280	242	79	38	622	229	191	79	56
	83%	81%	82%	83%	89%	98%	80%	86%	80%	91%	94%
Rural	332	184	62	49	10	1	155	36	47	7	3
	17%	19%	18%	17%	11%	2%	20%	14%	20%	9%	6%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
East of England	180	69	20	23	12	8	78	15	36	147	33	141	13
	9%	10%	10%	8%	11%	15%	10%	13%	8%	8%	12%	9%	12%
East Midlands	146	45	16	22	10	1	61	9	25	133	13	122	7
	7%	6%	8%	7%	9%	2%	7%	7%	6%	8%	5%	8%	6%
Greater London	318	139	21	52	11	7	108	17	106	266	52	250	32
	16%	20% b	11%	17%	10%	14%	13%	14%	24% a	15%	19%	15%	29% a
North East	69	15	7	16	9	5	24	12	15	59	10	56	2
	3%	2%	3%	5%	8% a	9%	3%	10% a	3%	3%	4%	3%	2%
North West	183	54	28	17	14	4	83	11	26	166	18	160	11
	9%	8%	14% c	6%	13%	7%	10%	9%	6%	10%	6%	10%	10%
South East	312	115	34	44	28	4	146	18	66	265	47	256	17
	16%	16%	17%	15%	24%	9%	18%	15%	15%	15%	17%	16%	16%
South West	250	93	16	34	6	11	84	18	57	225	24	218	4
	12%	13%	8%	11%	5%	21% d	10%	14%	13%	13%	9%	13%	4%
West Midlands	155	53	27	27	1	4	73	8	33	134	20	131	6
	8%	8%	13% d	9% d	1%	8%	9%	7%	8%	8%	7%	8%	5%
Yorkshire and The Humber	147	44	11	35	12	3	71	7	24	129	18	120	4
	7%	6%	6%	12%	10%	6%	9%	6%	6%	7%	7%	7%	4%
Scotland	120	38	9	14	6	3	42	2	26	98	22	81	7
	6%	5%	5%	5%	5%	6%	5%	2%	6%	6%	8%	5%	7%
Wales	80	29	5	12	2	1	29	3	18	71	9	61	3
	4%	4%	3%	4%	2%	3%	4%	3%	4%	4%	3%	4%	3%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Northern Ireland	40	9	5	4	3	1	15	1	6	33	7	27	1
	2%	1%	3%	1%	3%	1%	2%	1%	1%	2%	3%	2%	1%
Net: North	400	112	46	68	35	11	179	30	65	354	46	337	18
	20%	16%	23%	23%	31% a	22%	22% c	25%	15%	21%	17%	21%	16%
Net: Midlands	480	167	62	72	23	13	212	32	94	413	67	394	26
	24%	24%	31%	24%	21%	25%	26%	27%	21%	24%	24%	24%	24%
Net: South	880	347	71	129	45	22	337	52	230	757	123	724	53
	44%	49% b	36%	43%	39%	43%	41%	43%	52% a	44%	45%	45%	49%
Net: Scotland, Wales and Northern Ireland	240	76	20	30	11	5	86	7	50	202	38	170	12
	12%	11%	10%	10%	10%	10%	11%	6%	11%	12%	14%	10%	11%
Nations													
England	1760	626	180	270	103	46	728	115	388	1524	236	1455	96
	88%	89%	90%	90%	90%	90%	89%	94%	89%	88%	86%	90%	89%
Wales	80	29	5	12	2	1	29	3	18	71	9	61	3
	4%	4%	3%	4%	2%	3%	4%	3%	4%	4%	3%	4%	3%
Scotland	120	38	9	14	6	3	42	2	26	98	22	81	7
	6%	5%	5%	5%	5%	6%	5%	2%	6%	6%	8%	5%	7%
Northern Ireland	40	9	5	4	3	1	15	1	6	33	7	27	1
	2%	1%	3%	1%	3%	1%	2%	1%	1%	2%	3%	2%	1%
Groups													
East of England / East Midlands / West Midlands	480	167	62	72	23	13	212	32	94	413	67	394	26
	24%	24%	31%	24%	21%	25%	26%	27%	21%	24%	24%	24%	24%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Greater London / South East / South West	880	347	71	129	45	22	337	52	230	757	123	724	53
	44%	49% b	36%	43%	39%	43%	41%	43%	52% a	44%	45%	45%	49%
North East / North West / Yorkshire and The Humber	400	112	46	68	35	11	179	30	65	354	46	337	18
	20%	16%	23%	23%	31% a	22%	22% c	25%	15%	21%	17%	21%	16%
Scotland / Wales / Northern Ireland	240	76	20	30	11	5	86	7	50	202	38	170	12
	12%	11%	10%	10%	10%	10%	11%	6%	11%	12%	14%	10%	11%
Urbanity													
Urban	1668	584	163	250	108	42	677	114	363	1424	243	1330	96
	83%	83%	82%	83%	95% abc	82%	83%	94%	83%	82%	89%	82%	89%
Rural	332	117	37	50	6	9	137	8	75	302	30	295	12
	17%	17% d	18% d	17% d	5%	18%	17%	6%	17%	18%	11%	18%	11%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
East of England	180	131	11	69	61	135	19	123	18	73	58
	9%	10%	7%	8%	11%	8%	18% a	10%	11%	9%	11%
East Midlands	146	109	6	49	45	122	7	107	8	53	42
	7%	9%	4%	6%	8%	7%	6%	8%	5%	6%	8%
Greater London	318	185	32	135	98	249	32	185	32	142	91
	16%	15%	19%	16%	18%	15%	31% a	15%	20%	16%	18%
North East	69	49	7	24	27	59	*	50	6	22	29
	3%	4%	4%	3%	5%	4%	*%	4%	4%	3%	5%
North West	183	118	18	76	44	164	8	117	18	76	45
	9%	9%	11%	9%	8%	10%	7%	9%	11%	9%	9%
South East	312	208	27	157	74	256	18	207	27	164	67
	16%	16%	16%	19%	14%	16%	17%	16%	17%	19%	13%
South West	250	163	23	100	60	218	4	168	19	97	64
	12%	13%	14%	12%	11%	13%	4%	13%	12%	11%	12%
West Midlands	155	103	17	74	41	136	1	108	11	74	40
	8%	8%	10%	9%	8%	8%	1%	9%	7%	9%	8%
Yorkshire and The Humber	147	86	9	67	38	121	3	87	8	67	38
	7%	7%	5%	8%	7%	7%	3%	7%	5%	8%	7%
Scotland	120	57	10	44	27	81	8	57	10	44	26
	6%	4%	6%	5%	5%	5%	7%	4%	6%	5%	5%
Wales	80	41	5	37	13	61	4	41	5	37	13
	4%	3%	3%	4%	2%	4%	3%	3%	3%	4%	2%
Northern Ireland	40	19	2	14	8	27	1	20	1	15	8
	2%	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%
Net: North	400	253	33	166	109	343	11	254	32	165	111
	20%	20%	20%	20%	20%	21%	11%	20%	20%	19%	21%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Net: Midlands	480	342	33	193	147	393	27	338	37	200	140
	24%	27%	20%	23%	27%	24%	26%	27%	23%	23%	27%
Net: South	880	557	82	392	232	723	54	560	79	402	222
	44%	44%	50%	46%	43%	44%	52%	44%	48%	47%	43%
Net: Scotland, Wales and Northern Ireland	240	116	16	95	48	169	13	117	15	96	47
	12%	9%	10%	11%	9%	10%	12%	9%	9%	11%	9%
Nations											
England	1760	1152	148	751	489	1460	92	1153	147	766	474
	88%	91%	90%	89%	91%	90%	88%	91%	91%	89%	91%
Wales	80	41	5	37	13	61	4	41	5	37	13
	4%	3%	3%	4%	2%	4%	3%	3%	3%	4%	2%
Scotland	120	57	10	44	27	81	8	57	10	44	26
	6%	4%	6%	5%	5%	5%	7%	4%	6%	5%	5%
Northern Ireland	40	19	2	14	8	27	1	20	1	15	8
	2%	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%
Groups											
East of England / East Midlands / West Midlands	480	342	33	193	147	393	27	338	37	200	140
	24%	27%	20%	23%	27%	24%	26%	27%	23%	23%	27%
Greater London / South East / South West	880	557	82	392	232	723	54	560	79	402	222
	44%	44%	50%	46%	43%	44%	52%	44%	48%	47%	43%
North East / North West / Yorkshire and The Humber	400	253	33	166	109	343	11	254	32	165	111
	20%	20%	20%	20%	20%	21%	11%	20%	20%	19%	21%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Scotland / Wales / Northern Ireland	240	116	16	95	48	169	13	117	15	96	47
	12%	9%	10%	11%	9%	10%	12%	9%	9%	11%	9%
Urbanity											
Urban	1668	1029	151	720	443	1329	97	1025	155	738	425
	83%	81%	92%	85%	83%	82%	93%	81%	95%	86%	82%
			a				a		a		
Rural	332	239	14	127	94	300	7	245	8	125	96
	17%	19%	8%	15%	17%	18%	7%	19%	5%	14%	18%
		b				b		b			

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
East of England	180	82	120	28	-	82	105	20	1	88	84	21	-
	9%	9%	9%	12%	-%	10%	11%	10%	100%	9%	11%	9%	-%
East Midlands	146	63	98	12	-	60	78	11	-	71	56	11	-
	7%	7%	7%	5%	-%	7%	8%	6%	-%	7%	7%	5%	-%
Greater London	318	167	208	46	-	138	151	32	-	193	108	41	-
	16%	18%	16%	19%	-%	16%	15%	17%	-%	19%	14%	16%	-%
North East	69	44	38	6	4	40	35	3	-	42	24	11	-
	3%	5%	3%	2%	100%	5%	4%	2%	-%	4%	3%	4%	-%
North West	183	78	129	25	-	83	98	21	-	88	70	21	-
	9%	8%	10%	10%	-%	10%	10%	11%	-%	9%	9%	9%	-%
South East	312	150	218	47	-	140	168	42	-	174	126	58	-
	16%	16%	16%	20%	-%	16%	17%	22%	-%	17%	16%	23%	-%
South West	250	135	168	30	-	120	117	23	-	115	81	20	-
	12%	15%	13%	12%	-%	14%	12%	12%	-%	11%	11%	8%	-%
West Midlands	155	74	104	11	-	75	74	9	-	82	64	21	-
	8%	8%	8%	5%	-%	9%	7%	5%	-%	8%	8%	8%	-%
Yorkshire and The Humber	147	62	106	20	-	56	69	22	-	61	70	24	-
	7%	7%	8%	8%	-%	7%	7%	11%	-%	6%	9%	10%	-%
Scotland	120	37	69	6	-	32	46	4	-	49	32	6	*
	6%	4%	5%	2%	-%	4%	5%	2%	-%	5%	4%	2%	100%
Wales	80	24	56	5	-	23	35	2	-	22	38	6	-
	4%	3%	4%	2%	-%	3%	4%	1%	-%	2%	5% a	3%	-%
Northern Ireland	40	11	25	5	-	9	15	3	-	15	14	7	-
	2%	1%	2%	2%	-%	1%	2%	2%	-%	1%	2%	3%	-%
Net: North	400	184	273	51	4	179	202	45	-	191	164	57	-
	20%	20%	20%	21%	100%	21%	20%	24%	-%	19%	21%	23%	-%
Net: Midlands	480	219	322	52	-	217	258	40	1	240	204	54	-
	24%	24%	24%	21%	-%	25%	26%	21%	100%	24%	27%	22%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Net: South	880	452	595	122	-	398	435	97	-	482	315	119	-
	44%	49%	44%	51%	-%	46%	44%	51%	-%	48%	41%	48%	-%
Net: Scotland, Wales and Northern Ireland	240	73	150	15	-	65	96	9	-	86	83	20	*
	12%	8%	11%	6%	-%	8%	10%	5%	-%	9%	11%	8%	100%
Nations													
England	1760	855	1190	225	4	794	895	182	1	913	682	230	-
	88%	92%	89%	94%	100%	92%	90%	95%	100%	91%	89%	92%	-%
Wales	80	24	56	5	-	23	35	2	-	22	38	6	-
	4%	3%	4%	2%	-%	3%	4%	1%	-%	2%	5% a	3%	-%
Scotland	120	37	69	6	-	32	46	4	-	49	32	6	*
	6%	4%	5%	2%	-%	4%	5%	2%	-%	5%	4%	2%	100%
Northern Ireland	40	11	25	5	-	9	15	3	-	15	14	7	-
	2%	1%	2%	2%	-%	1%	2%	2%	-%	1%	2%	3%	-%
Groups													
East of England / East Midlands / West Midlands	480	219	322	52	-	217	258	40	1	240	204	54	-
	24%	24%	24%	21%	-%	25%	26%	21%	100%	24%	27%	22%	-%
Greater London / South East / South West	880	452	595	122	-	398	435	97	-	482	315	119	-
	44%	49%	44%	51%	-%	46%	44%	51%	-%	48%	41%	48%	-%
North East / North West / Yorkshire and The Humber	400	184	273	51	4	179	202	45	-	191	164	57	-
	20%	20%	20%	21%	100%	21%	20%	24%	-%	19%	21%	23%	-%
Scotland / Wales / Northern Ireland	240	73	150	15	-	65	96	9	-	86	83	20	*
	12%	8%	11%	6%	-%	8%	10%	5%	-%	9%	11%	8%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Urbanity													
Urban	1668	776	1081	201	4	726	805	158	-	840	640	218	*
	83%	84%	81%	84%	100%	84%	81%	82%	-%	84%	84%	88%	100%
Rural	332	152	259	39	-	133	186	34	1	159	125	31	-
	17%	16%	19%	16%	-%	16%	19%	18%	100%	16%	16%	12%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
East of England	180	137	121	77	118	99	6	51	41	49	16	*
	9%	9%	10%	8%	9%	10%	16%	8%	8%	9%	12%	*%
East Midlands	146	118	100	67	88	86	-	36	40	50	11	6
	7%	7%	8%	7%	7%	8%	-%	6%	8%	10%	8%	8%
Greater London	318	243	171	151	194	150	5	108	100	109	21	16
	16%	15%	14%	16%	15%	14%	14%	18%	19%	21%	16%	21%
North East	69	55	49	27	43	33	*	22	18	20	*	1
	3%	3%	4%	3%	3%	3%	*%	4%	3%	4%	*%	1%
North West	183	154	124	96	129	109	10	74	57	57	14	3
	9%	10%	10%	10%	10%	11%	26%	12%	11%	11%	10%	4%
South East	312	254	212	175	196	176	2	97	106	93	37	24
	16%	16%	17%	19%	16%	17%	6%	16%	20%	18%	27%	31%
											a	a
South West	250	210	173	111	170	139	5	79	65	49	8	9
	12%	13%	14%	12%	13%	13%	13%	13%	12%	9%	6%	12%
West Midlands	155	129	100	66	119	74	7	47	39	24	7	2
	8%	8%	8%	7%	9%	7%	17%	8%	7%	5%	5%	2%
Yorkshire and The Humber	147	117	82	73	84	72	1	55	42	40	16	12
	7%	7%	7%	8%	7%	7%	3%	9%	8%	8%	12%	15%
Scotland	120	79	58	46	60	41	1	17	15	14	2	1
	6%	5%	5%	5%	5%	4%	2%	3%	3%	3%	1%	1%
Wales	80	58	37	38	41	43	1	22	8	9	2	3
	4%	4%	3%	4%	3%	4%	2%	3%	2%	2%	2%	4%
Northern Ireland	40	27	19	17	22	15	*	8	5	7	2	*
	2%	2%	1%	2%	2%	1%	*%	1%	1%	1%	1%	*%
Net: North	400	326	255	196	255	213	11	150	116	118	30	16
	20%	21%	21%	21%	20%	21%	29%	24%	22%	23%	22%	21%
Net: Midlands	480	384	321	210	325	259	13	134	120	122	34	8
	24%	24%	26%	22%	26%	25%	34%	22%	22%	24%	25%	10%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Net: South	880	707	555	438	561	465	12	284	270	250	66	50
	44%	45%	45%	46%	44%	45%	33%	46%	51%	48%	48%	63%
Net: Scotland, Wales and Northern Ireland	240	164	113	101	123	99	1	47	29	30	6	4
	12%	10%	9%	11%	10%	10%	4%	8%	5%	6%	4%	5%
Nations												
England	1760	1417	1132	843	1141	938	36	568	507	491	129	74
	88%	90%	91%	89%	90%	90%	96%	92%	95%	94%	96%	95%
Wales	80	58	37	38	41	43	1	22	8	9	2	3
	4%	4%	3%	4%	3%	4%	2%	3%	2%	2%	2%	4%
Scotland	120	79	58	46	60	41	1	17	15	14	2	1
	6%	5%	5%	5%	5%	4%	2%	3%	3%	3%	1%	1%
Northern Ireland	40	27	19	17	22	15	*	8	5	7	2	*
	2%	2%	1%	2%	2%	1%	*%	1%	1%	1%	1%	*%
Groups												
East of England / East Midlands / West Midlands	480	384	321	210	325	259	13	134	120	122	34	8
	24%	24%	26%	22%	26%	25%	34%	22%	22%	24%	25%	10%
Greater London / South East / South West	880	707	555	438	561	465	12	284	270	250	66	50
	44%	45%	45%	46%	44%	45%	33%	46%	51%	48%	48%	63%
North East / North West / Yorkshire and The Humber	400	326	255	196	255	213	11	150	116	118	30	16
	20%	21%	21%	21%	20%	21%	29%	24%	22%	23%	22%	21%
Scotland / Wales / Northern Ireland	240	164	113	101	123	99	1	47	29	30	6	4
	12%	10%	9%	11%	10%	10%	4%	8%	5%	6%	4%	5%
Urbanity												
Urban	1668	1287	1010	793	1030	833	36	510	446	425	110	68
	83%	81%	81%	84%	82%	80%	96%	83%	83%	82%	81%	87%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Rural	332	294	235	152	233	203	1	106	89	96	25	10
	17%	19%	19%	16%	18%	20%	4%	17%	17%	18%	19%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
East of England	180	32	2	14	3	144	102	161	111	86	101	150	32	-	126	17
	9%	14% b	2%	12% b	6%	9%	10%	9%	10%	9%	11%	10%	15%	-%	9%	11%
East Midlands	146	11	10	9	6	119	68	127	83	73	70	108	8	1	104	8
	7%	5%	9%	8%	13%	7%	7%	7%	7%	7%	8%	7%	4%	100%	7%	5%
Greater London	318	24	17	24	4	269	144	276	163	159	149	244	41	-	207	21
	16%	11%	17%	21%	9%	16%	14%	16%	14%	16%	17%	16%	19%	-%	15%	14%
North East	69	8	3	2	*	50	42	54	43	39	45	52	5	-	47	6
	3%	4%	3%	2%	1%	3%	4%	3%	4%	4%	5%	3%	2%	-%	3%	4%
North West	183	18	6	18	4	154	81	164	100	78	83	154	25	-	141	14
	9%	8%	6%	16%	9%	9%	8%	10%	9%	8%	9%	10%	12%	-%	10%	10%
South East	312	47	27	11	1	243	151	255	173	153	139	236	38	-	215	26
	16%	21% d	27% cd	10%	1%	15%	15%	15%	15%	15%	16%	15%	18%	-%	15%	17%
South West	250	35	22	10	12	208	124	216	136	100	105	194	17	-	181	11
	12%	15%	21%	9%	29% c	13%	12%	13%	12%	10%	12%	12%	8%	-%	13%	7%
West Midlands	155	24	7	13	7	118	80	128	80	63	76	114	14	-	101	20
	8%	11%	7%	12%	17%	7%	8%	7%	7%	6%	9%	7%	7%	-%	7%	13%
Yorkshire and The Humber	147	14	2	9	2	112	71	113	81	80	48	109	21	-	105	15
	7%	6%	2%	8%	4%	7%	7%	7%	7%	8%	5%	7%	10%	-%	7%	10%
Scotland	120	4	5	1	1	113	92	115	95	79	30	107	4	-	89	5
	6%	2%	5%	1%	3%	7%	9%	7%	8%	8%	3%	7% a	2%	-%	6%	4%
Wales	80	6	2	2	3	71	50	72	59	50	21	69	3	-	54	6
	4%	3%	2%	2%	6%	4%	5%	4%	5%	5%	2%	4%	1%	-%	4%	4%
Northern Ireland	40	2	1	1	*	36	28	37	32	30	12	36	6	-	31	2
	2%	1%	1%	1%	*%	2%	3%	2%	3%	3%	1%	2%	3%	-%	2%	1%
Net: North	400	41	11	29	6	317	194	331	224	197	176	315	50	-	294	35
	20%	18%	11%	25%	14%	19%	19%	19%	19%	20%	20%	20%	24%	-%	21%	23%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Net: Midlands	480	67	18	37	15	380	251	416	274	223	247	372	55	1	330	45
	24%	30%	18%	32%	37%	23%	24%	24%	24%	22%	28%	24%	26%	100%	24%	30%
Net: South	880	105	65	45	17	719	419	747	472	412	393	675	95	-	603	58
	44%	47%	65%	40%	40%	44%	41%	43%	41%	42%	45%	43%	45%	-%	43%	39%
			c													
Net: Scotland, Wales and Northern Ireland	240	12	7	4	4	220	170	224	187	159	63	212	13	-	175	13
	12%	5%	7%	3%	9%	13%	16%	13%	16%	16%	7%	13%	6%	-%	12%	8%
												ac				
Nations																
England	1760	214	94	111	38	1416	864	1494	970	832	815	1362	201	1	1227	138
	88%	95%	93%	97%	91%	87%	84%	87%	84%	84%	93%	87%	94%	100%	88%	92%
											b		b			
Wales	80	6	2	2	3	71	50	72	59	50	21	69	3	-	54	6
	4%	3%	2%	2%	6%	4%	5%	4%	5%	5%	2%	4%	1%	-%	4%	4%
Scotland	120	4	5	1	1	113	92	115	95	79	30	107	4	-	89	5
	6%	2%	5%	1%	3%	7%	9%	7%	8%	8%	3%	7%	2%	-%	6%	4%
												a				
Northern Ireland	40	2	1	1	*	36	28	37	32	30	12	36	6	-	31	2
	2%	1%	1%	1%	*%	2%	3%	2%	3%	3%	1%	2%	3%	-%	2%	1%
Groups																
East of England / East Midlands / West Midlands	480	67	18	37	15	380	251	416	274	223	247	372	55	1	330	45
	24%	30%	18%	32%	37%	23%	24%	24%	24%	22%	28%	24%	26%	100%	24%	30%
Greater London / South East / South West	880	105	65	45	17	719	419	747	472	412	393	675	95	-	603	58
	44%	47%	65%	40%	40%	44%	41%	43%	41%	42%	45%	43%	45%	-%	43%	39%
			c													

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
North East / North West / Yorkshire and The Humber	400	41	11	29	6	317	194	331	224	197	176	315	50	-	294	35
	20%	18%	11%	25%	14%	19%	19%	19%	19%	20%	20%	20%	24%	-%	21%	23%
Scotland / Wales / Northern Ireland	240	12	7	4	4	220	170	224	187	159	63	212	13	-	175	13
	12%	5%	7%	3%	9%	13%	16%	13%	16%	16%	7%	13% ac	6%	-%	12%	8%
Urbanity																
Urban	1668	187	94	95	27	1354	862	1427	949	821	718	1303	196	1	1169	125
	83%	83%	93% d	83%	65%	83%	83%	83%	82%	83%	82%	83%	92% ab	100%	83%	83%
Rural	332	39	7	19	15	282	172	291	208	170	160	272	18	-	233	26
	17%	17%	7%	17%	35% b	17%	17%	17%	18%	17%	18% c	17% c	8%	-%	17%	17%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
East of England	180	75	89	66	5	29	52	21	113	46	30	28	119
	9%	10%	8%	11%	10%	10%	11%	8%	8%	13%	9%	7%	10%
East Midlands	146	67	75	48	5	25	37	21	98	27	19	33	90
	7%	9%	7%	8%	10%	9%	8%	8%	7%	7%	6%	8%	7%
Greater London	318	109	176	96	16	64	71	41	212	62	47	68	192
	16%	14%	16%	15%	33%	22%	15%	15%	16%	17%	14%	17%	16%
North East	69	28	35	29	2	14	17	5	58	4	5	14	48
	3%	4%	3%	5%	4%	5%	4%	2%	4%	1%	2%	4%	4%
									c				
North West	183	72	108	58	3	28	40	26	123	29	25	39	113
	9%	9%	10%	9%	6%	9%	9%	10%	9%	8%	8%	10%	9%
South East	312	142	147	86	7	38	74	46	223	42	56	89	160
	16%	18%	13%	14%	16%	13%	16%	18%	16%	12%	17%	23%	13%
												c	
South West	250	113	130	79	4	29	56	37	162	49	46	44	147
	12%	15%	12%	13%	8%	10%	12%	14%	12%	14%	14%	11%	12%
West Midlands	155	72	81	53	5	21	44	20	108	25	24	23	106
	8%	9%	7%	9%	11%	7%	9%	8%	8%	7%	7%	6%	9%
Yorkshire and The Humber	147	46	97	53	-	22	40	15	98	32	30	25	91
	7%	6%	9%	8%	-%	8%	8%	6%	7%	9%	9%	6%	7%
Scotland	120	23	87	32	*	12	24	15	82	22	25	13	80
	6%	3%	8%	5%	1%	4%	5%	6%	6%	6%	8%	3%	7%
			a										
Wales	80	20	54	12	1	9	10	13	50	17	17	11	50
	4%	3%	5%	2%	2%	3%	2%	5%	4%	5%	5%	3%	4%
Northern Ireland	40	8	28	11	*	7	5	4	27	7	7	3	29
	2%	1%	3%	2%	*%	2%	1%	2%	2%	2%	2%	1%	2%
Net: North	400	146	240	140	5	65	97	46	280	65	61	78	253
	20%	19%	22%	23%	10%	22%	21%	18%	21%	18%	18%	20%	21%
Net: Midlands	480	215	246	167	15	75	133	62	318	98	73	83	316
	24%	28%	22%	27%	31%	25%	28%	24%	24%	27%	22%	21%	26%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Net: South	880	364	454	261	27	131	201	123	597	153	148	201	499
	44%	47%	41%	42%	57%	44%	43%	47%	44%	42%	45%	52% c	41%
Net: Scotland, Wales and Northern Ireland	240	50	169	55	1	27	39	32	159	46	49	27	159
	12%	7%	15% a	9%	2%	9%	8%	12%	12%	13%	15% b	7%	13% b
Nations													
England	1760	725	939	568	47	271	430	232	1195	316	282	362	1068
	88%	93% b	85%	91%	98%	91%	92%	88%	88%	87%	85%	93% ac	87%
Wales	80	20	54	12	1	9	10	13	50	17	17	11	50
	4%	3%	5%	2%	2%	3%	2%	5%	4%	5%	5%	3%	4%
Scotland	120	23	87	32	*	12	24	15	82	22	25	13	80
	6%	3%	8% a	5%	1%	4%	5%	6%	6%	6%	8%	3%	7%
Northern Ireland	40	8	28	11	*	7	5	4	27	7	7	3	29
	2%	1%	3%	2%	*%	2%	1%	2%	2%	2%	2%	1%	2%
Groups													
East of England / East Midlands / West Midlands	480	215	246	167	15	75	133	62	318	98	73	83	316
	24%	28%	22%	27%	31%	25%	28%	24%	24%	27%	22%	21%	26%
Greater London / South East / South West	880	364	454	261	27	131	201	123	597	153	148	201	499
	44%	47%	41%	42%	57%	44%	43%	47%	44%	42%	45%	52% c	41%
North East / North West / Yorkshire and The Humber	400	146	240	140	5	65	97	46	280	65	61	78	253
	20%	19%	22%	23%	10%	22%	21%	18%	21%	18%	18%	20%	21%
Scotland / Wales / Northern Ireland	240	50	169	55	1	27	39	32	159	46	49	27	159
	12%	7%	15% a	9%	2%	9%	8%	12%	12%	13%	15% b	7%	13% b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Urbanity													
Urban	1668	641	916	524	36	240	396	214	1135	301	266	348	1006
	83%	83%	83%	84%	75%	80%	84%	81%	84%	83%	81%	90% ac	82%
Rural	332	134	192	99	12	58	74	49	220	60	64	40	221
	17%	17%	17%	16%	25%	20%	16%	19%	16%	17%	19% b	10%	18% b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
East of England	180	90	90
	9%	9%	9%
East Midlands	146	59	87
	7%	6%	8%
Greater London	318	160	159
	16%	17%	15%
North East	69	29	40
	3%	3%	4%
North West	183	82	101
	9%	9%	10%
South East	312	129	182
	16%	14%	17%
South West	250	119	130
	12%	12%	13%
West Midlands	155	59	96
	8%	6%	9%
Yorkshire and The Humber	147	70	78
	7%	7%	7%
Scotland	120	81	39
	6%	8%	4%
		b	
Wales	80	52	28
	4%	5%	3%
		b	
Northern Ireland	40	27	13
	2%	3%	1%
Net: North	400	181	219
	20%	19%	21%
Net: Midlands	480	207	273
	24%	22%	26%
Net: South	880	408	472
	44%	43%	45%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Net: Scotland, Wales and Northern Ireland	240	160	80
	12%	17%	8%
		b	
Nations			
England	1760	797	963
	88%	83%	92%
			a
Wales	80	52	28
	4%	5%	3%
		b	
Scotland	120	81	39
	6%	8%	4%
		b	
Northern Ireland	40	27	13
	2%	3%	1%
Groups			
East of England / East Midlands / West Midlands	480	207	273
	24%	22%	26%
Greater London / South East / South West	880	408	472
	44%	43%	45%
North East / North West / Yorkshire and The Humber	400	181	219
	20%	19%	21%
Scotland / Wales / Northern Ireland	240	160	80
	12%	17%	8%
		b	
Urbanity			
Urban	1668	818	849
	83%	85%	81%

Columns Tested:: a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Rural	332	139	194
	17%	15%	19%

Columns Tested:: a,b

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
East of England	180	*	46	3	4	23	15	*	21	21	14	12	19
	9%	*%	15%	2%	5%	18%	5%	1%	7%	12%	18%	6%	9%
			cfk			acdfghk				c	acdfghk		
East Midlands	146	6	8	11	11	13	17	*	23	17	1	19	19
	7%	18%	3%	7%	13%	11%	6%	1%	8%	9%	2%	9%	9%
		bj			bj	j				bj			bj
Greater London	318	1	57	42	14	20	32	-	50	17	11	29	47
	16%	2%	18%	27%	16%	16%	11%	-%	16%	9%	14%	13%	23%
			g	afgik	g	g			g		g	g	afgik
North East	69	*	11	10	*	3	15	-	3	6	-	3	17
	3%	*%	4%	6%	*%	2%	5%	-%	1%	4%	-%	2%	8%
				hj									dhjk
North West	183	*	27	11	*	12	41	1	36	15	17	4	18
	9%	1%	9%	7%	1%	10%	15%	3%	12%	8%	22%	2%	9%
			k			dk	dk		dk	dk	abcdgikl		dk
South East	312	*	54	17	17	23	51	-	54	23	7	41	23
	16%	1%	17%	11%	19%	18%	18%	-%	18%	13%	9%	19%	11%
			g		g	ag	ag		ag	g		ag	
South West	250	2	41	6	17	3	43	-	43	33	1	36	25
	12%	7%	13%	4%	19%	2%	15%	-%	14%	18%	1%	17%	12%
			egj		cegj		cegj		cegj	cegj		cegj	egj
West Midlands	155	*	37	8	*	12	24	1	20	17	2	24	10
	8%	1%	12%	5%	*%	10%	8%	4%	7%	9%	2%	11%	5%
			dj			d				d		dj	
Yorkshire and The Humber	147	*	17	23	1	-	26	-	22	17	6	29	6
	7%	1%	6%	15%	1%	-%	9%	-%	7%	9%	8%	13%	3%
				degl			el		e	el	e	degl	
Scotland	120	12	6	13	8	9	13	9	15	6	6	14	10
	6%	34%	2%	8%	9%	7%	5%	49%	5%	4%	7%	7%	5%
		bcdefhijkl						bcdefhijkl					
Wales	80	10	4	6	10	6	5	6	9	5	7	4	9
	4%	29%	1%	4%	11%	4%	2%	35%	3%	3%	9%	2%	4%
		bcefhikl			bfk			bcdefhijkl			bfk		
Northern Ireland	40	3	3	5	5	3	2	1	5	4	6	2	3
	2%	7%	1%	3%	6%	2%	1%	7%	2%	2%	7%	1%	1%
								bfk			bfkl		

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Net: North	400	1	55	44	2	16	83	1	61	38	23	37	40
	20%	2%	18%	28%	2%	12%	29%	3%	20%	21%	30%	17%	19%
			d	adeg			adegk		adg	adg	adegk	d	adg
Net: Midlands	480	6	91	22	15	49	56	1	65	54	18	54	48
	24%	18%	29%	14%	18%	38%	20%	6%	21%	30%	23%	25%	24%
			cg			cdfgh			g	cg		g	g
Net: South	880	3	152	65	48	46	126	-	147	73	19	107	95
	44%	10%	49%	42%	54%	36%	44%	-%	49%	40%	24%	49%	46%
			agj	agj	agj	ag	agj		agj	agj	g	agj	agj
Net: Scotland, Wales and Northern Ireland	240	24	13	24	23	17	20	16	29	15	18	20	22
	12%	70%	4%	15%	26%	13%	7%	91%	10%	8%	24%	9%	11%
		bcdefhijkl		b	bfhikl			bcdefhijkl			bfhikl		
Nations													
England	1760	10	299	131	65	111	264	2	273	166	59	198	183
	88%	30%	96%	85%	74%	87%	93%	9%	90%	92%	76%	91%	89%
			acdgj	ag	ag	ag	adgj		adgj	adgj	ag	adgj	adgj
Wales	80	10	4	6	10	6	5	6	9	5	7	4	9
	4%	29%	1%	4%	11%	4%	2%	35%	3%	3%	9%	2%	4%
		bcefhikl			bfk			bcdefhijkl			bfk		
Scotland	120	12	6	13	8	9	13	9	15	6	6	14	10
	6%	34%	2%	8%	9%	7%	5%	49%	5%	4%	7%	7%	5%
		bcdefhijkl						bcdefhijkl					
Northern Ireland	40	3	3	5	5	3	2	1	5	4	6	2	3
	2%	7%	1%	3%	6%	2%	1%	7%	2%	2%	7%	1%	1%
								bfk			bfkl		
Groups													
East of England / East Midlands / West Midlands	480	6	91	22	15	49	56	1	65	54	18	54	48
	24%	18%	29%	14%	18%	38%	20%	6%	21%	30%	23%	25%	24%
			cg			cdfgh			g	cg		g	g
Greater London / South East / South West	880	3	152	65	48	46	126	-	147	73	19	107	95
	44%	10%	49%	42%	54%	36%	44%	-%	49%	40%	24%	49%	46%
			agj	agj	agj	ag	agj		agj	agj	g	agj	agj

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
North East / North West / Yorkshire and The Humber	400	1	55	44	2	16	83	1	61	38	23	37	40
	20%	2%	18%	28%	2%	12%	29%	3%	20%	21%	30%	17%	19%
			d	adeg			adegk		adg	adg	adegk	d	adg
Scotland / Wales / Northern Ireland	240	24	13	24	23	17	20	16	29	15	18	20	22
	12%	70%	4%	15%	26%	13%	7%	91%	10%	8%	24%	9%	11%
		bcdefhijkl		b	bfhikl			bcdefhijkl			bfhikl		
Urbanity													
Urban	1668	20	250	148	63	112	242	9	272	136	72	177	167
	83%	58%	80%	96%	71%	88%	85%	50%	90%	75%	93%	81%	82%
			g	abdfgikl		ag	ag		abdgikl	g	abdgikl	ag	ag
Rural	332	14	62	7	25	15	43	9	30	44	5	40	37
	17%	42%	20%	4%	29%	12%	15%	50%	10%	25%	7%	19%	18%
		cefhjkl	chj		chj		c	bcefhijkl		chj		chj	chj

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
East of England	180	49	42	43	45	92	88
	9%	10%	8%	9%	9%	9%	9%
East Midlands	146	25	41	40	39	67	79
	7%	5%	8%	8%	8%	7%	8%
Greater London	318	99	66	66	87	165	153
	16%	20%	13%	13%	17%	17%	15%
North East	69	21	18	10	20	40	30
	3%	4%	4%	2%	4%	4%	3%
North West	183	38	54	52	39	93	91
	9%	8%	11%	10%	8%	9%	9%
South East	312	72	91	77	71	163	149
	16%	14%	18%	15%	14%	16%	15%
South West	250	48	63	76	62	112	138
	12%	10%	13%	15%	12%	11%	14%
West Midlands	155	45	37	37	36	82	73
	8%	9%	7%	7%	7%	8%	7%
Yorkshire and The Humber	147	41	27	39	41	68	80
	7%	8%	5%	8%	8%	7%	8%
Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%
Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%
Net: North	400	100	100	100	100	200	200
	20%	20%	20%	20%	20%	20%	20%
Net: Midlands	480	120	120	120	120	240	240
	24%	24%	24%	24%	24%	24%	24%
Net: South	880	220	220	220	220	440	440
	44%	44%	44%	44%	44%	44%	44%
Net: Scotland, Wales and Northern Ireland	240	60	60	60	60	120	120
	12%	12%	12%	12%	12%	12%	12%

Table 8 (continuation)

C3. Where in the UK do you work?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Nations							
England	1760	440	440	440	440	880	880
	88%	88%	88%	88%	88%	88%	88%
Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%
Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%
Groups							
East of England / East Midlands / West Midlands	480	120	120	120	120	240	240
	24%	24%	24%	24%	24%	24%	24%
Greater London / South East / South West	880	220	220	220	220	440	440
	44%	44%	44%	44%	44%	44%	44%
North East / North West / Yorkshire and The Humber	400	100	100	100	100	200	200
	20%	20%	20%	20%	20%	20%	20%
Scotland / Wales / Northern Ireland	240	60	60	60	60	120	120
	12%	12%	12%	12%	12%	12%	12%
Urbanity							
Urban	1668	417	417	417	417	834	834
	83%	83%	83%	83%	83%	83%	83%
Rural	332	83	83	83	83	166	166
	17%	17%	17%	17%	17%	17%	17%

Columns Tested:: a,b,c,d - a,b

Table 12

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Agriculture, Forestry, & Fishing (1)	82	21	61	80	2	*	*	2
	4%	9%	3%	4%	2%	*%	2%	2%
		b						
Mining and Quarrying (2)	5	*	5	4	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
Manufacturing (3)	116	17	99	105	8	1	1	10
	6%	7%	6%	6%	11%	13%	20%	12%
					a	a	ab	a
Electricity, gas, steam & Air conditioning supply (4)	24	2	22	22	2	*	*	2
	1%	1%	1%	1%	2%	2%	1%	2%
Water Supply, sewerage, waste management (5)	5	-	5	5	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Construction (6)	268	13	255	257	10	1	1	11
	13%	6%	14%	13%	13%	7%	17%	12%
			a					
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	55	223	267	11	*	*	12
	14%	24%	13%	14%	14%	3%	10%	13%
		b						
Transportation and storage (8)	49	1	48	44	5	1	*	6
	2%	1%	3%	2%	6%	6%	8%	6%
					a		a	a
Accommodation and food service activities (9)	54	12	42	49	4	*	*	5
	3%	5%	2%	3%	5%	3%	4%	5%
Information and communication (10)	92	2	90	90	2	1	*	3
	5%	1%	5%	5%	2%	11%	4%	3%
			a			be		

Columns Tested:: a,b - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Financial and insurance activities (11)	64	10	53	57	6	*	*	6
	3%	5%	3%	3%	8%	1%	5%	7%
					a			a
Real estate activities (12)	86	5	80	82	3	*	*	3
	4%	2%	5%	4%	4%	2%	2%	4%
Professional, scientific and technical activities (13)	215	1	214	208	5	1	*	7
	11%	1%	12%	11%	7%	15%	5%	8%
			a					
Administrative and support service activities (14)	92	3	89	89	3	1	*	3
	5%	1%	5%	5%	4%	6%	2%	4%
Public administration and defence compulsory social security (15)	18	12	6	17	1	*	*	2
	1%	5%	*%	1%	2%	1%	4%	2%
		b					a	
Education (16)	61	7	54	58	2	1	*	3
	3%	3%	3%	3%	3%	8%	6%	3%
Human health and social work activities (17)	123	44	79	116	6	1	*	8
	6%	19%	4%	6%	8%	15%	9%	8%
		b				a		
Arts, entertainment and recreation (18)	226	17	209	223	2	*	*	3
	11%	8%	12%	12%	3%	5%	1%	3%
				bde				
Other service activities (97)	141	4	137	136	4	*	*	4
	7%	2%	8%	7%	6%	1%	*%	5%
			a	d	d			d
Other (98)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Don't Know (99)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	53	447	474	22	2	2	26
	25%	23%	25%	25%	29%	23%	40%	29%
							a	
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	59	361	400	17	2	1	20
	21%	26%	20%	21%	23%	20%	22%	22%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	117	963	1036	37	5	2	44
	54%	51%	54%	54%	48%	57%	38%	49%
				d		d		

Columns Tested:: a,b - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Agriculture, Forestry, & Fishing (1)	82	40	34	6	1	1	*	80	2	*
	4%	4%	5%	5%	2%	3%	2%	4%	2%	1%
Mining and Quarrying (2)	5	3	1	-	*	*	*	4	1	*
	*%	*%	*%	-%	*%	1%	*%	*%	1%	*%
Manufacturing (3)	116	39	56	10	8	2	1	105	8	2
	6%	4%	8%	7%	15%	6%	20%	6%	11%	16%
			a		abeg		abcegh		ag	abeg
Electricity, gas, steam & Air conditioning supply (4)	24	12	6	4	1	1	*	22	2	*
	1%	1%	1%	3%	2%	2%	1%	1%	2%	2%
Water Supply, sewerage, waste management (5)	5	-	5	-	-	-	-	5	-	-
	*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Construction (6)	268	110	123	23	8	2	1	257	10	1
	13%	11%	17%	17%	16%	6%	17%	13%	13%	10%
			ae	e	e		e			
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	127	113	27	9	2	*	267	11	1
	14%	12%	15%	20%	17%	7%	10%	14%	14%	6%
			ei	ei	i			i	i	
Transportation and storage (8)	49	14	24	6	4	1	*	44	5	1
	2%	1%	3%	4%	8%	4%	8%	2%	6%	7%
					ag		ag		ag	ag
Accommodation and food service activities (9)	54	19	24	7	2	2	*	49	4	1
	3%	2%	3%	5%	5%	6%	4%	3%	5%	4%
						a			a	
Information and communication (10)	92	50	35	5	*	2	*	90	2	1
	5%	5%	5%	4%	1%	7%	4%	5%	2%	8%
						d				dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Financial and insurance activities (11)	64	24	27	7	4	2	*	57	6	*
	3%	2%	4%	5%	8%	5%	5%	3%	8%	2%
					agi				abg	
Real estate activities (12)	86	45	34	3	1	3	*	82	3	*
	4%	4%	5%	2%	1%	8%	2%	4%	4%	2%
						d				
Professional, scientific and technical activities (13)	215	126	77	6	4	3	*	208	5	2
	11%	12%	10%	4%	7%	9%	5%	11%	7%	11%
		c						c		
Administrative and support service activities (14)	92	47	33	9	1	2	*	89	3	1
	5%	5%	4%	7%	3%	6%	2%	5%	4%	5%
Public administration and defence compulsory social security (15)	18	7	7	3	1	*	*	17	1	*
	1%	1%	1%	2%	2%	1%	4%	1%	2%	2%
							abg			
Education (16)	61	46	12	1	1	2	*	58	2	1
	3%	4%	2%	*%	1%	6%	6%	3%	3%	7%
		b				bc	bc			bc
Human health and social work activities (17)	123	81	23	11	3	5	*	116	6	2
	6%	8%	3%	8%	5%	14%	9%	6%	8%	13%
		b		b		bdg	b	b	b	bg
Arts, entertainment and recreation (18)	226	148	68	7	1	1	*	223	2	1
	11%	14%	9%	5%	2%	4%	1%	12%	3%	4%
		bcdefhi	dfh					defhi		
Other service activities (97)	141	92	40	4	3	1	*	136	4	*
	7%	9%	5%	3%	6%	4%	*%	7%	6%	1%
		fi	f		fi	f		fi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Other (98)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	204	226	44	18	6	2	474	22	4
	25%	20%	30%	31%	34%	19%	40%	25%	29%	29%
			ae	ae	aeg		aeg		a	
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	190	171	38	13	6	1	400	17	3
	21%	18%	23%	28%	25%	18%	22%	21%	23%	21%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	635	344	58	21	21	2	1036	37	7
	54%	62%	46%	41%	41%	63%	38%	54%	48%	51%
		bcdfgh				bcdfh		bcdf		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Agriculture, Forestry, & Fishing (1)	82	58	23	2	*	*	44	12	2	7	1
	4%	4%	6%	2%	*%	2%	4%	4%	3%	19%	2%
										abce	
Mining and Quarrying (2)	5	4	*	1	-	*	4	1	-	*	*
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%
Manufacturing (3)	116	77	29	8	1	1	45	23	7	10	8
	6%	5%	8%	11%	13%	20%	4%	8%	10%	27%	14%
				a	a	abc		a	a	ab	a
Electricity, gas, steam & Air conditioning supply (4)	24	18	5	2	*	*	16	4	1	*	1
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%
Water Supply, sewerage, waste management (5)	5	5	-	-	-	-	2	3	-	-	-
	*%	*%	-%	-%	-%	-%	*%	1%	-%	-%	-%
Construction (6)	268	201	56	10	1	1	168	52	14	5	8
	13%	13%	16%	13%	7%	17%	13%	17%	21%	14%	14%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	214	52	11	*	*	173	35	12	2	6
	14%	14%	15%	14%	3%	10%	14%	12%	18%	5%	11%
			d								
Transportation and storage (8)	49	29	14	5	1	*	16	18	2	1	5
	2%	2%	4%	6%	6%	8%	1%	6%	3%	3%	8%
				a		a		a			a
Accommodation and food service activities (9)	54	34	15	4	*	*	28	7	1	1	*
	3%	2%	4%	5%	3%	4%	2%	2%	2%	3%	1%
				a							
Information and communication (10)	92	75	15	2	1	*	65	21	1	*	1
	5%	5%	4%	2%	11%	4%	5%	7%	2%	*%	1%
					c						

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Financial and insurance activities (11)	64	40	17	6	*	*	22	19	2	2	9
	3%	3%	5%	8%	1%	5%	2%	6%	3%	6%	15%
				a				a			a
Real estate activities (12)	86	69	13	3	*	*	63	7	1	-	3
	4%	4%	4%	4%	2%	2%	5%	2%	2%	-%	5%
Professional, scientific and technical activities (13)	215	190	19	5	1	*	145	38	12	2	4
	11%	12%	5%	7%	15%	5%	12%	13%	18%	7%	7%
		be			b						
Administrative and support service activities (14)	92	72	17	3	1	*	67	12	*	*	6
	5%	5%	5%	4%	6%	2%	5%	4%	*%	1%	11%
Public administration and defence compulsory social security (15)	18	9	7	1	*	*	3	2	*	*	*
	1%	1%	2%	2%	1%	4%	*%	1%	*%	*%	*%
						a					
Education (16)	61	50	8	2	1	*	48	2	1	2	*
	3%	3%	2%	3%	8%	6%	4%	1%	1%	7%	1%
							b			b	
Human health and social work activities (17)	123	95	21	6	1	*	66	13	6	1	1
	6%	6%	6%	8%	15%	9%	5%	4%	9%	3%	1%
					ab						
Arts, entertainment and recreation (18)	226	198	25	2	*	*	176	18	1	1	3
	11%	13%	7%	3%	5%	1%	14%	6%	1%	2%	5%
		bce	ce				bc				
Other service activities (97)	141	122	15	4	*	*	98	12	4	1	2
	7%	8%	4%	6%	1%	*%	8%	4%	5%	2%	3%
		be	e	e							
Other (98)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	361	113	22	2	2	278	95	24	22	18
	25%	23%	32%	29%	23%	40%	22%	32%	36%	63%	31%
			a			a		a		abce	
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	318	82	17	2	1	255	73	15	3	12
	21%	20%	23%	23%	20%	22%	20%	25%	23%	8%	20%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	879	157	37	5	2	716	130	28	10	28
	54%	56%	45%	48%	57%	38%	57%	44%	41%	29%	48%
		be			e		bd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Agriculture, Forestry, & Fishing (1)	82	8	7	5	4	5	8	23	6	*
	4%	5%	5%	2%	5%	3%	3%	9%	4%	*%
								cfi		
Mining and Quarrying (2)	5	-	-	-	-	*	1	-	3	*
	*%	-%	-%	-%	-%	*%	*%	-%	2%	*%
Manufacturing (3)	116	14	2	17	1	10	17	20	9	12
	6%	8%	1%	5%	1%	6%	5%	8%	6%	8%
Electricity, gas, steam & Air conditioning supply (4)	24	-	4	3	3	*	8	-	4	2
	1%	-%	3%	1%	4%	*%	3%	-%	2%	1%
Water Supply, sewerage, waste management (5)	5	2	-	-	-	-	-	3	-	-
	*%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Construction (6)	268	39	12	55	8	31	34	44	8	20
	13%	22%	8%	17%	11%	17%	11%	18%	5%	14%
		bh		h		h		h		
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	25	27	39	5	29	41	20	27	32
	14%	14%	19%	12%	7%	16%	13%	8%	18%	22%
										g
Transportation and storage (8)	49	4	1	12	3	1	11	3	5	2
	2%	2%	1%	4%	5%	1%	3%	1%	3%	1%
Accommodation and food service activities (9)	54	2	5	5	2	1	2	11	7	4
	3%	1%	3%	2%	3%	1%	1%	4%	4%	3%
Information and communication (10)	92	4	4	12	7	5	28	14	3	7
	5%	2%	3%	4%	10%	3%	9%	6%	2%	5%
Financial and insurance activities (11)	64	1	1	17	7	11	6	4	1	2
	3%	*%	1%	5%	9%	6%	2%	2%	1%	1%
					ah					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Real estate activities (12)	86	*	6	13	2	8	17	15	9	5
	4%	*%	4%	4%	2%	5%	5%	6%	6%	4%
							a	a		
Professional, scientific and technical activities (13)	215	24	23	29	8	14	52	19	27	9
	11%	13%	15%	9%	11%	7%	17%	8%	17%	6%
							i			
Administrative and support service activities (14)	92	6	11	12	*	15	13	13	10	6
	5%	3%	8%	4%	*%	8%	4%	5%	6%	4%
Public administration and defence compulsory social security (15)	18	-	-	2	2	*	3	-	4	*
	1%	-%	-%	1%	2%	*%	1%	-%	3%	*%
Education (16)	61	4	1	11	3	5	7	14	2	4
	3%	2%	*%	3%	5%	3%	2%	6%	1%	3%
Human health and social work activities (17)	123	8	11	15	6	14	14	5	9	3
	6%	4%	8%	5%	9%	8%	4%	2%	6%	2%
Arts, entertainment and recreation (18)	226	13	18	52	5	26	30	31	4	22
	11%	7%	12%	16%	8%	14%	10%	12%	3%	15%
			h	h		h		h		h
Other service activities (97)	141	27	12	19	5	7	20	10	16	17
	7%	15%	8%	6%	7%	4%	6%	4%	10%	12%
		ceg								
Other (98)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	62	25	80	14	46	69	91	30	34
	25%	35%	17%	25%	21%	25%	22%	36%	19%	23%
		b						bfh		
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	33	33	63	15	36	79	37	36	41
	21%	19%	23%	20%	22%	19%	25%	15%	23%	28%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	84	88	175	40	101	164	122	88	73
	54%	47%	60%	55%	57%	55%	53%	49%	57%	49%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Agriculture, Forestry, & Fishing (1)	82	8	21	37	67	15	4	7	4
	4%	2%	4%	4%	4%	6%	4%	9%	9%
								ad	ad
Mining and Quarrying (2)	5	*	3	1	4	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	1%
Manufacturing (3)	116	23	25	53	101	15	7	5	3
	6%	6%	5%	6%	6%	6%	6%	6%	7%
Electricity, gas, steam & Air conditioning supply (4)	24	4	7	11	23	1	1	*	*
	1%	1%	2%	1%	1%	1%	1%	*%	*%
Water Supply, sewerage, waste management (5)	5	-	2	3	5	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	-%
Construction (6)	268	58	59	134	251	17	11	5	1
	13%	15%	12%	15%	14%	7%	9%	7%	3%
		eh	h	egh	egh				
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	66	80	100	246	32	14	9	8
	14%	17%	17%	11%	14%	13%	12%	12%	20%
									c
Transportation and storage (8)	49	6	11	25	42	7	5	2	1
	2%	2%	2%	3%	2%	3%	4%	2%	1%
Accommodation and food service activities (9)	54	7	13	19	39	14	8	3	3
	3%	2%	3%	2%	2%	6%	7%	4%	7%
						acd	acd		acd
Information and communication (10)	92	20	12	53	85	7	4	2	*
	5%	5%	3%	6%	5%	3%	4%	3%	1%
				h					

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Financial and insurance activities (11)	64	19	3	27	49	14	10	3	2
	3%	5%	1%	3%	3%	6%	8%	3%	6%
		b				bd	bcd		b
Real estate activities (12)	86	15	15	45	75	11	7	1	2
	4%	4%	3%	5%	4%	5%	6%	2%	6%
Professional, scientific and technical activities (13)	215	30	73	100	203	13	5	5	3
	11%	8%	15%	11%	12%	5%	4%	6%	7%
			aefgh	ef	ef				
Administrative and support service activities (14)	92	21	27	39	88	5	2	3	*
	5%	5%	6%	4%	5%	2%	1%	4%	1%
		eh	efh		e				
Public administration and defence compulsory social security (15)	18	2	4	5	11	7	5	1	1
	1%	1%	1%	1%	1%	3%	4%	2%	3%
						cd	cd		d
Education (16)	61	12	6	32	50	11	5	4	2
	3%	3%	1%	4%	3%	5%	4%	5%	5%
Human health and social work activities (17)	123	23	28	33	85	38	19	15	4
	6%	6%	6%	4%	5%	16%	16%	19%	10%
						abcd	abcd	abcd	cd
Arts, entertainment and recreation (18)	226	54	35	114	202	24	11	11	2
	11%	13%	7%	13%	11%	10%	9%	14%	6%
		h		bh					
Other service activities (97)	141	30	54	49	133	7	2	3	2
	7%	7%	11%	6%	8%	3%	2%	4%	5%
		ef	cefg		ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Other (98)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	94	117	240	451	49	23	17	8
	25%	24%	24%	27%	26%	21%	20%	22%	21%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	92	103	179	374	46	24	13	9
	21%	23%	21%	20%	21%	19%	20%	17%	23%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	214	260	461	935	145	73	49	23
	54%	53%	54%	52%	53%	60% d	61%	62%	56%

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Agriculture, Forestry, & Fishing (1)	82	82	-	-	-	-	-	-	-	-
	4%	100% bcdefghi	-%	-%	-%	-%	-%	-%	-%	-%
Mining and Quarrying (2)	5	-	5	5	-	-	-	-	-	-
	*%	-%	4% ei	3% ei	-%	-%	-%	-%	-%	-%
Manufacturing (3)	116	-	116	116	-	-	-	-	-	-
	6%	-%	96% acdefghi	77% adefghi	-%	-%	-%	-%	-%	-%
Electricity, gas, steam & Air conditioning supply (4)	24	-	-	24	-	-	-	-	-	-
	1%	-%	-%	16% abdefghi	-%	-%	-%	-%	-%	-%
Water Supply, sewerage, waste management (5)	5	-	-	5	-	-	-	-	-	-
	*%	-%	-%	3% ei	-%	-%	-%	-%	-%	-%
Construction (6)	268	-	-	-	268	-	-	-	-	-
	13%	-%	-%	-%	100% abcefghi	-%	-%	-%	-%	-%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	-	-	-	-	278	-	-	-	-
	14%	-%	-%	-%	-%	85% abcdfghi	-%	-%	-%	-%
Transportation and storage (8)	49	-	-	-	-	49	-	-	-	-
	2%	-%	-%	-%	-%	15% abcdfghi	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Accommodation and food service activities (9)	54 3%	- -%	- -%	- -%	- -%	- -%	- -%	54 100% abcdefhi	- -%	- -%
Information and communication (10)	92 5%	- -%	- -%	- -%	- -%	- -%	92 100% abcdeghi	- -%	- -%	- -%
Financial and insurance activities (11)	64 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	64 100% abcdefgi	- -%
Real estate activities (12)	86 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	86 9% bcde
Professional, scientific and technical activities (13)	215 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	215 22% abcdefgh
Administrative and support service activities (14)	92 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	92 10% abcdef
Public administration and defence compulsory social security (15)	18 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	18 2%
Education (16)	61 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	61 6% bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Human health and social work activities (17)	123 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	123 13% abcdefh
Arts, entertainment and recreation (18)	226 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	226 23% abcdefgh
Other service activities (97)	141 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	141 15% abcdefgh
Other (98)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (99)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500 25%	82 100% efghi	121 100% efghi	149 100% efghi	268 100% efghi	- -%	- -%	- -%	- -%	- -%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420 21%	- -%	- -%	- -%	- -%	328 100% abcdghi	92 100% abcdghi	- -%	- -%	- -%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080 54%	- -%	- -%	- -%	- -%	- -%	- -%	54 100% abcdef	64 100% abcdef	963 100% abcdef

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Agriculture, Forestry, & Fishing (1)	82	82	-	-	50	32	74	8	74	8
	4%	16% bc	-%	-%	3%	10% a	4%	5%	4%	14% a
Mining and Quarrying (2)	5	5	-	-	4	1	5	*	5	-
	*%	1% c	-%	-%	*%	*%	*%	*%	*%	-%
Manufacturing (3)	116	116	-	-	97	19	100	15	113	3
	6%	23% bc	-%	-%	6%	6%	5%	9%	6%	5%
Electricity, gas, steam & Air conditioning supply (4)	24	24	-	-	16	8	18	6	24	*
	1%	5% bc	-%	-%	1%	2%	1%	3% a	1%	*%
Water Supply, sewerage, waste management (5)	5	5	-	-	5	-	5	-	5	-
	*%	1% c	-%	-%	*%	-%	*%	-%	*%	-%
Construction (6)	268	268	-	-	227	41	242	26	245	24
	13%	54% bc	-%	-%	14%	12%	13%	15%	13%	40% a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	-	278	-	246	32	245	34	276	3
	14%	-%	66% ac	-%	15%	10%	13%	20%	14%	4%
Transportation and storage (8)	49	-	49	-	37	12	44	5	48	1
	2%	-%	12% ac	-%	2%	4%	2%	3%	2%	2%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Accommodation and food service activities (9)	54 3%	- -%	- -%	54 5% ab	39 2%	15 4%	46 3%	8 5%	53 3%	1 2%
Information and communication (10)	92 5%	- -%	92 22% ac	- -%	81 5%	11 3%	79 4%	13 8%	92 5%	- -%
Financial and insurance activities (11)	64 3%	- -%	- -%	64 6% ab	59 4%	5 2%	57 3%	7 4%	64 3%	- -%
Real estate activities (12)	86 4%	- -%	- -%	86 8% ab	78 5%	8 2%	80 4%	6 3%	86 4%	- -%
Professional, scientific and technical activities (13)	215 11%	- -%	- -%	215 20% ab	178 11%	37 11%	213 12% b	3 2%	215 11%	* *%
Administrative and support service activities (14)	92 5%	- -%	- -%	92 9% ab	76 5%	16 5%	87 5%	5 3%	92 5%	- -%
Public administration and defence compulsory social security (15)	18 1%	- -%	- -%	18 2%	11 1%	7 2%	13 1%	5 3% a	18 1%	* *%
Education (16)	61 3%	- -%	- -%	61 6% ab	53 3%	9 3%	59 3%	3 2%	61 3%	- -%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Human health and social work activities (17)	123	-	-	123	111	12	112	11	121	2
	6%	-%	-%	11% ab	7%	4%	6%	7%	6%	4%
Arts, entertainment and recreation (18)	226	-	-	226	183	43	221	5	224	2
	11%	-%	-%	21% ab	11%	13%	12% b	3%	12%	4%
Other service activities (97)	141	-	-	141	116	24	132	8	126	15
	7%	-%	-%	13% ab	7%	7%	7%	5%	6%	25% a
Other (98)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	500	-	-	398	102	445	55	465	35
	25%	100% bc	-%	-%	24%	31%	24%	33%	24%	58% a
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	-	420	-	364	56	368	52	416	4
	21%	-%	100% ac	-%	22%	17%	20%	31% a	21%	7%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	-	-	1080	905	175	1019	61	1059	21
	54%	-%	-%	100%	54%	53%	56%	36%	55%	35%
				ab			b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Agriculture, Forestry, & Fishing (1)	82	59	14	9	72	5	3	2	77	5
	4%	5%	4%	2%	4%	2%	7%	3%	4%	5%
Mining and Quarrying (2)	5	1	3	*	5	*	-	-	5	-
	*%	*%	1%	*%	*%	*%	-%	-%	*%	-%
Manufacturing (3)	116	36	27	52	65	27	7	16	92	23
	6%	3%	8%	12%	4%	13%	15%	29%	5%	23%
			a	a		ae	ae	ae		ae
Electricity, gas, steam & Air conditioning supply (4)	24	15	6	1	23	*	*	*	24	*
	1%	1%	2%	*%	1%	*%	*%	*%	1%	*%
Water Supply, sewerage, waste management (5)	5	3	2	-	5	-	-	-	5	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Construction (6)	268	192	43	33	243	17	*	8	261	8
	13%	16%	13%	8%	14%	8%	*%	14%	14%	8%
		c								
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	108	43	127	186	58	26	8	244	34
	14%	9%	13%	30%	11%	27%	56%	14%	13%	33%
				ab		ae	abde			ae
Transportation and storage (8)	49	28	9	12	41	6	1	1	47	2
	2%	2%	3%	3%	2%	3%	3%	2%	2%	2%
Accommodation and food service activities (9)	54	42	7	5	49	4	-	1	53	1
	3%	3%	2%	1%	3%	2%	-%	1%	3%	1%
Information and communication (10)	92	61	18	14	76	12	1	3	88	4
	5%	5%	5%	3%	5%	6%	2%	5%	5%	4%
Financial and insurance activities (11)	64	30	15	18	53	7	2	1	60	3
	3%	2%	5%	4%	3%	3%	5%	2%	3%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Real estate activities (12)	86	69	10	5	81	3	-	2	84	2
	4%	6%	3%	1%	5%	1%	-%	4%	4%	2%
		c								
Professional, scientific and technical activities (13)	215	152	35	29	201	11	2	2	212	3
	11%	12%	10%	7%	12%	5%	4%	3%	11%	3%
		c			b					
Administrative and support service activities (14)	92	80	8	3	86	5	1	*	91	1
	5%	7%	2%	1%	5%	2%	2%	*%	5%	1%
		bc								
Public administration and defence compulsory social security (15)	18	4	4	5	15	3	*	*	18	*
	1%	*%	1%	1%	1%	2%	*%	*%	1%	*%
Education (16)	61	54	5	2	60	1	*	*	61	*
	3%	4%	2%	*%	4%	*%	*%	*%	3%	*%
		c								
Human health and social work activities (17)	123	75	31	17	106	11	1	5	117	6
	6%	6%	9%	4%	6%	5%	2%	9%	6%	6%
Arts, entertainment and recreation (18)	226	135	32	59	204	21	1	*	225	1
	11%	11%	9%	14%	12%	10%	2%	*%	12%	1%
					f				f	
Other service activities (97)	141	80	24	35	113	19	*	7	133	8
	7%	7%	7%	8%	7%	9%	1%	13%	7%	7%
Other (98)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	306	96	96	413	50	11	26	463	37
	25%	25%	28%	23%	25%	24%	23%	46%	24%	36%
								abe		
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	196	71	152	304	76	28	12	379	41
	21%	16%	21%	36%	18%	36%	61%	21%	20%	39%
				ab		ae	abde			ae
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	721	171	177	969	85	7	19	1054	26
	54%	59%	51%	42%	57%	40%	16%	33%	56%	25%
		c			bcdf	c			bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Agriculture, Forestry, & Fishing (1)	82	60	13	10	62	39	63	45	31	15
	4%	6%	2%	3%	4%	3%	3%	3%	3%	2%
		b								
Mining and Quarrying (2)	5	4	*	*	5	5	5	5	5	5
	*%	*%	*%	*%	*%	*%	*%	*%	1%	1%
Manufacturing (3)	116	21	44	51	100	100	107	105	68	47
	6%	2%	6%	16%	6%	7%	6%	8%	8%	7%
			a	ab						
Electricity, gas, steam & Air conditioning supply (4)	24	17	7	1	23	19	23	17	17	12
	1%	2%	1%	*%	1%	1%	1%	1%	2%	2%
Water Supply, sewerage, waste management (5)	5	3	2	-	5	2	5	-	-	2
	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%
Construction (6)	268	139	104	25	247	192	258	194	146	137
	13%	14%	15%	8%	14%	13%	14%	14%	16%	21%
			c							abcd
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	86	101	92	199	186	228	222	107	65
	14%	9%	15%	29%	11%	13%	12%	16%	12%	10%
			a	ab				af		
Transportation and storage (8)	49	26	15	8	45	36	48	36	22	22
	2%	3%	2%	3%	3%	2%	3%	3%	2%	3%
Accommodation and food service activities (9)	54	32	17	4	44	30	45	30	20	16
	3%	3%	2%	1%	3%	2%	2%	2%	2%	2%
Information and communication (10)	92	51	25	17	78	76	89	54	40	29
	5%	5%	4%	5%	4%	5%	5%	4%	4%	4%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Financial and insurance activities (11)	64	18	35	11	62	51	62	36	28	31
	3%	2%	5%	3%	4%	4%	3%	3%	3%	5%
			a							
Real estate activities (12)	86	67	14	5	83	66	84	50	34	17
	4%	7%	2%	2%	5%	5%	5%	4%	4%	3%
		bc								
Professional, scientific and technical activities (13)	215	127	74	15	203	173	208	148	95	58
	11%	13%	11%	5%	12%	12%	11%	11%	11%	9%
		c	c							
Administrative and support service activities (14)	92	68	19	6	85	69	92	53	34	35
	5%	7%	3%	2%	5%	5%	5%	4%	4%	5%
		bc								
Public administration and defence compulsory social security (15)	18	8	7	4	18	12	18	10	6	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Education (16)	61	45	16	1	55	46	60	39	22	17
	3%	4%	2%	*%	3%	3%	3%	3%	2%	3%
		c								
Human health and social work activities (17)	123	65	41	17	99	66	99	55	37	37
	6%	6%	6%	5%	6%	5%	5%	4%	4%	6%
Arts, entertainment and recreation (18)	226	99	105	22	192	164	206	188	112	67
	11%	10%	15%	7%	11%	11%	11%	14%	13%	10%
			ac							
Other service activities (97)	141	66	48	27	129	101	132	97	64	47
	7%	7%	7%	9%	7%	7%	7%	7%	7%	7%
Other (98)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Don't Know (99)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	244	169	87	441	357	460	365	266	217
	25%	24%	25%	28%	25%	25%	25%	26%	30%	33% abc
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	163	141	116	322	298	365	313	169	116
	21%	16%	21%	37% ab	19%	21%	20%	23%	19%	17%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	594	375	111	971	778	1006	705	453	332
	54%	59% c	55% c	35%	56%	54%	55%	51%	51%	50%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Agriculture, Forestry, & Fishing (1)	82	25	33	3	2	1	-	*	1
	4%	6%	3%	3%	2%	2%	-%	*%	1%
		h							
Mining and Quarrying (2)	5	*	4	-	*	*	*	-	*
	*%	*%	*%	-%	*%	*%	*%	-%	*%
Manufacturing (3)	116	11	70	2	3	3	8	11	22
	6%	3%	6%	2%	3%	5%	18%	24%	15%
							acd	abcd	abcd
Electricity, gas, steam & Air conditioning supply (4)	24	4	17	1	-	-	*	*	*
	1%	1%	2%	1%	-%	-%	*%	1%	*%
Water Supply, sewerage, waste management (5)	5	3	2	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%
Construction (6)	268	61	149	18	12	5	5	8	18
	13%	15%	14%	19%	12%	11%	13%	16%	13%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	48	122	16	12	11	10	8	29
	14%	12%	11%	16%	13%	23%	23%	17%	21%
									b
Transportation and storage (8)	49	14	24	3	2	1	1	3	4
	2%	4%	2%	3%	2%	1%	2%	6%	3%
Accommodation and food service activities (9)	54	13	26	1	4	*	*	1	1
	3%	3%	2%	1%	4%	*%	*%	1%	*%
Information and communication (10)	92	19	50	5	7	1	1	5	7
	5%	5%	5%	6%	8%	2%	2%	11%	5%
Financial and insurance activities (11)	64	8	31	4	6	7	5	*	12
	3%	2%	3%	5%	6%	14%	11%	1%	9%
						ab	ab		ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Real estate activities (12)	86	19	60	2	1	2	*	*	2
	4%	5%	6%	2%	1%	4%	1%	*%	2%
Professional, scientific and technical activities (13)	215	36	141	16	6	2	1	5	9
	11%	9%	13%	16%	7%	4%	3%	11%	6%
Administrative and support service activities (14)	92	27	55	5	1	1	2	*	4
	5%	7%	5%	5%	2%	2%	5%	1%	3%
Public administration and defence compulsory social security (15)	18	3	8	1	*	3	3	*	6
	1%	1%	1%	1%	*%	6%	6%	1%	4%
						b	b		b
Education (16)	61	15	40	1	3	*	*	*	1
	3%	4%	4%	1%	3%	1%	1%	*%	*%
Human health and social work activities (17)	123	24	44	7	12	5	4	2	12
	6%	6%	4%	7%	13%	11%	9%	4%	8%
					b				
Arts, entertainment and recreation (18)	226	51	129	10	11	3	1	1	5
	11%	12%	12%	10%	11%	6%	2%	3%	4%
		h	h						
Other service activities (97)	141	30	82	3	11	3	2	1	6
	7%	7%	8%	3%	12%	6%	4%	2%	4%
Other (98)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	104	274	24	17	9	13	20	42
	25%	25%	25%	25%	18%	18%	31%	41%	30%
								d	

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	82	196	24	22	13	11	16	41
	21%	20%	18%	25%	24%	27%	26%	34%	29%
									b
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	228	616	49	55	27	19	12	57
	54%	55%	57%	51%	59%	55%	43%	24%	41%
		g	gh	g	g	g			

Columns Tested:: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Agriculture, Forestry, & Fishing (1)	82	56	4	1	*	*	-	*	34	1	4	*	-	-	-
	4%	4%	3%	1%	1%	1%	-%	1%	3%	*%	6%	1%	-%	-%	-%
Mining and Quarrying (2)	5	4	*	*	*	*	-	-	1	3	*	*	-	-	-
	*%	*%	*%	*%	*%	1%	-%	-%	*%	2% a	*%	1%	-%	-%	-%
Manufacturing (3)	116	79	4	3	2	1	7	4	65	11	5	2	7	2	6
	6%	6%	2%	4%	4%	6%	24% abcd	27% ab	6%	6%	7%	7%	17%	15%	23% a
Electricity, gas, steam & Air conditioning supply (4)	24	22	1	-	-	-	*	*	12	6	1	-	-	-	*
	1%	2%	1%	-%	-%	-%	*%	3%	1%	4%	1%	-%	-%	-%	*%
Water Supply, sewerage, waste management (5)	5	5	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Construction (6)	268	177	36	19	8	2	4	*	144	30	3	4	4	*	8
	13%	13%	24% a	24%	14%	8%	13%	1%	14%	17% c	4%	13%	10%	2%	27% c
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	147	26	9	3	5	5	5	112	32	16	7	11	5	2
	14%	11%	17%	11%	6%	21%	15%	35% d	11%	18%	21% a	27% a	26%	32% a	8%
Transportation and storage (8)	49	34	6	1	1	1	3	*	26	4	1	1	*	2	1
	2%	2%	4%	1%	1%	2%	8%	*%	2%	2%	1%	4%	*%	13% abc	2%
Accommodation and food service activities (9)	54	34	5	1	3	*	-	*	28	1	*	-	-	*	1
	3%	2%	3%	2%	6%	*%	-%	4%	3%	*%	*%	-%	-%	*%	2%
Information and communication (10)	92	55	11	1	5	3	1	2	58	5	5	2	1	*	5
	5%	4%	7%	2%	9%	11%	3%	15%	5%	3%	7%	8%	2%	*%	19% b

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Financial and insurance activities (11)	64	36	5	13	3	5	*	*	26	10	3	2	10	*	-
	3%	3%	3%	16%	4%	20%	1%	1%	2%	6%	4%	7%	22%	1%	-%
				ab		ab							abc		
Real estate activities (12)	86	75	4	1	2	*	*	*	59	5	2	*	*	-	*
	4%	5%	3%	1%	3%	*%	2%	*%	6%	3%	3%	1%	*%	-%	*%
Professional, scientific and technical activities (13)	215	180	13	9	1	1	1	-	140	20	6	*	1	2	4
	11%	13%	8%	11%	1%	3%	4%	-%	13%	11%	8%	*%	3%	12%	16%
Administrative and support service activities (14)	92	76	4	*	3	*	1	-	54	9	3	*	1	1	-
	5%	6%	2%	1%	6%	1%	4%	-%	5%	5%	4%	1%	3%	4%	-%
Public administration and defence compulsory social security (15)	18	8	3	1	3	*	3	*	5	1	2	3	*	*	*
	1%	1%	2%	1%	5%	2%	9%	*%	1%	*%	2%	13%	*%	2%	*%
					a		a					ab			
Education (16)	61	51	1	3	1	*	*	*	38	5	2	*	*	*	*
	3%	4%	1%	4%	1%	*%	*%	*%	4%	3%	3%	2%	*%	*%	*%
Human health and social work activities (17)	123	63	11	7	11	4	2	1	43	9	10	1	3	1	-
	6%	5%	7%	9%	19%	16%	8%	5%	4%	5%	13%	2%	7%	9%	-%
					a						a				
Arts, entertainment and recreation (18)	226	163	14	10	3	*	2	-	135	17	8	3	*	1	-
	11%	12%	9%	12%	5%	1%	8%	-%	13%	10%	11%	9%	1%	9%	-%
Other service activities (97)	141	111	6	1	9	2	-	1	82	10	4	1	3	*	1
	7%	8%	4%	1%	15%	7%	-%	7%	8%	5%	5%	5%	8%	*%	3%
					c										
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	343	45	23	11	4	11	4	258	51	13	6	12	3	14
	25%	25%	29%	29%	19%	15%	37%	32%	24%	29%	18%	21%	27%	17%	50%
															c
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	235	43	11	9	8	8	7	196	42	22	11	13	7	8
	21%	17%	28%	14%	16%	34%	27%	50%	18%	23%	30%	39%	29%	45%	29%
			a					ac				a		a	
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	796	65	46	38	12	11	2	610	87	39	11	19	6	6
	54%	58%	43%	57%	65%	51%	36%	18%	57%	48%	52%	40%	44%	38%	21%
		b			bg				g						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Agriculture, Forestry, & Fishing (1)	82	36	1	3	2	*	2	*	3	34	16	10	2	1
	4%	4%	1%	3%	4%	1%	7%	*%	2%	4%	4%	3%	2%	1%
Mining and Quarrying (2)	5	1	*	3	*	-	*	-	*	1	4	*	*	-
	*%	*%	*%	3%	*%	-%	1%	-%	*%	*%	1%	*%	*%	-%
				a										
Manufacturing (3)	116	52	14	3	11	6	10	11	26	40	18	27	12	9
	6%	5%	8%	2%	18%	19%	30%	25%	24%	5%	5%	7%	10%	13%
					ac	ac	abc	ac	abc					
Electricity, gas, steam & Air conditioning supply (4)	24	12	*	4	-	*	-	*	*	14	6	1	1	-
	1%	1%	*%	4%	-%	*%	-%	*%	*%	2%	2%	*%	1%	-%
Water Supply, sewerage, waste management (5)	5	-	-	-	-	-	-	-	-	5	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Construction (6)	268	129	21	25	9	2	1	7	10	86	89	59	12	10
	13%	14%	13%	22%	15%	6%	3%	16%	9%	10%	23%	16%	11%	14%
											ad	a		
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	115	42	24	15	10	10	7	27	76	35	66	35	17
	14%	12%	26%	21%	25%	31%	32%	15%	25%	9%	9%	18%	30%	23%
			a		a	a	a		a			ab	ab	ab
Transportation and storage (8)	49	28	3	3	1	*	*	1	1	18	15	8	5	2
	2%	3%	2%	2%	2%	*%	1%	2%	1%	2%	4%	2%	4%	3%
Accommodation and food service activities (9)	54	17	6	2	3	2	*	-	2	20	8	15	*	1
	3%	2%	4%	2%	5%	5%	*%	-%	2%	2%	2%	4%	*%	1%
Information and communication (10)	92	30	7	7	2	2	*	5	7	47	13	21	4	2
	5%	3%	5%	7%	4%	7%	*%	11%	7%	5%	3%	6%	4%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Financial and insurance activities (11)	64	23	*	3	3	1	*	5	6	20	17	12	6	7
	3%	2%	*%	3%	5%	5%	1%	10% ab	6%	2%	4%	3%	5%	10% a
Real estate activities (12)	86	45	1	1	1	2	*	*	3	52	15	15	*	*
	4%	5%	*%	1%	2%	6%	1%	1%	2%	6%	4%	4%	*%	*%
Professional, scientific and technical activities (13)	215	122	20	3	*	*	2	2	4	114	45	36	11	1
	11%	13% cdh	12% d	2%	1%	*%	6%	4%	3%	13%	12%	10%	10%	1%
Administrative and support service activities (14)	92	40	8	*	2	1	1	1	3	63	21	4	2	1
	5%	4%	5%	*%	3%	4%	3%	1%	3%	7% c	5% c	1%	2%	2%
Public administration and defence compulsory social security (15)	18	8	*	*	*	*	-	2	2	11	1	4	2	*
	1%	1%	*%	*%	*%	*%	-%	4%	2%	1%	*%	1%	2%	1%
Education (16)	61	34	4	*	*	*	*	-	*	43	11	5	1	1
	3%	4%	2%	*%	*%	*%	*%	-%	*%	5% c	3%	1%	1%	1%
Human health and social work activities (17)	123	35	6	7	6	1	*	-	1	52	20	21	6	*
	6%	4%	4%	6%	10% h	2%	*%	-%	1%	6%	5%	6%	5%	1%
Arts, entertainment and recreation (18)	226	143	20	13	1	4	5	1	10	120	32	41	6	8
	11%	15% d	13%	12%	1%	13%	15%	3%	9%	14%	8%	11%	5%	11%
Other service activities (97)	141	72	8	10	3	1	*	3	4	70	24	18	10	11
	7%	8%	5%	9%	5%	2%	*%	8%	4%	8%	6%	5%	8%	15%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	229	36	38	23	8	13	18	39	180	133	98	27	20
	25%	24%	22%	34%	37%	26%	40%	42%	36%	20%	34% a	27%	23%	28%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	173	52	34	19	12	10	12	35	140	63	95	44	21
	21%	18%	33% a	30%	31%	38% a	32%	28%	32% a	16%	16%	26% ab	38% ab	30%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	540	72	40	20	12	9	13	34	565	193	170	45	30
	54%	57% cdfgh	45%	36%	32%	36%	28%	30%	31%	64% bcde	50%	47%	39%	42%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Agriculture, Forestry, & Fishing (1)	82	33	15	10	2	1	17	10	7	2	1
	4%	3%	5%	3%	2%	2%	2%	4%	3%	2%	2%
Mining and Quarrying (2)	5	4	*	*	*	-	1	4	*	*	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	*%	-%
Manufacturing (3)	116	51	17	20	7	5	41	16	23	14	6
	6%	5%	5%	7%	8%	12%	5%	6%	9%	17%	10%
										ab	
Electricity, gas, steam & Air conditioning supply (4)	24	20	1	1	1	-	11	6	1	1	-
	1%	2%	*%	*%	1%	-%	1%	2%	*%	1%	-%
Water Supply, sewerage, waste management (5)	5	5	-	-	-	-	2	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Construction (6)	268	102	70	60	11	3	93	59	23	7	9
	13%	11%	20%	21%	12%	9%	12%	22%	9%	8%	16%
			a	a				acd			
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	92	41	35	24	7	50	34	58	32	12
	14%	10%	12%	12%	26%	19%	6%	13%	24%	37%	20%
					abc			a	ab	ab	a
Transportation and storage (8)	49	18	13	8	4	2	15	9	9	1	2
	2%	2%	4%	3%	5%	5%	2%	3%	4%	1%	3%
Accommodation and food service activities (9)	54	23	8	12	*	1	16	4	9	*	1
	3%	2%	2%	4%	*%	1%	2%	2%	4%	*%	1%
Information and communication (10)	92	49	10	13	2	2	48	7	15	3	2
	5%	5%	3%	5%	2%	5%	6%	3%	6%	4%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Financial and insurance activities (11)	64	21	16	12	6	7	21	11	11	1	7
	3%	2%	5%	4%	7%	18%	3%	4%	5%	1%	11%
						abc					a
Real estate activities (12)	86	52	17	11	*	*	49	7	10	*	*
	4%	5%	5%	4%	*%	1%	6%	3%	4%	*%	*%
Professional, scientific and technical activities (13)	215	122	45	26	10	1	114	22	28	8	1
	11%	13%	13%	9%	11%	2%	15%	8%	12%	10%	2%
Administrative and support service activities (14)	92	59	20	4	1	1	57	7	1	2	1
	5%	6%	6%	1%	1%	3%	7%	3%	*%	3%	2%
		c	c				c				
Public administration and defence compulsory social security (15)	18	11	*	4	2	*	6	2	3	*	*
	1%	1%	*%	1%	2%	*%	1%	1%	1%	*%	1%
Education (16)	61	42	7	4	1	1	35	8	3	1	*
	3%	4%	2%	2%	1%	2%	5%	3%	1%	1%	*%
Human health and social work activities (17)	123	52	23	20	3	*	42	13	7	3	*
	6%	5%	7%	7%	4%	1%	5%	5%	3%	3%	*%
Arts, entertainment and recreation (18)	226	125	23	31	6	5	102	31	23	1	8
	11%	13%	7%	11%	7%	12%	13%	12%	9%	1%	13%
		b					d	d			d
Other service activities (97)	141	82	15	19	9	3	58	15	9	10	9
	7%	8%	4%	7%	10%	7%	7%	6%	4%	12%	15%
											c
Other (98)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	216	103	91	21	9	165	95	53	24	16
	25%	22%	30%	31%	23%	24%	21%	36%	22%	28%	27%
				a				ac			
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	159	64	57	30	11	113	50	82	36	16
	21%	16%	19%	19%	34%	29%	14%	19%	34%	42%	27%
					ab				ab	ab	
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	591	175	144	38	18	500	120	104	26	27
	54%	61%	51%	49%	43%	47%	64%	45%	44%	30%	45%
		bcd					bcd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Agriculture, Forestry, & Fishing (1)	82	24	7	7	4	*	23	*	22	71	12	56	5
	4%	3%	4%	2%	4%	*%	3%	*%	5%	4%	4%	3%	5%
Mining and Quarrying (2)	5	1	*	*	-	3	3	*	1	5	*	5	-
	*%	*%	*%	*%	-%	6% ac	*%	*%	*%	*%	*%	*%	-%
Manufacturing (3)	116	23	22	34	13	12	91	9	3	70	46	85	15
	6%	3%	11% a	11% a	12% a	23% a	11% c	7% c	1%	4%	17% a	5%	14% a
Electricity, gas, steam & Air conditioning supply (4)	24	11	*	5	*	-	4	7	6	21	3	20	3
	1%	2%	*%	2%	*%	-%	1%	5% a	1%	1%	1%	1%	3%
Water Supply, sewerage, waste management (5)	5	-	-	-	-	-	-	-	-	5	-	5	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Construction (6)	268	96	34	37	18	3	93	33	66	224	44	223	24
	13%	14%	17%	12%	15%	7%	11%	27% a	15%	13%	16%	14%	22%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	56	31	80	44	6	197	8	15	216	62	184	15
	14%	8%	16% a	27% ab	38% abe	11%	24% bc	7%	4%	12%	23% a	11%	14%
Transportation and storage (8)	49	20	10	5	1	1	14	2	20	40	9	41	5
	2%	3%	5%	2%	1%	2%	2%	2%	5%	2%	3%	3%	4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Accommodation and food service activities (9)	54	14	1	12	2	1	13	1	16	52	2	40	4
	3%	2%	1%	4%	1%	1%	2%	1%	4%	3%	1%	2%	4%
Information and communication (10)	92	26	6	15	3	5	25	9	17	79	13	73	5
	5%	4%	3%	5%	2%	10%	3%	8%	4%	5%	5%	4%	4%
Financial and insurance activities (11)	64	20	6	5	5	*	12	6	17	57	7	57	4
	3%	3%	3%	2%	4%	*%	2%	5%	4%	3%	2%	4%	4%
Real estate activities (12)	86	39	5	2	2	2	12	*	37	83	3	82	1
	4%	6%	2%	1%	1%	4%	2%	*%	9%	5%	1%	5%	1%
		c							ab				
Professional, scientific and technical activities (13)	215	95	23	25	6	*	67	9	72	201	14	202	2
	11%	13%	11%	8%	5%	*%	8%	7%	16%	12%	5%	12%	1%
									a	b		b	
Administrative and support service activities (14)	92	37	6	5	1	3	15	10	27	77	15	77	7
	5%	5%	3%	2%	1%	6%	2%	9%	6%	4%	5%	5%	7%
								a	a				
Public administration and defence compulsory social security (15)	18	8	*	*	-	2	7	*	3	18	1	16	2
	1%	1%	*%	*%	-%	3%	1%	*%	1%	1%	*%	1%	2%
Education (16)	61	32	2	4	*	1	11	5	23	59	2	55	*
	3%	5%	1%	1%	*%	1%	1%	4%	5%	3%	1%	3%	*%
									a				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Human health and social work activities (17)	123	41	3	9	1	1	26	4	24	116	7	97	2
	6%	6%	1%	3%	1%	2%	3%	4%	6%	7%	3%	6%	1%
Arts, entertainment and recreation (18)	226	113	28	36	8	3	143	5	40	209	17	191	1
	11%	16%	14%	12%	7%	7%	18% bc	4%	9%	12%	6%	12% b	1%
Other service activities (97)	141	46	17	17	8	8	57	12	28	124	17	117	12
	7%	7%	8%	6%	7%	17%	7%	10%	6%	7%	6%	7%	11%
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	155	64	84	35	18	215	49	97	395	105	393	48
	25%	22%	32%	28%	31%	36%	26%	40% ac	22%	23%	38% a	24%	44% a
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	101	47	100	47	12	237	20	53	335	85	297	25
	21%	14%	23%	33% a	41% ab	23%	29% c	16%	12%	19%	31% a	18%	23%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	446	90	116	32	21	363	53	288	996	84	935	36
	54%	64% bcde	45% d	39%	28%	41%	45%	44%	66% ab	58% b	31%	58% b	33%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Agriculture, Forestry, & Fishing (1)	82	36	3	32	13	56	5	36	3	32	13
	4%	3%	2%	4%	2%	3%	5%	3%	2%	4%	2%
Mining and Quarrying (2)	5	2	3	1	4	5	*	5	*	1	4
	*%	*%	2% a	*%	1%	*%	*%	*%	*%	*%	1%
Manufacturing (3)	116	84	16	43	62	88	12	81	19	46	59
	6%	7%	10%	5%	12% a	5%	11%	6%	11%	5%	11% a
Electricity, gas, steam & Air conditioning supply (4)	24	15	4	14	3	20	3	16	3	14	3
	1%	1%	3%	2%	1%	1%	3%	1%	2%	2%	1%
Water Supply, sewerage, waste management (5)	5	2	-	-	-	5	-	2	-	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Construction (6)	268	153	40	89	105	224	23	159	34	93	100
	13%	12%	24% a	11%	19% a	14%	22%	12%	21%	11%	19% a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	163	23	130	92	185	14	166	20	140	83
	14%	13%	14%	15%	17%	11%	13%	13%	12%	16%	16%
Transportation and storage (8)	49	31	4	15	21	40	5	30	5	14	22
	2%	2%	3%	2%	4%	2%	5%	2%	3%	2%	4%
Accommodation and food service activities (9)	54	28	2	20	10	40	4	28	2	20	10
	3%	2%	1%	2%	2%	2%	4%	2%	1%	2%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Information and communication (10)	92	58	18	34	21	71	6	58	18	29	25
	5%	5%	11% a	4%	4%	4%	6%	5%	11% a	3%	5%
Financial and insurance activities (11)	64	46	5	25	11	57	4	46	5	24	11
	3%	4%	3%	3%	2%	4%	4%	4%	3%	3%	2%
Real estate activities (12)	86	65	1	42	8	82	1	65	1	43	7
	4%	5%	1%	5% b	2%	5%	1%	5%	1%	5% b	1%
Professional, scientific and technical activities (13)	215	164	10	108	40	202	1	163	10	113	35
	11%	13%	6%	13% b	7%	12% b	1%	13%	6%	13% b	7%
Administrative and support service activities (14)	92	61	7	27	26	75	9	59	9	29	24
	5%	5%	4%	3%	5%	5%	9%	5%	6%	3%	5%
Public administration and defence compulsory social security (15)	18	11	*	8	2	17	*	10	2	8	2
	1%	1%	*%	1%	*%	1%	*%	1%	1%	1%	*%
Education (16)	61	44	2	36	3	55	*	44	2	35	4
	3%	3%	2%	4% b	1%	3%	*%	3%	1%	4% b	1%
Human health and social work activities (17)	123	58	8	38	17	97	2	60	5	38	17
	6%	5%	5%	4%	3%	6%	2%	5%	3%	4%	3%
Arts, entertainment and recreation (18)	226	157	7	119	69	191	1	157	7	121	67
	11%	12% b	4%	14%	13%	12% b	1%	12% b	5%	14%	13%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Other service activities (97)	141	92	9	67	30	118	12	86	15	63	34
	7%	7%	6%	8%	6%	7%	11%	7%	9%	7%	7%
Other (98)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	291	66	178	187	398	43	298	59	186	179
	25%	23%	40%	21%	35%	24%	41%	23%	36%	22%	34%
			a		a		a		a		a
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	252	46	179	134	296	25	254	44	184	129
	21%	20%	28%	21%	25%	18%	24%	20%	27%	21%	25%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	725	53	489	216	935	36	718	60	493	212
	54%	57%	32%	58%	40%	57%	34%	57%	37%	57%	41%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Agriculture, Forestry, & Fishing (1)	82	25	46	4	-	16	29	2	-	25	27	3	-
	4%	3%	3%	2%	-%	2%	3%	1%	-%	3%	4%	1%	-%
Mining and Quarrying (2)	5	5	*	*	-	5	3	*	-	4	1	5	-
	*%	1%	*%	*%	-%	1%	*%	*%	-%	*%	*%	2% b	-%
Manufacturing (3)	116	61	68	25	-	71	70	35	-	86	57	45	-
	6%	7%	5%	10%	-%	8%	7%	18% ab	-%	9%	7%	18% ab	-%
Electricity, gas, steam & Air conditioning supply (4)	24	9	18	*	-	14	12	*	-	11	1	*	-
	1%	1%	1%	*%	-%	2%	1%	*%	-%	1%	*%	*%	-%
Water Supply, sewerage, waste management (5)	5	5	5	-	-	2	2	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Construction (6)	268	159	172	8	-	133	109	1	-	150	76	7	-
	13%	17% c	13% c	3%	-%	16% c	11% c	*%	-%	15% bc	10% c	3%	-%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	110	161	52	-	108	141	52	1	175	138	60	-
	14%	12%	12%	22% ab	-%	13%	14%	27% ab	100%	18%	18%	24%	-%
Transportation and storage (8)	49	26	35	4	-	20	25	2	-	29	17	5	-
	2%	3%	3%	2%	-%	2%	3%	1%	-%	3%	2%	2%	-%
Accommodation and food service activities (9)	54	25	36	5	-	23	18	3	-	22	17	6	-
	3%	3%	3%	2%	-%	3%	2%	2%	-%	2%	2%	3%	-%
Information and communication (10)	92	48	51	14	-	47	39	10	-	40	29	6	-
	5%	5%	4%	6%	-%	5%	4%	5%	-%	4%	4%	2%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Financial and insurance activities (11)	64	32	44	4	-	29	33	2	-	20	21	8	*
	3%	3%	3%	1%	-%	3%	3%	1%	-%	2%	3%	3%	100%
Real estate activities (12)	86	35	72	5	-	34	45	1	-	30	22	1	-
	4%	4%	5%	2%	-%	4%	5%	*%	-%	3%	3%	1%	-%
Professional, scientific and technical activities (13)	215	122	164	37	-	106	137	24	-	110	90	23	-
	11%	13%	12%	16%	-%	12%	14%	12%	-%	11%	12%	9%	-%
Administrative and support service activities (14)	92	30	68	7	-	42	46	6	-	37	25	7	-
	5%	3%	5%	3%	-%	5%	5%	3%	-%	4%	3%	3%	-%
Public administration and defence compulsory social security (15)	18	7	13	2	-	7	5	*	-	7	5	*	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	*%	-%
Education (16)	61	19	44	8	-	18	32	4	-	20	25	6	-
	3%	2%	3%	3%	-%	2%	3%	2%	-%	2%	3%	2%	-%
Human health and social work activities (17)	123	34	86	3	-	34	53	7	-	34	38	5	-
	6%	4%	6%	1%	-%	4%	5%	3%	-%	3%	5%	2%	-%
Arts, entertainment and recreation (18)	226	104	153	37	4	87	114	23	-	132	106	39	-
	11%	11%	11%	15%	100%	10%	11%	12%	-%	13%	14%	16%	-%
Other service activities (97)	141	72	103	24	-	62	78	20	-	68	69	24	-
	7%	8%	8%	10%	-%	7%	8%	11%	-%	7%	9%	9%	-%
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	264	309	38	-	240	224	37	-	276	163	59	-
	25%	28%	23%	16%	-%	28%	23%	20%	-%	28%	21%	24%	-%
		c								b			
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	183	247	69	-	175	206	64	1	244	184	71	-
	21%	20%	18%	29%	-%	20%	21%	33%	100%	24%	24%	29%	-%
				b				ab					
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	480	784	133	4	443	561	90	-	480	419	119	*
	54%	52%	58%	55%	100%	52%	57%	47%	-%	48%	55%	48%	100%
			a										

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Agriculture, Forestry, & Fishing (1)	82	56	34	32	35	35	-	19	11	12	1	-
	4%	4%	3%	3%	3%	3%	-%	3%	2%	2%	1%	-%
Mining and Quarrying (2)	5	5	2	2	5	3	*	*	1	1	1	-
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	-%
Manufacturing (3)	116	83	87	64	81	62	13	33	43	45	29	14
	6%	5%	7%	7%	6%	6%	36%	5%	8%	9%	21%	18%
							ab				abc	a
Electricity, gas, steam & Air conditioning supply (4)	24	16	16	2	19	6	*	1	*	1	-	-
	1%	1%	1%	*%	1%	1%	*%	*%	*%	*%	-%	-%
Water Supply, sewerage, waste management (5)	5	5	2	-	5	5	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Construction (6)	268	209	152	102	192	105	4	63	61	60	5	2
	13%	13%	12%	11%	15%	10%	12%	10%	11%	11%	4%	3%
					b							
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	173	164	170	130	151	6	95	92	98	40	27
	14%	11%	13%	18%	10%	15%	15%	15%	17%	19%	30%	35%
				ab		a					ab	abc
Transportation and storage (8)	49	40	31	16	36	19	*	13	3	9	1	*
	2%	3%	2%	2%	3%	2%	*%	2%	1%	2%	*%	*%
Accommodation and food service activities (9)	54	40	24	24	32	29	*	11	9	14	2	2
	3%	3%	2%	2%	3%	3%	*%	2%	2%	3%	1%	2%
Information and communication (10)	92	70	65	30	56	38	4	16	16	21	3	2
	5%	4%	5%	3%	4%	4%	10%	3%	3%	4%	2%	3%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Financial and insurance activities (11)	64	59	45	18	47	31	*	12	8	11	1	-
	3%	4%	4%	2%	4%	3%	*%	2%	2%	2%	1%	-%
Real estate activities (12)	86	82	56	35	64	50	*	22	17	15	3	2
	4%	5%	5%	4%	5%	5%	*%	4%	3%	3%	2%	3%
Professional, scientific and technical activities (13)	215	202	161	119	156	137	*	93	80	66	13	11
	11%	13%	13%	13%	12%	13%	1%	15%	15%	13%	9%	14%
Administrative and support service activities (14)	92	75	57	28	59	55	1	19	18	9	*	*
	5%	5%	5%	3%	5%	5%	2%	3%	3%	2%	*%	*%
Public administration and defence compulsory social security (15)	18	16	7	3	16	5	*	-	*	*	-	*
	1%	1%	1%	*%	1%	*%	*%	-%	*%	*%	-%	*%
Education (16)	61	55	41	33	30	41	2	26	13	13	1	*
	3%	3%	3%	3%	2%	4%	5%	4%	2%	2%	*%	*%
Human health and social work activities (17)	123	95	59	39	72	73	4	24	18	17	*	*
	6%	6%	5%	4%	6%	7%	10%	4%	3%	3%	*%	*%
Arts, entertainment and recreation (18)	226	183	155	153	144	122	1	113	90	88	23	11
	11%	12%	12%	16% a	11%	12%	3%	18%	17%	17%	17%	14%
Other service activities (97)	141	118	89	75	84	71	1	56	53	41	12	5
	7%	7%	7%	8%	7%	7%	3%	9%	10%	8%	9%	7%
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	373	292	202	336	215	18	116	117	119	37	16
	25%	24%	23%	21%	27%	21%	49%	19%	22%	23%	27%	21%
					b		b					
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	284	260	217	222	208	10	123	111	128	44	29
	21%	18%	21%	23%	18%	20%	26%	20%	21%	25%	32%	38%
				a							a	ab
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	924	693	526	705	614	9	376	307	274	55	32
	54%	58%	56%	56%	56%	59%	25%	61%	57%	53%	41%	41%
					c	c		de	d			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Agriculture, Forestry, & Fishing (1)	82	7	1	2	2	67	49	71	43	42	23	63	3	-	56	2
	4%	3%	1%	2%	4%	4%	5%	4%	4%	4%	3%	4%	1%	-%	4%	1%
Mining and Quarrying (2)	5	*	*	3	-	2	5	5	1	*	5	1	4	-	5	*
	*%	*%	*%	3%	-%	*%	*%	*%	*%	*%	1%	*%	2% b	-%	*%	*%
Manufacturing (3)	116	14	12	6	5	96	80	109	95	79	73	99	37	-	78	10
	6%	6%	12%	5%	12%	6%	8%	6%	8%	8%	8%	6%	17% ab	-%	6%	7%
Electricity, gas, steam & Air conditioning supply (4)	24	7	*	-	-	20	17	23	15	8	14	17	3	-	16	-
	1%	3%	*%	-%	-%	1%	2%	1%	1%	1%	2%	1%	2%	-%	1%	-%
Water Supply, sewerage, waste management (5)	5	-	-	-	-	5	2	5	-	-	-	5	-	-	5	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%
Construction (6)	268	27	20	18	13	231	139	244	148	124	149	215	7	-	173	24
	13%	12%	20%	16%	30%	14%	13%	14%	13%	13%	17% c	14% c	3%	-%	12%	16%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	46	10	37	5	226	145	235	200	168	106	220	44	1	197	17
	14%	20%	10%	32% b	11%	14%	14%	14%	17%	17%	12%	14%	20% a	100%	14%	11%
Transportation and storage (8)	49	1	6	2	1	43	25	44	24	20	26	44	1	-	30	10
	2%	*%	6%	2%	2%	3%	2%	3%	2%	2%	3%	3%	1%	-%	2%	6% a
Accommodation and food service activities (9)	54	5	3	-	5	51	27	51	39	39	27	48	5	-	42	4
	3%	2%	3%	-%	12% ac	3%	3%	3%	3%	4%	3%	3%	2%	-%	3%	3%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Information and communication (10)	92	6	3	6	3	57	33	65	43	44	41	54	8	-	61	6
	5%	3%	2%	5%	7%	3%	3%	4%	4%	4%	5%	3%	4%	-%	4%	4%
Financial and insurance activities (11)	64	8	2	1	*	56	43	56	35	27	24	48	3	-	51	2
	3%	4%	2%	1%	*%	3%	4%	3%	3%	3%	3%	3%	2%	-%	4%	1%
Real estate activities (12)	86	7	1	*	3	77	46	78	41	37	25	76	4	-	71	1
	4%	3%	1%	*%	7%	5%	4%	5%	4%	4%	3%	5%	2%	-%	5%	1%
Professional, scientific and technical activities (13)	215	36	9	10	2	176	109	180	95	102	92	172	34	-	141	23
	11%	16%	9%	9%	4%	11%	11%	10%	8%	10%	10%	11%	16%	-%	10%	15%
Administrative and support service activities (14)	92	10	10	1	-	84	33	84	37	36	39	77	4	-	66	3
	5%	4%	10%	1%	-%	5%	3%	5%	3%	4%	4%	5%	2%	-%	5%	2%
Public administration and defence compulsory social security (15)	18	*	*	2	-	11	12	12	11	18	*	11	*	-	12	5
	1%	*%	*%	1%	-%	1%	1%	1%	1%	2%	*%	1%	*%	-%	1%	3%
Education (16)	61	5	3	2	*	51	26	54	37	30	23	53	4	-	47	9
	3%	2%	3%	2%	1%	3%	2%	3%	3%	3%	3%	3%	2%	-%	3%	6%
Human health and social work activities (17)	123	5	8	7	-	106	84	106	83	56	41	100	2	-	92	8
	6%	2%	8%	6%	-%	6%	8%	6%	7%	6%	5%	6% c	1%	-%	7%	6%
Arts, entertainment and recreation (18)	226	19	8	15	*	180	104	191	144	112	107	180	32	-	163	19
	11%	9%	7%	13%	1%	11%	10%	11%	12%	11%	12%	11%	15%	-%	12%	13%
Other service activities (97)	141	22	6	3	4	97	58	106	66	49	64	91	17	-	96	8
	7%	10%	6%	3%	9%	6%	6%	6%	6%	5%	7%	6%	8%	-%	7%	5%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	55	33	30	19	419	292	457	302	253	263	399	54	-	333	36
	25%	24%	33%	26%	46%	26%	28%	27%	26%	26%	30%	25%	25%	-%	24%	24%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	53	19	45	9	326	202	344	266	232	173	319	53	1	289	33
	21%	23%	18%	39% b	21%	20%	20%	20%	23%	23%	20%	20%	25%	100%	21%	22%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	118	49	40	14	891	540	917	589	506	442	856	106	-	780	82
	54%	52%	49%	35%	34%	54%	52%	53%	51%	51%	50%	54%	50%	-%	56%	54%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Agriculture, Forestry, & Fishing (1)	82	20	52	17	*	8	14	5	67	9	17	11	54
	4%	3%	5%	3%	*%	3%	3%	2%	5%	3%	5%	3%	4%
Mining and Quarrying (2)	5	3	1	1	3	3	1	*	5	-	1	4	*
	*%	*%	*%	*%	6%	1%	*%	*%	*%	-%	*%	1%	*%
					a							c	
Manufacturing (3)	116	48	56	60	5	31	43	25	58	23	35	15	54
	6%	6%	5%	10%	9%	11%	9%	9%	4%	6%	11%	4%	4%
								b			bc		
Electricity, gas, steam & Air conditioning supply (4)	24	9	12	1	-	7	*	4	19	*	4	1	19
	1%	1%	1%	*%	-%	3%	*%	2%	1%	*%	1%	*%	2%
						b							
Water Supply, sewerage, waste management (5)	5	-	5	-	-	-	-	-	5	-	-	-	5
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Construction (6)	268	110	136	104	6	50	69	24	188	55	42	71	148
	13%	14%	12%	17%	12%	17%	15%	9%	14%	15%	13%	18%	12%
												c	
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	113	141	115	6	57	88	62	152	64	94	49	131
	14%	15%	13%	19%	12%	19%	19%	23%	11%	18%	28%	13%	11%
								b		b	bc		
Transportation and storage (8)	49	19	26	25	*	15	12	3	34	12	9	5	36
	2%	2%	2%	4%	*%	5%	3%	1%	3%	3%	3%	1%	3%
Accommodation and food service activities (9)	54	20	32	9	3	6	6	8	35	8	6	4	40
	3%	3%	3%	1%	7%	2%	1%	3%	3%	2%	2%	1%	3%
Information and communication (10)	92	45	39	37	1	14	30	9	66	17	13	27	49
	5%	6%	4%	6%	2%	5%	6%	4%	5%	5%	4%	7%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Financial and insurance activities (11)	64	25	36	13	-	5	8	9	38	17	6	7	50
	3%	3%	3%	2%	-%	2%	2%	3%	3%	5%	2%	2%	4%
Real estate activities (12)	86	26	58	6	2	6	5	2	71	10	10	12	58
	4%	3%	5%	1%	4%	2%	1%	1%	5% a	3%	3%	3%	5%
Professional, scientific and technical activities (13)	215	90	122	47	9	25	38	11	172	32	22	37	156
	11%	12%	11%	7%	19%	8%	8%	4%	13% a	9%	7%	10%	13% a
Administrative and support service activities (14)	92	33	52	21	4	14	15	19	55	19	11	16	64
	5%	4%	5%	3%	7%	5%	3%	7%	4%	5%	3%	4%	5%
Public administration and defence compulsory social security (15)	18	9	8	2	-	2	1	7	10	2	5	4	7
	1%	1%	1%	*%	-%	1%	*%	3%	1%	*%	1%	1%	1%
Education (16)	61	26	33	7	*	1	6	3	45	11	6	12	43
	3%	3%	3%	1%	*%	*%	1%	1%	3%	3%	2%	3%	4%
Human health and social work activities (17)	123	38	82	22	2	4	23	16	83	23	8	21	91
	6%	5%	7%	3%	4%	1%	5%	6%	6%	6%	2%	5%	7% a
Arts, entertainment and recreation (18)	226	83	141	82	5	39	58	35	156	35	29	63	128
	11%	11%	13%	13%	11%	13%	12%	13%	11%	10%	9%	16% ac	10%
Other service activities (97)	141	57	74	52	3	9	52	22	95	23	14	29	94
	7%	7%	7%	8%	6%	3%	11% a	8%	7%	6%	4%	7%	8%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	190	263	183	13	100	128	58	342	88	99	102	279
	25%	25%	24%	29%	28%	34%	27%	22%	25%	24%	30%	26%	23%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	177	206	178	6	87	130	73	252	94	115	81	216
	21%	23%	19%	29%	14%	29%	28%	28%	19%	26%	35%	21%	18%
								b		b	bc		
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	408	639	262	28	111	211	132	760	180	117	206	732
	54%	53%	58%	42%	59%	37%	45%	50%	56%	50%	35%	53%	60%
												a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Agriculture, Forestry, & Fishing (1)	82	42	41
	4%	4%	4%
Mining and Quarrying (2)	5	5	*
	*%	*%	*%
Manufacturing (3)	116	57	59
	6%	6%	6%
Electricity, gas, steam & Air conditioning supply (4)	24	8	16
	1%	1%	2%
Water Supply, sewerage, waste management (5)	5	2	3
	*%	*%	*%
Construction (6)	268	149	119
	13%	16%	11%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	128	150
	14%	13%	14%
Transportation and storage (8)	49	24	26
	2%	2%	2%
Accommodation and food service activities (9)	54	32	21
	3%	3%	2%
Information and communication (10)	92	48	45
	5%	5%	4%
Financial and insurance activities (11)	64	45	19
	3%	5%	2%
		b	

Columns Tested:: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Real estate activities (12)	86	32	53
	4%	3%	5%
Professional, scientific and technical activities (13)	215	86	130
	11%	9%	12%
Administrative and support service activities (14)	92	51	42
	5%	5%	4%
Public administration and defence compulsory social security (15)	18	18	*
	1%	2%	*%
		b	
Education (16)	61	33	29
	3%	3%	3%
Human health and social work activities (17)	123	79	44
	6%	8%	4%
		b	
Arts, entertainment and recreation (18)	226	75	151
	11%	8%	14%
			a
Other service activities (97)	141	45	96
	7%	5%	9%
			a
Other (98)	-	-	-
	-%	-%	-%
Don't Know (99)	-	-	-
	-%	-%	-%

Columns Tested:: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	262	238
	25%	27%	23%
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	200	220
	21%	21%	21%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	495	585
	54%	52%	56%

Columns Tested:: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Agriculture, Forestry, & Fishing (1)	82	1	19	6	2	5	12	1	3	14	5	4	9
	4%	3%	6%	4%	3%	4%	4%	4%	1%	8%	7%	2%	4%
			h							hk	h		
Mining and Quarrying (2)	5	*	-	-	1	*	*	-	3	-	*	-	*
	*%	*%	-%	-%	1%	*%	*%	-%	1%	-%	*%	-%	*%
Manufacturing (3)	116	*	19	7	3	5	22	*	16	15	6	14	10
	6%	1%	6%	4%	3%	4%	8%	1%	5%	8%	7%	7%	5%
Electricity, gas, steam & Air conditioning supply (4)	24	-	5	8	*	-	1	*	5	-	1	-	6
	1%	-%	1%	5%	*%	-%	*%	*%	2%	-%	1%	-%	3%
				fik									
Water Supply, sewerage, waste management (5)	5	-	-	-	-	-	-	-	3	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	2%	-%	-%
Construction (6)	268	*	37	23	6	26	42	*	29	36	3	25	41
	13%	1%	12%	15%	6%	20%	15%	1%	10%	20%	4%	11%	20%
				gj		agj	gj			adghj			adghj
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	3	14	46	8	22	47	3	34	35	5	47	13
	14%	8%	5%	30%	9%	17%	17%	18%	11%	20%	7%	21%	6%
				abdhjl		bl	bl	b		bjl		bhjl	
Transportation and storage (8)	49	*	3	11	5	4	2	1	2	5	3	8	5
	2%	*%	1%	7%	6%	3%	1%	3%	1%	3%	3%	4%	3%
				bfh									
Accommodation and food service activities (9)	54	2	13	1	2	10	5	2	5	2	1	4	6
	3%	5%	4%	1%	3%	8%	2%	12%	2%	1%	1%	2%	3%
								cfhijkl					
Information and communication (10)	92	1	24	3	5	1	11	1	18	5	4	14	6
	5%	4%	8%	2%	6%	1%	4%	7%	6%	3%	6%	6%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Financial and insurance activities (11)	64	*	7	1	2	3	19	-	4	8	4	7	8
	3%	1%	2%	1%	2%	2%	7%	-%	1%	4%	5%	3%	4%
							h						
Real estate activities (12)	86	3	3	1	4	7	10	*	20	11	6	13	9
	4%	9%	1%	1%	5%	5%	3%	3%	6%	6%	8%	6%	4%
									b		bc		
Professional, scientific and technical activities (13)	215	6	53	11	11	11	25	1	32	6	11	26	22
	11%	16%	17%	7%	13%	8%	9%	7%	11%	4%	14%	12%	11%
			i						i		i	i	i
Administrative and support service activities (14)	92	*	34	1	7	6	10	*	10	7	6	3	8
	5%	1%	11%	1%	8%	4%	4%	1%	3%	4%	8%	1%	4%
			chkl								k		
Public administration and defence compulsory social security (15)	18	*	2	1	*	*	11	2	*	*	*	*	1
	1%	*%	*%	*%	*%	*%	4%	14%	*%	*%	*%	*%	*%
							h	abcdefhijkl					
Education (16)	61	2	9	1	1	3	8	2	15	1	4	5	11
	3%	6%	3%	1%	1%	2%	3%	14%	5%	1%	5%	2%	5%
								bcdefik					
Human health and social work activities (17)	123	7	25	14	1	4	9	2	17	5	7	13	19
	6%	21%	8%	9%	1%	3%	3%	9%	6%	3%	10%	6%	9%
		defhi											i
Arts, entertainment and recreation (18)	226	5	15	9	22	9	42	1	52	18	5	28	18
	11%	16%	5%	6%	26%	7%	15%	4%	17%	10%	7%	13%	9%
					bcegijl		b		bcjl			b	
Other service activities (97)	141	3	28	11	7	13	9	1	33	12	4	7	12
	7%	8%	9%	7%	7%	10%	3%	4%	11%	7%	5%	3%	6%
									fk				

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Other (98)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	2	80	43	12	36	77	1	59	65	16	43	66
	25%	5%	26%	28%	14%	28%	27%	6%	20%	36%	20%	20%	32%
			ag	ag		ag	ag			adghjk			adghk
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	4	41	60	18	27	60	5	55	45	12	69	24
	21%	12%	13%	39%	20%	21%	21%	27%	18%	25%	16%	32%	12%
				abfhjl				l		bl		bhjl	
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	28	190	51	58	64	148	12	188	70	50	106	115
	54%	83%	61%	33%	66%	50%	52%	67%	62%	39%	64%	49%	56%
		cefikl	ci		ci		c	ci	cik		cik	c	ci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Agriculture, Forestry, & Fishing (1)	82	26	20	18	18	46	36
	4%	5%	4%	4%	4%	5%	4%
Mining and Quarrying (2)	5	*	1	3	1	1	4
	*%	*%	*%	1%	*%	*%	*%
Manufacturing (3)	116	26	29	30	30	56	60
	6%	5%	6%	6%	6%	6%	6%
Electricity, gas, steam & Air conditioning supply (4)	24	12	1	5	6	13	11
	1%	2%	*%	1%	1%	1%	1%
Water Supply, sewerage, waste management (5)	5	-	-	3	2	-	5
	*%	-%	-%	1%	*%	-%	*%
Construction (6)	268	60	74	66	69	134	135
	13%	12%	15%	13%	14%	13%	13%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles (7)	278	63	77	73	65	140	138
	14%	13%	15%	15%	13%	14%	14%
Transportation and storage (8)	49	14	11	8	16	25	24
	2%	3%	2%	2%	3%	3%	2%
Accommodation and food service activities (9)	54	16	17	9	12	33	21
	3%	3%	3%	2%	2%	3%	2%
Information and communication (10)	92	28	17	24	24	45	48
	5%	6%	3%	5%	5%	4%	5%
Financial and insurance activities (11)	64	9	24	12	19	33	31
	3%	2%	5%	2%	4%	3%	3%
Real estate activities (12)	86	7	20	31	28	28	58
	4%	1%	4%	6%	6%	3%	6%
				a	a		a

Columns Tested:: a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Professional, scientific and technical activities (13)	215	70	47	40	58	117	98
	11%	14%	9%	8%	12%	12%	10%
Administrative and support service activities (14)	92	36	23	17	17	58	34
	5%	7%	5%	3%	3%	6%	3%
Public administration and defence compulsory social security (15)	18	2	12	3	1	14	5
	1%	*%	2%	1%	*%	1%	*%
Education (16)	61	12	12	18	19	24	37
	3%	2%	2%	4%	4%	2%	4%
Human health and social work activities (17)	123	46	13	23	40	60	64
	6%	9%	3%	5%	8%	6%	6%
		b			b		
Arts, entertainment and recreation (18)	226	30	73	71	52	103	123
	11%	6%	15%	14%	10%	10%	12%
			a	a			
Other service activities (97)	141	42	29	46	23	71	69
	7%	8%	6%	9%	5%	7%	7%
				d			
Other (98)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't Know (99)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Agriculture, Mining, Manufacturing, Construction & Utilities (codes 1-6)	500	125	125	125	125	250	250
	25%	25%	25%	25%	25%	25%	25%

Columns Tested:: a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication (codes 7,8,10)	420	105	105	105	105	210	210
	21%	21%	21%	21%	21%	21%	21%
Hospitality/ Financial/ and Non-financial/ Other/ DK (codes 9,11-18,97,98,99)	1080	270	270	270	270	540	540
	54%	54%	54%	54%	54%	54%	54%

Columns Tested:: a,b,c,d - a,b

Table 15

C4. Is your location the headquarters or a local branch / office?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Head office	1832	213	1619	1769	53	6	4	63
	92%	93%	91%	93%	70%	68%	71%	70%
				bcde				
Branch / local office	168	16	153	141	23	3	1	27
	8%	7%	9%	7%	30%	32%	29%	30%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Head office	1832	1029	640	100	37	22	4	1769	53	10
	92%	100% bcdefghi	86% cdefhi	72%	71%	67%	71%	93% bcdefhi	70%	69%
Branch / local office	168	-	101	39	15	11	1	141	23	4
	8%	-%	14% ag	28% abg	29% abg	33% abg	29% abg	7% a	30% abg	31% abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Head office	1832	1499	270	53	6	4	1197	254	58	31	41
	92%	96%	77%	70%	68%	71%	96%	85%	86%	89%	70%
		bcde					bce	e			
Branch / local office	168	59	82	23	3	1	52	44	9	4	17
	8%	4%	23%	30%	32%	29%	4%	15%	14%	11%	30%
			a	a	a	a		a	a		ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Head office	1832	171	134	276	60	171	293	232	140	135
	92%	95%	92%	87%	87%	93%	94%	93%	91%	92%
Branch / local office	168	9	12	42	9	13	19	18	14	12
	8%	5%	8%	13%	13%	7%	6%	7%	9%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Head office	1832	366	445	801	1612	219	109	73	37
	92%	92%	93%	91%	92%	91%	91%	91%	93%
Branch / local office	168	34	35	79	148	21	11	7	3
	8%	8%	7%	9%	8%	9%	9%	9%	7%

Columns Tested:: a,b,c,d,e,f,g,h

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Head office	1832	74	105	128	242	289	79	46	57	916
	92%	90%	87%	86%	90%	88%	86%	85%	89%	95%
										bcefg
Branch / local office	168	8	15	21	26	39	13	8	7	46
	8%	10%	13%	14%	10%	12%	14%	15%	11%	5%
			i	i		i	i	i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Head office	1832	445	368	1019	1514	318	1832	-	1781	51
	92%	89%	88%	94% ab	91%	96%	100% b	-%	92%	85%
Branch / local office	168	55	52	61	154	14	-	168	159	9
	8%	11% c	12% c	6%	9%	4%	-%	100% a	8%	15%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Head office	1832	1126	302	394	1550	193	42	46	1744	88
	92%	92%	89%	93%	92%	92%	91%	81%	92%	85%
Branch / local office	168	98	37	31	136	17	4	11	153	15
	8%	8%	11%	7%	8%	8%	9%	19%	8%	15%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Head office	1832	938	612	282	1585	1302	1678	1258	787	571
	92%	94%	89%	90%	91%	91%	92%	91%	89%	86%
		b			f	f	f	f		
Branch / local office	168	63	73	32	149	131	153	125	102	95
	8%	6%	11%	10%	9%	9%	8%	9%	11%	14%
			a							abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Head office	1832	395	1006	83	84	41	33	35	109
	92%	96%	93%	85%	90%	85%	78%	72%	78%
		cfgh	fgh						
Branch / local office	168	18	80	14	10	7	10	13	30
	8%	4%	7%	15%	10%	15%	22%	28%	22%
				a			ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Head office	1832	1280	133	69	54	22	20	7	993	156	60	23	37	9	24
	92%	93%	87%	87%	91%	89%	66%	55%	93%	87%	81%	82%	86%	58%	82%
		fg	f		fg				cdf	f					
Branch / local office	168	94	20	11	5	3	10	6	71	23	14	5	6	7	5
	8%	7%	13%	13%	9%	11%	34%	45%	7%	13%	19%	18%	14%	42%	18%
							abd	ad			a	a		ab	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Head office	1832	873	142	100	52	30	26	35	91	829	356	324	104	60
	92%	93% g	88%	90%	85%	94%	82%	79%	85%	94%	92%	89%	90%	84%
Branch / local office	168	69	19	12	10	2	6	9	17	57	33	39	12	12
	8%	7%	12%	10%	15%	6%	18%	21% a	15%	6%	8%	11%	10%	16%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Head office	1832	897	313	256	81	30	720	237	213	76	52
	92%	93% e	92%	88%	91%	78%	93%	89%	90%	89%	87%
Branch / local office	168	69	28	36	8	8	58	28	25	10	8
	8%	7%	8%	12%	9%	22% a	7%	11%	10%	11%	13%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Head office	1832	657	178	263	106	40	745	103	401	1592	240	1498	87
	92%	94% ce	89%	88%	93%	78%	91%	85%	91%	92%	88%	92% b	80%
Branch / local office	168	45	22	37	8	11	69	18	37	135	33	128	21
	8%	6%	11%	12% a	7%	22% a	9%	15%	9%	8%	12%	8%	20% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Head office	1832	1163	138	782	476	1496	89	1171	131	796	461
	92%	92%	84%	92%	89%	92%	85%	92%	80%	92%	89%
		b						b			
Branch / local office	168	105	26	65	60	133	16	99	32	66	59
	8%	8%	16%	8%	11%	8%	15%	8%	20%	8%	11%
			a						a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Head office	1832	832	1237	228	4	773	904	184	1	903	708	229	*
	92%	90%	92%	95%	100%	90%	91%	96%	100%	90%	92%	92%	100%
Branch / local office	168	95	103	13	-	85	88	7	-	96	58	20	-
	8%	10%	8%	5%	-%	10%	9%	4%	-%	10%	8%	8%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Head office	1832	1460	1143	885	1155	960	32	577	495	488	128	76
	92%	92%	92%	94%	91%	93%	84%	94%	92%	94%	95%	98%
Branch / local office	168	121	102	59	108	76	6	38	40	33	7	2
	8%	8%	8%	6%	9%	7%	16%	6%	8%	6%	5%	2%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Head office	1832	203	87	103	36	1508	950	1577	1070	910	796	1469	197	1	1272	143
	92%	90%	86%	90%	85%	92%	92%	92%	92%	92%	91%	93%	92%	100%	91%	95%
Branch / local office	168	23	14	11	6	128	85	140	87	81	83	106	16	-	130	7
	8%	10%	14%	10%	15%	8%	8%	8%	8%	8%	9%	7%	8%	-%	9%	5%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Head office	1832	706	1028	566	39	252	435	239	1241	335	301	347	1141
	92%	91%	93%	91%	82%	84%	93% a	91%	92%	93%	91%	89%	93%
Branch / local office	168	70	80	57	8	46	35	25	114	27	30	42	86
	8%	9%	7%	9%	18%	16% b	7%	9%	8%	7%	9%	11%	7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Head office	1832	860	972
	92%	90%	93%
Branch / local office	168	98	70
	8%	10%	7%

Columns Tested:: a,b

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Head office	1832	32	296	137	82	116	256	16	281	158	71	198	189
	92%	93%	95%	89%	93%	91%	90%	91%	93%	88%	91%	91%	92%
Branch / local office	168	2	15	17	6	11	29	2	20	22	7	20	16
	8%	7%	5%	11%	7%	9%	10%	9%	7%	12%	9%	9%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 15 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Head office	1832	465	454	456	457	920	912
	92%	93%	91%	91%	91%	92%	91%
Branch / local office	168	35	46	44	43	80	88
	8%	7%	9%	9%	9%	8%	9%

Columns Tested:: a,b,c,d - a,b

Table 16

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Yes	1940	219	1721	1853	74	9	5	87
	97%	96%	97%	97%	97%	100%	94%	97%
No	60	10	50	57	2	-	*	3
	3%	4%	3%	3%	3%	-%	6%	3%

Columns Tested:: a,b - a,b,c,d,e

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Yes	1940	989	726	138	50	32	5	1853	74	14
	97%	96%	98%	99%	96%	100% f	94%	97%	97%	98%
No	60	40	15	2	2	*	*	57	2	*
	3%	4%	2%	1%	4%	*%	6% e	3%	3%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Yes	1940	1508	345	74	9	5	1210	294	64	33	58
	97%	97%	98%	97%	100%	94%	97%	99%	94%	96%	100%
No	60	50	7	2	-	*	39	4	4	1	*
	3%	3%	2%	3%	-%	6%	3%	1%	6%	4%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Yes	1940	175	145	311	68	181	301	238	151	137
	97%	97%	99%	98%	99%	98%	96%	95%	98%	93%
No	60	5	1	7	1	3	11	12	3	10
	3%	3%	1%	2%	1%	2%	4%	5%	2%	7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	1940	386	471	850	1707	233	118	78	37
	97%	97%	98%	97%	97%	97%	98%	98%	94%
No	60	14	9	30	53	7	2	2	3
	3%	3%	2%	3%	3%	3%	2%	2%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Yes	1940	74	118	146	245	323	92	53	64	943
	97%	90%	98%	98%	91%	99% ad	100% a	98%	100%	98% ad
No	60	8	3	3	24	4	-	1	-	20
	3%	10% efi	2%	2%	9% ei	1%	-%	2%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Yes	1940	465	416	1059	1618	322	1781	159	1940	-
	97%	93%	99%	98%	97%	97%	97%	95%	100%	-%
			a	a					b	
No	60	35	4	21	50	10	51	9	-	60
	3%	7%	1%	2%	3%	3%	3%	5%	-%	100%
		bc								a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Yes	1940	1189	328	411	1637	203	45	55	1840	101
	97%	97%	97%	97%	97%	96%	97%	97%	97%	97%
No	60	35	11	14	49	7	1	2	57	3
	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Yes	1940	969	668	304	1684	1398	1778	1346	874	645
	97%	97%	98%	97%	97%	98%	97%	97%	98%	97%
No	60	32	17	10	49	34	53	37	15	20
	3%	3%	2%	3%	3%	2%	3%	3%	2%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Yes	1940	404	1052	95	93	49	43	43	134
	97%	98%	97%	97%	99%	100%	100%	89%	96%
No	60	9	34	3	1	-	-	5	5
	3%	2%	3%	3%	1%	-%	-%	11%	4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Yes	1940	1339	143	78	58	24	28	13	1036	178	74	28	43	14	26
	97%	97%	93%	98%	99%	100%	93%	100%	97%	99%	100%	100%	100%	86%	89%
									f	fg	fg	f			
No	60	35	10	2	1	-	2	-	28	1	-	-	-	2	3
	3%	3%	7%	2%	1%	-%	7%	-%	3%	1%	-%	-%	-%	14%	11%
														abcd	bc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Yes	1940	918	156	112	57	32	32	40	104	862	378	347	115	70
	97%	97%	97%	100% g	92%	100%	100%	91%	96%	97%	97%	96%	99%	98%
No	60	24	5	-	5	-	-	4	4	23	11	16	1	1
	3%	3%	3%	-%	8%	-%	-%	9% c	4%	3%	3%	4%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Yes	1940	943	334	275	88	37	760	261	228	85	58
	97%	98%	98%	95%	99%	96%	98%	98%	96%	99%	98%
No	60	23	8	16	1	1	18	4	10	1	1
	3%	2%	2%	5%	1%	4%	2%	2%	4%	1%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Yes	1940	687	193	290	112	51	790	119	429	1669	272	1578	106
	97%	98%	96%	97%	98%	100%	97%	98%	98%	97%	99%	97%	98%
No	60	15	8	10	2	-	24	3	9	57	2	47	2
	3%	2%	4%	3%	2%	-%	3%	2%	2%	3%	1%	3%	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Yes	1940	1238	160	816	530	1582	103	1238	160	834	513
	97%	98%	97%	96%	99%	97%	98%	97%	99%	97%	99%
No	60	30	4	31	6	47	2	32	2	29	8
	3%	2%	3%	4%	1%	3%	2%	3%	1%	3%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Yes	1940	903	1299	232	4	840	966	185	1	972	746	247	*
	97%	97%	97%	96%	100%	98%	97%	97%	100%	97%	97%	99%	100%
No	60	24	41	9	-	19	26	7	-	28	20	2	-
	3%	3%	3%	4%	-%	2%	3%	3%	-%	3%	3%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Yes	1940	1533	1216	918	1233	996	37	601	521	507	133	78
	97%	97%	98%	97%	98%	96%	100%	98%	97%	97%	98%	100%
No	60	47	29	26	30	40	-	15	14	14	2	*
	3%	3%	2%	3%	2%	4%	-%	2%	3%	3%	2%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Yes	1940	216	96	110	42	1590	1013	1672	1133	965	861	1534	208	1	1364	148
	97%	96%	95%	96%	100%	97%	98%	97%	98%	97%	98%	97%	98%	100%	97%	98%
No	60	9	5	4	-	46	21	46	24	26	17	40	5	-	38	3
	3%	4%	5%	4%	-%	3%	2%	3%	2%	3%	2%	3%	2%	-%	3%	2%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Yes	1940	751	1074	607	47	289	461	259	1311	350	313	384	1191
	97%	97%	97%	97%	98%	97%	98%	98%	97%	97%	94%	99% a	97%
No	60	24	34	16	1	8	9	5	43	11	18	5	36
	3%	3%	3%	3%	2%	3%	2%	2%	3%	3%	6% b	1%	3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Yes	1940	942	998
	97%	98%	96%
		b	
No	60	15	45
	3%	2%	4%
			a

Columns Tested:: a,b

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Yes	1940	34	301	143	86	124	275	17	293	178	77	213	198
	97%	99%	97%	93%	98%	98%	97%	96%	97%	99%	99%	98%	97%
No	60	*	11	11	2	3	9	1	9	3	1	5	6
	3%	1%	3%	7%	2%	2%	3%	4%	3%	1%	1%	2%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 16 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Yes	1940	478	486	488	488	964	976
	97%	96%	97%	98%	98%	96%	98%
No	60	22	14	12	12	36	24
	3%	4%	3%	2%	2%	4%	2%

Columns Tested:: a,b,c,d - a,b

Table 17

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: Senior Management (Managing Director, Director, Business Owner)	1583	148	1435	1551	28	3	2	32
	79%	65%	81%	81%	37%	29%	36%	36%
			a	bcde				
Owner	1409	131	1278	1393	14	1	*	15
	70%	57%	72%	73%	19%	11%	5%	17%
			a	bcde	d			d
Senior Management (Managing Director, other Director)	174	17	157	158	14	2	2	17
	9%	8%	9%	8%	18%	19%	30%	19%
					a	a	abe	a
Office Admin / Office Management	155	69	86	136	16	2	1	19
	8%	30%	5%	7%	21%	27%	21%	21%
		b			a	a	a	a
Customer Service	64	4	61	53	10	1	*	12
	3%	2%	3%	3%	14%	9%	6%	13%
					ad	a		a
Operations	63	2	60	52	9	1	1	10
	3%	1%	3%	3%	11%	11%	18%	12%
					a	a	a	a
Finance / Accounts	45	4	42	41	3	1	*	4
	2%	2%	2%	2%	4%	9%	7%	5%
						a	a	
Marketing	25	-	25	23	1	*	*	2
	1%	-%	1%	1%	2%	5%	6%	2%
							a	
Customer Relationship Management	12	1	11	9	2	*	*	3
	1%	*%	1%	*%	3%	5%	4%	3%
					a	a	a	a
Procurement	5	*	5	3	2	*	*	2
	*%	*%	*%	*%	2%	*%	2%	2%
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Facilities	1	-	1	1	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
Mailroom	1	-	1	-	1	-	*	1
	*%	-%	*%	-%	1%	-%	*%	1%
					a			
Sales	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	-	11	11	*	*	-	*
	1%	-%	1%	1%	*%	*%	-%	*%
Don't know	7	-	7	7	*	*	*	*
	*%	-%	*%	*%	*%	2%	*%	*%
Other answers	27	*	26	23	4	*	*	4
	1%	*%	1%	1%	5%	4%	1%	5%
					a			a

Columns Tested:: a,b - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Senior Management (Managing Director, Director, Business Owner)	1583	924	557	70	19	12	2	1551	28	4
	79%	90%	75%	50%	35%	36%	36%	81%	37%	32%
		bcdefghi	cdefhi	dfhi				bcdefhi		
Owner	1409	892	453	49	10	5	*	1393	14	1
	70%	87%	61%	35%	20%	15%	5%	73%	19%	9%
		bcdefghi	cdefhi	defhi	fi	f		bcdefhi	fi	
Senior Management (Managing Director, other Director)	174	31	105	22	8	7	2	158	14	3
	9%	3%	14%	15%	16%	22%	30%	8%	18%	23%
			ag	ag	ag	ag	abcdgh	a	ag	ag
Office Admin / Office Management	155	32	76	28	10	8	1	136	16	3
	8%	3%	10%	20%	20%	24%	21%	7%	21%	25%
			a	abg	abg	abg	abg	a	abg	abg
Customer Service	64	12	29	12	8	3	*	53	10	1
	3%	1%	4%	9%	15%	10%	6%	3%	14%	8%
			a	ag	abfg	abg	a		abfg	ag
Operations	63	11	32	10	6	4	1	52	9	2
	3%	1%	4%	7%	11%	11%	18%	3%	11%	13%
			a	ag	abg	abg	abcg		abg	abg
Finance / Accounts	45	9	23	9	2	2	*	41	3	1
	2%	1%	3%	6%	4%	6%	7%	2%	4%	8%
			a	ag		ag	ag		a	ag
Marketing	25	14	6	3	1	1	*	23	1	1
	1%	1%	1%	2%	1%	3%	6%	1%	2%	5%
							abg			abg
Customer Relationship Management	12	2	1	6	2	1	*	9	2	1
	1%	*%	*%	4%	4%	2%	4%	*%	3%	4%
				abg	abg	ab	abg		abg	abg
Procurement	5	-	3	-	2	*	*	3	2	*
	*%	-%	*%	-%	3%	*%	2%	*%	2%	1%
					abg		ag		ag	

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Facilities	1	-	1	*	-	*	*	1	*	*
	*%	-%	*%	*%	-%	1%	*%	*%	*%	*%
Mailroom	1	-	-	-	1	-	*	-	1	*
	*%	-%	-%	-%	1%	-%	*%	-%	1%	*%
					g				g	
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	8	3	*	-	*	-	11	*	*
	1%	1%	*%	*%	-%	*%	-%	1%	*%	*%
Don't know	7	4	3	*	*	*	*	7	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%
Other answers	27	13	7	2	3	1	*	23	4	*
	1%	1%	1%	1%	5%	5%	1%	1%	5%	3%
					abg	abg			abg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Senior Management (Managing Director, Director, Business Owner)	1583	1352	199	28	3	2	1113	221	44	21	26
	79%	87%	57%	37%	29%	36%	89%	74%	65%	61%	44%
		bcde	cde				bcde	e			
Owner	1409	1249	145	14	1	*	1049	167	32	13	12
	70%	80%	41%	19%	11%	5%	84%	56%	47%	38%	21%
		bcde	cde	e			bcde	e	e		
Senior Management (Managing Director, other Director)	174	103	55	14	2	2	64	55	12	8	14
	9%	7%	16%	18%	19%	30%	5%	18%	18%	23%	23%
			a	a	a	abc		a	a	a	a
Office Admin / Office Management	155	76	60	16	2	1	30	27	3	3	12
	8%	5%	17%	21%	27%	21%	2%	9%	4%	7%	20%
			a	a	a	a		a			ac
Customer Service	64	29	24	10	1	*	23	11	8	4	6
	3%	2%	7%	14%	9%	6%	2%	4%	11%	12%	11%
			a	abe	a	a			a	a	a
Operations	63	25	27	9	1	1	23	19	5	3	3
	3%	2%	8%	11%	11%	18%	2%	6%	8%	9%	5%
			a	a	a	ab		a	a	a	
Finance / Accounts	45	24	17	3	1	*	13	13	3	*	5
	2%	2%	5%	4%	9%	7%	1%	4%	5%	*%	9%
			a		a	a		a			a
Marketing	25	16	7	1	*	*	17	2	1	2	*
	1%	1%	2%	2%	5%	6%	1%	1%	2%	5%	1%
					a	a					
Customer Relationship Management	12	2	7	2	*	*	1	1	*	*	4
	1%	*%	2%	3%	5%	4%	*%	*%	*%	1%	6%
			a	a	a	a					ab
Procurement	5	3	*	2	*	*	*	*	3	*	1
	*%	*%	*%	2%	*%	2%	*%	*%	5%	1%	1%
				ab					ab		

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Facilities	1	1	*	*	*	*	-	1	-	*	*
	*%	*%	*%	*%	1%	*%	-%	*%	-%	1%	*%
Mailroom	1	-	-	1	-	*	*	-	-	1	*
	*%	-%	-%	1%	-%	*%	*%	-%	-%	2%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	9	2	*	*	-	4	-	-	-	*
	1%	1%	1%	*%	*%	-%	*%	-%	-%	-%	*%
Don't know	7	6	1	*	*	*	5	*	*	-	-
	*%	*%	*%	*%	2%	*%	*%	*%	*%	-%	-%
Other answers	27	16	7	4	*	*	19	2	1	-	2
	1%	1%	2%	5%	4%	1%	2%	1%	1%	-%	4%
				a							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: Senior Management (Managing Director, Director, Business Owner)	1583	148	126	231	55	151	273	195	116	123
	79%	83%	86% c	73%	79%	82%	87% ch	78%	75%	84%
Owner	1409	124	116	202	44	138	241	183	107	117
	70%	69%	79% c	64%	63%	75%	77% c	73%	69%	79% c
Senior Management (Managing Director, other Director)	174	25	10	28	11	13	32	12	9	7
	9%	14% g	7%	9%	16%	7%	10%	5%	6%	5%
Office Admin / Office Management	155	9	5	9	7	20	15	28	10	3
	8%	5%	4%	3%	11%	11% ci	5%	11% ci	6%	2%
Customer Service	64	6	7	11	2	3	7	10	10	3
	3%	4%	5%	3%	3%	1%	2%	4%	7%	2%
Operations	63	9	1	22	3	3	8	6	3	3
	3%	5%	1%	7%	4%	2%	3%	2%	2%	2%
Finance / Accounts	45	6	4	12	1	3	2	7	4	3
	2%	3%	2%	4%	1%	1%	1%	3%	3%	2%
Marketing	25	-	1	14	*	2	-	*	3	1
	1%	-%	*%	4% f	*%	1%	-%	*%	2%	1%
Customer Relationship Management	12	2	1	5	*	*	-	*	1	*
	1%	1%	*%	2%	*%	*%	-%	*%	1%	*%
Procurement	5	-	*	4	-	*	1	-	*	-
	*%	-%	*%	1%	-%	*%	*%	-%	*%	-%
Facilities	1	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Mailroom	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	-	-	-	-	-	3	-	4	3
	1%	-%	-%	-%	-%	-%	1%	-%	3%	2%
Don't know	7	-	*	1	-	*	-	3	*	2
	*%	-%	*%	*%	-%	*%	-%	1%	*%	2%
Other answers	27	-	1	9	1	1	3	1	2	5
	1%	-%	1%	3%	1%	1%	1%	*%	1%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Senior Management (Managing Director, Director, Business Owner)	1583	329	390	698	1417	166	74	63	28
	79%	82% efh	81% efh	79% ef	81% efh	69%	62%	79% f	71%
Owner	1409	298	346	626	1271	138	59	54	25
	70%	74% efh	72% ef	71% ef	72% efh	58%	49%	68% f	63% f
Senior Management (Managing Director, other Director)	174	31	44	72	147	28	15	9	3
	9%	8%	9%	8%	8%	12%	13%	11%	8%
Office Admin / Office Management	155	31	23	52	106	49	32	11	7
	8%	8%	5%	6%	6%	21% abcd	26% abcdg	13% bcd	17% abcd
Customer Service	64	8	23	28	59	6	4	1	*
	3%	2%	5%	3%	3%	2%	3%	2%	1%
Operations	63	9	13	36	58	5	2	1	2
	3%	2%	3%	4%	3%	2%	2%	1%	4%
Finance / Accounts	45	7	13	21	41	4	4	*	*
	2%	2%	3%	2%	2%	2%	3%	1%	1%
Marketing	25	3	4	15	22	3	1	1	*
	1%	1%	1%	2%	1%	1%	1%	1%	1%
Customer Relationship Management	12	1	3	6	10	2	1	*	1
	1%	*%	1%	1%	1%	1%	1%	*%	2%
Procurement	5	*	1	4	5	*	*	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%
Facilities	1	-	*	*	*	1	*	1	*
	*%	-%	*%	*%	*%	*%	*%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mailroom	1	-	-	1	1	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%
Sales	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	3	4	3	11	1	*	*	*
	1%	1%	1%	*%	1%	*%	*%	1%	*%
Don't know	7	2	1	4	7	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	*%
Other answers	27	7	3	13	23	3	1	1	1
	1%	2%	1%	2%	1%	1%	1%	1%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
NET: Senior Management (Managing Director, Director, Business Owner)	1583	66	81	100	214	255	79	35	49	786
	79%	80%	67%	67%	80%	78%	85%	65%	78%	82%
										bcg
Owner	1409	61	64	81	189	230	62	30	33	722
	70%	74%	53%	54%	71%	70%	67%	56%	52%	75%
		b			bc	bch				bcgh
Senior Management (Managing Director, other Director)	174	5	16	19	24	25	16	5	16	64
	9%	6%	14%	13%	9%	8%	18%	9%	25%	7%
							i		adei	
Office Admin / Office Management	155	7	16	17	18	26	1	9	5	72
	8%	8%	13%	12%	7%	8%	1%	17%	7%	8%
			f					f		
Customer Service	64	3	3	3	3	23	7	2	2	22
	3%	4%	2%	2%	1%	7%	7%	3%	2%	2%
						di				
Operations	63	5	8	9	16	12	*	3	*	17
	3%	6%	6%	6%	6%	4%	*%	6%	*%	2%
			i	i	i					
Finance / Accounts	45	*	3	10	6	5	2	-	7	16
	2%	*%	3%	6%	2%	2%	2%	-%	10%	2%
				i					ei	
Marketing	25	1	8	8	*	*	2	*	-	13
	1%	1%	7%	5%	*%	*%	2%	*%	-%	1%
			dei	dei						
Customer Relationship Management	12	*	*	*	*	2	*	5	*	4
	1%	*%	*%	*%	*%	1%	*%	9%	*%	*%
								bcdei		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Procurement	5	-	*	*	4	1	-	-	*	*
	*%	-%	*%	*%	1% i	*%	-%	-%	*%	*%
Facilities	1	*	-	-	-	1	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%
Mailroom	1	-	-	-	-	1	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	*	*	*	*	*	*	-	-	11
	1%	*%	*%	*%	*%	*%	*%	-%	-%	1%
Don't know	7	-	2	2	1	-	*	*	-	4
	*%	-%	1%	1%	*%	-%	*%	*%	-%	*%
Other answers	27	*	*	*	5	1	2	*	1	16
	1%	*%	*%	*%	2%	*%	2%	*%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
NET: Senior Management (Managing Director, Director, Business Owner)	1583	379	334	870	1308	275	1510	73	1539	45
	79%	76%	79%	81%	78%	83%	82% b	43%	79%	75%
Owner	1409	331	292	785	1154	255	1362	47	1366	43
	70%	66%	70%	73%	69%	77%	74% b	28%	70%	72%
Senior Management (Managing Director, other Director)	174	48	42	85	154	20	148	26	173	1
	9%	10%	10%	8%	9%	6%	8%	16% a	9%	3%
Office Admin / Office Management	155	42	27	86	128	28	138	17	152	3
	8%	8%	6%	8%	8%	8%	8%	10%	8%	6%
Customer Service	64	10	30	25	60	4	33	31	62	2
	3%	2%	7% ac	2%	4%	1%	2%	19% a	3%	3%
Operations	63	30	12	21	56	7	42	21	60	3
	3%	6% c	3%	2%	3%	2%	2%	12% a	3%	4%
Finance / Accounts	45	16	7	23	34	11	37	9	45	-
	2%	3%	2%	2%	2%	3%	2%	5%	2%	-%
Marketing	25	9	2	13	24	1	23	2	25	-
	1%	2%	1%	1%	1%	*%	1%	1%	1%	-%
Customer Relationship Management	12	1	2	9	12	*	5	7	12	*
	1%	*%	*%	1%	1%	*%	*%	4% a	1%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Procurement	5	4	1	*	5	-	5	1	2	3
	*%	1%	*%	*%	*%	-%	*%	*%	*%	6% a
Facilities	1	*	1	*	1	-	1	*	1	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Mailroom	1	-	1	*	1	*	1	*	1	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	*	1	11	7	5	11	*	11	*
	1%	*%	*%	1%	*%	1%	1%	*%	1%	*%
Don't know	7	3	*	5	7	-	7	1	6	1
	*%	1%	*%	*%	*%	-%	*%	*%	*%	2%
Other answers	27	6	3	17	25	1	20	7	25	2
	1%	1%	1%	2%	2%	*%	1%	4% a	1%	3%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Senior Management (Managing Director, Director, Business Owner)	1583	975	244	351	1351	157	33	42	1509	75
	79%	80%	72%	83%	80%	75%	70%	74%	80%	72%
		b		b						
Owner	1409	880	207	312	1225	135	25	23	1361	48
	70%	72%	61%	73%	73%	64%	55%	40%	72%	47%
		b		b	df	df			df	
Senior Management (Managing Director, other Director)	174	96	37	39	126	22	7	19	148	26
	9%	8%	11%	9%	7%	11%	16%	34%	8%	25%
								abe		abe
Office Admin / Office Management	155	94	32	30	123	23	7	2	146	9
	8%	8%	9%	7%	7%	11%	16%	3%	8%	9%
Customer Service	64	37	20	7	49	10	2	3	59	5
	3%	3%	6%	2%	3%	5%	3%	6%	3%	5%
			c							
Operations	63	34	14	15	53	4	2	3	58	5
	3%	3%	4%	4%	3%	2%	4%	5%	3%	5%
Finance / Accounts	45	29	8	8	35	8	*	1	44	2
	2%	2%	2%	2%	2%	4%	*%	3%	2%	2%
Marketing	25	9	13	2	17	4	1	2	21	3
	1%	1%	4%	1%	1%	2%	3%	4%	1%	3%
			ac							
Customer Relationship Management	12	7	4	2	9	1	1	1	9	3
	1%	1%	1%	*%	1%	*%	2%	3%	1%	3%
Procurement	5	4	*	1	5	*	-	*	5	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Facilities	1	*	*	1	*	-	*	1	*	1
	*%	*%	*%	*%	*%	-%	*%	1%	*%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Mailroom	1	1	*	*	1	*	-	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	8	*	3	11	*	-	-	11	-
	1%	1%	*%	1%	1%	*%	-%	-%	1%	-%
Don't know	7	7	1	-	7	-	-	*	7	*
	*%	1%	*%	-%	*%	-%	-%	*%	*%	*%
Other answers	27	19	2	5	24	1	*	1	25	2
	1%	2%	1%	1%	1%	1%	*%	2%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Senior Management (Managing Director, Director, Business Owner)	1583	819	533	232	1377	1150	1454	1122	691	488
	79%	82%	78%	74%	79%	80%	79%	81%	78%	73%
		c			f	f	f	f		
Owner	1409	772	453	183	1213	1003	1288	988	594	405
	70%	77%	66%	58%	70%	70%	70%	71%	67%	61%
		bc			f	f	f	f		
Senior Management (Managing Director, other Director)	174	47	79	49	164	147	165	135	97	84
	9%	5%	12%	15%	9%	10%	9%	10%	11%	13%
			a	a						
Office Admin / Office Management	155	78	45	32	125	93	133	83	48	36
	8%	8%	7%	10%	7%	6%	7%	6%	5%	5%
Customer Service	64	21	28	15	53	50	56	47	39	40
	3%	2%	4%	5%	3%	3%	3%	3%	4%	6%
										ac
Operations	63	27	27	9	51	49	57	44	36	32
	3%	3%	4%	3%	3%	3%	3%	3%	4%	5%
Finance / Accounts	45	16	20	10	42	34	43	28	24	20
	2%	2%	3%	3%	2%	2%	2%	2%	3%	3%
Marketing	25	6	11	7	25	19	25	25	19	22
	1%	1%	2%	2%	1%	1%	1%	2%	2%	3%
										abc
Customer Relationship Management	12	2	7	4	11	7	12	6	5	5
	1%	*%	1%	1%	1%	*%	1%	*%	1%	1%
Procurement	5	1	4	*	5	1	5	1	1	4
	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%
Facilities	1	*	*	1	1	1	1	1	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Mailroom	1	-	1	*	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	6	5	*	10	11	11	6	10	5
	1%	1%	1%	*%	1%	1%	1%	*%	1%	1%
Don't know	7	7	1	*	7	7	7	6	6	1
	*%	1%	*%	*%	*%	1%	*%	*%	1%	*%
Other answers	27	19	4	3	26	11	27	12	8	10
	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
NET: Senior Management (Managing Director, Director, Business Owner)	1583	319	885	75	71	40	29	36	104
	79%	77%	81%	76%	75%	82%	67%	74%	75%
Owner	1409	302	787	64	59	24	24	27	76
	70%	73%	72%	66%	63%	50%	57%	57%	54%
		eh	eh						
Senior Management (Managing Director, other Director)	174	18	98	10	12	15	4	8	28
	9%	4%	9%	10%	12%	32%	10%	18%	20%
						abc		a	ab
Office Admin / Office Management	155	38	69	8	6	2	6	4	12
	8%	9%	6%	9%	6%	4%	13%	9%	8%
Customer Service	64	7	30	5	10	1	2	2	5
	3%	2%	3%	5%	10%	3%	4%	4%	4%
					ab				
Operations	63	10	40	2	1	2	1	3	5
	3%	2%	4%	2%	1%	3%	2%	5%	4%
Finance / Accounts	45	8	25	2	2	1	3	1	5
	2%	2%	2%	3%	3%	2%	7%	2%	4%
Marketing	25	6	10	4	3	*	1	1	2
	1%	1%	1%	4%	4%	1%	2%	2%	2%
Customer Relationship Management	12	5	2	-	1	2	1	1	4
	1%	1%	*%	-%	1%	4%	2%	2%	3%
						b			b
Procurement	5	4	1	-	-	*	-	-	*
	*%	1%	*%	-%	-%	*%	-%	-%	*%
Facilities	1	-	*	-	*	*	-	1	1
	*%	-%	*%	-%	*%	*%	-%	1%	*%
Mailroom	1	-	-	1	-	-	*	*	*
	*%	-%	-%	1%	-%	-%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Sales	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	1	10	-	-	*	-	-	*
	1%	*%	1%	-%	-%	*%	-%	-%	*%
Don't know	7	*	7	*	*	-	*	*	1
	*%	*%	1%	*%	*%	-%	1%	*%	*%
Other answers	27	16	8	1	*	1	*	*	1
	1%	4%	1%	1%	*%	1%	1%	*%	1%
		b							

Columns Tested:: a,b,c,d,e,f,g,h

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
NET: Senior Management (Managing Director, Director, Business Owner)	1583	1115	107	61	48	18	19	9	881	124	59	18	38	8	22
	79%	81% b	70%	76%	82%	72%	64%	66%	83% bdf	69%	79% f	65%	88% f	49%	77%
Owner	1409	997	89	50	41	17	15	5	789	101	50	15	24	6	19
	70%	73% bfg	58%	63%	69%	68%	51%	35%	74% bdf	56%	67% f	55%	55%	36%	65%
Senior Management (Managing Director, other Director)	174	118	18	11	8	1	4	4	92	24	9	3	14	2	4
	9%	9%	12%	13%	13%	5%	13%	31%	9%	13%	12%	10%	33% a	13%	13%
Office Admin / Office Management	155	88	19	5	3	3	7	*	66	14	4	4	1	5	*
	8%	6%	13%	6%	5%	12%	23% a	1%	6%	8%	5%	16%	2%	30% abceg	*%
Customer Service	64	33	12	4	*	1	1	2	22	14	7	3	-	*	2
	3%	2%	8% a	5%	1%	6%	3%	14%	2%	8% a	9% a	13% a	-%	2%	7%
Operations	63	40	5	2	2	1	*	*	34	9	1	1	*	1	3
	3%	3%	3%	3%	3%	3%	*%	4%	3%	5%	2%	2%	1%	4%	9%
Finance / Accounts	45	31	2	5	2	*	2	1	24	5	2	*	1	-	1
	2%	2%	1%	6%	3%	*%	7%	8%	2%	3%	2%	1%	3%	-%	3%
Marketing	25	16	4	2	1	1	*	1	7	10	1	*	*	1	*
	1%	1%	3%	2%	2%	4%	1%	5%	1%	5% a	2%	1%	*%	4%	*%
Customer Relationship Management	12	7	1	*	1	*	1	*	2	1	*	*	2	2	*
	1%	1%	*%	1%	2%	1%	3%	2%	*%	1%	*%	*%	4% a	12% abc	1%
Procurement	5	4	*	-	*	*	-	-	1	-	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Facilities	1	1	-	-	*	*	-	-	*	-	-	-	-	-	1
	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	2% a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Mailroom	1	-	-	1	*	-	-	*	1	-	-	-	*	-	*
	*%	-%	-%	1%	*%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	10	-	*	-	-	-	-	11	*	-	-	*	-	-
	1%	1%	-%	*%	-%	-%	-%	-%	1%	*%	-%	-%	1%	-%	-%
Don't know	7	7	-	-	1	-	-	*	7	*	*	-	*	-	*
	*%	*%	-%	-%	1%	-%	-%	*%	1%	*%	*%	-%	1%	-%	*%
Other answers	27	22	3	*	1	*	*	*	8	2	*	1	*	-	*
	1%	2%	2%	*%	1%	1%	*%	1%	1%	1%	*%	2%	1%	-%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
NET: Senior Management (Managing Director, Director, Business Owner)	1583	787	125	88	41	24	21	36	81	730	299	281	84	57
	79%	84% d	78%	79%	66%	74%	67%	82%	75%	82%	77%	77%	72%	79%
Owner	1409	722	108	68	31	17	15	26	58	660	269	253	70	33
	70%	77% cdefh	68%	60%	50%	53%	48%	60%	54%	75% de	69% e	70% e	61%	45%
Senior Management (Managing Director, other Director)	174	65	17	21	10	7	6	10	23	69	30	28	13	24
	9%	7%	11%	18% a	16% a	22% a	18%	23% a	21% a	8%	8%	8%	12%	33% abcd
Office Admin / Office Management	155	44	17	7	6	2	8	1	11	66	21	33	9	4
	8%	5%	10%	6%	9%	7%	24% a	2%	10%	7%	5%	9%	8%	6%
Customer Service	64	24	2	7	8	4	*	2	6	12	17	13	9	5
	3%	3%	2%	6%	12% ab	12% ab	*%	5%	6%	1%	4% a	4%	8% a	7% a
Operations	63	29	4	5	5	*	*	*	1	22	24	9	2	*
	3%	3%	3%	4%	7%	*%	1%	1%	1%	2%	6% a	3%	2%	1%
Finance / Accounts	45	20	4	1	*	*	1	1	3	15	10	7	7	3
	2%	2%	2%	1%	*%	*%	4%	3%	2%	2%	3%	2%	6%	5%
Marketing	25	14	3	3	2	1	*	1	2	6	13	3	1	1
	1%	1%	2%	3%	4%	4%	1%	1%	2%	1%	3% a	1%	1%	1%
Customer Relationship Management	12	1	1	*	*	*	1	3	3	1	1	6	3	1
	1%	*%	1%	*%	*%	*%	3%	6% a	3% a	*%	*%	2% a	2% a	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Procurement	5	1	*	*	*	-	-	-	-	1	*	4	*	-
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	1%	*%	-%
Facilities	1	*	-	1	*	-	-	-	-	*	1	*	*	-
	*%	*%	-%	1%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Mailroom	1	1	-	-	-	-	*	*	*	-	1	-	*	*
	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	6	-	-	*	-	-	-	-	11	*	-	*	*
	1%	1%	-%	-%	*%	-%	-%	-%	-%	1%	*%	-%	*%	*%
Don't know	7	5	*	*	-	-	*	*	1	6	*	2	-	-
	*%	1%	*%	*%	-%	-%	1%	*%	*%	1%	*%	*%	-%	-%
Other answers	27	8	3	*	*	*	*	-	*	17	4	5	1	*
	1%	1%	2%	*%	*%	1%	*%	-%	*%	2%	1%	1%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Senior Management (Managing Director, Director, Business Owner)	1583	804	263	213	65	25	630	206	194	64	52
	79%	83% c	77%	73%	73%	64%	81%	78%	82%	75%	87%
Owner	1409	713	236	186	53	20	556	183	171	57	32
	70%	74% ce	69%	64%	59%	51%	71%	69%	72%	66%	54%
Senior Management (Managing Director, other Director)	174	91	28	27	13	5	74	23	23	7	19
	9%	9%	8%	9%	14%	14%	10%	9%	10%	9%	33% abcd
Office Admin / Office Management	155	59	21	33	8	4	54	13	18	6	2
	8%	6%	6%	11% a	9%	10%	7%	5%	7%	7%	3%
Customer Service	64	17	16	11	4	5	13	18	10	7	1
	3%	2%	5%	4%	4%	13% a	2%	7% a	4%	8% a	2%
Operations	63	27	13	9	2	*	25	16	6	1	*
	3%	3%	4%	3%	2%	1%	3%	6%	2%	1%	1%
Finance / Accounts	45	15	10	6	7	3	20	4	2	4	3
	2%	2%	3%	2%	8% a	9%	3%	2%	1%	4%	5%
Marketing	25	10	11	2	*	1	12	4	3	*	1
	1%	1%	3%	1%	1%	1%	1%	1%	1%	*%	1%
Customer Relationship Management	12	1	2	6	2	1	*	1	1	3	1
	1%	*%	*%	2% a	2%	2%	*%	*%	1%	4% a	1%
Procurement	5	1	*	4	*	-	*	*	*	*	-
	*%	*%	*%	1%	*%	-%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Facilities	1	1	-	*	*	-	*	1	*	-	-
	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%	-%
Mailroom	1	-	1	*	-	*	1	-	-	*	*
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	10	*	-	*	-	11	-	-	*	*
	1%	1%	*%	-%	*%	-%	1%	-%	-%	*%	*%
Don't know	7	6	*	2	-	-	7	*	*	-	-
	*%	1%	*%	1%	-%	-%	1%	*%	*%	-%	-%
Other answers	27	17	4	5	1	*	5	3	3	*	*
	1%	2%	1%	2%	1%	*%	1%	1%	1%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
NET: Senior Management (Managing Director, Director, Business Owner)	1583	582	164	236	93	31	687	82	349	1391	193	1311	66
	79%	83% e	82% e	79%	82%	62%	84% b	67%	80%	81% b	70%	81% b	61%
Owner	1409	527	150	200	80	19	617	65	304	1251	158	1174	39
	70%	75% e	75% e	67% e	70% e	38%	76% b	53%	69% b	72% b	58%	72% b	36%
Senior Management (Managing Director, other Director)	174	55	15	35	14	12	70	17	45	140	35	137	27
	9%	8%	7%	12%	12%	24% ab	9%	14%	10%	8%	13%	8%	25% a
Office Admin / Office Management	155	37	11	21	8	6	39	6	38	129	26	120	5
	8%	5%	6%	7%	7%	12%	5%	5%	9%	7%	10%	7%	5%
Customer Service	64	17	6	17	3	4	24	14	8	56	8	50	3
	3%	2%	3%	6%	3%	9%	3%	11% ac	2%	3%	3%	3%	3%
Operations	63	17	13	8	5	1	20	5	18	46	17	43	8
	3%	2%	6%	3%	5%	2%	3%	4%	4%	3%	6% a	3%	7%
Finance / Accounts	45	20	4	2	1	1	13	5	7	41	5	41	1
	2%	3%	2%	1%	1%	2%	2%	4%	2%	2%	2%	3%	1%
Marketing	25	9	1	8	2	5	10	8	7	11	14	13	12
	1%	1%	*%	3%	1%	10% ab	1%	6% a	2%	1%	5% a	1%	11% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Customer Relationship Management	12	1	*	3	1	1	5	1	1	9	3	9	2
	1%	*%	*%	1%	1%	2%	1%	*%	*%	1%	1%	1%	2%
Procurement	5	*	*	1	*	*	1	*	*	5	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Facilities	1	*	-	*	-	1	-	1	*	*	1	*	1
	*%	*%	-%	*%	-%	1%	-%	1%	*%	*%	*%	*%	*%
Mailroom	1	1	*	-	-	*	1	-	-	*	1	1	*
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	6	-	*	-	-	6	-	1	9	3	3	7
	1%	1%	-%	*%	-%	-%	1%	-%	*%	1%	1%	*%	7% a
Don't know	7	6	*	*	-	-	1	*	5	7	-	7	-
	*%	1%	*%	*%	-%	-%	*%	*%	1%	*%	-%	*%	-%
Other answers	27	7	1	3	*	1	7	1	3	23	4	23	3
	1%	1%	*%	1%	*%	1%	1%	1%	1%	1%	1%	1%	3%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Senior Management (Managing Director, Director, Business Owner)	1583	1039	111	709	413	1314	63	1034	116	726	396
	79%	82%	67%	84%	77%	81%	61%	81%	71%	84%	76%
		b		b		b		b		b	
Owner	1409	925	77	641	347	1172	41	923	80	658	330
	70%	73%	47%	76%	65%	72%	39%	73%	49%	76%	63%
		b		b		b		b		b	
Senior Management (Managing Director, other Director)	174	114	34	68	67	142	22	112	36	69	66
	9%	9%	20%	8%	12%	9%	21%	9%	22%	8%	13%
			a				a		a		
Office Admin / Office Management	155	89	4	46	37	119	6	88	5	44	39
	8%	7%	2%	5%	7%	7%	6%	7%	3%	5%	8%
Customer Service	64	39	11	26	21	48	5	39	11	28	19
	3%	3%	7%	3%	4%	3%	5%	3%	7%	3%	4%
Operations	63	38	11	21	23	43	8	40	8	20	24
	3%	3%	7%	2%	4%	3%	8%	3%	5%	2%	5%
Finance / Accounts	45	31	3	19	9	41	1	28	5	19	9
	2%	2%	2%	2%	2%	3%	1%	2%	3%	2%	2%
Marketing	25	8	11	6	19	12	12	10	9	6	19
	1%	1%	7%	1%	4%	1%	12%	1%	5%	1%	4%
			a		a		a		a		a
Customer Relationship Management	12	3	3	2	4	9	2	3	3	2	4
	1%	*%	2%	*%	1%	1%	2%	*%	2%	*%	1%
									a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Procurement	5	1	*	1	*	4	*	1	*	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Facilities	1	*	1	*	1	*	1	*	1	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Mailroom	1	1	*	*	1	1	*	1	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	4	7	1	5	7	3	9	3	1	5
	1%	*%	4% a	*%	1%	*%	3%	1%	2%	*%	1%
Don't know	7	7	-	6	-	7	-	7	-	6	*
	*%	1%	-%	1%	-%	*%	-%	1%	-%	1%	*%
Other answers	27	9	2	8	4	23	3	9	2	8	3
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: Senior Management (Managing Director, Director, Business Owner)	1583	758	1074	194	4	706	801	160	1	816	636	204	*
	79%	82%	80%	81%	100%	82%	81%	84%	100%	82%	83%	82%	100%
Owner	1409	642	968	169	4	599	701	136	1	712	562	172	-
	70%	69%	72%	70%	100%	70%	71%	71%	100%	71%	73%	69%	-%
Senior Management (Managing Director, other Director)	174	116	107	25	-	107	100	24	-	105	74	32	*
	9%	12% b	8%	10%	-%	13%	10%	13%	-%	10%	10%	13%	100%
Office Admin / Office Management	155	45	112	22	-	37	80	13	-	48	53	14	-
	8%	5%	8% a	9%	-%	4%	8% a	7%	-%	5%	7%	6%	-%
Customer Service	64	37	31	5	-	40	25	4	-	38	18	7	-
	3%	4%	2%	2%	-%	5%	3%	2%	-%	4%	2%	3%	-%
Operations	63	29	26	1	-	29	26	1	-	34	15	6	-
	3%	3%	2%	*%	-%	3%	3%	1%	-%	3%	2%	2%	-%
Finance / Accounts	45	16	36	2	-	13	24	1	-	23	9	1	-
	2%	2%	3%	1%	-%	1%	2%	*%	-%	2%	1%	1%	-%
Marketing	25	18	12	7	-	15	12	5	-	20	13	9	-
	1%	2%	1%	3%	-%	2%	1%	3%	-%	2%	2%	4%	-%
Customer Relationship Management	12	3	9	*	-	5	3	*	-	6	2	*	-
	1%	*%	1%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
Procurement	5	*	5	*	-	1	1	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Facilities	1	1	1	1	-	1	*	-	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Mailroom	1	*	1	*	-	*	1	*	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	7	10	5	-	5	6	4	-	3	6	3	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	*%	1%	1%	-%
Don't know	7	2	6	2	-	2	6	3	-	2	4	3	-
	*%	*%	*%	1%	-%	*%	1%	1%	-%	*%	1%	1%	-%
Other answers	27	12	17	1	-	5	8	*	-	8	7	1	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Senior Management (Managing Director, Director, Business Owner)	1583	1275	1016	793	1004	851	28	520	460	442	120	64
	79%	81%	82%	84%	79%	82%	75%	85%	86%	85%	89%	83%
Owner	1409	1138	896	721	894	773	22	491	418	397	111	63
	70%	72%	72%	76%	71%	75%	58%	80%	78%	76%	82%	81%
Senior Management (Managing Director, other Director)	174	136	120	72	110	78	6	30	41	44	10	1
	9%	9%	10%	8%	9%	8%	17%	5%	8%	9%	7%	2%
Office Admin / Office Management	155	120	86	60	99	72	2	29	26	35	7	9
	8%	8%	7%	6%	8%	7%	5%	5%	5%	7%	5%	11%
Customer Service	64	44	41	27	42	27	6	19	12	15	2	-
	3%	3%	3%	3%	3%	3%	15% ab	3%	2%	3%	1%	-%
Operations	63	42	39	23	42	18	*	13	12	15	4	3
	3%	3%	3%	2%	3%	2%	*%	2%	2%	3%	3%	3%
Finance / Accounts	45	41	32	16	31	29	*	14	13	9	*	1
	2%	3%	3%	2%	2%	3%	1%	2%	2%	2%	*%	2%
Marketing	25	9	4	5	9	5	*	4	2	1	*	-
	1%	1%	*%	1%	1%	*%	*%	1%	*%	*%	*%	-%
Customer Relationship Management	12	9	3	2	8	7	1	1	2	1	*	*
	1%	1%	*%	*%	1%	1%	3%	*%	*%	*%	*%	*%
Procurement	5	4	*	1	1	3	*	1	-	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%
Facilities	1	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Mailroom	1	1	*	*	1	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Sales	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	7	8	3	5	4	-	3	1	*	1	1
	1%	*%	1%	*%	*%	*%	-%	1%	*%	*%	1%	1%
Don't know	7	7	7	6	5	5	-	5	4	2	*	-
	*%	*%	1%	1%	*%	*%	-%	1%	1%	*%	*%	-%
Other answers	27	22	7	8	17	16	*	6	4	1	-	-
	1%	1%	1%	1%	1%	2%	1%	1%	1%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Senior Management (Managing Director, Director, Business Owner)	1583	195	75	91	30	1285	801	1347	911	761	693	1254	178	1	1131	128
	79%	87%	74%	80%	71%	79%	77%	78%	79%	77%	79%	80%	84%	100%	81%	85%
Owner	1409	181	62	79	24	1150	705	1192	808	655	597	1121	147	1	997	117
	70%	80% bd	61%	69%	57%	70%	68%	69%	70%	66%	68%	71%	69%	100%	71%	78%
Senior Management (Managing Director, other Director)	174	15	13	13	6	136	96	155	102	105	96	133	31	-	133	11
	9%	6%	12%	11%	14%	8%	9%	9%	9%	11%	11%	8%	14%	-%	10%	7%
Office Admin / Office Management	155	3	3	5	10	146	111	150	115	104	48	142	6	-	105	5
	8%	2%	3%	4%	25% abc	9%	11%	9%	10%	11%	5%	9% ac	3%	-%	8%	4%
Customer Service	64	4	13	5	1	52	29	54	27	26	33	42	8	-	48	3
	3%	2%	13% a	5%	1%	3%	3%	3%	2%	3%	4%	3%	4%	-%	3%	2%
Operations	63	7	6	3	*	45	36	49	36	29	35	43	8	-	33	9
	3%	3%	6%	3%	*%	3%	3%	3%	3%	3%	4%	3%	4%	-%	2%	6%
Finance / Accounts	45	8	*	4	-	45	30	45	25	23	24	38	2	-	33	4
	2%	3%	*%	4%	-%	3%	3%	3%	2%	2%	3%	2%	1%	-%	2%	3%
Marketing	25	1	3	3	*	17	11	22	8	13	19	12	7	-	10	1
	1%	*%	3%	3%	*%	1%	1%	1%	1%	1%	2%	1%	3% b	-%	1%	*%
Customer Relationship Management	12	1	*	*	*	10	6	12	10	9	11	9	2	-	9	*
	1%	*%	*%	*%	*%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
Procurement	5	4	-	*	-	1	1	2	1	4	1	1	*	-	4	*
	*%	2%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Facilities	1	-	*	-	-	*	1	1	*	*	1	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Mailroom	1	-	-	1	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	*	*	-	-	8	3	8	11	6	3	10	3	-	9	*
	1%	*%	*%	-%	-%	1%	*%	*%	1%	1%	*%	1%	1%	-%	1%	*%
Don't know	7	2	*	*	*	5	3	5	5	2	2	5	*	-	5	-
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Other answers	27	1	1	1	1	22	5	22	9	14	9	18	*	-	15	*
	1%	*%	1%	1%	2%	1%	*%	1%	1%	1%	1%	1%	*%	-%	1%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Senior Management (Managing Director, Director, Business Owner)	1583 79%	634 82%	879 79%	497 80%	32 67%	215 72%	383 82% a	223 85%	1072 79%	276 76%	260 79%	308 79%	975 79%
Owner	1409 70%	553 71%	801 72%	427 69%	29 60%	170 57%	345 73% a	190 72%	966 71%	246 68%	241 73%	251 65%	886 72%
Senior Management (Managing Director, other Director)	174 9%	81 10%	78 7%	70 11%	3 7%	45 15%	38 8%	33 13%	106 8%	30 8%	20 6%	57 15% ac	90 7%
Office Admin / Office Management	155 8%	44 6%	101 9%	40 6%	4 9%	19 6%	32 7%	11 4%	96 7%	45 12% ab	34 10% b	14 4%	104 8% b
Customer Service	64 3%	28 4%	34 3%	18 3%	2 4%	12 4%	13 3%	6 2%	49 4%	9 3%	9 3%	22 6%	31 2%
Operations	63 3%	26 3%	26 2%	25 4%	* 1%	20 7% b	10 2%	3 1%	48 4%	11 3%	14 4%	11 3%	35 3%
Finance / Accounts	45 2%	17 2%	28 2%	14 2%	* 1%	8 3%	11 2%	3 1%	32 2%	11 3%	5 2%	2 1%	38 3%
Marketing	25 1%	7 1%	6 1%	12 2%	6 13% a	13 4%	7 2%	7 3%	14 1%	2 1%	5 2%	12 3% c	5 *%
Customer Relationship Management	12 1%	2 *%	7 1%	3 *%	1 3%	4 1%	2 *%	2 1%	9 1%	1 *%	1 *%	4 1%	7 1%
Procurement	5 *%	4 *%	1 *%	1 *%	- -%	* *%	* *%	* *%	1 *%	4 1%	* *%	* *%	5 *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Facilities	1	*	*	*	-	1	-	-	1	-	1	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%
Mailroom	1	1	*	*	-	1	-	*	1	-	-	-	1
	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	*%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	5	4	10	-	3	8	3	9	*	*	3	8
	1%	1%	*%	2%	-%	1%	2%	1%	1%	*%	*%	1%	1%
Don't know	7	3	5	*	*	*	*	1	4	1	*	4	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%
Other answers	27	6	17	3	1	4	3	5	19	2	1	8	17
	1%	1%	2%	*%	2%	1%	1%	2%	1%	1%	*%	2%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: Senior Management (Managing Director, Director, Business Owner)	1583	704	879
	79%	74%	84%
			a
Owner	1409	593	815
	70%	62%	78%
			a
Senior Management (Managing Director, other Director)	174	111	64
	9%	12%	6%
		b	
Office Admin / Office Management	155	107	48
	8%	11%	5%
		b	
Customer Service	64	34	30
	3%	4%	3%
Operations	63	31	31
	3%	3%	3%
Finance / Accounts	45	25	20
	2%	3%	2%
Marketing	25	21	4
	1%	2%	*%
		b	
Customer Relationship Management	12	10	2
	1%	1%	*%
Procurement	5	4	2
	*%	*%	*%
Facilities	1	1	*
	*%	*%	*%

Columns Tested:: a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Mailroom	1	-	1
	*%	-%	*%
Sales	-	-	-
	-%	-%	-%
Company Secretary	-	-	-
	-%	-%	-%
General manager / site manager	-	-	-
	-%	-%	-%
Refused	11	3	8
	1%	*%	1%
Don't know	7	3	4
	*%	*%	*%
Other answers	27	14	13
	1%	1%	1%

Columns Tested:: a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: Senior Management (Managing Director, Director, Business Owner)	1583	28	238	115	77	110	225	13	252	145	54	175	152
	79%	81%	77%	75%	87% j	86% j	79%	70%	84% j	80%	69%	81%	74%
Owner	1409	24	216	91	73	98	194	11	240	125	50	160	127
	70%	69%	69%	59%	83% cjl	77% c	68%	63%	80% cjl	70%	64%	73%	62%
Senior Management (Managing Director, other Director)	174	4	23	24	4	12	32	1	12	19	4	16	24
	9%	12%	7%	15% h	4%	9%	11% h	7%	4%	11% h	5%	7%	12% h
Office Admin / Office Management	155	2	30	14	4	9	22	3	14	22	11	12	13
	8%	6%	10%	9%	4%	7%	8%	18% dhkl	5%	12% h	14% h	5%	6%
Customer Service	64	1	5	5	*	*	19	1	7	1	5	10	11
	3%	3%	1%	3%	*%	*%	7% i	4%	2%	1%	6%	5%	5%
Operations	63	1	11	5	3	5	8	*	4	4	4	7	10
	3%	2%	3%	3%	4%	4%	3%	3%	1%	2%	5%	3%	5%
Finance / Accounts	45	*	3	7	1	*	2	*	7	6	2	8	9
	2%	*%	1%	5%	1%	*%	1%	2%	2%	3%	3%	4%	5%
Marketing	25	1	5	2	1	1	7	-	4	-	2	*	3
	1%	2%	2%	1%	1%	1%	2%	-%	1%	-%	2%	*%	2%
Customer Relationship Management	12	1	5	1	*	1	1	*	*	1	*	1	*
	1%	2%	2%	*%	*%	1%	*%	2%	*%	*%	*%	1%	*%
Procurement	5	*	3	-	-	*	-	-	-	*	*	*	1
	*%	*%	1%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
Facilities	1	-	-	*	-	-	-	-	1	*	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%
Mailroom	1	-	-	-	-	1	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	11	-	5	2	2	-	-	-	3	-	*	-	*
	1%	-%	2%	2%	2%	-%	-%	-%	1%	-%	*%	-%	*%
Don't know	7	*	*	1	-	*	*	*	3	*	-	*	2
	*%	*%	*%	1%	-%	*%	*%	1%	1%	*%	-%	*%	1%
Other answers	27	1	6	2	1	*	1	*	7	1	*	4	4
	1%	4%	2%	1%	1%	*%	*%	*%	2%	1%	1%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
NET: Senior Management (Managing Director, Director, Business Owner)	1583	381	412	409	380	793	790
	79%	76%	82%	82%	76%	79%	79%
Owner	1409	331	365	377	337	696	713
	70%	66%	73%	75%	67%	70%	71%
				ad			
Senior Management (Managing Director, other Director)	174	51	47	33	44	98	77
	9%	10%	9%	7%	9%	10%	8%
Office Admin / Office Management	155	46	35	39	35	81	74
	8%	9%	7%	8%	7%	8%	7%
Customer Service	64	11	19	9	25	30	35
	3%	2%	4%	2%	5%	3%	3%
					c		
Operations	63	17	16	8	21	33	30
	3%	3%	3%	2%	4%	3%	3%
Finance / Accounts	45	10	4	13	19	13	32
	2%	2%	1%	3%	4%	1%	3%
					b		
Marketing	25	8	8	4	5	16	9
	1%	2%	2%	1%	1%	2%	1%
Customer Relationship Management	12	6	2	1	2	9	3
	1%	1%	*%	*%	*%	1%	*%
Procurement	5	3	*	*	1	3	2
	*%	1%	*%	*%	*%	*%	*%
Facilities	1	*	-	1	*	*	1
	*%	*%	-%	*%	*%	*%	*%
Mailroom	1	-	1	-	*	1	*
	*%	-%	*%	-%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 17 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Sales	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Refused	11	7	2	3	*	9	3
	1%	1%	*%	1%	*%	1%	*%
Don't know	7	2	*	4	2	2	6
	*%	*%	*%	1%	*%	*%	1%
Other answers	27	9	1	8	8	10	16
	1%	2%	*%	2%	2%	1%	2%

Columns Tested:: a,b,c,d - a,b

Table 18

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Post is used mainly for administrative needs and is not core to the main function of our business	1224	129	1094	1186	32	4	2	37
	61%	57%	62%	62%	42%	39%	35%	41%
				bcde				
Post is critical for our customer communications and/ or statements but is not core to our business	338	58	280	305	28	3	2	33
	17%	26%	16%	16%	37%	34%	39%	37%
		b			a	a	a	a
Post is core to our business operations (i.e. our business could not function without it)	425	40	385	406	16	2	1	20
	21%	17%	22%	21%	21%	27%	25%	22%
Don't Know	13	1	12	13	-	-	-	-
	1%	*%	1%	1%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Post is used mainly for administrative needs and is not core to the main function of our business	1224	674	428	85	21	15	2	1186	32	5
	61%	65%	58%	61%	40%	45%	35%	62%	42%	38%
		bdefhi	defhi	defhi				defhi		
Post is critical for our customer communications and/or statements but is not core to our business	338	141	140	25	20	12	2	305	28	5
	17%	14%	19%	18%	37%	36%	39%	16%	37%	36%
					abcg	abcg	abcg		abcg	abcg
Post is core to our business operations (i.e. our business could not function without it)	425	206	170	30	12	6	1	406	16	4
	21%	20%	23%	22%	23%	20%	25%	21%	21%	27%
Don't Know	13	9	4	-	-	-	-	13	-	-
	1%	1%	*%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Post is used mainly for administrative needs and is not core to the main function of our business	1224	973	214	32	4	2	790	185	25	17	37
	61%	62%	61%	42%	39%	35%	63%	62%	37%	48%	64%
		cde	cde				c	c			c
Post is critical for our customer communications and/or statements but is not core to our business	338	228	77	28	3	2	168	61	22	11	13
	17%	15%	22%	37%	34%	39%	13%	20%	32%	33%	22%
			a	ab	a	ab		a	a	a	
Post is core to our business operations (i.e. our business could not function without it)	425	345	61	16	2	1	288	53	21	7	8
	21%	22%	17%	21%	27%	25%	23%	18%	31%	20%	14%
Don't Know	13	13	*	-	-	-	4	-	-	-	-
	1%	1%	*%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Post is used mainly for administrative needs and is not core to the main function of our business	1224	106	85	234	29	112	174	177	85	88
	61%	59%	58%	73% abdfh	42%	61%	56%	71% df	55%	59%
Post is critical for our customer communications and/ or statements but is not core to our business	338	35	23	32	17	22	61	35	31	25
	17%	19%	16%	10%	24%	12%	19% c	14%	20%	17%
Post is core to our business operations (i.e. our business could not function without it)	425	39	38	52	20	49	78	37	33	35
	21%	22%	26%	16%	29%	27%	25%	15%	21%	24%
Don't Know	13	-	-	-	4	-	-	2	6	-
	1%	-%	-%	-%	5% cf	-%	-%	1%	4% c	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Post is used mainly for administrative needs and is not core to the main function of our business	1224	229	276	584	1089	135	66	47	23
	61%	57%	58%	66% abef	62%	56%	55%	58%	56%
Post is critical for our customer communications and/ or statements but is not core to our business	338	64	89	127	280	58	33	17	8
	17%	16%	19%	14%	16%	24% acd	27% acd	22%	20%
Post is core to our business operations (i.e. our business could not function without it)	425	104	109	167	380	45	21	16	9
	21%	26%	23%	19%	22%	19%	17%	20%	23%
Don't Know	13	4	6	2	11	1	1	*	*
	1%	1%	1%	*%	1%	1%	1%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Post is used mainly for administrative needs and is not core to the main function of our business	1224	59	38	55	192	136	61	42	30	649
	61%	72%	31%	37%	71%	41%	66%	78%	47%	67%
		bceh			bceh		bce	bceh		bceh
Post is critical for our customer communications and/or statements but is not core to our business	338	14	31	38	43	53	18	7	15	149
	17%	18%	25%	26%	16%	16%	20%	12%	24%	16%
Post is core to our business operations (i.e. our business could not function without it)	425	9	52	54	33	139	14	5	18	154
	21%	11%	43%	36%	12%	42%	15%	9%	29%	16%
			adfgi	adfgi		adfgi			d	
Don't Know	13	*	-	2	-	-	-	-	-	11
	1%	*%	-%	1%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Post is used mainly for administrative needs and is not core to the main function of our business	1224	306	196	721	1016	208	1126	98	1189	35
	61%	61% b	47%	67% b	61%	62%	61%	58%	61%	58%
Post is critical for our customer communications and/or statements but is not core to our business	338	96	71	171	300	39	302	37	328	11
	17%	19%	17%	16%	18%	12%	16%	22%	17%	18%
Post is core to our business operations (i.e. our business could not function without it)	425	96	152	177	344	81	394	31	411	14
	21%	19%	36% ac	16%	21%	24%	22%	19%	21%	24%
Don't Know	13	2	-	11	8	4	11	2	13	-
	1%	*%	-%	1%	*%	1%	1%	1%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Post is used mainly for administrative needs and is not core to the main function of our business	1224	1224	-	-	1160	43	3	18	1203	21
	61%	100%	-%	-%	69%	20%	6%	32%	63%	20%
		bc			bcdef			c	bcdf	
Post is critical for our customer communications and/or statements but is not core to our business	338	-	338	-	259	61	5	14	320	19
	17%	-%	100%	-%	15%	29%	11%	24%	17%	18%
			ac			ae				
Post is core to our business operations (i.e. our business could not function without it)	425	-	-	425	258	107	39	22	365	61
	21%	-%	-%	100%	15%	51%	83%	38%	19%	59%
				ab		ae	abdef	ae	a	ae
Don't Know	13	-	-	-	9	-	*	3	9	4
	1%	-%	-%	-%	1%	-%	*%	6%	*%	3%
								abe		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Post is used mainly for administrative needs and is not core to the main function of our business	1224	851	309	63	1080	784	1116	720	483	339
	61%	85%	45%	20%	62%	55%	61%	52%	54%	51%
		bc	c		bdef		bdef			
Post is critical for our customer communications and/ or statements but is not core to our business	338	77	183	79	298	283	309	273	178	171
	17%	8%	27%	25%	17%	20%	17%	20%	20%	26%
			a	a						abcd
Post is core to our business operations (i.e. our business could not function without it)	425	66	191	168	347	357	396	383	221	147
	21%	7%	28%	53%	20%	25%	22%	28%	25%	22%
			a	ab		a		ac		
Don't Know	13	7	2	4	10	8	10	6	6	8
	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Post is used mainly for administrative needs and is not core to the main function of our business	1224	326	674	42	34	12	11	17	40
	61%	79%	62%	43%	36%	25%	25%	36%	29%
		bcdefgh	cdefgh						
Post is critical for our customer communications and/ or statements but is not core to our business	338	23	177	29	41	11	8	19	38
	17%	6%	16%	30%	44%	24%	19%	39%	27%
			a	ab	abf	a	a	ab	ab
Post is core to our business operations (i.e. our business could not function without it)	425	62	229	27	19	23	24	12	59
	21%	15%	21%	27%	20%	48%	56%	25%	43%
						abd	abcdg		abd
Don't Know	13	1	7	-	-	2	-	-	2
	1%	*%	1%	-%	-%	3%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Post is used mainly for administrative needs and is not core to the main function of our business	1224	931	76	35	14	3	11	9	672	52	32	6	12	2	7
	61%	68%	50%	44%	24%	13%	36%	68%	63%	29%	43%	23%	28%	15%	24%
		bcdef	de	e				de	bcdefg		f				
Post is critical for our customer communications and/or statements but is not core to our business	338	186	45	23	26	6	8	3	154	72	23	9	4	5	15
	17%	14%	30%	29%	44%	26%	27%	25%	14%	40%	31%	31%	10%	32%	52%
			a	a	a					ae	a	a		a	ae
Post is core to our business operations (i.e. our business could not function without it)	425	249	32	22	18	15	11	1	233	52	17	13	27	8	7
	21%	18%	21%	28%	30%	60%	37%	7%	22%	29%	23%	46%	62%	53%	24%
						abcg	a					a	abc	abc	
Don't Know	13	8	-	-	2	-	-	-	5	2	2	-	-	-	-
	1%	1%	-%	-%	3%	-%	-%	-%	*%	1%	2%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Post is used mainly for administrative needs and is not core to the main function of our business	1224	592	51	32	25	7	9	6	21	694	220	161	16	22
	61%	63%	31%	28%	40%	20%	28%	13%	20%	78%	56%	44%	14%	31%
		bcdefgh			gh					bcde	cde	d		
Post is critical for our customer communications and/or statements but is not core to our business	338	130	45	42	21	12	6	16	35	76	94	83	37	18
	17%	14%	28%	38%	35%	38%	19%	37%	32%	9%	24%	23%	32%	24%
			a	a	a	a		a	a		a	a	a	a
Post is core to our business operations (i.e. our business could not function without it)	425	215	65	38	15	12	17	22	51	111	73	117	63	32
	21%	23%	40%	34%	25%	36%	53%	50%	47%	12%	19%	32%	54%	44%
			a				a	a	ad			ab	abc	ab
Don't Know	13	4	*	-	-	2	-	-	2	6	2	2	-	-
	1%	*%	*%	-%	-%	5%	-%	-%	1%	1%	1%	*%	-%	-%
						a								

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Post is used mainly for administrative needs and is not core to the main function of our business	1224	710	200	142	11	12	561	115	74	13	17
	61%	73%	59%	49%	12%	31%	72%	43%	31%	16%	28%
		bcde	de	d			bcde	d			
Post is critical for our customer communications and/or statements but is not core to our business	338	99	74	75	33	13	111	83	54	20	12
	17%	10%	22%	26%	37%	33%	14%	31%	23%	23%	21%
			a	a	a	a		a	a		
Post is core to our business operations (i.e. our business could not function without it)	425	149	65	73	45	14	101	65	108	53	30
	21%	15%	19%	25%	51%	36%	13%	25%	45%	61%	51%
				a	abc	a		a	ab	ab	ab
Don't Know	13	8	2	*	-	-	5	2	2	-	-
	1%	1%	1%	*%	-%	-%	1%	1%	1%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Post is used mainly for administrative needs and is not core to the main function of our business	1224	514	77	94	16	8	304	64	348	1105	119	1020	60
	61%	73%	38%	31%	14%	16%	37%	53%	79%	64%	43%	63%	55%
		bcde	de	d				a	ab	b			
Post is critical for our customer communications and/or statements but is not core to our business	338	93	51	93	20	15	188	30	53	270	69	268	29
	17%	13%	26%	31%	17%	29%	23%	25%	12%	16%	25%	17%	27%
			a	a		a	c	c			a		
Post is core to our business operations (i.e. our business could not function without it)	425	90	72	112	77	28	316	28	38	339	87	327	19
	21%	13%	36%	38%	67%	55%	39%	23%	9%	20%	32%	20%	18%
			a	a	abc	a	bc	c			a		
Don't Know	13	4	-	*	2	-	6	-	-	13	-	10	-
	1%	1%	-%	*%	1%	-%	1%	-%	-%	1%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Post is used mainly for administrative needs and is not core to the main function of our business	1224	704	80	460	260	1028	51	706	78	471	249
	61%	56%	49%	54%	48%	63%	49%	56%	48%	55%	48%
Post is critical for our customer communications and/or statements but is not core to our business	338	226	57	138	134	264	34	223	59	138	135
	17%	18%	35%	16%	25%	16%	32%	18%	36%	16%	26%
			a		a		a		a		a
Post is core to our business operations (i.e. our business could not function without it)	425	330	28	242	142	327	20	332	25	247	136
	21%	26%	17%	29%	26%	20%	19%	26%	15%	29%	26%
								b			
Don't Know	13	8	*	6	*	10	-	8	*	6	*
	1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Post is used mainly for administrative needs and is not core to the main function of our business	1224	503	859	89	-	427	536	50	1	477	382	70	*
	61%	54%	64%	37%	-%	50%	54%	26%	100%	48%	50%	28%	100%
		c	ac			c	c			c	c		
Post is critical for our customer communications and/or statements but is not core to our business	338	185	226	47	-	176	197	27	-	201	140	45	-
	17%	20%	17%	20%	-%	21%	20%	14%	-%	20%	18%	18%	-%
Post is core to our business operations (i.e. our business could not function without it)	425	230	253	104	4	247	256	114	-	314	243	134	-
	21%	25%	19%	43%	100%	29%	26%	60%	-%	31%	32%	54%	-%
		b		ab				ab				ab	
Don't Know	13	10	2	-	-	8	2	*	-	6	*	-	-
	1%	1%	*%	-%	-%	1%	*%	*%	-%	1%	*%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Post is used mainly for administrative needs and is not core to the main function of our business	1224	1001	679	481	770	613	4	323	257	225	30	17
	61%	63%	55%	51%	61%	59%	11%	52%	48%	43%	22%	22%
		bc			c	c		cde	de	de		
Post is critical for our customer communications and/or statements but is not core to our business	338	250	233	158	220	167	11	98	75	83	19	11
	17%	16%	19%	17%	17%	16%	30%	16%	14%	16%	14%	14%
Post is core to our business operations (i.e. our business could not function without it)	425	320	329	304	264	256	22	193	203	211	86	50
	21%	20%	26%	32%	21%	25%	58%	31%	38%	41%	64%	65%
			a	a			ab			a	abc	abc
Don't Know	13	10	4	2	10	*	-	2	*	2	*	-
	1%	1%	*%	*%	1%	*%	-%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Post is used mainly for administrative needs and is not core to the main function of our business	1224	100	52	42	18	1033	553	1061	646	561	448	976	84	1	858	73
	61%	44%	52%	36%	42%	63% bde	53%	62% bd	56%	57%	51%	62% ac	40%	100%	61%	49%
Post is critical for our customer communications and/or statements but is not core to our business	338	42	27	20	5	265	226	290	194	171	162	260	50	-	230	22
	17%	19%	27%	17%	13%	16%	22% acd	17%	17%	17%	18%	16%	23%	-%	16%	14%
Post is core to our business operations (i.e. our business could not function without it)	425	81	22	53	19	330	247	358	310	252	261	333	79	-	309	50
	21%	36%	21%	46% b	45%	20%	24%	21%	27% ac	25% a	30% b	21%	37% b	-%	22%	33% a
Don't Know	13	2	-	*	*	8	8	8	6	7	7	6	-	-	5	6
	1%	1%	-%	*%	*%	*%	1%	*%	1%	1%	1%	*%	-%	-%	*%	4% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Post is used mainly for administrative needs and is not core to the main function of our business	1224	388	773	282	28	134	226	84	897	232	136	206	857
	61%	50%	70%	45%	58%	45%	48%	32%	66%	64%	41%	53%	70%
			a						a	a		a	ab
Post is critical for our customer communications and/or statements but is not core to our business	338	141	162	135	15	74	95	68	219	49	57	90	181
	17%	18%	15%	22%	31%	25%	20%	26%	16%	13%	17%	23%	15%
								bc				c	
Post is core to our business operations (i.e. our business could not function without it)	425	237	170	206	5	89	148	106	232	79	132	92	183
	21%	31%	15%	33%	10%	30%	32%	40%	17%	22%	40%	24%	15%
		b		b				bc			bc	c	
Don't Know	13	9	3	*	*	*	-	4	6	2	7	*	6
	1%	1%	*%	*%	*%	*%	-%	2%	*%	1%	2%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Post is used mainly for administrative needs and is not core to the main function of our business	1224	595	629
	61%	62%	60%
Post is critical for our customer communications and/ or statements but is not core to our business	338	197	142
	17%	21%	14%
		b	
Post is core to our business operations (i.e. our business could not function without it)	425	155	270
	21%	16%	26%
			a
Don't Know	13	11	2
	1%	1%	*%

Columns Tested:: a,b

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Post is used mainly for administrative needs and is not core to the main function of our business	1224	15	227	92	69	71	152	10	192	81	55	134	127
	61%	43%	73%	59%	78%	56%	53%	55%	64%	45%	71%	62%	62%
			aefi		aefgi				i		afi	i	i
Post is critical for our customer communications and/or statements but is not core to our business	338	10	41	29	9	23	51	4	47	48	14	26	36
	17%	30%	13%	19%	10%	18%	18%	20%	16%	26%	18%	12%	18%
										bdhk			
Post is core to our business operations (i.e. our business could not function without it)	425	9	44	33	10	33	77	4	63	51	9	58	34
	21%	27%	14%	21%	12%	26%	27%	24%	21%	29%	11%	27%	17%
						j	bj			bdjl		bdj	
Don't Know	13	-	-	1	-	-	5	-	-	-	-	-	7
	1%	-%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	3%
													hk

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 18 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Post is used mainly for administrative needs and is not core to the main function of our business	1224	333	291	283	316	625	599
	61%	67% c	58%	57%	63%	62%	60%
Post is critical for our customer communications and/ or statements but is not core to our business	338	81	83	99	76	164	175
	17%	16%	17%	20%	15%	16%	17%
Post is core to our business operations (i.e. our business could not function without it)	425	85	121	119	101	206	219
	21%	17%	24%	24%	20%	21%	22%
Don't Know	13	1	5	-	7	6	7
	1%	*%	1%	-%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 19

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Yes - All of them	165	10	155	147	13	3	1	18
	8%	4%	9%	8%	18%	35%	25%	20%
					a	abe	a	a
Yes - Some but not all of them	161	2	160	139	18	2	2	22
	8%	1%	9%	7%	24%	27%	34%	24%
			a		a	a	a	a
No	1634	205	1429	1591	39	3	2	43
	82%	90%	81%	83%	51%	29%	32%	48%
		b		bcde	cd			cd
Don't know	40	12	28	33	6	1	*	7
	2%	5%	2%	2%	8%	9%	9%	8%
		b			a	a	a	a
NETS								
Yes	326	11	315	286	31	6	3	40
	16%	5%	18%	15%	41%	62%	59%	44%
			a		a	abe	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Yes - All of them	165	53	76	18	9	7	1	147	13	4
	8%	5%	10%	13%	18%	22%	25%	8%	18%	32%
			a	a	abg	abg	abcg		abg	abcdgh
Yes - Some but not all of them	161	43	74	23	11	9	2	139	18	4
	8%	4%	10%	16%	21%	28%	34%	7%	24%	29%
			a	ag	abg	abcg	abcdg	a	abg	abcg
No	1634	916	579	96	27	14	2	1591	39	4
	82%	89%	78%	68%	52%	43%	32%	83%	51%	30%
		bcdefghi	cdefhi	defhi	fi			bcdefhi	fi	
Don't know	40	17	12	4	5	2	*	33	6	1
	2%	2%	2%	3%	9%	7%	9%	2%	8%	9%
					abg	abg	abg		abg	abg
NETS										
Yes	326	96	150	41	21	16	3	286	31	9
	16%	9%	20%	29%	39%	50%	59%	15%	41%	61%
			ag	ag	abg	abcg	abcdgh	a	abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Yes - All of them	165	113	34	13	3	1	65	46	18	6	11
	8%	7%	10%	18%	35%	25%	5%	15%	27%	16%	20%
				ab	abc	ab		a	a	a	a
Yes - Some but not all of them	161	96	43	18	2	2	80	40	8	12	5
	8%	6%	12%	24%	27%	34%	6%	13%	12%	34%	9%
			a	ab	ab	ab		a		abce	
No	1634	1326	265	39	3	2	1090	211	38	17	40
	82%	85%	75%	51%	29%	32%	87%	71%	56%	48%	68%
		bcde	cde	de			bcde	d			
Don't know	40	24	9	6	1	*	14	1	3	1	2
	2%	2%	3%	8%	9%	9%	1%	*%	5%	2%	3%
				ab	a	ab			b		
NETS											
Yes	326	209	77	31	6	3	145	86	26	17	17
	16%	13%	22%	41%	62%	59%	12%	29%	38%	50%	29%
			a	ab	abc	abc		a	a	ab	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Yes - All of them	165	16	6	29	11	25	12	21	13	9
	8%	9%	4%	9%	16%	14%	4%	9%	8%	6%
					f	f				
Yes - Some but not all of them	161	20	14	22	1	7	25	25	17	15
	8%	11%	10%	7%	2%	4%	8%	10%	11%	10%
No	1634	137	123	262	50	150	270	203	123	122
	82%	76%	84%	82%	73%	82%	87%	81%	79%	83%
Don't know	40	6	3	5	7	1	6	*	2	1
	2%	3%	2%	1%	10%	*%	2%	*%	1%	1%
					cegi					
NETS										
Yes	326	37	20	51	12	33	37	46	30	24
	16%	20%	14%	16%	18%	18%	12%	19%	19%	16%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes - All of them	165	45	35	62	142	23	12	8	3
	8%	11%	7%	7%	8%	9%	10%	10%	7%
Yes - Some but not all of them	161	24	51	72	148	13	4	7	3
	8%	6%	11% ef	8%	8%	6%	3%	9%	6%
No	1634	322	383	735	1441	193	95	64	34
	82%	81%	80%	84%	82%	80%	79%	80%	85%
Don't know	40	9	11	10	29	11	9	2	*
	2%	2%	2%	1%	2%	4% cd	7% abcdh	2%	1%
NETS									
Yes	326	69	87	134	290	36	16	15	5
	16%	17%	18%	15%	16%	15%	13%	19%	14%

Columns Tested:: a,b,c,d,e,f,g,h

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Yes - All of them	165	5	23	29	35	21	4	6	13	52
	8%	6%	19%	19%	13%	6%	5%	11%	21%	5%
			efi	efi	i				efi	
Yes - Some but not all of them	161	8	26	29	21	43	9	5	1	47
	8%	9%	22%	19%	8%	13%	9%	9%	2%	5%
			dhi	dhi		i				
No	1634	69	70	89	211	258	79	40	47	840
	82%	84%	58%	59%	79%	79%	86%	75%	74%	87%
		bc			bc	bc	bc			bcdeh
Don't know	40	1	2	3	2	6	*	2	2	24
	2%	1%	1%	2%	1%	2%	*%	4%	3%	3%
NETS										
Yes	326	12	49	58	55	63	13	11	15	99
	16%	15%	41%	39%	21%	19%	14%	21%	23%	10%
			adefi	adefi	i	i			i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Yes - All of them	165	68	25	71	148	17	146	19	165	*
	8%	14% bc	6%	7%	9%	5%	8%	11%	8%	*%
Yes - Some but not all of them	161	57	51	53	145	16	120	42	160	1
	8%	11% c	12% c	5%	9%	5%	7%	25% a	8%	2%
No	1634	369	338	927	1339	295	1533	101	1576	58
	82%	74%	80%	86% a	80%	89% a	84% b	60%	81%	98% a
Don't know	40	6	6	28	36	4	33	7	40	*
	2%	1%	1%	3%	2%	1%	2%	4%	2%	*%
NETS										
Yes	326	125	76	124	293	33	266	60	325	1
	16%	25% c	18% c	12%	18% b	10%	15%	36% a	17%	2%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Yes - All of them	165	67	42	50	96	29	11	29	125	40
	8%	5%	13%	12%	6%	14%	24%	51%	7%	39%
			a	a		ae	ae	abe		abe
Yes - Some but not all of them	161	47	62	52	90	49	8	15	138	23
	8%	4%	18%	12%	5%	23%	18%	26%	7%	22%
			a	a		ae	a	ae		ae
No	1634	1090	222	316	1470	127	25	12	1597	37
	82%	89%	66%	74%	87%	60%	53%	22%	84%	36%
		bc			bcdf	df	d		bcdf	
Don't know	40	20	12	7	31	6	3	*	37	3
	2%	2%	4%	2%	2%	3%	5%	1%	2%	3%
NETS										
Yes	326	114	104	102	185	78	19	44	263	63
	16%	9%	31%	24%	11%	37%	41%	77%	14%	61%
			a	a		ae	ae	abce		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Yes - All of them	165	39	57	69	152	152	162	154	132	127
	8%	4%	8%	22%	9%	11%	9%	11%	15%	19%
			a	ab					ac	abcd
Yes - Some but not all of them	161	31	58	72	143	142	151	149	132	124
	8%	3%	8%	23%	8%	10%	8%	11%	15%	19%
			a	ab					abc	abcd
No	1634	909	561	164	1407	1116	1487	1056	610	403
	82%	91%	82%	52%	81%	78%	81%	76%	69%	61%
		bc	c		def	ef	def	ef	f	
Don't know	40	21	10	9	32	23	32	23	15	10
	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%
NETS										
Yes	326	70	115	141	295	294	313	304	264	252
	16%	7%	17%	45%	17%	21%	17%	22%	30%	38%
			a	ab				ac	abcd	abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Yes - All of them	165	7	83	12	17	19	9	14	42
	8%	2%	8%	12%	18%	39%	21%	30%	30%
			a	a	ab	abc	ab	ab	abc
Yes - Some but not all of them	161	14	69	16	21	8	18	7	32
	8%	3%	6%	16%	22%	16%	41%	14%	23%
				ab	ab	a	abc	a	ab
No	1634	385	923	64	53	21	15	26	62
	82%	93%	85%	66%	56%	44%	35%	54%	45%
		bcdefgh	cdefgh	fh					
Don't know	40	8	12	6	4	1	1	1	3
	2%	2%	1%	6%	4%	1%	3%	2%	2%
				b					
NETS									
Yes	326	20	152	28	38	27	27	21	74
	16%	5%	14%	29%	40%	55%	62%	44%	53%
			a	ab	ab	abc	abc	ab	abc

Columns Tested:: a,b,c,d,e,f,g,h

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Yes - All of them	165	83	18	22	11	4	10	4	62	46	17	3	13	2	9
	8%	6%	12%	27%	19%	15%	32%	28%	6%	26%	23%	10%	30%	11%	32%
				a	a		ab	a		a	a		a		a
Yes - Some but not all of them	161	75	29	11	9	7	9	3	58	40	13	10	13	2	6
	8%	5%	19%	14%	15%	29%	29%	19%	5%	22%	17%	35%	31%	13%	21%
			a	a	a	a	a			a	a	a	a		a
No	1634	1195	99	44	38	13	11	6	932	88	42	12	17	12	13
	82%	87%	65%	55%	65%	54%	35%	48%	88%	49%	57%	43%	38%	75%	46%
		bcdefg	f		f				bcdeg					bde	
Don't know	40	20	6	3	*	*	1	1	12	5	2	3	*	*	*
	2%	1%	4%	3%	*%	2%	5%	6%	1%	3%	3%	11%	*%	1%	*%
												a			
NETS															
Yes	326	159	48	33	20	11	18	6	120	86	30	12	26	4	15
	16%	12%	31%	41%	35%	44%	60%	47%	11%	48%	40%	45%	61%	24%	53%
			a	a	a	a	ab	a		a	a	a	af		a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Yes - All of them	165	49	27	23	23	8	7	17	33	39	35	40	28	19
	8%	5%	17%	21%	38%	25%	23%	39%	30%	4%	9%	11%	24%	27%
			a	a	ab	a	a	ab	a		a	a	abc	abc
Yes - Some but not all of them	161	46	29	28	12	11	9	15	35	29	47	34	23	18
	8%	5%	18%	25%	20%	34%	27%	34%	32%	3%	12%	9%	20%	25%
			a	a	a	a	a	a	a		a	a	ac	ac
No	1634	832	105	57	25	12	16	11	39	804	301	279	64	34
	82%	88%	65%	51%	40%	37%	50%	25%	36%	91%	77%	77%	55%	47%
		bcdefgh	degh							bcde	de	de		
Don't know	40	15	*	4	2	1	*	1	2	13	5	11	2	*
	2%	2%	*%	3%	2%	4%	*%	2%	2%	2%	1%	3%	1%	*%
NETS														
Yes	326	94	55	51	35	19	16	32	67	68	83	73	51	37
	16%	10%	34%	46%	57%	59%	50%	73%	62%	8%	21%	20%	44%	52%
			a	a	ab	a	a	abc	ab		a	a	abc	abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Yes - All of them	165	63	31	31	22	6	45	33	36	22	15
	8%	7%	9%	11%	24%	14%	6%	12%	15%	26%	25%
					abc			a	a	ab	a
Yes - Some but not all of them	161	43	36	35	17	12	39	38	32	20	12
	8%	4%	11%	12%	19%	32%	5%	14%	13%	23%	20%
			a	a	a	abc		a	a	a	a
No	1634	845	271	214	49	21	687	189	161	43	33
	82%	87%	79%	74%	55%	54%	88%	71%	68%	50%	54%
		bcde	de	d			bcde	d	d		
Don't know	40	15	4	11	1	*	7	5	9	1	*
	2%	2%	1%	4%	2%	*%	1%	2%	4%	1%	*%
									a		
NETS											
Yes	326	106	67	66	39	18	84	71	68	43	27
	16%	11%	19%	23%	43%	46%	11%	27%	28%	49%	45%
			a	a	abc	abc		a	a	abc	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Yes - All of them	165	32	26	48	25	19	111	29	14	117	48	115	37
	8%	5%	13%	16%	22%	37%	14%	24%	3%	7%	17%	7%	34%
			a	a	a	abc	c	c			a		a
Yes - Some but not all of them	161	24	25	56	28	16	110	28	11	104	58	118	25
	8%	3%	12%	19%	24%	31%	13%	23%	3%	6%	21%	7%	23%
			a	a	a	ab	c	c			a		a
No	1634	637	145	188	59	15	578	63	407	1470	163	1364	43
	82%	91%	72%	63%	52%	30%	71%	52%	93%	85%	60%	84%	40%
		bcde	de	e			b		ab	b		b	
Don't know	40	8	4	7	2	1	14	1	6	35	5	29	3
	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	3%
NETS													
Yes	326	56	51	104	53	35	221	57	25	221	105	233	62
	16%	8%	25%	35%	46%	68%	27%	47%	6%	13%	39%	14%	57%
			a	a	ab	abc	c	ac			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Yes - All of them	165	104	48	72	82	122	30	100	51	78	76
	8%	8%	29% a	9%	15% a	7%	29% a	8%	31% a	9%	15% a
Yes - Some but not all of them	161	97	45	62	87	116	28	97	46	61	88
	8%	8%	28% a	7%	16% a	7%	26% a	8%	28% a	7%	17% a
No	1634	1048	68	697	360	1363	44	1053	63	706	350
	82%	83% b	41%	82% b	67%	84% b	42%	83% b	39%	82% b	67%
Don't know	40	19	4	15	8	29	3	20	3	17	7
	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%
NETS											
Yes	326	201	93	135	169	237	58	197	97	140	164
	16%	16%	57% a	16%	31% a	15%	55% a	16%	59% a	16%	31% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Yes - All of them	165	132	60	29	-	130	63	25	-	136	59	33	-
	8%	14%	4%	12%	-%	15%	6%	13%	-%	14%	8%	13%	-%
		b		b		b		b		b			
Yes - Some but not all of them	161	125	83	39	-	128	88	35	-	130	72	55	-
	8%	13%	6%	16%	-%	15%	9%	18%	-%	13%	9%	22%	-%
		b		b		b		b				ab	
No	1634	651	1176	163	4	587	824	127	1	718	622	155	*
	82%	70%	88%	68%	100%	68%	83%	66%	100%	72%	81%	62%	100%
			ac				ac				ac		
Don't know	40	20	21	9	-	14	16	4	-	16	13	6	-
	2%	2%	2%	4%	-%	2%	2%	2%	-%	2%	2%	2%	-%
NETS													
Yes	326	257	143	68	-	258	151	60	-	265	131	88	-
	16%	28%	11%	28%	-%	30%	15%	31%	-%	27%	17%	35%	-%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Yes - All of them	165	101	103	74	112	73	16	36	47	54	13	2
	8%	6%	8%	8%	9%	7%	42% ab	6%	9%	10%	9%	2%
Yes - Some but not all of them	161	108	102	74	106	63	16	46	50	58	23	8
	8%	7%	8%	8%	8%	6%	43% ab	7%	9%	11%	17% a	10%
No	1634	1344	1022	779	1022	890	6	521	434	397	96	67
	82%	85%	82%	82%	81% c	86% ac	15%	85% cd	81%	76%	71%	86%
Don't know	40	27	19	18	24	11	*	13	4	12	4	1
	2%	2%	1%	2%	2%	1%	*%	2%	1%	2%	3%	2%
NETS												
Yes	326	209	205	148	218	136	32	82	97	112	36	10
	16%	13%	16%	16%	17%	13%	85% ab	13%	18%	22% a	26% a	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Yes - All of them	165	28	21	12	13	105	95	133	78	77	107	76	27	-	106	11
	8%	12%	21%	10%	31%	6%	9%	8%	7%	8%	12%	5%	13%	-%	8%	8%
					ac						b		b			
Yes - Some but not all of them	161	29	27	24	12	130	93	150	102	81	119	117	44	-	105	15
	8%	13%	26%	21%	28%	8%	9%	9%	9%	8%	14%	7%	21%	-%	7%	10%
											b		b			
No	1634	169	53	79	17	1366	818	1399	947	810	635	1349	137	1	1161	123
	82%	75%	53%	69%	40%	83%	79%	81%	82%	82%	72%	86%	64%	100%	83%	81%
		bd		d								ac				
Don't know	40	*	*	*	-	35	28	35	29	23	18	32	5	-	30	2
	2%	*%	*%	*%	-%	2%	3%	2%	3%	2%	2%	2%	2%	-%	2%	1%
NETS																
Yes	326	57	48	36	25	235	189	283	180	158	226	194	71	-	211	27
	16%	25%	47%	31%	60%	14%	18%	16%	16%	16%	26%	12%	33%	-%	15%	18%
			a		ac						b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Yes - All of them	165	97	43	80	12	63	38	63	71	25	45	50	63
	8%	12%	4%	13%	24%	21%	8%	24%	5%	7%	14%	13%	5%
		b				b		bc			c	c	
Yes - Some but not all of them	161	93	44	83	13	73	37	42	103	14	49	45	65
	8%	12%	4%	13%	27%	24%	8%	16%	8%	4%	15%	12%	5%
		b				b		bc			c	c	
No	1634	581	988	454	23	159	388	157	1152	315	236	289	1072
	82%	75%	89%	73%	48%	53%	83%	59%	85%	87%	71%	74%	87%
			a	b			a		a	a			ab
Don't know	40	5	33	5	*	4	6	2	28	8	2	5	27
	2%	1%	3%	1%	*%	1%	1%	1%	2%	2%	*%	1%	2%
			a										
NETS													
Yes	326	190	87	164	25	135	75	105	174	39	93	95	128
	16%	25%	8%	26%	52%	45%	16%	40%	13%	11%	28%	24%	10%
		b			a	b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Yes - All of them	165	105	60
	8%	11%	6%
		b	
Yes - Some but not all of them	161	105	56
	8%	11%	5%
		b	
No	1634	729	905
	82%	76%	87%
			a
Don't know	40	18	22
	2%	2%	2%
NETS			
Yes	326	211	116
	16%	22%	11%
		b	

Columns Tested:: a,b

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Yes - All of them	165	3	17	8	2	11	55	1	11	25	7	9	15
	8%	9%	5%	5%	3%	8%	19%	8%	4%	14%	9%	4%	7%
							bcdhkl			bdhk			
Yes - Some but not all of them	161	2	15	9	4	10	39	1	36	10	5	19	12
	8%	5%	5%	6%	4%	8%	14%	6%	12%	6%	6%	9%	6%
							bl						
No	1634	28	274	129	81	104	188	15	254	144	63	186	168
	82%	81%	88%	83%	92%	82%	66%	84%	84%	80%	81%	85%	82%
			f	f	f				f	f	f	f	f
Don't know	40	2	5	9	*	3	3	*	1	1	3	4	10
	2%	5%	2%	6%	1%	2%	1%	1%	*%	1%	3%	2%	5%
				h									h
NETS													
Yes	326	5	32	17	6	20	94	3	47	35	12	28	27
	16%	14%	10%	11%	7%	16%	33%	14%	16%	20%	15%	13%	13%
							bcdehijkl						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 19 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Yes - All of them	165	28	68	38	31	95	69
	8%	6%	14%	8%	6%	10%	7%
			ad				
Yes - Some but not all of them	161	26	53	47	35	79	83
	8%	5%	11%	9%	7%	8%	8%
No	1634	431	374	412	417	805	829
	82%	86%	75%	82%	83%	80%	83%
		b			b		
Don't know	40	15	6	3	16	21	19
	2%	3%	1%	1%	3%	2%	2%
					c		
NETS							
Yes	326	54	120	85	67	174	152
	16%	11%	24%	17%	13%	17%	15%
			ad				

Columns Tested:: a,b,c,d - a,b

Table 21

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Under £120 pa	1001	134	867	988	12	*	1	13
	50%	59%	49%	52%	15%	5%	12%	14%
		b		bcde				
£120 -£299 pa	384	41	343	371	12	1	*	14
	19%	18%	19%	19%	16%	9%	7%	15%
				d	d			d
£300 -£599 pa	198	18	180	184	12	1	*	14
	10%	8%	10%	10%	16%	10%	7%	15%
					ad			a
£600 -£1,199 pa	102	8	94	90	12	*	*	12
	5%	4%	5%	5%	15%	5%	8%	14%
					a			a
£1,200 -£2,399 pa	102	5	96	90	9	2	*	12
	5%	2%	5%	5%	12%	25%	5%	13%
					a	abde		a
£2,400 -£5,999 pa	66	11	55	58	5	2	1	8
	3%	5%	3%	3%	7%	18%	16%	9%
					a	ab	abe	a
£6,000 -£11,999 pa	43	7	36	38	4	1	1	5
	2%	3%	2%	2%	5%	6%	12%	6%
					a		a	a
£12,000 -£23,999 pa	30	*	30	26	4	*	*	4
	2%	*%	2%	1%	5%	1%	5%	4%
					a		a	a
£24,000 -£35,999 pa	7	*	7	6	1	*	*	1
	*%	*%	*%	*%	1%	2%	3%	2%
							a	
£36,000 -£59,999 pa	9	*	9	7	1	*	*	2
	*%	*%	*%	*%	2%	2%	3%	2%
							a	a
£60,000 -£89,999 pa	3	*	3	2	1	*	*	1
	*%	*%	*%	*%	1%	3%	5%	1%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
£90,000 -£119,999 pa	5	*	5	5	*	*	*	*
	*%	*%	*%	*%	*%	1%	4% abe	*%
£120,000 -£179,999 pa	22	2	20	21	1	*	*	1
	1%	1%	1%	1%	1%	*%	1%	1%
£180,000 -£239,999 pa	9	-	9	8	1	*	*	1
	*%	-%	*%	*%	1%	*%	4% a	1%
£240,000 -£299,999 pa	*	*	*	*	-	*	-	*
	*%	*%	*%	*%	-%	2% a	-%	*%
£300,000 -£359,999 pa	5	*	5	4	*	1	*	1
	*%	*%	*%	*%	*%	8% abe	2% a	1%
£360,000 -£479,999 pa	1	*	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
£480,000 -£599,999 pa	6	-	6	4	1	*	-	1
	*%	-%	*%	*%	1%	*%	-%	1%
£600,000 -£899,999 pa	*	-	*	*	-	*	*	*
	*%	-%	*%	*%	-%	2% a	2% a	*%
£900,000 -£1,199,999 pa	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	-	5	5	-	*	*	*
	*%	-%	*%	*%	-%	*%	1%	*%
£3,600,000 -£5,999,999 pa	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	1% a	*%
£6,000,000+ pa	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	202	1484	1633	48	3	2	53
	84%	88%	84%	86%	63%	30%	34%	58%
				bcde	cd			cd
Net:£1,200 -<£12,000	211	24	187	186	18	4	2	24
	11%	10%	11%	10%	24%	49%	33%	27%
					a	abe	a	a
Net:£12,000 -<£60,000	47	1	46	40	6	*	1	7
	2%	*%	3%	2%	8%	5%	11%	8%
					a		a	a
Net:£60,000 -<£120,000	8	*	8	7	1	*	*	2
	*%	*%	*%	*%	1%	4%	8%	2%
						a	abe	a
Net:£120,000 - <£300,000	31	2	29	29	1	*	*	2
	2%	1%	2%	2%	2%	3%	5%	2%
							a	
Net:£300,000 - <£600,000	11	*	11	9	1	1	*	2
	1%	*%	1%	*%	2%	8%	3%	2%
						ab	a	a
Net:£600,000 - <£1,200,000	*	-	*	*	-	*	*	*
	*%	-%	*%	*%	-%	2%	3%	*%
						a	ab	
Net: >£1,200,000	7	-	7	7	-	*	*	*
	*%	-%	*%	*%	-%	*%	3%	*%
							abe	
Net: £60,000+	57	2	54	51	4	1	1	6
	3%	1%	3%	3%	5%	17%	21%	7%
						abe	abe	a
Net: £12,000+	103	3	100	90	10	2	2	13
	5%	1%	6%	5%	13%	21%	32%	14%
			a		a	a	abe	a
Answered	2000	228	1772	1910	76	9	5	90

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Mean score	1622.8	205.0	1805.7	1591.0	1311.8	4958.6 b	12517.0 abe	2299.0
Standard error	455.09	60.23	556.08	556.04	302.60	1431.35	3840.82	547.41
Standard deviation	21423.22	1402.32	22751.70	21699.95	5773.21	14024.28	58627.5	14410.40
Mean - excluding very high response (300,000+ per month)	557.2	205.0	602.8	496.7	1311.8 a	4869.8 abe	4496.2 abe	1840.4 a

Columns Tested:: a,b - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Under £120 pa	1001	634	312	42	8	4	1	988	12	1
	50%	62%	42%	30%	15%	13%	12%	52%	15%	8%
		bcdefghi	cdefhi	defhi				bcdefhi		
£120 -£299 pa	384	184	160	27	11	3	*	371	12	1
	19%	18%	22%	19%	20%	8%	7%	19%	16%	9%
		efi	efi	efi	efi			efi	f	
£300 -£599 pa	198	86	76	22	8	5	*	184	12	1
	10%	8%	10%	16%	15%	17%	7%	10%	16%	9%
				a		afg			afg	
£600 -£1,199 pa	102	40	34	16	8	4	*	90	12	1
	5%	4%	5%	11%	16%	12%	8%	5%	15%	6%
				abg	abgi	abg			abgi	
£1,200 -£2,399 pa	102	38	43	9	4	7	*	90	9	3
	5%	4%	6%	6%	8%	23%	5%	5%	12%	18%
						abcdfgh			abg	abcdfg
£2,400 -£5,999 pa	66	18	32	9	3	4	1	58	5	2
	3%	2%	4%	6%	5%	13%	16%	3%	7%	17%
			a	a	a	abg	abcdgh		ag	abcdgh
£6,000 -£11,999 pa	43	9	23	6	3	1	1	38	4	1
	2%	1%	3%	4%	6%	3%	12%	2%	5%	8%
			a	a	ag		abeg		ag	ag
£12,000 -£23,999 pa	30	9	11	6	3	1	*	26	4	*
	2%	1%	1%	5%	6%	2%	5%	1%	5%	2%
				ag	abg		ag		abg	
£24,000 -£35,999 pa	7	-	5	1	1	1	*	6	1	*
	*%	-%	1%	1%	1%	2%	3%	*%	1%	2%
					a	a	ag		a	ag
£36,000 -£59,999 pa	9	*	7	*	1	*	*	7	1	*
	*%	*%	1%	*%	2%	1%	3%	*%	2%	3%
					ag		ag		a	ag
£60,000 -£89,999 pa	3	-	2	-	*	1	*	2	1	*
	*%	-%	*%	-%	1%	2%	5%	*%	1%	3%
						ag	abcg		g	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
£90,000 -£119,999 pa	5	-	4	1	*	*	*	5	*	*
	*%	-%	1%	*%	*%	*%	4% abgh	*%	*%	2% ag
£120,000 -£179,999 pa	22	3	17	1	*	*	*	21	1	*
	1%	*%	2% a	1%	1%	*%	1%	1%	1%	1%
£180,000 -£239,999 pa	9	1	6	-	1	*	*	8	1	*
	*%	*%	1%	-%	1%	1%	4% abg	*%	1%	2%
£240,000 -£299,999 pa	*	-	-	*	-	*	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	*%	-%	1% g
£300,000 -£359,999 pa	5	-	4	-	*	1	*	4	*	1
	*%	-%	*%	-%	*%	2% ag	2% ag	*%	*%	6% abcdgh
£360,000 -£479,999 pa	1	-	1	-	-	-	*	1	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%
£480,000 -£599,999 pa	6	4	-	-	1	*	-	4	1	*
	*%	*%	-%	-%	2% bg	1%	-%	*%	1%	*%
£600,000 -£899,999 pa	*	-	*	-	-	*	*	*	-	*
	*%	-%	*%	-%	-%	1%	2% abg	*%	-%	2% abg
£900,000 -£1,199,999 pa	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
£1,200,000 -£3,599,999 pa	5	-	5	-	-	*	*	5	-	*
	*%	-%	1%	-%	-%	*%	1%	*%	-%	*%
£3,600,000 -£5,999,999 pa	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	1% ag	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
£6,000,000+ pa	2	2	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	944	582	107	35	16	2	1633	48	4
	84%	92%	79%	76%	66%	49%	34%	86%	63%	32%
		bcdefghi	defhi	efhi	efi	fi		bcdefhi	efi	
Net:£1,200 -<£12,000	211	65	98	23	10	13	2	186	18	6
	11%	6%	13%	17%	19%	39%	33%	10%	24%	43%
			a	ag	ag	abcdgh	abcdg		abg	abcdgh
Net:£12,000 -<£60,000	47	9	22	8	5	1	1	40	6	1
	2%	1%	3%	6%	9%	5%	11%	2%	8%	7%
			a	ag	abg	a	abg		abg	ag
Net:£60,000 -<£120,000	8	-	6	1	1	1	*	7	1	1
	*%	-%	1%	*%	1%	2%	8%	*%	1%	5%
						ag	abcdgh			abg
Net:£120,000 - <£300,000	31	4	23	1	1	1	*	29	1	1
	2%	*%	3%	1%	2%	2%	5%	2%	2%	4%
			a				ag			a
Net:£300,000 - <£600,000	11	4	4	-	1	1	*	9	1	1
	1%	*%	1%	-%	2%	3%	3%	*%	2%	6%
						ag	g			abcg
Net:£600,000 - <£1,200,000	*	-	*	-	-	*	*	*	-	*
	*%	-%	*%	-%	-%	1%	3%	*%	-%	2%
						g	abgh			abg
Net: >£1,200,000	7	2	5	-	-	*	*	7	-	*
	*%	*%	1%	-%	-%	*%	3%	*%	-%	1%
							agh			
Net: £60,000+	57	11	38	2	3	2	1	51	4	3
	3%	1%	5%	1%	5%	7%	21%	3%	5%	18%
			ag		a	acg	abcdegh		a	abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Net: £12,000+	103	20	60	10	8	4	2	90	10	4
	5%	2%	8%	7%	14%	12%	32%	5%	13%	25%
			ag	a	ag	ag	abcdegh	a	ag	abcegh
Answered	2000	1029	741	140	53	32	5	1910	76	14
Mean score	1622.8	1459.9	2011.9	325.8	1513.4	1996.9	12517.0	1591.0	1311.8	7658.0
							abcgh			bgh
Standard error	455.09	1017.10	627.55	98.47	420.30	536.46	3840.82	556.04	302.60	1904.05
Standard deviation	21423.22	26326.97	15838.63	1447.15	6332.38	8188.70	58627.53	21699.95	5773.21	34536.30
Mean - excluding very high response (300,000+ per month)	557.2	301.0	802.0	325.8	1513.4	1971.9	4496.2	496.7	1311.8	4738.6
			a		ag	abg	abcdgh		ag	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Under £120 pa	1001	866	122	12	*	1	691	115	15	7	15
	50%	56%	35%	15%	5%	12%	55%	39%	22%	21%	26%
		bcde	cde				bcde	c			
£120 -£299 pa	384	296	75	12	1	*	255	61	7	4	10
	19%	19%	21%	16%	9%	7%	20%	20%	10%	11%	16%
		e	e	e							
£300 -£599 pa	198	140	44	12	1	*	109	36	8	4	3
	10%	9%	13%	16%	10%	7%	9%	12%	12%	12%	5%
				ae							
£600 -£1,199 pa	102	63	27	12	*	*	58	18	6	3	5
	5%	4%	8%	15%	5%	8%	5%	6%	9%	9%	8%
			a	ab							
£1,200 -£2,399 pa	102	62	28	9	2	*	64	15	4	3	6
	5%	4%	8%	12%	25%	5%	5%	5%	5%	9%	10%
			a	a	abce						
£2,400 -£5,999 pa	66	38	20	5	2	1	31	10	5	5	7
	3%	2%	6%	7%	18%	16%	2%	3%	7%	14%	12%
			a	a	abc	abc				ab	ab
£6,000 -£11,999 pa	43	26	12	4	1	1	10	12	6	1	2
	2%	2%	3%	5%	6%	12%	1%	4%	9%	2%	3%
				a		ab		a	a		
£12,000 -£23,999 pa	30	19	8	4	*	*	14	8	5	*	*
	2%	1%	2%	5%	1%	5%	1%	3%	7%	*%	1%
				a		a			a		
£24,000 -£35,999 pa	7	2	4	1	*	*	-	3	2	*	1
	*%	*%	1%	1%	2%	3%	-%	1%	3%	1%	2%
				a		a		a	a		
£36,000 -£59,999 pa	9	4	3	1	*	*	*	1	7	*	*
	*%	*%	1%	2%	2%	3%	*%	*%	10%	1%	*%
					a	a			abe		
£60,000 -£89,999 pa	3	2	-	1	*	*	1	1	*	*	1
	*%	*%	-%	1%	3%	5%	*%	*%	*%	*%	1%
					ab	ab					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
£90,000 -£119,999 pa	5	3	2	*	*	*	*	3	-	1	1
	*%	*%	*%	*%	1%	4%	*%	1%	-%	3%	2%
						abc				a	
£120,000 -£179,999 pa	22	14	7	1	*	*	3	8	4	6	*
	1%	1%	2%	1%	*%	1%	*%	3%	5%	16%	*%
								a	a	abe	
£180,000 -£239,999 pa	9	7	1	1	*	*	1	5	*	*	2
	*%	*%	*%	1%	*%	4%	*%	2%	*%	*%	4%
						ab		a			a
£240,000 -£299,999 pa	*	-	*	-	*	-	*	-	-	-	*
	*%	-%	*%	-%	2%	-%	*%	-%	-%	-%	*%
					ab						
£300,000 -£359,999 pa	5	4	-	*	1	*	1	*	-	*	4
	*%	*%	-%	*%	8%	2%	*%	*%	-%	1%	6%
					abc	ab					ab
£360,000 -£479,999 pa	1	1	-	-	-	*	-	1	-	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%
£480,000 -£599,999 pa	6	4	-	1	*	-	4	-	1	-	1
	*%	*%	-%	1%	*%	-%	*%	-%	1%	-%	1%
£600,000 -£899,999 pa	*	-	*	-	*	*	-	-	*	*	*
	*%	-%	*%	-%	2%	2%	-%	-%	*%	*%	*%
					ab	ab					
£900,000 -£1,199,999 pa	*	-	-	-	*	*	*	-	-	-	*
	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%
£1,200,000 -£3,599,999 pa	5	5	-	-	*	*	5	-	*	-	*
	*%	*%	-%	-%	*%	1%	*%	-%	*%	-%	*%
£3,600,000 -£5,999,999 pa	*	*	-	-	-	*	*	-	-	-	-
	*%	*%	-%	-%	-%	1%	*%	-%	-%	-%	-%
						a					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
£6,000,000+ pa	2	2	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	1366	268	48	3	2	1114	231	36	18	32
	84%	88%	76%	63%	30%	34%	89%	77%	53%	53%	56%
		bcde	cde	de			bcde	cde			
Net:£1,200 -<£12,000	211	126	60	18	4	2	106	37	15	9	15
	11%	8%	17%	24%	49%	33%	8%	12%	22%	26%	25%
			a	a	abc	ab			a	a	ab
Net:£12,000 -<£60,000	47	25	15	6	*	1	15	13	13	1	2
	2%	2%	4%	8%	5%	11%	1%	4%	19%	2%	3%
			a	a		ab		a	abde		
Net:£60,000 -<£120,000	8	5	2	1	*	*	1	4	*	1	2
	*%	*%	*%	1%	4%	8%	*%	1%	*%	3%	3%
					a	abc		a		a	a
Net:£120,000 - <£300,000	31	21	8	1	*	*	5	13	4	6	3
	2%	1%	2%	2%	3%	5%	*%	4%	6%	16%	5%
						a		a	a	ab	a
Net:£300,000 - <£600,000	11	9	-	1	1	*	5	1	1	*	4
	1%	1%	-%	2%	8%	3%	*%	*%	1%	1%	7%
				b	abc	b					ab
Net:£600,000 - <£1,200,000	*	-	*	-	*	*	*	-	*	*	*
	*%	-%	*%	-%	2%	3%	*%	-%	*%	*%	1%
					ab	abc					
Net: >£1,200,000	7	7	-	-	*	*	5	-	*	-	*
	*%	*%	-%	-%	*%	3%	*%	-%	*%	-%	*%
						abc					
Net: £60,000+	57	41	10	4	1	1	15	17	5	7	9
	3%	3%	3%	5%	17%	21%	1%	6%	7%	20%	15%
					abc	abc		a	a	ab	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Net: £12,000+	103	66	24	10	2	2	30	31	17	8	11
	5%	4%	7%	13%	21%	32%	2%	10%	26%	22%	19%
				a	ab	abc		a	ab	a	a
Answered	2000	1558	352	76	9	5	1249	299	68	35	58
Mean score	1622.8	1832.6	521.5	1311.8	4958.6	12517.0	1073.8	943.0	1760.7	2703.6	3898.6
					bc	abc				b	b
Standard error	455.09	768.97	93.75	302.60	1431.35	3840.82	472.94	176.70	459.37	595.00	753.52
Standard deviation	21423.22	23998.73	2196.73	5773.21	14024.28	58627.53	13359.93	3417.14	5176.83	5549.75	11624.75
Mean - excluding very high response (300,000+ per month)	557.2	491.0	521.5	1311.8	4869.8	4496.2	287.3	943.0	1750.0	2703.6	3683.3
				a	abc	abc		a	a	ab	ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Under £120 pa	1001	87	82	172	24	80	147	142	71	75
	50%	48%	56%	54%	35%	44%	47%	57% d	46%	51%
£120 -£299 pa	384	31	23	63	16	42	58	47	46	21
	19%	17%	16%	20%	23%	23%	19%	19%	30% i	14%
£300 -£599 pa	198	20	15	30	7	19	37	14	11	17
	10%	11%	10%	9%	10%	11%	12%	6%	7%	12%
£600 -£1,199 pa	102	9	11	10	5	7	21	9	7	7
	5%	5%	7%	3%	7%	4%	7%	4%	4%	5%
£1,200 -£2,399 pa	102	6	8	16	9	12	4	12	7	15
	5%	3%	6%	5%	14% f	7% f	1%	5%	4%	10% f
£2,400 -£5,999 pa	66	5	*	7	2	6	16	10	8	6
	3%	3%	*%	2%	3%	3%	5%	4%	5%	4%
£6,000 -£11,999 pa	43	10	*	4	4	4	2	5	1	4
	2%	6% f	*%	1%	5%	2%	1%	2%	*%	3%
£12,000 -£23,999 pa	30	*	3	6	*	2	15	1	1	*
	2%	*%	2%	2%	*%	1%	5%	1%	*%	*%
£24,000 -£35,999 pa	7	*	*	2	-	*	1	1	-	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	-%
£36,000 -£59,999 pa	9	*	1	-	-	6	*	*	-	*
	*%	*%	1%	-%	-%	3% c	*%	*%	-%	*%
£60,000 -£89,999 pa	3	*	-	*	*	*	*	*	-	1
	*%	*%	-%	*%	*%	*%	*%	*%	-%	1%
£90,000 -£119,999 pa	5	-	1	*	1	-	2	*	-	1
	*%	-%	1%	*%	1%	-%	1%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
£120,000 -£179,999 pa	22	5	-	8	2	-	3	1	3	*
	1%	3%	-%	2%	2%	-%	1%	1%	2%	*%
£180,000 -£239,999 pa	9	2	1	1	-	*	*	5	*	*
	*%	1%	1%	*%	-%	*%	*%	2%	*%	*%
£240,000 -£299,999 pa	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
£300,000 -£359,999 pa	5	-	*	*	-	4	*	*	-	-
	*%	-%	*%	*%	-%	2%	*%	*%	-%	-%
£360,000 -£479,999 pa	1	-	*	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
£480,000 -£599,999 pa	6	-	-	-	*	-	5	-	1	-
	*%	-%	-%	-%	*%	-%	2%	-%	*%	-%
£600,000 -£899,999 pa	*	-	*	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
£900,000 -£1,199,999 pa	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£1,200,000 -£3,599,999 pa	5	5	-	-	-	-	-	-	-	-
	*%	3%	-%	-%	-%	-%	-%	-%	-%	-%
£3,600,000 -£5,999,999 pa	*	-	-	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	146	131	275	51	148	263	212	135	120
	84%	81%	90%	86%	74%	81%	84%	85%	87%	82%

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Net:£1,200 -<£12,000	211	21	9	26	15	23	22	27	15	25
	11%	12%	6%	8%	22%	12%	7%	11%	10%	17%
					bcf					f
Net:£12,000 -<£60,000	47	1	4	8	*	8	16	2	1	*
	2%	*%	3%	2%	*%	5%	5%	1%	*%	*%
Net:£60,000 -<£120,000	8	*	1	*	1	*	2	*	-	2
	*%	*%	1%	*%	1%	*%	1%	*%	-%	1%
Net:£120,000 - <£300,000	31	7	1	9	2	*	3	6	3	*
	2%	4%	1%	3%	2%	*%	1%	2%	2%	*%
Net:£300,000 - <£600,000	11	-	*	*	*	4	5	*	1	-
	1%	-%	*%	*%	*%	2%	2%	*%	*%	-%
Net:£600,000 - <£1,200,000	*	-	*	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Net: >£1,200,000	7	5	-	-	-	-	-	2	*	-
	*%	3%	-%	-%	-%	-%	-%	1%	*%	-%
Net: £60,000+	57	12	2	9	3	4	10	8	3	2
	3%	7%	2%	3%	4%	2%	3%	3%	2%	1%
Net: £12,000+	103	13	6	17	3	12	26	11	4	2
	5%	7%	4%	5%	4%	7%	8%	4%	3%	1%
Answered	2000	180	146	318	69	183	312	250	155	147
Mean score	1622.8	5683.6	348.4	493.9	597.1	750.9	1034.1	5150.1	781.8	172.2
Standard error	455.09	2645.63	256.05	182.25	396.10	318.62	435.49	4491.24	1143.80	90.87
Standard deviation	21423.22	31526.3	2757.75	2666.07	2990.51	3863.07	5793.88	52568.62	12424.80	999.57
Mean - excluding very high response (300,000+ per month)	557.2	633.4	348.4	493.9	597.1	750.9	1034.1	501.1	421.2	172.2

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Under £120 pa	1001	180	240	461	881	120	62	38	20
	50%	45%	50%	52%	50%	50%	51%	48%	50%
£120 -£299 pa	384	78	100	167	345	39	19	14	7
	19%	20%	21%	19%	20%	16%	16%	17%	17%
£300 -£599 pa	198	43	46	82	170	28	12	13	4
	10%	11%	10%	9%	10%	12%	10%	16%	9%
£600 -£1,199 pa	102	19	26	40	86	17	10	5	2
	5%	5%	6%	5%	5%	7%	8%	6%	5%
£1,200 -£2,399 pa	102	36	20	31	88	14	5	6	3
	5%	9%	4%	4%	5%	6%	4%	8%	7%
		cd							
£2,400 -£5,999 pa	66	15	13	33	61	5	3	1	1
	3%	4%	3%	4%	3%	2%	3%	1%	3%
£6,000 -£11,999 pa	43	12	11	11	34	9	5	2	2
	2%	3%	2%	1%	2%	4%	4%	3%	5%
£12,000 -£23,999 pa	30	2	4	22	28	2	1	*	1
	2%	1%	1%	3%	2%	1%	1%	*%	3%
£24,000 -£35,999 pa	7	*	1	4	4	3	2	*	*
	*%	*%	*%	*%	*%	1%	2%	*%	*%
							d		
£36,000 -£59,999 pa	9	7	1	1	8	1	*	*	*
	*%	2%	*%	*%	*%	*%	*%	*%	1%
		c							
£60,000 -£89,999 pa	3	1	*	*	2	2	1	*	*
	*%	*%	*%	*%	*%	1%	1%	*%	*%
£90,000 -£119,999 pa	5	2	1	2	5	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
£120,000 -£179,999 pa	22	2	8	12	21	*	*	*	*
	1%	*%	2%	1%	1%	*%	*%	*%	*%
			e						
£180,000 -£239,999 pa	9	*	3	6	9	*	*	-	*
	*%	*%	1%	1%	*%	*%	*%	-%	1%
£240,000 -£299,999 pa	*	-	-	*	*	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
£300,000 -£359,999 pa	5	4	*	1	5	*	-	*	*
	*%	1%	*%	*%	*%	*%	-%	*%	*%
£360,000 -£479,999 pa	1	-	*	-	*	1	*	1	-
	*%	-%	*%	-%	*%	*%	*%	1%	-%
£480,000 -£599,999 pa	6	*	1	5	5	*	*	-	-
	*%	*%	*%	1%	*%	*%	*%	-%	-%
£600,000 -£899,999 pa	*	-	*	*	*	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	-%
£900,000 -£1,199,999 pa	*	-	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%
£1,200,000 -£3,599,999 pa	5	-	5	-	5	*	*	-	*
	*%	-%	1%	-%	*%	*%	*%	-%	*%
£3,600,000 -£5,999,999 pa	*	-	*	*	*	*	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	*%
£6,000,000+ pa	2	-	-	2	2	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Net: <£1,200	1686	320	412	751	1483	203	102	69	32
	84%	80%	86%	85%	84%	85%	85%	86%	80%
Net:£1,200 -<£12,000	211	63	45	75	183	28	13	9	6
	11%	16%	9%	9%	10%	12%	11%	11%	14%
		c							
Net:£12,000 -<£60,000	47	9	6	26	41	6	3	1	2
	2%	2%	1%	3%	2%	2%	3%	1%	4%
Net:£60,000 -<£120,000	8	3	1	2	7	2	1	*	*
	*%	1%	*%	*%	*%	1%	1%	*%	*%
Net:£120,000 - <£300,000	31	2	11	18	30	1	*	*	*
	2%	*%	2%	2%	2%	*%	*%	1%	1%
			e	e					
Net:£300,000 - <£600,000	11	4	1	6	10	1	*	1	*
	1%	1%	*%	1%	1%	*%	*%	1%	*%
Net:£600,000 - <£1,200,000	*	-	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	-%
Net: >£1,200,000	7	-	5	2	7	*	*	-	*
	*%	-%	1%	*%	*%	*%	*%	-%	*%
Net: £60,000+	57	8	17	28	54	3	1	1	*
	3%	2%	4%	3%	3%	1%	1%	2%	1%
Net: £12,000+	103	17	23	54	95	9	5	2	2
	5%	4%	5%	6%	5%	4%	4%	2%	5%
Answered	2000	400	480	880	1760	240	120	80	40
Mean score	1622.8	511.0	2484.7	2007.7	1797.7	340.7	241.1	450.2	420.1
			e						
Standard error	455.09	164.43	1067.68	1231.70	650.17	115.81	112.74	191.17	373.11
Standard deviation	21423.22	2964.35	20703.04	28302.30	22793.0	3638.38	2115.12	3430.45	6601.07

Columns Tested:: a,b,c,d,e,f,g,h

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	836	164	199	319	678	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mean - excluding very high response (300,000+ per month)	557.2	511.0	477.0	687.8	590.3	315.4	234.3	450.2	288.7

Columns Tested:: a,b,c,d,e,f,g,h

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Under £120 pa	1001	60	26	45	139	111	51	32	18	544
	50%	72% bcdeh	21%	30%	52% bceh	34%	55% bceh	60% bceh	28%	57% bceh
£120 -£299 pa	384	6	16	21	76	48	6	9	20	199
	19%	8%	13%	14%	28% abcef	15%	7%	17%	31% abcef	21% f
£300 -£599 pa	198	5	19	21	14	34	11	7	10	95
	10%	6%	15% d	14%	5%	10%	12%	14%	16%	10%
£600 -£1,199 pa	102	1	10	10	14	34	8	*	5	29
	5%	2%	8%	7%	5%	10% i	8%	1%	8%	3%
£1,200 -£2,399 pa	102	3	3	3	5	32	10	1	6	42
	5%	3%	3%	2%	2%	10% cdi	10% d	3%	10% d	4%
£2,400 -£5,999 pa	66	2	14	15	8	22	3	-	*	16
	3%	2%	12% di	10% i	3%	7% i	3%	-%	*%	2%
£6,000 -£11,999 pa	43	*	10	10	5	9	-	2	1	15
	2%	*%	8% i	7% i	2%	3%	-%	4%	1%	2%
£12,000 -£23,999 pa	30	3	*	*	-	25	*	-	-	2
	2%	4% i	*%	*%	-%	8% bcdi	*%	-%	-%	*%
£24,000 -£35,999 pa	7	*	1	1	-	1	1	-	2	1
	*%	*%	1%	1%	-%	*%	1%	-%	3% i	*%
£36,000 -£59,999 pa	9	-	6	6	*	1	-	-	*	2
	*%	-%	5% ei	4% i	*%	*%	-%	-%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
£60,000 -£89,999 pa	3	-	*	*	*	1	*	-	1	1
	*%	-%	*%	*%	*%	*%	*%	-%	2% i	*%
£90,000 -£119,999 pa	5	-	*	*	*	2	3	*	-	*
	*%	-%	*%	*%	*%	1%	3% i	*%	-%	*%
£120,000 -£179,999 pa	22	2	7	7	7	4	-	*	-	2
	1%	2%	6% i	5% i	3% i	1%	-%	*%	-%	*%
£180,000 -£239,999 pa	9	*	5	5	*	1	*	-	-	3
	*%	*%	4% i	3% i	*%	*%	*%	-%	-%	*%
£240,000 -£299,999 pa	*	-	*	*	-	-	-	-	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%
£300,000 -£359,999 pa	5	-	4	4	-	*	-	*	-	*
	*%	-%	3% i	3% i	-%	*%	-%	*%	-%	*%
£360,000 -£479,999 pa	1	-	*	*	*	1	-	-	-	-
	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%
£480,000 -£599,999 pa	6	-	*	*	-	*	-	1	-	4
	*%	-%	*%	*%	-%	*%	-%	1%	-%	*%
£600,000 -£899,999 pa	*	-	-	-	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%
£900,000 -£1,199,999 pa	*	-	*	*	-	*	-	-	-	-
	*%	-%	*%	*%	-%	*%	-%	-%	-%	-%
£1,200,000 -£3,599,999 pa	5	-	-	-	-	*	*	-	-	5
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
£3,600,000 -£5,999,999 pa	*	*	-	-	*	-	*	-	-	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	72	70	98	243	228	76	49	53	867
	84%	88%	58%	65%	91%	69%	82%	92%	83%	90%
		bce			bce		b	bce	b	bce
Net:£1,200 -<£12,000	211	5	27	28	17	63	12	4	7	74
	11%	6%	23%	19%	7%	19%	13%	7%	12%	8%
			adi	di		adi				
Net:£12,000 -<£60,000	47	3	7	7	*	27	1	-	2	5
	2%	4%	6%	5%	*%	8%	1%	-%	4%	1%
		i	di	di		di				
Net:£60,000 -<£120,000	8	-	*	*	*	3	3	*	1	1
	*%	-%	*%	*%	*%	1%	3%	*%	2%	*%
							i		i	
Net:£120,000 - <£300,000	31	2	12	12	7	5	*	*	-	5
	2%	2%	10%	8%	3%	2%	*%	*%	-%	1%
			ei	ei	i					
Net:£300,000 - <£600,000	11	-	4	4	*	1	-	1	-	5
	1%	-%	3%	3%	*%	*%	-%	1%	-%	1%
			i							
Net:£600,000 - <£1,200,000	*	-	*	*	*	*	*	-	*	-
	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Net: >£1,200,000	7	*	-	-	*	*	*	-	-	6
	*%	*%	-%	-%	*%	*%	*%	-%	-%	1%
Net: £60,000+	57	2	16	16	8	9	3	1	1	17
	3%	2%	14%	11%	3%	3%	3%	1%	2%	2%
			dei	dei						
Net: £12,000+	103	5	23	24	8	36	4	1	3	22
	5%	6%	19%	16%	3%	11%	4%	1%	5%	2%
			dfgi	di		di				
Answered	2000	82	121	149	268	328	92	54	64	963
Mean score	1622.8	1028.4	2804.1	2279.5	498.7	650.5	499.9	537.4	266.6	2474.2
			deh	e						
Standard error	455.09	1725.23	480.24	414.97	420.31	193.11	502.64	514.16	142.18	969.36
Standard deviation	21423.22	16637.55	6791.66	6196.81	6538.45	3962.24	5001.19	4598.75	1407.52	30034.48
Mean - excluding very high response (300,000+ per month)	557.2	351.4	2804.1	2279.5	404.4	614.2	453.8	537.4	266.6	359.8
			adehi	dei						

Columns Tested:: a,b,c,d,e,f,g,h,i

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Under £120 pa	1001	244	163	594	827	174	938	63	969	32
	50%	49%	39%	55%	50%	52%	51%	38%	50%	54%
		b		b			b			
£120 -£299 pa	384	103	54	227	319	65	350	34	370	14
	19%	21%	13%	21%	19%	20%	19%	20%	19%	24%
		b		b						
£300 -£599 pa	198	41	45	113	162	36	179	19	196	2
	10%	8%	11%	10%	10%	11%	10%	11%	10%	4%
£600 -£1,199 pa	102	26	42	35	85	17	83	19	102	1
	5%	5%	10%	3%	5%	5%	5%	12%	5%	1%
			c					a		
£1,200 -£2,399 pa	102	10	41	50	84	18	94	7	95	7
	5%	2%	10%	5%	5%	5%	5%	4%	5%	11%
			ac							
£2,400 -£5,999 pa	66	24	25	17	61	5	60	6	66	-
	3%	5%	6%	2%	4%	1%	3%	4%	3%	-%
		c	c							
£6,000 -£11,999 pa	43	15	9	18	34	9	39	4	42	1
	2%	3%	2%	2%	2%	3%	2%	2%	2%	1%
£12,000 -£23,999 pa	30	4	25	2	26	5	29	2	29	1
	2%	1%	6%	*%	2%	1%	2%	1%	1%	2%
			ac							
£24,000 -£35,999 pa	7	1	2	3	7	*	6	1	7	-
	*%	*%	1%	*%	*%	*%	*%	1%	*%	-%
£36,000 -£59,999 pa	9	6	1	2	9	*	7	2	9	-
	*%	1%	*%	*%	1%	*%	*%	1%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
£60,000 -£89,999 pa	3	*	1	2	3	*	3	*	3	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
£90,000 -£119,999 pa	5	*	5	*	5	*	4	1	5	-
	*%	*%	1% c	*%	*%	*%	*%	*%	*%	-%
£120,000 -£179,999 pa	22	16	4	2	20	1	18	4	20	1
	1%	3% c	1%	*%	1%	*%	1%	2% a	1%	3%
£180,000 -£239,999 pa	9	5	1	3	9	*	8	1	9	-
	*%	1%	*%	*%	1%	*%	*%	*%	*%	-%
£240,000 -£299,999 pa	*	*	-	*	*	*	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
£300,000 -£359,999 pa	5	4	*	1	4	*	*	4	5	-
	*%	1%	*%	*%	*%	*%	*%	2% a	*%	-%
£360,000 -£479,999 pa	1	*	1	-	1	*	1	*	1	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
£480,000 -£599,999 pa	6	*	*	5	6	-	5	1	6	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
£600,000 -£899,999 pa	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
£900,000 -£1,199,999 pa	*	*	*	-	*	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%
£1,200,000 -£3,599,999 pa	5	-	*	5	5	*	5	*	5	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
£3,600,000 -£5,999,999 pa	*	*	*	-	*	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%
£6,000,000+ pa	2	-	-	2	2	-	2	-	2	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	413	304	969	1393	293	1550	136	1637	49
	84%	83%	72%	90%	84%	88%	85%	81%	84%	83%
		b		ab						
Net:£1,200 -<£12,000	211	50	76	85	179	32	193	17	203	7
	11%	10%	18%	8%	11%	10%	11%	10%	10%	12%
			ac							
Net:£12,000 -<£60,000	47	11	28	7	42	5	42	4	45	1
	2%	2%	7%	1%	3%	1%	2%	3%	2%	2%
			ac							
Net:£60,000 -<£120,000	8	1	6	2	8	*	7	1	8	-
	*%	*%	1%	*%	*%	*%	*%	1%	*%	-%
Net:£120,000 - <£300,000	31	21	5	5	29	2	27	4	29	1
	2%	4%	1%	*%	2%	1%	1%	2%	2%	3%
		c								
Net:£300,000 - <£600,000	11	4	1	6	10	*	6	5	11	-
	1%	1%	*%	1%	1%	*%	*%	3%	1%	-%
								a		
Net:£600,000 - <£1,200,000	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Net: >£1,200,000	7	*	*	6	7	*	7	*	7	-
	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%
Net: £60,000+	57	26	12	19	54	2	46	11	55	2
	3%	5%	3%	2%	3%	1%	3%	6%	3%	3%
		c						a		
Net: £12,000+	103	37	41	26	96	7	88	15	101	3
	5%	7%	10%	2%	6%	2%	5%	9%	5%	5%
		c	c							
Answered	2000	500	420	1080	1668	332	1832	168	1940	60
Mean score	1622.8	1117.8	617.4	2247.6	1910.6	178.8	1620.2	1650.8	1659.5	429.7
Standard error	455.09	378.74	184.49	841.31	530.81	103.63	519.53	515.22	468.09	342.59
Standard deviation	21423.22	8946.53	4207.03	28381.09	23439.82	1690.08	22170	10240	21744.66	2609.09
Mean - excluding very high response (300,000+ per month)	557.2	956.0	578.9	363.1	634.1	173.4	473.3	1469.6	561.2	429.7
		c						a		

Columns Tested:: a,b,c - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Under £120 pa	1001	851	77	66	1001	-	-	-	1001	-
	50%	70% bc	23%	16%	59% bcdef	-%	-%	-%	53% bcdf	-%
£120 -£299 pa	384	216	84	83	384	-	-	-	384	-
	19%	18%	25% a	19%	23% bcdf	-%	-%	-%	20% bcdf	-%
£300 -£599 pa	198	68	77	54	198	-	-	-	198	-
	10%	6%	23% ac	13% a	12% bf	-%	-%	-%	10% bf	-%
£600 -£1,199 pa	102	25	22	55	102	-	-	-	102	-
	5%	2%	6% a	13% ab	6% b	-%	-%	-%	5% b	-%
£1,200 -£2,399 pa	102	24	27	51	-	102	-	-	102	-
	5%	2%	8% a	12% a	-%	48% acdef	-%	-%	5% a	-%
£2,400 -£5,999 pa	66	10	25	31	-	66	-	-	66	-
	3%	1%	7% a	7% a	-%	31% acdef	-%	-%	3% a	-%
£6,000 -£11,999 pa	43	9	9	24	-	43	-	-	43	-
	2%	1%	3%	6% a	-%	20% acdef	-%	-%	2% a	-%
£12,000 -£23,999 pa	30	1	2	27	-	-	30	-	-	30
	2%	*%	1%	6% ab	-%	-%	65% abdef	-%	-%	29% abde
£24,000 -£35,999 pa	7	*	2	5	-	-	7	-	-	7
	*%	*%	1%	1% a	-%	-%	16% abde	-%	-%	7% abe
£36,000 -£59,999 pa	9	1	1	7	-	-	9	-	-	9
	*%	*%	*%	2% a	-%	-%	19% abde	-%	-%	9% abe
£60,000 -£89,999 pa	3	1	*	2	-	-	-	3	-	3
	*%	*%	*%	*%	-%	-%	-%	6% abe	-%	3% ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
£90,000 -£119,999 pa	5	1	*	4	-	-	-	5	-	5
	*%	*%	*%	1%	-%	-%	-%	9% abe	-%	5% abe
£120,000 -£179,999 pa	22	11	5	4	-	-	-	22	-	22
	1%	1%	2%	1%	-%	-%	-%	38% abce	-%	21% abce
£180,000 -£239,999 pa	9	1	2	6	-	-	-	9	-	9
	*%	*%	1%	1% a	-%	-%	-%	16% abe	-%	9% abe
£240,000 -£299,999 pa	*	-	*	*	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	-%	1%	-%	*%
£300,000 -£359,999 pa	5	4	*	1	-	-	-	5	-	5
	*%	*%	*%	*%	-%	-%	-%	8% abe	-%	4% abe
£360,000 -£479,999 pa	1	-	*	1	-	-	-	1	-	1
	*%	-%	*%	*%	-%	-%	-%	1% e	-%	1%
£480,000 -£599,999 pa	6	*	5	*	-	-	-	6	-	6
	*%	*%	1% a	*%	-%	-%	-%	10% abe	-%	5% abe
£600,000 -£899,999 pa	*	*	*	*	-	-	-	*	-	*
	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%
£900,000 -£1,199,999 pa	*	-	*	*	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%
£1,200,000 -£3,599,999 pa	5	*	*	5	-	-	-	5	-	5
	*%	*%	*%	1% a	-%	-%	-%	8% abe	-%	4% abe
£3,600,000 -£5,999,999 pa	*	*	*	-	-	-	-	*	-	*
	*%	*%	*%	-%	-%	-%	-%	*%	-%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
£6,000,000+ pa	2	-	-	-	-	-	-	2	-	2
	*%	-%	-%	-%	-%	-%	-%	3% ae	-%	2% ae
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	1160	259	258	1686	-	-	-	1686	-
	84%	95% bc	77% c	61%	100% bcdef	-%	-%	-%	89% bcdf	-%
Net:£1,200 -<£12,000	211	43	61	107	-	211	-	-	211	-
	11%	3%	18% a	25% a	-%	100% acdef	-%	-%	11% af	-%
Net:£12,000 -<£60,000	47	3	5	39	-	-	47	-	-	47
	2%	*%	1%	9% ab	-%	-%	100% abdef	-%	-%	45% abde
Net:£60,000 -<£120,000	8	2	*	6	-	-	-	8	-	8
	*%	*%	*%	1% a	-%	-%	-%	15% abe	-%	8% abe
Net:£120,000 - <£300,000	31	12	8	10	-	-	-	31	-	31
	2%	1%	2%	2%	-%	-%	-%	54% abcef	-%	30% abce
Net:£300,000 - <£600,000	11	4	5	1	-	-	-	11	-	11
	1%	*%	2%	*%	-%	-%	-%	19% abce	-%	10% abe
Net:£600,000 - <£1,200,000	*	*	*	*	-	-	-	*	-	*
	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%
Net: >£1,200,000	7	*	*	5	-	-	-	7	-	7
	*%	*%	*%	1% a	-%	-%	-%	12% abe	-%	6% abe
Net: £60,000+	57	18	14	22	-	-	-	57	-	57
	3%	1%	4%	5% a	-%	-%	-%	100% abcef	-%	55% abce

Columns Tested:: a,b,c - a,b,c,d,e,f
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Net: £12,000+	103	21	19	61	-	-	47	57	-	103
	5%	2%	6%	14%	-%	-%	100%	100%	-%	100%
			a	ab			abe	abe		abe
Answered	2000	1224	338	425	1686	211	47	57	1897	103
Mean score	1622.8	313.6	1267.6	2998.7	15.7	335.1	2139.1	53678.3	51.2	30444.9
				a		ae	abe	abe	a	abe
Standard error	455.09	137.83	375.97	983.56	.45	12.39	109.82	11018.86	2.82	6467.57
Standard deviation	21423.22	4839.67	8671.68	20678.16	18.31	228.09	988.39	116612.7	126.96	89850.36
Mean - excluding very high response (300,000+ per month)	557.2	267.4	1153.1	887.5	15.7	335.1	2139.1	18233.0	51.2	10477.6
			a	a		ae	abe	abcef	a	abce

Columns Tested:: a,b,c - a,b,c,d,e,f

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Under £120 pa	1001	1001	-	-	862	585	886	520	321	220
	50%	100%	-%	-%	50%	41%	48%	38%	36%	33%
		bc			bdef	f	bdef			
£120 -£299 pa	384	-	384	-	344	315	371	307	200	159
	19%	-%	56%	-%	20%	22%	20%	22%	23%	24%
			ac							
£300 -£599 pa	198	-	198	-	166	168	183	174	115	87
	10%	-%	29%	-%	10%	12%	10%	13%	13%	13%
			ac							
£600 -£1,199 pa	102	-	102	-	89	91	98	91	50	45
	5%	-%	15%	-%	5%	6%	5%	7%	6%	7%
			ac							
£1,200 -£2,399 pa	102	-	-	102	91	87	99	97	60	34
	5%	-%	-%	32%	5%	6%	5%	7%	7%	5%
				ab						
£2,400 -£5,999 pa	66	-	-	66	56	56	59	62	36	26
	3%	-%	-%	21%	3%	4%	3%	4%	4%	4%
				ab						
£6,000 -£11,999 pa	43	-	-	43	36	38	39	37	26	25
	2%	-%	-%	14%	2%	3%	2%	3%	3%	4%
				ab						
£12,000 -£23,999 pa	30	-	-	30	30	30	30	30	24	8
	2%	-%	-%	10%	2%	2%	2%	2%	3%	1%
				ab						
£24,000 -£35,999 pa	7	-	-	7	7	6	7	7	6	5
	*%	-%	-%	2%	*%	*%	*%	1%	1%	1%
				ab						
£36,000 -£59,999 pa	9	-	-	9	8	9	9	9	6	8
	*%	-%	-%	3%	*%	1%	*%	1%	1%	1%
				ab						
£60,000 -£89,999 pa	3	-	-	3	3	2	3	3	2	3
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
£90,000 -£119,999 pa	5	-	-	5	5	5	5	5	5	5
	*%	-%	-%	2%	*%	*%	*%	*%	1%	1%
				ab						
£120,000 -£179,999 pa	22	-	-	22	17	21	21	22	17	19
	1%	-%	-%	7%	1%	1%	1%	2%	2%	3%
				ab						a
£180,000 -£239,999 pa	9	-	-	9	8	9	9	9	9	8
	*%	-%	-%	3%	*%	1%	*%	1%	1%	1%
				ab						
£240,000 -£299,999 pa	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
£300,000 -£359,999 pa	5	-	-	5	5	5	5	5	5	4
	*%	-%	-%	1%	*%	*%	*%	*%	1%	1%
				a						
£360,000 -£479,999 pa	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
£480,000 -£599,999 pa	6	-	-	6	1	1	1	1	1	6
	*%	-%	-%	2%	*%	*%	*%	*%	*%	1%
				ab						ac
£600,000 -£899,999 pa	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
£900,000 -£1,199,999 pa	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	-	-	5	5	5	5	5	5	*
	*%	-%	-%	1%	*%	*%	*%	*%	1%	*%
				a						
£3,600,000 -£5,999,999 pa	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
£6,000,000+ pa	2	-	-	2	-	-	-	-	-	2
	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	1001	685	-	1462	1158	1539	1091	686	512
	84%	100%	100%	-%	84%	81%	84%	79%	77%	77%
		c	c		def		def			
Net:£1,200 -<£12,000	211	-	-	211	184	181	196	195	122	85
	11%	-%	-%	67%	11%	13%	11%	14%	14%	13%
				ab						
Net:£12,000 -<£60,000	47	-	-	47	45	45	46	46	36	20
	2%	-%	-%	15%	3%	3%	3%	3%	4%	3%
				ab						
Net:£60,000 -<£120,000	8	-	-	8	8	7	8	8	7	8
	*%	-%	-%	3%	*%	1%	*%	1%	1%	1%
				ab						
Net:£120,000 - <£300,000	31	-	-	31	24	30	30	31	26	28
	2%	-%	-%	10%	1%	2%	2%	2%	3%	4%
				ab						ac
Net:£300,000 - <£600,000	11	-	-	11	6	6	6	6	6	10
	1%	-%	-%	3%	*%	*%	*%	*%	1%	2%
				ab						ac
Net:£600,000 - <£1,200,000	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Net: >£1,200,000	7	-	-	7	5	5	5	5	5	2
	*%	-%	-%	2%	*%	*%	*%	*%	1%	*%
				ab						
Net: £60,000+	57	-	-	57	43	48	50	50	44	48
	3%	-%	-%	18%	3%	3%	3%	4%	5%	7%
				ab					a	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Net: £12,000+	103	-	-	103	88	93	96	97	80	69
	5%	-%	-%	33%	5%	7%	5%	7%	9%	10%
				ab					ac	abc
Answered	2000	1001	685	314	1734	1432	1831	1383	888	666
Mean score	1622.8	5.0	31.4	10253.7	1024.3	1293.7	1030.9	1366.8	1962.7	3290.8
				b						
Standard error	455.09	-	.70	2311.72	260.51	312.86	249.89	323.85	516.58	1140.32
Standard deviation	21423.22	-	20.25	53320.19	11444.5	12584.4	11186.5	12828.0	15905.19	33245.65
Mean - excluding very high response (300,000+ per month)	557.2	5.0	31.4	3528.5	450.3	601.4	487.5	649.9	847.8	1440.0
				b					a	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Under £120 pa	1001	308	548	19	3	3	*	5	8
	50%	74%	50%	20%	3%	6%	1%	9%	6%
		bcdefgh	cdefgh	dfh					
£120 -£299 pa	384	53	239	28	28	12	3	9	24
	19%	13%	22%	29%	30%	24%	8%	18%	17%
			a	af	af				
£300 -£599 pa	198	23	109	14	24	3	2	8	14
	10%	6%	10%	14%	25%	6%	5%	17%	10%
					abfh				
£600 -£1,199 pa	102	8	54	8	6	12	8	3	23
	5%	2%	5%	8%	6%	24%	18%	7%	16%
						abd	ab		ab
£1,200 -£2,399 pa	102	13	48	16	7	3	12	*	15
	5%	3%	4%	16%	7%	6%	27%	1%	11%
				ab			abdg		ab
£2,400 -£5,999 pa	66	4	33	5	9	2	4	1	7
	3%	1%	3%	5%	9%	4%	10%	3%	5%
					ab		a		
£6,000 -£11,999 pa	43	4	16	2	10	1	3	3	8
	2%	1%	1%	2%	11%	3%	7%	6%	5%
					ab				b
£12,000 -£23,999 pa	30	1	20	2	1	2	2	2	6
	2%	*%	2%	2%	1%	4%	6%	4%	5%
							a		a
£24,000 -£35,999 pa	7	-	2	1	1	*	1	1	3
	*%	-%	*%	1%	1%	1%	3%	2%	2%
£36,000 -£59,999 pa	9	-	6	*	*	-	1	2	2
	*%	-%	1%	*%	*%	-%	1%	3%	2%
£60,000 -£89,999 pa	3	-	1	*	*	1	*	*	1
	*%	-%	*%	*%	*%	2%	*%	1%	1%
£90,000 -£119,999 pa	5	*	1	-	1	-	*	3	3
	*%	*%	*%	-%	1%	-%	*%	6%	2%
								ab	b

Columns Tested:: a,b,c,d,e,f,g,h

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
£120,000 -£179,999 pa	22	-	2	4	4	7	*	5	12
	1%	-%	*%	4%	4%	15%	*%	11%	9%
				ab	ab	ab		ab	ab
£180,000 -£239,999 pa	9	-	1	*	*	1	5	1	7
	*%	-%	*%	*%	*%	3%	12%	2%	5%
						b	abcd		ab
£240,000 -£299,999 pa	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	*%	*%
£300,000 -£359,999 pa	5	-	*	*	-	1	*	4	5
	*%	-%	*%	*%	-%	1%	*%	8%	3%
								ab	b
£360,000 -£479,999 pa	1	-	*	-	*	-	*	1	1
	*%	-%	*%	-%	*%	-%	*%	1%	*%
£480,000 -£599,999 pa	6	*	1	-	-	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	*%	*%
£600,000 -£899,999 pa	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%
£900,000 -£1,199,999 pa	*	-	*	-	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	-%	*%	*%
£1,200,000 -£3,599,999 pa	5	-	5	-	*	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%
£3,600,000 -£5,999,999 pa	*	*	-	-	*	-	-	*	*
	*%	*%	-%	-%	*%	-%	-%	*%	*%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	391	950	68	61	30	14	24	68
	84%	95%	87%	70%	64%	62%	33%	51%	49%
		bcdefgh	cdefgh	fh	f				

Columns Tested:: a,b,c,d,e,f,g,h

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Net:£1,200 -<£12,000	211	21	97	22	26	6	19	5	30
	11%	5%	9%	23%	28%	13%	45%	10%	22%
				ab	ab		abegh		ab
Net:£12,000 -<£60,000	47	1	29	3	2	2	4	5	11
	2%	*%	3%	3%	2%	5%	10%	10%	8%
							a	a	ab
Net:£60,000 -<£120,000	8	*	2	*	1	1	*	3	4
	*%	*%	*%	*%	1%	2%	1%	6%	3%
								ab	b
Net:£120,000 - <£300,000	31	-	3	4	4	9	5	6	20
	2%	-%	*%	4%	4%	18%	12%	13%	14%
				ab	ab	ab	ab	ab	ab
Net:£300,000 - <£600,000	11	*	1	*	*	1	*	4	5
	1%	*%	*%	*%	*%	1%	*%	9%	4%
								abcd	b
Net:£600,000 - <£1,200,000	*	-	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%
Net: >£1,200,000	7	*	5	-	*	*	-	*	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%
Net: £60,000+	57	*	10	4	5	10	5	14	30
	3%	*%	1%	4%	6%	21%	13%	29%	21%
				a	ab	abc	ab	abcd	abcd
Net: £12,000+	103	1	39	7	7	13	10	19	41
	5%	*%	4%	7%	8%	26%	23%	39%	29%
			a	a	a	abc	ab	abcd	abcd
Answered	2000	413	1086	98	94	49	43	48	139
Mean score	1622.8	71.3	1019	630.6	1116.4	3043.5	2605.6	6770.3	4187.7
						ac	a	a	a
Standard error	455.09	111.1	404.2	200.2	832.52	563.46	585.97	2797.79	868.31
Standard deviation	21423.22	2084	12953	2460	10854.7	6223.58	6032.98	24390.5	15139.5
Mean - excluding very high response (300,000+ per month)	557.2	64.7	191.7	630.6	840.1	3027.0	2605.6	5377.3	3701.6
				a	ab	abc	ab	abcd	abcd

Columns Tested:: a,b,c,d,e,f,g,h
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Under £120 pa	1001	806	41	9	3	*	1	4	553	22	5	1	3	1	-
	50%	59%	27%	11%	5%	*%	3%	28%	52%	12%	7%	4%	6%	7%	-%
		bcdef	def					e	bcdefg						
£120 -£299 pa	384	236	49	31	22	2	3	*	235	48	13	5	5	*	9
	19%	17%	32%	39%	37%	7%	11%	4%	22%	27%	18%	19%	11%	2%	30%
			ae	aef	ae				f	f					f
£300 -£599 pa	198	116	16	13	15	1	2	2	110	32	14	2	2	2	5
	10%	8%	10%	16%	26%	5%	7%	13%	10%	18%	19%	7%	5%	13%	19%
					a										
£600 -£1,199 pa	102	60	12	4	2	4	8	*	49	12	11	4	12	1	2
	5%	4%	8%	5%	3%	15%	25%	*%	5%	7%	14%	15%	27%	7%	7%
							abcd				a	a	ab		
£1,200 -£2,399 pa	102	59	16	4	2	7	3	-	44	19	9	6	5	3	-
	5%	4%	10%	5%	4%	30%	11%	-%	4%	11%	13%	23%	12%	17%	-%
			a			acd				a	a	a		a	
£2,400 -£5,999 pa	66	37	6	8	2	2	2	*	33	11	4	4	2	1	1
	3%	3%	4%	10%	4%	8%	7%	*%	3%	6%	6%	15%	4%	7%	4%
				a								a			
£6,000 -£11,999 pa	43	16	4	4	8	1	3	*	16	12	3	*	3	3	*
	2%	1%	3%	6%	13%	4%	11%	1%	2%	7%	4%	1%	6%	18%	*%
				a	a		a			a				acd	
£12,000 -£23,999 pa	30	21	1	1	1	3	1	1	8	13	5	2	*	1	*
	2%	2%	1%	2%	2%	12%	5%	5%	1%	7%	7%	9%	*%	9%	*%
						ab				a	a	a		a	
£24,000 -£35,999 pa	7	2	*	2	1	1	-	1	*	3	*	*	-	1	1
	*%	*%	*%	3%	1%	2%	-%	7%	*%	1%	*%	2%	-%	8%	4%
				a				a		a		a		a	a
£36,000 -£59,999 pa	9	6	*	*	-	*	1	*	5	1	*	*	*	2	*
	*%	*%	*%	*%	-%	2%	4%	3%	*%	1%	1%	1%	*%	10%	1%
														abc	
£60,000 -£89,999 pa	3	1	*	*	*	1	-	*	*	2	*	*	*	-	*
	*%	*%	*%	*%	*%	4%	-%	2%	*%	1%	*%	*%	*%	-%	1%
						a									

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
£90,000 -£119,999 pa	5	1	1	*	1	2	*	-	1	*	-	1	*	*	3
	*%	*%	1%	*%	1%	9%	*%	-%	*%	*%	-%	4%	*%	*%	10%
						a						a			abc
£120,000 -£179,999 pa	22	6	6	3	2	*	*	*	3	3	4	*	6	*	5
	1%	*%	4%	4%	3%	*%	*%	*%	*%	2%	6%	1%	13%	*%	18%
			a	a							a		ab		abd
£180,000 -£239,999 pa	9	1	*	*	*	*	5	1	1	*	1	*	6	*	1
	*%	*%	*%	*%	*%	*%	17%	8%	*%	*%	1%	1%	13%	*%	4%
							abcd	a					abc		a
£240,000 -£299,999 pa	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
£300,000 -£359,999 pa	5	*	*	*	*	*	-	4	*	*	4	-	*	-	*
	*%	*%	*%	*%	*%	2%	-%	27%	*%	*%	5%	-%	1%	-%	*%
								abcdf			a				
£360,000 -£479,999 pa	1	1	*	-	-	*	*	-	-	*	*	-	*	-	1
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*%	-%	2%
															a
£480,000 -£599,999 pa	6	*	-	-	-	-	*	-	-	1	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	1%	-%
														a	
£600,000 -£899,999 pa	*	*	*	-	-	*	-	-	*	*	*	*	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%	-%
£900,000 -£1,199,999 pa	*	*	-	-	-	-	-	*	*	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%
£1,200,000 -£3,599,999 pa	5	5	-	*	-	*	-	*	5	*	-	-	-	-	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	-%	-%	-%	*%
£3,600,000 -£5,999,999 pa	*	*	*	-	-	-	-	*	-	-	*	*	-	-	-
	*%	*%	*%	-%	-%	-%	-%	1%	-%	-%	*%	1%	-%	-%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	1218	118	57	42	7	14	6	947	113	44	12	21	4	16
	84%	89%	77%	72%	71%	28%	46%	45%	89%	63%	59%	44%	50%	28%	56%
		bcdefg	ef	e	e				bcdefg	f	f				
Net:£1,200 -<£12,000	211	111	26	16	12	10	9	*	93	43	16	11	9	7	1
	11%	8%	17%	20%	21%	42%	29%	1%	9%	24%	22%	38%	22%	43%	4%
			a	a	a	ab	a			a	a	ag		ag	
Net:£12,000 -<£60,000	47	30	1	3	2	4	3	2	14	17	6	3	*	4	1
	2%	2%	1%	4%	3%	16%	8%	16%	1%	9%	8%	11%	*%	27%	4%
						ab		ab		a	a	a		abce	
Net:£60,000 -<£120,000	8	2	1	*	1	3	*	*	1	2	*	1	*	*	3
	*%	*%	1%	*%	2%	12%	*%	2%	*%	1%	*%	4%	*%	*%	11%
						ab						a			abc
Net:£120,000 - <£300,000	31	7	6	3	2	*	5	1	4	3	5	*	11	*	6
	2%	1%	4%	4%	3%	*%	17%	8%	*%	2%	6%	1%	27%	*%	22%
			a	a			a	a			a		abcdf		abdf
Net:£300,000 - <£600,000	11	1	*	*	*	*	*	4	*	1	4	-	*	*	1
	1%	*%	*%	*%	*%	2%	1%	27%	*%	1%	5%	-%	1%	1%	2%
								abcdf			a			a	a
Net:£600,000 - <£1,200,000	*	*	*	-	-	*	-	*	*	*	*	*	-	-	*
	*%	*%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%
Net: >£1,200,000	7	5	*	*	-	*	-	*	5	*	*	*	-	-	*
	*%	*%	*%	*%	-%	*%	-%	1%	*%	*%	*%	1%	-%	-%	*%
Net: £60,000+	57	15	8	4	3	4	5	5	10	6	8	2	12	*	10
	3%	1%	5%	5%	5%	15%	17%	38%	1%	3%	11%	6%	28%	1%	35%
			a			a	a	abcd			a	a	abf		abdf
Net: £12,000+	103	45	9	7	5	8	8	7	24	23	14	5	12	5	11
	5%	3%	6%	9%	8%	31%	26%	54%	2%	13%	19%	17%	28%	29%	39%
						ab	ab	abcd		a	a	a	a	a	ab
Answered	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Mean score	1622.8	864.1	838.3	781.1	821.0	2055.9	3542.2	14321.1 a	991.6	849.4	2719	2933.4	4407.5 b	1483.7	5230.9 b
Standard error	455.09	327.5	580.2	252.1	264.01	655.19	814.87	8061.66	411.2	258.8	1123	3092.38	1013.60	695.37	2059.18
Standard deviation	21423.22	11591	8586	3077	2963.47	5597.91	7242.70	44885.4	13035	4084	13426	29009.1	7167.26	4917.04	11829.1
Mean - excluding very high response (300,000+ per month)	557.2	207.9	673.0	772.0	821.0	2022.6 a	3542.2 abc	9429.7 abcd	146.2	840.8 a	2379 a	914.0 a	4407.5 abd	1483.7 a	4824.6 abd

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Under £120 pa	1001	471	26	13	4	3	-	3	6	663	142	71	1	6
	50%	50%	16%	11%	6%	9%	-%	7%	6%	75%	36%	19%	1%	8%
		bcdefgh								bcde	cde	d		
£120 -£299 pa	384	222	41	24	9	3	1	8	12	114	124	107	21	5
	19%	24%	25%	21%	15%	10%	2%	19%	11%	13%	32%	29%	18%	7%
		h	f								ae	ae		
£300 -£599 pa	198	96	32	24	14	6	1	1	8	44	55	65	8	9
	10%	10%	20%	21%	22%	19%	3%	3%	8%	5%	14%	18%	7%	13%
			a	a	a						a	ad		
£600 -£1,199 pa	102	44	15	12	14	3	2	1	6	18	24	35	11	9
	5%	5%	10%	11%	22%	9%	8%	2%	6%	2%	6%	10%	10%	12%
					ah						a	a	a	a
£1,200 -£2,399 pa	102	58	19	11	1	3	1	3	7	13	17	49	10	9
	5%	6%	12%	10%	1%	9%	3%	8%	7%	1%	4%	14%	9%	12%
												ab	a	a
£2,400 -£5,999 pa	66	27	9	6	5	5	8	2	14	13	11	11	14	9
	3%	3%	6%	6%	7%	14%	25%	4%	13%	1%	3%	3%	12%	12%
						a	ab		a				abc	abc
£6,000 -£11,999 pa	43	7	6	6	5	2	6	5	13	6	6	8	17	1
	2%	1%	4%	5%	7%	6%	19%	12%	12%	1%	2%	2%	15%	2%
			a	a	a	a	ab	a	a				abc	
£12,000 -£23,999 pa	30	6	9	6	3	2	5	*	6	3	2	8	15	1
	2%	1%	5%	6%	4%	5%	15%	*%	6%	*%	*%	2%	13%	2%
			a	a			a		a			a	abc	
£24,000 -£35,999 pa	7	1	*	3	*	*	1	2	3	*	2	*	4	1
	*%	*%	*%	3%	*%	*%	3%	5%	3%	*%	1%	*%	3%	1%
				a			a	a	a				a	
£36,000 -£59,999 pa	9	1	*	-	*	4	2	2	7	6	1	1	1	*
	*%	*%	*%	-%	*%	13%	5%	3%	7%	1%	*%	*%	1%	1%
						abcd	a	a	ab					

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
£60,000 -£89,999 pa	3	*	*	1	*	*	1	*	1	1	1	1	*	*
	*%	*%	*%	1%	*%	*%	3% a	1%	1%	*%	*%	*%	*%	1%
£90,000 -£119,999 pa	5	*	*	*	1	*	1	3	4	2	*	*	1	2
	*%	*%	*%	*%	2% a	*%	3% a	6% ab	3% a	*%	*%	*%	1%	3%
£120,000 -£179,999 pa	22	2	2	4	6	2	*	5	7	1	3	5	3	9
	1%	*%	1%	4% a	11% ab	5% a	*%	12% ab	6% a	*%	1%	1%	2% a	12% abc
£180,000 -£239,999 pa	9	1	*	*	*	*	*	7	7	*	*	*	7	1
	*%	*%	*%	*%	*%	1%	*%	17% abcd	7% ab	*%	*%	*%	6% abc	2%
£240,000 -£299,999 pa	*	-	-	-	-	-	-	*	*	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%
£300,000 -£359,999 pa	5	*	-	*	*	*	4	-	4	*	*	*	*	4
	*%	*%	-%	*%	*%	*%	12% ab	-%	4% a	*%	*%	*%	*%	5% abc
£360,000 -£479,999 pa	1	-	-	1	*	*	-	-	*	*	1	*	-	-
	*%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
£480,000 -£599,999 pa	6	*	1	-	-	-	-	*	*	-	1	1	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%	-%
£600,000 -£899,999 pa	*	*	-	*	*	*	-	-	*	*	*	-	*	*
	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%
£900,000 -£1,199,999 pa	*	*	-	-	*	*	-	-	*	-	*	-	*	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	-	*	-	-	*	*	*	-	-	*	*	5
	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	*%	*%	6% abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
£3,600,000 -£5,999,999 pa	*	-	-	-	*	-	-	*	*	-	*	*	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%	*%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	832	115	72	40	15	4	13	32	840	345	278	42	30
	84%	88%	71%	65%	65%	47%	12%	31%	30%	95%	89%	77%	36%	41%
		bcdefgh	fgh	fgh	fgh	f				bcde	cde	de		
Net:£1,200 -<£12,000	211	92	34	24	10	9	15	11	35	32	34	69	42	19
	11%	10%	21%	21%	16%	29%	46%	24%	32%	4%	9%	19%	36%	26%
			a	a		a	ad	a	a		a	ab	abc	ab
Net:£12,000 -<£60,000	47	8	9	9	3	6	7	4	17	10	5	9	20	3
	2%	1%	6%	8%	5%	18%	23%	8%	16%	1%	1%	3%	17%	4%
			a	a		a	ab	a	a				abc	
Net:£60,000 -<£120,000	8	*	*	1	1	*	2	3	5	3	1	1	1	2
	*%	*%	*%	1%	2%	1%	6%	7%	5%	*%	*%	*%	1%	3%
					a		a	ab	a					
Net:£120,000 - <£300,000	31	3	2	4	7	2	*	13	15	1	4	6	10	10
	2%	*%	1%	4%	11%	6%	*%	29%	14%	*%	1%	2%	8%	14%
				a	ab	a		abcf	ab				abc	abc
Net:£300,000 - <£600,000	11	*	1	1	*	*	4	*	4	*	1	1	*	4
	1%	*%	*%	1%	*%	*%	12%	*%	4%	*%	*%	*%	*%	5%
							ab		a					abc
Net:£600,000 - <£1,200,000	*	*	-	*	*	*	-	-	*	*	*	-	*	*
	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Net: >£1,200,000	7	5	-	*	*	-	*	*	*	-	*	*	*	5
	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	6%
														abc
Net: £60,000+	57	9	2	7	9	2	6	16	24	4	6	7	12	21
	3%	1%	2%	6%	14%	6%	18%	37%	22%	*%	2%	2%	10%	29%
				a	ab	a	ab	abce	abc				abc	abcd
Net: £12,000+	103	17	11	16	11	8	13	20	41	14	11	16	32	23
	5%	2%	7%	14%	19%	24%	41%	45%	38%	2%	3%	5%	27%	33%
			a	a	a	ab	abc	abcd	abc				abc	abc
Answered	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Mean score	1622.8	1089	469.9	1100	2487.4	1619.1	4842.2	7032.9	4762.2	106.4	340.8	559.0	2384.3	16436.5
							b	b	b				a	abcd
Standard error	455.09	455.7	201.2	339.1	1359.62	576.76	1470.66	3282.19	1259.17	34.33	153.62	382.46	737.35	4688.02
Standard deviation	21423.22	13868	2929	4125	14064.0	4392.48	11856.85	23894.7	16704.8	962.38	3080.11	8238.47	11423.05	48493.30
Mean - excluding very high response (300,000+ per month)	557.2	133.1	469.9	1093	2077.7	1619.1	4532.7	5731.3	4142.0	106.4	333.8	403.7	2073.8	4143.1
				a	a	a	ab	abcde	abc				abc	abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Under £120 pa	1001	663	128	61	*	6	493	52	30	1	5
	50%	69%	38%	21%	*%	15%	63%	20%	13%	1%	9%
		bcde	cd	d		d	bcde	d	d		
£120 -£299 pa	384	129	101	90	20	2	146	97	60	7	5
	19%	13%	30%	31%	22%	6%	19%	37%	25%	8%	8%
			ae	ae				ade	d		
£300 -£599 pa	198	58	46	51	4	4	65	45	43	6	8
	10%	6%	14%	17%	4%	10%	8%	17%	18%	7%	14%
			a	ad				a	a		
£600 -£1,199 pa	102	34	20	22	11	3	24	25	29	5	8
	5%	4%	6%	8%	12%	7%	3%	10%	12%	5%	14%
					a			a	a		a
£1,200 -£2,399 pa	102	29	10	37	8	7	13	18	45	5	7
	5%	3%	3%	13%	9%	19%	2%	7%	19%	6%	12%
				ab		ab		a	abd		a
£2,400 -£5,999 pa	66	19	13	7	11	7	15	13	11	12	5
	3%	2%	4%	2%	12%	17%	2%	5%	5%	14%	8%
					ac	abc				a	
£6,000 -£11,999 pa	43	8	10	6	11	1	5	7	8	17	1
	2%	1%	3%	2%	13%	2%	1%	3%	3%	19%	2%
					abc					abc	
£12,000 -£23,999 pa	30	3	4	8	13	1	3	3	7	15	1
	2%	*%	1%	3%	15%	4%	*%	1%	3%	18%	2%
				a	abc				a	abc	
£24,000 -£35,999 pa	7	2	2	*	2	1	2	*	*	3	1
	*%	*%	1%	*%	3%	2%	*%	*%	*%	3%	1%
£36,000 -£59,999 pa	9	6	*	1	1	*	6	1	1	1	*
	*%	1%	*%	*%	1%	1%	1%	*%	*%	1%	1%
£60,000 -£89,999 pa	3	2	*	1	*	*	*	1	*	*	*
	*%	*%	*%	*%	*%	1%	*%	1%	*%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

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Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
£90,000 -£119,999 pa	5	2	*	*	1	2	2	*	-	1	2
	*%	*%	*%	*%	1%	5%	*%	*%	-%	1%	3%
						abc					a
£120,000 -£179,999 pa	22	5	5	6	*	-	4	2	3	3	9
	1%	1%	1%	2%	*%	-%	1%	1%	1%	3%	15%
											abc
£180,000 -£239,999 pa	9	*	*	*	6	1	*	*	*	7	1
	*%	*%	*%	*%	6%	3%	*%	*%	*%	8%	2%
					abc	a				abc	
£240,000 -£299,999 pa	*	-	*	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
£300,000 -£359,999 pa	5	*	*	*	*	4	*	*	*	4	*
	*%	*%	*%	*%	*%	9%	*%	*%	*%	4%	*%
						abc				a	
£360,000 -£479,999 pa	1	1	*	*	-	-	*	1	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%
£480,000 -£599,999 pa	6	-	-	1	-	-	-	1	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
£600,000 -£899,999 pa	*	*	-	*	*	*	*	*	-	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
£900,000 -£1,199,999 pa	*	-	*	-	*	*	-	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	*	-	*	*	-	-	*	*	5
	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	8%
											abc
£3,600,000 -£5,999,999 pa	*	-	*	-	*	-	-	-	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

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Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	885	296	224	35	14	727	219	162	19	27
	84%	92% cde	87% cde	77% de	39%	37%	93% bcde	83% cde	68% de	22%	45%
Net:£1,200 -<£12,000	211	55	33	50	30	15	33	38	63	34	13
	11%	6%	10%	17% a	34% abc	38% abc	4%	14% a	27% ab	39% ab	22% a
Net:£12,000 -<£60,000	47	11	6	9	16	2	11	4	8	19	2
	2%	1%	2%	3%	18% abc	6%	1%	1%	4%	22% abc	4%
Net:£60,000 -<£120,000	8	4	*	1	1	2	2	1	*	1	2
	*%	*%	*%	*%	1%	6% abc	*%	1%	*%	2%	4% a
Net:£120,000 - <£300,000	31	6	5	7	6	1	4	2	4	10	10
	2%	1%	2%	2%	6% a	3%	1%	1%	2%	11% abc	17% abc
Net:£300,000 - <£600,000	11	1	*	1	*	4	*	1	*	4	*
	1%	*%	*%	*%	*%	9% abc	*%	*%	*%	4% a	*%
Net:£600,000 - <£1,200,000	*	*	*	*	*	*	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Net: >£1,200,000	7	5	*	-	*	*	-	-	*	*	5
	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	8% abc
Net: £60,000+	57	15	6	8	7	7	7	5	5	15	17
	3%	2%	2%	3%	8% a	18% abc	1%	2%	2%	17% abc	29% abc

Columns Tested:: a,b,c,d,e - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

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Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Net: £12,000+	103	26	12	17	24	9	18	8	13	34	20
	5%	3%	4%	6%	27%	24%	2%	3%	6%	39%	33%
					abc	abc				abc	abc
Answered	2000	966	341	291	89	39	778	266	238	86	60
Mean score	1622.8	1131.2	325.8	555.4	2288.3	3878.5	180.0	406.2	822.2	3730.0	18074.8
						bc				ab	abc
Standard error	455.09	465.14	141.77	157.46	903.36	1048.89	51.57	163.86	664.87	576.45	5865.39
Standard deviation	21423.22	13703.75	2726.92	3188.30	12679.27	9203.97	1353.63	2972.09	12277.57	7404.60	52788.51
Mean - excluding very high response (300,000+ per month)	557.2	200.3	313.4	555.4	1893.2	3832.6	180.0	406.2	436.5	3720.7	3229.5
					ab	abc				abc	abc

Columns Tested:: a,b,c,d,e - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Under £120 pa	1001	436	38	30	4	5	177	40	294	925	76	834	28
	50%	62% bcde	19% d	10%	4%	9%	22%	33%	67% ab	54% b	28%	51% b	26%
£120 -£299 pa	384	161	66	63	12	2	193	36	77	325	60	316	28
	19%	23% de	33% cde	21%	11%	5%	24%	30%	18%	19%	22%	19%	26%
£300 -£599 pa	198	48	44	62	8	11	131	14	30	170	28	164	2
	10%	7%	22% ad	21% ad	7%	22% a	16% c	11%	7%	10%	10%	10%	2%
£600 -£1,199 pa	102	19	11	42	13	2	73	7	11	82	20	77	13
	5%	3%	5%	14% ab	11% a	5%	9% c	5%	3%	5%	7%	5%	12% a
£1,200 -£2,399 pa	102	22	20	48	3	3	70	11	15	81	20	83	8
	5%	3%	10% a	16% ad	3%	6%	9% c	9%	4%	5%	7%	5%	8%
£2,400 -£5,999 pa	66	7	10	19	22	3	52	4	5	50	15	52	4
	3%	1%	5% a	6% a	19% abc	5%	6% c	3%	1%	3%	6%	3%	4%
£6,000 -£11,999 pa	43	2	1	7	17	9	35	*	2	23	20	34	2
	2%	*%	1%	2%	15% abc	17% abc	4% c	*%	*%	1%	7% a	2%	2%
£12,000 -£23,999 pa	30	1	2	9	17	1	29	*	1	25	6	29	2
	2%	*%	1%	3% a	15% abc	2%	4% c	*%	*%	1%	2%	2%	1%
£24,000 -£35,999 pa	7	1	2	*	3	1	6	1	-	4	3	5	2
	*%	*%	1%	*%	3% a	3% a	1%	1%	-%	*%	1%	*%	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
£36,000 -£59,999 pa	9	*	5	1	2	1	4	4	*	2	7	3	5
	*%	*%	2%	*%	2%	1%	1%	4%	*%	*%	2%	*%	5%
			a					ac			a		a
£60,000 -£89,999 pa	3	*	*	2	*	*	2	1	*	2	1	2	1
	*%	*%	*%	1%	*%	1%	*%	1%	*%	*%	1%	*%	1%
£90,000 -£119,999 pa	5	*	1	*	1	3	4	1	*	4	1	5	*
	*%	*%	*%	*%	1%	6%	1%	1%	*%	*%	*%	*%	*%
						ac							
£120,000 -£179,999 pa	22	3	*	12	4	*	18	2	2	14	8	10	7
	1%	*%	*%	4%	4%	*%	2%	1%	*%	1%	3%	1%	7%
				a	a								a
£180,000 -£239,999 pa	9	1	*	2	5	*	9	*	-	3	6	7	*
	*%	*%	*%	1%	5%	*%	1%	*%	-%	*%	2%	*%	*%
					a						a		
£240,000 -£299,999 pa	*	-	-	-	*	-	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
£300,000 -£359,999 pa	5	-	*	*	*	4	4	1	*	4	*	1	4
	*%	-%	*%	*%	*%	8%	*%	*%	*%	*%	*%	*%	4%
						abc							a
£360,000 -£479,999 pa	1	-	-	-	*	1	*	1	-	*	1	*	1
	*%	-%	-%	-%	*%	1%	*%	*%	-%	*%	*%	*%	*%
£480,000 -£599,999 pa	6	-	*	1	*	-	1	*	-	5	*	1	-
	*%	-%	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%
£600,000 -£899,999 pa	*	*	-	*	*	*	*	-	*	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
£900,000 -£1,199,999 pa	*	-	*	-	*	*	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	-	-	*	-	5	5	-	-	5	*	5	*
	*%	-%	-%	*%	-%	9% abcd	1%	-%	-%	*%	*%	*%	*%
£3,600,000 -£5,999,999 pa	*	-	-	-	*	*	*	-	-	*	*	*	-
	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	664	159	197	37	20	574	96	412	1501	185	1390	71
	84%	95% bcde	79% cde	66% de	33%	40%	70%	79%	94% ab	87% b	68%	86% b	66%
Net:£1,200 -<£12,000	211	32	31	75	42	15	157	15	22	155	56	169	15
	11%	5%	16% a	25% a	37% ab	29% a	19% c	13%	5%	9%	20% a	10%	14%
Net:£12,000 -<£60,000	47	2	9	11	22	3	39	5	2	31	15	36	9
	2%	*%	4% a	4% a	20% abc	6% a	5% c	5% c	*%	2%	6% a	2%	8% a
Net:£60,000 -<£120,000	8	*	1	2	1	3	6	2	*	6	2	7	1
	*%	*%	1%	1%	1%	7% a	1%	1%	*%	*%	1%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Net:£120,000 - <£300,000	31	4	1	14	10	*	27	2	2	17	14	17	8
	2%	1%	*%	5%	9%	*%	3%	2%	*%	1%	5%	1%	7%
				ab	ab		c				a		a
Net:£300,000 - <£600,000	11	-	*	1	*	4	5	1	*	10	1	1	4
	1%	-%	*%	*%	*%	9%	1%	1%	*%	1%	*%	*%	4%
						abc							a
Net:£600,000 - <£1,200,000	*	*	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Net: >£1,200,000	7	-	-	*	*	5	5	-	-	6	*	5	*
	*%	-%	-%	*%	*%	9%	1%	-%	-%	*%	*%	*%	*%
						abcd							
Net: £60,000+	57	4	2	17	12	13	44	5	2	39	18	30	14
	3%	1%	1%	6%	11%	25%	5%	4%	*%	2%	7%	2%	13%
				a	ab	abc	c	c			a		a
Net: £12,000+	103	6	11	28	34	16	83	10	3	70	33	66	22
	5%	1%	5%	9%	30%	31%	10%	8%	1%	4%	12%	4%	21%
			a	a	abc	abc	c	c			a		a
Answered	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Mean score	1622.8	115.6	350.3	991.9	2436.3	22455.0	2155.0	797.8	86.4	1639.5	1517.8	912.4	2704.7
				a	a	abcd		c					
Standard error	455.09	45.99	120.79	249.53	834.24	6398.24	554.01	289.27	50.50	527.39	549.03	276.81	650.56
Standard deviation	21423.22	1193.12	1995.72	4668.36	10716.01	60360.84	16592.64	3659.04	1125.90	22677.87	10517.86	11606.04	8532.01
Mean - excluding very high response (300,000+ per month)	557.2	115.6	350.3	953.1	2215.5	4007.2	939.5	797.8	86.4	444.5	1265.7	308.0	2581.8
				a	ab	abc	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Under £120 pa	1001	542	43	372	147	838	24	549	36	380	140
	50%	43%	26%	44%	27%	51%	23%	43%	22%	44%	27%
		b		b		b		b		b	
£120 -£299 pa	384	281	34	177	130	318	27	283	32	180	127
	19%	22%	21%	21%	24%	19%	25%	22%	20%	21%	24%
£300 -£599 pa	198	155	13	102	72	162	4	152	16	107	67
	10%	12%	8%	12%	13%	10%	4%	12%	10%	12%	13%
£600 -£1,199 pa	102	77	13	52	39	77	12	75	16	52	39
	5%	6%	8%	6%	7%	5%	12%	6%	10%	6%	8%
							a				
£1,200 -£2,399 pa	102	73	14	59	38	83	8	70	17	56	41
	5%	6%	8%	7%	7%	5%	8%	6%	10%	6%	8%
£2,400 -£5,999 pa	66	46	10	27	34	52	5	46	10	27	34
	3%	4%	6%	3%	6%	3%	4%	4%	6%	3%	7%
£6,000 -£11,999 pa	43	34	4	9	28	30	6	29	9	10	27
	2%	3%	2%	1%	5%	2%	6%	2%	5%	1%	5%
					a						a
£12,000 -£23,999 pa	30	25	5	17	13	29	2	29	1	21	10
	2%	2%	3%	2%	2%	2%	1%	2%	1%	2%	2%
£24,000 -£35,999 pa	7	3	3	4	3	5	2	3	3	4	3
	*%	*%	2%	*%	1%	*%	2%	*%	2%	*%	1%
£36,000 -£59,999 pa	9	4	5	2	7	3	5	4	5	2	7
	*%	*%	3%	*%	1%	*%	5%	*%	3%	*%	1%
			a				a		a		
£60,000 -£89,999 pa	3	1	2	1	3	3	*	1	1	1	3
	*%	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
£90,000 -£119,999 pa	5	4	1	4	1	5	*	4	1	4	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
£120,000 -£179,999 pa	22	11	10	14	7	10	7	13	8	13	9
	1%	1%	6% a	2%	1%	1%	7% a	1%	5% a	2%	2%
£180,000 -£239,999 pa	9	6	3	1	7	7	*	6	3	1	7
	*%	*%	2%	*%	1%	*%	*%	*%	2%	*%	1%
£240,000 -£299,999 pa	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
£300,000 -£359,999 pa	5	*	4	1	4	4	1	*	4	1	4
	*%	*%	3% a	*%	1%	*%	1%	*%	3% a	*%	1%
£360,000 -£479,999 pa	1	*	1	-	1	*	1	*	1	-	1
	*%	*%	*%	-%	*%	*%	1%	*%	*%	-%	*%
£480,000 -£599,999 pa	6	1	-	1	*	1	-	1	-	1	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
£600,000 -£899,999 pa	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
£900,000 -£1,199,999 pa	*	*	-	*	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	*	5	*	5	*	5	*	5	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
£3,600,000 -£5,999,999 pa	*	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	1056	103	702	389	1394	68	1059	99	718	373
	84%	83% b	62%	83% b	73%	86% b	65%	83% b	61%	83% b	72%
Net:£1,200 -<£12,000	211	153	28	95	100	165	19	145	35	92	102
	11%	12%	17%	11%	19% a	10%	18%	11%	22% a	11%	20% a
Net:£12,000 -<£60,000	47	32	13	23	23	36	9	36	9	26	20
	2%	2%	8% a	3%	4%	2%	8% a	3%	5%	3%	4%
Net:£60,000 -<£120,000	8	5	2	4	4	8	*	5	2	5	4
	*%	*%	1%	1%	1%	1%	*%	*%	1%	1%	1%
Net:£120,000 - <£300,000	31	17	13	16	15	17	8	19	11	14	17
	2%	1%	8% a	2%	3%	1%	7% a	1%	7% a	2%	3%
Net:£300,000 - <£600,000	11	1	5	1	5	4	1	1	5	2	4
	1%	*%	3% a	*%	1%	*%	1%	*%	3% a	*%	1%
Net:£600,000 - <£1,200,000	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Net: >£1,200,000	7	5	*	5	*	5	*	5	*	5	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Net: £60,000+	57	28	20	26	24	34	9	30	19	25	25
	3%	2%	12%	3%	4%	2%	9%	2%	12%	3%	5%
			a				a		a		
Net: £12,000+	103	60	34	50	47	70	18	66	28	52	45
	5%	5%	20%	6%	9%	4%	17%	5%	17%	6%	9%
			a				a		a		
Answered	2000	1268	164	846	537	1629	105	1270	163	862	521
Mean score	1622.8	1102.5	2768.0	1545.1	1085.4	972.3	1834.4	1112.1	2712.3	1511.4	1127.1
Standard error	455.09	336.02	866.41	496.31	313.70	279.18	461.57	336.18	866.51	488.99	320.66
Standard deviation	21423.22	12409.93	13808.23	15135.30	7929.90	11705.64	6053.46	12397.64	13918.20	15000.03	8035.68
Mean - excluding very high response (300,000+ per month)	557.2	374.0	2349.9	454.4	956.7	363.2	1802.6	384.9	2289.2	440.9	994.5
			a				a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Under £120 pa	1001	375	684	54	-	286	394	23	1	313	279	51	-
	50%	40%	51%	23%	-%	33%	40%	12%	100%	31%	36%	20%	-%
		c	ac			c	c			c	c		
£120 -£299 pa	384	198	270	50	-	194	221	32	-	224	176	39	-
	19%	21%	20%	21%	-%	23%	22%	17%	-%	22%	23%	16%	-%
£300 -£599 pa	198	101	133	26	-	113	117	29	-	140	91	35	-
	10%	11%	10%	11%	-%	13%	12%	15%	-%	14%	12%	14%	-%
£600 -£1,199 pa	102	52	74	19	-	55	68	24	-	70	56	27	*
	5%	6%	6%	8%	-%	6%	7%	13%	-%	7%	7%	11%	100%
£1,200 -£2,399 pa	102	59	69	28	4	57	65	26	-	77	66	22	-
	5%	6%	5%	12%	100%	7%	7%	13%	-%	8%	9%	9%	-%
				b				ab					
£2,400 -£5,999 pa	66	39	35	16	-	45	33	15	-	53	25	20	-
	3%	4%	3%	7%	-%	5%	3%	8%	-%	5%	3%	8%	-%
				b								b	
£6,000 -£11,999 pa	43	25	31	14	-	29	31	9	-	33	22	10	-
	2%	3%	2%	6%	-%	3%	3%	5%	-%	3%	3%	4%	-%
£12,000 -£23,999 pa	30	25	20	15	-	21	22	13	-	27	19	16	-
	2%	3%	2%	6%	-%	2%	2%	7%	-%	3%	2%	7%	-%
				b				ab				b	
£24,000 -£35,999 pa	7	7	4	1	-	6	2	*	-	7	3	1	-
	*%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	1%	-%
£36,000 -£59,999 pa	9	7	3	5	-	8	9	6	-	7	8	7	-
	*%	1%	*%	2%	-%	1%	1%	3%	-%	1%	1%	3%	-%
				b									
£60,000 -£89,999 pa	3	2	2	*	-	2	1	1	-	3	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
£90,000 -£119,999 pa	5	5	4	*	-	4	4	2	-	4	4	2	-
	*%	1%	*%	*%	-%	*%	*%	1%	-%	*%	1%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
£120,000 -£179,999 pa	22	17	4	*	-	20	10	2	-	21	6	6	-
	1%	2%	*%	*%	-%	2%	1%	1%	-%	2%	1%	2%	-%
		b											
£180,000 -£239,999 pa	9	7	2	6	-	9	6	6	-	9	1	5	-
	*%	1%	*%	2%	-%	1%	1%	3%	-%	1%	*%	2%	-%
				b								b	
£240,000 -£299,999 pa	*	-	*	-	-	*	-	-	-	*	*	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
£300,000 -£359,999 pa	5	4	4	-	-	4	4	*	-	4	4	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	1%	*%	-%
£360,000 -£479,999 pa	1	1	1	1	-	1	*	-	-	1	-	1	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
£480,000 -£599,999 pa	6	*	1	*	-	1	1	*	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
£600,000 -£899,999 pa	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
£900,000 -£1,199,999 pa	*	*	*	-	-	*	*	*	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
£1,200,000 -£3,599,999 pa	5	5	*	5	-	5	5	5	-	5	5	5	-
	*%	*%	*%	2%	-%	1%	*%	2%	-%	*%	1%	2%	-%
				b									
£3,600,000 -£5,999,999 pa	*	*	-	-	-	*	*	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Net: <£1,200	1686	725	1160	150	-	648	799	108	1	747	601	152	*
	84%	78%	87%	62%	-%	75%	81%	56%	100%	75%	79%	61%	100%
		c	ac			c	c			c	c		
Net:£1,200 -<£12,000	211	122	134	58	4	130	130	49	-	164	113	52	-
	11%	13%	10%	24%	100%	15%	13%	26%	-%	16%	15%	21%	-%
				ab				ab					
Net:£12,000 -<£60,000	47	39	28	21	-	34	33	19	-	41	30	25	-
	2%	4%	2%	9%	-%	4%	3%	10%	-%	4%	4%	10%	-%
				b				ab				ab	
Net:£60,000 -<£120,000	8	7	6	*	-	6	5	3	-	7	5	3	-
	*%	1%	*%	*%	-%	1%	*%	1%	-%	1%	1%	1%	-%
Net:£120,000 - <£300,000	31	24	6	6	-	29	16	8	-	30	7	12	-
	2%	3%	*%	2%	-%	3%	2%	4%	-%	3%	1%	5%	-%
		b		b						b		b	
Net:£300,000 - <£600,000	11	5	5	1	-	6	5	1	-	5	5	1	-
	1%	1%	*%	*%	-%	1%	*%	*%	-%	1%	1%	*%	-%
Net:£600,000 - <£1,200,000	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Net: >£1,200,000	7	5	*	5	-	5	5	5	-	5	5	5	-
	*%	1%	*%	2%	-%	1%	*%	2%	-%	*%	1%	2%	-%
				b									
Net: £60,000+	57	41	17	12	-	46	30	15	-	47	22	20	-
	3%	4%	1%	5%	-%	5%	3%	8%	-%	5%	3%	8%	-%
		b		b				b				b	
Net: £12,000+	103	80	45	33	-	80	63	35	-	89	51	45	-
	5%	9%	3%	14%	-%	9%	6%	18%	-%	9%	7%	18%	-%
		b		b				ab				ab	
Answered	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Mean score	1622.8	1827.9	321.3	4597.2	150.0	2024.5	1501.5	5973.6	5.0	1801.4	1749.8	4876.4	75.0
		b		b				b					

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Standard error	455.09	487.40	64.20	1676.64	*	508.60	420.29	2141.95	-	449.65	525.20	1628.03	-
Standard deviation	21423.22	15558.81	2479.76	27293.80	*	15791.10	14134.59	30668.08	-	14994.26	15703.48	26850.17	-
Mean - excluding very high response (300,000+ per month)	557.2	756.8 b	319.4	862.2	150.0	900.8	568.9	1234.7	5.0	810.0	560.0	1281.0	75.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Under £120 pa	1001	822	509	361	611	518	3	248	182	153	27	10
	50%	52%	41%	38%	48%	50%	8%	40%	34%	29%	20%	13%
		bc			c	c		cde	de			
£120 -£299 pa	384	302	279	199	260	190	2	122	102	98	16	21
	19%	19%	22%	21%	21%	18%	5%	20%	19%	19%	12%	27%
£300 -£599 pa	198	158	152	115	135	111	2	74	76	75	24	10
	10%	10%	12%	12%	11%	11%	4%	12%	14%	14%	18%	13%
£600 -£1,199 pa	102	78	75	68	61	53	3	45	49	48	17	8
	5%	5%	6%	7%	5%	5%	9%	7%	9%	9%	12%	10%
£1,200 -£2,399 pa	102	75	72	71	69	50	1	47	42	48	14	7
	5%	5%	6%	8%	5%	5%	4%	8%	8%	9%	10%	8%
£2,400 -£5,999 pa	66	48	49	41	40	31	6	26	27	27	9	6
	3%	3%	4%	4%	3%	3%	17%	4%	5%	5%	6%	8%
							ab					
£6,000 -£11,999 pa	43	32	35	24	34	30	6	18	19	17	5	1
	2%	2%	3%	3%	3%	3%	17%	3%	3%	3%	4%	1%
							ab					
£12,000 -£23,999 pa	30	28	29	30	12	24	1	16	17	29	13	12
	2%	2%	2%	3%	1%	2%	3%	3%	3%	6%	9%	15%
											ab	ab
£24,000 -£35,999 pa	7	5	3	4	3	3	*	2	2	3	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	1%	-%
£36,000 -£59,999 pa	9	7	8	7	8	7	4	2	7	7	6	-
	*%	*%	1%	1%	1%	1%	11%	*%	1%	1%	4%	-%
							ab				a	
£60,000 -£89,999 pa	3	2	2	3	2	2	*	2	2	2	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
£90,000 -£119,999 pa	5	5	5	4	5	5	3	3	1	4	2	2
	*%	*%	*%	*%	*%	*%	8%	*%	*%	1%	2%	3%
							ab					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
£120,000 -£179,999 pa	22	5	11	8	7	5	-	4	2	2	-	-
	1%	*%	1%	1%	1%	*%	-%	1%	*%	*%	-%	-%
£180,000 -£239,999 pa	9	7	7	2	7	2	4	2	1	1	1	1
	*%	*%	1%	*%	1%	*%	12% ab	*%	*%	*%	1%	1%
£240,000 -£299,999 pa	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 -£359,999 pa	5	1	4	*	4	4	-	*	-	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%
£360,000 -£479,999 pa	1	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
£480,000 -£599,999 pa	6	1	1	1	1	*	-	1	1	1	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
£600,000 -£899,999 pa	*	*	*	*	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£900,000 -£1,199,999 pa	*	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
£1,200,000 -£3,599,999 pa	5	5	5	5	5	*	-	5	5	5	*	*
	*%	*%	*%	*%	*%	*%	-%	1%	1%	1%	*%	*%
£3,600,000 -£5,999,999 pa	*	*	-	*	*	-	-	-	*	-	-	-
	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Net: <£1,200	1686	1360	1015	744	1067	872	10	488	410	375	84	50
	84%	86% bc	82%	79%	84% c	84% c	26%	79% d	77% d	72%	62%	64%
Net:£1,200 -<£12,000	211	156	156	136	143	111	14	90	88	93	28	13
	11%	10%	13%	14% a	11%	11%	38% ab	15%	16%	18%	21%	17%
Net:£12,000 -<£60,000	47	40	40	41	23	34	6	21	26	40	20	12
	2%	3%	3%	4%	2%	3%	15% ab	3%	5%	8% a	15% ab	15% ab
Net:£60,000 -<£120,000	8	7	7	7	7	7	3	5	3	6	2	2
	*%	*%	1%	1%	1%	1%	9% ab	1%	1%	1%	2%	3%
Net:£120,000 - <£300,000	31	12	18	10	14	7	4	6	3	3	1	1
	2%	1%	1%	1%	1%	1%	12% ab	1%	1%	1%	1%	1%
Net:£300,000 - <£600,000	11	1	5	1	5	5	-	1	1	1	*	-
	1%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
Net:£600,000 - <£1,200,000	*	*	*	*	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Net: >£1,200,000	7	5	5	5	5	*	-	5	5	5	*	*
	*%	*%	*%	*%	*%	*%	-%	1%	1%	1%	*%	*%
Net: £60,000+	57	25	34	23	31	19	8	16	12	14	4	3
	3%	2%	3%	2%	2%	2%	21% ab	3%	2%	3%	3%	4%
Net: £12,000+	103	65	74	64	54	53	13	37	38	54	24	15
	5%	4%	6%	7%	4%	5%	36% ab	6%	7%	10%	17% ab	19% ab
Answered	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Mean score	1622.8	861.5	1230.5	1409.8	1169.0	425.5	3555.6 b	1852.7	2128.1	2196.8	895.6	882.7

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Standard error	455.09	264.92	336.23	455.16	330.05	89.71	778.16	724.26	854.27	826.78	436.55	695.53
Standard deviation	21423.22	10907.0	12349.2	14393.6	12309.59	2887.56	5771.00	17245.90	18987	18707.83	4841.62	5650.54
Mean - excluding very high response (300,000+ per month)	557.2	284.8	501.3	421.3	448.2	415.8	3555.6 ab	376.7	383.4	453.6	821.0	753.5

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Under £120 pa	1001	76	39	26	10	832	439	854	474	414	310	798	48	-	721	68
	50%	34%	38%	22%	23%	51% bde	42%	50% bde	41%	42%	35% c	51% ac	22%	-%	51%	45%
£120 -£299 pa	384	48	19	31	5	316	202	322	251	219	202	291	44	-	247	28
	19%	21%	19%	27%	12%	19%	19%	19%	22%	22%	23%	19%	20%	-%	18%	18%
£300 -£599 pa	198	29	14	21	4	154	121	170	132	99	107	158	37	-	134	28
	10%	13%	14%	18%	10%	9%	12%	10%	11%	10%	12%	10%	17% b	-%	10%	19% a
£600 -£1,199 pa	102	26	3	6	2	83	63	89	70	64	59	82	13	-	77	5
	5%	12%	3%	5%	4%	5%	6%	5%	6%	6%	7%	5%	6%	-%	6%	3%
£1,200 -£2,399 pa	102	13	3	12	6	85	59	90	67	59	57	81	15	-	68	6
	5%	6%	3%	11%	15%	5%	6%	5%	6%	6%	7%	5%	7%	-%	5%	4%
£2,400 -£5,999 pa	66	7	3	10	2	58	45	61	55	41	36	58	16	-	39	11
	3%	3%	3%	9%	4%	4%	4%	4%	5%	4%	4%	4%	8%	-%	3%	7%
£6,000 -£11,999 pa	43	5	2	3	9	39	35	39	33	34	30	39	9	-	38	1
	2%	2%	2%	3%	23% abc	2%	3%	2%	3%	3%	3%	2%	4%	-%	3%	*%
£12,000 -£23,999 pa	30	9	1	3	3	29	24	30	26	22	17	23	9	-	26	4
	2%	4%	1%	2%	6%	2%	2%	2%	2%	2%	2%	1%	4% b	-%	2%	3%
£24,000 -£35,999 pa	7	-	2	-	*	7	6	7	6	3	6	5	1	-	5	*
	*%	-%	2%	-%	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	*%	*%
£36,000 -£59,999 pa	9	1	*	*	-	3	7	7	4	7	7	8	4	1	8	-
	*%	*%	*%	*%	-%	*%	1%	*%	*%	1%	1%	*%	2%	100%	1%	-%
£60,000 -£89,999 pa	3	1	2	*	*	2	2	2	3	2	3	2	*	-	2	1
	*%	*%	2%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
£90,000 -£119,999 pa	5	3	-	1	-	2	4	5	4	2	5	4	*	-	5	-
	*%	1%	-%	1%	-%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%
£120,000 -£179,999 pa	22	5	2	1	*	16	10	21	12	12	17	6	4	-	11	*
	1%	2%	2%	1%	*%	1%	1%	1%	1%	1%	2% b	*%	2%	-%	1%	*%
£180,000 -£239,999 pa	9	*	5	1	*	7	8	8	7	7	8	6	7	-	7	-
	*%	*%	4%	1%	1%	*%	1%	*%	1%	1%	1%	*%	3% b	-%	*%	-%
£240,000 -£299,999 pa	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
£300,000 -£359,999 pa	5	*	4	*	-	1	4	4	1	4	5	1	*	-	4	-
	*%	*%	4%	*%	-%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%
£360,000 -£479,999 pa	1	*	-	*	-	*	1	1	*	*	1	*	-	-	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
£480,000 -£599,999 pa	6	1	4	-	1	1	*	1	5	1	1	6	*	-	6	-
	*%	*%	4%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
£600,000 -£899,999 pa	*	-	*	-	-	*	*	*	*	*	*	*	*	-	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
£900,000 -£1,199,999 pa	*	-	*	-	-	*	-	*	-	-	*	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
£1,200,000 -£3,599,999 pa	5	-	-	*	-	*	5	5	5	*	5	5	5	-	5	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	1%	*%	2% b	-%	*%	-%
£3,600,000 -£5,999,999 pa	*	*	*	*	-	*	*	*	-	*	*	*	-	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
£6,000,000+ pa	2	2	-	-	-	2	2	2	2	-	2	2	-	-	-	-
	*%	1%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	179	75	83	21	1385	824	1435	926	795	678	1330	141	-	1179	128
	84%	79% d	74%	72%	50%	85% bd	80%	84%	80%	80%	77% c	84% ac	66%	-%	84%	85%
Net:£1,200 -<£12,000	211	25	7	25	17	182	138	189	155	134	123	178	40	-	145	17
	11%	11%	7%	22% b	41% ab	11%	13%	11%	13%	14%	14%	11%	19% b	-%	10%	11%
Net:£12,000 -<£60,000	47	10	3	3	3	38	36	44	36	33	30	36	15	1	39	4
	2%	4%	3%	2%	6%	2%	3%	3%	3%	3%	3%	2%	7% b	100%	3%	3%
Net:£60,000 -<£120,000	8	4	2	1	*	4	6	7	7	4	8	6	1	-	7	1
	*%	2%	2%	1%	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	*%	1%
Net:£120,000 - <£300,000	31	5	6	2	*	24	19	30	19	20	26	12	11	-	18	*
	2%	2%	6%	2%	1%	1%	2%	2%	2%	2%	3% b	1%	5% b	-%	1%	*%
Net:£300,000 - <£600,000	11	1	8	*	1	1	4	5	6	5	6	6	1	-	10	*
	1%	*%	8% a	*%	1%	*%	*%	*%	1%	1%	1%	*%	*%	-%	1%	*%
Net:£600,000 - <£1,200,000	*	-	*	-	-	*	*	*	*	*	*	*	*	-	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Net: >£1,200,000	7	2	*	*	-	2	6	7	6	*	7	7	5	-	5	-
	*%	1%	*%	*%	-%	*%	1%	*%	1%	*%	1%	*%	2%	-%	*%	-%
Net: £60,000+	57	12	16	3	1	31	36	50	39	29	47	31	17	-	39	1
	3%	5%	16% c	3%	3%	2%	3%	3%	3%	3%	5% b	2%	8% b	-%	3%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Net: £12,000+	103	21	19	6	4	69	72	94	75	62	77	67	32	1	78	5
	5%	10%	19%	5%	9%	4%	7% a	5%	7%	6%	9% b	4%	15% b	100%	6%	3%
Answered	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Mean score	1622.8	5968.5	4495.2	679.2	1051.2	1086.2	2577.7	1725.7	2433.3	724.9	3302.6	1749.8	5464.5	4000.0	1309.0	150.8
Standard error	455.09	3813.8	1334.6	578.46	758.38	480.36	782.55	515.28	717.67	186.39	1038.52	560.85	1880.07	-	320.30	107.43
Standard deviation	21423.22	55791	14801	5899.13	5254.21	20899.9	29102.1	22974.9	27534.6	6771.9	32076.74	23741.96	29004.28	-	12887.96	1210.71
Mean - excluding very high response (300,000+ per month)	557.2	684.5	4247.9 ac	567.4	1051.2	347.4	584.7	484.8	663.7	630.4	878.6 b	432.7	1259.0 b	4000.0	602.0	150.8

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Under £120 pa	1001	293	676	165	25	77	147	47	761	182	85	151	739
	50%	38%	61%	27%	53%	26%	31%	18%	56%	50%	26%	39%	60%
			a		a				a	a		a	ab
£120 -£299 pa	384	170	184	139	2	66	92	55	253	76	69	95	212
	19%	22%	17%	22%	4%	22%	20%	21%	19%	21%	21%	24%	17%
												c	
£300 -£599 pa	198	94	94	91	5	35	77	47	117	34	49	44	105
	10%	12%	8%	15%	10%	12%	16%	18%	9%	9%	15%	11%	9%
								bc			c		
£600 -£1,199 pa	102	48	43	46	7	30	30	26	63	13	36	21	42
	5%	6%	4%	7%	14%	10%	6%	10%	5%	4%	11%	5%	3%
								bc			c		
£1,200 -£2,399 pa	102	45	45	57	4	20	46	26	59	17	27	19	51
	5%	6%	4%	9%	8%	7%	10%	10%	4%	5%	8%	5%	4%
								b			c		
£2,400 -£5,999 pa	66	40	20	36	*	13	29	12	36	17	27	18	22
	3%	5%	2%	6%	1%	4%	6%	5%	3%	5%	8%	5%	2%
		b									c	c	
£6,000 -£11,999 pa	43	15	26	27	1	12	18	13	23	5	8	10	23
	2%	2%	2%	4%	2%	4%	4%	5%	2%	1%	2%	2%	2%
								b					
£12,000 -£23,999 pa	30	22	8	19	*	11	12	12	17	1	13	4	12
	2%	3%	1%	3%	*%	4%	3%	5%	1%	*%	4%	1%	1%
		b						bc			c		
£24,000 -£35,999 pa	7	2	2	5	*	3	3	6	1	*	3	2	3
	*%	*%	*%	1%	1%	1%	1%	2%	*%	*%	1%	*%	*%
								b					
£36,000 -£59,999 pa	9	7	2	6	1	7	1	1	3	*	1	1	3
	*%	1%	*%	1%	3%	2%	*%	1%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

NB Organisations had to have expenditure on postal items in order to qualify for the survey
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
£60,000 -£89,999 pa	3	3	*	2	*	3	*	2	*	1	1	2	1
	*%	*%	*%	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%
£90,000 -£119,999 pa	5	3	2	4	1	2	3	*	5	-	1	3	1
	*%	*%	*%	1%	2%	1%	1%	*%	*%	-%	*%	1%	*%
£120,000 -£179,999 pa	22	11	4	12	-	12	*	6	8	4	8	4	6
	1%	1%	*%	2%	-%	4% b	*%	2%	1%	1%	2% c	1%	1%
£180,000 -£239,999 pa	9	6	1	7	1	2	6	5	3	1	*	3	6
	*%	1%	*%	1%	3%	1%	1%	2% b	*%	*%	*%	1%	*%
£240,000 -£299,999 pa	*	-	-	*	*	*	*	-	-	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%	*%	-%	*%
£300,000 -£359,999 pa	5	5	*	1	-	4	*	4	1	*	*	4	*
	*%	1%	*%	*%	-%	1%	*%	1% b	*%	*%	*%	1% c	*%
£360,000 -£479,999 pa	1	*	-	*	-	1	*	-	1	*	1	*	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
£480,000 -£599,999 pa	6	5	*	*	-	*	-	*	1	4	*	5	1
	*%	1%	*%	*%	-%	*%	-%	*%	*%	1% b	*%	1% c	*%
£600,000 -£899,999 pa	*	*	*	*	-	*	*	*	*	-	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	-%
£900,000 -£1,199,999 pa	*	*	*	*	-	-	*	-	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	-	5	-	*	5	*	*	5	*	5	*
	*%	1%	-%	1%	-%	*%	1%	*%	*%	1% b	*%	1% c	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
£3,600,000 -£5,999,999 pa	*	*	-	*	*	-	*	-	*	*	-	*	*
	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%
£6,000,000+ pa	2	2	-	-	-	-	-	-	2	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	605	997	441	39	208	345	176	1194	305	239	310	1099
	84%	78%	90%	71%	81%	70%	74%	67%	88%	84%	72%	80%	90%
			a						a	a			ab
Net:£1,200 -<£12,000	211	101	91	120	5	45	93	51	118	39	62	46	96
	11%	13%	8%	19%	10%	15%	20%	19%	9%	11%	19%	12%	8%
		b						b			c		
Net:£12,000 -<£60,000	47	31	12	31	2	21	16	20	21	2	17	7	17
	2%	4%	1%	5%	3%	7%	3%	7%	2%	*%	5%	2%	1%
		b						bc			c		
Net:£60,000 -<£120,000	8	6	2	6	1	5	3	2	5	1	2	4	2
	*%	1%	*%	1%	2%	2%	1%	1%	*%	*%	1%	1%	*%
Net:£120,000 - <£300,000	31	17	5	19	1	15	6	11	12	5	8	7	12
	2%	2%	*%	3%	3%	5%	1%	4%	1%	1%	3%	2%	1%
		b						b					
Net:£300,000 - <£600,000	11	10	*	1	-	5	*	4	2	4	1	9	1
	1%	1%	*%	*%	-%	2%	*%	2%	*%	1%	*%	2%	*%
		b						b				c	
Net:£600,000 - <£1,200,000	*	*	*	*	-	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
Net: >£1,200,000	7	7	-	5	*	*	5	*	2	5	2	5	*
	*%	1%	-%	1%	*%	*%	1%	*%	*%	1%	1%	1%	*%
		b								b		c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Net: £60,000+	57	39	8	31	3	24	15	17	21	15	14	25	15
	3%	5%	1%	5%	6%	8%	3%	6%	2%	4%	4%	6%	1%
		b						b		b	c	c	
Net: £12,000+	103	70	20	61	4	45	31	37	42	17	30	32	32
	5%	9%	2%	10%	9%	15%	7%	14%	3%	5%	9%	8%	3%
		b				b		bc			c	c	
Answered	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Mean score	1622.8	3719.7	167.0	2289.9	2095.7	1516.9	2603.7	1378.2	1157.0	3463.5	4143.2	3758.5	285.0
		b										c	
Standard error	455.09	1232.50	42.00	656.51	3667.57	288.80	943.30	319.46	600.72	1128.50	2235.86	1143.68	99.97
Standard deviation	21423.22	34200.36	1493.80	17774.37	22005.43	5509.99	21344.53	5551.62	22732.39	24018.75	45493.03	23382.56	3638.86
Mean - excluding very high response (300,000+ per month)	557.2	978.5	167.0	788.1	933.5	1474.6	517.5	1330.1	296.1	831.7	675.3	1314.8	260.6
		b				b		b				c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Under £120 pa	1001	484	517
	50%	51%	50%
£120 -£299 pa	384	202	183
	19%	21%	18%
£300 -£599 pa	198	80	118
	10%	8%	11%
£600 -£1,199 pa	102	49	53
	5%	5%	5%
£1,200 -£2,399 pa	102	29	73
	5%	3%	7%
			a
£2,400 -£5,999 pa	66	35	31
	3%	4%	3%
£6,000 -£11,999 pa	43	22	21
	2%	2%	2%
£12,000 -£23,999 pa	30	5	26
	2%	1%	2%
			a
£24,000 -£35,999 pa	7	3	4
	*%	*%	*%
£36,000 -£59,999 pa	9	7	2
	*%	1%	*%
£60,000 -£89,999 pa	3	3	1
	*%	*%	*%
£90,000 -£119,999 pa	5	1	4
	*%	*%	*%
£120,000 -£179,999 pa	22	17	4
	1%	2%	*%

Columns Tested:: a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey
Produced by BVA BDRC
Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
£180,000 -£239,999 pa	9	7	1
	*%	1%	*%
£240,000 -£299,999 pa	*	*	*
	*%	*%	*%
£300,000 -£359,999 pa	5	1	4
	*%	*%	*%
£360,000 -£479,999 pa	1	1	*
	*%	*%	*%
£480,000 -£599,999 pa	6	5	*
	*%	1%	*%
£600,000 -£899,999 pa	*	*	*
	*%	*%	*%
£900,000 -£1,199,999 pa	*	*	*
	*%	*%	*%
£1,200,000 -£3,599,999 pa	5	5	*
	*%	*%	*%
£3,600,000 -£5,999,999 pa	*	*	*
	*%	*%	*%
£6,000,000+ pa	2	2	-
	*%	*%	-%
Don't know	-	-	-
	-%	-%	-%
Net: <£1,200	1686	815	871
	84%	85%	83%
Net:£1,200 -<£12,000	211	85	125
	11%	9%	12%

Columns Tested:: a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Net:£12,000 -<£60,000	47	15	32
	2%	2%	3%
Net:£60,000 -<£120,000	8	4	5
	*%	*%	*%
Net:£120,000 - <£300,000	31	25	6
	2%	3%	1%
		b	
Net:£300,000 - <£600,000	11	6	4
	1%	1%	*%
Net:£600,000 - <£1,200,000	*	*	*
	*%	*%	*%
Net: >£1,200,000	7	7	*
	*%	1%	*%
Net: £60,000+	57	42	15
	3%	4%	1%
		b	
Net: £12,000+	103	57	47
	5%	6%	4%
Answered	2000	957	1043
Mean score	1622.8	2983.8	373.6
Standard error	455.09	859.09	131.86
Standard deviation	21423.22	30627.44	4053.52
Mean - excluding very high response (300,000+ per month)	557.2	790.0	345.0

Columns Tested:: a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Under £120 pa	1001	18	184	72	57	67	114	9	155	68	43	110	105
	50%	52%	59%	47%	64%	52%	40%	50%	51%	38%	56%	50%	51%
			fi		fi				i		i		i
£120 -£299 pa	384	2	58	27	10	19	65	4	61	48	9	39	43
	19%	6%	19%	18%	11%	15%	23%	24%	20%	26%	12%	18%	21%
										adj			
£300 -£599 pa	198	6	26	12	4	15	10	1	41	19	14	22	27
	10%	17%	8%	8%	5%	12%	4%	7%	14%	11%	18%	10%	13%
									f		df		f
£600 -£1,199 pa	102	1	12	12	4	10	16	2	10	11	3	14	6
	5%	3%	4%	7%	4%	8%	6%	13%	3%	6%	4%	7%	3%
								hl					
£1,200 -£2,399 pa	102	4	9	14	9	6	18	*	8	15	2	10	6
	5%	12%	3%	9%	10%	5%	6%	1%	3%	8%	2%	5%	3%
				h						h			
£2,400 -£5,999 pa	66	*	1	7	2	1	17	*	11	10	1	10	6
	3%	1%	*%	4%	3%	1%	6%	3%	4%	5%	1%	5%	3%
							b			b		b	
£6,000 -£11,999 pa	43	1	9	7	1	*	8	*	4	4	1	2	4
	2%	4%	3%	5%	1%	*%	3%	*%	1%	2%	1%	1%	2%
£12,000 -£23,999 pa	30	1	3	1	*	4	10	-	2	1	1	4	3
	2%	2%	1%	1%	*%	3%	3%	-%	1%	*%	2%	2%	2%
£24,000 -£35,999 pa	7	*	-	1	*	-	3	-	*	1	*	1	*
	*%	1%	-%	*%	*%	-%	1%	-%	*%	1%	*%	*%	*%
£36,000 -£59,999 pa	9	*	-	*	-	-	5	*	1	*	*	*	1
	*%	1%	-%	*%	-%	-%	2%	1%	*%	*%	1%	*%	*%
£60,000 -£89,999 pa	3	*	-	*	*	-	2	*	*	*	*	*	*
	*%	*%	-%	*%	*%	-%	1%	1%	*%	*%	*%	*%	*%
£90,000 -£119,999 pa	5	-	*	-	*	-	2	*	3	-	-	*	*
	*%	-%	*%	-%	*%	-%	1%	*%	1%	-%	-%	*%	*%
£120,000 -£179,999 pa	22	*	4	-	-	-	4	-	4	2	2	4	2
	1%	*%	1%	-%	-%	-%	1%	-%	1%	1%	2%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Produced by BVA BDRC

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
£180,000 -£239,999 pa	9	-	1	*	*	-	6	-	-	-	*	1	*
	*%	-%	*%	*%	*%	-%	2%	-%	-%	-%	*%	1%	*%
£240,000 -£299,999 pa	*	-	-	-	*	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
£300,000 -£359,999 pa	5	*	*	*	-	-	4	-	*	-	*	-	-
	*%	*%	*%	*%	-%	-%	1%	-%	*%	-%	*%	-%	-%
£360,000 -£479,999 pa	1	-	-	-	*	*	*	-	1	-	-	-	-
	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%
£480,000 -£599,999 pa	6	-	4	-	*	-	*	-	-	1	-	*	-
	*%	-%	1%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
£600,000 -£899,999 pa	*	-	-	-	-	*	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%
£900,000 -£1,199,999 pa	*	*	-	-	-	-	*	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%
£1,200,000 -£3,599,999 pa	5	*	-	-	*	5	-	-	-	-	*	-	-
	*%	*%	-%	-%	*%	4%	-%	-%	-%	-%	*%	-%	-%
£3,600,000 -£5,999,999 pa	*	-	*	*	-	-	-	-	-	*	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
£6,000,000+ pa	2	-	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	27	280	123	75	111	206	17	267	146	70	184	181
	84%	79%	90%	80%	85%	87%	72%	93%	88%	81%	90%	85%	88%
			f			f		f	f		f	f	f
Net:£1,200 -<£12,000	211	6	19	28	12	8	43	1	23	29	4	23	16
	11%	17%	6%	18%	14%	6%	15%	4%	8%	16%	5%	10%	8%
				bhjl						bhj			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Net:£12,000 -<£60,000	47	1	3	2	1	4	18	*	4	2	2	5	4
	2%	4%	1%	2%	1%	3%	6%	1%	1%	1%	2%	2%	2%
							h						
Net:£60,000 -<£120,000	8	*	*	*	*	-	4	*	3	*	*	*	*
	*%	*%	*%	*%	*%	-%	2%	1%	1%	*%	*%	*%	*%
Net:£120,000 - <£300,000	31	*	5	*	*	-	10	-	4	2	2	5	2
	2%	*%	2%	*%	*%	-%	3%	-%	1%	1%	2%	2%	1%
Net:£300,000 - <£600,000	11	*	5	*	*	*	4	-	1	1	*	*	-
	1%	*%	2%	*%	*%	*%	1%	-%	*%	*%	*%	*%	-%
Net:£600,000 - <£1,200,000	*	*	-	-	-	*	*	-	*	-	-	*	*
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*%	*%
Net: >£1,200,000	7	*	*	*	*	5	-	-	-	*	*	-	2
	*%	*%	*%	*%	*%	4%	-%	-%	-%	*%	*%	-%	1%
Net: £60,000+	57	*	10	*	1	5	18	*	8	3	2	6	4
	3%	*%	3%	*%	1%	4%	6%	1%	3%	1%	2%	3%	2%
Net: £12,000+	103	2	13	3	1	9	36	*	12	5	4	11	8
	5%	5%	4%	2%	1%	7%	13%	2%	4%	3%	5%	5%	4%
							bcdhikl						
Answered	2000	34	311	154	88	127	285	18	302	180	78	218	205
Mean score	1622.8	256.7	1143.3	173.3	259.3	7153.2	1292.3	156.1	420.2	508.8	440.2	500.8	5801.8
Standard error	455.09	272.37	673.89	231.25	366.68	3154.92	297.88	108.95	150.52	615.65	260.37	197.09	3651.15
Standard deviation	21423.22	3057.37	10197.74	2841.68	5000.81	37061.92	4728.67	857.84	2477.82	8003.42	3334.34	2916.70	57614.21
Mean - excluding very high response (300,000+ per month)	557.2	232.8	964.6	155.7	144.4	89.6	1292.3	156.1	420.2	368.4	407.5	500.8	247.9
							l						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Under £120 pa	1001	274	237	232	258	511	490
	50%	55%	47%	46%	52%	51%	49%
£120 -£299 pa	384	87	94	112	91	181	203
	19%	17%	19%	22%	18%	18%	20%
£300 -£599 pa	198	44	30	62	63	74	124
	10%	9%	6%	12%	13%	7%	12%
				b	b		a
£600 -£1,199 pa	102	25	30	24	23	55	47
	5%	5%	6%	5%	5%	5%	5%
£1,200 -£2,399 pa	102	28	32	24	18	60	42
	5%	6%	6%	5%	4%	6%	4%
£2,400 -£5,999 pa	66	8	20	21	17	28	38
	3%	2%	4%	4%	3%	3%	4%
£6,000 -£11,999 pa	43	17	10	8	8	27	16
	2%	3%	2%	2%	2%	3%	2%
£12,000 -£23,999 pa	30	5	14	3	8	19	11
	2%	1%	3%	1%	2%	2%	1%
£24,000 -£35,999 pa	7	1	4	2	1	5	3
	*%	*%	1%	*%	*%	*%	*%
£36,000 -£59,999 pa	9	1	5	2	2	6	3
	*%	*%	1%	*%	*%	1%	*%
£60,000 -£89,999 pa	3	*	3	*	*	3	1
	*%	*%	1%	*%	*%	*%	*%
£90,000 -£119,999 pa	5	*	2	3	*	2	3
	*%	*%	*%	1%	*%	*%	*%
£120,000 -£179,999 pa	22	4	4	6	7	8	13
	1%	1%	1%	1%	1%	1%	1%
£180,000 -£239,999 pa	9	1	6	-	2	7	2
	*%	*%	1%	-%	*%	1%	*%

Columns Tested:: a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
£240,000 -£299,999 pa	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
£300,000 -£359,999 pa	5	1	4	*	*	4	*
	*%	*%	1%	*%	*%	*%	*%
£360,000 -£479,999 pa	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
£480,000 -£599,999 pa	6	4	*	1	*	5	1
	*%	1%	*%	*%	*%	*%	*%
£600,000 -£899,999 pa	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
£900,000 -£1,199,999 pa	*	*	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%
£1,200,000 -£3,599,999 pa	5	*	5	-	*	5	*
	*%	*%	1%	-%	*%	*%	*%
£3,600,000 -£5,999,999 pa	*	*	-	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%
£6,000,000+ pa	2	-	-	-	2	-	2
	*%	-%	-%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1686	430	391	430	435	821	865
	84%	86%	78%	86%	87%	82%	87%
				b	b		
Net:£1,200 -<£12,000	211	53	63	53	42	115	95
	11%	11%	13%	11%	8%	12%	10%
Net:£12,000 -<£60,000	47	7	23	6	11	29	17
	2%	1%	5%	1%	2%	3%	2%
			c				

Columns Tested:: a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Produced by BVA BDRC

Tables run date: 19/09/2024

Table 21 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Net:£60,000 -<£120,000	8	*	5	3	*	5	3
	*%	*%	1%	1%	*%	*%	*%
Net:£120,000 - <£300,000	31	5	10	6	9	15	15
	2%	1%	2%	1%	2%	2%	2%
Net:£300,000 - <£600,000	11	5	4	1	*	9	2
	1%	1%	1%	*%	*%	1%	*%
Net:£600,000 - <£1,200,000	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%
Net: >£1,200,000	7	*	5	*	2	5	2
	*%	*%	1%	*%	*%	*%	*%
Net: £60,000+	57	11	23	11	12	34	23
	3%	2%	5%	2%	2%	3%	2%
Net: £12,000+	103	17	46	17	23	64	40
	5%	3%	9%	3%	5%	6%	4%
			acd				
Answered	2000	500	500	500	500	1000	1000
Mean score	1622.8	783.1	2603.4	442.7	2662.1	1693.3	1552.4
Standard error	455.09	366.63	803.77	230.75	1471.01	451.61	784.37
Standard deviation	21423.22	8247.03	19290.48	5170.11	36980.57	14855.20	26413.65
Mean - excluding very high response (300,000+ per month)	557.2	664.7	790.3	392.1	383.3	727.2	387.7

Columns Tested:: a,b,c,d - a,b

NB Organisations had to have expenditure on postal items in order to qualify for the survey

Table 23

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1-24	1374	82	1292	1328	41	3	2	46
	69%	36%	73%	70%	54%	29%	37%	51%
			a	bcde	cd			cd
25-49	153	20	133	140	11	2	*	13
	8%	9%	7%	7%	14%	20%	8%	14%
					a	ad		a
50-99	80	11	69	70	7	2	1	10
	4%	5%	4%	4%	9%	22%	14%	11%
					a	abe	a	a
100-249	59	13	46	53	5	1	1	6
	3%	6%	3%	3%	7%	6%	12%	7%
					a		a	a
250-499	24	3	22	20	3	1	*	4
	1%	1%	1%	1%	4%	12%	6%	5%
					a	ab	a	a
500-4,999	30	6	24	24	5	*	*	6
	2%	3%	1%	1%	7%	4%	10%	6%
					a		a	a
5,000-49,999	6	*	6	5	*	*	*	1
	*%	*%	*%	*%	*%	2%	4%	1%
						a	abe	
50,000-499,999	3	-	3	3	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
500,000- 4,999,999	*	-	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
							a	
5m+	5	-	5	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	238	88	150	233	4	*	*	4
	12%	39%	8%	12%	5%	4%	7%	5%
		b		be				
Don't know	29	5	24	28	*	*	-	*
	1%	2%	1%	1%	*%	*%	-%	*%
NET: Send 'Any Letters'	1734	135	1598	1648	72	9	5	86
	87%	59%	90%	86%	95%	96%	93%	95%
			a		a			a

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: 0-49	1765	190	1574	1702	56	5	3	63
	88%	83%	89%	89%	73%	53%	51%	70%
				bcde	cd			cd
NET: 50+	207	33	173	180	20	4	2	27
	10%	15%	10%	9%	27%	46%	49%	30%
					a	abe	abe	a
Answered	1971	224	1748	1882	76	9	5	90
Mean Score	14612.9	113.9	16467.6	14305.9	21450.7	5614.6	42338.4	21034.8
Standard error	6161.32	31.34	7532.02	7381.74	18404.12	12502.93	27475.4	12784.89
Standard deviation	288728.77	727.67	306600.58	286369.59	350645.57	121863.53	419394	336074.78
Mean - excluding very high response (500,000+ per month)	520.3	113.9	572.4	519.8	293.6	813.6	3654.4	530.9
							abe	

Columns Tested:: a,b - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1-24	1374	730	506	92	30	14	2	1328	41	4
	69%	71% defhi	68% defhi	66% efi	56% fi	44%	37%	70% defhi	54% fi	32%
25-49	153	59	68	13	8	5	*	140	11	2
	8%	6%	9%	10%	15% ag	14% ag	8%	7%	14% ag	16% ag
50-99	80	32	32	7	5	4	1	70	7	3
	4%	3%	4%	5%	9% ag	13% abcg	14% abcg	4%	9% abg	19% abcdgh
100-249	59	19	29	5	2	4	1	53	5	1
	3%	2%	4%	4%	4%	11% abg	12% abcdg	3%	7% ag	8% ag
250-499	24	8	10	2	2	2	*	20	3	1
	1%	1%	1%	2%	3%	7% abg	6% abg	1%	4% ag	10% abcg
500-4,999	30	7	13	4	3	2	*	24	5	1
	2%	1%	2%	3%	6% abg	6% abg	10% abg	1%	7% abg	6% ag
5,000-49,999	6	-	5	1	*	*	*	5	*	*
	*%	-%	1%	*%	*%	1%	4% abgh	*%	*%	3% ag
50,000-499,999	3	-	2	1	-	-	*	3	-	*
	*%	-%	*%	1%	-%	-%	1%	*%	-%	*%
500,000- 4,999,999	*	*	-	-	*	*	*	*	*	*
	*%	*%	-%	-%	*%	*%	1% g	*%	*%	*%
5m+	5	4	-	*	*	-	*	4	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%
None - we never send this type of post	238	156	67	11	3	1	*	233	4	1
	12%	15% bdefhi	9%	8%	5%	4%	7%	12% dehi	5%	5%
Don't know	29	15	11	2	*	*	-	28	*	*
	1%	1%	2%	2%	*%	*%	-%	1%	*%	*%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Send 'Any Letters'	1734	859	663	126	50	31	5	1648	72	13
	87%	83%	89%	90%	95%	96%	93%	86%	95%	95%
			a		ag	ag	a		abg	ag
NET: 0-49	1765	945	640	117	40	20	3	1702	56	7
	88%	92%	86%	84%	76%	62%	51%	89%	73%	53%
		bcdefhi	defhi	efi	efi			defhi	fi	
NET: 50+	207	70	90	20	12	12	2	180	20	7
	10%	7%	12%	14%	24%	38%	49%	9%	27%	47%
			a	a	abg	abcdg	abcdgh		abcg	abcdgh
Answered	1971	1015	730	137	53	32	5	1882	76	14
Mean Score	14612.9	22751.0	954.4	22841.2	30877.2	1778.8	42338.4	14305.9	21450.7	18770.6
							b			
Standard error	6161.32	14240.91	559.98	24397.00	28107.85	4032.14	27475.44	7381.74	18404.1	13941.73
Standard deviation	288728.77	366962.69	14021.93	356897.33	422553.62	61415.69	419394.38	286369.59	350646	252495.4
Mean - excluding very high response (500,000+ per month)	520.3	38.7	954.4	1754.8	285.1	451.0	3654.4	519.8	293.6	1824.6
				a	a	a	agh		a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1-24	1374	1101	227	41	3	2	930	196	41	18	36
	69%	71% cde	65% cde	54% de	29%	37%	74% bd	66%	61%	52%	61%
25-49	153	100	40	11	2	*	73	38	8	5	6
	8%	6%	11% a	14% a	20% ae	8%	6%	13% a	12%	13%	10%
50-99	80	53	17	7	2	1	41	14	5	4	5
	4%	3%	5%	9% a	22% abc	14% ab	3%	5%	7%	11%	8%
100-249	59	36	16	5	1	1	31	11	3	1	2
	3%	2%	5%	7% a	6%	12% ab	2%	4%	5%	2%	3%
250-499	24	14	6	3	1	*	13	5	1	1	1
	1%	1%	2%	4% a	12% abc	6% ab	1%	2%	2%	2%	1%
500-4,999	30	15	9	5	*	*	8	11	2	-	2
	2%	1%	3%	7% a	4%	10% ab	1%	4% a	3%	-%	3%
5,000-49,999	6	4	2	*	*	*	*	*	1	*	5
	*%	*%	*%	*%	2%	4% abc	*%	*%	1%	*%	8% ab
50,000-499,999	3	1	2	-	-	*	1	1	1	-	*
	*%	*%	*%	-%	-%	1%	*%	*%	1%	-%	*%
500,000- 4,999,999	*	*	-	*	*	*	*	-	*	-	*
	*%	*%	-%	*%	*%	1% a	*%	-%	*%	-%	*%
5m+	5	4	*	*	-	*	4	1	-	-	*
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%
None - we never send this type of post	238	205	28	4	*	*	129	19	5	7	2
	12%	13% bc	8%	5%	4%	7%	10%	6%	7%	21% be	4%
Don't know	29	23	5	*	*	-	19	4	*	-	*
	1%	2%	1%	*%	*%	-%	1%	1%	*%	-%	*%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Send 'Any Letters'	1734	1329	319	72	9	5	1102	276	63	28	56
	87%	85%	91%	95%	96%	93%	88%	92%	93%	79%	96%
			a	a		a					d
NET: 0-49	1765	1407	295	56	5	3	1132	252	54	30	44
	88%	90%	84%	73%	53%	51%	91%	84%	80%	85%	75%
		bcde	cde	de			bce				
NET: 50+	207	127	52	20	4	2	98	42	13	5	14
	10%	8%	15%	27%	46%	49%	8%	14%	20%	15%	25%
			a	ab	abc	abc		a	a		a
Answered	1971	1535	347	76	9	5	1231	294	68	35	58
Mean Score	14612.9	15283.8	9981.7	21450.7	5614.6	42338.4	18954.0	14044.2	6367.6	69.4	15270.6
Standard error	6161.32	9621.74	9657.90	18404.12	12502.93	27475.44	11874.89	14671.70	6951.75	115.05	16812.73
Standard deviation	288728.77	298584.11	224844.50	350645.57	121863.53	419394.38	333344.02	281834.22	78033.16	1073.07	258828.67
Mean - excluding very high response (500,000+ per month)	520.3	268.4	1630.2	293.6	813.6	3654.4	230.0	851.8	4588.3	69.4	2586.1
			a			ac			a		ad

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1-24	1374	127	110	218	45	127	230	173	114	106
	69%	71%	76%	68%	64%	69%	74%	69%	74%	72%
25-49	153	14	12	25	4	12	20	33	8	8
	8%	8%	8%	8%	5%	6%	6%	13%	5%	6%
50-99	80	3	1	14	7	14	9	8	1	6
	4%	2%	1%	4%	9%	7%	3%	3%	1%	4%
					b					
100-249	59	8	4	12	2	3	8	1	8	3
	3%	4%	3%	4%	3%	2%	3%	*%	5%	2%
250-499	24	1	1	7	*	2	5	3	1	1
	1%	*%	*%	2%	*%	1%	2%	1%	1%	1%
500-4,999	30	1	1	4	2	6	*	5	5	*
	2%	1%	*%	1%	3%	3%	*%	2%	3%	*%
5,000-49,999	6	-	*	2	-	4	*	*	-	*
	*%	-%	*%	1%	-%	2%	*%	*%	-%	*%
50,000-499,999	3	1	1	-	-	-	1	-	-	*
	*%	*%	1%	-%	-%	-%	*%	-%	-%	*%
500,000- 4,999,999	*	*	-	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
5m+	5	-	-	-	-	4	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%
None - we never send this type of post	238	23	15	32	10	9	35	23	13	21
	12%	13%	10%	10%	15%	5%	11%	9%	8%	14%
Don't know	29	2	2	5	-	4	3	5	5	2
	1%	1%	1%	1%	-%	2%	1%	2%	3%	2%
NET: Send 'Any Letters'	1734	154	129	282	59	171	274	222	137	125
	87%	86%	88%	88%	85%	93%	88%	89%	89%	84%
NET: 0-49	1765	164	137	275	59	148	285	228	135	135
	88%	91%	94%	86%	85%	80%	91%	91%	87%	92%
			e				e	e		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: 50+	207	13	7	39	11	32	24	16	15	10
	10%	7%	5%	12%	15%	18% bfg	8%	7%	10%	7%
Answered	1971	177	144	314	69	180	309	245	150	145
Mean Score	14612.9	1981.1	1647.0	210.4	93.1	129549.7 c	930.5	84.2	2672.3	93.5
Standard error	6161.32	4228.34	1965.13	139.29	57.37	72178.95	1188.21	59.29	7810.02	404.59
Standard deviation	288728.77	49851.4	21073.63	2032.89	433.13	872141.53	15718.58	688.87	84116.44	4432.12
Mean - excluding very high response (500,000+ per month)	520.3	1197.1	1647.0	210.4	93.1	703.9	930.5	84.2	114.1	93.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	1374	278	351	621	1250	124	60	45	19
	69%	69% efgh	73% efgh	71% efgh	71% efgh	52%	50%	56%	47%
25-49	153	24	33	77	134	19	11	5	3
	8%	6%	7%	9%	8%	8%	9%	7%	7%
50-99	80	26	5	31	63	17	7	8	2
	4%	7% b	1%	4%	4%	7% bd	6% b	10% bcd	6% b
100-249	59	8	20	21	49	10	4	4	2
	3%	2%	4%	2%	3%	4%	3%	5%	4%
250-499	24	3	2	15	20	5	2	1	1
	1%	1%	*%	2%	1%	2%	2%	2%	3%
500-4,999	30	7	7	9	23	7	5	1	2
	2%	2%	1%	1%	1%	3%	4%	1%	4% d
5,000-49,999	6	4	*	2	6	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	1%
50,000-499,999	3	*	2	1	3	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	-%
500,000- 4,999,999	*	-	*	-	*	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%
5m+	5	4	-	-	4	1	*	-	*
	*%	1%	-%	-%	*%	*%	*%	-%	1%
None - we never send this type of post	238	40	51	90	181	57	31	14	11
	12%	10%	11%	10%	10%	24% abcd	26% abcd	17% d	28% abcd
Don't know	29	6	9	13	27	1	*	1	*
	1%	1%	2%	1%	2%	1%	*%	1%	*%
NET: Send 'Any Letters'	1734	354	420	777	1552	182	88	65	29
	87%	89% efh	88% efh	88% efh	88% efh	76%	74%	81%	72%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	1765	341	436	789	1566	199	102	64	33
	88%	85%	91%	90%	89%	83%	85%	80%	82%
			egh	egh	egh				
NET: 50+	207	53	35	79	167	40	17	15	7
	10%	13%	7%	9%	9%	17%	14%	19%	18%
						bcd		bcd	bcd
Answered	1971	394	471	867	1733	239	120	79	40
Mean Score	14612.9	59133.2	2098.8	431.3	14234.5	17361.9	8376.3	672.1	77189.3
		c							bcdeg
Standard error	6161.32	32918.70	2989.74	413.89	8160.57	10156.66	11908.40	2189.91	38271.71
Standard deviation	288728.77	591621.40	57508.87	9465.40	284569	317953.90	223103.7	38990.31	676013.1
Mean - excluding very high response (500,000+ per month)	520.3	368.5	990.4	431.3	569.5	162.5	138.3	126.7	307.1

Columns Tested:: a,b,c,d,e,f,g,h

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1-24	1374	56	83	109	177	181	55	34	36	726
	69%	68%	69%	73% e	66%	55%	59%	63%	57%	75% efh
25-49	153	4	4	5	36	32	11	5	5	55
	8%	5%	3%	3%	13% bci	10%	12%	10%	8%	6%
50-99	80	1	3	3	19	10	1	1	13	32
	4%	1%	2%	2%	7%	3%	1%	2%	20% abcdefgi	3%
100-249	59	*	2	2	8	4	5	3	3	32
	3%	1%	2%	2%	3%	1%	6%	6%	4%	3%
250-499	24	*	2	2	2	6	3	*	5	7
	1%	*%	1%	1%	1%	2%	3%	*%	8% di	1%
500-4,999	30	-	7	7	4	7	1	-	*	11
	2%	-%	6% i	5% i	1%	2%	1%	-%	*%	1%
5,000-49,999	6	*	4	4	-	*	*	-	*	2
	*%	*%	3% i	3% i	-%	*%	*%	-%	*%	*%
50,000-499,999	3	-	-	-	*	1	2	-	-	-
	*%	-%	-%	-%	*%	*%	2% i	-%	-%	-%
500,000- 4,999,999	*	*	-	-	-	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%
5m+	5	-	-	-	*	4	-	*	-	-
	*%	-%	-%	-%	*%	1% i	-%	1%	-%	-%
None - we never send this type of post	238	19	14	15	14	71	15	9	2	93
	12%	23% dhi	12%	10%	5%	22% cdhi	16% d	16%	3%	10%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Don't know	29	2	2	2	7	12	-	1	-	5
	1%	3%	1%	1%	3%	4%	-%	2%	-%	1%
					i	i				
NET: Send 'Any Letters'	1734	62	105	132	247	244	78	44	62	865
	87%	75%	87%	89%	92%	75%	84%	82%	97%	90%
				e	ae				ae	ae
NET: 0-49	1765	79	101	129	228	284	80	48	43	874
	88%	95%	84%	87%	85%	87%	87%	89%	67%	91%
		h		h	h	h				h
NET: 50+	207	2	18	18	33	32	12	5	21	84
	10%	2%	15%	12%	12%	10%	13%	10%	33%	9%
									abcdegi	
Answered	1971	80	119	148	261	316	92	53	64	958
Mean Score	14612.9	4816.5	1017.5	886.6	3880.1	74845.6	5628.7	54991.8	115.4	230.5
						i	i	i		
Standard error	6161.32	12024.76	336.16	299.30	9750.43	32554.22	3895.54	64933.55	110.23	604.00
Standard deviation	288728.77	115337.42	4730.26	4449.34	150737.94	662380.33	38760.10	577142.05	1091.25	18655.79
Mean - excluding very high response (500,000+ per month)	520.3	31.3	1017.5	886.6	106.9	745.6	5628.7	25.2	115.4	104.6
			adi	di			dei			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1-24	1374	343	235	796	1112	262	1280	94	1339	35
	69%	69% b	56%	74% b	67%	79% a	70% b	56%	69%	58%
25-49	153	45	43	65	120	33	133	20	143	10
	8%	9%	10%	6%	7%	10%	7%	12%	7%	17%
50-99	80	23	11	46	74	5	69	11	78	2
	4%	5%	3%	4%	4%	2%	4%	6%	4%	3%
100-249	59	11	9	38	54	5	54	5	58	1
	3%	2%	2%	4%	3%	1%	3%	3%	3%	1%
250-499	24	4	8	12	24	*	22	3	24	-
	1%	1%	2%	1%	1%	*%	1%	2%	1%	-%
500-4,999	30	11	8	11	29	1	20	10	28	2
	2%	2%	2%	1%	2%	*%	1%	6% a	1%	4%
5,000-49,999	6	4	*	2	6	*	2	4	6	-
	*%	1%	*%	*%	*%	*%	*%	2% a	*%	-%
50,000-499,999	3	*	3	-	3	-	1	2	3	-
	*%	*%	1%	-%	*%	-%	*%	1% a	*%	-%
500,000- 4,999,999	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
5m+	5	*	4	*	4	*	4	*	5	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
None - we never send this type of post	238	48	86	103	216	22	226	12	230	7
	12%	10%	21% ac	10%	13% b	7%	12%	7%	12%	12%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Don't know	29	11	12	6	26	3	22	7	26	3
	1%	2%	3% c	1%	2%	1%	1%	4% a	1%	5%
NET: Send 'Any Letters'	1734	441	322	971	1426	307	1585	149	1684	49
	87%	88% b	77%	90% b	86%	92% a	86%	89%	87%	83%
NET: 0-49	1765	436	365	964	1448	317	1638	126	1713	52
	88%	87%	87%	89%	87%	95% a	89% b	75%	88%	87%
NET: 50+	207	53	44	110	194	13	172	35	202	5
	10%	11%	10%	10%	12% b	4%	9%	21% a	10%	8%
Answered	1971	489	408	1074	1642	329	1810	161	1915	57
Mean Score	14612.9	3129.7	59162.7 ac	2912.4	15737.2	9009.0	15180	8242.2	15041.8	123.9
Standard error	6161.32	5086.66	25754.61	3820.67	6797.29	14311.86	7009.7	7784.3	6334.41	70.13
Standard deviation	288728.77	119509.37	583329.22	128490.56	298848.79	232099.44	297811	153924	292962.21	529.44
Mean - excluding very high response (500,000+ per month)	520.3	330.1 c	1862.7 c	101.4	615.9	44.5	205.1	4053.1 a	532.1	123.9

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1-24	1374	931	186	249	1218	111	30	15	1329	45
	69%	76%	55%	58%	72%	53%	63%	27%	70%	44%
		bc			bdf	d	d		bdf	
25-49	153	76	45	32	118	26	1	8	144	9
	8%	6%	13%	7%	7%	12%	3%	13%	8%	9%
			a							
50-99	80	35	23	22	57	16	3	4	73	7
	4%	3%	7%	5%	3%	7%	7%	6%	4%	7%
			a							
100-249	59	14	26	18	42	12	2	3	54	5
	3%	1%	8%	4%	2%	6%	4%	5%	3%	5%
			a	a						
250-499	24	3	6	15	7	10	4	4	17	8
	1%	*%	2%	3%	*%	5%	8%	6%	1%	7%
			a	a		ae	ae	ae		ae
500-4,999	30	11	8	11	14	9	3	5	22	8
	2%	1%	2%	3%	1%	4%	5%	9%	1%	8%
						ae	a	ae		ae
5,000-49,999	6	4	1	1	*	*	1	5	*	6
	*%	*%	*%	*%	*%	*%	2%	8%	*%	6%
							ae	abe		abe
50,000-499,999	3	1	2	-	2	-	1	*	2	1
	*%	*%	1%	-%	*%	-%	2%	*%	*%	1%
							ae			
500,000- 4,999,999	*	*	*	*	-	-	-	*	-	*
	*%	*%	*%	*%	-%	-%	-%	*%	-%	*%
5m+	5	4	*	*	4	-	*	*	4	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
None - we never send this type of post	238	127	32	76	198	27	2	12	224	13
	12%	10%	9%	18%	12%	13%	3%	21%	12%	13%
				ab						
Don't know	29	17	9	3	27	*	-	2	27	2
	1%	1%	3%	1%	2%	*%	-%	3%	1%	2%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Send 'Any Letters'	1734	1080	298	347	1462	184	45	43	1645	88
	87%	88%	88%	81%	87%	87%	97%	76%	87%	86%
		c								
NET: 0-49	1765	1135	263	356	1534	164	33	35	1697	67
	88%	93%	78%	84%	91%	78%	70%	61%	89%	65%
		bc			bcdf				bcdf	
NET: 50+	207	72	67	66	126	47	14	20	172	34
	10%	6%	20%	16%	7%	22%	30%	36%	9%	33%
			a	a		ae	ae	ae		ae
Answered	1971	1207	330	422	1659	210	47	55	1870	102
Mean Score	14612.9	21796.7	7079.7	396.7	15714.2	175.3	27904.1	25337.7	13964.9	26512.8
Standard error	6161.32	10206.48	7536.36	1552.81	7443.48	48.25	40152.23	29374.30	6394.10	23998.79
Standard deviation	288728.77	357226.66	172350.39	32534.90	303817.9	887.11	361370.06	309477.4	286238.47	332537.0
Mean - excluding very high response (500,000+ per month)	520.3	303.9	1783.5	165.8	311.0	175.3	6776.0	2859.8	295.7	4655.6
			a				abe	abe		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1-24	1374	806	413	156	1374	1026	1374	925	628	400
	69%	80%	60%	50%	79%	72%	75%	67%	71%	60%
		bc	c		bdef	f	df	f	f	
25-49	153	41	77	35	153	133	153	130	92	77
	8%	4%	11%	11%	9%	9%	8%	9%	10%	12%
			a	a						
50-99	80	9	48	23	80	70	80	62	55	51
	4%	1%	7%	7%	5%	5%	4%	4%	6%	8%
			a	a						c
100-249	59	3	39	17	59	47	59	45	37	44
	3%	*%	6%	5%	3%	3%	3%	3%	4%	7%
			a	a						abcd
250-499	24	*	7	18	24	23	24	21	18	16
	1%	*%	1%	6%	1%	2%	1%	1%	2%	2%
				ab						
500-4,999	30	1	13	16	30	28	30	28	21	21
	2%	*%	2%	5%	2%	2%	2%	2%	2%	3%
			a	a						
5,000-49,999	6	-	*	6	6	6	6	6	6	5
	*%	-%	*%	2%	*%	*%	*%	*%	1%	1%
				ab						
50,000-499,999	3	-	2	1	3	3	3	3	2	3
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
5m+	5	4	*	*	5	1	5	5	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	238	129	69	40	-	81	81	143	22	31
	12%	13%	10%	13%	-%	6%	4%	10%	2%	5%
						ae	a	abcef	a	a
Don't know	29	10	17	2	-	16	16	16	8	17
	1%	1%	2%	1%	-%	1%	1%	1%	1%	2%
						a	a	a	a	ac

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Send 'Any Letters'	1734	862	599	272	1734	1335	1734	1225	859	617
	87%	86%	87%	87%	100%	93%	95%	89%	97%	93%
					bcdef	d	d		bdf	
NET: 0-49	1765	975	558	231	1527	1239	1608	1198	742	508
	88%	97%	82%	74%	88%	86%	88%	87%	83%	76%
		bc			ef	f	ef	f	f	
NET: 50+	207	16	110	81	207	177	207	170	139	140
	10%	2%	16%	26%	12%	12%	11%	12%	16%	21%
			a	ab					c	abcd
Answered	1971	991	668	312	1734	1416	1815	1367	881	649
Mean Score	14612.9	22875.0	5087.7	8761.8	16616.9	4332.7	15876.5	21057.9	6660.8	9369.0
Standard error	6161.32	12760.28	5635.55	8237.64	7007.41	3553.95	6742.43	8776.83	5871.01	7263.03
Standard deviation	288728.77	369828.0	161966.94	189644.70	307848	142424	300927	346546	180384.35	210377.40
Mean - excluding very high response (500,000+ per month)	520.3	15.4	748.4	1631.1	591.8	713.3	565.4	738.6	842.0	1471.0
				a						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1-24	1374	349	980	21	3	13	2	7	22
	69%	84%	90%	22%	3%	27%	4%	15%	16%
		cdefgh	acdefgh	d		df			d
25-49	153	-	92	37	16	3	2	4	8
	8%	-%	8%	38%	17%	6%	4%	8%	6%
			a	abdefgh	a	a		a	a
50-99	80	-	-	32	41	7	*	*	7
	4%	-%	-%	33%	43%	13%	*%	*%	5%
				abfgh	abefgh	ab			ab
100-249	59	-	-	-	33	14	6	7	26
	3%	-%	-%	-%	35%	29%	14%	14%	19%
					abc	abc	abc	abc	abc
250-499	24	-	-	-	-	9	13	2	24
	1%	-%	-%	-%	-%	19%	30%	4%	17%
						abcd	abcdg	ab	abcd
500-4,999	30	-	-	-	-	-	20	10	30
	2%	-%	-%	-%	-%	-%	47%	21%	22%
							abcdeh	abcde	abcde
5,000-49,999	6	-	-	-	-	-	-	6	6
	*%	-%	-%	-%	-%	-%	-%	13%	4%
								abcd	ab
50,000-499,999	3	-	-	-	-	-	-	3	3
	*%	-%	-%	-%	-%	-%	-%	6%	2%
								ab	b
500,000- 4,999,999	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	1%	*%
5m+	5	-	-	-	-	-	-	5	5
	*%	-%	-%	-%	-%	-%	-%	9%	3%
								abcd	b
None - we never send this type of post	238	59	10	7	2	1	*	2	3
	12%	14%	1%	7%	2%	3%	*%	4%	2%
		bdh		b					
Don't know	29	6	5	-	-	2	*	3	5
	1%	1%	*%	-%	-%	3%	1%	6%	4%
								b	b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
NET: Send 'Any Letters'	1734	349	1072	91	92	46	42	43	131
	87%	84%	99%	93%	98%	94%	99%	89%	94%
			acgh		a				a
NET: 0-49	1765	407	1081	65	21	17	4	13	33
	88%	99%	100%	67%	22%	35%	8%	27%	24%
		cdefgh	cdefgh	defgh		f			
NET: 50+	207	-	-	32	73	30	39	32	101
	10%	-%	-%	33%	78%	62%	91%	67%	72%
				ab	abc	abc	abceg	abc	abc
Answered	1971	407	1081	98	94	47	43	45	135
Mean Score	14612.9	10.7	14.5	41.6	99.7	143.3	1449.0	640373	213926
			a	ab	abc	abcd	abcde	abcdefh	abcdef
Standard error	6161.32	.24	.22	2.15	4.46	12.22	122.96	210969	62808.2
Standard deviation	288728.77	4.39	6.97	26.37	58.13	134.44	1259.96	1827048	1089681
Mean - excluding very high response (500,000+ per month)	520.3	10.7	14.5	41.6	99.7	143.3	1449.0	22999.3	7628.9
			a	ab	abc	abcd	abcde	abcdefh	abcde

Columns Tested:: a,b,c,d,e,f,g,h

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1-24	1374	1374	-	-	-	-	-	-	890	90	21	3	13	2	7
	69%	100%	-%	-%	-%	-%	-%	-%	84%	50%	29%	10%	30%	12%	25%
		bcdefg							bcdefg	cdf					
25-49	153	-	153	-	-	-	-	-	72	37	10	6	3	2	4
	8%	-%	100%	-%	-%	-%	-%	-%	7%	21%	13%	23%	6%	10%	13%
			acdefg							a		a			
50-99	80	-	-	80	-	-	-	-	23	23	17	1	5	*	*
	4%	-%	-%	100%	-%	-%	-%	-%	2%	13%	23%	5%	12%	*%	*%
				abdefg						a	af		a		
100-249	59	-	-	-	59	-	-	-	12	9	6	8	5	1	7
	3%	-%	-%	-%	100%	-%	-%	-%	1%	5%	9%	27%	11%	6%	23%
					abcefg					a	a	ab	a	a	ab
250-499	24	-	-	-	-	24	-	-	2	2	4	6	6	1	2
	1%	-%	-%	-%	-%	100%	-%	-%	*%	1%	6%	21%	14%	7%	7%
						abcdfg					a	ab	ab	a	a
500-4,999	30	-	-	-	-	-	30	-	1	4	3	1	8	10	*
	2%	-%	-%	-%	-%	-%	100%	-%	*%	2%	5%	5%	20%	62%	*%
							abcdeg			a	a	a	ab	abcdeg	
5,000-49,999	6	-	-	-	-	-	-	6	1	*	4	-	*	*	1
	*%	-%	-%	-%	-%	-%	-%	45%	*%	*%	5%	-%	*%	*%	5%
								abcdef			a				a
50,000-499,999	3	-	-	-	-	-	-	3	-	*	1	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	20%	-%	*%	1%	-%	-%	-%	6%
								abcd							ab
500,000- 4,999,999	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	*%
								a							
5m+	5	-	-	-	-	-	-	5	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%	-%	3%
								abcdef							a
None - we never send this type of post	238	-	-	-	-	-	-	-	59	10	7	2	1	*	2
	12%	-%	-%	-%	-%	-%	-%	-%	6%	5%	10%	8%	3%	1%	7%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Don't know	29	-	-	-	-	-	-	-	6	5	-	-	2	*	3
	1%	-%	-%	-%	-%	-%	-%	-%	1%	3%	-%	-%	4%	2%	11%
															ac
NET: Send 'Any Letters'	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
	87%	100%	100%	100%	100%	100%	100%	100%	94%	92%	90%	92%	93%	97%	82%
NET: 0-49	1765	1374	153	-	-	-	-	-	1020	136	38	11	17	4	13
	88%	100%	100%	-%	-%	-%	-%	-%	96%	76%	51%	41%	40%	23%	45%
		cdefg	cdefg						bcdefg	cdefg	f				
NET: 50+	207	-	-	80	59	24	30	13	38	37	36	16	24	12	13
	10%	-%	-%	100%	100%	100%	100%	100%	4%	21%	49%	59%	57%	76%	45%
				ab	ab	ab	ab	ab		a	ab	ab	ab	ab	a
Answered	1971	1374	153	80	59	24	30	13	1058	174	74	28	42	16	26
Mean Score	14612.9	12.5	37.0	75.0	175.0	375.0	2750.0	2130674	39.0	165.0	4362	14205.7	712.6	1808.6	206353
				a	ac		acd	acdf			ab	a	a	abe	abc
Standard error	6161.32	*	-	*	*	-	*	517866	22.63	260.8	2355	21186.1	244.02	223.94	183358
Standard deviation	288728.77	*	-	*	*	-	*	2883358	715.4	4091	28156	198743	1708.17	1567.59	1037232
Mean - excluding very high response (500,000+ per month)	520.3	12.5	37.0	75.0	175.0	375.0	2750.0	102616	39.0	165.0	4362	292.0	712.6	1808.6	22198.4
				a	ac		acd				ab	a	ad	abde	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1-24	1374	728	81	61	22	17	10	6	33	787	271	221	53	40
	69%	77%	51%	55%	36%	51%	33%	13%	30%	89%	70%	61%	45%	56%
		bcdefgh	gh	gh		g				bcde	d	d		
25-49	153	66	30	14	11	4	1	4	9	29	48	61	8	5
	8%	7%	19%	12%	18%	14%	3%	8%	8%	3%	12%	17%	7%	7%
			a		a						a	a		
50-99	80	19	11	14	7	2	*	9	11	13	23	21	20	3
	4%	2%	7%	12%	12%	5%	1%	20%	10%	1%	6%	6%	17%	4%
			a	a	a			a	a		a	a	abc	
100-249	59	13	7	9	10	2	2	2	6	11	12	23	11	1
	3%	1%	4%	8%	16%	6%	7%	5%	6%	1%	3%	6%	9%	2%
				a	ab				a			a	a	
250-499	24	6	2	4	*	1	4	3	8	2	2	7	4	10
	1%	1%	1%	4%	1%	2%	12%	7%	7%	*%	*%	2%	3%	14%
				a			ab	a	a				a	abc
500-4,999	30	2	3	4	5	2	3	9	14	2	5	6	11	5
	2%	*%	2%	3%	7%	5%	10%	22%	13%	*%	1%	2%	9%	8%
				a	a	a	a	abc	ab				abc	a
5,000-49,999	6	1	*	-	*	*	4	1	5	1	*	*	*	5
	*%	*%	*%	-%	*%	1%	11%	3%	5%	*%	*%	*%	*%	7%
							abc	a	a					abc
50,000-499,999	3	*	-	-	-	1	-	2	3	1	-	1	1	-
	*%	*%	-%	-%	-%	2%	-%	4%	2%	*%	-%	*%	1%	-%
						a		a	a					
500,000- 4,999,999	*	-	-	-	-	*	*	*	*	-	-	*	*	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	*%	*%
5m+	5	4	-	-	-	-	-	*	*	4	-	1	-	*
	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	*%
None - we never send this type of post	238	100	22	3	4	2	7	4	14	32	22	18	9	*
	12%	11%	14%	3%	7%	7%	22%	10%	13%	4%	6%	5%	8%	*%
			c				c							

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Don't know	29	2	5	2	2	2	*	3	6	3	7	5	-	2
	1%	*%	3%	2%	3%	7%	1%	8%	5%	*%	2%	1%	-%	3%
			a		a	a		a	a					
NET: Send 'Any Letters'	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
	87%	89%	84%	95%	90%	86%	78%	82%	82%	96%	93%	94%	92%	97%
				h										
NET: 0-49	1765	894	133	78	37	23	18	13	55	848	341	299	70	45
	88%	95%	83%	70%	61%	72%	58%	31%	51%	96%	88%	82%	60%	63%
		bcdefgh	dfgh	g	g	g				bcde	de	de		
NET: 50+	207	46	23	32	22	7	13	27	47	35	42	59	46	25
	10%	5%	14%	28%	36%	21%	42%	62%	44%	4%	11%	16%	40%	34%
			a	a	ab	a	ab	abce	ab		a	a	abc	abc
Answered	1971	940	156	110	60	30	32	40	102	883	383	359	116	70
Mean Score	14612.9	28305	98.9	148.4	270.4	8621.4	7906.1	40625.8	21020.5	25969.6	62.2	11593.0	3969.1	17670.8
					b									
Standard error	6161.32	13526	44.35	41.78	83.19	10206.7	13956.48	48919.2	17579.4	14021.00	17.17	11481.25	4071.88	29792.72
Standard deviation	288728.77	410938.96	644.3	506.6	856.45	77059.0	111651.82	349353	230552	391836.10	343.31	246780.19	63081.31	303827.3
Mean - excluding very high response (500,000+ per month)	520.3	57.1	98.9	148.4	270.4	7195.3	3530.7	14419.3	8892.3	310.4	62.2	717.3	2770.4	2134.5
					b	ab	abcd	abcd	abcd				ab	ab

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1-24	1374	892	246	173	40	18	646	162	144	35	35
	69%	92%	72%	60%	45%	46%	83%	61%	61%	41%	59%
		bcde	cde				bcde	d	d		
25-49	153	31	52	60	8	1	53	33	37	4	5
	8%	3%	15%	21%	9%	4%	7%	12%	16%	5%	8%
			a	a					a		
50-99	80	13	25	21	19	1	24	19	13	11	2
	4%	1%	7%	7%	22%	3%	3%	7%	5%	13%	4%
			a	a	abc					a	
100-249	59	17	11	22	8	1	13	13	9	10	1
	3%	2%	3%	7%	9%	2%	2%	5%	4%	12%	2%
				a	a					a	
250-499	24	4	1	6	3	10	2	4	5	3	8
	1%	*%	*%	2%	4%	25%	*%	2%	2%	3%	13%
					a	abcd					abc
500-4,999	30	3	6	8	11	3	3	6	6	9	5
	2%	*%	2%	3%	12%	9%	*%	2%	2%	10%	9%
				a	abc	a				ab	a
5,000-49,999	6	1	*	*	*	5	1	*	*	4	1
	*%	*%	*%	*%	*%	12%	*%	*%	*%	4%	2%
						abcd				ab	
50,000-499,999	3	2	*	1	-	-	-	1	*	1	-
	*%	*%	*%	*%	-%	-%	-%	*%	*%	1%	-%
500,000- 4,999,999	*	-	-	*	*	*	-	-	*	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%	*%
5m+	5	4	*	*	-	*	-	-	1	-	*
	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%
None - we never send this type of post	238	-	-	-	-	-	32	22	18	9	*
	12%	-%	-%	-%	-%	-%	4%	8%	8%	10%	*%
Don't know	29	-	-	-	-	-	3	7	5	-	2
	1%	-%	-%	-%	-%	-%	*%	3%	2%	-%	4%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Send 'Any Letters'	1734	966	341	291	89	39	743	237	216	77	58
	87%	100%	100%	100%	100%	100%	96%	89%	91%	90%	96%
							b				
NET: 0-49	1765	922	298	233	48	19	731	216	199	48	40
	88%	96%	87%	80%	53%	50%	94%	81%	84%	56%	67%
		bcde	de	de			bcde	d	d		
NET: 50+	207	43	43	58	42	19	44	43	34	38	18
	10%	4%	13%	20%	47%	50%	6%	16%	14%	44%	29%
			a	a	abc	abc		a	a	abc	a
Answered	1971	966	341	291	89	39	775	259	234	86	58
Mean Score	14612.9	25060.0	8592.0	2995.8	1973.8	6172.1	55.1	888.0	16984.8	4780.7	19591.5
										a	
Standard error	6161.32	12994.18	11742.75	5338.80	4693.23	12398.03	32.17	817.40	16616.88	2345.46	37880.96
Standard deviation	288728.77	382832.40	225876.35	108102.52	65872.65	108792.2	841.29	14781.16	305949.12	30128.03	334555.6
Mean - excluding very high response (500,000+ per month)	520.3	580.6	102.8	862.0	413.1	3660.9	55.1	888.0	193.7	4780.7	797.3
						abd				ac	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1-24	1374	533	121	182	47	35	496	68	353	1226	149	1307	67
	69%	76% bcd	60% d	61% d	41%	69% d	61%	56%	80% ab	71% b	54%	80% b	62%
25-49	153	60	24	35	7	2	81	18	30	123	30	133	20
	8%	8%	12%	12%	6%	3%	10%	15%	7%	7%	11%	8%	19% a
50-99	80	13	16	10	21	1	46	12	4	68	12	76	3
	4%	2%	8% a	3%	19% ac	2%	6% c	10% c	1%	4%	4%	5%	3%
100-249	59	15	6	15	9	*	28	3	14	49	10	52	7
	3%	2%	3%	5%	8% a	1%	3%	2%	3%	3%	4%	3%	6%
250-499	24	7	4	4	4	3	12	2	7	22	2	22	2
	1%	1%	2%	1%	3%	5%	1%	2%	2%	1%	1%	1%	2%
500-4,999	30	5	1	7	9	3	19	4	6	23	7	27	3
	2%	1%	*%	2%	8% ab	6% a	2%	3%	1%	1%	3%	2%	3%
5,000-49,999	6	1	*	*	*	4	6	*	*	6	*	2	4
	*%	*%	*%	*%	*%	8% abc	1%	*%	*%	*%	*%	*%	4% a
50,000-499,999	3	1	-	-	-	2	*	3	-	2	1	2	1
	*%	*%	-%	-%	-%	4% a	*%	2% a	-%	*%	*%	*%	1%
500,000- 4,999,999	*	-	-	*	-	*	*	*	*	*	*	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	5	4	*	1	-	*	4	*	-	4	*	5	*
	*%	1%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None - we never send this type of post	238	59	25	39	17	*	110	9	24	178	60	-	-
	12%	8%	13%	13%	15%	1%	13% c	7%	6%	10%	22% a	-%	-%
Don't know	29	4	3	7	-	-	12	3	-	26	3	-	-
	1%	1%	2%	2%	-%	-%	2%	3% c	-%	1%	1%	-%	-%
NET: Send 'Any Letters'	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
	87%	91%	86%	85%	85%	99% c	85%	90%	94% a	88% b	77%	100%	100%
NET: 0-49	1765	652	171	256	70	37	686	95	407	1527	238	1439	88
	88%	93% bcde	85% d	85% d	62%	73%	84%	78%	93% ab	88%	87%	89%	81%
NET: 50+	207	46	26	37	44	14	115	23	31	174	33	186	21
	10%	7%	13%	12% a	38% abc	27% a	14% c	19% c	7%	10%	12%	11%	19%
Answered	1971	698	197	293	114	51	801	118	438	1701	271	1625	108
Mean Score	14612.9	32852.6	5066.0	12231.8	293.4	21980.8	33535.8	15539.8	170.1	16139.0	5032.9	17377.5	5201.0
Standard error	6161.32	17006.35	10587.47	14314.18	85.45	19090.58	14864.39	18594.19	738.32	7150.84	7099.33	7562.20	6922.67
Standard deviation	288728.77	440526.72	173647.42	266643.67	1097.68	180100.2	443198.23	233725.3	16459.64	306152.76	135260.5	317071.67	90790.03
Mean - excluding very high response (500,000+ per month)	520.3	391.6	61.8	140.5	293.4 b	12572.2 abcd	301.7	6208.4 ac	72.0	460.4	895.6	429.9	3017.7 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1-24	1374	934	92	583	342	1310	64	937	88	597	329
	69%	74%	56%	69%	64%	80%	61%	74%	54%	69%	63%
		b				b		b			
25-49	153	103	30	67	63	131	22	106	26	68	62
	8%	8%	18%	8%	12%	8%	21%	8%	16%	8%	12%
			a				a		a		
50-99	80	60	10	39	23	76	4	62	8	37	24
	4%	5%	6%	5%	4%	5%	4%	5%	5%	4%	5%
100-249	59	36	10	16	29	49	10	31	15	15	30
	3%	3%	6%	2%	5%	3%	10%	2%	9%	2%	6%
					a		a		a		a
250-499	24	20	3	15	5	22	2	20	3	14	6
	1%	2%	2%	2%	1%	1%	2%	2%	2%	2%	1%
500-4,999	30	26	3	12	16	29	1	24	5	15	14
	2%	2%	2%	1%	3%	2%	1%	2%	3%	2%	3%
5,000-49,999	6	1	5	1	5	6	*	1	5	1	5
	*%	*%	3%	*%	1%	*%	*%	*%	3%	*%	1%
			a						a		
50,000-499,999	3	2	1	2	1	2	1	2	1	2	1
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
500,000- 4,999,999	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	5	1	*	4	*	4	*	1	*	4	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
None - we never send this type of post	238	74	7	92	51	-	-	74	7	94	49
	12%	6%	4%	11%	9%	-%	-%	6%	4%	11%	9%
Don't know	29	12	4	15	1	-	-	13	4	15	1
	1%	1%	2%	2%	*%	-%	-%	1%	2%	2%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Send 'Any Letters'	1734	1182	154	739	485	1629	105	1183	152	754	471
	87%	93%	93%	87%	90%	100%	100%	93%	93%	87%	90%
NET: 0-49	1765	1111	128	742	456	1441	86	1117	122	759	439
	88%	88%	78%	88%	85%	88%	82%	88%	75%	88%	84%
		b						b			
NET: 50+	207	145	32	90	80	188	19	140	37	89	80
	10%	11%	19%	11%	15%	12%	18%	11%	23%	10%	15%
									a		
Answered	1971	1256	161	832	536	1629	105	1257	159	848	520
Mean Score	14612.9	3347.0	12044.6	32771.5	2867.6	16884.7	12450.5	3693.1	9394.7	32215.8	2854.5
Standard error	6161.32	3513.81	13858.98	14393.31	3814.42	7425.46	18945.34	3744.68	11030.66	14178.52	3859.70
Standard deviation	288728.77	129296.76	220004.5	437282.05	96196.10	311338.52	248465.8	137537.40	176834.9	433315.68	96492.60
Mean - excluding very high response (500,000+ per month)	520.3	509.5	2310.8	715.1	774.9	494.5	2105.2	507.6	2343.1	713.0	780.1
			a						a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1-24	1374	684	1097	185	4	574	720	140	-	642	531	169	-
	69%	74%	82% a	77%	100%	67%	73%	73%	-%	64%	69%	68%	-%
25-49	153	109	103	18	-	95	85	9	-	101	72	13	-
	8%	12% b	8%	7%	-%	11%	9%	5%	-%	10%	9%	5%	-%
50-99	80	59	40	10	-	52	36	5	-	48	20	10	-
	4%	6% b	3%	4%	-%	6%	4%	3%	-%	5%	3%	4%	-%
100-249	59	32	51	6	-	35	34	5	-	36	29	5	-
	3%	3%	4%	2%	-%	4%	3%	2%	-%	4%	4%	2%	-%
250-499	24	12	20	7	-	13	18	8	-	14	14	6	*
	1%	1%	1%	3%	-%	2%	2%	4%	-%	1%	2%	2%	100%
500-4,999	30	22	19	14	-	22	20	10	-	25	14	11	-
	2%	2%	1%	6% b	-%	3%	2%	5%	-%	2%	2%	4%	-%
5,000-49,999	6	6	5	1	-	6	5	1	-	6	5	1	-
	*%	1%	*%	*%	-%	1%	*%	*%	-%	1%	1%	*%	-%
50,000-499,999	3	3	1	-	-	3	1	-	-	3	1	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
500,000- 4,999,999	*	*	-	*	-	*	*	*	-	*	*	*	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
5m+	5	*	4	*	-	1	*	*	-	1	4	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	1%	*%	-%
None - we never send this type of post	238	-	-	-	-	48	62	14	-	109	73	35	-
	12%	-%	-%	-%	-%	6%	6%	8%	-%	11%	9%	14%	-%
Don't know	29	-	-	-	-	10	10	-	1	15	3	-	-
	1%	-%	-%	-%	-%	1%	1%	-%	100%	2%	*%	-%	-%
NET: Send 'Any Letters'	1734	928	1340	240	4	801	919	177	-	875	690	214	*
	87%	100%	100%	100%	100%	93%	93%	92%	-%	88%	90%	86%	100%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: 0-49	1765	793	1200	203	4	717	867	163	-	852	675	217	-
	88%	85%	90%	85%	100%	84%	87%	85%	-%	85%	88%	87%	-%
NET: 50+	207	135	140	37	-	132	115	28	-	132	87	32	*
	10%	15%	10%	15%	-%	15%	12%	15%	-%	13%	11%	13%	100%
Answered	1971	928	1340	240	4	849	982	191	-	984	762	249	*
Mean Score	14612.9	3454.8	19870.3	1024.2	12.5	7036.9	1236.8	1541.6	-	6088.2	31301.9	2957.9	375.0
Standard error	6161.32	3463.65	8843.35	3222.82	*	5904.69	1871.62	4606.17	-	5114.70	14321.64	7365.26	-
Standard deviation	288728.77	110565.9	341587.1	52463.70	*	182854.8	62748.13	65950.33	-	169866.5	427495.5	121470.96	-
Mean - excluding very high response (500,000+ per month)	520.3	1054.2	383.6	296.2	12.5	1143.1	504.5	305.3	-	1002.0	611.0	245.8	375.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1-24	1374	1284	907	650	946	818	14	453	385	360	104	57
	69%	81% bc	73%	69%	75% c	79% c	37%	74%	72%	69%	77%	74%
25-49	153	122	99	80	102	81	1	44	50	46	2	8
	8%	8%	8%	8%	8%	8%	2%	7%	9% d	9% d	1%	10%
50-99	80	72	62	41	67	38	5	24	26	26	3	2
	4%	5%	5%	4%	5%	4%	12%	4%	5%	5%	2%	3%
100-249	59	52	38	25	43	34	6	20	17	18	3	1
	3%	3%	3%	3%	3%	3%	15% ab	3%	3%	4%	2%	1%
250-499	24	22	21	11	18	7	4	5	4	9	6	3
	1%	1%	2%	1%	1%	1%	11% ab	1%	1%	2%	4% ab	3%
500-4,999	30	24	22	12	22	15	7	4	4	8	2	*
	2%	2%	2%	1%	2%	1%	19% ab	1%	1%	2%	1%	1%
5,000-49,999	6	2	6	2	6	6	*	2	1	1	-	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%
50,000-499,999	3	1	1	1	1	1	-	1	-	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
500,000- 4,999,999	*	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
5m+	5	1	1	4	*	*	*	4	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	-%	-%
None - we never send this type of post	238	-	74	108	44	35	1	56	45	45	16	7
	12%	-%	6% a	11% ab	3%	3%	3%	9%	8%	9%	12%	9%
Don't know	29	-	15	11	15	1	-	3	3	6	-	-
	1%	-%	1% a	1% a	1% b	*%	-%	1%	1%	1%	-%	-%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Send 'Any Letters'	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
	87%	100% bc	93% c	87%	95%	97%	97%	90%	91%	90%	88%	91%
NET: 0-49	1765	1406	1080	838	1092	934	16	552	479	452	122	72
	88%	89%	87%	89%	86% c	90% c	42%	90%	90%	87%	90%	92%
NET: 50+	207	174	150	96	157	101	22	60	53	64	13	6
	10%	11%	12%	10%	12%	10%	58% ab	10%	10%	12%	10%	8%
Answered	1971	1581	1230	934	1249	1036	37	612	532	515	135	78
Mean Score	14612.9	3250.1	3412.4	24968.3 a	2996.3	2216.6	14073.9	38020.9	367.7	935.9	1096.3	1830.9
Standard error	6161.32	3187.87	3588.33	12119.6	3254.90	3033.02	38653.38	19854.63	1211.2	1326.13	4812.88	8675.55
Standard deviation	288728.77	131246	131306	382104	121089.2	97482.07	286661.11	471521.3	26866	29889.45	53377.45	70480.52
Mean - excluding very high response (500,000+ per month)	520.3	283.9	436.4	421.5	433.0	488.8	712.8	580.1	106.3	665.9	67.6	46.5

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1-24	1374	162	56	71	32	1145	662	1190	748	653	605	1096	154	1	960	111
	69%	72%	55%	62%	76%	70% b	64%	69%	65%	66%	69%	70%	72%	100%	69%	74%
25-49	153	14	12	12	2	130	96	139	100	77	85	123	12	-	89	12
	8%	6%	12%	10%	5%	8%	9%	8%	9%	8%	10%	8%	5%	-%	6%	8%
50-99	80	12	4	5	4	70	58	73	54	35	50	58	11	-	60	4
	4%	5%	4%	4%	9%	4%	6%	4%	5%	3%	6%	4%	5%	-%	4%	3%
100-249	59	5	3	4	2	53	38	53	39	43	24	46	6	-	41	7
	3%	2%	3%	3%	4%	3%	4%	3%	3%	4%	3%	3%	3%	-%	3%	4%
250-499	24	7	3	1	*	17	18	20	13	12	13	18	2	-	20	3
	1%	3%	3%	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	-%	1%	2%
500-4,999	30	4	6	6	*	28	20	28	23	20	16	26	9	-	25	2
	2%	2%	6%	5%	1%	2%	2%	2%	2%	2%	2%	2%	4%	-%	2%	1%
5,000-49,999	6	-	4	1	-	2	6	6	2	5	6	1	*	-	6	-
	*%	-%	4%	1%	-%	*%	1%	*%	*%	*%	1%	*%	*%	-%	*%	-%
50,000-499,999	3	*	1	-	-	2	2	2	2	1	2	1	-	-	1	-
	*%	*%	1%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
500,000- 4,999,999	*	*	-	*	*	*	*	*	*	*	*	*	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
5m+	5	-	-	*	*	1	*	1	4	4	4	1	*	-	4	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	238	14	6	10	2	161	124	178	154	134	55	186	18	-	173	8
	12%	6%	6%	9%	4%	10%	12%	10%	13%	13%	6%	12% a	8%	-%	12%	6%
Don't know	29	8	7	5	-	27	11	28	17	9	17	20	2	-	21	4
	1%	4%	7%	5%	-%	2%	1%	2%	2%	1%	2%	1%	1%	-%	1%	3%
NET: Send 'Any Letters'	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
	87%	90%	87%	86%	96%	89%	87%	88%	85%	86%	92% b	87%	91%	100%	86%	92%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: 0-49	1765	189	73	93	36	1436	882	1507	1003	863	745	1405	183	1	1223	132
	88%	84%	72%	81%	86%	88%	85%	88%	87%	87%	85%	89% a	86%	100%	87%	87%
NET: 50+	207	28	21	16	6	173	141	183	136	119	116	150	28	-	158	15
	10%	12%	21%	14%	14%	11%	14%	11%	12%	12%	13%	10%	13%	-%	11%	10%
Answered	1971	218	94	109	42	1609	1024	1690	1139	982	861	1554	211	1	1381	146
Mean Score	14612.9	1889.2	4312.9	10756.2	14854.0	2985.1	2340.6	3491.6	21166.6 ac	24674 abc	29697.0 b	2686.6	3366.7	12.5	20124.7	3479.8
Standard error	6161.32	4820.7	2635.7	23978.84	41130.85	2744.36	2628.31	2935.11	9169.28	10420	13440.68	2797.48	8594.39	-	8520.73	12906.54
Standard deviation	288728.77	69859	28873	240984.3	284962.9	118898	97460.3	130241	350238	378017	412521.5	117992.7	132029.49	-	341255.05	143721.12
Mean - excluding very high response (500,000+ per month)	520.3	126.3	4312.9 a	459.0	50.1	412.1	717.3	458.2	563.7	508.3	847.3	269.4	164.1	12.5	404.4	58.7

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1-24	1374	509	813	392	34	183	304	148	966	246	191	252	897
	69%	66%	73% a	63%	71%	62%	65%	56%	71% a	68% a	58%	65%	73% ab
25-49	153	73	61	65	8	38	43	21	97	34	32	36	76
	8%	9% b	6%	10%	17%	13%	9%	8%	7%	9%	10%	9%	6%
50-99	80	41	35	26	-	10	17	19	51	8	12	16	50
	4%	5%	3%	4%	-%	3%	4%	7% c	4%	2%	4%	4%	4%
100-249	59	29	24	32	*	10	25	20	36	3	8	23	27
	3%	4%	2%	5%	*%	3%	5%	7% bc	3%	1%	3%	6% c	2%
250-499	24	15	8	11	*	6	6	5	16	3	7	5	12
	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%
500-4,999	30	18	11	13	3	9	9	8	16	6	4	5	21
	2%	2%	1%	2%	6%	3%	2%	3%	1%	2%	1%	1%	2%
5,000-49,999	6	5	1	2	*	5	1	5	1	*	*	5	*
	*%	1%	*%	*%	*%	2%	*%	2% b	*%	*%	*%	1% c	*%
50,000-499,999	3	2	-	1	-	*	1	1	1	1	*	2	1
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	*	*	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	5	*	4	*	-	*	-	*	*	4	*	-	4
	*%	*%	*%	*%	-%	*%	-%	*%	*%	1% b	*%	-%	*%
None - we never send this type of post	238	64	140	75	2	28	62	30	155	50	68	31	133
	12%	8%	13%	12%	4%	9%	13%	12%	11%	14%	20% bc	8%	11%
Don't know	29	18	10	7	-	8	1	6	15	6	9	12	6
	1%	2%	1%	1%	-%	3%	*%	2%	1%	2%	3% c	3% c	*%

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Send 'Any Letters'	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
	87%	89%	86%	87%	96%	88%	87%	86%	87%	85%	77%	89%	89%
												a	a
NET: 0-49	1765	646	1014	532	44	249	409	199	1218	330	291	320	1106
	88%	83%	92%	85%	92%	84%	87%	76%	90%	91%	88%	82%	90%
			a						a	a			b
NET: 50+	207	111	83	84	4	41	59	58	121	26	31	57	115
	10%	14%	8%	13%	8%	14%	13%	22%	9%	7%	9%	15%	9%
		b						bc					
Answered	1971	757	1098	616	48	290	468	257	1339	356	322	377	1221
Mean Score	14612.9	3786.2	23392.9	2499.1	10724.4	6832.8	1493.4	2939.8	2458.6	69534.3	5160.0	3115.0	21251.6
										b			
Standard error	6161.32	4337.51	10539.55	3898.23	28602.05	9786.53	2273.70	3815.82	3040.89	30114.56	8418.32	3136.51	9770.54
Standard deviation	288728.77	119655.51	373373.94	105179.87	171612.28	185686.32	51296.90	66091.93	114589.64	637405.2	170249.97	63741.36	354442.97
Mean - excluding very high response (500,000+ per month)	520.3	973.6	67.4	513.6	197.8	617.3	582.5	1718.6	261.8	655.2	107.1	1777.8	244.8
		b						b				c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1-24	1374	596	778
	69%	62%	75%
			a
25-49	153	90	62
	8%	9%	6%
50-99	80	55	25
	4%	6%	2%
		b	
100-249	59	39	20
	3%	4%	2%
250-499	24	10	14
	1%	1%	1%
500-4,999	30	22	8
	2%	2%	1%
5,000-49,999	6	2	4
	*%	*%	*%
50,000-499,999	3	2	1
	*%	*%	*%
500,000- 4,999,999	*	*	*
	*%	*%	*%
5m+	5	*	4
	*%	*%	*%
None - we never send this type of post	238	118	119
	12%	12%	11%
Don't know	29	22	6
	1%	2%	1%
		b	
NET: Send 'Any Letters'	1734	816	917
	87%	85%	88%
NET: 0-49	1765	805	960
	88%	84%	92%
			a

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: 50+	207	130	77
	10%	14%	7%
		b	
Answered	1971	935	1037
Mean Score	14612.9	2362.4	25657.3
			a
Standard error	6161.32	2577.71	12679.47
Standard deviation	288728.77	91427.11	388331.55
Mean - excluding very high response (500,000+ per month)	520.3	619.5	430.5

Columns Tested:: a,b

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1-24	1374	22	233	97	69	88	180	9	210	119	45	152	150
	69%	65%	75% gj	63%	78% gj	69%	63%	50%	70% g	66%	57%	70% g	73% gj
25-49	153	2	18	9	8	6	27	2	11	18	11	22	19
	8%	6%	6%	6%	9%	5%	9%	9%	4%	10%	14% h	10% h	9%
50-99	80	5	5	3	1	3	23	1	13	8	3	8	8
	4%	14% b	2%	2%	1%	2%	8% b	5%	4%	4%	4%	4%	4%
100-249	59	*	17	1	1	3	11	1	10	5	2	3	4
	3%	1%	5%	1%	1%	2%	4%	8% c	3%	3%	2%	2%	2%
250-499	24	*	6	1	1	2	2	*	5	1	1	3	1
	1%	1%	2%	1%	1%	2%	1%	*%	2%	*%	2%	2%	1%
500-4,999	30	*	6	4	*	1	8	*	2	4	2	1	2
	2%	*%	2%	2%	*%	1%	3%	*%	1%	2%	3%	1%	1%
5,000-49,999	6	1	-	*	*	-	5	*	*	-	*	*	-
	*%	2%	-%	*%	*%	-%	2%	1%	*%	-%	*%	*%	-%
50,000-499,999	3	-	-	1	-	-	1	-	-	-	-	-	1
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	*%
500,000- 4,999,999	*	-	*	-	*	-	*	-	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%
5m+	5	-	-	-	*	4	*	-	-	*	*	-	-
	*%	-%	-%	-%	1%	3%	*%	-%	-%	*%	*%	-%	-%
None - we never send this type of post	238	4	24	34	7	15	22	4	44	24	13	27	19
	12%	12%	8%	22% bfl	8%	12%	8%	22% bfl	15%	13%	17%	12%	9%
Don't know	29	*	3	5	1	5	6	1	6	1	-	2	*
	1%	*%	1%	3%	1%	4%	2%	4%	2%	1%	-%	1%	*%
NET: Send 'Any Letters'	1734	30	284	116	80	107	257	13	253	155	64	189	186
	87%	88%	91% cg	75%	91% cg	84%	90% cg	74%	84%	86%	83%	87% c	91% cg
NET: 0-49	1765	28	275	140	84	110	229	15	266	161	69	200	188
	88%	82%	88%	91%	95% fg	86%	80%	82%	88%	90%	89%	92% f	92% f

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: 50+	207	6	33	10	3	13	50	3	31	18	9	16	16
	10%	18%	11%	6%	4%	10%	18% cdkl	14%	10%	10%	11%	7%	8%
Answered	1971	34	309	150	87	122	279	17	296	179	78	216	204
Mean Score	14612.9	590.2 hk	1325.3	1633.5	34950.8	185119.6 abcfhijkl	3549.2	347.6	66.4	6255.0	891.5	43.8	1054.2
Standard error	6161.32	352.26	3885.47	1686.54	33325.56	89651.29	6793.05	385.99	46.37	14438.52	5098.34	30.73	1060.59
Standard deviation	288728.77	3938.37	58540.51	20655.85	453276.63	1041653.85	107407.51	2989.87	759.13	187144.62	65290.62	453.76	16634.76
Mean - excluding very high response (500,000+ per month)	520.3	590.2 hk	82.6	1633.5	31.2	46.1	1597.7	347.6	66.4	79.5	190.5	43.8	1054.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1-24	1374	351	337	339	347	689	685
	69%	70%	67%	68%	69%	69%	69%
25-49	153	29	41	31	52	70	83
	8%	6%	8%	6%	10%	7%	8%
50-99	80	13	26	22	18	39	40
	4%	3%	5%	4%	4%	4%	4%
100-249	59	18	15	16	10	33	26
	3%	4%	3%	3%	2%	3%	3%
250-499	24	7	5	6	6	12	12
	1%	1%	1%	1%	1%	1%	1%
500-4,999	30	10	9	6	5	19	12
	2%	2%	2%	1%	1%	2%	1%
5,000-49,999	6	1	5	*	*	5	1
	*%	*%	1%	*%	*%	1%	*%
50,000-499,999	3	1	1	-	1	2	1
	*%	*%	*%	-%	*%	*%	*%
500,000- 4,999,999	*	*	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%
5m+	5	-	4	*	*	4	*
	*%	-%	1%	*%	*%	*%	*%
None - we never send this type of post	238	63	44	72	59	107	131
	12%	13%	9%	14%	12%	11%	13%
Don't know	29	7	12	7	2	19	9
	1%	1%	2%	1%	*%	2%	1%
NET: Send 'Any Letters'	1734	430	444	421	439	874	860
	87%	86%	89%	84%	88%	87%	86%
NET: 0-49	1765	443	422	442	457	866	899
	88%	89%	84%	88%	91%	87%	90%
					b		
NET: 50+	207	49	66	51	41	115	92
	10%	10%	13%	10%	8%	11%	9%
Answered	1971	493	488	493	498	981	991

Table 23 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Weighted Base	2000	500	500	500	500	1000	1000
Mean Score	14612.9	1368.1	54692.2 acd	2326.8	590.6	27906.8 b	1454.1
Standard error	6161.32	2128.50	23664.37	5060.25	1108.29	12237.97	2441.20
Standard deviation	288728.77	47689.88	564978.98	112697.15	27773.54	400688.55	81844.04
Mean - excluding very high response (500,000+ per month)	520.3	589.9	937.0	81.0	481.3	761.9	282.2

Columns Tested:: a,b,c,d - a,b

Table 27

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1-24	1064	42	1021	1027	33	2	1	37
	53%	19%	58%	54%	44%	24%	28%	41%
			a	bcde	cd			cd
25-49	179	12	168	164	11	3	1	15
	9%	5%	9%	9%	14%	37%	19%	17%
					a	abde	a	a
50-99	74	8	66	63	9	2	*	11
	4%	3%	4%	3%	12%	18%	7%	12%
					a	a		a
100-249	28	6	22	22	5	*	1	6
	1%	3%	1%	1%	6%	5%	12%	6%
					a		a	a
250-499	43	1	42	40	2	*	*	3
	2%	*%	2%	2%	3%	4%	10%	3%
							abe	
500-4,999	16	5	11	13	3	*	*	3
	1%	2%	1%	1%	4%	1%	5%	4%
					a		a	a
5,000-49,999	12	*	12	12	-	*	*	*
	1%	*%	1%	1%	-%	*%	4%	*%
							abe	
50,000-499,999	8	2	6	8	*	-	*	*
	*%	1%	*%	*%	*%	-%	*%	*%
500,000- 4,999,999	3	-	3	3	-	-	*	*
	*%	-%	*%	*%	-%	-%	2%	*%
							a	
5m+	5	-	5	5	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	514	152	362	502	10	1	1	12
	26%	66%	20%	26%	13%	10%	12%	13%
		b		bcde				
Don't know	54	1	53	51	3	*	-	3
	3%	*%	3%	3%	4%	1%	-%	3%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: Send 'Any Large letters'	1432	76	1357	1357	63	8	4	76
	72%	33%	77%	71%	83%	89%	88%	84%
			a		a	a	a	a
NET: 0-49	1757	206	1551	1693	54	6	3	64
	88%	90%	88%	89%	72%	71%	60%	71%
				bcde				
NET: 50+	189	22	167	166	19	3	2	24
	9%	10%	9%	9%	25%	29%	40%	26%
					a	a	abe	a
Answered	1946	228	1719	1859	73	9	5	87
Mean Score	21827.3	2578.2	24377.5	21706.0	24536.3	140.2	65957.6	24410.8
Standard error	7065.74	1127.22	8660.42	8488.27	20137.00	130.16	33311.6	13971.56
Standard deviation	329751.33	26145.66	350720.09	328091.09	380477.36	1261.95	508480	365403.74
Mean - excluding very high response (500,000+ per month)	1413.7	2578.2	1258.7	1447.4	664.1	140.2	2166.3	694.8

Columns Tested:: a,b - a,b,c,d,e

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1-24	1064	554	408	66	24	11	1	1027	33	4
	53%	54% efhi	55% efhi	47% fi	46% fi	34%	28%	54% efhi	44% fi	25%
25-49	179	63	83	18	7	7	1	164	11	4
	9%	6%	11% a	13% a	14% a	22% abg	19% abg	9%	14% ag	31% abcdgh
50-99	74	26	31	6	4	6	*	63	9	2
	4%	3%	4%	4%	8% ag	20% abcdfg	7% a	3%	12% abcg	14% abcg
100-249	28	6	14	2	3	2	1	22	5	1
	1%	1%	2%	1%	6% abg	6% ag	12% abcg	1%	6% abg	7% abg
250-499	43	21	20	*	2	1	*	40	2	1
	2%	2%	3%	*%	3%	2%	10% abcegh	2%	3%	6% acg
500-4,999	16	4	5	3	2	1	*	13	3	*
	1%	*%	1%	2%	5% abg	2%	5% abg	1%	4% abg	3%
5,000-49,999	12	-	12	-	-	*	*	12	-	*
	1%	-%	2% a	-%	-%	*%	4% acdegh	1%	-%	2%
50,000-499,999	8	3	3	2	*	-	*	8	*	*
	*%	*%	*%	1%	*%	-%	*%	*%	*%	*%
500,000- 4,999,999	3	-	3	-	-	-	*	3	-	*
	*%	-%	*%	-%	-%	-%	2% ag	*%	-%	1%
5m+	5	4	-	*	*	-	*	5	*	*
	*%	*%	-%	*%	1%	-%	*%	*%	*%	*%
None - we never send this type of post	514	321	139	42	7	4	1	502	10	2
	26%	31% bdefhi	19%	30% bdefhi	13%	14%	12%	26% bdefhi	13%	11%
Don't know	54	26	24	1	2	*	-	51	3	*
	3%	3%	3%	1%	4% f	1%	-%	3%	4%	*%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Send 'Any Large letters'	1432	682	578	98	44	28	4	1357	63	12
	72%	66%	78%	70%	83%	85%	88%	71%	83%	89%
			ag		acg	acg	abcg		acg	abcg
NET: 0-49	1757	938	630	125	38	23	3	1693	54	9
	88%	91%	85%	90%	73%	69%	60%	89%	72%	67%
		bdefhi	defhi	defhi				defhi		
NET: 50+	189	65	87	14	12	9	2	166	19	5
	9%	6%	12%	10%	23%	29%	40%	9%	25%	33%
			a		abcg	abcg	abcdgh		abcg	abcg
Answered	1946	1003	717	139	50	32	5	1859	73	14
Mean Score	21827.3	27619.8	12809.7	24923.9	35744.9	110.2	65957.6	21706.0	24536.3	23750.7
							b			
Standard error	7065.74	15638.59	7010.69	24245.63	30840.28	47.83	33311.62	8488.27	20137.0	15739.59
Standard deviation	329751.33	400237.89	175126.91	355510.76	460543.66	722.27	508479.83	328091.09	380477	284621.2
Mean - excluding very high response (500,000+ per month)	1413.7	862.6	1748.9	4105.4	925.0	110.2	2166.3	1447.4	664.1	857.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1-24	1064	843	184	33	2	1	717	162	35	17	23
	53%	54%	52%	44%	24%	28%	57%	54%	52%	50%	39%
		cde	de	de			e				
25-49	179	118	46	11	3	1	102	37	8	7	5
	9%	8%	13%	14%	37%	19%	8%	12%	12%	19%	9%
			a	a	abce	a					
50-99	74	47	17	9	2	*	29	15	8	2	8
	4%	3%	5%	12%	18%	7%	2%	5%	12%	5%	14%
				ab	ab	a			a		a
100-249	28	11	11	5	*	1	14	4	3	*	2
	1%	1%	3%	6%	5%	12%	1%	2%	5%	1%	4%
			a	a	a	ab					
250-499	43	38	2	2	*	*	24	13	*	*	2
	2%	2%	1%	3%	4%	10%	2%	4%	*%	1%	4%
					b	abc					
500-4,999	16	6	7	3	*	*	4	3	1	*	2
	1%	*%	2%	4%	1%	5%	*%	1%	1%	1%	3%
			a	a		a					
5,000-49,999	12	10	2	-	*	*	-	8	1	3	*
	1%	1%	*%	-%	*%	4%	-%	3%	2%	9%	*%
						abc		a	a	ae	
50,000-499,999	8	5	3	*	-	*	4	3	-	-	1
	*%	*%	1%	*%	-%	*%	*%	1%	-%	-%	2%
500,000- 4,999,999	3	3	-	-	-	*	1	2	-	-	-
	*%	*%	-%	-%	-%	2%	*%	1%	-%	-%	-%
						ab					
5m+	5	4	*	*	-	*	4	1	*	-	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%
None - we never send this type of post	514	426	76	10	1	1	306	44	10	5	14
	26%	27%	22%	13%	10%	12%	24%	15%	15%	15%	24%
		cde	ce				b				
Don't know	54	48	3	3	*	-	44	6	1	-	1
	3%	3%	1%	4%	1%	-%	4%	2%	2%	-%	2%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Send 'Any Large letters'	1432	1085	272	63	8	4	899	249	56	30	43
	72%	70%	77%	83%	89%	88%	72%	83%	83%	85%	74%
			a	a	a	ab		a			
NET: 0-49	1757	1387	307	54	6	3	1125	244	53	29	42
	88%	89%	87%	72%	71%	60%	90%	82%	78%	84%	72%
		cde	cde				bce				
NET: 50+	189	124	42	19	3	2	80	49	14	6	15
	9%	8%	12%	25%	29%	40%	6%	16%	20%	16%	26%
				ab	ab	abc		a	a		a
Answered	1946	1510	349	73	9	5	1205	293	66	35	57
Mean Score	21827.3	24197.7	10911.2	24536.3	140.2	65957.6	25226.9	36898.3	4451.3	2415.8	15392.0
						b					
Standard error	7065.74	11277.59	9642.24	20137.00	130.16	33311.62	13368.59	19107.88	13884.18	839.86	16026.23
Standard deviation	329751.33	347598.60	224893.65	380477.36	1261.95	508479.83	372405.82	367050.31	155229.81	7833.66	246199.68
Mean - excluding very high response (500,000+ per month)	1413.7	1180.6	2599.6	664.1	140.2	2166.3	1031.5	3582.0	494.7	2415.8	5688.3
										c	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1-24	1064	108	98	159	34	105	166	151	86	76
	53%	60%	67%	50%	49%	57%	53%	60%	56%	51%
			c							
25-49	179	15	10	27	9	17	38	11	19	9
	9%	9%	7%	9%	14%	9%	12%	4%	12%	6%
50-99	74	9	1	3	7	7	9	19	3	3
	4%	5%	1%	1%	10%	4%	3%	7%	2%	2%
					bc			bc		
100-249	28	1	3	4	1	1	8	1	1	3
	1%	1%	2%	1%	1%	1%	2%	*%	1%	2%
250-499	43	4	1	10	5	2	7	5	5	2
	2%	2%	1%	3%	7%	1%	2%	2%	3%	1%
500-4,999	16	1	1	3	*	3	*	1	1	*
	1%	1%	*%	1%	*%	2%	*%	*%	1%	*%
5,000-49,999	12	3	*	4	-	1	3	-	-	*
	1%	2%	*%	1%	-%	*%	1%	-%	-%	*%
50,000-499,999	8	-	-	1	-	-	2	*	4	1
	*%	-%	-%	*%	-%	-%	1%	*%	3%	*%
500,000- 4,999,999	3	-	1	*	-	-	2	-	-	-
	*%	-%	1%	*%	-%	-%	1%	-%	-%	-%
5m+	5	-	-	4	-	*	-	-	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
None - we never send this type of post	514	35	30	98	13	43	63	43	35	49
	26%	19%	20%	31%	19%	23%	20%	17%	23%	33%
				g						g
Don't know	54	3	2	3	-	5	14	21	*	4
	3%	2%	1%	1%	-%	3%	4%	8%	*%	3%
								ch		
NET: Send 'Any Large letters'	1432	141	115	217	56	136	235	187	119	94
	72%	79%	79%	68%	81%	74%	75%	75%	77%	64%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: 0-49	1757	158	138	285	56	164	267	204	140	134
	88%	88%	94% g	89%	82%	89%	86%	82%	91%	91%
NET: 50+	189	18	7	30	13	14	31	25	14	10
	9%	10%	4%	10%	18% b	8%	10%	10%	9%	7%
Answered	1946	176	144	315	69	178	298	229	154	143
Mean Score	21827.3	517.2	16175.4	87347.8	52.1	2985.6	21063.1	51.7	7451.4	1342.6
Standard error	7065.74	306.88	19651.84	49054.4	21.30	10852.52	17499.87	184.59	4129.51	1751.79
Standard deviation	329751.33	3605.01	210742.5	712557	160.79	130230.25	228170.41	2112.77	44667.44	19029.28
Mean - excluding very high response (500,000+ per month)	1413.7	517.2	42.9	1327.6	52.1	173.9	2242.9	51.7	7451.4	1342.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	1064	214	292	476	983	81	42	25	14
	53%	53%	61%	54%	56%	34%	35%	31%	35%
		efgh	efgh	efgh	efgh				
25-49	179	35	44	76	156	24	12	10	2
	9%	9%	9%	9%	9%	10%	10%	12%	5%
50-99	74	17	13	31	61	13	5	6	2
	4%	4%	3%	4%	3%	5%	4%	8%	4%
100-249	28	6	5	13	23	4	2	2	1
	1%	1%	1%	1%	1%	2%	1%	2%	2%
250-499	43	9	10	22	40	3	1	1	*
	2%	2%	2%	2%	2%	1%	1%	1%	1%
500-4,999	16	4	2	4	10	6	4	1	1
	1%	1%	1%	*%	1%	2%	3%	1%	2%
						d	d		
5,000-49,999	12	1	3	8	11	1	*	1	-
	1%	*%	1%	1%	1%	*%	*%	1%	-%
50,000-499,999	8	1	4	3	8	1	-	*	*
	*%	*%	1%	*%	*%	*%	-%	*%	*%
500,000- 4,999,999	3	-	1	2	3	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	-%
5m+	5	*	-	4	5	1	*	-	1
	*%	*%	-%	1%	*%	*%	*%	-%	1%
None - we never send this type of post	514	105	100	203	408	106	54	33	19
	26%	26%	21%	23%	23%	44%	45%	41%	48%
						abcd	abcd	abcd	abcd
Don't know	54	9	5	38	52	2	*	1	*
	3%	2%	1%	4%	3%	1%	*%	2%	1%
				befh	e				
NET: Send 'Any Large letters'	1432	286	375	639	1300	132	66	46	20
	72%	72%	78%	73%	74%	55%	55%	57%	51%
		efgh	efgh	efgh	efgh				

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	1757	354	436	756	1546	211	108	68	35
	88%	88%	91%	86%	88%	88%	90%	85%	88%
NET: 50+	189	37	39	86	162	28	12	11	5
	9%	9%	8%	10%	9%	11%	10%	14%	12%
Answered	1946	391	475	842	1708	238	120	79	40
Mean Score	21827.3	1863.4	7522.0	40127.9	22309.5	18372.1	8322.9	1419.8	82205.4 abdeg
Standard error	7065.74	4958.75	6172.34	20216.97	9534.10	10419.10	11893.60	1021.93	39808.81
Standard deviation	329751.33	88566.15	118727.4	457457.70	330408	325669.93	222826.6	18166.25	700906.4
Mean - excluding very high response (500,000+ per month)	1413.7	581.2	2633.9	1301.4	1507.5	742.9	105.2	1419.8	1334.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1-24	1064	34	66	80	144	138	58	28	26	556
	53%	42%	55%	53%	54%	42%	62%	52%	41%	58%
							e			e
25-49	179	1	15	21	30	37	5	1	10	75
	9%	1%	12%	14%	11%	11%	5%	2%	16%	8%
				a		a			a	
50-99	74	4	5	6	3	17	5	*	3	36
	4%	5%	4%	4%	1%	5%	6%	*%	4%	4%
100-249	28	*	2	2	4	9	2	-	2	9
	1%	*%	2%	1%	1%	3%	2%	-%	3%	1%
250-499	43	-	7	7	4	12	1	-	10	9
	2%	-%	6%	5%	2%	4%	1%	-%	15%	1%
			i	i		i			adefgi	
500-4,999	16	-	2	2	*	7	*	*	*	6
	1%	-%	2%	2%	*%	2%	*%	*%	*%	1%
5,000-49,999	12	-	3	3	5	1	4	-	-	*
	1%	-%	3%	2%	2%	*%	4%	-%	-%	*%
			i	i	i		ei			
50,000-499,999	8	-	1	1	3	2	1	-	-	1
	*%	-%	1%	1%	1%	1%	1%	-%	-%	*%
500,000- 4,999,999	3	-	2	2	-	-	1	*	-	-
	*%	-%	2%	1%	-%	-%	1%	*%	-%	-%
			i	i						
5m+	5	-	-	-	*	*	-	*	-	5
	*%	-%	-%	-%	*%	*%	-%	1%	-%	*%
None - we never send this type of post	514	38	14	23	71	92	13	22	12	242
	26%	47%	12%	15%	27%	28%	14%	42%	20%	25%
		bcdefhi			b	bc		bcf		b
Don't know	54	5	2	2	5	14	3	2	-	24
	3%	5%	2%	1%	2%	4%	3%	3%	-%	2%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
NET: Send 'Any Large letters'	1432	39	104	125	192	222	76	30	51	697
	72%	48%	87%	84%	72%	68%	82%	55%	80%	72%
			adegi	aeg	a	a	ag		ag	a
NET: 0-49	1757	73	95	123	245	266	76	51	49	873
	88%	89%	79%	82%	91%	81%	82%	96%	77%	91%
					beh					bceh
NET: 50+	189	4	23	24	19	47	14	1	14	65
	9%	5%	19%	16%	7%	14%	15%	2%	23%	7%
			dgi	i		i			adgi	
Answered	1946	78	119	147	264	313	89	52	64	939
Mean Score	21827.3	10.2	51202.8	41471.6	7378.9	3734.9	29850.9	60725.6	85.8	29199.1
			e	e					a	
Standard error	7065.74	1.92	25689.26	21834.30	9945.97	5198.18	27272.18	66640.69	20.69	13523.20
Standard deviation	329751.33	18.42	359649.60	323118.20	152792.94	105639.56	268599.87	592315.37	204.83	415494.56
Mean - excluding very high response (500,000+ per month)	1413.7	10.2	3997.9	3468.4	3642.2	1962.6	3903.4	8.4	85.8	330.0
			i	i	i		i		ag	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1-24	1064	258	196	610	830	234	993	71	1036	28
	53%	52%	47%	57% b	50%	70% a	54% b	42%	53%	47%
25-49	179	51	42	87	170	9	156	23	178	1
	9%	10%	10%	8%	10% b	3%	9%	14%	9%	2%
50-99	74	13	22	39	69	5	60	14	74	-
	4%	3%	5%	4%	4%	2%	3%	8% a	4%	-%
100-249	28	6	11	11	25	2	23	5	28	-
	1%	1%	3%	1%	2%	1%	1%	3%	1%	-%
250-499	43	12	13	19	42	1	37	6	43	-
	2%	2%	3%	2%	3%	*%	2%	4%	2%	-%
500-4,999	16	3	7	6	16	*	9	7	14	2
	1%	1%	2%	1%	1%	*%	1%	4% a	1%	4%
5,000-49,999	12	8	4	*	12	*	11	1	12	-
	1%	2% c	1% c	*%	1%	*%	1%	1%	1%	-%
50,000-499,999	8	4	3	1	8	*	7	1	5	3
	*%	1%	1%	*%	*%	*%	*%	1%	*%	5% a
500,000- 4,999,999	3	2	1	*	3	-	*	3	3	-
	*%	*%	*%	*%	*%	-%	*%	2% a	*%	-%
5m+	5	*	*	5	5	*	5	*	5	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
None - we never send this type of post	514	132	105	277	442	71	484	30	491	22
	26%	26%	25%	26%	27%	22%	26%	18%	25%	37%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Don't know	54	11	17	25	45	8	46	7	51	3
	3%	2%	4%	2%	3%	2%	3%	4%	3%	5%
NET: Send 'Any Large letters'	1432	357	298	778	1180	253	1302	131	1398	34
	72%	71%	71%	72%	71%	76%	71%	78%	72%	58%
NET: 0-49	1757	441	342	974	1442	314	1633	124	1705	52
	88%	88%	81%	90%	86%	95%	89%	74%	88%	86%
				b		a	b			
NET: 50+	189	48	61	81	180	10	152	37	184	5
	9%	10%	14%	7%	11%	3%	8%	22%	9%	9%
			c		b			a		
Answered	1946	489	403	1055	1622	324	1786	161	1889	57
Mean Score	21827.3	16488.3	9533.8	28997.8	24341.2	9246.0	18705	56530	22040.7	14721.2
								a		
Standard error	7065.74	8987.36	6955.53	12342.70	7900.12	14432.87	7610.3	20605	7263.08	8238.99
Standard deviation	329751.33	210196.72	157077.88	413250.25	345714.94	234061.84	321979	405862	334496.11	62203.05
Mean - excluding very high response (500,000+ per month)	1413.7	3009.7	2390.5	299.4	1670.1	134.6	1355.2	2074.5	1012.3	14721.2
		c	c							a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1-24	1064	672	154	233	947	93	14	10	1040	24
	53%	55%	45%	55%	56%	44%	29%	18%	55%	23%
		b			bcdf	df			bcdf	
25-49	179	52	72	52	113	43	17	6	156	23
	9%	4%	21%	12%	7%	20%	36%	11%	8%	22%
			ac	a		ae	ade			ae
50-99	74	32	23	17	44	16	6	8	60	14
	4%	3%	7%	4%	3%	8%	12%	15%	3%	13%
			a			ae	ae	ae		ae
100-249	28	6	9	13	12	11	3	2	23	5
	1%	1%	3%	3%	1%	5%	7%	3%	1%	5%
			a	a		ae	ae			a
250-499	43	12	4	27	21	9	*	12	31	12
	2%	1%	1%	6%	1%	5%	*%	21%	2%	12%
				ab		a		abce		ae
500-4,999	16	2	5	8	4	7	4	*	11	5
	1%	*%	2%	2%	*%	3%	9%	*%	1%	4%
				a		ae	ae			ae
5,000-49,999	12	*	9	3	5	*	1	6	5	7
	1%	*%	3%	1%	*%	*%	2%	10%	*%	6%
			a					abe		abe
50,000-499,999	8	2	4	2	3	1	*	4	4	4
	*%	*%	1%	1%	*%	1%	*%	7%	*%	4%
								abe		ae
500,000- 4,999,999	3	-	1	2	3	-	-	*	3	*
	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%
5m+	5	5	*	*	5	-	*	*	5	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
None - we never send this type of post	514	399	51	60	476	29	2	8	504	9
	26%	33%	15%	14%	28%	14%	3%	14%	27%	9%
		bc			bcf				bcf	
Don't know	54	40	5	8	52	1	-	*	53	*
	3%	3%	2%	2%	3%	1%	-%	1%	3%	*%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Send 'Any Large letters'	1432	784	283	357	1158	181	45	48	1339	93
	72%	64%	84%	84%	69%	86%	97%	85%	71%	90%
			a	a		ae	ae			ae
NET: 0-49	1757	1123	277	345	1536	165	32	24	1701	56
	88%	92%	82%	81%	91%	78%	69%	42%	90%	54%
		bc			bcdf	df			bcdf	
NET: 50+	189	60	56	72	98	45	14	32	143	47
	9%	5%	17%	17%	6%	21%	31%	57%	8%	45%
			a	a		ae	ae	abe		abe
Answered	1946	1183	333	417	1634	209	47	56	1843	103
Mean Score	21827.3	25620.3	17341.4	15314.0	23706.2	1657.9	22122.1	42038.2	21202.0	33020.8
								b		
Standard error	7065.74	11153.08	10114.08	9352.60	8606.42	1110.91	39943.36	30864.07	7388.77	24506.79
Standard deviation	329751.33	387800.27	231742.74	195063.98	349594.4	20363.31	359490.23	325173.1	329277.40	339576.0
Mean - excluding very high response (500,000+ per month)	1413.7	490.8	4340.0	1735.5	653.1	1657.9	973.6	22909.0	767.7	12974.0
			a					abce		abce

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1-24	1064	553	394	117	999	1064	1064	837	600	301
	53%	55%	58%	37%	58%	74%	58%	60%	68%	45%
		c	c		f	acdef	f	f	acdf	
25-49	179	22	91	66	164	179	179	161	140	117
	9%	2%	13%	21%	9%	13%	10%	12%	16%	18%
			a	ab					ac	abcd
50-99	74	5	38	30	67	74	74	61	47	39
	4%	1%	6%	10%	4%	5%	4%	4%	5%	6%
			a	a						
100-249	28	1	11	15	25	28	28	25	16	12
	1%	*%	2%	5%	1%	2%	2%	2%	2%	2%
			a	a						
250-499	43	3	19	22	40	43	43	41	33	34
	2%	*%	3%	7%	2%	3%	2%	3%	4%	5%
			a	ab						ac
500-4,999	16	1	3	11	15	16	16	15	7	7
	1%	*%	1%	4%	1%	1%	1%	1%	1%	1%
				ab						
5,000-49,999	12	-	5	7	12	12	12	12	12	12
	1%	-%	1%	2%	1%	1%	1%	1%	1%	2%
				a						
50,000-499,999	8	-	3	5	3	8	8	8	3	5
	*%	-%	*%	2%	*%	1%	*%	1%	*%	1%
				a						
500,000- 4,999,999	3	-	3	*	3	3	3	3	2	3
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	5	-	5	*	5	5	5	5	5	5
	*%	-%	1%	*%	*%	*%	*%	*%	1%	1%
None - we never send this type of post	514	375	100	38	355	-	355	189	22	109
	26%	37%	15%	12%	20%	-%	19%	14%	2%	16%
		bc			bde		bde	be	b	be
Don't know	54	41	11	2	44	-	44	26	1	21
	3%	4%	2%	1%	3%	-%	2%	2%	*%	3%
		c			be		be	be		be

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Send 'Any Large letters'	1432	585	574	274	1335	1432	1432	1167	865	536
	72%	58%	84%	87%	77%	100%	78%	84%	97%	81%
			a	a		acdef		ac	acdf	
NET: 0-49	1757	950	586	221	1518	1243	1598	1187	761	527
	88%	95%	86%	70%	88%	87%	87%	86%	86%	79%
		bc	c		f	f	f	f	f	
NET: 50+	189	10	88	91	172	189	189	170	126	118
	9%	1%	13%	29%	10%	13%	10%	12%	14%	18%
			a	ab					a	acd
Answered	1946	960	674	312	1690	1432	1787	1357	887	645
Mean Score	21827.3	12.6	57459.2	11997.7	24304.5	29656.2	23768.6	31300.0	43651.4	64447.6
			a							ac
Standard error	7065.74	3.24	18886.64	8512.84	8107.30	9548.91	7741.60	10025.6	15608.69	19743.33
Standard deviation	329751.33	93.09	542806.08	195610.25	353482	384099	344044	394583	479824.30	570510.63
Mean - excluding very high response (500,000+ per month)	1413.7	12.6	1576.1	5379.0	795.2	1923.7	1540.0	2025.0	1478.0	2843.9
			a	ab				a		a

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1-24	1064	65	961	23	12	2	1	1	4
	53%	16%	88%	23%	12%	3%	3%	1%	3%
		h	acdefgh	efgh	h				
25-49	179	-	105	37	32	2	4	*	6
	9%	-%	10%	38%	34%	4%	9%	*%	4%
			a	abefgh	abefgh		a		a
50-99	74	-	-	28	27	11	3	5	19
	4%	-%	-%	29%	29%	22%	8%	9%	13%
				abfh	abh	ab	ab	ab	ab
100-249	28	-	-	-	11	9	7	*	16
	1%	-%	-%	-%	12%	18%	17%	*%	12%
					abc	abc	abc		abc
250-499	43	-	-	-	-	24	19	*	43
	2%	-%	-%	-%	-%	49%	45%	*%	31%
						abcdg	abcdg		abcdg
500-4,999	16	-	-	-	-	-	6	10	16
	1%	-%	-%	-%	-%	-%	14%	21%	11%
							abcd	abcde	abcd
5,000-49,999	12	-	-	-	-	-	-	12	12
	1%	-%	-%	-%	-%	-%	-%	25%	9%
								abcdefh	abc
50,000-499,999	8	-	-	-	-	-	-	8	8
	*%	-%	-%	-%	-%	-%	-%	18%	6%
								abcdef	ab
500,000- 4,999,999	3	-	-	-	-	-	-	3	3
	*%	-%	-%	-%	-%	-%	-%	6%	2%
								ab	b
5m+	5	-	-	-	-	-	-	5	5
	*%	-%	-%	-%	-%	-%	-%	11%	4%
								abcd	ab
None - we never send this type of post	514	314	16	9	12	2	2	*	3
	26%	76%	1%	9%	13%	3%	4%	*%	2%
		bcdefgh		b	bh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Don't know	54	34	4	1	1	-	-	4	4
	3%	8%	*%	1%	1%	-%	-%	8%	3%
		b						b	
NET: Send 'Any Large letters'	1432	65	1066	88	82	47	41	44	132
	72%	16%	98%	90%	87%	97%	96%	92%	95%
			acd	a	a	a	a	a	a
NET: 0-49	1757	379	1082	69	55	5	7	1	13
	88%	92%	100%	70%	59%	10%	16%	2%	9%
		cdefgh	acdefgh	efgh	efgh				
NET: 50+	189	-	-	28	38	44	36	43	123
	9%	-%	-%	29%	41%	90%	84%	90%	88%
				ab	ab	abcd	abcd	abcd	abcd
Answered	1946	379	1082	97	93	49	43	44	136
Mean Score	21827.3	2.1	14.7	38.9	56.8	234.4	592.8	962589	312961
			a	ab	abc	abcd	abcde	abcdefh	abcdef
Standard error	7065.74	.26	.23	2.15	3.93	13.24	86.65	230501	69865.6
Standard deviation	329751.33	4.71	7.47	26.33	50.80	146.22	892.11	1996193	1216143
Mean - excluding very high response (500,000+ per month)	1413.7	2.1	14.7	38.9	56.8	234.4	592.8	74721.6	21299.8
			a	ab	abc	abcd	abcde	abcdefh	abcdef

Columns Tested:: a,b,c,d,e,f,g,h

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1-24	1064	890	72	23	12	2	1	1	1064	-	-	-	-	-	-
	53%	65%	47%	28%	20%	7%	5%	5%	100%	-%	-%	-%	-%	-%	-%
		bcdefg	def	f					bcdefg						
25-49	179	90	37	23	9	2	4	*	-	179	-	-	-	-	-
	9%	7%	24%	29%	14%	8%	13%	1%	-%	100%	-%	-%	-%	-%	-%
			a	a						acdefg					
50-99	74	21	10	17	6	4	3	5	-	-	74	-	-	-	-
	4%	2%	6%	22%	11%	18%	11%	34%	-%	-%	100%	-%	-%	-%	-%
			a	ab	a	a	a	ab			abdefg				
100-249	28	3	6	1	8	6	1	*	-	-	-	28	-	-	-
	1%	*%	4%	2%	13%	24%	5%	1%	-%	-%	-%	100%	-%	-%	-%
			a		a	abc	a					abcefg			
250-499	43	13	3	5	5	6	8	*	-	-	-	-	43	-	-
	2%	1%	2%	7%	8%	24%	28%	1%	-%	-%	-%	-%	100%	-%	-%
				a	a	ab	abc						abcdfg		
500-4,999	16	2	2	*	1	1	10	*	-	-	-	-	-	16	-
	1%	*%	1%	*%	2%	4%	33%	*%	-%	-%	-%	-%	-%	100%	-%
						a	abcde							abcdeg	
5,000-49,999	12	1	4	-	4	2	*	1	-	-	-	-	-	-	12
	1%	*%	2%	-%	8%	9%	*%	9%	-%	-%	-%	-%	-%	-%	42%
			a		a	a		a							abcdef
50,000-499,999	8	-	-	-	2	-	-	1	-	-	-	-	-	-	8
	*%	-%	-%	-%	3%	-%	-%	10%	-%	-%	-%	-%	-%	-%	29%
					a			ab							abcdef
500,000- 4,999,999	3	2	-	*	-	-	-	1	-	-	-	-	-	-	3
	*%	*%	-%	*%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	10%
								a							abc
5m+	5	4	-	-	-	-	-	1	-	-	-	-	-	-	5
	*%	*%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	18%
															abcd
None - we never send this type of post	514	314	16	9	12	2	2	*	-	-	-	-	-	-	-
	26%	23%	11%	11%	20%	7%	6%	*%	-%	-%	-%	-%	-%	-%	-%
		b													

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Don't know	54	34	4	1	1	-	-	4	-	-	-	-	-	-	-
	3%	2%	3%	1%	1%	-%	-%	28%	-%	-%	-%	-%	-%	-%	-%
								abcdef							
NET: Send 'Any Large letters'	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
	72%	75%	87%	88%	79%	93%	94%	72%	100%	100%	100%	100%	100%	100%	100%
			a												
NET: 0-49	1757	1294	125	55	32	5	7	1	1064	179	-	-	-	-	-
	88%	94%	82%	69%	54%	21%	23%	6%	100%	100%	-%	-%	-%	-%	-%
		bcdefg	defg	efg	efg				cdefg	cdefg					
NET: 50+	189	46	24	24	26	19	23	9	-	-	74	28	43	16	29
	9%	3%	16%	30%	45%	79%	77%	66%	-%	-%	100%	100%	100%	100%	100%
			a	a	ab	abcd	abcd	ab			ab	ab	ab	ab	ab
Answered	1946	1340	149	79	58	24	30	10	1064	179	74	28	43	16	29
Mean Score	21827.3	24250	739.8	3413	11802.2	2637.2	1083.4	766524	12.5	37.0	75.0	175.0	375.0	2750.0	1478676
					b	b		abcdef						d	df
Standard error	7065.74	10320	290.9	7938	4592.40	914.25	198.31	333781	-	-	-	*	-	*	404998
Standard deviation	329751.33	362234.98	4275	96564	50932.2	7811.36	1762.58	1828196	-	-	-	*	-	*	2326537
Mean - excluding very high response (500,000+ per month)	1413.7	30.8	739.8	60.6	11802.2	2637.2	1083.4	49102.6	12.5	37.0	75.0	175.0	375.0	2750.0	129700
			a		abc	abc	ac							d	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1-24	1064	712	65	34	12	5	8	1	13	567	228	208	41	19
	53%	76% bcdefgh	40% degh	30% gh	20%	15%	25%	2%	12%	64% de	59% de	57% de	35%	27%
25-49	179	32	54	48	17	6	*	4	10	26	51	61	28	12
	9%	3%	34% afgh	43% afgh	27% afh	17% a	1%	10%	9%	3%	13% a	17% a	25% a	17% a
50-99	74	13	12	10	9	9	5	2	16	7	21	25	11	10
	4%	1%	7% a	9% a	15% a	27% ab	16% a	6%	15% a	1%	5% a	7% a	9% a	14% a
100-249	28	5	2	7	4	3	3	1	7	1	2	17	5	3
	1%	1%	1%	6% a	6% a	10% a	9% a	1%	6% a	*%	1%	5% ab	4% a	4% a
250-499	43	5	4	5	10	1	3	14	17	4	2	4	17	17
	2%	1%	3%	4% a	16% ab	2%	9% a	32% abce	16% ab	*%	*%	1%	14% abc	24% abc
500-4,999	16	1	2	*	*	2	5	5	11	1	4	4	4	3
	1%	*%	1%	*%	1%	5% a	14% abc	12% abc	11% abc	*%	1%	1%	4% a	5% a
5,000-49,999	12	*	-	1	4	*	*	6	6	-	5	1	1	5
	1%	*%	-%	1%	7% ab	*%	*%	14% abc	6% a	-%	1% a	*%	1%	7% ac
50,000-499,999	8	-	-	-	-	*	-	8	8	1	4	1	2	1
	*%	-%	-%	-%	-%	*%	-%	19% abcd	8% ab	*%	1%	*%	2%	1%
500,000- 4,999,999	3	-	-	-	2	-	*	1	1	1	2	-	-	*
	*%	-%	-%	-%	3% a	-%	*%	2% a	1%	*%	1%	-%	-%	*%
5m+	5	5	-	-	-	-	-	*	*	-	4	1	-	*
	*%	1%	-%	-%	-%	-%	-%	*%	*%	-%	1%	*%	-%	*%
None - we never send this type of post	514	146	21	7	3	4	8	1	12	247	57	39	7	1
	26%	16%	13%	6%	5%	11%	25%	2%	11%	28% bcde	15%	11%	6%	2%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Don't know	54	21	1	-	-	4	*	*	4	32	9	3	-	-
	3%	2%	1%	-%	-%	12%	1%	1%	4%	4%	2%	1%	-%	-%
						abcd								
NET: Send 'Any Large letters'	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
	72%	82%	86%	94%	95%	77%	74%	98%	85%	69%	83%	88%	94%	98%
				af							a	a	ab	ab
NET: 0-49	1757	891	140	88	32	14	16	6	36	840	337	308	76	33
	88%	95%	87%	79%	52%	43%	51%	13%	33%	95%	86%	85%	66%	45%
		bcdefgh	defgh	defgh	g	g	g			bcde	de	de		
NET: 50+	189	30	20	23	29	15	15	38	67	14	44	52	40	39
	9%	3%	12%	21%	48%	45%	48%	86%	63%	2%	11%	14%	34%	55%
			a	a	abc	ab	ab	abcdef	abc		a	a	abc	abc
Answered	1946	921	159	112	61	28	32	43	104	854	381	360	116	72
Mean Score	21827.3	33387	65.4	352.6	93400.8	1597.4	8853.4	129739	57371.9	2954.3	88700.3	10670.7	5389.6	24163.4
					bc			bc	bc		ac			
Standard error	7065.74	14775	20.06	231.2	47983.3	2589.00	19196.23	71406.4	26443.7	3131.19	34048.18	11543.38	2369.53	30407.71
Standard deviation	329751.33	446433.52	290.0	2812	496343	19374.3	153569.83	514919	346805	86830.52	676694.25	247308.73	36708.54	314539.8
Mean - excluding very high response (500,000+ per month)	1413.7	20.3	65.4	352.6	2194.5	1597.4	521.6	58433.8	24721.0	234.9	3480.7	505.5	5389.6	6016.3
			a	a	abc	a	ab	abcdefh	abcdef		ac		ac	ac

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1-24	1064	597	203	159	28	9	715	158	144	25	19
	53%	62%	59%	55%	32%	23%	92%	59%	60%	29%	31%
		de	de	de			bcde	de	de		
25-49	179	48	37	45	26	9	42	60	45	25	7
	9%	5%	11%	15%	29%	24%	5%	23%	19%	29%	12%
			a	a	ab	a		a	a	a	
50-99	74	15	18	19	8	6	13	23	19	12	6
	4%	2%	5%	7%	8%	17%	2%	9%	8%	14%	10%
			a	a	a	a		a	a	a	a
100-249	28	3	2	14	4	2	1	4	16	5	1
	1%	*%	1%	5%	4%	6%	*%	2%	7%	5%	2%
				ab	a	a			a	a	
250-499	43	12	7	4	13	5	5	*	8	12	17
	2%	1%	2%	1%	14%	13%	1%	*%	4%	14%	29%
					abc	abc			a	abc	abc
500-4,999	16	3	3	4	4	3	1	4	4	4	3
	1%	*%	1%	1%	4%	7%	*%	1%	2%	5%	5%
					a	a				a	a
5,000-49,999	12	6	*	4	*	2	-	5	1	1	5
	1%	1%	*%	1%	*%	5%	-%	2%	*%	1%	9%
						b		a			ac
50,000-499,999	8	1	1	*	*	1	1	4	1	2	1
	*%	*%	*%	*%	*%	3%	*%	2%	*%	2%	2%
500,000- 4,999,999	3	3	-	-	-	-	-	2	-	-	*
	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
5m+	5	*	5	*	-	*	-	4	1	-	*
	*%	*%	1%	*%	-%	*%	-%	2%	*%	-%	*%
			a					a			
None - we never send this type of post	514	247	57	39	7	1	-	-	-	-	-
	26%	26%	17%	13%	8%	3%	-%	-%	-%	-%	-%
		bcde									
Don't know	54	32	9	3	-	-	-	-	-	-	-
	3%	3%	3%	1%	-%	-%	-%	-%	-%	-%	-%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Send 'Any Large letters'	1432	687	276	249	82	38	778	266	238	86	60
	72%	71%	81%	86%	92%	97%	100%	100%	100%	100%	100%
			a	a	a	a					
NET: 0-49	1757	892	297	243	61	19	757	218	189	50	26
	88%	92%	87%	83%	69%	50%	97%	82%	79%	59%	43%
		cde	de	de			bcde	de	de		
NET: 50+	189	42	36	45	28	20	21	48	50	36	34
	9%	4%	11%	16%	31%	50%	3%	18%	21%	41%	57%
			a	a	abc	abc		a	a	abc	abc
Answered	1946	934	333	288	89	39	778	266	238	86	60
Mean Score	21827.3	10276.8	90550.5	3241.6	280.2	10194.4	262.3	127108.8	15048.3	7197.8	29028.8
			ac					ac		a	a
Standard error	7065.74	5983.76	38211.30	6288.02	256.65	11718.08	310.93	44518.76	15877.87	3307.18	38347.82
Standard deviation	329751.33	174557.76	728023.00	126543.88	3602.30	102825.8	8161.53	807497.10	293203.71	42481.52	345130.4
Mean - excluding very high response (500,000+ per month)	1413.7	445.0	1181.9	589.9	280.2	8792.0	262.3	5025.1	772.1	7197.8	7221.8
						abcd		ac		ac	ac

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1-24	1064	519	114	143	36	21	436	59	334	963	101	962	37
	53%	74% bcde	57% d	48% d	32%	42%	54%	49%	76% ab	56% b	37%	59% b	34%
25-49	179	22	35	59	30	12	118	29	14	135	44	141	24
	9%	3%	18% a	20% a	26% a	23% a	14% c	24% c	3%	8%	16% a	9%	22% a
50-99	74	8	13	24	8	8	49	10	2	62	13	58	9
	4%	1%	6% a	8% a	7% a	17% a	6% c	8% c	1%	4%	5%	4%	9%
100-249	28	6	5	7	5	1	18	1	5	25	2	24	2
	1%	1%	3%	2%	4%	2%	2%	1%	1%	1%	1%	1%	2%
250-499	43	8	1	13	12	1	26	9	6	26	17	35	5
	2%	1%	1%	4% a	11% ab	2%	3%	7% c	1%	2%	6% a	2%	5%
500-4,999	16	3	2	4	5	1	10	1	3	12	4	14	1
	1%	*%	1%	1%	4% a	2%	1%	1%	1%	1%	1%	1%	1%
5,000-49,999	12	-	*	8	*	4	10	2	*	4	8	4	8
	1%	-%	*%	3% a	*%	7% ab	1%	1%	*%	*%	3% a	*%	8% a
50,000-499,999	8	4	2	*	2	-	5	4	-	8	*	3	*
	*%	1%	1%	*%	2%	-%	1%	3% c	-%	*%	*%	*%	*%
500,000- 4,999,999	3	-	-	2	-	1	2	1	-	3	*	3	-
	*%	-%	-%	1%	-%	2%	*%	1%	-%	*%	*%	*%	-%
5m+	5	-	*	5	-	*	5	*	-	5	*	5	*
	*%	-%	*%	2% a	-%	*%	1%	*%	-%	*%	*%	*%	*%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None - we never send this type of post	514	113	22	34	14	2	119	5	63	441	72	340	15
	26%	16%	11%	11%	13%	4%	15% b	4%	14% b	26%	26%	21%	14%
Don't know	54	18	6	*	2	-	16	1	9	42	12	37	7
	3%	3%	3%	*%	1%	-%	2%	1%	2%	2%	4%	2%	6%
NET: Send 'Any Large letters'	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
	72%	81%	86%	89%	86%	96%	83%	95% ac	83%	72%	69%	77%	80%
NET: 0-49	1757	654	171	236	81	35	673	93	412	1540	217	1443	75
	88%	93% bcde	85% d	79%	71%	69%	83%	77%	94% ab	89% b	79%	89% b	70%
NET: 50+	189	29	24	64	32	16	126	27	17	145	45	146	26
	9%	4%	12% a	21% a	28% ab	31% ab	15% c	22% c	4%	8%	16% a	9%	24% a
Answered	1946	683	195	300	112	51	798	120	429	1684	262	1589	101
Mean Score	21827.3	1641.2	7920.5	121517.7 ab	5733.5	48774.5 a	46972.4 c	41123.0 c	44.6	24523.3	4480.7	25614.1	3768.3
Standard error	7065.74	818.06	10801.56	43048.83	3029.66	38544.00	16666.36	27819.13	18.71	8226.27	6619.26	8747.02	4621.84
Standard deviation	329751.33	21016.35	176829.21	804218.48	38798.59	363623.4	495526.64	350785.9	414.51	350944.49	125242.3	364237.40	59727.36
Mean - excluding very high response (500,000+ per month)	1413.7	1641.2	2855.4	1036.2	5733.5 c	2092.8	2015.1 c	9364.4 ac	44.6	1423.8	1349.1	639.1	3231.1 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1-24	1064	983	81	545	291	964	35	989	75	546	290
	53%	78%	49%	64%	54%	59%	34%	78%	46%	63%	56%
		b		b		b		b			
25-49	179	134	46	80	81	137	28	136	43	90	71
	9%	11%	28%	9%	15%	8%	26%	11%	27%	10%	14%
			a		a		a		a		
50-99	74	60	14	31	30	63	4	55	19	31	30
	4%	5%	9%	4%	6%	4%	4%	4%	12%	4%	6%
									a		
100-249	28	25	3	17	8	24	2	25	3	16	8
	1%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%
250-499	43	36	7	17	24	35	5	34	10	19	22
	2%	3%	4%	2%	4%	2%	5%	3%	6%	2%	4%
500-4,999	16	13	3	9	6	14	1	13	3	9	6
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%
5,000-49,999	12	3	9	3	9	4	8	3	9	3	9
	1%	*%	5%	*%	2%	*%	8%	*%	5%	*%	2%
			a				a		a		
50,000-499,999	8	6	2	6	3	3	*	6	2	6	3
	*%	*%	1%	1%	*%	*%	*%	1%	1%	1%	*%
500,000- 4,999,999	3	3	*	3	*	3	-	3	*	3	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
5m+	5	5	*	1	5	5	*	5	*	5	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%
None - we never send this type of post	514	-	-	115	75	341	14	-	-	111	78
	26%	-%	-%	14%	14%	21%	13%	-%	-%	13%	15%
Don't know	54	-	-	21	6	37	7	-	-	23	3
	3%	-%	-%	2%	1%	2%	7%	-%	-%	3%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Send 'Any Large letters'	1432	1268	164	711	456	1251	84	1270	163	728	439
	72%	100%	100%	84%	85%	77%	80%	100%	100%	84%	84%
NET: 0-49	1757	1116	127	740	447	1441	77	1125	118	748	440
	88%	88%	77%	87%	83%	88%	74%	89%	72%	87%	84%
		b				b		b			
NET: 50+	189	152	38	86	84	151	21	145	45	92	78
	9%	12%	23%	10%	16%	9%	20%	11%	28%	11%	15%
			a		a		a		a		
Answered	1946	1268	164	826	531	1592	98	1270	163	839	518
Mean Score	21827.3	31794.4	13175.7	16710.5	53992.9	24961.7	13595.8	32156.9	10122.1	48460.5	3466.3
										b	
Standard error	7065.74	10865.44	13090.34	7879.76	22092.46	8614.85	19665.12	10949.86	10045.89	16297.62	3635.14
Standard deviation	329751.33	401286.31	208625.6	238484.85	555835.1	358733.95	254129.3	403810.76	161361.0	495940.61	90732.89
Mean - excluding very high response (500,000+ per month)	1413.7	1490.2	5249.3	2089.6	1924.2	662.3	2954.5	1517.1	5083.3	2113.9	1882.3
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1-24	1064	531	797	154	4	581	752	123	1	585	485	137	-
	53%	57%	59%	64%	100%	68%	76% ac	64%	100%	59%	63%	55%	-%
25-49	179	138	86	29	-	142	102	31	-	134	66	32	-
	9%	15% b	6%	12% b	-%	17% b	10%	16%	-%	13% b	9%	13%	-%
50-99	74	44	48	13	-	51	55	10	-	47	41	12	-
	4%	5%	4%	5%	-%	6%	6%	5%	-%	5%	5%	5%	-%
100-249	28	17	17	6	-	15	18	5	-	15	15	5	*
	1%	2%	1%	2%	-%	2%	2%	3%	-%	2%	2%	2%	100%
250-499	43	31	29	7	-	30	33	10	-	29	13	15	-
	2%	3%	2%	3%	-%	3%	3%	5%	-%	3%	2%	6% b	-%
500-4,999	16	8	13	4	-	11	12	2	-	12	11	2	-
	1%	1%	1%	2%	-%	1%	1%	1%	-%	1%	1%	1%	-%
5,000-49,999	12	12	8	1	-	12	11	2	-	12	11	6	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	2%	-%
50,000-499,999	8	3	2	1	-	8	4	3	-	8	4	3	-
	*%	*%	*%	1%	-%	1%	*%	2%	-%	1%	1%	1%	-%
500,000- 4,999,999	3	3	-	-	-	3	-	*	-	3	*	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%	-%
5m+	5	5	5	5	-	5	5	4	-	5	5	5	-
	*%	1%	*%	2%	-%	1%	*%	2%	-%	1%	1%	2%	-%
None - we never send this type of post	514	114	298	15	-	-	-	-	-	132	97	31	-
	26%	12%	22% ac	6%	-%	-%	-%	-%	-%	13%	13%	12%	-%
Don't know	54	22	36	4	-	-	-	-	-	17	19	2	-
	3%	2%	3%	2%	-%	-%	-%	-%	-%	2%	2%	1%	-%
NET: Send 'Any Large letters'	1432	792	1006	221	4	859	991	191	1	850	650	217	*
	72%	85% b	75%	92% b	100%	100%	100%	100%	100%	85%	85%	87%	100%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: 0-49	1757	783	1182	199	4	723	854	154	1	851	648	200	-
	88%	84%	88%	83%	100%	84%	86%	80%	100%	85%	85%	80%	-%
NET: 50+	189	123	122	37	-	135	138	37	-	131	99	48	*
	9%	13%	9%	15%	-%	16%	14%	20%	-%	13%	13%	19%	100%
		b											
Answered	1946	906	1304	236	4	859	991	191	1	982	747	247	*
Mean Score	21827.3	42055.0	23953.6	116816.0	12.5	48904.3	29435.3	147170.6	12.5	42753.5	39067.2	116361.6	175.0
				b				ab				a	
Standard error	7065.74	14571.13	9732.82	50940.01	*	15889.13	12151.87	63662.19	-	13914.57	15838.45	49587.56	-
Standard deviation	329751.33	461930.0	372908.0	824536.10	*	493331.1	408671.5	911503.78	-	461494.2	469310.2	813296.45	-
Mean - excluding very high response (500,000+ per month)	1413.7	1389.6	725.5	1818.8	12.5	2961.9	1545.9	5417.3	12.5	2590.2	2048.1	4570.9	175.0
								b					

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1-24	1064	953	955	595	783	612	6	432	367	329	81	51
	53%	60%	77% ac	63%	62% c	59% c	16%	70%	69%	63%	60%	65%
25-49	179	117	135	102	118	104	13	55	60	73	16	8
	9%	7%	11% a	11%	9%	10%	35% ab	9%	11%	14%	12%	10%
50-99	74	55	62	34	57	38	3	22	20	16	9	5
	4%	3%	5%	4%	5%	4%	8%	4%	4%	3%	7%	7%
100-249	28	23	26	15	21	10	2	6	5	7	3	*
	1%	1%	2%	2%	2%	1%	6%	1%	1%	1%	2%	*%
250-499	43	35	37	11	29	22	7	5	8	8	1	2
	2%	2%	3%	1%	2%	2%	20% ab	1%	1%	2%	1%	3%
500-4,999	16	12	12	9	12	9	1	4	5	6	1	*
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	*%
5,000-49,999	12	4	4	3	4	3	2	3	*	3	2	2
	1%	*%	*%	*%	*%	*%	6% ab	1%	*%	1%	2%	3% b
50,000-499,999	8	3	8	5	6	5	2	3	2	2	1	-
	*%	*%	1%	1%	*%	*%	5% ab	*%	*%	*%	1%	-%
500,000- 4,999,999	3	2	2	-	2	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
5m+	5	5	5	5	5	5	*	5	4	4	4	4
	*%	*%	*%	*%	*%	*%	*%	1%	1%	1%	3%	6% abc
None - we never send this type of post	514	338	-	142	205	203	1	65	50	64	15	3
	26%	21% bc	-%	15% b	16%	20%	2%	10%	9%	12%	11%	4%
Don't know	54	33	-	24	21	25	-	17	13	9	2	2
	3%	2% b	-%	3% b	2%	2%	-%	3%	2%	2%	1%	2%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Send 'Any Large letters'	1432	1210	1245	779	1038	809	37	534	472	448	119	73
	72%	77%	100%	82%	82%	78%	98%	87%	88%	86%	88%	94%
			ac	a								
NET: 0-49	1757	1408	1089	838	1107	920	20	551	477	465	111	62
	88%	89%	87%	89%	88%	89%	53%	89%	89%	89%	82%	79%
					c	c						
NET: 50+	189	140	156	82	136	92	18	48	45	47	22	15
	9%	9%	13%	9%	11%	9%	47%	8%	8%	9%	16%	19%
			a				ab				a	a
Answered	1946	1548	1245	920	1243	1012	37	599	522	512	134	76
Mean Score	21827.3	24813.0	31141.1	31097.0	30368.8	30015.1	29496.0	46817.9	52668	53659.1	203603.5	352071.3
											abc	abc
Standard error	7065.74	8886.68	10877.7	13386.6	10703.68	12898.72	39451.97	22087.93	25144	24843.19	98033.96	175848.88
Standard deviation	329751.33	363486	399526	419920	396758.9	412153.8	292583.65	519888.0	553735	558833.78	1082820.44	1417739.02
Mean - excluding very high response (500,000+ per month)	1413.7	676.8	1933.6	1656.4	1510.1	1509.7	16169.3	1555.4	1265.5	1292.1	2948.5	853.1
			a				ab					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1-24	1064	129	39	65	24	886	589	911	649	529	521	846	127	1	754	100
	53%	57% b	38%	57%	56%	54%	57%	53%	56%	53%	59%	54%	60%	100%	54%	66%
25-49	179	30	17	20	7	136	123	159	95	72	108	126	32	-	117	21
	9%	13%	17%	17%	17%	8%	12% ae	9%	8%	7%	12% b	8%	15% b	-%	8%	14%
50-99	74	14	8	5	1	56	50	66	47	40	40	51	10	-	58	4
	4%	6%	8%	5%	3%	3%	5%	4%	4%	4%	5%	3%	5%	-%	4%	3%
100-249	28	5	3	1	1	24	21	26	18	14	13	26	3	-	24	*
	1%	2%	3%	1%	1%	1%	2%	2%	2%	1%	1%	2%	1%	-%	2%	*%
250-499	43	15	6	6	*	32	25	36	22	23	26	27	8	-	36	1
	2%	7%	6%	5%	*%	2%	2%	2%	2%	2%	3%	2%	4%	-%	3%	1%
500-4,999	16	1	1	*	*	14	10	15	11	10	7	14	1	-	12	1
	1%	*%	1%	*%	*%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	1%
5,000-49,999	12	2	2	*	-	1	7	7	6	9	7	7	3	-	4	-
	1%	1%	2%	*%	-%	*%	1%	*%	1%	1% a	1%	*%	1%	-%	*%	-%
50,000-499,999	8	-	4	2	-	8	4	8	5	3	5	4	*	-	3	-
	*%	-%	4%	2%	-%	1%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%
500,000- 4,999,999	3	2	*	-	-	2	2	2	2	*	2	*	-	-	2	-
	*%	1%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
5m+	5	-	-	5	*	5	5	5	5	5	5	5	5	-	1	5
	*%	-%	-%	4% a	*%	*%	*%	*%	*%	*%	1%	*%	2% b	-%	*%	3% a
None - we never send this type of post	514	21	15	10	7	430	189	439	274	252	119	433	19	-	357	15
	26%	9%	15%	9%	17%	26% b	18%	26% b	24% b	25% b	14%	27% ac	9%	-%	25% b	10%
Don't know	54	4	7	*	2	41	8	42	23	35	24	37	5	-	34	4
	3%	2%	7%	*%	4%	3% b	1%	2% b	2%	3% b	3%	2%	2%	-%	2%	3%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Send 'Any Large letters'	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
	72%	89%	78%	91%	79%	71%	81% acde	72%	74%	71%	84% b	70%	89% b	100%	72%	88% a
NET: 0-49	1757	181	71	95	38	1452	902	1508	1019	852	748	1405	179	1	1228	135
	88%	80%	70%	83%	91%	89%	87%	88%	88%	86%	85%	89%	84%	100%	88%	90%
NET: 50+	189	41	24	19	2	143	125	168	115	104	106	133	30	-	139	11
	9%	18%	23%	17%	6%	9%	12%	10%	10%	11%	12%	8%	14%	-%	10%	7%
Answered	1946	222	94	115	40	1595	1026	1676	1134	956	854	1538	209	1	1367	147
Mean Score	21827.3	25649	15911	247329.1 ab	18938.8	24333.1	34769.2	23885.1	30645.6	30167	42369.4	20850.3	133302.9 ab	12.5	7898.1	186369.0 a
Standard error	7065.74	18123	9678.5	116970.1	49680.11	8192.35	11510.1	7914.52	10480.3	11498	15311.52	8228.78	57674.50	-	4308.09	93409.40
Standard deviation	329751.33	263249	105136	1187117	340589.7	353507	426339	349943	399351	414902	467941.8	345706.6	884133.37	-	172108.10	1044348.86
Mean - excluding very high response (500,000+ per month)	1413.7	329.4	13116 a	4703.7	24.2	1495.5	1403.8	1563.5	1309.9	1254.9	1986.7	811.3	713.2	12.5	762.4	43.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1-24	1064	448	593	373	15	142	296	114	718	218	168	208	658
	53%	58%	54%	60%	30%	48%	63%	43%	53%	60%	51%	54%	54%
				b			a			a			
25-49	179	95	62	67	13	53	41	53	108	16	40	40	89
	9%	12%	6%	11%	27%	18%	9%	20%	8%	4%	12%	10%	7%
		b			a	b		bc					
50-99	74	32	35	31	*	19	19	23	43	8	19	14	41
	4%	4%	3%	5%	1%	6%	4%	9%	3%	2%	6%	4%	3%
								bc					
100-249	28	10	16	12	1	7	8	6	19	3	7	4	16
	1%	1%	1%	2%	3%	2%	2%	2%	1%	1%	2%	1%	1%
250-499	43	30	7	15	8	17	9	21	18	2	9	14	18
	2%	4%	1%	2%	16%	6%	2%	8%	1%	1%	3%	4%	1%
		b			a			bc					
500-4,999	16	6	9	6	1	4	4	3	10	4	4	2	9
	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%
5,000-49,999	12	4	*	10	-	9	2	6	6	1	1	8	3
	1%	*%	*%	2%	-%	3%	*%	2%	*%	*%	*%	2%	*%
												c	
50,000-499,999	8	6	2	3	*	2	1	1	2	5	4	4	*
	*%	1%	*%	1%	*%	1%	*%	1%	*%	1%	1%	1%	*%
										b	c	c	
500,000- 4,999,999	3	3	-	-	-	*	-	*	3	-	*	3	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	1%	-%
5m+	5	5	*	*	5	5	-	*	5	*	5	*	*
	*%	1%	*%	*%	9%	2%	-%	*%	*%	*%	1%	*%	*%
					a						c		
None - we never send this type of post	514	118	355	95	4	34	81	23	397	91	69	71	365
	26%	15%	32%	15%	8%	11%	17%	9%	29%	25%	21%	18%	30%
			a						a	a			ab
Don't know	54	18	29	10	1	8	9	13	27	14	4	22	27
	3%	2%	3%	2%	2%	3%	2%	5%	2%	4%	1%	6%	2%
												ac	

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Send 'Any Large letters'	1432	639	725	518	43	256	379	227	931	257	258	296	836
	72%	82%	65%	83%	90%	86%	81%	86%	69%	71%	78%	76%	68%
		b						bc			c	c	
NET: 0-49	1757	662	1010	535	32	229	417	190	1223	325	276	319	1111
	88%	85%	91%	86%	66%	77%	89%	72%	90%	90%	84%	82%	91%
			a	b			a		a	a			ab
NET: 50+	189	95	70	78	16	62	43	60	105	23	50	48	89
	9%	12%	6%	12%	32%	21%	9%	23%	8%	6%	15%	12%	7%
		b			a	b		bc			c	c	
Answered	1946	757	1079	613	47	290	460	250	1328	348	326	367	1201
Mean Score	21827.3	51017.4	3255.2	3636.4	576610.4	102284.3	1049.6	4635.2	28886.2	8545.8	91271.8	25856.0	2663.2
		b			a	b					c	c	
Standard error	7065.74	18330.45	3614.28	3828.68	301769.13	40478.60	695.78	6119.80	10317.94	7768.91	35602.86	12546.28	3366.68
Standard deviation	329751.33	504670.35	127528.15	102948.06	1785290.28	765891.06	15604.61	104932.8	387575.69	163701.0	719142.49	253111.73	121620.43
Mean - excluding very high response (500,000+ per month)	1413.7	2452.5	569.8	1938.3	1456.3	2750.6	1049.6	2308.4	512.0	4274.8	3730.1	3551.5	203.3
		b						b		b	c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1-24	1064	454	609
	53%	47%	58%
			a
25-49	179	89	91
	9%	9%	9%
50-99	74	29	45
	4%	3%	4%
100-249	28	14	14
	1%	1%	1%
250-499	43	29	15
	2%	3%	1%
500-4,999	16	9	7
	1%	1%	1%
5,000-49,999	12	9	3
	1%	1%	*%
50,000-499,999	8	5	4
	*%	1%	*%
500,000- 4,999,999	3	3	-
	*%	*%	-%
5m+	5	5	1
	*%	*%	*%
None - we never send this type of post	514	280	234
	26%	29%	22%
		b	
Don't know	54	33	21
	3%	3%	2%
NET: Send 'Any Large letters'	1432	644	788
	72%	67%	76%
			a
NET: 0-49	1757	823	934
	88%	86%	90%

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: 50+	189	101	88
	9%	11%	8%
Answered	1946	924	1022
Mean Score	21827.3	41031.3	4461.4
		b	
Standard error	7065.74	12843.14	4697.51
Standard deviation	329751.33	453528.27	143331.85
Mean - excluding very high response (500,000+ per month)	1413.7	1783.1	1082.3

Columns Tested:: a,b

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1-24	1064	19	189	67	42	56	141	3	165	102	41	120	120
	53%	55%	61%	43%	47%	44%	50%	16%	55%	56%	52%	55%	59%
		g	cg	g	g	g	g		g	g	g	g	cg
25-49	179	3	17	16	9	18	47	1	17	12	3	17	19
	9%	10%	5%	10%	10%	14%	17%	8%	6%	7%	4%	8%	9%
							bhij						
50-99	74	4	3	6	5	3	17	1	11	3	6	9	6
	4%	11%	1%	4%	6%	3%	6%	3%	4%	1%	8%	4%	3%
											b		
100-249	28	*	1	4	1	1	7	*	3	3	1	5	2
	1%	*%	*%	2%	1%	1%	2%	*%	1%	2%	1%	2%	1%
250-499	43	-	9	-	*	5	10	-	6	6	*	6	*
	2%	-%	3%	-%	*%	4%	4%	-%	2%	3%	1%	3%	*%
										l			
500-4,999	16	*	2	2	*	1	1	*	3	4	1	*	2
	1%	1%	1%	1%	*%	1%	*%	*%	1%	2%	1%	*%	1%
5,000-49,999	12	-	4	-	*	-	2	-	6	*	*	*	-
	1%	-%	1%	-%	*%	-%	1%	-%	2%	*%	*%	*%	-%
50,000-499,999	8	-	-	-	*	1	1	*	4	2	-	-	*
	*%	-%	-%	-%	*%	1%	*%	1%	1%	1%	-%	-%	*%
500,000- 4,999,999	3	-	-	1	2	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%
5m+	5	-	4	-	*	-	*	-	-	*	*	-	-
	*%	-%	1%	-%	1%	-%	*%	-%	-%	*%	*%	-%	-%
None - we never send this type of post	514	8	72	57	24	37	52	13	79	44	26	53	51
	26%	23%	23%	37%	27%	29%	18%	71%	26%	24%	33%	24%	25%
				f				abcdefhijkl			f		
Don't know	54	*	9	2	4	5	7	*	8	5	*	7	5
	3%	1%	3%	1%	5%	4%	3%	1%	3%	3%	*%	3%	2%
NET: Send 'Any Large letters'	1432	26	230	95	60	85	226	5	214	132	52	158	149
	72%	76%	74%	62%	68%	67%	79%	28%	71%	73%	67%	73%	73%
		g	g	g	g	g	cg		g	g	g	g	g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: 0-49	1757	30	278	140	74	111	240	17	261	157	69	190	190
	88%	87%	89%	90%	85%	87%	84%	95%	87%	87%	89%	87%	93%
NET: 50+	189	4	24	13	9	12	38	1	32	18	8	21	10
	9%	12%	8%	8%	10%	9%	13%	4%	11%	10%	11%	10%	5%
							l						
Answered	1946	34	302	152	83	122	277	18	293	175	77	211	200
Mean Score	21827.3	50.4	89265.2	17043.7	102029.6	2633.0	3006.1	2772.7	4165.9	10473.1	755.1	39.1	313.0
					fhjkl								
Standard error	7065.74	26.72	48381.45	17712.13	45763.96	2290.79	6701.86	3613.18	1928.28	16200.35	5120.53	29.37	561.07
Standard deviation	329751.33	297.54	725721.73	216204.08	622457.15	26616.55	105540.96	28219.86	31449.22	209354.62	65374.50	430.64	8692.01
Mean - excluding very high response (500,000+ per month)	1413.7	50.4	457.6	52.1	84.2	2633.0	1201.1	2772.7	4165.9	3344.5	51.9	39.1	313.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1-24	1064	275	238	270	281	513	551
	53%	55%	48%	54%	56%	51%	55%
25-49	179	36	74	30	39	110	70
	9%	7%	15%	6%	8%	11%	7%
			acd			b	
50-99	74	13	25	14	21	38	36
	4%	3%	5%	3%	4%	4%	4%
100-249	28	5	9	6	8	14	14
	1%	1%	2%	1%	2%	1%	1%
250-499	43	9	15	12	7	24	19
	2%	2%	3%	2%	1%	2%	2%
500-4,999	16	4	2	6	3	7	9
	1%	1%	*%	1%	1%	1%	1%
5,000-49,999	12	4	2	6	*	6	6
	1%	1%	*%	1%	*%	1%	1%
50,000-499,999	8	-	2	6	*	2	6
	*%	-%	*%	1%	*%	*%	1%
500,000- 4,999,999	3	1	2	-	-	3	-
	*%	*%	*%	-%	-%	*%	-%
5m+	5	4	1	*	*	5	*
	*%	1%	*%	*%	*%	1%	*%
None - we never send this type of post	514	137	113	135	129	249	264
	26%	27%	23%	27%	26%	25%	26%
Don't know	54	12	17	14	12	28	25
	3%	2%	3%	3%	2%	3%	3%
NET: Send 'Any Large letters'	1432	352	371	351	359	722	710
	72%	70%	74%	70%	72%	72%	71%
NET: 0-49	1757	447	425	436	449	872	885
	88%	89%	85%	87%	90%	87%	88%
NET: 50+	189	41	58	51	39	99	90
	9%	8%	12%	10%	8%	10%	9%
Answered	1946	488	483	486	488	972	975

Table 27 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Weighted Base	2000	500	500	500	500	1000	1000
Mean Score	21827.3	60552.0 cd	20015.9	6386.0	264.8	40389.3 b	3319.9
Standard error	7065.74	26180.44	11431.83	5754.22	1065.63	13991.27	2767.31
Standard deviation	329751.33	584240.37	272452.07	127893.97	26491.16	456810.08	92280.63
Mean - excluding very high response (500,000+ per month)	1413.7	302.0	1377.5	3819.4 ad	153.2	838.5	1982.6

Columns Tested:: a,b,c,d - a,b

Table 31

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1-24	941	57	884	908	30	3	1	34
	47%	25%	50%	48%	39%	31%	23%	37%
			a	cde	d			d
25-49	161	14	146	145	13	2	1	15
	8%	6%	8%	8%	17%	22%	11%	17%
					a	a		a
50-99	112	9	103	102	8	1	1	10
	6%	4%	6%	5%	11%	9%	16%	11%
					a		a	a
100-249	61	6	55	55	5	1	1	7
	3%	3%	3%	3%	7%	13%	12%	8%
					a	a	a	a
250-499	32	4	28	30	2	*	*	2
	2%	2%	2%	2%	2%	4%	8%	3%
							abe	
500-4,999	32	9	23	30	1	*	1	2
	2%	4%	1%	2%	1%	1%	12%	2%
		b					abce	
5,000-49,999	30	1	29	29	2	*	*	2
	2%	1%	2%	1%	2%	2%	2%	2%
50,000-499,999	10	2	8	9	-	*	*	*
	*%	1%	*%	*%	-%	2%	*%	*%
500,000- 4,999,999	2	-	2	1	1	-	-	1
	*%	-%	*%	*%	1%	-%	-%	1%
5m+	2	-	2	1	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
							a	
None - we never send this type of post	575	125	449	560	13	1	1	15
	29%	55%	25%	29%	17%	15%	15%	16%
		b		bcde				
Don't know	42	*	42	40	3	*	*	3
	2%	*%	2%	2%	3%	*%	*%	3%
NET: Send 'Any Packets and parcels'	1383	103	1280	1310	61	8	4	73
	69%	45%	72%	69%	80%	85%	85%	81%
			a		a	a	a	a

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: 0-49	1677	197	1480	1613	55	6	2	63
	84%	86%	84%	84%	72%	68%	48%	70%
				bcde	d	d		d
NET: 50+	281	31	250	257	18	3	3	24
	14%	14%	14%	13%	24%	32%	52%	27%
					a	a	abce	a
Answered	1958	228	1729	1870	73	9	5	87
Mean Score	9891.5	2762.0	10832.5	8190.7	48993.1	7007.4	77693.2	46324.4
					a		a	a
Standard error	4356.00	1126.05	5338.78	4705.16	25320.39	4504.15	49274.0	17878.96
Standard deviation	203290.60	26166.94	216072.26	182047.93	477744.23	43669.36	748899	466568.80
Mean - excluding very high response (500,000+ per month)	1859.9	2762.0	1740.5	1881.7	650.0	7007.4	2001.0	1386.9
						abe		

Columns Tested:: a,b - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1-24	941	492	363	54	20	13	1	908	30	4
	47%	48% fi	49% dfhi	38% f	37% f	40% f	23%	48% fi	39% f	28%
25-49	161	71	55	20	9	6	1	145	13	2
	8%	7%	7%	14% ag	17% abg	18% abg	11%	8%	17% abg	18% abg
50-99	112	47	43	11	6	3	1	102	8	2
	6%	5%	6%	8%	11% ag	10% a	16% abg	5%	11% abg	12% ag
100-249	61	22	27	6	4	2	1	55	5	2
	3%	2%	4%	4%	9% ag	5%	12% abcg	3%	7% ag	12% abcg
250-499	32	15	12	3	1	1	*	30	2	1
	2%	1%	2%	2%	1%	3%	8% abdgh	2%	2%	6% ag
500-4,999	32	6	23	2	1	*	1	30	1	1
	2%	1%	3% a	1%	1%	1%	12% abcdegh	2%	1%	5% ag
5,000-49,999	30	9	16	3	1	*	*	29	2	*
	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%
50,000-499,999	10	4	6	-	-	*	*	9	-	*
	*%	*%	1%	-%	-%	1%	*%	*%	-%	2%
500,000- 4,999,999	2	-	1	-	*	*	-	1	1	-
	*%	-%	*%	-%	1%	*%	-%	*%	1%	-%
5m+	2	*	1	*	*	-	*	1	*	*
	*%	*%	*%	*%	1%	-%	1% g	*%	*%	*%
None - we never send this type of post	575	344	176	39	8	6	1	560	13	2
	29%	33% bdefhi	24%	28% dfhi	16%	18%	15%	29% defhi	17%	15%
Don't know	42	19	17	3	2	*	*	40	3	*
	2%	2%	2%	2%	4% fi	1%	*%	2%	3%	*%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Send 'Any Packets and parcels'	1383	666	547	98	42	26	4	1310	61	12
	69%	65%	74%	70%	80%	81%	85%	69%	80%	85%
			a		ag	ag	abcg		ag	abcg
NET: 0-49	1677	906	594	113	36	25	2	1613	55	9
	84%	88%	80%	80%	69%	76%	48%	84%	72%	61%
		bdefhi	dfi	fi	f	fi		defhi	f	
NET: 50+	281	103	129	25	14	7	3	257	18	5
	14%	10%	17%	18%	27%	23%	52%	13%	24%	39%
			a	a	abg	ag	abcdegh		ag	abcegh
Answered	1958	1010	723	137	50	32	5	1870	73	14
Mean Score	9891.5	3238.0	14028.2	13862.1	62828.0	15409.1	77693.2	8190.7	48993.1	32302.0
					ag		ag		ag	
Standard error	4356.00	4286.44	9279.71	19436.71	37403.67	12862.33	49273.96	4705.16	25320.4	23225.77
Standard deviation	203290.60	110370.57	231621.36	282334.58	557302.10	194216.85	748899.43	182047.93	477744	418708.6
Mean - excluding very high response (500,000+ per month)	1859.9	1253.7	2994.7	645.5	788.4	2226.2	2001.0	1881.7	650.0	5230.5
										agh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1-24	941	768	140	30	3	1	649	118	24	18	23
	47%	49% bcde	40% e	39% e	31%	23%	52% bc	40%	35%	51%	40%
25-49	161	101	44	13	2	1	99	30	6	1	4
	8%	6%	13% a	17% a	22% a	11%	8%	10%	9%	3%	7%
50-99	112	74	27	8	1	1	62	27	7	1	4
	6%	5%	8%	11% a	9%	16% ab	5%	9%	11%	2%	7%
100-249	61	38	17	5	1	1	22	26	5	3	2
	3%	2%	5%	7% a	13% ab	12% ab	2%	9% a	7% a	9% a	3%
250-499	32	23	7	2	*	*	17	4	4	*	1
	2%	1%	2%	2%	4%	8% abc	1%	1%	7% a	*%	2%
500-4,999	32	25	5	1	*	1	8	3	2	1	5
	2%	2%	2%	1%	1%	12% abcd	1%	1%	3%	3%	9% ab
5,000-49,999	30	22	7	2	*	*	9	12	*	3	3
	2%	1%	2%	2%	2%	2%	1%	4% a	1%	9% a	5%
50,000-499,999	10	9	*	-	*	*	3	2	4	-	*
	*%	1%	*%	-%	2% b	*%	*%	1%	6% ab	-%	*%
500,000- 4,999,999	2	*	1	1	-	-	*	-	1	-	*
	*%	*%	*%	1%	-%	-%	*%	-%	1%	-%	*%
5m+	2	1	*	*	-	*	2	*	*	-	*
	*%	*%	*%	*%	-%	1%	*%	*%	*%	-%	*%
None - we never send this type of post	575	465	95	13	1	1	346	71	13	7	14
	29%	30% cde	27% ce	17%	15%	15%	28%	24%	19%	21%	25%
Don't know	42	32	8	3	*	*	32	5	1	1	2
	2%	2%	2%	3%	*%	*%	3%	2%	1%	1%	4%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Send 'Any Packets and parcels'	1383	1062	249	61	8	4	871	222	54	27	42
	69%	68%	71%	80%	85%	85%	70%	74%	80%	77%	72%
				ab	a	ab					
NET: 0-49	1677	1334	279	55	6	2	1094	219	43	26	41
	84%	86%	79%	72%	68%	48%	88%	73%	64%	76%	71%
		bcde	e	e	e		bce				
NET: 50+	281	193	65	18	3	3	123	74	24	8	15
	14%	12%	18%	24%	32%	52%	10%	25%	35%	23%	25%
			a	a	ab	abcd		a	a		a
Answered	1958	1526	344	73	9	5	1217	293	67	34	56
Mean Score	9891.5	6857.4	14105.3	48993.1	7007.4	77693.2	9455.2	7804.4	61697.9	2660.5	19092.3
				a		a			ab		
Standard error	4356.00	5449.26	10009.48	25320.39	4504.15	49273.96	7849.04	8846.09	33508.62	872.92	18643.53
Standard deviation	203290.60	168839.08	231952.21	477744.23	43669.36	748899.43	219352.17	169235.73	374637.73	8095.14	285191.22
Mean - excluding very high response (500,000+ per month)	1859.9	2130.9	772.9	650.0	7007.4	2001.0	958.1	3133.8	16546.2	2660.5	1657.8
					bc				abe		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1-24	941	87	67	179	28	78	153	110	74	70
	47%	49%	46%	56%	40%	43%	49%	44%	48%	48%
25-49	161	16	13	23	8	10	32	24	13	8
	8%	9%	9%	7%	11%	5%	10%	10%	9%	6%
50-99	112	15	8	11	1	11	22	10	8	13
	6%	8%	5%	4%	2%	6%	7%	4%	5%	9%
100-249	61	6	2	14	3	3	9	5	8	5
	3%	3%	1%	4%	5%	2%	3%	2%	5%	3%
250-499	32	2	1	2	2	4	1	2	5	7
	2%	1%	1%	1%	2%	2%	*%	1%	3%	5%
500-4,999	32	*	3	1	3	7	6	6	1	1
	2%	*%	2%	*%	4%	4%	2%	2%	1%	1%
5,000-49,999	30	5	1	2	6	2	5	5	2	1
	2%	3%	1%	1%	9%	1%	2%	2%	1%	*%
					bcei					
50,000-499,999	10	-	*	-	-	4	2	*	3	*
	*%	-%	*%	-%	-%	2%	1%	*%	2%	*%
500,000- 4,999,999	2	-	-	-	*	-	1	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%
5m+	2	*	1	*	-	*	-	-	-	-
	*%	*%	1%	*%	-%	*%	-%	-%	-%	-%
None - we never send this type of post	575	49	50	83	19	56	73	74	37	42
	29%	27%	34%	26%	27%	31%	24%	30%	24%	28%
Don't know	42	*	1	3	-	7	8	15	4	1
	2%	*%	1%	1%	-%	4%	2%	6%	2%	*%
								ac		
NET: Send 'Any Packets and parcels'	1383	131	95	233	51	120	231	161	114	105
	69%	73%	65%	73%	73%	65%	74%	64%	74%	71%
NET: 0-49	1677	151	130	285	54	144	258	208	124	120
	84%	84%	89%	89%	78%	79%	83%	83%	80%	82%
				e						

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: 50+	281	28	15	31	15	32	47	27	27	27
	14%	16%	10%	10%	22%	17%	15%	11%	18%	18%
Answered	1958	179	145	316	69	176	304	235	151	147
Mean Score	9891.5	8360.5	35199.5	1234.6	10735.7	9331.2	11546.6	653.3	5937.4	195.6
Standard error	4356.00	18063.8	42931.04	5398.97	19976.42	11449.00	12228.45	383.85	3606.88	220.07
Standard deviation	203290.60	214496	458378.1	78610.2	150818.66	136910.08	159907.69	4393.35	38679.51	2410.73
Mean - excluding very high response (500,000+ per month)	1859.9	727.6	218.4	208.6	2574.1 abcgi	6493.0 c	2430.2	653.3	5937.4 c	195.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	941	176	228	441	846	96	45	35	15
	47%	44%	48%	50% efh	48% efh	40%	38%	44%	37%
25-49	161	26	42	79	146	14	4	6	4
	8%	6%	9%	9% f	8%	6%	3%	8%	10%
50-99	112	25	31	43	100	12	7	4	1
	6%	6%	6%	5%	6%	5%	6%	5%	3%
100-249	61	11	15	27	54	8	6	1	1
	3%	3%	3%	3%	3%	3%	5%	1%	2%
250-499	32	13	8	5	27	6	4	1	1
	2%	3% c	2%	1%	2%	2%	3%	1%	2%
500-4,999	32	11	4	13	28	4	2	2	1
	2%	3%	1%	1%	2%	2%	1%	2%	2%
5,000-49,999	30	9	7	12	28	2	2	*	*
	2%	2%	2%	1%	2%	1%	2%	*%	*%
50,000-499,999	10	4	3	2	9	1	-	1	-
	*%	1%	1%	*%	1%	*%	-%	1%	-%
500,000- 4,999,999	2	*	-	1	1	*	*	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	-%
5m+	2	*	1	*	1	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	575	117	135	230	482	92	49	26	17
	29%	29%	28%	26%	27%	39% abcd	41% abcd	32%	44% abcd
Don't know	42	8	5	25	38	4	*	4	*
	2%	2%	1%	3%	2%	2%	*%	5% fh	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Send 'Any Packets and parcels'	1383	276	340	624	1240	143	71	50	22
	69%	69%	71%	71%	70%	60%	59%	63%	56%
		h	efh	efh	efh				
NET: 0-49	1677	319	405	750	1474	202	99	68	36
	84%	80%	84%	85%	84%	84%	82%	85%	90%
									a
NET: 50+	281	74	70	104	248	33	21	8	4
	14%	18%	15%	12%	14%	14%	17%	11%	10%
		h							
Answered	1958	392	475	855	1722	236	120	76	40
Mean Score	9891.5	6160.4	15773.9	4745.6	8111.6	22900.9	22842.2	30739.0	8150.0
Standard error	4356.00	6221.33	14859.98	4707.64	5074.42	10962.44	17834.20	22845.10	12578.13
Standard deviation	203290.60	111290.48	285837.5	106729.56	176076	342126.61	333170.4	406103.37	221103.3
Mean - excluding very high response (500,000+ per month)	1859.9	3445.3	2230.9	1120.1	1956.4	1152.2	535.0	2627.5	196.1
		h							

Columns Tested:: a,b,c,d,e,f,g,h

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1-24	941	36	53	65	129	143	30	17	23	500
	47%	43%	44%	43%	48%	44%	33%	31%	36%	52% fg
25-49	161	1	14	14	21	45	7	6	*	66
	8%	1%	11%	9%	8%	14% ahi	8%	12%	*%	7%
50-99	112	3	6	10	25	26	7	2	3	34
	6%	4%	5%	7%	9% i	8% i	8%	4%	5%	4%
100-249	61	2	11	11	9	17	2	3	3	13
	3%	3%	9% i	7% i	3%	5% i	2%	6%	5%	1%
250-499	32	*	6	6	2	10	2	2	1	9
	2%	*%	5% i	4%	1%	3%	2%	3%	2%	1%
500-4,999	32	2	10	10	1	10	*	*	*	9
	2%	3%	8% di	7% di	*%	3%	*%	*%	*%	1%
5,000-49,999	30	*	11	11	-	4	3	-	5	8
	2%	*%	9% dei	7% dei	-%	1%	3%	-%	7% dei	1%
50,000-499,999	10	-	*	*	7	3	*	-	-	-
	*%	-%	*%	*%	2% i	1%	*%	-%	-%	-%
500,000- 4,999,999	2	-	-	-	-	*	1	-	-	*
	*%	-%	-%	-%	-%	*%	1%	-%	-%	*%
5m+	2	-	-	-	*	*	1	-	-	*
	*%	-%	-%	-%	*%	*%	1%	-%	-%	*%
None - we never send this type of post	575	33	9	21	63	66	35	24	28	304
	29%	40% bce	7%	14%	24% b	20% b	38% bce	44% bcde	44% bcde	32% bce

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Don't know	42	5	2	2	11	3	3	-	-	19
	2%	5%	2%	1%	4%	1%	3%	-%	-%	2%
NET: Send 'Any Packets and parcels'	1383	45	110	127	194	259	54	30	36	640
	69%	54%	91%	85%	72%	79%	59%	56%	56%	66%
			adefghi	afghi		afghi				
NET: 0-49	1677	70	75	99	213	254	73	47	51	870
	84%	85%	62%	67%	79%	77%	79%	87%	81%	90%
		b			b	b		b		bcdef
NET: 50+	281	8	43	48	44	71	17	7	12	74
	14%	10%	36%	32%	16%	22%	18%	13%	19%	8%
			adegi	adi	i	i	i		i	
Answered	1958	78	119	147	257	325	89	54	64	944
Mean Score	9891.5	140.8	2781.4	2623.6	15519.8	10475.1	88710.3	38.1	1975.3	3726.4
			ag				cei		ag	
Standard error	4356.00	130.39	573.73	845.18	14912.16	9908.41	65990.99	16.12	716.62	4290.82
Standard deviation	203290.60	1250.66	8052.69	12535.98	227624.19	202577.99	649935.84	144.15	7094.18	131553.98
Mean - excluding very high response (500,000+ per month)	1859.9	140.8	2781.4	2623.6	7216.4	2808.4	995.3	38.1	1975.3	275.4
			agi	i	i	i	i		agi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1-24	941	229	173	540	766	176	873	69	918	24
	47%	46%	41%	50% b	46%	53%	48%	41%	47%	40%
25-49	161	36	52	72	140	21	142	19	156	5
	8%	7%	12% c	7%	8%	6%	8%	11%	8%	8%
50-99	112	38	34	40	101	10	100	12	112	-
	6%	8% c	8% c	4%	6%	3%	5%	7%	6%	-%
100-249	61	23	19	20	57	5	52	10	57	5
	3%	5% c	5% c	2%	3%	1%	3%	6%	3%	8%
250-499	32	8	12	12	31	2	30	2	32	-
	2%	2%	3%	1%	2%	*%	2%	1%	2%	-%
500-4,999	32	13	10	9	25	7	26	6	32	-
	2%	3%	2%	1%	2%	2%	1%	3%	2%	-%
5,000-49,999	30	11	7	12	30	*	24	6	30	1
	2%	2%	2%	1%	2%	*%	1%	4%	2%	1%
50,000-499,999	10	7	3	-	10	*	10	*	7	3
	*%	1% c	1%	-%	1%	*%	1%	*%	*%	5% a
500,000- 4,999,999	2	-	1	*	2	-	*	1	2	-
	*%	-%	*%	*%	*%	-%	*%	1%	*%	-%
5m+	2	*	1	*	2	*	1	1	2	-
	*%	*%	*%	*%	*%	*%	*%	1%	*%	-%
None - we never send this type of post	575	117	101	356	473	102	534	41	555	20
	29%	23%	24%	33% ab	28%	31%	29%	24%	29%	33%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Don't know	42	18	6	19	32	11	40	2	39	3
	2%	4%	1%	2%	2%	3%	2%	1%	2%	5%
NET: Send 'Any Packets and parcels'	1383	365	313	705	1163	220	1258	125	1346	37
	69%	73%	75%	65%	70%	66%	69%	74%	69%	61%
			c							
NET: 0-49	1677	382	326	968	1379	298	1548	128	1628	48
	84%	76%	78%	90%	83%	90%	85%	76%	84%	81%
				ab			b			
NET: 50+	281	100	88	93	257	24	243	38	273	8
	14%	20%	21%	9%	15%	7%	13%	22%	14%	14%
		c	c		b			a		
Answered	1958	482	414	1061	1636	322	1792	166	1901	57
Mean Score	9891.5	9096.6	27369.7	3434.8	11759.5	398.0	4350.5	69632	9737.9	15044.7
			c					a		
Standard error	4356.00	7124.32	15492.61	3710.72	5067.89	2012.17	2781.7	29441	4472.42	8319.37
Standard deviation	203290.60	166318.91	351583.28	124073.37	221890.04	32507.57	117721	579171	206022.65	62256.46
Mean - excluding very high response (500,000+ per month)	1859.9	4669.0	2422.8	365.5	2181.5	228.7	1897.1	1452.0	1466.1	15044.7
		c	c							a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1-24	941	592	130	215	832	92	8	9	924	17
	47%	48%	38%	51%	49%	44%	18%	15%	49%	17%
		b		b	cdf	cdf			cdf	
25-49	161	51	45	65	115	34	9	2	149	11
	8%	4%	13%	15%	7%	16%	19%	4%	8%	11%
			a	a		ae	a			
50-99	112	32	42	38	72	24	9	7	96	16
	6%	3%	12%	9%	4%	11%	20%	12%	5%	15%
			a	a		ae	ae			ae
100-249	61	25	21	15	40	10	3	9	50	11
	3%	2%	6%	4%	2%	5%	6%	15%	3%	11%
			a					ae		ae
250-499	32	7	12	12	15	9	6	2	24	8
	2%	1%	4%	3%	1%	4%	12%	4%	1%	8%
			a	a		ae	ae			ae
500-4,999	32	9	6	17	4	15	7	6	19	13
	2%	1%	2%	4%	*%	7%	16%	10%	1%	13%
				a		ae	ae	ae		ae
5,000-49,999	30	4	10	16	8	6	2	13	15	16
	2%	*%	3%	4%	*%	3%	5%	24%	1%	15%
			a	a		ae	ae	abe		abe
50,000-499,999	10	1	3	6	3	4	*	2	7	2
	*%	*%	1%	1%	*%	2%	*%	4%	*%	2%
				a		a		ae		a
500,000- 4,999,999	2	*	1	*	*	*	1	*	*	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	1%
							ae			ae
5m+	2	*	2	*	2	-	-	*	2	*
	*%	*%	*%	*%	*%	-%	-%	1%	*%	*%
None - we never send this type of post	575	474	57	38	554	14	*	6	568	7
	29%	39%	17%	9%	33%	6%	*%	11%	30%	6%
		bc	c		bcdf				bcf	
Don't know	42	29	9	4	40	2	*	-	42	*
	2%	2%	3%	1%	2%	1%	*%	-%	2%	*%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Send 'Any Packets and parcels'	1383	720	273	383	1091	195	46	50	1286	97
	69%	59%	81%	90%	65%	93%	100%	89%	68%	94%
			a	ab		ae	ae	ae		ae
NET: 0-49	1677	1117	232	317	1501	140	18	18	1641	35
	84%	91%	68%	75%	89%	66%	38%	31%	87%	34%
		bc			bcdf	cdf			bcdf	
NET: 50+	281	78	98	104	145	68	29	39	213	68
	14%	6%	29%	24%	9%	33%	62%	69%	11%	66%
			a	a		ae	abe	abe		abe
Answered	1958	1194	330	421	1646	208	47	57	1854	103
Mean Score	9891.5	2365.7	39823.5	8093.6	6813.2	7273.0	65772.9	62834.6	6864.9	64159.1
			a				abe	abe		abe
Standard error	4356.00	3158.02	18966.88	4818.96	4614.20	3125.99	46362.07	47722.18	3985.58	33506.91
Standard deviation	203290.60	109806.62	433757.18	100738.15	187429.8	57300.38	414674.92	505044.0	177615.60	464285.3
Mean - excluding very high response (500,000+ per month)	1859.9	304.3	3655.9	4932.9	697.8	6630.9	3227.9	17038.2	1365.1	10860.2
			a	a		ae		abce		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1-24	941	471	361	109	840	775	883	941	552	273
	47%	47%	53%	35%	48%	54%	48%	68%	62%	41%
		c	c		f	acf	f	abcf	abcf	
25-49	161	26	89	46	134	138	151	161	109	81
	8%	3%	13%	15%	8%	10%	8%	12%	12%	12%
			a	a				ac	ac	a
50-99	112	13	60	40	107	105	107	112	97	78
	6%	1%	9%	13%	6%	7%	6%	8%	11%	12%
			a	a					ac	abc
100-249	61	4	36	21	56	58	60	61	40	40
	3%	*%	5%	7%	3%	4%	3%	4%	5%	6%
			a	a						ac
250-499	32	3	12	17	28	25	29	32	18	21
	2%	*%	2%	5%	2%	2%	2%	2%	2%	3%
				ab						
500-4,999	32	-	4	28	25	24	25	32	21	19
	2%	-%	1%	9%	1%	2%	1%	2%	2%	3%
				ab						
5,000-49,999	30	3	6	22	29	30	30	30	26	25
	2%	*%	1%	7%	2%	2%	2%	2%	3%	4%
				ab						ac
50,000-499,999	10	-	3	6	4	9	9	10	4	7
	*%	-%	*%	2%	*%	1%	*%	1%	*%	1%
				a						
500,000- 4,999,999	2	-	*	1	2	2	2	2	1	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	2	1	1	*	1	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	575	451	103	20	473	242	492	-	15	107
	29%	45%	15%	6%	27%	17%	27%	-%	2%	16%
		bc	c		bdef	de	bdef		d	de
Don't know	42	30	10	2	36	23	42	-	5	13
	2%	3%	1%	1%	2%	2%	2%	-%	1%	2%
					d	d	de			d

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Send 'Any Packets and parcels'	1383	520	572	292	1225	1167	1297	1383	868	546
	69%	52%	83%	93%	71%	82%	71%	100%	98%	82%
			a	ab		ac		abcef	abcf	ac
NET: 0-49	1677	948	553	175	1447	1155	1525	1102	676	460
	84%	95%	81%	56%	83%	81%	83%	80%	76%	69%
		bc	c		ef	f	ef	f		
NET: 50+	281	22	122	137	251	255	263	281	208	192
	14%	2%	18%	44%	14%	18%	14%	20%	23%	29%
			a	ab				ac	abc	abcd
Answered	1958	971	675	312	1697	1410	1789	1383	883	653
Mean Score	9891.5	4011.7	10843.1	26140.6	8212.6	12188.4	9609.1	14001.0	11501.8	23029.1
Standard error	4356.00	5341.54	7929.92	11833.98	4229.03	5538.09	4424.02	6103.62	6653.25	10514.61
Standard deviation	203290.60	153610.0	227493.26	271924.21	184291	220969	196209	241768	204526.45	304015.83
Mean - excluding very high response (500,000+ per month)	1859.9	80.8	1586.3	8019.5	1196.2	2457.1	1939.3	2634.5	2185.3	4123.3
			a	ab		a		a		ac

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1-24	941	134	674	33	19	6	7	11	23
	47%	32%	62%	34%	20%	11%	16%	22%	17%
		eh	acdefgh	eh					
25-49	161	7	96	24	13	7	3	1	11
	8%	2%	9%	24%	14%	14%	7%	3%	8%
			a	abgh	a	a			a
50-99	112	1	59	7	22	10	6	1	17
	6%	*%	5%	8%	24%	20%	13%	3%	12%
			a	a	abcg	ab	a		ab
100-249	61	1	16	14	7	7	7	7	21
	3%	*%	2%	15%	8%	14%	16%	14%	15%
				ab	ab	ab	ab	ab	ab
250-499	32	4	10	3	7	2	1	2	5
	2%	1%	1%	3%	8%	4%	2%	5%	4%
					ab				
500-4,999	32	*	8	*	*	4	6	6	16
	2%	*%	1%	*%	*%	8%	13%	14%	12%
						ab	abcd	abcd	abcd
5,000-49,999	30	-	1	*	*	9	10	10	29
	2%	-%	*%	*%	*%	18%	24%	21%	21%
						abcd	abcd	abcd	abcd
50,000-499,999	10	-	-	-	4	-	*	5	5
	*%	-%	-%	-%	4%	-%	*%	11%	4%
					ab			abc	ab
500,000- 4,999,999	2	-	-	*	-	*	*	1	2
	*%	-%	-%	*%	-%	1%	*%	2%	1%
								b	
5m+	2	-	-	-	-	-	1	1	2
	*%	-%	-%	-%	-%	-%	1%	2%	1%
								b	
None - we never send this type of post	575	246	205	15	17	4	3	1	8
	29%	60%	19%	16%	19%	9%	7%	2%	6%
		bcdefgh	gh		h				

Columns Tested:: a,b,c,d,e,f,g,h

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Don't know	42	21	17	1	3	*	*	-	*
	2%	5%	2%	1%	4%	*%	*%	-%	*%
		bh							
NET: Send 'Any Packets and parcels'	1383	146	865	82	73	44	40	47	131
	69%	35%	80%	83%	78%	91%	93%	98%	94%
			a	a	a	a	a	abd	abd
NET: 0-49	1677	386	975	72	50	17	13	13	43
	84%	93%	90%	74%	53%	34%	30%	27%	31%
		cdefgh	cdefgh	defgh	h				
NET: 50+	281	6	95	25	41	32	30	35	97
	14%	1%	9%	26%	44%	65%	70%	73%	69%
			a	ab	ab	abc	abcd	abcd	abcd
Answered	1958	392	1070	97	91	49	43	48	139
Mean Score	9891.5	10.9	61.3	1635	11271.6	22885.6	92912.5	226707	114494
					ab	b	ab	abcde	abc
Standard error	4356.00	4.33	24.06	5235	4222.69	20166.1	69229.25	108704	39914.5
Standard deviation	203290.60	79.89	763.8	64117	54569.2	221827	709388.76	947659	693641
Mean - excluding very high response (500,000+ per month)	1859.9	10.9	61.3	155.2	11271.6	5253.8	8059.9	38548.6	17303.0
					abc	abc	abc	abcdefh	abce

Columns Tested:: a,b,c,d,e,f,g,h

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1-24	941	728	66	19	13	6	2	5	712	32	13	5	5	1	5
	47%	53%	43%	24%	22%	27%	8%	38%	67%	18%	18%	19%	12%	7%	18%
		cdf	cdf						bcdefg						
25-49	161	81	30	11	7	2	3	*	65	54	12	2	4	2	-
	8%	6%	20%	14%	12%	6%	11%	*%	6%	30%	16%	7%	10%	11%	-%
			a							adg	a				
50-99	112	61	14	14	9	4	4	-	34	48	10	7	5	*	1
	6%	4%	9%	17%	16%	18%	13%	-%	3%	27%	14%	25%	11%	3%	4%
				a	a	a				af	a	a			
100-249	61	22	11	7	10	*	5	*	12	17	9	4	10	*	7
	3%	2%	7%	9%	17%	2%	15%	*%	1%	9%	12%	13%	23%	2%	23%
			a	a	a		a			a	a	a	a		a
250-499	32	17	4	2	2	1	2	1	5	6	9	3	1	2	*
	2%	1%	3%	2%	3%	3%	5%	7%	*%	3%	12%	12%	1%	10%	1%
										a	a	a		a	
500-4,999	32	10	1	*	2	4	3	4	8	*	5	3	3	5	*
	2%	1%	1%	*%	4%	16%	11%	28%	1%	*%	7%	10%	6%	29%	1%
						abc	ab	abc			ab	ab	a	abc	
5,000-49,999	30	5	3	5	2	3	9	1	1	*	2	1	13	5	8
	2%	*%	2%	6%	4%	13%	30%	10%	*%	*%	3%	2%	31%	30%	29%
				a	a	a	abcd	a			a	a	abcd	abcd	abcd
50,000-499,999	10	-	-	4	-	-	*	*	-	4	*	-	-	-	5
	*%	-%	-%	5%	-%	-%	1%	2%	-%	2%	*%	-%	-%	-%	18%
				a				a		a					abcd
500,000- 4,999,999	2	*	*	*	-	-	*	1	-	-	*	-	*	*	1
	*%	*%	*%	*%	-%	-%	1%	7%	-%	-%	*%	-%	1%	1%	4%
								a						a	a
5m+	2	*	-	-	-	-	*	1	-	-	*	-	-	*	1
	*%	*%	-%	-%	-%	-%	1%	7%	-%	-%	*%	-%	-%	2%	3%
								a						a	a
None - we never send this type of post	575	420	20	14	14	4	2	*	210	16	10	3	2	1	*
	29%	31%	13%	17%	23%	15%	6%	*%	20%	9%	14%	10%	5%	6%	*%
		bf							b						
Don't know	42	29	3	4	*	-	*	-	17	2	3	*	-	-	-
	2%	2%	2%	5%	*%	-%	*%	-%	2%	1%	4%	1%	-%	-%	-%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
NET: Send 'Any Packets and parcels'	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
	69%	67%	85%	78%	77%	85%	94%	100%	79%	90%	82%	89%	95%	94%	100%
			a				a			a					
NET: 0-49	1677	1230	116	44	33	12	7	5	987	102	35	10	11	4	5
	84%	89%	76%	55%	56%	48%	24%	39%	93%	57%	48%	36%	26%	23%	18%
		bcdefg	cef	f	f				bcdefg	efg					
NET: 50+	281	116	34	32	25	13	23	8	60	75	35	17	32	12	23
	14%	8%	22%	40%	43%	52%	76%	61%	6%	42%	48%	63%	74%	77%	82%
			a	ab	ab	ab	abcd	ab		a	a	a	ab	abc	abc
Answered	1958	1346	149	76	59	24	30	13	1047	177	71	27	43	16	29
Mean Score	9891.5	499.3	6389	17010	1148.4	3959.2	69376.7	651677	57.6	6092	23206	1017.4	28678.3	179128.4	359146
				a		d	a	abcdef		a	a	a	a	ab	abcd
Standard error	4356.00	1190	8548	7598	463.05	1077.33	63794.49	310594	24.66	2573	29548	457.05	33249.3	136599.14	208396
Standard deviation	203290.60	41726	125922.68	91808	5156.25	9204.71	563417.64	1729312	775.2	40188	350857.3	4238.55	235108	965901.81	1197147
Mean - excluding very high response (500,000+ per month)	1859.9	152.1	653.7	15248	1148.4	3959.2	10081.0	9418.9	57.6	6092	1839	1017.4	8894.8	9470.1	61206.0
			a	abd	a	abd	abde			a	a	a	acd	acd	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1-24	941	941	-	-	-	-	-	-	-	435	213	163	42	30
	47%	100% bcdefgh	-%	-%	-%	-%	-%	-%	-%	49%	55% d	45%	36%	42%
25-49	161	-	161	-	-	-	-	-	-	43	32	50	16	9
	8%	-%	100% acdefgh	-%	-%	-%	-%	-%	-%	5%	8%	14% a	14% a	13%
50-99	112	-	-	112	-	-	-	-	-	18	31	39	10	9
	6%	-%	-%	100% abdefgh	-%	-%	-%	-%	-%	2%	8% a	11% a	9% a	12% a
100-249	61	-	-	-	61	-	-	-	-	11	20	13	12	4
	3%	-%	-%	-%	100% abcefgh	-%	-%	-%	-%	1%	5% a	3%	10% a	6%
250-499	32	-	-	-	-	32	-	-	32	7	7	9	*	4
	2%	-%	-%	-%	-%	100% abcdfgh	-%	-%	30% abcdfg	1%	2%	2%	*%	6% a
500-4,999	32	-	-	-	-	-	32	-	32	7	2	4	7	4
	2%	-%	-%	-%	-%	-%	100% abcdegh	-%	30% abcdeg	1%	1%	1%	6% abc	6% ab
5,000-49,999	30	-	-	-	-	-	-	30	30	4	4	2	13	7
	2%	-%	-%	-%	-%	-%	-%	70% abcdefh	28% abcdef	*%	1%	*%	12% abc	10% abc
50,000-499,999	10	-	-	-	-	-	-	10	10	-	3	*	6	*
	*%	-%	-%	-%	-%	-%	-%	22% abcdef	9% abc	-%	1%	*%	5% ac	*%
500,000- 4,999,999	2	-	-	-	-	-	-	2	2	-	*	*	1	*
	*%	-%	-%	-%	-%	-%	-%	4% a	1% a	-%	*%	*%	1%	1%
5m+	2	-	-	-	-	-	-	2	2	1	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	4% a	2% a	*%	-%	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
None - we never send this type of post	575	-	-	-	-	-	-	-	-	343	64	73	6	3
	29%	-%	-%	-%	-%	-%	-%	-%	-%	39% bcde	16% d	20% de	5%	4%
Don't know	42	-	-	-	-	-	-	-	-	17	13	11	1	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	3%	3%	1%	*%
NET: Send 'Any Packets and parcels'	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
	69%	100%	100%	100%	100%	100%	100%	100%	100%	59%	80% a	77% a	94% abc	96% abc
NET: 0-49	1677	941	161	-	-	-	-	-	-	820	309	286	65	42
	84%	100% cdefgh	100% cdefgh	-%	-%	-%	-%	-%	-%	93% bcde	79% de	79% de	56%	59%
NET: 50+	281	-	-	112	61	32	32	44	108	48	67	67	50	29
	14%	-%	-%	100% ab	100% ab	100% ab	100% ab	100% ab	100% ab	5%	17% a	18% a	43% abc	41% abc
Answered	1958	941	161	112	61	32	32	44	108	869	376	353	115	72
Mean Score	9891.5	12.5	37.0	75.0	175.0	375.0	2750.0	441084	179196	5996.8	2941.2	7449.7	41841.5 ab	47920.0
Standard error	4356.00	-	-	-	-	-	-	179305	64232.0	6726.54	2059.69	9332.52	17093.87	46047.78
Standard deviation	203290.60	-	-	-	-	-	-	1305359	852133	187138.16	40727.82	199069.54	263156.86	471849.3
Mean - excluding very high response (500,000+ per month)	1859.9	12.5	37.0	75.0	175.0	375.0	2750.0	87188.3 h	34466.8	161.5	2560.3 ac	208.3	17859.2 abce	3529.1 ac

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1-24	941	476	191	125	30	15	482	122	116	25	28
	47%	49%	56%	43%	33%	40%	62%	46%	49%	29%	47%
			cd				bcd		d		
25-49	161	49	32	32	17	4	47	33	36	13	9
	8%	5%	9%	11%	19%	11%	6%	12%	15%	15%	15%
				a	a			a	a	a	
50-99	112	42	18	34	9	4	31	36	23	8	7
	6%	4%	5%	12%	10%	10%	4%	13%	10%	9%	12%
				a				a	a		
100-249	61	20	17	12	6	*	14	19	10	11	4
	3%	2%	5%	4%	7%	*%	2%	7%	4%	13%	7%
								a		a	
250-499	32	9	7	6	*	4	8	8	8	*	*
	2%	1%	2%	2%	*%	10%	1%	3%	3%	1%	*%
						a					
500-4,999	32	8	2	3	7	4	6	2	4	11	1
	2%	1%	*%	1%	8%	11%	1%	1%	2%	13%	1%
					abc	abc				abc	
5,000-49,999	30	6	3	4	12	4	4	5	6	7	7
	2%	1%	1%	1%	14%	10%	1%	2%	3%	8%	12%
					abc	abc				a	ab
50,000-499,999	10	-	-	*	4	*	-	3	*	6	-
	*%	-%	-%	*%	4%	*%	-%	1%	*%	7%	-%
					a					ac	
500,000- 4,999,999	2	1	-	*	-	-	-	*	*	1	*
	*%	*%	-%	*%	-%	-%	-%	*%	*%	1%	1%
5m+	2	1	-	*	-	*	-	*	*	-	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	1%
None - we never send this type of post	575	339	62	63	3	3	176	29	30	3	2
	29%	35%	18%	22%	4%	7%	23%	11%	12%	4%	4%
		bcde	d	d			bcde				
Don't know	42	15	9	11	1	*	9	9	5	*	*
	2%	2%	3%	4%	1%	*%	1%	3%	2%	*%	*%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Send 'Any Packets and parcels'	1383	611	270	218	85	36	592	228	204	83	57
	69%	63%	79%	75%	95%	93%	76%	86%	86%	96%	96%
			a	a	abc	a		a	a	a	a
NET: 0-49	1677	864	285	221	50	22	705	184	181	42	40
	84%	89%	83%	76%	56%	58%	91%	69%	76%	48%	67%
		cde	de	d			bcde	d	d		
NET: 50+	281	87	47	60	38	16	63	73	52	45	20
	14%	9%	14%	21%	43%	42%	8%	28%	22%	52%	33%
				a	abc	ab		a	a	abc	a
Answered	1958	950	332	281	88	39	768	257	234	86	60
Mean Score	9891.5	8764.0	306.5	12782.8	15573.5	14023.3	193.6	5705.1	10830.5	53976.2	51258.4
					b					ab	a
Standard error	4356.00	6892.52	140.88	12037.42	3978.12	28160.56	78.85	5583.28	12583.53	23759.64	54574.84
Standard deviation	203290.60	202010.70	2673.00	241349.58	55408.78	245498.1	2056.25	100032.67	230659.93	303342.81	485071.8
Mean - excluding very high response (500,000+ per month)	1859.9	218.1	306.5	627.6	15573.5	4276.5	193.6	3888.3	1018.0	22031.8	3300.1
					abc	abc		a	a	abce	ac

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1-24	941	633	118	143	25	15	467	60	405	827	115	801	38
	47%	90% bcde	59% de	48% d	22%	30%	57%	49%	93% ab	48%	42%	49%	35%
25-49	161	38	40	50	24	5	124	19	17	119	42	128	7
	8%	5%	20% a	17% a	21% a	10%	15% c	15% c	4%	7%	15% a	8%	6%
50-99	112	17	23	42	17	9	90	16	6	85	27	89	18
	6%	2%	12% a	14% a	15% a	17% a	11% c	13% c	1%	5%	10% a	5%	17% a
100-249	61	7	5	36	8	4	48	6	8	43	18	45	10
	3%	1%	3%	12% ab	7% a	7% a	6% c	5%	2%	3%	7% a	3%	10% a
250-499	32	2	8	14	6	2	25	6	1	22	11	21	7
	2%	*%	4% a	5% a	6% a	4% a	3% c	5% c	*%	1%	4% a	1%	7% a
500-4,999	32	1	1	6	15	10	30	2	*	19	13	19	6
	2%	*%	*%	2%	13% abc	19% abc	4% c	1%	*%	1%	5% a	1%	5% a
5,000-49,999	30	1	4	8	12	5	22	8	1	16	14	23	6
	2%	*%	2%	3% a	11% abc	10% a	3% c	6% c	*%	1%	5% a	1%	5% a
50,000-499,999	10	3	-	*	6	*	6	3	*	6	4	4	*
	*%	*%	-%	*%	6% abc	*%	1%	2%	*%	*%	1%	*%	*%
500,000- 4,999,999	2	-	-	*	*	1	1	1	-	1	1	1	*
	*%	-%	-%	*%	*%	3% a	*%	1%	-%	*%	*%	*%	*%
5m+	2	*	1	*	*	1	1	1	-	2	*	1	*
	*%	*%	*%	*%	*%	2%	*%	1%	-%	*%	*%	*%	*%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None - we never send this type of post	575	-	-	-	-	-	-	-	-	552	23	464	9
	29%	-%	-%	-%	-%	-%	-%	-%	-%	32% b	8%	29% b	8%
Don't know	42	-	-	-	-	-	-	-	-	36	7	30	7
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	2%	6%
NET: Send 'Any Packets and parcels'	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
	69%	100%	100%	100%	100%	100%	100%	100%	100%	66%	89% a	70%	86% a
NET: 0-49	1677	671	158	193	49	20	591	79	423	1497	180	1393	54
	84%	96% bcde	79% cde	64% de	43%	39%	73%	65%	97% ab	87% b	66%	86% b	50%
NET: 50+	281	31	42	107	65	31	223	43	15	194	88	203	48
	14%	4%	21% a	36% ab	57% abc	61% abc	27% c	35% c	3%	11%	32% a	12%	44% a
Answered	1958	702	200	300	114	51	814	122	438	1690	267	1596	102
Mean Score	9891.5	4098.7	16508.4	3653.0	25039.8	176134.4 abcd	10212.4	90138.0 ac	173.1	8238.3	20351.6	8010.6	11381.5
Standard error	4356.00	5095.41	18701.72	6017.23	13728.05	93913.49	6437.95	50737.92	242.12	4501.86	13905.37	4460.56	12612.22
Standard deviation	203290.60	132186.46	309003.20	112572.15	176339.94	885978.1	192816.40	641789.6	5397.77	191792.09	264933.0	185582.86	163473.1
Mean - excluding very high response (500,000+ per month)	1859.9	1242.8	632.9	1057.6	18537.1 abce	4285.2 bc	3079.5 c	8832.1 ac	173.1	1256.6	5684.8 a	1117.8	2429.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1-24	941	725	50	642	300	800	39	725	49	651	291
	47%	57%	30%	76%	56%	49%	37%	57%	30%	75%	56%
		b		b				b		b	
25-49	161	117	21	73	87	127	7	114	24	75	85
	8%	9%	13%	9%	16%	8%	7%	9%	15%	9%	16%
					a						a
50-99	112	73	32	61	51	85	22	76	30	63	49
	6%	6%	19%	7%	9%	5%	21%	6%	18%	7%	9%
			a				a		a		
100-249	61	44	14	26	36	43	12	46	13	29	33
	3%	3%	9%	3%	7%	3%	12%	4%	8%	3%	6%
			a		a		a				
250-499	32	14	11	13	19	21	7	14	11	14	19
	2%	1%	7%	2%	4%	1%	7%	1%	7%	2%	4%
			a				a		a		
500-4,999	32	18	6	11	21	23	1	18	6	11	21
	2%	1%	4%	1%	4%	1%	1%	1%	4%	1%	4%
					a						a
5,000-49,999	30	21	9	12	18	25	4	17	13	12	18
	2%	2%	5%	1%	3%	2%	4%	1%	8%	1%	4%
			a						a		
50,000-499,999	10	9	*	6	4	4	*	9	*	6	4
	*%	1%	*%	1%	1%	*%	*%	1%	*%	1%	1%
500,000- 4,999,999	2	1	*	1	1	1	*	1	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	2	1	*	1	1	1	*	1	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	575	227	16	-	-	469	4	231	11	-	-
	29%	18%	10%	-%	-%	29%	4%	18%	7%	-%	-%
						b		b			

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Don't know	42	18	5	-	-	30	7	18	5	-	-
	2%	1%	3%	-%	-%	2%	6% a	1%	3%	-%	-%
NET: Send 'Any Packets and parcels'	1383	1024	144	846	537	1130	94	1021	147	862	521
	69%	81%	87%	100%	100%	69%	90% a	80%	90% a	100%	100%
NET: 0-49	1677	1069	86	715	387	1396	50	1071	84	726	376
	84%	84% b	53%	84% b	72%	86% b	48%	84% b	52%	84% b	72%
NET: 50+	281	182	73	131	150	203	48	182	73	137	145
	14%	14%	44% a	16%	28% a	12%	46% a	14%	45% a	16%	28% a
Answered	1958	1250	159	846	537	1599	98	1252	157	862	521
Mean Score	9891.5	11040.2	21195.7	14677.7	12933.6	7943.4	12599.3	11980.5	13842.3	14406.2	13329.9
Standard error	4356.00	5700.51	18994.69	8276.39	8869.49	4440.68	13686.55	6101.26	12750.87	8151.46	9082.90
Standard deviation	203290.60	208828.60	300332.4	252395.94	224206.9	184755.58	177398.0	223176.07	203215.4	250051.85	227616.7
Mean - excluding very high response (500,000+ per month)	1859.9	2467.7	2374.2	2355.6	3074.3	1150.0	1952.3	2373.9	3119.3	2312.3	3168.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1-24	941	462	675	138	4	443	553	106	1	636	563	152	*
	47%	50%	50%	57%	100%	52%	56%	55%	100%	64%	74% ac	61%	100%
25-49	161	107	88	15	-	102	79	22	-	134	66	26	-
	8%	12% b	7%	6%	-%	12%	8%	12%	-%	13% b	9%	10%	-%
50-99	112	79	62	13	-	74	62	6	-	79	56	15	-
	6%	8% b	5%	6%	-%	9%	6%	3%	-%	8%	7%	6%	-%
100-249	61	45	35	7	-	48	35	9	-	57	28	13	-
	3%	5%	3%	3%	-%	6%	4%	5%	-%	6%	4%	5%	-%
250-499	32	23	17	11	-	20	13	9	-	29	16	9	-
	2%	2%	1%	5% b	-%	2%	1%	5% b	-%	3%	2%	3%	-%
500-4,999	32	18	22	9	-	17	21	9	-	28	18	14	-
	2%	2%	2%	4%	-%	2%	2%	5%	-%	3%	2%	6%	-%
5,000-49,999	30	25	14	9	-	28	19	9	-	24	13	18	-
	2%	3%	1%	4%	-%	3%	2%	4%	-%	2%	2%	7% ab	-%
50,000-499,999	10	4	*	4	-	9	2	2	-	9	3	2	-
	*%	*%	*%	2% b	-%	1%	*%	1%	-%	1%	*%	1%	-%
500,000- 4,999,999	2	2	1	*	-	2	1	*	-	2	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
5m+	2	1	*	*	-	1	*	*	-	1	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
None - we never send this type of post	575	145	398	33	-	102	188	20	-	-	-	-	-
	29%	16%	30% ac	14%	-%	12%	19% a	10%	-%	-%	-%	-%	-%
Don't know	42	17	28	3	-	13	18	-	-	-	-	-	-
	2%	2%	2%	1%	-%	2%	2%	-%	-%	-%	-%	-%	-%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: Send 'Any Packets and parcels'	1383	766	914	205	4	743	786	172	1	999	766	249	*
	69%	83%	68%	85%	100%	87%	79%	90%	100%	100%	100%	100%	100%
		b		b		b		b					
NET: 0-49	1677	714	1160	185	4	647	820	148	1	770	629	178	*
	84%	77%	87%	77%	100%	75%	83%	77%	100%	77%	82%	71%	100%
			ac				a				c		
NET: 50+	281	197	152	53	-	198	154	44	-	229	136	71	-
	14%	21%	11%	22%	-%	23%	16%	23%	-%	23%	18%	29%	-%
		b		b		b						b	
Answered	1958	911	1312	238	4	845	974	191	1	999	766	249	*
Mean Score	9891.5	14657.8	4557.8	9096.4	12.5	18049.8	6947.7	6872.3	12.5	16454.0	9023.9	10801.0	12.5
Standard error	4356.00	7782.96	3402.18	7691.95	*	8537.39	4556.54	6484.06	-	7663.45	5961.32	10990.42	-
Standard deviation	203290.60	246364.7	130397.2	124979.43	*	263278.5	151876.9	92837.64	-	255550.3	178242.6	181258.64	-
Mean - excluding very high response (500,000+ per month)	1859.9	2086.8	406.3	5431.4	12.5	3917.6	1279.9	4388.8	12.5	3316.0	1508.3	4532.4	12.5
		b		ab		b		b				b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1-24	941	782	685	680	650	472	2	483	378	338	90	59
	47%	50%	55%	72% ab	51% c	45% c	5%	79% bcd	71%	65%	66%	76%
25-49	161	119	111	111	98	94	7	40	81	80	13	9
	8%	8%	9%	12% a	8%	9%	18%	7%	15% a	15% a	9%	12%
50-99	112	75	72	65	71	51	3	38	31	45	10	*
	6%	5%	6%	7%	6%	5%	9%	6%	6%	9%	7%	*%
100-249	61	37	43	26	37	28	4	14	15	16	4	4
	3%	2%	3%	3%	3%	3%	10%	2%	3%	3%	3%	5%
250-499	32	23	22	24	21	16	9	12	13	17	7	3
	2%	1%	2%	3%	2%	2%	23% ab	2%	2%	3%	5%	4%
500-4,999	32	19	22	22	17	18	*	15	10	13	9	*
	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	7%	1%
5,000-49,999	30	21	23	9	24	14	9	7	4	7	3	2
	2%	1%	2%	1%	2%	1%	25% ab	1%	1%	1%	2%	3%
50,000-499,999	10	4	9	6	7	6	4	4	4	4	-	-
	*%	*%	1%	1%	1%	1%	10% ab	1%	1%	1%	-%	-%
500,000- 4,999,999	2	1	1	1	1	1	-	1	-	1	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%
5m+	2	*	*	*	*	*	*	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%
None - we never send this type of post	575	469	235	-	314	307	*	-	-	-	-	-
	29%	30% bc	19% c	-%	25% c	30% c	*%	-%	-%	-%	-%	-%
Don't know	42	30	21	-	24	29	-	-	-	-	-	-
	2%	2% c	2% c	-%	2%	3%	-%	-%	-%	-%	-%	-%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Send 'Any Packets and parcels'	1383	1081	990	944	926	700	37	615	535	521	135	78
	69%	68%	80%	100%	73%	68%	100%	100%	100%	100%	100%	100%
			a	ab			ab					
NET: 0-49	1677	1371	1031	791	1062	873	9	524	459	418	102	68
	84%	87%	83%	84%	84%	84%	23%	85%	86%	80%	76%	88%
					c	c						
NET: 50+	281	180	193	153	178	134	29	92	77	103	33	10
	14%	11%	16%	16%	14%	13%	77%	15%	14%	20%	24%	12%
			a	a			ab					
Answered	1958	1551	1224	944	1240	1007	37	615	535	521	135	78
Mean Score	9891.5	4635.1	6915.9	8509.2	6129.8	5960.7	47321.6	11190.8	2184.5	9542.0	3991.9	781.6
							ab					
Standard error	4356.00	2933.74	3700.85	5162.02	3389.84	3677.30	39978.33	8061.60	1029.1	6531.49	8379.62	546.94
Standard deviation	203290.60	119853	134764	163237	125378.4	117039.7	296487.26	191960.8	22872	147790.75	92934.46	4443.37
Mean - excluding very high response (500,000+ per month)	1859.9	1106.3	2564.9	2241.5	2121.1	2031.4	34034.7	2318.1	2184.5	2531.5	876.4	781.6
			a				ab					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1-24	941	99	37	60	18	776	490	797	612	491	460	750	125	-	662	97
	47%	44%	36%	52%	44%	47%	47%	46%	53% c	50%	52%	48%	58%	-%	47%	64% a
25-49	161	29	11	19	7	129	88	142	112	98	91	125	22	-	104	17
	8%	13%	11%	17%	17%	8%	8%	8%	10%	10%	10%	8%	10%	-%	7%	11%
50-99	112	20	13	13	1	86	84	107	76	50	86	74	15	-	75	5
	6%	9%	13%	12%	4%	5%	8%	6%	7%	5%	10% b	5%	7%	-%	5%	3%
100-249	61	10	7	7	4	45	39	50	32	30	31	37	8	-	39	4
	3%	4%	7%	6%	10%	3%	4%	3%	3%	3%	4%	2%	4%	-%	3%	2%
250-499	32	4	1	4	2	25	25	30	26	19	23	26	9	-	22	2
	2%	2%	1%	4%	5%	2%	2%	2%	2%	2%	3%	2%	4%	-%	2%	2%
500-4,999	32	5	4	5	5	24	24	29	24	24	17	26	1	-	26	2
	2%	2%	4%	4%	11%	1%	2%	2%	2%	2%	2%	2%	1%	-%	2%	1%
5,000-49,999	30	10	7	3	*	14	19	23	20	14	22	17	9	1	23	1
	2%	4%	7%	3%	1%	1%	2%	1%	2%	1%	2%	1%	4% b	100%	2%	*%
50,000-499,999	10	*	3	-	4	9	6	9	2	6	7	6	*	-	5	-
	*%	*%	3%	-%	9% a	1%	1%	1%	*%	1%	1%	*%	*%	-%	*%	-%
500,000- 4,999,999	2	*	1	*	-	2	1	2	2	2	2	1	*	-	1	*
	*%	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
5m+	2	-	*	*	*	1	*	1	1	*	1	1	*	-	1	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	575	43	16	2	*	485	241	488	232	243	119	477	22	-	414	23
	29%	19% cd	16% c	2%	*%	30% bd	23%	28% d	20%	24%	14%	30% ac	10%	-%	30% b	15%
Don't know	42	6	1	*	-	40	18	40	18	15	19	35	*	-	31	1
	2%	3%	1%	*%	-%	2%	2%	2%	2%	1%	2%	2%	*%	-%	2%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Send 'Any Packets and parcels'	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
	69%	78%	83%	98%	100%	68%	75%	69%	78%	74%	84%	67%	90%	100%	68%	84%
				ab	a		ac		ac	a	b		b			a
NET: 0-49	1677	171	64	81	26	1390	819	1427	956	832	670	1352	169	-	1180	137
	84%	76%	63%	71%	61%	85%	79%	83%	83%	84%	76%	86%	79%	-%	84%	91%
						b						a				
NET: 50+	281	49	37	33	16	206	198	251	183	144	189	188	44	1	191	13
	14%	22%	36%	29%	39%	13%	19%	15%	16%	15%	22%	12%	21%	100%	14%	9%
							ac				b		b			
Answered	1958	220	100	115	42	1597	1017	1678	1139	976	860	1540	213	1	1371	150
Mean Score	9891.5	3848.2	58889	18063.3	50591.3	8240.9	8077.3	8000.9	10401.1	6977.9	13282.1	6565.4	7104.7	27500.0	6668.0	16487.6
Standard error	4356.00	5746.3	40335	30988.98	58353.09	4031.33	4344.15	3836.50	5474.83	3465.7	7024.71	3679.83	10992.36	-	3884.97	27498.91
Standard deviation	203290.60	83667	443685	314503.8	404282.0	173722	160322	169459	208763	125053	215144.4	154421.2	169225.28	-	154863.59	308674.47
Mean - excluding very high response (500,000+ per month)	1859.9	1322.6	11441	996.1	24787.6	1853.4	2160.8	1924.0	1161.5	2121.9	3015.0	1464.8	1281.1	27500.0	1449.4	185.4
			ac		ac											

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1-24	941	355	546	358	22	138	292	93	686	155	155	196	569
	47%	46%	49%	57%	46%	46%	62% a	35%	51% a	43%	47%	50%	46%
25-49	161	89	57	75	8	36	59	43	91	26	47	28	81
	8%	12% b	5%	12%	16%	12%	13%	16% bc	7%	7%	14% c	7%	7%
50-99	112	54	40	58	3	36	29	38	64	9	42	22	48
	6%	7% b	4%	9%	6%	12%	6%	14% bc	5%	3%	13% bc	6%	4%
100-249	61	37	13	32	6	25	18	23	28	7	19	20	19
	3%	5% b	1%	5%	13%	8%	4%	9% bc	2%	2%	6% c	5% c	2%
250-499	32	17	12	14	1	15	8	8	15	6	8	13	7
	2%	2%	1%	2%	1%	5%	2%	3%	1%	2%	2% c	3% c	1%
500-4,999	32	17	11	22	3	16	14	20	9	2	20	7	5
	2%	2%	1%	3%	6%	5%	3%	8% bc	1%	1%	6% c	2%	*%
5,000-49,999	30	18	6	17	5	11	11	12	16	3	5	14	11
	2%	2% b	1%	3%	9%	4%	2%	5% bc	1%	1%	1%	4% c	1%
50,000-499,999	10	7	3	4	-	*	4	*	4	5	3	2	4
	*%	1%	*%	1%	-%	*%	1%	*%	*%	1%	1%	1%	*%
500,000- 4,999,999	2	1	-	1	-	*	*	2	-	-	*	1	-
	*%	*%	-%	*%	-%	*%	*%	1%	-%	-%	*%	*%	-%
5m+	2	2	*	*	*	*	*	*	1	1	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	575	166	394	34	-	12	30	10	423	137	28	71	459
	29%	21%	36% a	5%	-%	4%	6%	4%	31% a	38% a	8%	18% a	37% ab
Don't know	42	11	25	8	1	6	5	15	16	11	5	13	24
	2%	1%	2%	1%	2%	2%	1%	6% b	1%	3%	2%	3%	2%

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Send 'Any Packets and parcels'	1383	598	689	581	47	279	435	238	915	214	298	305	744
	69%	77%	62%	93%	98%	94%	93%	90%	68%	59%	90%	78%	61%
		b						bc	c		bc	c	
NET: 0-49	1677	610	998	467	30	187	381	145	1200	318	229	295	1109
	84%	79%	90%	75%	62%	63%	81%	55%	89%	88%	69%	76%	90%
			a				a		a	a			ab
NET: 50+	281	154	86	148	18	105	84	103	138	33	96	81	94
	14%	20%	8%	24%	37%	35%	18%	39%	10%	9%	29%	21%	8%
		b				b		bc			c	c	
Answered	1958	764	1083	615	47	291	465	248	1338	351	325	376	1203
Mean Score	9891.5	20896.3	2128.9	7512.3	8444.5	12917.7	7817.1	20596.0	6647.6	15260.6	6619.2	33056.9	3975.5
		b										c	
Standard error	4356.00	10927.21	2507.22	5422.19	31275.11	12988.94	6797.85	13727.15	4803.46	12322.25	6018.53	19148.72	3550.08
Standard deviation	203290.60	302034.09	88181.29	146097.57	185026.03	246789.85	152913.84	235771.5	180433.62	259353.3	121568.44	386785.13	128147.73
Mean - excluding very high response (500,000+ per month)	1859.9	3308.3	864.4	2667.3	2862.8	1492.3	3030.5	1870.5	1262.2	4234.2	3345.0	2671.7	1285.8
		b								b			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1-24	941	389	552
	47%	41%	53%
			a
25-49	161	64	97
	8%	7%	9%
50-99	112	57	55
	6%	6%	5%
100-249	61	32	29
	3%	3%	3%
250-499	32	20	12
	2%	2%	1%
500-4,999	32	19	13
	2%	2%	1%
5,000-49,999	30	23	7
	2%	2%	1%
50,000-499,999	10	7	3
	*%	1%	*%
500,000- 4,999,999	2	*	1
	*%	*%	*%
5m+	2	2	*
	*%	*%	*%
None - we never send this type of post	575	321	254
	29%	33%	24%
		b	
Don't know	42	24	19
	2%	2%	2%
NET: Send 'Any Packets and parcels'	1383	613	770
	69%	64%	74%
			a
NET: 0-49	1677	773	903
	84%	81%	87%
			a

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: 50+	281	160	121
	14%	17%	12%
		b	
Answered	1958	934	1024
Mean Score	9891.5	13864.4	6270.2
Standard error	4356.00	7068.96	4870.22
Standard deviation	203290.60	250225.32	148121.93
Mean - excluding very high response (500,000+ per month)	1859.9	2854.5	953.8
		b	

Columns Tested:: a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1-24	941	15	136	74	37	61	120	8	138	94	34	115	109
	47%	43%	44%	48%	42%	48%	42%	44%	46%	52%	44%	53%	53%
25-49	161	3	18	12	8	17	37	2	25	9	4	11	15
	8%	9%	6%	8%	9%	14%	13%	12%	8%	5%	5%	5%	7%
							k						
50-99	112	*	25	12	1	11	20	*	16	9	5	8	5
	6%	1%	8%	8%	1%	9%	7%	3%	5%	5%	7%	4%	2%
100-249	61	1	8	7	3	1	10	-	8	10	3	10	2
	3%	3%	2%	4%	3%	1%	3%	-%	3%	5%	4%	4%	1%
250-499	32	*	2	2	*	3	8	*	4	4	*	3	5
	2%	*%	1%	2%	*%	2%	3%	1%	1%	2%	1%	1%	2%
500-4,999	32	*	5	1	*	1	11	*	3	4	*	3	3
	2%	*%	2%	1%	*%	*%	4%	1%	1%	2%	1%	2%	2%
5,000-49,999	30	*	*	1	*	2	12	*	10	1	*	2	2
	2%	1%	*%	*%	*%	2%	4%	1%	3%	1%	*%	1%	1%
50,000-499,999	10	-	-	-	*	-	4	-	4	2	*	-	-
	*%	-%	-%	-%	*%	-%	1%	-%	1%	1%	*%	-%	-%
500,000- 4,999,999	2	-	-	-	-	-	2	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%
5m+	2	-	-	1	-	-	*	-	*	*	*	-	*
	*%	-%	-%	1%	-%	-%	*%	-%	*%	*%	*%	-%	*%
None - we never send this type of post	575	11	109	44	33	28	58	7	88	41	30	65	61
	29%	33%	35%	29%	37%	22%	20%	37%	29%	23%	38%	30%	30%
			f		f						fi		
Don't know	42	4	8	1	5	4	4	*	6	7	*	*	2
	2%	11%	3%	1%	6%	3%	1%	1%	2%	4%	1%	*%	1%
		k								k			
NET: Send 'Any Packets and parcels'	1383	19	195	109	50	96	224	11	207	132	48	152	141
	69%	56%	62%	71%	56%	75%	79%	62%	69%	73%	61%	70%	69%
							bdj						
NET: 0-49	1677	29	264	130	78	106	214	17	251	143	67	191	185
	84%	85%	85%	84%	89%	83%	75%	94%	83%	79%	87%	88%	90%
								f				f	fi

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: 50+	281	1	40	23	4	18	67	1	44	30	10	26	17
	14%	4%	13%	15%	5%	14%	23%	5%	15%	17%	13%	12%	8%
							dgkl			d			
Answered	1958	31	304	153	82	124	281	18	295	173	77	217	202
Mean Score	9891.5	363.1	79.7	33177.2	695.2	485.4	22764.8	318.3	10431.7	5091.5	19270.0	318.3	10850.9
Standard error	4356.00	282.21	46.13	36368.24	944.13	299.81	15444.37	363.38	11914.16	7807.10	26363.40	178.86	15807.03
Standard deviation	203290.60	3117.16	687.32	445418.21	12771.89	3483.46	243708.11	2838.07	194314.11	100284.07	334514.05	2640.86	247923.55
Mean - excluding very high response (500,000+ per month)	1859.9	363.1	79.7	144.2	695.2	485.4	4925.1	318.3	4301.5	3573.0	835.8	318.3	279.9
							bkl		bl				

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1-24	941	225	219	240	258	443	498
	47%	45%	44%	48%	52%	44%	50%
25-49	161	33	62	35	30	95	65
	8%	7%	12%	7%	6%	10%	7%
			d				
50-99	112	37	32	25	18	69	43
	6%	7%	6%	5%	4%	7%	4%
100-249	61	15	13	18	15	29	33
	3%	3%	3%	4%	3%	3%	3%
250-499	32	4	12	9	8	16	17
	2%	1%	2%	2%	2%	2%	2%
500-4,999	32	6	12	7	7	18	14
	2%	1%	2%	1%	1%	2%	1%
5,000-49,999	30	1	14	12	4	15	15
	2%	*%	3%	2%	1%	2%	2%
50,000-499,999	10	-	4	6	*	4	6
	*%	-%	1%	1%	*%	*%	1%
500,000- 4,999,999	2	-	2	-	*	2	*
	*%	-%	*%	-%	*%	*%	*%
5m+	2	1	*	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	575	165	118	136	156	283	292
	29%	33%	24%	27%	31%	28%	29%
Don't know	42	12	13	14	3	25	17
	2%	2%	3%	3%	1%	3%	2%
				d			
NET: Send 'Any Packets and parcels'	1383	323	369	350	341	692	692
	69%	65%	74%	70%	68%	69%	69%
NET: 0-49	1677	423	399	411	444	822	855
	84%	85%	80%	82%	89%	82%	85%
					bc		

Columns Tested:: a,b,c,d - a,b

Table 31 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
NET: 50+	281	65	88	75	53	153	128
	14%	13%	18%	15%	11%	15%	13%
			d				
Answered	1958	488	487	486	497	975	983
Mean Score	9891.5	10515.3	13376.9	8162.4	7554.4	11945.5	7855.1
Standard error	4356.00	11239.57	7785.86	7337.19	8218.84	6750.37	5549.57
Standard deviation	203290.60	249811.89	185394.94	162746.77	205470.96	219879.82	185475.35
Mean - excluding very high response (500,000+ per month)	1859.9	117.7	3076.5	3897.0	383.0	1595.2	2121.8
			ad	ad			

Columns Tested:: a,b,c,d - a,b

Table 35

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1-24	665	2	664	634	28	3	1	31
	33%	1%	37% a	33% d	37% d	29%	18%	35% d
25-49	63	5	58	55	6	1	1	8
	3%	2%	3%	3%	8% a	15% a	10% a	9% a
50-99	47	-	47	43	3	1	*	4
	2%	-%	3% a	2%	4%	8% a	8% a	5%
100-249	64	*	64	56	6	1	1	8
	3%	*%	4% a	3%	8% a	11% a	11% a	9% a
250-499	16	-	16	14	1	*	*	1
	1%	-%	1%	1%	1%	1%	5% ae	1%
500-4,999	15	-	15	13	1	*	*	1
	1%	-%	1%	1%	2%	1%	3% a	2%
5,000-49,999	7	*	7	6	*	*	*	1
	*%	*%	*%	*%	1%	2%	2%	1%
50,000-499,999	5	-	5	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
500,000- 4,999,999	4	-	4	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
5m+	4	-	4	3	*	*	*	*
	*%	-%	*%	*%	*%	3% a	*%	1%
None - we never send this type of post	1000	221	779	973	23	2	2	26
	50%	97% b	44%	51% bcde	30%	24%	32%	29%
Don't know	112	1	111	104	7	1	1	8
	6%	*%	6% a	5%	9%	6%	12% a	9%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: Send 'Any Other postal items'	888	7	882	833	46	6	3	56
	44%	3%	50%	44%	61%	70%	57%	62%
			a		a	a	a	a
NET: 0-49	1728	227	1501	1662	57	6	3	66
	86%	99%	85%	87%	75%	67%	59%	73%
		b		bcde	d			d
NET: 50+	160	*	160	144	12	2	1	16
	8%	*%	9%	8%	16%	27%	29%	18%
			a		a	a	abe	a
Answered	1888	227	1661	1806	69	8	4	82
Mean Score	18424.6	26.1	20944.7	17472.8	22294.8	190353.6	18774.3	39375.7
						abde		
Standard error	6400.02	35.96	7912.24	7431.03	17967.08	118489.08	22858.1	18239.71
Standard deviation	292866.55	833.23	312207.67	282867.51	331783.39	1117823.75	335166	463231.08
Mean - excluding very high response (500,000+ per month)	807.9	26.1	915.5	807.4	764.5	787.6	1725.2	818.8

Columns Tested:: a,b - a,b,c,d,e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1-24	665	309	273	53	18	12	1	634	28	3
	33%	30%	37%	38%	35%	38%	18%	33%	37%	25%
		f	fi	f	f	f		f	fi	
25-49	63	20	28	7	5	3	1	55	6	2
	3%	2%	4%	5%	9%	8%	10%	3%	8%	13%
					abg	ag	abg		ag	abg
50-99	47	14	26	3	2	2	*	43	3	1
	2%	1%	3%	2%	3%	6%	8%	2%	4%	8%
						ag	ag			ag
100-249	64	27	23	6	5	2	1	56	6	2
	3%	3%	3%	4%	9%	8%	11%	3%	8%	11%
					abg	ag	abg		abg	abg
250-499	16	2	8	3	1	*	*	14	1	*
	1%	*%	1%	2%	2%	1%	5%	1%	1%	2%
				a			abg			
500-4,999	15	4	7	2	1	*	*	13	1	*
	1%	*%	1%	1%	2%	2%	3%	1%	2%	2%
							ag			
5,000-49,999	7	-	6	*	*	*	*	6	*	*
	*%	-%	1%	*%	1%	1%	2%	*%	1%	2%
							a			a
50,000-499,999	5	-	4	1	*	*	*	4	*	*
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	4	-	4	*	-	*	*	4	*	*
	*%	-%	1%	*%	-%	*%	*%	*%	*%	*%
5m+	4	2	1	-	*	*	*	3	*	*
	*%	*%	*%	-%	*%	1%	*%	*%	*%	2%
										g
None - we never send this type of post	1000	597	316	61	15	9	2	973	23	4
	50%	58%	43%	43%	29%	29%	32%	51%	30%	27%
		bcdefghi	dehi	dehi				bdefhi		
Don't know	112	53	47	4	5	2	1	104	7	1
	6%	5%	6%	3%	9%	7%	12%	5%	9%	8%
							acg			

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Send 'Any Other postal items'	888	379	378	75	32	21	3	833	46	9
	44%	37%	51%	54%	61%	63%	57%	44%	61%	65%
			ag	a	ag	abg	ag	a	abg	abg
NET: 0-49	1728	925	616	121	39	24	3	1662	57	9
	86%	90%	83%	86%	73%	75%	59%	87%	75%	64%
		bdefhi	dfhi	defhi	f	f		defhi	f	
NET: 50+	160	50	78	15	9	6	1	144	12	4
	8%	5%	11%	11%	17%	18%	29%	8%	16%	27%
			a	a	ag	ag	abcgh		ag	abcgh
Answered	1888	976	694	136	48	30	4	1806	69	13
Mean Score	18424.6	12999.6	25700.8	7581.7	22834.8	68652.0	18774.3	17472.8	22294.8	131344.2
						g				abgh
Standard error	6400.02	10988.62	12628.26	9149.84	25168.32	41219.94	22858.11	7431.03	17967.1	52035.85
Standard deviation	292866.55	278859.83	309069.94	131324.85	368180.81	605806.89	335165.66	282867.51	331783	907276.1
Mean - excluding very high response (500,000+ per month)	807.9	24.3	1781.8	1477.6	646.1	960.6	1725.2	807.4	764.5	1116.1
			a				a			a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1-24	665	507	127	28	3	1	462	101	20	13	18
	33%	33% e	36% e	37% e	29%	18%	37%	34%	29%	37%	31%
25-49	63	33	22	6	1	1	30	16	6	1	3
	3%	2%	6% a	8% a	15% a	10% a	2%	5%	9% a	3%	6%
50-99	47	33	10	3	1	*	16	15	1	2	4
	2%	2%	3%	4%	8% a	8% ab	1%	5% a	2%	7%	7% a
100-249	64	44	12	6	1	1	35	17	6	1	2
	3%	3%	3%	8% ab	11% ab	11% ab	3%	6%	8%	3%	3%
250-499	16	9	5	1	*	*	4	9	1	*	*
	1%	1%	1%	1%	1%	5% ab	*%	3% a	1%	*%	*%
500-4,999	15	10	3	1	*	*	8	5	1	1	*
	1%	1%	1%	2%	1%	3%	1%	2%	1%	3%	*%
5,000-49,999	7	6	*	*	*	*	2	-	4	-	*
	*%	*%	*%	1%	2% b	2%	*%	-%	6% ab	-%	1%
50,000-499,999	5	4	1	*	-	*	-	1	-	*	4
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	6% ab
500,000- 4,999,999	4	3	1	*	-	*	1	1	-	3	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	9% abe	-%
5m+	4	2	1	*	*	*	2	-	1	*	*
	*%	*%	*%	*%	3% a	*%	*%	-%	2%	1%	*%
None - we never send this type of post	1000	818	155	23	2	2	612	123	23	12	22
	50%	53% bcde	44% cde	30%	24%	32%	49%	41%	34%	35%	38%
Don't know	112	88	16	7	1	1	76	11	5	1	5
	6%	6%	4%	9%	6%	12% ab	6%	4%	7%	4%	8%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Send 'Any Other postal items'	888	652	181	46	6	3	560	165	40	22	32
	44%	42%	51%	61%	70%	57%	45%	55%	59%	62%	55%
			a	a	ab	a		a			
NET: 0-49	1728	1358	304	57	6	3	1105	240	49	26	44
	86%	87%	86%	75%	67%	59%	88%	80%	73%	74%	75%
		cde	cde	e			bce				
NET: 50+	160	112	32	12	2	1	68	48	14	8	10
	8%	7%	9%	16%	27%	29%	5%	16%	20%	22%	17%
				ab	ab	abc		a	a	a	a
Answered	1888	1470	336	69	8	4	1173	288	63	34	54
Mean Score	18424.6	15616.5	25585.5	22294.8	190353.6	18774.3	12856.0	6225.0	102466.4	295392.8	28963.7
					abce				ab	abe	
Standard error	6400.02	8637.51	15631.66	17967.08	118489.08	22858.11	9783.04	6413.55	71164.68	105724.09	17742.40
Standard deviation	292866.55	263267.15	356456.67	331783.39	1117823.75	335165.66	267919.59	121180.40	776315.05	951516.84	260154.70
Mean - excluding very high response (500,000+ per month)	807.9	849.9	621.3	764.5	787.6	1725.2	87.8	981.5	1911.6	541.9	18631.0
									a		abcd

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1-24	665	76	45	122	17	58	114	96	64	42
	33%	42%	31%	38%	25%	32%	37%	38%	41%	29%
25-49	63	10	*	13	4	1	9	13	4	2
	3%	6%	*%	4%	6%	*%	3%	5%	3%	1%
50-99	47	2	5	8	*	2	7	9	4	2
	2%	1%	3%	3%	*%	1%	2%	4%	2%	2%
100-249	64	6	-	18	8	5	8	2	10	*
	3%	3%	-%	6%	11%	3%	2%	1%	6%	*%
					bgi				b	
250-499	16	*	2	4	-	1	3	-	3	1
	1%	*%	1%	1%	-%	*%	1%	-%	2%	1%
500-4,999	15	-	1	2	1	3	4	*	-	3
	1%	-%	*%	1%	1%	2%	1%	*%	-%	2%
5,000-49,999	7	-	*	-	-	6	-	*	-	-
	*%	-%	*%	-%	-%	3%	-%	*%	-%	-%
						c				
50,000-499,999	5	*	-	-	-	4	-	*	-	1
	*%	*%	-%	-%	-%	2%	-%	*%	-%	*%
500,000- 4,999,999	4	3	-	1	*	-	-	-	-	-
	*%	2%	-%	*%	*%	-%	-%	-%	-%	-%
5m+	4	-	-	*	2	*	1	-	-	-
	*%	-%	-%	*%	3%	*%	*%	-%	-%	-%
None - we never send this type of post	1000	76	85	139	35	87	147	105	61	83
	50%	42%	58%	44%	51%	48%	47%	42%	40%	56%
			h							
Don't know	112	6	9	11	1	16	19	24	9	13
	6%	3%	6%	3%	2%	9%	6%	9%	6%	9%
NET: Send 'Any Other postal items'	888	98	52	168	33	80	146	121	85	51
	44%	54%	36%	53%	47%	43%	47%	48%	55%	35%
		bi		bi					bi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: 0-49	1728	162	130	275	57	146	270	214	129	127
	86%	90%	89%	86%	82%	80%	86%	86%	84%	86%
NET: 50+	160	11	7	33	11	21	23	12	16	7
	8%	6%	5%	10%	16%	12%	7%	5%	11%	5%
Answered	1888	174	137	307	68	167	293	226	146	134
Mean Score	18424.6	47893.7	25.2	10154.3	197370.4 ceg	9974.2	20733.4	64.7	27.7	1472.5
Standard error	6400.02	30897.1	20.85	14923.5	145357.99	12018.49	27671.76	208.60	6.21	1888.07
Standard deviation	292866.55	360318	215.63	211576	1068158.71	140158.48	352204.01	2332.26	65.75	19712.07
Mean - excluding very high response (500,000+ per month)	807.9	135.0	25.2	39.0	63.2	6980.8 cf	57.9	64.7	27.7	1472.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	665	117	184	332	633	32	15	11	6
	33%	29% efgh	38% efgh	38% efgh	36% efgh	13%	13%	14%	15%
25-49	63	7	15	35	57	5	1	4	1
	3%	2%	3%	4%	3%	2%	1%	4%	2%
50-99	47	5	11	25	41	7	2	4	*
	2%	1%	2%	3%	2%	3%	1%	5%	1%
100-249	64	13	16	28	57	7	4	2	*
	3%	3%	3%	3%	3%	3%	4%	3%	1%
250-499	16	2	5	7	13	2	1	1	1
	1%	*%	1%	1%	1%	1%	1%	1%	2%
500-4,999	15	7	1	6	14	1	1	*	*
	1%	2%	*%	1%	1%	*%	*%	*%	*%
5,000-49,999	7	6	*	*	7	*	*	*	*
	*%	2% ce	*%	*%	*%	*%	*%	*%	*%
50,000-499,999	5	4	*	*	4	*	-	*	*
	*%	1%	*%	*%	*%	*%	-%	*%	*%
500,000- 4,999,999	4	*	3	1	4	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%
5m+	4	2	-	1	4	*	-	*	*
	*%	1%	-%	*%	*%	*%	-%	*%	*%
None - we never send this type of post	1000	206	222	392	819	180	94	55	31
	50%	51%	46%	45%	47%	75% abcd	79% abcd	69% abcd	77% abcd
Don't know	112	30	24	53	108	4	1	2	1
	6%	8% efh	5% e	6% efh	6% efh	2%	1%	3%	1%
NET: Send 'Any Other postal items'	888	164	235	435	833	55	24	22	9
	44%	41% efgh	49% efgh	49% efgh	47% efgh	23%	20%	28%	22%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: 0-49	1728	330	421	758	1510	218	111	70	38
	86%	83%	88%	86%	86%	91%	92%	88%	94%
						ad	a		acd
NET: 50+	160	39	35	68	143	18	8	8	2
	8%	10%	7%	8%	8%	7%	7%	9%	5%
Answered	1888	370	456	827	1652	236	119	78	39
Mean Score	18424.6	41344.6	18232.9	11141.0	19854.5	8400.5	7100.8	4239.7	20478.9
Standard error	6400.02	27237.05	11837.56	11138.32	9054.50	5683.68	7537.24	8787.44	16319.75
Standard deviation	292866.55	470972.66	223036.8	246053.60	305983	175366.99	139184.0	153968.45	284544.5
Mean - excluding very high response (500,000+ per month)	807.9	3727.0	67.3	52.8	876.7	326.1	98.4	198.7	1263.4
		bcdefg							

Columns Tested:: a,b,c,d,e,f,g,h

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1-24	665	23	43	53	102	91	23	19	16	339
	33%	28%	36%	36%	38%	28%	25%	36%	25%	35%
25-49	63	2	5	5	10	15	7	1	-	24
	3%	2%	4%	4%	4%	5%	7%	1%	-%	2%
50-99	47	1	9	11	3	11	1	*	2	18
	2%	1%	7% i	8% di	1%	3%	1%	*%	4%	2%
100-249	64	3	3	6	21	8	3	*	9	13
	3%	4%	2%	4%	8% i	3%	3%	*%	14% begi	1%
250-499	16	2	1	1	6	1	3	1	*	2
	1%	3% i	1%	1%	2% i	*%	3% i	1%	*%	*%
500-4,999	15	*	*	*	5	2	1	-	1	6
	1%	*%	*%	*%	2%	*%	1%	-%	1%	1%
5,000-49,999	7	-	4	4	*	2	-	-	-	1
	*%	-%	4% i	3% i	*%	1%	-%	-%	-%	*%
50,000-499,999	5	-	4	4	-	-	1	-	-	*
	*%	-%	3% i	2% i	-%	-%	1%	-%	-%	*%
500,000- 4,999,999	4	-	4	4	*	*	-	-	-	*
	*%	-%	3% i	2% i	*%	*%	-%	-%	-%	*%
5m+	4	-	*	*	-	*	1	-	-	2
	*%	-%	*%	*%	-%	*%	1%	-%	-%	*%
None - we never send this type of post	1000	47	42	54	102	181	49	31	36	499
	50%	57% bcd	35%	36%	38%	55% bcd	52%	58%	57% b	52% bcd

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Don't know	112	5	6	6	20	17	4	2	-	58
	6%	6%	5%	4%	7%	5%	5%	4%	-%	6%
NET: Send 'Any Other postal items'	888	31	72	89	146	129	40	20	28	405
	44%	37%	60%	60%	54%	39%	43%	38%	43%	42%
			aei	aei	ei					
NET: 0-49	1728	71	90	113	214	287	79	51	52	862
	86%	87%	75%	75%	80%	88%	85%	95%	81%	90%
						bc		bc		bcd
NET: 50+	160	6	25	31	35	24	10	1	12	43
	8%	8%	20%	21%	13%	7%	10%	1%	19%	4%
			egi	egi	i				egi	
Answered	1888	78	115	143	248	311	88	52	64	904
Mean Score	18424.6	26.5	109064.2	87191.2	3433.4	3064.8	71368.1	9.3	52.8	15667.9
			dei	dei						
Standard error	6400.02	12.12	40843.22	34561.65	6387.01	6562.36	66541.42	4.56	25.40	9979.38
Standard deviation	292866.55	115.01	558522.57	500845.96	96017.78	130424.26	641702.18	39.78	251.42	300377.62
Mean - excluding very high response (500,000+ per month)	807.9	26.5	9972.1	7923.7	90.4	201.7	2823.5	9.3	52.8	83.8
			dehi	dei			i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1-24	665 33%	178 36%	114 27%	374 35%	541 32%	124 37%	605 33%	60 36%	653 34%	12 20%
25-49	63 3%	17 3%	22 5%	25 2%	57 3%	6 2%	53 3%	10 6%	61 3%	1 3%
50-99	47 2%	15 3%	12 3%	20 2%	43 3%	4 1%	32 2%	15 9% a	47 2%	- -%
100-249	64 3%	30 6% c	11 3%	22 2%	61 4%	3 1%	57 3%	6 4%	63 3%	1 2%
250-499	16 1%	10 2% c	4 1%	2 *%	13 1%	3 1%	13 1%	2 1%	16 1%	- -%
500-4,999	15 1%	5 1%	3 1%	7 1%	15 1%	- -%	13 1%	2 1%	15 1%	- -%
5,000-49,999	7 *%	4 1%	2 *%	1 *%	7 *%	* *%	6 *%	* *%	7 *%	- -%
50,000-499,999	5 *%	4 1%	1 *%	* *%	5 *%	- -%	* *%	4 3% a	5 *%	- -%
500,000- 4,999,999	4 *%	4 1%	* *%	* *%	4 *%	- -%	4 *%	* *%	4 *%	- -%
5m+	4 *%	* *%	1 *%	2 *%	1 *%	2 1%	2 *%	1 1%	4 *%	- -%
None - we never send this type of post	1000 50%	203 41%	230 55% a	566 52% a	827 50%	173 52%	941 51% b	59 35%	964 50%	36 60%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Don't know	112	30	21	60	94	17	104	8	102	9
	6%	6%	5%	6%	6%	5%	6%	5%	5%	16% a
NET: Send 'Any Other postal items'	888	266	169	453	746	142	787	102	874	15
	44%	53% bc	40%	42%	45%	43%	43%	60% a	45%	25%
NET: 0-49	1728	398	366	964	1425	303	1599	129	1679	49
	86%	80%	87% a	89% a	85%	91%	87% b	76%	87%	82%
NET: 50+	160	72	33	55	148	12	129	32	159	1
	8%	14% bc	8%	5%	9%	4%	7%	19% a	8%	2%
Answered	1888	470	399	1020	1573	315	1728	160	1838	50
Mean Score	18424.6	28452.9	18185.0	13900.2	13007.7	45474.7	14934	56079 a	18928.4	7.9
Standard error	6400.02	12534.20	14625.89	8608.76	5138.52	32627.78	6307.8	27009	6568.74	3.67
Standard deviation	292866.55	287467.96	323096.57	282912.84	220357.99	521023.87	261604	522336	296831.42	26.43
Mean - excluding very high response (500,000+ per month)	807.9	2429.1 c	777.1	78.1	963.1	29.7	153.1	7911.5 a	829.9	7.9

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1-24	665	404	101	156	567	78	12	9	645	21
	33%	33%	30%	37%	34%	37% df	26%	15%	34% f	20%
25-49	63	28	20	15	32	14	10	7	46	17
	3%	2%	6% a	4%	2%	7% ae	21% abe	12% ae	2%	16% ae
50-99	47	16	19	12	29	9	*	8	38	9
	2%	1%	6% a	3%	2%	4%	1%	14% ae	2%	8% ae
100-249	64	16	26	20	37	18	5	4	55	9
	3%	1%	8% a	5% a	2%	9% ae	11% ae	6%	3%	8% ae
250-499	16	7	3	6	4	2	2	7	6	10
	1%	1%	1%	1%	*%	1%	5% ae	13% abe	*%	9% abe
500-4,999	15	7	3	5	12	*	1	1	12	2
	1%	1%	1%	1%	1%	*%	2%	2%	1%	2%
5,000-49,999	7	*	*	6	2	*	4	*	2	4
	*%	*%	*%	2% a	*%	*%	9% abe	*%	*%	4% ae
50,000-499,999	5	4	*	*	*	-	*	4	*	4
	*%	*%	*%	*%	*%	-%	*%	8% abe	*%	4% ae
500,000- 4,999,999	4	*	4	*	1	-	1	3	1	4
	*%	*%	1% a	*%	*%	-%	1%	5% abe	*%	3% ae
5m+	4	*	4	*	2	*	1	*	2	1
	*%	*%	1% a	*%	*%	*%	2% ae	1%	*%	1%
None - we never send this type of post	1000	675	135	184	899	82	8	12	980	20
	50%	55% bc	40%	43%	53% bcdf	39% cf	17%	21%	52% bcdf	19%
Don't know	112	66	26	20	101	7	2	1	108	4
	6%	5%	8%	5%	6%	3%	5%	2%	6%	3%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Send 'Any Other postal items'	888	483	178	221	686	122	36	44	808	80
	44%	39%	53%	52%	41%	58%	78%	77%	43%	78%
			a	a		ae	ae	ae		abe
NET: 0-49	1728	1107	255	355	1497	174	30	27	1671	57
	86%	90%	75%	84%	89%	82%	64%	48%	88%	55%
		bc			cdf	df			cdf	
NET: 50+	160	51	58	50	88	30	14	28	117	43
	8%	4%	17%	12%	5%	14%	31%	50%	6%	41%
			a	a		ae	ae	abe		abe
Answered	1888	1158	313	405	1585	203	44	56	1788	100
Mean Score	18424.6	1710.2	103907.6	734.4	9190.5	1495.6	180966.8	214232.1	8315.8	199499.7
			ac				abe	abe		abe
Standard error	6400.02	1559.42	31636.01	1523.63	5645.08	5257.08	110898.12	77834.95	4911.11	64833.77
Standard deviation	292866.55	53249.00	705986.57	31262.20	225591.5	93155.65	973127.05	801359.9	214689.29	877054.9
Mean - excluding very high response (500,000+ per month)	807.9	1083.2	140.7	548.2	112.0	56.2	2868.4	23146.1	105.6	14033.8
							abe	abce		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1-24	665	291	276	98	654	649	659	654	665	266
	33%	29%	40%	31%	38%	45%	36%	47%	75%	40%
			a			ac		acf	abcdf	
25-49	63	15	17	31	47	58	63	58	63	35
	3%	1%	2%	10%	3%	4%	3%	4%	7%	5%
				ab					abc	a
50-99	47	3	27	18	47	46	47	43	47	38
	2%	*%	4%	6%	3%	3%	3%	3%	5%	6%
			a	a					ac	ac
100-249	64	5	32	27	64	64	64	64	64	58
	3%	1%	5%	8%	4%	4%	3%	5%	7%	9%
			a	a					ac	abcd
250-499	16	*	4	12	15	15	15	16	16	11
	1%	*%	1%	4%	1%	1%	1%	1%	2%	2%
				ab						
500-4,999	15	5	8	2	15	14	15	15	15	15
	1%	*%	1%	1%	1%	1%	1%	1%	2%	2%
5,000-49,999	7	-	2	5	7	7	7	7	7	7
	*%	-%	*%	1%	*%	*%	*%	*%	1%	1%
				a						
50,000-499,999	5	-	*	4	5	5	5	5	5	5
	*%	-%	*%	1%	*%	*%	*%	*%	1%	1%
500,000- 4,999,999	4	*	*	4	4	4	4	4	4	4
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%
5m+	4	2	-	2	4	4	4	4	4	4
	*%	*%	-%	*%	*%	*%	*%	*%	*%	1%
None - we never send this type of post	1000	622	276	101	777	505	844	442	-	185
	50%	62%	40%	32%	45%	35%	46%	32%	-%	28%
		bc			bdef	ef	bdef	e		e
Don't know	112	57	44	11	97	62	106	73	-	40
	6%	6%	6%	3%	6%	4%	6%	5%	-%	6%
					e	e	e	e		e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Send 'Any Other postal items'	888	321	365	202	859	865	881	868	888	441
	44%	32%	53%	64%	50%	60%	48%	63%	100%	66%
			a	ab		ac		ac	abcdf	ac
NET: 0-49	1728	928	569	231	1477	1212	1565	1154	728	486
	86%	93%	83%	73%	85%	85%	85%	83%	82%	73%
		bc	c		f	f	f	f	f	
NET: 50+	160	15	72	73	159	158	159	156	160	140
	8%	2%	11%	23%	9%	11%	9%	11%	18%	21%
			a	ab					abcd	abcd
Answered	1888	944	641	303	1636	1370	1725	1310	888	626
Mean Score	18424.6	14785.7	956.2	66710.8	20747.3	25388.6	20168.9	26551.1	39156.6	55557.8
				ab						ac
Standard error	6400.02	10195.03	1585.19	23140.96	7310.66	8778.56	7047.72	9122.57	13839.79	17955.12
Standard deviation	292866.55	289976.6	44498.46	515892.86	312311	343600	306394	351308	426121.61	506894.27
Mean - excluding very high response (500,000+ per month)	807.9	19.5	247.8	4502.5	928.5	1110.1	881.4	1165.9	1725.0	2436.7
				ab						ac

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1-24	665	10	563	31	32	6	13	3	22
	33%	3%	52%	32%	34%	12%	31%	7%	16%
			acdegh	agh	aegh	a	a		a
25-49	63	8	27	15	5	4	4	*	9
	3%	2%	2%	15%	5%	8%	10%	1%	6%
				ab					
50-99	47	1	6	10	16	4	8	3	15
	2%	*%	1%	10%	17%	8%	19%	5%	11%
				ab	ab	ab	ab	ab	ab
100-249	64	-	31	3	6	7	7	9	23
	3%	-%	3%	3%	7%	15%	15%	19%	16%
			a		a	ab	ab	abc	abc
250-499	16	-	4	*	*	5	*	6	11
	1%	-%	*%	*%	*%	11%	*%	12%	8%
						abcd		abcd	ab
500-4,999	15	-	6	3	2	1	*	2	3
	1%	-%	1%	3%	2%	2%	1%	3%	2%
				a					
5,000-49,999	7	-	4	*	-	2	*	*	3
	*%	-%	*%	*%	-%	4%	1%	*%	2%
						b			
50,000-499,999	5	-	-	-	-	*	*	4	5
	*%	-%	-%	-%	-%	*%	*%	9%	3%
								abcd	b
500,000- 4,999,999	4	-	*	-	-	*	1	3	4
	*%	-%	*%	-%	-%	*%	2%	6%	3%
							b	ab	b
5m+	4	-	-	2	-	*	*	1	1
	*%	-%	-%	2%	-%	1%	*%	2%	1%
				b				b	
None - we never send this type of post	1000	358	387	31	31	18	9	10	36
	50%	87%	36%	32%	33%	36%	20%	21%	26%
		bcdefgh							

Columns Tested:: a,b,c,d,e,f,g,h

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Don't know	112	36	58	2	2	1	*	6	7
	6%	9%	5%	2%	2%	3%	*%	13%	5%
NET: Send 'Any Other postal items'	888	19	641	64	61	30	34	32	96
	44%	5%	59%	66%	65%	61%	80%	66%	69%
			a	a	a	a	a	a	a
NET: 0-49	1728	376	977	77	68	28	26	14	68
	86%	91%	90%	79%	72%	57%	60%	29%	48%
		cdefgh	cdefgh	egh	gh		g		
NET: 50+	160	1	52	18	25	20	17	28	64
	8%	*%	5%	18%	26%	41%	39%	58%	46%
			a	ab	ab	abc	ab	abcd	abcd
Answered	1888	377	1028	96	92	48	43	42	132
Mean Score	18424.6	1.3	163.2	135980.9	101.5	44420.0	72709.2	393196	163803
				ab	a	b	ab	abdefh	abd
Standard error	6400.02	.36	247.1	74262	34.46	44331.8	45994.96	141584	46033.5
Standard deviation	292866.55	6.54	7685	897307.1	433.19	479522	469058.44	1193005	786620
Mean - excluding very high response (500,000+ per month)	807.9	1.3	142.9	113.5	101.5	1666.2	810.2	32854.8	10652.9
				a	a	ab		abcdefh	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1-24	665	536	55	24	24	6	6	3	558	63	12	5	8	1	1
	33%	39%	36%	30%	40%	26%	21%	20%	52% bcdefg	35% cfg	16%	19%	20%	5%	4%
25-49	63	23	14	3	2	4	1	*	13	27	9	4	2	1	*
	3%	2%	9% a	4%	3%	15% a	2%	3%	1%	15% a	13% a	16% a	5%	6%	1%
50-99	47	13	11	13	1	1	8	*	8	10	14	3	9	*	2
	2%	1%	7% a	16% a	2%	5%	26% abd	*%	1%	6% a	18% ab	9% a	21% a	2%	8% a
100-249	64	35	5	10	6	3	4	-	6	32	7	3	6	1	9
	3%	3%	4%	13% a	11% a	12% a	13% a	-%	1%	18% a	9% a	11% a	13% a	7% a	31% a
250-499	16	8	1	*	2	3	1	1	3	1	1	*	4	1	5
	1%	1%	1%	*%	3%	10% ab	3%	5%	*%	1%	1%	1%	10% ab	5% a	17% abc
500-4,999	15	7	-	5	1	*	2	-	8	3	1	*	1	2	-
	1%	1%	-%	7% ab	1%	1%	5% a	-%	1%	2%	1%	*%	2%	11% abc	-%
5,000-49,999	7	6	*	-	*	*	*	-	4	*	*	*	2	*	-
	*%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	1%	5% a	1%	-%
50,000-499,999	5	-	-	-	1	*	-	4	-	-	4	*	-	-	1
	*%	-%	-%	-%	1%	*%	-%	28% abcdef	-%	-%	5% a	*%	-%	-%	3% a
500,000- 4,999,999	4	*	3	-	-	1	*	-	*	-	*	-	-	1	3
	*%	*%	2% a	-%	-%	3% a	1%	-%	*%	-%	*%	-%	-%	5% ab	11% ab
5m+	4	*	2	*	-	-	-	1	-	2	*	-	*	*	1
	*%	*%	1% a	*%	-%	-%	-%	9% a	-%	1%	*%	-%	1%	*%	4% a
None - we never send this type of post	1000	674	45	23	21	6	7	*	411	34	27	10	10	8	5
	50%	49% bcfg	29%	29%	36%	23%	25%	1%	39% b	19%	36% b	37%	24%	48% b	18%
Don't know	112	71	16	1	1	1	2	5	53	6	*	1	*	2	1
	6%	5%	11%	2%	2%	4%	5%	34% acd	5%	3%	1%	4%	*%	10%	3%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
NET: Send 'Any Other postal items'	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
	44%	46%	60%	69%	62%	73%	70%	64%	56%	78%	64%	59%	76%	43%	79%
			a	a		a	a			af					
NET: 0-49	1728	1234	114	50	47	16	14	3	983	124	48	20	21	9	7
	86%	90%	74%	63%	80%	64%	47%	24%	92%	69%	65%	72%	48%	58%	23%
		bcefg	fg		fg				bcdefg	g	g	g			
NET: 50+	160	69	23	29	11	8	14	6	28	49	26	6	22	5	21
	8%	5%	15%	36%	19%	32%	47%	42%	3%	28%	34%	23%	52%	32%	74%
			a	ab	a	a	abd	a		a	a	a	a	a	abcdf
Answered	1888	1303	136	78	58	23	29	9	1011	174	74	26	43	14	28
Mean Score	18424.6	1638	153683.1	3959	3578.8	84244.5	15685.2	895262	165.0	72973	29719	1009.1	38644.1	184549.5	553875
			ac			a				a	a		a	acd	abcde
Standard error	6400.02	2729	58958	12681	2865.08	56653.9	24173.96	396219	251.7	42904	21172	1660.34	67967.9	110946.32	254455
Standard deviation	292866.55	94106	840017.04	150576.41	30990.6	480724	209352.67	2096594	7751	659102.16	248712.65	15035.0	475775	760609.64	1439417
Mean - excluding very high response (500,000+ per month)	807.9	154.6	90.2	226.4	3578.8	1346.4	217.8	134824	144.3	100.8	13655	1009.1	1559.8	678.7	10392.2
					a	a					ab		ab	b	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1-24	665	529	64	47	6	1	5	2	8	297	148	144	41	29
	33%	56%	40%	42%	10%	2%	17%	5%	8%	34%	38%	40%	35%	40%
		bdefgh	degh	degh										
25-49	63	3	37	6	5	2	3	2	7	14	14	23	11	1
	3%	*%	23%	6%	8%	6%	10%	3%	6%	2%	4%	6%	10%	1%
			ach	a	a	a	a		a			a	a	
50-99	47	10	3	9	13	1	*	7	9	9	19	6	9	5
	2%	1%	2%	8%	21%	4%	1%	17%	8%	1%	5%	2%	7%	6%
				a	ab			ab	a		a		ac	a
100-249	64	7	3	21	12	9	*	10	20	2	26	15	16	5
	3%	1%	2%	18%	20%	29%	1%	24%	19%	*%	7%	4%	14%	7%
				ab	ab	abf		abf	ab		a	a	ac	a
250-499	16	1	1	6	1	*	3	4	7	*	4	5	*	6
	1%	*%	*%	5%	2%	1%	9%	10%	7%	*%	1%	1%	*%	9%
				a	a		a	ab	a			a		abcd
500-4,999	15	2	1	8	1	*	3	*	3	5	2	4	2	2
	1%	*%	*%	7%	1%	*%	8%	1%	3%	1%	*%	1%	1%	3%
				ab			a		a					
5,000-49,999	7	-	*	-	*	4	2	1	7	4	*	*	2	*
	*%	-%	*%	-%	*%	13%	7%	1%	6%	*%	*%	*%	2%	1%
						abcd	a	a	a					
50,000-499,999	5	-	-	-	-	*	4	1	5	1	-	*	*	4
	*%	-%	-%	-%	-%	*%	11%	2%	4%	*%	-%	*%	*%	5%
							abc	a	a					abc
500,000- 4,999,999	4	*	-	-	-	*	*	4	4	-	*	*	*	4
	*%	*%	-%	-%	-%	*%	*%	9%	4%	-%	*%	*%	*%	5%
								abc	a					abc
5m+	4	-	-	-	2	-	-	1	1	*	*	2	1	*
	*%	-%	-%	-%	4%	-%	-%	3%	1%	*%	*%	1%	1%	*%
					a			a						
None - we never send this type of post	1000	334	44	15	18	10	10	10	30	501	151	146	28	13
	50%	35%	28%	13%	30%	31%	32%	23%	28%	57%	39%	40%	24%	19%
		c								bcde	de	de		

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Don't know	112	56	8	*	3	4	1	1	6	53	25	19	7	2
	6%	6%	5%	*%	5%	13%	3%	2%	6%	6%	6%	5%	6%	3%
						c								
NET: Send 'Any Other postal items'	888	552	109	97	40	18	21	32	71	332	213	198	81	56
	44%	59%	68%	87%	65%	56%	65%	74%	66%	37%	55%	55%	70%	78%
				abdeh							a	a	abc	abc
NET: 0-49	1728	866	146	68	29	13	19	14	45	812	314	313	79	43
	86%	92%	91%	60%	48%	39%	59%	32%	42%	92%	81%	86%	68%	60%
		cdefgh	cdefgh	g						bcde	e	de		
NET: 50+	160	19	7	44	29	15	12	29	56	21	51	32	29	27
	8%	2%	5%	39%	48%	47%	37%	66%	52%	2%	13%	9%	25%	37%
				ab	ab	ab	ab	ab	ab		a	a	abc	abc
Answered	1888	886	153	111	59	28	31	43	101	833	365	344	109	70
Mean Score	18424.6	514.8	54.1	270.7	243175	5355.5	47984.0	432537	197432	2305.1	954.5	40523.4	60493.0	172138.3
				b	abc		abc	abcef	abc			a	a	abc
Standard error	6400.02	1256	56.52	59.49	118138	6660.24	27197.03	178608	65609.6	3938.31	3742.22	23377.75	39019.77	65877.34
Standard deviation	292866.55	37045	801.4	713.9	1193134	48487.3	215869.71	1262952	845321	107639.02	72949.27	486459.47	587892.08	655471.2
Mean - excluding very high response (500,000+ per month)	807.9	16.2	54.1	270.7	106.1	4610.4	34124.8	7537.3	15181.4	386.7	38.8	252.0	617.1	15569.2
				abd	a	abcd	abcde	abc	abcd				b	abcd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1-24	665	338	142	121	33	17	390	103	94	31	28
	33%	35%	42%	42%	37%	45%	50%	39%	40%	36%	46%
							b				
25-49	63	12	10	15	9	*	16	12	19	10	*
	3%	1%	3%	5%	10%	1%	2%	5%	8%	12%	1%
				a	a				a	a	
50-99	47	11	17	7	9	2	18	13	4	7	4
	2%	1%	5%	3%	10%	6%	2%	5%	2%	8%	7%
			a		a					a	
100-249	64	18	16	11	14	5	11	29	15	9	*
	3%	2%	5%	4%	15%	14%	1%	11%	6%	10%	*%
					abc	a		a	a	a	
250-499	16	7	3	3	*	2	-	4	5	*	6
	1%	1%	1%	1%	*%	6%	-%	1%	2%	*%	11%
						a			a		abcd
500-4,999	15	5	3	4	1	*	8	1	1	1	2
	1%	1%	1%	1%	2%	*%	1%	*%	1%	1%	4%
5,000-49,999	7	4	*	*	2	*	4	*	*	2	*
	*%	*%	*%	*%	2%	*%	1%	*%	*%	2%	1%
50,000-499,999	5	1	-	*	*	4	1	*	*	4	*
	*%	*%	-%	*%	*%	9%	*%	*%	*%	4%	*%
						abcd				a	
500,000- 4,999,999	4	*	*	3	-	1	*	-	*	*	4
	*%	*%	*%	1%	-%	1%	*%	-%	*%	*%	6%
											abc
5m+	4	1	-	2	-	*	-	*	2	1	*
	*%	*%	-%	1%	-%	*%	-%	*%	1%	1%	*%
None - we never send this type of post	1000	514	133	105	15	5	301	82	89	20	12
	50%	53%	39%	36%	17%	12%	39%	31%	37%	23%	20%
		bcde	de	d			d				
Don't know	112	53	17	19	6	2	29	21	7	2	2
	6%	6%	5%	6%	7%	5%	4%	8%	3%	2%	3%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Send 'Any Other postal items'	888	399	191	167	67	32	448	163	142	65	46
	44%	41%	56%	58%	76%	83%	58%	61%	59%	76%	76%
			a	a	abc	abc				a	
NET: 0-49	1728	865	284	241	57	23	707	197	203	61	40
	86%	90%	83%	83%	64%	59%	91%	74%	85%	71%	67%
		cde	de	de			bde		be		
NET: 50+	160	48	40	31	26	14	42	47	28	24	18
	8%	5%	12%	11%	29%	36%	5%	18%	12%	27%	29%
			a	a	abc	abc		a	a	ac	ac
Answered	1888	913	324	273	83	37	748	244	231	85	58
Mean Score	18424.6	10375.4	116.2	79967.9	788.9	69727.4	473.7	1392.0	59219.8	89066.3	190975.1
				ab		bd			a	ab	ab
Standard error	6400.02	8279.11	712.02	31375.21	401.83	42681.89	476.46	5009.50	32811.77	53699.57	82346.12
Standard deviation	292866.55	238662.57	13339.73	611615.38	5480.27	357102.3	12259.09	87916.45	587871.18	666394.11	717876.9
Mean - excluding very high response (500,000+ per month)	807.9	365.9	51.7	335.3	788.9	27729.8	445.8	111.5	281.3	12488.8	759.7
					b	abcd				abc	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1-24	665	379	102	115	28	25	348	52	246	586	79	627	27
	33%	54% cd	51% d	38%	24%	50% d	43%	43%	56% a	34%	29%	39%	25%
25-49	63	12	12	24	10	1	43	9	6	47	16	39	7
	3%	2%	6% a	8% a	8% a	2%	5% c	7% c	1%	3%	6%	2%	7%
50-99	47	7	8	19	8	1	29	14	*	28	19	36	11
	2%	1%	4%	6% a	7% a	3%	4% c	11% ac	*%	2%	7% a	2%	10% a
100-249	64	4	12	25	18	5	47	15	2	36	28	44	20
	3%	1%	6% a	8% a	16% a	10% a	6% c	12% c	1%	2%	10% a	3%	18% a
250-499	16	1	1	8	2	3	13	1	2	9	6	10	5
	1%	*%	1%	3% a	2%	6% a	2%	1%	*%	1%	2% a	1%	5% a
500-4,999	15	5	1	2	6	1	12	1	1	10	5	14	1
	1%	1%	*%	1%	5% a	2%	2%	1%	*%	1%	2%	1%	1%
5,000-49,999	7	-	4	*	2	*	3	4	-	*	7	2	5
	*%	-%	2% a	*%	2% a	1%	*%	3% ac	-%	*%	2% a	*%	4% a
50,000-499,999	5	*	1	*	*	4	4	1	-	4	*	1	4
	*%	*%	*%	*%	*%	7% abc	*%	1%	-%	*%	*%	*%	3% a
500,000- 4,999,999	4	-	*	3	1	-	4	*	*	*	4	1	3
	*%	-%	*%	1%	1%	-%	*%	*%	*%	*%	1% a	*%	3% a
5m+	4	-	-	2	-	1	*	3	-	3	*	3	*
	*%	-%	-%	1%	-%	3% a	*%	3% ac	-%	*%	*%	*%	*%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None - we never send this type of post	1000	247	51	94	35	7	271	18	151	908	91	761	16
	50%	35% e	25%	31%	31%	13%	33% b	15%	35% b	53% b	33%	47% b	15%
Don't know	112	47	9	7	5	2	41	3	28	93	19	87	11
	6%	7%	4%	2%	5%	4%	5%	3%	6%	5%	7%	5%	10%
NET: Send 'Any Other postal items'	888	407	140	199	74	42	502	100	259	725	164	777	82
	44%	58%	70% a	66%	65%	83% a	62%	82% ac	59%	42%	60% a	48%	76% a
NET: 0-49	1728	638	164	233	73	33	662	79	404	1542	186	1428	50
	86%	91% bcde	82% d	78%	64%	65%	81% b	65%	92% ab	89% b	68%	88% b	46%
NET: 50+	160	16	27	60	36	16	111	39	6	91	69	111	48
	8%	2%	14% a	20% a	32% ab	32% ab	14% c	32% ac	1%	5%	25% a	7%	44% a
Answered	1888	654	191	293	109	49	773	118	410	1633	255	1539	98
Mean Score	18424.6	50.4	8284.1	75616.2 a	18603.6 a	177933.1 ab	16800.1	184023.9 ac	69.7	13658.9	48919.5 a	14874.0	113255.8 a
Standard error	6400.02	94.21	8504.58	32825.90	17877.89	104325.6	7451.56	82384.50	547.63	6613.87	20456.11	7046.21	44875.03
Standard deviation	292866.55	2386.94	136338.75	596312.10	221858.81	967476.2	217120.71	1019040	11859.66	276519.78	380505.6	287257.37	572926.1
Mean - excluding very high response (500,000+ per month)	807.9	50.4	1643.6 a	246.1	755.2 a	21332.2 abcd	1493.6	3161.8 c	18.7	773.9	1028.8	255.2	11872.2 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1-24	665	587	62	398	256	629	25	592	57	401	253
	33%	46%	37%	47%	48%	39% b	24%	47%	35%	46%	49%
25-49	63	42	16	31	27	39	7	44	14	32	26
	3%	3%	10% a	4%	5%	2%	7%	3%	9% a	4%	5%
50-99	47	34	12	19	24	36	11	32	14	21	22
	2%	3%	7% a	2%	4%	2%	10% a	3%	9% a	2%	4%
100-249	64	38	26	23	40	42	22	34	29	29	35
	3%	3%	16% a	3%	8% a	3%	21% a	3%	18% a	3%	7%
250-499	16	9	6	6	10	10	5	9	6	6	10
	1%	1%	4% a	1%	2%	1%	5% a	1%	4% a	1%	2%
500-4,999	15	9	5	8	7	14	1	9	5	8	7
	1%	1%	3%	1%	1%	1%	1%	1%	3%	1%	1%
5,000-49,999	7	2	5	*	7	2	5	2	5	*	7
	*%	*%	3% a	*%	1% a	*%	4% a	*%	3% a	*%	1% a
50,000-499,999	5	*	4	1	4	5	*	*	4	1	4
	*%	*%	3% a	*%	1%	*%	*%	*%	3% a	*%	1%
500,000- 4,999,999	4	*	4	*	4	1	3	*	4	*	4
	*%	*%	2% a	*%	1%	*%	3% a	*%	2% a	*%	1%
5m+	4	1	2	1	3	3	*	3	*	1	2
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	1000	493	12	307	135	761	16	491	13	313	129
	50%	39% b	7%	36% b	25%	47% b	15%	39% b	8%	36% b	25%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Don't know	112	52	10	52	21	88	10	52	11	50	22
	6%	4%	6%	6%	4%	5%	9%	4%	7%	6%	4%
NET: Send 'Any Other postal items'	888	723	142	487	381	780	79	727	139	499	369
	44%	57%	86%	58%	71%	48%	75%	57%	85%	58%	71%
			a		a		a		a		a
NET: 0-49	1728	1122	90	737	418	1429	48	1127	84	746	408
	86%	88%	55%	87%	78%	88%	46%	89%	52%	87%	78%
		b		b		b		b		b	
NET: 50+	160	94	64	58	98	112	47	91	68	66	90
	8%	7%	39%	7%	18%	7%	45%	7%	42%	8%	17%
			a		a		a		a		a
Answered	1888	1216	154	794	516	1541	95	1218	152	812	498
Mean Score	18424.6	7415.8	167129.6	8838.9	53837.0	15293.2	109302.6	16757.7	94547.4	10623.3	52515.9
			a		a		a		a		a
Standard error	6400.02	5745.28	53578.77	7516.30	19709.11	6998.02	46664.37	8647.45	34362.40	8231.13	19467.74
Standard deviation	292866.55	206350.64	833490.1	222208.13	486379.9	285292.71	595770.7	310225.34	537856.6	245143.85	475268.1
Mean - excluding very high response (500,000+ per month)	807.9	111.2	9309.1	303.6	2509.3	892.1	1539.7	110.7	9319.5	304.4	2585.7
			a		a				a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1-24	665	409	484	113	4	406	425	85	1	478	349	113	*
	33%	44%	36%	47%	100%	47%	43%	45%	100%	48%	46%	45%	100%
		b		b									
25-49	63	43	26	9	-	42	30	11	-	49	19	15	-
	3%	5%	2%	4%	-%	5%	3%	6%	-%	5%	3%	6%	-%
		b											
50-99	47	42	21	11	-	39	33	11	-	35	19	15	-
	2%	5%	2%	5%	-%	5%	3%	6%	-%	4%	2%	6%	-%
		b		b									
100-249	64	59	34	19	-	52	25	10	-	46	30	14	-
	3%	6%	3%	8%	-%	6%	3%	5%	-%	5%	4%	6%	-%
		b		b		b							
250-499	16	12	12	2	-	10	13	3	-	14	5	4	-
	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%
500-4,999	15	9	12	1	-	10	9	1	-	9	9	1	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	*%	-%
5,000-49,999	7	5	2	4	-	5	6	4	-	5	6	4	-
	*%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
				b									
50,000-499,999	5	5	4	*	-	4	4	*	-	4	4	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	1%	*%	-%
500,000- 4,999,999	4	4	-	*	-	4	3	-	-	4	3	3	-
	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	1%	-%
5m+	4	3	1	*	-	3	3	*	-	3	3	3	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
None - we never send this type of post	1000	282	666	67	-	253	390	61	-	308	267	72	-
	50%	30%	50%	28%	-%	30%	39%	32%	-%	31%	35%	29%	-%
			ac				a						
Don't know	112	55	78	13	-	31	50	3	-	45	50	6	-
	6%	6%	6%	5%	-%	4%	5%	1%	-%	4%	7%	2%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: Send 'Any Other postal items'	888	591	596	161	4	574	552	127	1	647	448	171	*
	44%	64% b	44%	67% b	100%	67% b	56%	66%	100%	65%	58%	69%	100%
NET: 0-49	1728	734	1176	189	4	701	845	158	1	835	636	199	*
	86%	79%	88% ac	78%	100%	82%	85%	83%	100%	84%	83%	80%	100%
NET: 50+	160	139	86	39	-	126	96	30	-	120	80	44	-
	8%	15% b	6%	16% b	-%	15% b	10%	16%	-%	12%	10%	18% b	-%
Answered	1888	873	1262	228	4	827	942	189	1	955	715	243	*
Mean Score	18424.6	36662.6 b	7573.4	5380.3	12.5	39121.5	31392.2	9703.9	12.5	34201.6	41160.0	96897.5	12.5
Standard error	6400.02	13349.19	5282.51	9244.74	*	14072.46	11833.89	16301.26	-	12245.81	15217.75	42001.66	-
Standard deviation	292866.55	411666.0	198217.2	146464.18	*	423578.7	387458.4	229957.59	-	396809.7	440789.6	677256.47	-
Mean - excluding very high response (500,000+ per month)	807.9	1666.4	1067.0	798.9	12.5	1526.0	1535.1	938.6	12.5	1312.3	2031.8	753.3	12.5

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1-24	665	612	549	440	510	361	6	315	284	285	58	29
	33%	39%	44%	47% a	40%	35%	16%	51%	53%	55%	43%	38%
25-49	63	35	40	38	42	24	5	14	28	24	12	6
	3%	2%	3%	4%	3%	2%	13% b	2%	5%	5%	9% a	8%
50-99	47	30	29	15	29	11	6	6	6	8	*	*
	2%	2%	2%	2%	2%	1%	16% ab	1%	1%	2%	*%	1%
100-249	64	35	42	23	40	29	9	22	14	20	7	6
	3%	2%	3%	2%	3%	3%	24% ab	4%	3%	4%	5%	8%
250-499	16	9	9	6	9	7	4	6	4	6	3	2
	1%	1%	1%	1%	1%	1%	11% ab	1%	1%	1%	3%	3%
500-4,999	15	12	12	6	14	7	1	6	1	1	1	*
	1%	1%	1%	1%	1%	1%	3%	1%	*%	*%	1%	*%
5,000-49,999	7	6	6	6	4	6	4	2	4	5	4	-
	*%	*%	*%	1%	*%	1%	11% ab	*%	1%	1%	3% a	-%
50,000-499,999	5	1	4	1	5	4	1	1	*	1	-	-
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	-%	-%
500,000- 4,999,999	4	1	*	*	1	*	-	-	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%
5m+	4	1	3	1	3	3	*	1	-	1	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%
None - we never send this type of post	1000	758	495	353	537	523	1	204	169	146	46	28
	50%	48% bc	40%	37%	43% c	50% ac	3%	33%	32%	28%	34%	35%
Don't know	112	81	56	54	70	60	*	39	25	26	3	6
	6%	5%	4%	6%	6%	6%	*%	6%	5%	5%	3%	8%

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Send 'Any Other postal items'	888	741	695	537	656	453	36	372	341	349	86	44
	44%	47%	56%	57%	52%	44%	96%	60%	64%	67%	63%	57%
			a	a	b		ab					
NET: 0-49	1728	1405	1083	831	1089	908	12	533	481	454	116	63
	86%	89%	87%	88%	86%	88%	32%	87%	90%	87%	86%	80%
					c	c						
NET: 50+	160	94	106	59	105	68	25	44	29	41	16	9
	8%	6%	9%	6%	8%	7%	67%	7%	5%	8%	12%	12%
							ab					
Answered	1888	1499	1189	890	1194	976	37	577	510	495	132	72
Mean Score	18424.6	6690.1	17964.2	9704.8	19376.0	21823.5	21661.0	11417.3	323.0	13543.5	13074.2	42.9
Standard error	6400.02	4533.35	8825.18	7668.11	8856.37	11145.70	39718.90	11228.85	523.34	12713.60	25005.96	21.11
Standard deviation	292866.55	181617	315245	235475	320179.6	347845.9	289157.98	256549.1	11249	277669.23	270480.84	167.55
Mean - excluding very high response (500,000+ per month)	807.9	328.9	1204.7	457.4	1203.0	1407.3	8283.4	461.3	282.0	687.3	950.9	42.9
							ab					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1-24	665	86	32	56	25	562	372	582	450	320	379	517	97	-	467	79
	33%	38%	31%	49%	58%	34%	36%	34%	39% e	32%	43% b	33%	46% b	-%	33%	52% a
25-49	63	6	4	8	6	42	42	54	40	32	34	42	11	-	43	7
	3%	3%	4%	7%	15% a	3%	4%	3%	3%	3%	4%	3%	5%	-%	3%	5%
50-99	47	10	13	*	*	36	32	42	28	19	38	22	11	-	33	*
	2%	4%	13% c	*%	1%	2%	3%	2%	2%	2%	4% b	1%	5% b	-%	2%	*%
100-249	64	12	10	12	4	36	41	50	29	35	45	36	13	-	29	7
	3%	5%	10%	10%	10%	2%	4%	3%	3%	3%	5% b	2%	6% b	-%	2%	4%
250-499	16	3	2	2	*	11	5	14	6	6	10	9	1	-	9	*
	1%	1%	2%	2%	*%	1%	*%	1%	1%	1%	1%	1%	*%	-%	1%	*%
500-4,999	15	3	1	3	-	14	11	14	9	6	14	7	*	-	10	1
	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%	2% b	*%	*%	-%	1%	*%
5,000-49,999	7	*	*	2	*	1	5	5	3	5	5	6	4	-	6	*
	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%	1%	*%	2%	-%	*%	*%
50,000-499,999	5	*	4	1	-	1	5	5	*	5	5	*	*	-	5	-
	*%	*%	4%	1%	-%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%
500,000- 4,999,999	4	*	1	*	-	1	4	4	4	3	4	4	3	-	1	*
	*%	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
5m+	4	*	3	*	*	3	3	3	1	1	4	3	*	-	1	2
	*%	*%	3%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1% a
None - we never send this type of post	1000	92	26	28	5	840	467	853	526	496	283	845	61	1	718	45
	50%	41% d	26%	25%	12%	51% bd	45%	50%	45%	50%	32%	54% ac	29%	100%	51% b	30%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Don't know	112	13	6	2	2	90	49	91	59	64	58	83	9	-	80	9
	6%	6%	6%	2%	4%	5%	5%	5%	5%	6%	7%	5%	4%	-%	6%	6%
NET: Send 'Any Other postal items'	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
	44%	54%	68%	73%	84%	43%	50%	45%	49%	44%	61%	41%	67%	-%	43%	64%
				a	a		ae		a		b		b			a
NET: 0-49	1728	184	62	92	36	1444	881	1489	1017	847	696	1404	170	1	1229	132
	86%	82%	62%	80%	85%	88%	85%	87%	88%	86%	79%	89%	80%	100%	88%	87%
		b										ac				
NET: 50+	160	28	33	21	5	103	105	138	81	80	124	87	33	-	94	10
	8%	13%	33%	18%	11%	6%	10%	8%	7%	8%	14%	6%	16%	-%	7%	7%
			a				a				b		b			
Answered	1888	213	95	113	40	1547	986	1627	1098	927	820	1492	204	1	1322	142
Mean Score	18424.6	3574.7	226954	27045.8	18997.1	14873.1	31663.5	20178.9	18265.2	18411	41952.0	20031.1	45704.6	-	8260.9	100488.4
			a													a
Standard error	6400.02	8286.0	101145	35255.41	49679.93	6758.92	10565.9	7013.99	7352.21	7504.4	14780.22	7571.80	24638.34	-	5077.55	69676.42
Standard deviation	292866.55	118057	1094046.1	350786.9	340588.4	286119	383442	304200	274898	265955	440936.4	312377.0	367102.98	-	198349.52	760080.03
Mean - excluding very high response (500,000+ per month)	807.9	161.4	10798	2716.5	82.6	230.9	1446.5	900.4	155.2	1539.9	1769.7	155.1	987.6	-	1115.8	32.1
			a				ad			ad	b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1-24	665	310	337	296	17	122	237	84	465	108	114	144	386
	33%	40%	30%	47%	35%	41%	51%	32%	34%	30%	35%	37%	31%
		b											
25-49	63	25	28	31	8	25	17	21	36	6	16	11	32
	3%	3%	3%	5%	17%	8%	4%	8%	3%	2%	5%	3%	3%
					a			bc					
50-99	47	18	18	14	10	20	8	20	23	3	14	6	25
	2%	2%	2%	2%	21%	7%	2%	7%	2%	1%	4%	2%	2%
					a	b		bc					
100-249	64	35	11	33	6	35	10	21	38	4	19	27	17
	3%	5%	1%	5%	13%	12%	2%	8%	3%	1%	6%	7%	1%
		b				b		bc			c	c	
250-499	16	7	3	12	*	7	6	5	9	1	7	6	1
	1%	1%	*%	2%	*%	2%	1%	2%	1%	*%	2%	1%	*%
											c	c	
500-4,999	15	12	2	6	1	5	3	3	12	*	3	4	7
	1%	2%	*%	1%	2%	2%	1%	1%	1%	*%	1%	1%	1%
		b											
5,000-49,999	7	6	*	5	2	6	1	2	*	*	2	1	-
	*%	1%	*%	1%	4%	2%	*%	1%	*%	*%	1%	*%	-%
								b					
50,000-499,999	5	5	*	1	-	4	*	4	1	-	-	4	*
	*%	1%	*%	*%	-%	1%	*%	1%	*%	-%	-%	1%	*%
								b				c	
500,000- 4,999,999	4	1	1	4	-	3	1	1	3	*	1	-	3
	*%	*%	*%	1%	-%	1%	*%	*%	*%	*%	*%	-%	*%
5m+	4	4	-	*	2	3	-	1	2	*	*	3	*
	*%	*%	-%	*%	4%	1%	-%	1%	*%	*%	*%	1%	*%
					a							c	
None - we never send this type of post	1000	312	647	191	2	46	171	82	702	210	136	145	698
	50%	40%	58%	31%	3%	15%	36%	31%	52%	58%	41%	37%	57%
			a	b			a		a	a			ab

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Don't know	112	40	62	31	*	23	17	20	63	29	18	36	57
	6%	5%	6%	5%	*%	8%	4%	7%	5%	8%	5%	9%	5%
												c	
NET: Send 'Any Other postal items'	888	423	399	401	46	229	282	162	589	123	177	207	472
	44%	55%	36%	64%	97%	77%	60%	62%	44%	34%	54%	53%	38%
		b			a	b		bc	c		c	c	
NET: 0-49	1728	647	1012	517	27	192	425	187	1203	324	266	301	1116
	86%	83%	91%	83%	56%	64%	91%	71%	89%	90%	80%	77%	91%
			a	b			a		a	a			ab
NET: 50+	160	88	35	75	21	83	27	57	88	8	47	52	54
	8%	11%	3%	12%	44%	28%	6%	22%	7%	2%	14%	13%	4%
		b			a	b		bc	c		c	c	
Answered	1888	735	1046	592	48	275	453	244	1291	332	313	353	1170
Mean Score	18424.6	33819.7	1493.0	21851.0	271143.9	96834.9	3539.6	46004.0	17433.6	2837.0	10455.4	62702.9	7941.8
		b			a	b						c	
Standard error	6400.02	15866.85	1836.28	10042.82	212429.58	35714.08	4342.03	28334.07	7627.51	5469.75	9642.65	30097.07	4161.37
Standard deviation	292866.55	427816.77	63478.02	264947.83	1256750.34	656595.34	96016.90	477494.3	281185.32	112496.2	191158.18	594369.59	147420.75
Mean - excluding very high response (500,000+ per month)	807.9	1998.8	29.7	756.7	1211.3	5180.8	204.4	4690.9	203.1	26.8	243.8	3525.5	83.7
		b				b		bc				ac	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1-24	665	295	371
	33%	31%	36%
25-49	63	23	40
	3%	2%	4%
50-99	47	28	19
	2%	3%	2%
100-249	64	49	15
	3%	5%	1%
		b	
250-499	16	10	6
	1%	1%	1%
500-4,999	15	8	7
	1%	1%	1%
5,000-49,999	7	5	2
	*%	*%	*%
50,000-499,999	5	1	4
	*%	*%	*%
500,000- 4,999,999	4	4	-
	*%	*%	-%
5m+	4	3	1
	*%	*%	*%
None - we never send this type of post	1000	480	520
	50%	50%	50%
Don't know	112	54	58
	6%	6%	6%
NET: Send 'Any Other postal items'	888	424	465
	44%	44%	45%
NET: 0-49	1728	797	931
	86%	83%	89%
			a

Columns Tested:: a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: 50+	160	106	54
	8%	11%	5%
		b	
Answered	1888	904	985
Mean Score	18424.6	29995.3	7805.1
Standard error	6400.02	10553.93	6776.42
Standard deviation	292866.55	367270.60	201363.34
Mean - excluding very high response (500,000+ per month)	807.9	497.3	1091.2

Columns Tested:: a,b

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1-24	665	4	112	43	18	51	107	1	90	53	22	77	87
	33%	11%	36%	28%	20%	40%	37%	4%	30%	30%	28%	36%	42%
			ag	g		adg	ag		g	g	g	ag	adghj
25-49	63	1	3	5	5	6	12	1	7	6	4	6	4
	3%	4%	1%	3%	5%	5%	4%	8%	2%	3%	6%	3%	2%
								b					
50-99	47	3	1	2	3	1	13	-	7	8	1	5	3
	2%	10%	*%	1%	3%	1%	5%	-%	2%	4%	1%	2%	1%
										b			
100-249	64	*	15	7	*	7	23	*	2	2	2	2	3
	3%	1%	5%	5%	*%	6%	8%	1%	1%	1%	3%	1%	1%
							hikl						
250-499	16	*	4	-	1	2	1	-	3	*	*	2	3
	1%	*%	1%	-%	1%	2%	*%	-%	1%	*%	*%	1%	1%
500-4,999	15	-	5	*	*	-	2	-	*	3	*	1	3
	1%	-%	1%	*%	*%	-%	1%	-%	*%	2%	*%	1%	1%
5,000-49,999	7	*	*	-	*	-	5	-	-	2	-	-	-
	*%	*%	*%	-%	*%	-%	2%	-%	-%	1%	-%	-%	-%
50,000-499,999	5	-	-	-	*	-	4	*	1	-	*	-	-
	*%	-%	-%	-%	*%	-%	1%	1%	*%	-%	*%	-%	-%
500,000- 4,999,999	4	-	-	1	-	-	*	-	3	-	*	-	*
	*%	-%	-%	*%	-%	-%	*%	-%	1%	-%	*%	-%	*%
5m+	4	-	-	-	-	-	1	-	*	*	*	-	2
	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	1%
None - we never send this type of post	1000	25	145	92	54	49	102	14	172	92	47	117	89
	50%	72%	47%	60%	62%	39%	36%	81%	57%	51%	61%	54%	43%
		befl		efl	efl			befhikl	efl	f	efl	f	
Don't know	112	*	25	3	7	11	14	1	17	13	1	7	12
	6%	1%	8%	2%	8%	8%	5%	5%	6%	7%	1%	3%	6%
NET: Send 'Any Other postal items'	888	9	141	59	27	68	168	3	113	75	29	93	104
	44%	27%	45%	38%	30%	53%	59%	15%	37%	41%	38%	43%	51%
			g	g		dg	acdghijk		g	g	g	g	dgh

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: 0-49	1728	30	261	141	77	106	221	17	268	152	73	201	180
	86%	88%	84%	91%	88%	83%	78%	93%	89%	84%	95%	93%	88%
				f					f		bfi	bfi	
NET: 50+	160	4	25	10	4	10	49	*	16	15	3	9	13
	8%	11%	8%	7%	4%	8%	17%	2%	5%	8%	4%	4%	7%
							dghjkl						
Answered	1888	34	286	151	81	117	271	17	285	167	77	211	193
Mean Score	18424.6	20.0	64.4	10020.1	382.6	25.9	31153.8	2887.1	38337.7	1943.8	6659.6	26.1	67246.0
Standard error	6400.02	38.30	23.81	13840.95	697.30	5.61	25872.67	3757.67	21779.81	7694.14	11386.35	13.82	41450.81
Standard deviation	292866.55	419.52	347.44	166091.41	9198.06	64.16	396620.58	28863.25	347795.67	97627.65	142670.52	201.24	632719.09
Mean - excluding very high response (500,000+ per month)	807.9	20.0	64.4	18.7	382.6	25.9	4192.6	2887.1	683.8	365.7	195.0	26.1	57.6
							l						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1-24	665	160	176	144	186	336	330
	33%	32%	35%	29%	37%	34%	33%
					c		
25-49	63	10	23	15	15	33	30
	3%	2%	5%	3%	3%	3%	3%
50-99	47	6	17	15	9	23	24
	2%	1%	3%	3%	2%	2%	2%
100-249	64	23	30	4	6	53	11
	3%	5%	6%	1%	1%	5%	1%
		cd	cd			b	
250-499	16	4	4	3	4	9	7
	1%	1%	1%	1%	1%	1%	1%
500-4,999	15	5	2	3	4	7	8
	1%	1%	*%	1%	1%	1%	1%
5,000-49,999	7	*	5	2	-	5	2
	*%	*%	1%	*%	-%	1%	*%
50,000-499,999	5	-	4	1	*	4	1
	*%	-%	1%	*%	*%	*%	*%
500,000- 4,999,999	4	1	*	3	*	1	3
	*%	*%	*%	1%	*%	*%	*%
5m+	4	-	1	*	2	1	2
	*%	-%	*%	*%	*%	*%	*%
None - we never send this type of post	1000	262	206	278	254	468	532
	50%	52%	41%	56%	51%	47%	53%
		b		b	b		
Don't know	112	29	32	32	19	61	51
	6%	6%	6%	6%	4%	6%	5%
NET: Send 'Any Other postal items'	888	209	262	190	227	471	417
	44%	42%	52%	38%	45%	47%	42%
			ac				
NET: 0-49	1728	432	405	437	455	837	891
	86%	86%	81%	87%	91%	84%	89%
					b		a

Table 35 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
NET: 50+	160	39	63	32	26	102	58
	8%	8%	13%	6%	5%	10%	6%
			cd			b	
Answered	1888	471	468	468	481	939	949
Mean Score	18424.6	3254.3	18076.9	24095.5	28095.6	10646.8	26121.5
Standard error	6400.02	4302.46	12982.71	12743.00	16536.22	6999.13	10613.42
Standard deviation	292866.55	93967.11	301690.85	277727.16	405727.58	223205.27	348307.66
Mean - excluding very high response (500,000+ per month)	807.9	46.6	2491.0	650.5	65.7	1264.7	353.9
			ad				

Columns Tested:: a,b,c,d - a,b

Table 39

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1-24	413	51	362	404	9	*	*	9
	21%	22%	20%	21%	12%	3%	3%	10%
				bcde	d			d
25-49	1086	52	1035	1046	36	3	2	41
	54%	23%	58%	55%	48%	29%	35%	45%
			a	cde	cd			
50-99	98	11	87	89	8	1	*	9
	5%	5%	5%	5%	10%	12%	5%	10%
					a	a		a
100-249	94	16	78	85	6	2	1	9
	5%	7%	4%	4%	8%	23%	13%	10%
						abe	a	a
250-499	49	6	43	39	7	2	*	10
	2%	2%	2%	2%	9%	22%	8%	11%
					a	abde	a	a
500-4,999	43	3	39	37	5	*	1	6
	2%	1%	2%	2%	7%	3%	17%	7%
					a		abce	a
5,000-49,999	25	5	21	23	2	*	*	3
	1%	2%	1%	1%	3%	3%	7%	3%
							a	
50,000-499,999	10	2	8	10	*	-	*	*
	1%	1%	*%	1%	*%	-%	2%	*%
							a	
500,000- 4,999,999	3	-	3	3	-	*	*	*
	*%	-%	*%	*%	-%	*%	3%	*%
							abe	
5m+	9	-	9	9	*	-	*	*
	*%	-%	1%	*%	*%	-%	*%	*%
None - we never send this type of post	160	83	77	157	2	*	*	3
	8%	36%	4%	8%	3%	4%	7%	3%
		b		be				
Don't know	9	*	9	9	-	*	-	*
	*%	*%	1%	*%	-%	*%	-%	*%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
NET: Send 'Any Letters / Large letters'	1831	146	1685	1744	74	9	5	87
	92%	64%	95%	91%	97%	96%	93%	97%
			a		a			a
NET: 0-49	1500	103	1397	1450	45	3	2	50
	75%	45%	79%	76%	60%	32%	37%	56%
			a	bcde	cd			cd
NET: 50+	331	43	289	294	28	6	3	37
	17%	19%	16%	15%	37%	64%	56%	41%
					a	abe	abe	a
Answered	1991	228	1763	1901	76	9	5	90
Mean Score	35808.6	2682.8	40099.3	35387.6	45110.2	5754.5	108296	44703.6
							a	
Standard error	9895.71	1123.18	12096.42	11616.73	37749.50	12627.53	50443.3	25942.34
Standard deviation	465203.81	26124.48	494179.84	452605.36	720214.51	123077.92	769983	682436.43
Mean - excluding very high response (500,000+ per month)	1783.4	2682.8	1666.1	1811.8	934.0	905.6	5627.2	1185.2
							abe	

Columns Tested:: a,b - a,b,c,d,e

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1-24	413	257	121	26	7	2	*	404	9	*
	21%	25%	16%	18%	13%	8%	3%	21%	12%	3%
		bdefhi	efi	efi	fi			defhi	fi	
25-49	1086	548	423	74	26	13	2	1046	36	4
	54%	53%	57%	53%	50%	40%	35%	55%	48%	31%
		efi	efi	fi	fi			efi	fi	
50-99	98	35	44	10	5	3	*	89	8	1
	5%	3%	6%	7%	10%	10%	5%	5%	10%	9%
					ag	ag			ag	a
100-249	94	32	47	5	3	5	1	85	6	3
	5%	3%	6%	4%	6%	15%	13%	4%	8%	20%
			a			abcdg	abcg		a	abcdgh
250-499	49	20	18	1	4	5	*	39	7	2
	2%	2%	2%	1%	8%	15%	8%	2%	9%	17%
					abcg	abcg	abcg		abcg	abcg
500-4,999	43	14	18	4	3	2	1	37	5	1
	2%	1%	2%	3%	7%	6%	17%	2%	7%	8%
					abg	ag	abcdegh		abg	abg
5,000-49,999	25	2	17	3	1	1	*	23	2	1
	1%	*%	2%	2%	3%	3%	7%	1%	3%	4%
			a	a	a	a	abg		a	ag
50,000-499,999	10	3	4	3	*	-	*	10	*	*
	1%	*%	1%	2%	*%	-%	2%	1%	*%	1%
							ag			
500,000- 4,999,999	3	*	3	-	-	*	*	3	-	*
	*%	*%	*%	-%	-%	*%	3%	*%	-%	1%
							abgh			
5m+	9	8	-	*	*	-	*	9	*	*
	*%	1%	-%	*%	1%	-%	*%	*%	*%	*%
None - we never send this type of post	160	105	40	12	2	1	*	157	2	1
	8%	10%	5%	9%	3%	3%	7%	8%	3%	5%
		bdeh						h		
Don't know	9	3	6	-	-	*	-	9	-	*
	*%	*%	1%	-%	-%	*%	-%	*%	-%	*%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: Send 'Any Letters / Large letters'	1831	921	695	128	51	31	5	1744	74	13
	92%	89%	94%	91%	97%	97%	93%	91%	97%	95%
			a		ag	a			ag	
NET: 0-49	1500	806	544	100	33	16	2	1450	45	5
	75%	78%	73%	72%	62%	48%	37%	76%	60%	34%
		defhi	defhi	efi	efi			defhi	fi	
NET: 50+	331	115	151	28	18	16	3	294	28	9
	17%	11%	20%	20%	35%	49%	56%	15%	37%	61%
			ag	a	abcg	abcg	abcdgh		abcg	abcdgh
Answered	1991	1026	735	140	53	32	5	1901	76	14
Mean Score	35808.6	49479.3	13448.7	47221.9	65036.6	1887.6	108296.1	35387.6	45110.2	42489.3
							beg			
Standard error	9895.71	20780.21	7092.43	48116.44	57598.98	4072.46	50443.29	11616.73	37749.5	24378.52
Standard deviation	465203.81	537078.98	178582.73	707164.31	867816.13	62029.87	769983.35	452605.36	720215	441513.8
Mean - excluding very high response (500,000+ per month)	1783.4	884.5	2340.5	5806.2	1169.1	546.5	5627.2	1811.8	934.0	2564.7
				aegh			aegh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1-24	413	345	59	9	*	*	293	40	7	*	13
	21%	22%	17%	12%	3%	3%	23%	13%	11%	1%	23%
		cde	de	e			bd				d
25-49	1086	856	189	36	3	2	722	172	36	19	23
	54%	55%	54%	48%	29%	35%	58%	58%	53%	55%	40%
		de	de	de			e	e			
50-99	98	58	30	8	1	*	48	24	5	3	5
	5%	4%	9%	10%	12%	5%	4%	8%	7%	8%	9%
			a	a	a			a			
100-249	94	58	27	6	2	1	47	12	9	4	4
	5%	4%	8%	8%	23%	13%	4%	4%	13%	10%	7%
			a	a	abc	a			ab		
250-499	49	36	4	7	2	*	26	8	3	1	3
	2%	2%	1%	9%	22%	8%	2%	3%	5%	3%	5%
				ab	abce	ab					
500-4,999	43	25	12	5	*	1	20	14	1	*	2
	2%	2%	3%	7%	3%	17%	2%	5%	2%	1%	4%
				a		abcd		a			
5,000-49,999	25	17	6	2	*	*	1	9	2	3	4
	1%	1%	2%	3%	3%	7%	*%	3%	3%	9%	8%
						ab		a	a	a	a
50,000-499,999	10	5	5	*	-	*	4	4	1	-	1
	1%	*%	1%	*%	-%	2%	*%	1%	1%	-%	2%
						a					
500,000- 4,999,999	3	3	-	-	*	*	1	2	-	-	*
	*%	*%	-%	-%	*%	3%	*%	1%	-%	-%	*%
						abc					
5m+	9	8	*	*	-	*	8	1	*	-	*
	*%	1%	*%	*%	-%	*%	1%	*%	*%	-%	*%
None - we never send this type of post	160	137	20	2	*	*	70	13	3	5	1
	8%	9%	6%	3%	4%	7%	6%	4%	4%	13%	2%
		c								e	
Don't know	9	9	*	-	*	-	9	-	-	-	*
	*%	1%	*%	-%	*%	-%	1%	-%	-%	-%	*%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
NET: Send 'Any Letters / Large letters'	1831	1412	332	74	9	5	1170	286	65	30	57
	92%	91%	94%	97%	96%	93%	94%	96%	96%	87%	98%
				a							d
NET: 0-49	1500	1201	248	45	3	2	1014	212	43	19	37
	75%	77%	70%	60%	32%	37%	81%	71%	64%	56%	63%
		bcde	cde	de			bcde				
NET: 50+	331	210	84	28	6	3	156	74	21	11	21
	17%	14%	24%	37%	64%	56%	12%	25%	32%	31%	35%
			a	ab	abc	abc		a	a	a	a
Answered	1991	1549	352	76	9	5	1240	299	68	35	58
Mean Score	35808.6	38732.8	20657.9	45110.2	5754.5	108296.1	43314.9	50013.0	10738.6	2485.2	30415.1
						b					
Standard error	9895.71	14581.64	19057.02	37749.50	12627.53	50443.29	17570.13	31283.78	20162.14	846.63	32041.31
Standard deviation	465203.81	454142.65	446113.44	720214.51	123077.92	769983.35	495091.20	604999.44	227215.75	7896.83	493269.75
Mean - excluding very high response (500,000+ per month)	1783.4	1269.8	4184.0	934.0	905.6	5627.2	1045.6	4356.1	5072.9	2485.2	8157.7
			a			ac		a	a		a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1-24	413	34	27	71	16	50	54	41	32	39
	21%	19%	19%	22%	23%	27%	17%	16%	21%	26%
25-49	1086	106	96	170	33	92	193	147	90	72
	54%	59%	66%	53%	47%	50%	62%	59%	58%	49%
50-99	98	8	4	13	9	5	7	21	7	7
	5%	5%	2%	4%	13%	3%	2%	8%	5%	4%
					bef			f		
100-249	94	8	3	12	1	15	15	7	7	9
	5%	5%	2%	4%	2%	8%	5%	3%	4%	6%
250-499	49	2	2	7	6	3	11	3	3	3
	2%	1%	2%	2%	9%	2%	4%	1%	2%	2%
					a					
500-4,999	43	3	1	10	2	7	3	6	5	*
	2%	2%	1%	3%	2%	4%	1%	2%	3%	*%
5,000-49,999	25	4	1	7	*	6	2	*	1	*
	1%	2%	*%	2%	*%	3%	1%	*%	1%	*%
50,000-499,999	10	1	-	1	-	-	3	*	4	1
	1%	*%	-%	*%	-%	-%	1%	*%	3%	*%
500,000- 4,999,999	3	*	1	*	-	-	2	-	*	-
	*%	*%	1%	*%	-%	-%	1%	-%	*%	-%
5m+	9	-	-	4	-	4	-	-	-	-
	*%	-%	-%	1%	-%	2%	-%	-%	-%	-%
None - we never send this type of post	160	13	9	22	2	1	22	20	5	15
	8%	7%	6%	7%	3%	1%	7%	8%	3%	10%
		e		e			e	e		e
Don't know	9	1	2	-	-	-	-	4	-	2
	*%	*%	1%	-%	-%	-%	-%	2%	-%	2%
NET: Send 'Any Letters / Large letters'	1831	166	135	296	67	182	290	226	149	130
	92%	93%	93%	93%	97%	99%	93%	90%	97%	88%
						abcfgi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
NET: 0-49	1500	140	123	241	49	142	247	188	122	111
	75%	78%	85%	76%	71%	78%	79%	75%	79%	75%
NET: 50+	331	26	12	55	19	40	44	38	27	19
	17%	15%	8%	17%	27%	22%	14%	15%	18%	13%
					b	b				
Answered	1991	179	144	318	69	183	312	246	155	145
Mean Score	35808.6	2473.9	17822.5	86677.2	145.2	129845.0	21044.9	132.1	10042.7	1419.0
Standard error	9895.71	4225.97	21616.83	48467.7	66.54	73506.44	16808.44	201.21	8645.88	1773.42
Standard deviation	465203.81	50180.6	231814.7	709021	502.35	891218.25	223621.78	2346.47	93918.30	19426.87
Mean - excluding very high response (500,000+ per month)	1783.4	1689.0	76.8	1524.3	145.2	861.9	3070.1	132.1	7567.6	1419.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	413	105	94	166	365	48	17	22	9
	21%	26%	19%	19%	21%	20%	15%	28%	22%
		f						f	
25-49	1086	197	293	510	999	88	46	28	13
	54%	49%	61%	58%	57%	37%	38%	36%	33%
		egh	aefgh	efgh	efgh				
50-99	98	21	19	41	81	16	12	4	1
	5%	5%	4%	5%	5%	7%	10%	4%	3%
							d		
100-249	94	25	18	35	77	17	5	9	3
	5%	6%	4%	4%	4%	7%	4%	11%	7%
								bcd	
250-499	49	13	8	21	42	7	4	3	1
	2%	3%	2%	2%	2%	3%	3%	3%	2%
500-4,999	43	9	9	19	38	5	3	1	1
	2%	2%	2%	2%	2%	2%	2%	1%	4%
5,000-49,999	25	6	5	9	20	6	3	1	1
	1%	1%	1%	1%	1%	2%	3%	2%	2%
50,000-499,999	10	1	5	4	10	1	*	*	*
	1%	*%	1%	*%	1%	*%	*%	*%	*%
500,000- 4,999,999	3	-	1	2	3	*	-	*	-
	*%	-%	*%	*%	*%	*%	-%	*%	-%
5m+	9	4	-	4	8	1	*	-	1
	*%	1%	-%	1%	*%	*%	*%	-%	1%
None - we never send this type of post	160	19	26	64	109	51	30	11	10
	8%	5%	5%	7%	6%	21%	25%	14%	25%
						abcd	abcdg	abd	abcd
Don't know	9	2	3	4	9	*	-	*	-
	*%	1%	1%	*%	1%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Send 'Any Letters / Large letters'	1831	379	451	812	1642	189	90	69	30
	92%	95% efgh	94% efgh	92% efh	93% efgh	79%	75%	86%	75%
NET: 0-49	1500	302	386	676	1364	136	63	51	22
	75%	75% efgh	80% efgh	77% efgh	77% efgh	57%	53%	63%	56%
NET: 50+	331	77	65	136	279	53	27	18	8
	17%	19%	14%	15%	16%	22% bd	22%	23%	20%
Answered	1991	398	477	876	1751	240	120	80	40
Mean Score	35808.6	60415.1	9552.3	39021.8	35845.7	35537.6	16677.7	2063.5	158867.2 bdeg
Standard error	9895.71	33767.25	7303.70	19549.64	12460.6	20388.66	23752.81	2425.73	77460.06
Standard deviation	465203.81	607810.44	141246.8	448790.82	436120	639892.29	445642.2	43392.77	1370408
Mean - excluding very high response (500,000+ per month)	1783.4	941.4	3109.2	1681.7	1905.0	898.4	243.2	1519.1	1633.5

Columns Tested:: a,b,c,d,e,f,g,h

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1-24	413	25	11	18	61	63	19	13	8	206
	21%	30%	9%	12%	23%	19%	20%	25%	13%	21%
		bc			b					b
25-49	1086	33	74	93	149	146	50	26	31	559
	54%	40%	62%	62%	55%	45%	54%	48%	49%	58%
			ae	ae						ae
50-99	98	3	2	3	18	19	5	1	4	44
	5%	3%	1%	2%	7%	6%	6%	2%	7%	5%
100-249	94	2	3	3	12	15	7	4	6	46
	5%	2%	2%	2%	4%	4%	8%	7%	9%	5%
250-499	49	1	3	3	5	12	1	*	7	20
	2%	1%	2%	2%	2%	4%	1%	*%	11%	2%
									cdi	
500-4,999	43	-	8	8	5	10	1	*	5	14
	2%	-%	6%	5%	2%	3%	1%	*%	7%	1%
			i						i	
5,000-49,999	25	*	8	8	5	4	3	-	*	5
	1%	*%	7%	6%	2%	1%	3%	-%	*%	1%
			ei	i						
50,000-499,999	10	-	1	1	3	3	2	-	-	1
	1%	-%	1%	1%	1%	1%	2%	-%	-%	*%
							i			
500,000- 4,999,999	3	*	2	2	-	*	1	*	-	-
	*%	*%	2%	1%	-%	*%	1%	*%	-%	-%
			i	i						
5m+	9	-	-	-	*	4	-	*	-	5
	*%	-%	-%	-%	*%	1%	-%	1%	-%	*%
None - we never send this type of post	160	19	9	10	11	45	4	9	2	61
	8%	23%	7%	7%	4%	14%	4%	17%	3%	6%
		bcdfhi				di		d		

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Don't know	9	-	*	*	-	6	-	-	-	3
	*%	-%	*%	*%	-%	2%	-%	-%	-%	*%
NET: Send 'Any Letters / Large letters'	1831	63	112	139	258	276	89	45	62	899
	92%	77%	93%	93%	96%	84%	96%	83%	97%	93%
			a	a	aeg		a		ae	ae
NET: 0-49	1500	58	85	111	209	209	68	39	40	765
	75%	70%	71%	75%	78%	64%	74%	73%	62%	79%
					e					eh
NET: 50+	331	6	26	28	48	67	20	5	22	134
	17%	7%	22%	19%	18%	20%	22%	10%	35%	14%
									adgi	
Answered	1991	82	121	149	268	321	92	54	64	960
Mean Score	35808.6	4698.4	51439.6	41847.1	11030.7	77181.7	34487.7	112940.6	201.3	28790.0
Standard error	9895.71	11799.26	25297.78	21552.19	19207.10	33258.04	29317.62	128507.91	116.38	13349.77
Standard deviation	465203.81	113787.90	356869.09	321120.33	298792.38	679962.30	291706.66	1149409.70	1152.08	413196.38
Mean - excluding very high response (500,000+ per month)	1783.4	39.9	4958.1	4314.9	3683.6	2663.4	6917.8	32.8	201.3	427.6
			i	i	i	i	i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1-24	413 21%	104 21%	82 19%	228 21%	333 20%	81 24%	395 22% b	18 11%	404 21%	9 16%
25-49	1086 54%	274 55%	196 47%	616 57% b	864 52%	222 67% a	1006 55%	80 48%	1052 54%	34 58%
50-99	98 5%	24 5%	24 6%	49 5%	89 5%	9 3%	83 5%	14 9%	95 5%	3 5%
100-249	94 5%	17 3%	22 5%	55 5%	89 5%	5 1%	84 5%	10 6%	93 5%	1 1%
250-499	49 2%	9 2%	13 3%	27 2%	46 3%	3 1%	41 2%	7 4%	49 3%	- -%
500-4,999	43 2%	13 3%	11 3%	19 2%	40 2%	3 1%	33 2%	10 6% a	43 2%	- -%
5,000-49,999	25 1%	13 3% c	7 2%	6 1%	25 2%	- -%	17 1%	8 5% a	23 1%	2 4%
50,000-499,999	10 1%	5 1%	5 1%	1 *%	10 1%	* *%	8 *%	2 1%	7 *%	3 5% a
500,000- 4,999,999	3 *%	2 *%	1 *%	* *%	3 *%	- -%	* *%	3 2% a	3 *%	- -%
5m+	9 *%	* *%	4 1%	5 *%	9 1%	* *%	9 *%	* *%	9 *%	- -%
None - we never send this type of post	160 8%	40 8%	49 12% c	71 7%	150 9% b	10 3%	151 8%	10 6%	153 8%	7 12%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Don't know	9	*	6	3	9	-	3	6	9	-
	*%	*%	1%	*%	1%	-%	*%	4% a	*%	-%
NET: Send 'Any Letters / Large letters'	1831	460	365	1006	1508	323	1678	153	1778	53
	92%	92%	87%	93% b	90%	97% a	92%	91%	92%	88%
NET: 0-49	1500	378	277	844	1197	303	1402	98	1456	44
	75%	76% b	66%	78% b	72%	91% a	77% b	58%	75%	73%
NET: 50+	331	82	87	162	311	20	277	55	322	9
	17%	16%	21%	15%	19% b	6%	15%	32% a	17%	15%
Answered	1991	500	414	1077	1658	332	1829	162	1931	60
Mean Score	35808.6	19190.2	67639.3	31293.8	39389.0	17944.6	33290	64235	36479.2	14112.3
Standard error	9895.71	12045.47	27037.33	13827.13	10566.09	28336.92	10852	24936	10179.17	7968.49
Standard deviation	465203.81	284283.25	614764.95	466037.73	465867.48	462161.10	462592	494342	472208.31	60686.23
Mean - excluding very high response (500,000+ per month)	1783.4	3268.7 c	3616.6 c	394.5	2107.5	175.3	1528.5	4700.5 a	1399.9	14112.3 a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1-24	413	326	23	62	391	21	1	*	412	1
	21%	27%	7%	15%	23%	10%	1%	1%	22%	1%
		bc		b	bcdf	f			bcdf	
25-49	1086	674	177	229	950	97	29	10	1047	39
	54%	55%	52%	54%	56%	46%	62%	18%	55%	38%
					df	d	d		df	
50-99	98	42	29	27	68	22	3	4	91	7
	5%	3%	9%	6%	4%	11%	7%	7%	5%	7%
			a			ae				
100-249	94	34	41	19	61	26	2	5	87	7
	5%	3%	12%	4%	4%	12%	5%	9%	5%	7%
			ac			ae				
250-499	49	12	11	23	30	6	2	10	36	13
	2%	1%	3%	6%	2%	3%	5%	18%	2%	12%
			a	a				abe		abe
500-4,999	43	11	8	24	14	19	4	5	33	10
	2%	1%	2%	6%	1%	9%	9%	10%	2%	9%
				a		ae	ae	ae		ae
5,000-49,999	25	6	12	7	9	4	3	9	12	13
	1%	*%	4%	2%	1%	2%	7%	17%	1%	12%
			a				ae	abe		abe
50,000-499,999	10	3	5	2	4	1	1	4	5	5
	1%	*%	2%	1%	*%	1%	2%	7%	*%	5%
								abe		ae
500,000- 4,999,999	3	*	1	2	3	-	-	*	3	*
	*%	*%	*%	*%	*%	-%	-%	1%	*%	*%
5m+	9	9	*	*	9	-	*	*	9	*
	*%	1%	*%	*%	1%	-%	*%	*%	*%	*%
None - we never send this type of post	160	103	28	26	138	14	*	7	153	7
	8%	8%	8%	6%	8%	7%	1%	13%	8%	7%
Don't know	9	4	2	3	9	*	-	-	9	-
	*%	*%	1%	1%	1%	*%	-%	-%	*%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: Send 'Any Letters / Large letters'	1831	1116	309	396	1539	196	46	50	1735	96
	92%	91%	91%	93%	91%	93%	99%	87%	91%	93%
NET: 0-49	1500	1000	200	291	1341	118	30	11	1459	40
	75%	82%	59%	68%	80%	56%	64%	19%	77%	39%
		bc			bdf	d	d		bdf	
NET: 50+	331	116	109	105	198	78	17	39	276	56
	17%	9%	32%	25%	12%	37%	36%	68%	15%	54%
			a	a		ae	ae	abce		ae
Answered	1991	1219	336	422	1677	210	47	57	1887	103
Mean Score	35808.6	46435.1	24116.7	15517.4	38645.2	1824.4	50026.2	66325.3	34539.1	58977.8
								b		
Standard error	9895.71	15597.90	16470.77	9556.10	11735.16	1106.63	79991.30	55235.72	10096.29	46487.64
Standard deviation	465203.81	547484.20	378827.63	200450.52	480855.2	20345.23	719921.73	584559.9	453434.87	645827.0
Mean - excluding very high response (500,000+ per month)	1783.4	779.6	5355.0	1879.0	807.2	1824.4	7749.6	25559.1	921.3	17512.2
			a				ae	abe		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1-24	413	308	84	22	349	65	413	146	19	95
	21%	31%	12%	7%	20%	5%	23%	11%	2%	14%
		bc			bdef		bdef	be		be
25-49	1086	548	402	137	1072	1066	1086	865	641	339
	54%	55%	59%	44%	62%	74%	59%	63%	72%	51%
		c	c		f	acdf	f	f	acdf	
50-99	98	19	49	29	91	88	98	82	64	46
	5%	2%	7%	9%	5%	6%	5%	6%	7%	7%
			a	a						
100-249	94	3	57	33	92	82	94	73	61	71
	5%	*%	8%	11%	5%	6%	5%	5%	7%	11%
			a	a						abcd
250-499	49	3	27	19	46	47	49	44	30	31
	2%	*%	4%	6%	3%	3%	3%	3%	3%	5%
			a	a						
500-4,999	43	*	13	29	42	41	43	40	34	31
	2%	*%	2%	9%	2%	3%	2%	3%	4%	5%
			a	ab						c
5,000-49,999	25	1	8	16	25	25	25	24	19	19
	1%	*%	1%	5%	1%	2%	1%	2%	2%	3%
				ab						
50,000-499,999	10	-	4	6	5	10	10	10	5	7
	1%	-%	1%	2%	*%	1%	1%	1%	1%	1%
				a						
500,000- 4,999,999	3	-	3	*	3	3	3	3	2	3
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	9	4	5	*	9	5	9	9	5	5
	*%	*%	1%	*%	1%	*%	*%	1%	1%	1%
None - we never send this type of post	160	110	28	22	-	-	-	83	7	13
	8%	11%	4%	7%	-%	-%	-%	6%	1%	2%
		b						abcef	abc	abc
Don't know	9	4	5	*	-	-	-	3	-	6
	*%	*%	1%	*%	-%	-%	-%	*%	-%	1%
										abc

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
NET: Send 'Any Letters / Large letters'	1831	886	652	292	1734	1432	1831	1297	881	647
	92%	89%	95%	93%	100%	100%	100%	94%	99%	97%
			a		def	def	def		d	d
NET: 0-49	1500	856	485	158	1420	1131	1500	1011	660	434
	75%	85%	71%	50%	82%	79%	82%	73%	74%	65%
		bc	c		def	df	def	f	f	
NET: 50+	331	31	167	134	314	302	331	286	221	213
	17%	3%	24%	43%	18%	21%	18%	21%	25%	32%
			a	ab					ac	abcde
Answered	1991	997	680	314	1734	1432	1831	1380	888	659
Mean Score	35808.6	22756.5	61937.8	20654.2	40311.0	33939.8	38939.0	51642.2	50184.1	72246.5
Standard error	9895.71	12686.16	21071.90	16093.11	11339.3	11297.0	10834.0	14103.0	18466.19	22958.71
Standard deviation	465203.81	368772.6	608536.51	370840.47	498155	454414	484997	558095	568566.83	667778.71
Mean - excluding very high response (500,000+ per month)	1783.4	27.5	1959.1	6972.6	1235.3	2468.4	1940.4	2561.3	2314.8	3885.7
			a	ab						ac

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1-24	413	413	-	-	-	-	-	-	-
	21%	100%	-%	-%	-%	-%	-%	-%	-%
		bcdefgh							
25-49	1086	-	1086	-	-	-	-	-	-
	54%	-%	100%	-%	-%	-%	-%	-%	-%
			acdefgh						
50-99	98	-	-	98	-	-	-	-	-
	5%	-%	-%	100%	-%	-%	-%	-%	-%
				abdefgh					
100-249	94	-	-	-	94	-	-	-	-
	5%	-%	-%	-%	100%	-%	-%	-%	-%
					abcefgh				
250-499	49	-	-	-	-	49	-	-	49
	2%	-%	-%	-%	-%	100%	-%	-%	35%
						abcdfgh			abcdfg
500-4,999	43	-	-	-	-	-	43	-	43
	2%	-%	-%	-%	-%	-%	100%	-%	31%
							abcdegh		abcdeg
5,000-49,999	25	-	-	-	-	-	-	25	25
	1%	-%	-%	-%	-%	-%	-%	53%	18%
								abcdefh	abcdef
50,000-499,999	10	-	-	-	-	-	-	10	10
	1%	-%	-%	-%	-%	-%	-%	22%	7%
								abcdef	ab
500,000- 4,999,999	3	-	-	-	-	-	-	3	3
	*%	-%	-%	-%	-%	-%	-%	7%	2%
								ab	b
5m+	9	-	-	-	-	-	-	9	9
	*%	-%	-%	-%	-%	-%	-%	19%	6%
								abcdef	ab
None - we never send this type of post	160	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Don't know	9	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Send 'Any Letters / Large letters'	1831	413	1086	98	94	49	43	48	139
	92%	100%	100%	100%	100%	100%	100%	100%	100%
NET: 0-49	1500	413	1086	-	-	-	-	-	-
	75%	100%	100%	-%	-%	-%	-%	-%	-%
		cdefgh	cdefgh						
NET: 50+	331	-	-	98	94	49	43	48	139
	17%	-%	-%	100%	100%	100%	100%	100%	100%
				ab	ab	ab	ab	ab	ab
Answered	1991	413	1086	98	94	49	43	48	139
Mean Score	35808.6	12.5	29.0	80.2	156.1	373.0	2031.6	1486629	510860
			a	ab	abc	abcd	abcde	abcdefh	abcdef
Standard error	9895.71	*	.28	.54	2.87	5.70	110.97	303278	97102.2
Standard deviation	465203.81	*	8.82	6.60	37.41	62.93	1142.47	2643920	1693034
Mean - excluding very high response (500,000+ per month)	1783.4	12.5	29.0	80.2	156.1	373.0	2031.6	94442.6	27273.5
			a	ab	abc	abcd	abcde	abcdefh	abcdef

Columns Tested:: a,b,c,d,e,f,g,h

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1-24	413	349	-	-	-	-	-	-	65	-	-	-	-	-	-
	21%	25%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
		bcdef							b						
25-49	1086	980	92	-	-	-	-	-	961	105	-	-	-	-	-
	54%	71%	60%	-%	-%	-%	-%	-%	90%	58%	-%	-%	-%	-%	-%
		cdefg	cdefg						bcdefg	cdefg					
50-99	98	21	37	32	-	-	-	-	23	37	28	-	-	-	-
	5%	2%	24%	41%	-%	-%	-%	-%	2%	21%	38%	-%	-%	-%	-%
			adef	adef						adf	abdefg				
100-249	94	3	16	41	33	-	-	-	12	32	27	11	-	-	-
	5%	*%	10%	51%	55%	-%	-%	-%	1%	18%	37%	41%	-%	-%	-%
			a	abefg	abefg					a	abefg	abefg			
250-499	49	13	3	7	14	9	-	-	2	2	11	9	24	-	-
	2%	1%	2%	8%	24%	39%	-%	-%	*%	1%	15%	32%	55%	-%	-%
				a	abf	abcf					ab	abfg	abcfg		
500-4,999	43	2	2	*	6	13	20	-	1	4	3	7	19	6	-
	2%	*%	1%	*%	10%	52%	67%	-%	*%	2%	5%	27%	44%	38%	-%
					ab	abcdg	abcdg			a	a	abc	abcg	abcg	
5,000-49,999	25	1	4	-	4	2	10	5	1	*	4	-	*	10	11
	1%	*%	2%	-%	8%	9%	33%	35%	*%	*%	5%	-%	*%	62%	38%
			a		a	a	abcd	abc			a			abcde	abcde
50,000-499,999	10	-	-	-	2	-	-	3	-	*	1	-	-	-	10
	1%	-%	-%	-%	3%	-%	-%	24%	-%	*%	1%	-%	-%	-%	33%
					a			abcf							abcdef
500,000- 4,999,999	3	2	-	*	-	-	-	1	-	-	-	*	-	-	3
	*%	*%	-%	*%	-%	-%	-%	8%	-%	-%	-%	1%	-%	-%	11%
								a							abc
5m+	9	4	-	-	-	-	-	5	-	-	-	-	-	-	5
	*%	*%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%	-%	18%
								abcdef							abcd
None - we never send this type of post	160	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
NET: Send 'Any Letters / Large letters'	1831	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: 0-49	1500	1328	92	-	-	-	-	-	1026	105	-	-	-	-	-
	75%	97%	60%	-%	-%	-%	-%	-%	96%	58%	-%	-%	-%	-%	-%
		bcdefg	cdefg						bcdefg	cdefg					
NET: 50+	331	46	61	80	59	24	30	13	38	74	74	28	43	16	29
	17%	3%	40%	100%	100%	100%	100%	100%	4%	42%	100%	100%	100%	100%	100%
			a	ab	ab	ab	ab	ab		a	ab	ab	ab	ab	ab
Answered	1991	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Mean Score	35808.6	23657	757.2	3456	11846.0	3012.2	3833.4	2682124	51.2	197.0	4437	14380.7	1061.1	4524.1	1663329
					b	b	b	abcdef			ab	a	a	abe	abcdef
Standard error	9895.71	10105	285.1	7874	4513.04	914.25	198.31	640854	22.50	255.3	2355	21186.1	237.72	222.38	487284
Standard deviation	465203.81	357701.75	4219	96110	50658.8	7811.36	1762.58	3568123	713.4	4029	28156	198743	1680.91	1572.46	2799234
Mean - excluding very high response (500,000+ per month)	1783.4	42.5	757.2	135.0	11846.0	3012.2	3833.4	134214	51.2	197.0	4437	467.0	1061.1	4524.1	145657
			a	a	abc	abc	abc				ab	a	ad	abde	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1-24	413	134	7	1	1	4	*	-	4	282	73	45	10	-
	21%	14% bcdh	4%	1%	1%	12%	1%	-%	4%	32% bcde	19% e	12% e	9%	-%
25-49	1086	674	96	59	16	10	8	1	19	555	237	221	45	28
	54%	72% cdefgh	60% defgh	53% dgh	27% g	31% g	25%	2%	17%	63% de	61% de	61% de	39%	39%
50-99	98	33	24	7	14	3	*	*	3	21	30	31	10	6
	5%	3%	15% ah	7%	23% acfgh	9%	1%	1%	3%	2%	8% a	8% a	9% a	9%
100-249	94	19	13	22	7	7	*	4	11	14	20	38	19	3
	5%	2%	8% a	20% a	12% a	22% a	1%	9%	11% a	2%	5% a	11% a	16% ab	5%
250-499	49	6	7	10	7	2	4	9	15	6	4	17	12	11
	2%	1%	4% a	9% a	11% a	6% a	12% a	21% ab	14% a	1%	1%	5% a	10% ab	15% abc
500-4,999	43	7	3	6	7	1	6	11	17	2	9	5	15	11
	2%	1%	2%	5% a	11% ab	2%	18% ab	25% abce	16% ab	*%	2% a	1%	13% abc	16% abc
5,000-49,999	25	2	1	1	5	2	6	7	15	1	6	4	3	11
	1%	*%	1%	1%	8% a	5% a	20% abc	17% abc	14% abc	*%	1%	1%	3%	15% abcd
50,000-499,999	10	*	-	-	-	1	-	9	10	1	4	1	3	1
	1%	*%	-%	-%	-%	3% a	-%	21% abcdf	10% abc	*%	1%	*%	3% a	1%
500,000- 4,999,999	3	-	-	-	2	*	*	1	1	1	2	*	*	*
	*%	-%	-%	-%	3% a	*%	*%	2% a	1%	*%	1%	*%	*%	*%
5m+	9	9	-	-	-	-	-	*	*	4	4	1	-	*
	*%	1%	-%	-%	-%	-%	-%	*%	*%	*%	1%	*%	-%	*%
None - we never send this type of post	160	58	10	4	2	1	7	1	9	-	-	-	-	-
	8%	6%	6%	4%	3%	3%	21% ac	2%	8%	-%	-%	-%	-%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Don't know	9	1	-	-	-	2	*	-	2	-	-	-	-	-
	*%	*%	-%	-%	-%	7%	1%	-%	2%	-%	-%	-%	-%	-%
						ab			a					
NET: Send 'Any Letters / Large letters'	1831	883	151	107	60	29	25	43	96	886	389	363	116	72
	92%	94%	94%	96%	97%	90%	78%	98%	89%	100%	100%	100%	100%	100%
		f		f	f									
NET: 0-49	1500	808	103	61	17	14	8	1	23	836	310	266	55	28
	75%	86%	64%	54%	28%	43%	26%	2%	21%	94%	80%	73%	47%	39%
		bcdefgh	dfgh	dgh	g	g				bcde	de	de		
NET: 50+	331	75	48	47	43	15	17	42	74	50	79	97	61	44
	17%	8%	30%	42%	69%	47%	52%	96%	68%	6%	20%	27%	53%	61%
			a	a	abc	a	a	abcdefh	abc		a	a	abc	abc
Answered	1991	941	161	112	61	30	32	44	105	886	389	363	116	72
Mean Score	35808.6	60949	161.1	498.1	93664.1	10134.4	16759.5	166280	76684.2	28733.3	86758.1	22027.9	9358.7	41312.9
					bc			bc	b					
Standard error	9895.71	21092	53.89	233.9	47978.8	10615.5	23768.83	105259	38478.6	14338.72	33372.32	22605.67	4781.09	58339.31
Standard deviation	465203.81	641497.05	784.7	2846	496296	80145.6	190150.68	766295	507567	401995.99	669112.98	486940.97	74068.37	603466.5
Mean - excluding very high response (500,000+ per month)	1783.4	77.1	161.1	498.1	2466.5	8694.7	4019.6	66275.0	30754.2	273.6	3462.7	1209.6	8150.3	8085.6
				a	abc	abc	abc	abcdefh	abcdf		a		ac	ac

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1-24	413	255	53	32	5	-	27	20	13	5	-
	21%	26%	16%	11%	6%	-%	3%	7%	6%	5%	-%
		bcde									
25-49	1086	631	216	169	35	17	686	168	156	30	23
	54%	65%	63%	58%	40%	44%	88%	63%	66%	34%	38%
		d	d	d			bcde	de	de		
50-99	98	28	26	27	6	3	32	21	22	7	6
	5%	3%	8%	9%	7%	7%	4%	8%	9%	9%	9%
			a	a							
100-249	94	15	22	36	18	1	21	21	20	16	3
	5%	2%	6%	12%	20%	2%	3%	8%	8%	19%	5%
			a	a	ab			a	a	a	
250-499	49	16	7	13	10	1	6	10	15	6	10
	2%	2%	2%	4%	11%	2%	1%	4%	6%	7%	17%
					ab			a	a	a	ab
500-4,999	43	5	10	8	12	9	4	9	6	13	10
	2%	1%	3%	3%	13%	22%	1%	3%	2%	15%	16%
			a		abc	abc		a		abc	abc
5,000-49,999	25	6	1	7	3	8	1	6	5	7	7
	1%	1%	*%	2%	3%	20%	*%	2%	2%	8%	12%
						abcd		a		a	abc
50,000-499,999	10	2	1	1	*	1	1	5	1	3	1
	1%	*%	*%	*%	*%	3%	*%	2%	*%	4%	2%
								a		a	
500,000- 4,999,999	3	3	-	-	*	*	-	2	*	-	*
	*%	*%	-%	-%	*%	*%	-%	1%	*%	-%	*%
5m+	9	4	5	*	-	*	-	4	1	-	*
	*%	*%	1%	*%	-%	*%	-%	2%	*%	-%	*%
								a			
None - we never send this type of post	160	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	9	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Send 'Any Letters / Large letters'	1831	966	341	291	89	39	778	266	238	86	60
	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: 0-49	1500	886	269	201	41	17	713	188	170	34	23
	75%	92%	79%	69%	46%	44%	92%	71%	71%	40%	38%
		bcde	de	de			bcde	de	de		
NET: 50+	331	80	72	91	48	22	65	78	68	52	37
	17%	8%	21%	31%	54%	56%	8%	29%	29%	60%	62%
			a	a	abc	abc		a	a	abc	abc
Answered	1991	966	341	291	89	39	778	266	238	86	60
Mean Score	35808.6	35000.3	96810.8	6202.7	2254.0	16366.5	317.2	127974.4	31710.7	11978.5	47925.5
			c					a		a	
Standard error	9895.71	14761.70	42496.72	11392.86	4748.50	22804.03	312.74	44518.62	32010.02	4138.75	73592.28
Standard deviation	465203.81	434906.93	817440.71	230687.80	66648.36	200104.6	8209.17	807494.59	591103.03	53163.21	662330.5
Mean - excluding very high response (500,000+ per month)	1783.4	772.1	1255.0	1445.6	677.8	12445.4	317.2	5912.2	956.8	11978.5	7986.5
						abcd		ac		ac	ac

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1-24	413	81	29	25	10	1	90	7	47	372	41	331	18
	21%	12%	15%	8%	9%	2%	11%	6%	11%	22%	15%	20%	16%
25-49	1086	505	117	167	39	32	456	69	333	967	119	1021	50
	54%	72%	58%	56%	34%	63%	56%	56%	76%	56%	44%	63%	46%
		bcd	d	d		d			ab	b		b	
50-99	98	21	18	29	10	3	57	17	7	78	20	81	10
	5%	3%	9%	10%	9%	6%	7%	14%	2%	5%	7%	5%	9%
			a	a			c	c					
100-249	94	16	17	21	19	*	57	6	10	81	13	86	6
	5%	2%	8%	7%	17%	*%	7%	5%	2%	5%	5%	5%	6%
			a	a	ae		c						
250-499	49	9	5	12	11	1	28	11	5	36	12	39	7
	2%	1%	3%	4%	9%	2%	3%	9%	1%	2%	4%	2%	7%
					a			c					
500-4,999	43	10	5	8	10	4	25	6	9	32	11	38	5
	2%	1%	2%	3%	9%	7%	3%	5%	2%	2%	4%	2%	4%
					a								
5,000-49,999	25	2	*	12	3	7	20	1	4	16	9	13	12
	1%	*%	*%	4%	3%	14%	3%	*%	1%	1%	3%	1%	11%
				a	a	ab					a		a
50,000-499,999	10	5	2	*	2	1	5	6	*	9	1	4	1
	1%	1%	1%	*%	2%	2%	1%	5%	*%	1%	*%	*%	1%
								ac					
500,000- 4,999,999	3	-	-	2	-	1	2	1	*	3	*	3	*
	*%	-%	-%	1%	-%	2%	*%	1%	*%	*%	*%	*%	*%
5m+	9	4	*	5	-	*	9	*	-	9	*	9	*
	*%	1%	*%	2%	-%	*%	1%	*%	-%	1%	*%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None - we never send this type of post	160	49	4	19	9	*	61	*	22	116	44	-	-
	8%	7%	2%	6%	8%	*%	8% b	*%	5%	7%	16% a	-%	-%
Don't know	9	-	3	-	-	-	3	-	-	7	2	-	-
	*%	-%	2%	-%	-%	-%	*%	-%	-%	*%	1%	-%	-%
NET: Send 'Any Letters / Large letters'	1831	653	193	281	105	51	749	122	417	1603	228	1625	108
	92%	93%	96%	94%	92%	100%	92%	100% a	95%	93% b	83%	100%	100%
NET: 0-49	1500	587	146	191	49	33	546	75	381	1339	161	1352	68
	75%	84% bcde	73% d	64% d	43%	65%	67%	62%	87% ab	78% b	59%	83% b	63%
NET: 50+	331	66	47	90	55	18	204	46	36	264	67	273	40
	17%	9%	24% a	30% a	49% abc	35% a	25% c	38% c	8%	15%	25% a	17%	37% a
Answered	1991	702	197	300	114	51	811	122	438	1719	272	1625	108
Mean Score	35808.6	34283.2	12867.9	133376.6 ab	5946.9	70755.3	79396.8 c	55804.5 c	213.8	39992.9	9334.8	42415.3	8727.0
Standard error	9895.71	16953.11	21181.18	49262.33	2998.27	47586.25	23270.26	42890.65	746.26	11437.99	12603.02	12241.83	10158.69
Standard deviation	465203.81	439801.67	348042.24	921613.90	38513.46	448927.8	695777.01	542528.6	16636.70	491301.27	240780.3	513281.55	133230.0
Mean - excluding very high response (500,000+ per month)	1783.4	1996.3	2877.2	1170.9	5946.9 c	10218.3 ac	2292.4 c	13424.4 ac	114.7	1719.2	2187.2	913.9	6026.0 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1-24	413	61	4	95	51	331	18	61	4	92	54
	21%	5%	2%	11%	10%	20%	17%	5%	2%	11%	10%
25-49	1086	967	99	553	311	1023	49	977	89	564	301
	54%	76%	60%	65%	58%	63%	47%	77%	55%	65%	58%
		b				b		b			
50-99	98	65	22	38	43	81	10	67	21	39	43
	5%	5%	14%	4%	8%	5%	10%	5%	13%	4%	8%
			a						a		
100-249	94	74	8	37	36	83	9	68	13	38	36
	5%	6%	5%	4%	7%	5%	9%	5%	8%	4%	7%
250-499	49	37	10	24	20	39	7	34	13	24	20
	2%	3%	6%	3%	4%	2%	6%	3%	8%	3%	4%
									a		
500-4,999	43	36	5	20	20	39	3	35	7	21	19
	2%	3%	3%	2%	4%	2%	3%	3%	4%	2%	4%
5,000-49,999	25	12	13	9	16	17	8	12	13	9	16
	1%	1%	8%	1%	3%	1%	8%	1%	8%	1%	3%
			a				a		a		
50,000-499,999	10	7	3	7	3	4	1	7	3	7	3
	1%	1%	2%	1%	1%	*%	1%	1%	2%	1%	1%
500,000- 4,999,999	3	3	*	3	*	3	*	3	*	3	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
5m+	9	5	*	4	5	9	*	5	*	9	*
	*%	*%	*%	1%	1%	1%	*%	*%	*%	1%	*%
None - we never send this type of post	160	-	-	52	31	-	-	-	-	54	29
	8%	-%	-%	6%	6%	-%	-%	-%	-%	6%	6%
Don't know	9	-	-	3	*	-	-	-	-	3	*
	*%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Send 'Any Letters / Large letters'	1831	1268	164	791	506	1629	105	1270	163	806	491
	92%	100%	100%	93%	94%	100%	100%	100%	100%	93%	94%
NET: 0-49	1500	1028	103	649	363	1354	67	1038	93	657	355
	75%	81%	63%	77%	68%	83%	64%	82%	57%	76%	68%
		b		b		b		b		b	
NET: 50+	331	240	62	143	143	275	38	232	69	149	137
	17%	19%	37%	17%	27%	17%	36%	18%	43%	17%	26%
			a		a		a		a		a
Answered	1991	1268	164	844	536	1629	105	1270	163	860	520
Mean Score	35808.6	35109.0	24928.1	48671.7	56313.6	41286.0	25141.9	35813.5	19303.7	79096.4	6297.0
										b	
Standard error	9895.71	12459.39	25639.93	18032.30	22650.09	11893.54	37517.97	12731.96	19473.19	22607.25	6956.75
Standard deviation	465203.81	460154.79	408633.3	549319.58	572111.0	498678.35	492043.6	469531.32	312785.8	692756.36	174196.9
Mean - excluding very high response (500,000+ per month)	1783.4	1812.9	7502.7	2484.5	2682.2	1001.1	4859.2	1838.5	7369.5	2507.7	2648.8
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1-24	413	118	294	16	-	36	51	10	1	101	91	27	-
	21%	13%	22% ac	6%	-%	4%	5%	5%	100%	10%	12%	11%	-%
25-49	1086	590	839	174	4	595	743	133	-	604	488	145	-
	54%	64%	63%	72%	100%	69%	75%	70%	-%	60%	64%	58%	-%
50-99	98	67	58	10	-	69	58	12	-	70	45	15	-
	5%	7%	4%	4%	-%	8%	6%	6%	-%	7%	6%	6%	-%
100-249	94	58	54	9	-	61	46	4	-	58	32	6	-
	5%	6%	4%	4%	-%	7%	5%	2%	-%	6%	4%	2%	-%
250-499	49	33	35	8	-	30	32	7	-	31	16	10	-
	2%	4%	3%	3%	-%	4%	3%	4%	-%	3%	2%	4%	-%
500-4,999	43	27	29	13	-	29	30	12	-	30	21	13	*
	2%	3%	2%	5%	-%	3%	3%	6%	-%	3%	3%	5%	100%
5,000-49,999	25	21	20	6	-	21	22	4	-	23	20	8	-
	1%	2%	2%	2%	-%	2%	2%	2%	-%	2%	3%	3%	-%
50,000-499,999	10	5	3	1	-	10	5	3	-	10	5	3	-
	1%	1%	*%	1%	-%	1%	1%	2%	-%	1%	1%	1%	-%
500,000- 4,999,999	3	3	-	-	-	3	*	*	-	3	*	-	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
5m+	9	5	9	5	-	5	5	4	-	5	8	5	-
	*%	1%	1%	2%	-%	1%	*%	2%	-%	1%	1%	2%	-%
None - we never send this type of post	160	-	-	-	-	-	-	-	-	62	37	17	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	6%	5%	7%	-%
Don't know	9	-	-	-	-	-	-	-	-	3	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
NET: Send 'Any Letters / Large letters'	1831	928	1340	240	4	859	991	191	1	934	728	232	*
	92%	100%	100%	100%	100%	100%	100%	100%	100%	93%	95%	93%	100%
NET: 0-49	1500	708	1132	189	4	631	793	144	1	704	579	172	-
	75%	76%	85% a	79%	100%	73%	80% a	75%	100%	70%	76%	69%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
NET: 50+	331	220	208	51	-	228	198	48	-	230	149	60	*
	17%	24% b	15%	21%	-%	27% b	20%	25%	-%	23%	19%	24%	100%
Answered	1991	928	1340	240	4	859	991	191	1	996	765	249	*
Mean Score	35808.6	44511.9	43179.8	115730.8	25.0	55862.6	30659.9	148712.2 b	12.5	48175.3	69334.2	118377.6	550.0
Standard error	9895.71	15450.18	13749.50	50621.83	*	18764.21	12582.29	63945.03	-	16251.95	21258.24	50836.70	-
Standard deviation	465203.81	493197.3	531094.1	824063.71	*	582597.8	423146.7	915553.54	-	541216.8	635262.4	838420.38	-
Mean - excluding very high response (500,000+ per month)	1783.4	2164.7	1092.8	2086.9	25.0	3827.4	2047.1	5721.9 b	12.5	3314.7	2619.5	4783.2	550.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1-24	413	329	64	111	242	220	1	61	55	53	21	7
	21%	21% bc	5%	12% b	19%	21%	2%	10%	10%	10%	16%	8%
25-49	1086	1002	939	609	785	653	14	432	368	350	85	53
	54%	63%	75% ac	64%	62%	63% c	37%	70%	69%	67%	63%	69%
50-99	98	73	67	51	70	46	*	26	34	22	7	2
	5%	5%	5%	5%	6%	4%	1%	4%	6%	4%	5%	3%
100-249	94	81	71	47	75	51	5	33	32	29	2	2
	5%	5%	6%	5%	6%	5%	15%	5%	6%	6%	2%	3%
250-499	49	38	38	23	33	23	1	11	13	15	3	4
	2%	2%	3%	2%	3%	2%	3%	2%	2%	3%	2%	5%
500-4,999	43	32	34	14	28	19	11	6	7	13	3	*
	2%	2%	3%	1%	2%	2%	29% ab	1%	1%	2%	2%	*%
5,000-49,999	25	13	16	9	16	13	3	4	3	6	3	2
	1%	1%	1%	1%	1%	1%	8% ab	1%	*%	1%	3%	3%
50,000-499,999	10	4	9	6	7	6	2	4	2	3	1	-
	1%	*%	1%	1%	1%	1%	5% a	1%	*%	1%	1%	-%
500,000- 4,999,999	3	2	2	*	2	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
5m+	9	5	5	8	5	5	*	8	4	4	4	4
	*%	*%	*%	1%	*%	*%	*%	1%	1%	1%	3%	6% bc
None - we never send this type of post	160	-	-	63	-	-	-	30	15	23	5	2
	8%	-%	-%	7% ab	-%	-%	-%	5%	3%	4%	4%	3%
Don't know	9	-	-	3	-	-	-	1	2	3	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	1%	-%	-%

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Send 'Any Letters / Large letters'	1831	1581	1245	879	1264	1036	37	585	518	495	130	76
	92%	100% c	100% c	93%	100%	100%	100%	95%	97%	95%	96%	97%
NET: 0-49	1500	1331	1003	720	1027	874	15	492	423	403	106	60
	75%	84% c	81%	76%	81% c	84% c	39%	80%	79%	77%	78%	77%
NET: 50+	331	250	242	158	236	163	23	93	95	92	25	16
	17%	16%	19%	17%	19%	16%	61% ab	15%	18%	18%	18%	20%
Answered	1991	1581	1245	941	1264	1036	37	615	533	518	135	78
Mean Score	35808.6	27548.5	34511.2	55161.7	32829.9	31518.2	43569.9	83438.4	51953	54005.9	202306.5 bc	346724.0 abc
Standard error	9895.71	10325.8	12489.6	17830.0	11927.33	13680.60	77663.32	29228.46	24713	24644.93	97178.40	172976.43
Standard deviation	465203.81	425117	458726	563269	444843.0	440336.9	575966.57	695367.1	548725	556560.87	1077760.58	1405267.16
Mean - excluding very high response (500,000+ per month)	1783.4	946.6	2365.8 a	2044.2	1913.9	1962.6	16882.1 ab	2103.0	1343.8	1943.4	2972.6	864.9

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1-24	413	25	10	7	9	333	112	346	195	178	127	339	23	-	297	12
	21%	11%	10%	6%	22%	20% b	11%	20% b	17% b	18% b	14%	22% ac	11%	-%	21% b	8%
25-49	1086	135	51	73	25	903	619	940	649	539	539	859	136	1	758	100
	54%	60%	51%	64%	59%	55%	60%	55%	56%	54%	61% b	55%	64%	100%	54%	66%
50-99	98	15	3	7	1	82	58	87	59	44	55	76	12	-	57	14
	5%	7%	3%	6%	3%	5%	6%	5%	5%	4%	6%	5%	6%	-%	4%	9%
100-249	94	14	7	2	5	86	70	91	59	48	46	73	11	-	71	8
	5%	6%	7%	2%	11%	5%	7%	5%	5%	5%	5%	5%	5%	-%	5%	5%
250-499	49	17	3	4	1	32	22	38	26	27	29	25	5	-	38	2
	2%	7%	3%	3%	3%	2%	2%	2%	2%	3%	3%	2%	2%	-%	3%	2%
500-4,999	43	7	8	9	1	38	32	40	27	25	22	38	9	-	38	1
	2%	3%	8%	8%	1%	2%	3%	2%	2%	2%	2%	2%	4%	-%	3%	1%
5,000-49,999	25	3	4	-	-	11	18	21	14	20	16	15	4	-	15	1
	1%	1%	4%	-%	-%	1%	2%	1%	1%	2% a	2%	1%	2%	-%	1%	1%
50,000-499,999	10	*	5	2	-	10	6	10	6	4	7	5	*	-	4	-
	1%	*%	5% a	2%	-%	1%	1%	1%	1%	*%	1%	*%	*%	-%	*%	-%
500,000- 4,999,999	3	2	*	*	-	2	2	2	2	*	2	*	-	-	2	-
	*%	1%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
5m+	9	-	-	5	*	5	5	5	8	8	9	5	5	-	4	5
	*%	-%	-%	4% a	*%	*%	*%	*%	1%	1%	1%	*%	2% b	-%	*%	3% a
None - we never send this type of post	160	6	6	6	*	125	88	128	106	93	23	131	6	-	112	4
	8%	3%	6%	5%	1%	8%	9%	7%	9%	9%	3%	8% a	3%	-%	8%	3%
Don't know	9	2	4	-	-	8	3	9	5	4	5	7	2	-	5	4
	*%	1%	4%	-%	-%	1%	*%	1%	*%	*%	1%	*%	1%	-%	*%	3% a

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Send 'Any Letters / Large letters'	1831	217	91	108	42	1503	943	1581	1046	894	851	1436	205	1	1285	143
	92%	96%	90%	95%	99%	92%	91%	92%	90%	90%	97% b	91%	96%	100%	92%	95%
NET: 0-49	1500	159	61	80	34	1236	730	1286	844	718	665	1198	159	1	1055	111
	75%	71%	60%	70%	81%	76%	71%	75%	73%	72%	76%	76%	75%	100%	75%	74%
NET: 50+	331	58	30	29	8	267	213	295	202	176	185	237	46	-	229	31
	17%	26%	30%	25%	19%	16%	21%	17%	17%	18%	21% b	15%	21%	-%	16%	21%
Answered	1991	223	97	115	42	1628	1032	1709	1152	987	873	1567	211	1	1397	147
Mean Score	35808.6	27289	19622	257574.1 ab	33075.4	26790.5	36918.0	26876.8	51106.8	53791	70729.8 b	23123.6	135088.9 b	25.0	27625.5	189841.7 a
Standard error	9895.71	18566	9787.9	122624.5	88287.68	9279.94	12321.6	9228.39	13918.2	15445	20595.09	9411.80	59223.81	-	10503.43	95967.87
Standard deviation	465203.81	270964	107667	1250529	611675.0	403331	457728	410845	533086	560730	634449.1	397975.6	909813.45	-	422232.60	1072953.39
Mean - excluding very high response (500,000+ per month)	1783.4	450.9	16913 a	5148.0	73.4	1873.1	2113.2	1987.1	1853.1	1727.6	2792.3 b	1062.8	872.0	25.0	1147.4	103.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1-24	413	107	288	67	5	25	54	20	316	78	21	70	318
	21%	14%	26% a	11%	9%	8%	11%	7%	23% a	21% a	6%	18% a	26% ab
25-49	1086	459	591	376	21	164	289	136	732	204	181	217	655
	54%	59%	53%	60%	44%	55%	62%	52%	54%	56%	55%	56%	53%
50-99	98	44	40	40	7	28	23	19	62	17	23	14	55
	5%	6%	4%	6%	14%	9%	5%	7%	5%	5%	7%	4%	5%
100-249	94	42	48	37	1	11	32	25	62	4	17	20	55
	5%	5%	4%	6%	3%	4%	7%	10% bc	5% c	1%	5%	5%	5%
250-499	49	28	14	14	6	16	7	20	22	5	14	13	20
	2%	4% b	1%	2%	12% a	5%	2%	7% bc	2%	1%	4%	3%	2%
500-4,999	43	26	14	21	3	11	15	14	19	10	8	9	26
	2%	3% b	1%	3%	5%	4%	3%	5% b	1%	3%	2%	2%	2%
5,000-49,999	25	10	7	14	1	15	4	10	14	2	3	12	9
	1%	1%	1%	2%	2%	5% b	1%	4% bc	1%	*%	1%	3% c	1%
50,000-499,999	10	7	2	4	*	2	2	2	2	6	4	5	1
	1%	1%	*%	1%	*%	1%	*%	1%	*%	2% b	1% c	1% c	*%
500,000- 4,999,999	3	3	*	*	*	*	*	*	3	*	*	3	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1% c	*%
5m+	9	5	4	*	5	5	-	*	5	4	5	*	4
	*%	1%	*%	*%	9% a	2%	-%	*%	*%	1%	1%	*%	*%
None - we never send this type of post	160	34	99	48	*	16	43	16	112	30	55	17	83
	8%	4%	9% a	8%	1%	5%	9%	6%	8%	8%	17% bc	4%	7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Don't know	9	8	1	3	-	4	1	2	5	2	1	8	*
	*%	1%	*%	*%	-%	1%	*%	1%	*%	1%	*%	2%	*%
		b										c	
NET: Send 'Any Letters / Large letters'	1831	733	1008	572	48	278	426	246	1237	329	275	363	1144
	92%	95%	91%	92%	99%	93%	91%	93%	91%	91%	83%	93%	93%
												a	a
NET: 0-49	1500	566	879	442	26	189	343	155	1048	282	202	287	973
	75%	73%	79%	71%	53%	64%	73%	59%	77%	78%	61%	74%	79%
			a						a	a		a	a
NET: 50+	331	166	129	130	22	89	83	91	189	48	73	76	171
	17%	21%	12%	21%	46%	30%	18%	34%	14%	13%	22%	20%	14%
		b			a	b		bc			c		
Answered	1991	767	1107	620	48	294	469	262	1349	359	330	380	1227
Mean Score	35808.6	54101.8	26361.9	6075.1	578045.3	107819.1	2522.3	7319.5	30861.9	77191.5	95328.2	28037.9	23753.1
					a	b					c		
Standard error	9895.71	19528.64	12109.37	7554.66	297587.75	43361.16	2376.57	8733.01	11453.73	32532.34	37949.31	13261.32	11273.95
Standard deviation	465203.81	540488.47	430521.85	204115.65	1785526.48	825002.34	53670.57	151512.1	432975.22	690881.5	770286.81	270153.71	410223.23
Mean - excluding very high response (500,000+ per month)	1783.4	3084.0	623.8	2422.6	1651.5	3331.7	1611.8	3891.0	591.4	4834.4	3791.7	4585.8	442.7
		b						b		b	c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1-24	413	189	224
	21%	20%	22%
25-49	1086	471	615
	54%	49%	59%
			a
50-99	98	46	52
	5%	5%	5%
100-249	94	56	39
	5%	6%	4%
250-499	49	29	20
	2%	3%	2%
500-4,999	43	29	14
	2%	3%	1%
5,000-49,999	25	15	10
	1%	2%	1%
50,000-499,999	10	6	5
	1%	1%	*%
500,000- 4,999,999	3	3	*
	*%	*%	*%
5m+	9	5	4
	*%	*%	*%
None - we never send this type of post	160	104	56
	8%	11%	5%
		b	
Don't know	9	6	3
	*%	1%	*%
NET: Send 'Any Letters / Large letters'	1831	847	984
	92%	88%	94%
			a
NET: 0-49	1500	660	840
	75%	69%	81%
			a

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
NET: 50+	331	187	144
	17%	20%	14%
		b	
Answered	1991	951	1040
Mean Score	35808.6	42200.1	29964.1
Standard error	9895.71	13276.57	14931.01
Standard deviation	465203.81	472578.79	458505.88
Mean - excluding very high response (500,000+ per month)	1783.4	2098.7	1496.2

Columns Tested:: a,b

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1-24	413	4	70	30	26	29	31	7	71	33	17	51	44
	21%	12%	22%	19%	29%	23%	11%	38%	23%	18%	22%	23%	22%
			f		f			afi	f			f	f
25-49	1086	19	182	77	42	60	165	4	157	99	38	120	124
	54%	57%	58%	50%	48%	47%	58%	20%	52%	55%	49%	55%	61%
		g	g	g	g	g	g		g	g	g	g	g
50-99	98	1	3	8	10	8	16	1	16	12	2	14	7
	5%	2%	1%	5%	11%	6%	6%	8%	5%	7%	2%	6%	4%
					b			b		b		b	
100-249	94	5	14	4	1	3	25	2	12	6	5	7	10
	5%	14%	4%	3%	1%	3%	9%	9%	4%	3%	7%	3%	5%
250-499	49	*	5	-	1	6	12	*	7	4	2	8	4
	2%	1%	2%	-%	1%	4%	4%	1%	2%	2%	3%	4%	2%
500-4,999	43	*	9	4	1	1	8	*	7	6	2	4	1
	2%	1%	3%	3%	1%	1%	3%	*%	2%	3%	3%	2%	*%
5,000-49,999	25	1	7	1	*	1	5	*	6	2	1	*	2
	1%	2%	2%	1%	*%	1%	2%	*%	2%	1%	1%	*%	1%
50,000-499,999	10	-	-	-	*	1	2	*	4	2	*	*	1
	1%	-%	-%	-%	*%	1%	1%	1%	1%	1%	*%	*%	*%
500,000- 4,999,999	3	-	*	1	2	-	*	-	-	-	-	-	-
	*%	-%	*%	1%	2%	-%	*%	-%	-%	-%	-%	-%	-%
5m+	9	-	4	-	*	4	*	-	-	*	*	-	-
	*%	-%	1%	-%	1%	3%	*%	-%	-%	*%	*%	-%	-%
None - we never send this type of post	160	4	18	29	5	13	14	4	21	17	11	14	11
	8%	11%	6%	19%	6%	10%	5%	22%	7%	9%	14%	6%	6%
				bfhkl				bdfhkl					
Don't know	9	-	-	-	-	1	6	-	2	-	-	-	*
	*%	-%	-%	-%	-%	1%	2%	-%	1%	-%	-%	-%	*%
NET: Send 'Any Letters / Large letters'	1831	30	294	125	83	114	265	14	279	164	67	204	193
	92%	89%	94%	81%	94%	89%	93%	78%	92%	91%	86%	94%	94%
			cg		g		cg		cg			cg	cg
NET: 0-49	1500	24	251	107	68	89	196	10	228	132	55	170	169
	75%	69%	81%	69%	77%	70%	69%	58%	75%	73%	71%	78%	82%
			g									g	cfg

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
NET: 50+	331	7	42	18	15	24	68	4	51	32	12	33	24
	17%	20%	14%	12%	17%	19%	24% l	20%	17%	18%	16%	15%	12%
Answered	1991	34	311	154	88	127	279	18	300	180	78	218	205
Mean Score	35808.6	639.7 k	87926.6	18400.4	131371.5 hkl	181453.0 afhjkl	6542.4	3086.2	4144.9	16403.0	1644.3	81.3	1359.2
Standard error	9895.71	351.56	47393.94	19051.56	72003.31	87514.01	13322.74	3928.41	1901.38	29934.68	10194.84	58.27	1190.44
Standard deviation	465203.81	3946.22	717200.52	234109.50	981994.21	1024325.21	210651.05	30932.33	31242.81	389150.85	130557.65	862.29	18709.19
Mean - excluding very high response (500,000+ per month)	1783.4	639.7 k	526.9	132.9	94.9	2666.1	2792.1	3086.2	4144.9	3330.3	242.2	81.3	1359.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1-24	413	104	87	111	112	191	223
	21%	21%	17%	22%	22%	19%	22%
25-49	1086	278	267	259	282	545	541
	54%	56%	53%	52%	56%	55%	54%
50-99	98	11	33	30	23	45	53
	5%	2%	7%	6%	5%	4%	5%
100-249	94	23	29	19	23	52	42
	5%	5%	6%	4%	5%	5%	4%
250-499	49	5	19	11	14	24	25
	2%	1%	4%	2%	3%	2%	2%
500-4,999	43	14	10	13	7	24	19
	2%	3%	2%	3%	1%	2%	2%
5,000-49,999	25	8	6	8	3	15	11
	1%	2%	1%	2%	1%	1%	1%
50,000-499,999	10	-	3	6	1	3	7
	1%	-%	1%	1%	*%	*%	1%
500,000- 4,999,999	3	1	2	-	-	3	-
	*%	*%	*%	-%	-%	*%	-%
5m+	9	4	4	*	*	9	*
	*%	1%	1%	*%	*%	1%	*%
None - we never send this type of post	160	51	32	41	36	83	77
	8%	10%	6%	8%	7%	8%	8%
Don't know	9	-	7	2	*	7	2
	*%	-%	1%	*%	*%	1%	*%
NET: Send 'Any Letters / Large letters'	1831	449	461	456	464	910	921
	92%	90%	92%	91%	93%	91%	92%
NET: 0-49	1500	382	354	370	394	736	764
	75%	76%	71%	74%	79%	74%	76%
					b		
NET: 50+	331	67	107	87	70	174	157
	17%	13%	21%	17%	14%	17%	16%
			d				

Table 39 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Weighted Base	2000	500	500	500	500	1000	1000
Answered	1991	500	493	498	500	993	998
Mean Score	35808.6	60490.9 d	73722.2 cd	8543.3	847.2	67062.0 b	4687.6
Standard error	9895.71	25849.40	28621.46	10503.19	2094.85	19324.66	5059.34
Standard deviation	465203.81	581467.87	685123.82	235093.23	52580.20	634778.99	170147.43
Mean - excluding very high response (500,000+ per month)	1783.4	412.4	2287.1	3812.2 ad	629.2	1342.5	2217.2

Columns Tested:: a,b,c,d - a,b

Table 43

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2817	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Letters	14404.4	111.5	16248.0	14092.7	21444.9	5587.8	42338.4	21019.9
Large letters	21240.4	2569.1	23648.7	21126.3	23665.4	139.2	65957.6	23662.3
Packets and parcels	9682.1	2759.2	10575.0	8020.7	47285.7 a	6979.8	77624.0 a	44940.5 a
Other postal items	17394.0	26.0	19634.2	16522.2	20298.3	178326.4 abde	16595.5	35895.4
All types	62720.9	5465.7	70105.9 a	59761.9	112694.2	191033.2 a	202516 a	125518.2

Columns Tested:: a,b - a,b,c,d,e

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2817	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Letters	14404.4	22426.9	939.8	22435.4	30865.0	1776.4	42338.4 b	14092.7	21444.9	18713.0
Large letters	21240.4	26913.1	12396.3	24786.5	34171.5	108.7	65957.6 be	21126.3	23665.4	23645.8
Packets and parcels	9682.1	3176.8	13698.6	13585.7	60192.6 ag	15181.4	77624.0 ag	8020.7	47285.7 ag	32209.9
Other postal items	17394.0	12327.0	24078.2	7370.7	20683.2	63526.6 g	16595.5	16522.2	20298.3	120565.3 abgh
All types	62720.9	64843.9	51112.8	68178.4	145912.4	80593.1	202515.6 abg	59761.9	112694	195134.1 abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2817	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Letters	14404.4	15053.5	9840.2	21444.9	5587.8	42338.4	18671.7	13847.2	6365.6	69.4	15259.3
Large letters	21240.4	23457.9	10806.4	23665.4	139.2	65957.6 b	24334.3	36165.8	4373.0	2415.8	15133.3
Packets and parcels	9682.1	6717.9	13787.2	47285.7 a	6979.8	77624.0 a	9212.6	7661.3	61005.5 ab	2621.7	18388.2
Other postal items	17394.0	14732.3	24444.8	20298.3	178326.4 abce	16595.5	12069.7	6001.3	95119.7 ab	284730.8 abe	26685.5
All types	62720.9	59961.5	58878.5	112694.2	191033.2	202515.6 a	64288.3	63675.6	166863.8	289837.8 ab	75466.4

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2817	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Letters	14404.4	1956.9	1626.4	207.4	93.1	126945.1 c	922.0	82.4	2592.4	92.1
Large letters	21240.4	507.7	15972.2	86469.8	52.1	2899.9	20122.9	47.4	7450.4	1305.5
Packets and parcels	9682.1	8351.7	34972.3	1224.3	10735.7	8969.1	11262.3	613.7	5799.3	194.7
Other postal items	17394.0	46277.0	23.7	9807.1	193931.7 bceghi	9089.6	19472.1	58.6	26.1	1342.9
All types	62720.9	57093.3	52594.5	97708.7	204812.6 gi	147903.8	51779.3	802.1	15868.2	2935.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2817	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Letters	14404.4	58259.5 c	2061.0	425.2	14015.5	17256.7	8355.2	662.6	77149.5 bcdeg
Large letters	21240.4	1819.9	7441.3	38411.4	21648.8	18245.8	8322.5	1394.8	81717.7 abdeg
Packets and parcels	9682.1	6040.9	15618.7	4608.4	7936.8	22481.3	22777.0	29211.4	8133.7
Other postal items	17394.0	38197.6	17335.1	10463.7	18640.9	8250.4	7020.0	4111.6	20218.9
All types	62720.9	104317.9	42456.2	53908.6	62241.8	66234.2	46474.8	35380.4	187219.9 d

Columns Tested:: a,b,c,d,e,f,g,h

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2817	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Letters	14404.4	4688.8	1003.6	876.8	3778.8	72146.9 i	5628.7 i	54013.4 i	115.4	229.3
Large letters	21240.4	9.6	50417.7 e	40958.2 e	7252.0	3572.5	28859.1	58927.2	85.8 a	28474.0
Packets and parcels	9682.1	133.1	2735.3 ag	2588.5	14862.3	10383.1	85762.8 ei	38.1	1975.3 ag	3654.7
Other postal items	17394.0	25.0	103714.0 dei	83738.1 dei	3179.4	2906.6	68143.8 e	9.0	52.8	14720.2
All types	62720.9	4856.4	157870.6 adhi	128161.7 adhi	29072.5	89009.2	188394.3 i	112987.6	2229.4	47078.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2817	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Letters	14404.4	3061.9	57499.2 ac	2896.5	15495.9	8928.8	15001	7907.0	14844.0	117.7
Large letters	21240.4	16126.7	9140.8	28313.3	23677.1	9015.8	18232	54031	21463.3	13994.6
Packets and parcels	9682.1	8771.5	26982.1 c	3375.9	11535.2	385.4	4254.5	68843 a	9540.6	14282.5
Other postal items	17394.0	26720.6	17272.2	13123.5	12270.6	43097.2	14087	53441 a	17928.9	6.7
All types	62720.9	54680.6	110894.3	47709.2	62978.8	61427.2	51574	184221 a	63776.8	28401.5

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2817	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Letters	14404.4	21500.5	6895.8	393.8	15463.7	175.3	27904.1	24622.0	13766.6	26101.5
Large letters	21240.4	24776.0	17073.4	15017.9	22972.9	1648.7	22122.1	41703.4 b	20605.9	32876.3
Packets and parcels	9682.1	2309.1	38792.5 a	8012.5	6650.8	7199.0	65769.4 abe	62834.6 abe	6711.6	64157.6 abe
Other postal items	17394.0	1618.2	96046.4 ac	699.1	8639.8	1444.2	171628.8 abe	209789.1 abe	7841.0	192586.8 abe
All types	62720.9	50203.8	158808.1 ac	24123.3	53727.2	10467.1	287424.3 abe	338949.1 abe	48925.2	315722.2 abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2817	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Letters	14404.4	22649.4	4961.4	8715.8	16616.9	4283.6	15735.6	20817.7	6604.2	9135.0
Large letters	21240.4	12.1	56531.2 a	11935.6	23694.1	29656.2	23203.4	30709.1	43579.9	62433.2 ac
Packets and parcels	9682.1	3890.7	10684.7	25962.0	8040.7	11994.6	9388.5	14001.0	11436.8	22592.2
Other postal items	17394.0	13938.6	895.2	64409.5 ab	19582.6	24280.9	18998.2	25152.6	39156.6	52251.7 ac
All types	62720.9	40490.9	73072.5	111022.8	67934.4	70215.4	67325.7	90680.3	100777.5	146412.2 abc

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2817	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Letters	14404.4	10.5	14.4	41.6	99.7	138.6	1438.7	600022	206376
			a	ab	abc	abcd	abcde	abcdefh	abcdef
Large letters	21240.4	2.0	14.6	38.6	56.4	234.4	592.8	886607	304485
			a	ab	abc	abcd	abcde	abcdefh	abcdef
Packets and parcels	9682.1	10.4	60.3	1622	10874.2	22776.6	92906.0	226707	114301
					ab	b	ab	abcde	abc
Other postal items	17394.0	1.2	154.4	132911.6	99.3	43295.6	72560.6	342748	155039
				ab	a	b	abd	abdef	abd
All types	62720.9	24.0	243.8	134614.1	11129.6	66445.3	167498.1	2056085	780200
				ab	ab	ab	abd	abcdefh	abcdef

Columns Tested:: a,b,c,d,e,f,g,h

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2817	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Letters	14404.4	12.5	37.0	75.0	175.0	375.0	2750.0	2130674	38.7	160.0	4362	14205.7	686.1	1774.1	184654
				a	ac		acd	acdf			ab	a	a	abe	abc
Large letters	21240.4	23645	720.2	3381	11671.0	2637.2	1083.4	551449	12.5	37.0	75.0	175.0	375.0	2750.0	1478676
					b	b		abcdef						d	df
Packets and parcels	9682.1	489.0	6243	16149	1143.5	3959.2	69369.7	651677	56.7	6020	22173	1008.7	28678.3	179128.4	359146
				a		d	a	abcdef		a	a	a	a	ab	abcd
Other postal items	17394.0	1553	137127.5	3893	3517.9	81193.4	14851.1	587787	156.8	70722	29534	963.8	38568.5	166870.4	537552
			ac			a		abcdef		a	a		a	ad	abcde
All types	62720.9	25699	144127.3	23498	16507.5	88164.8	88054.2	3921587	264.8	76939	56144	16353.2	68307.9	350522.9	2560027
			a					abcdef		a	a	a	a	abcd	abcdef

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2817	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Letters	14404.4	28252	96.1	145.5	263.3 b	8028.3	7858.2	37534.6	19903.2	25884.5	61.2	11448.8	3969.1	17149.5
Large letters	21240.4	32653	64.9	352.6	93400.8 bc	1408.9	8799.7	128745 bc	55063.3 b	2848.8	86696.9 ac	10579.1	5389.6	24163.4
Packets and parcels	9682.1	12.5	37.0	75.0	175.0	375.0	2750.0	441084	179196	5880.0	2842.7	7233.9	41482.7 ab	47775.8
Other postal items	17394.0	484.3	51.5	269.8 b	232063 abc	4645.0	46371.1 abc	421948 abcef	185667 abc	2167.8	894.1	38376.9 a	56594.1 a	167081.7 abc
All types	62720.9	61402	249.6	842.9 b	325902 abc	14457.2 b	65779.1 bc	1029312 abcdefh	439830 abc	36781.1	90495.0	67638.7	107435.6	256170.4 ac

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2817	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Letters	14404.4	25060.0	8592.0	2995.8	1973.8	6172.1	54.9	865.6	16662.3	4780.7 a	18896.7
Large letters	21240.4	9940.2	88218.8 ac	3206.9	280.2	10194.4	262.3	127108.8 ac	15048.3	7197.8 a	29028.8 a
Packets and parcels	9682.1	8623.9	298.1	12321.7	15399.8 b	14022.2	191.3	5521.1	10624.2	53964.5 ab	51072.9 a
Other postal items	17394.0	9803.4	110.3	74886.5 ab	731.6	66316.6 bd	455.8	1281.6	57376.1 a	87461.0 ab	184370.3 ab
All types	62720.9	53427.5	97219.2	93411.0	18385.4	96705.4	964.3	134777.1 a	99711.0 a	153404.0 a	283368.8 a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2817	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Letters	14404.4	32685.1	4980.3	11937.9	293.4	21980.8	33022.2	15116.6	170.1	15898.9	4980.5	17377.5	5201.0
Large letters	21240.4	1598.0	7689.2	121438.7 ab	5653.5	48774.5 a	46073.0 c	40688.0 c	43.7	23929.1	4285.2	25037.8	3526.0
Packets and parcels	9682.1	4098.7	16508.4	3653.0	25039.8	176134.4 abcd	10212.4	90138.0 ac	173.1	8067.6	19863.3	7864.1	10691.2
Other postal items	17394.0	47.0	7914.1	73868.8 a	17760.2 a	171474.9 abd	15954.2	178805.0 ac	65.2	12920.5	45603.8 a	14080.4	102170.0 a
All types	62720.9	38428.9	37092.0	210898.5 ab	48747.0	418364.7 abd	105261.8 c	324747.6 ac	452.1	60816.1	74732.8	64359.8	121588.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2817	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Letters	14404.4	3314.6	11752.4	32199.9	2862.2	16884.7	12450.5	3656.6	9181.6	31664.4	2848.9
Large letters	21240.4	31794.4	13175.7	16305.2	53431.1	24401.3	12691.3	32156.9	10122.1	47166.3 b	3445.8
Packets and parcels	9682.1	10886.4	20537.1	14677.7	12933.6	7798.5	11809.0	11813.8	13407.0	14406.2	13329.9
Other postal items	17394.0	7110.7	156628.0 a	8296.0	51743.7 a	14471.2	99109.0 a	16072.4	88400.8 a	10002.6	50250.2 a
All types	62720.9	53106.0	202093.2 a	71478.9	120970.6	63555.7	136059.8	63699.8	121111.5	103239.5	69874.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2817	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Letters	14404.4	3454.8	19870.3	1024.2	12.5	6958.3	1224.6	1541.6	-	5995.3	31163.7	2957.9	375.0
Large letters	21240.4	41057.1	23309.5	114706.6 b	12.5	48904.3	29435.3	147170.6 ab	12.5	42031.0	38109.3	115419.7 ab	175.0
Packets and parcels	9682.1	14390.0	4461.7	9001.1	12.5	17769.1	6822.5	6872.3	12.5	16454.0	9023.9	10801.0	12.5
Other postal items	17394.0	34480.8 b	7130.3	5096.8	12.5	37688.8	29813.2	9559.3	12.5	32673.3	38449.8	94492.7 a	12.5
All types	62720.9	93382.6	54771.8	129828.7	50.0	111320.6	67295.6	165143.8	37.5	97153.6	116746.7	223671.3 a	575.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2817	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Letters	14404.4	3250.1	3370.2	24686.3	2961.5	2215.1	14073.9	37812.0	365.8	925.8	1096.3	1830.9
Large letters	21240.4	24298.4	31141.1	a 30306.2	29868.4	29303.2	29496.0	45534.8	51372	52779.8	201210.2	344893.1
Packets and parcels	9682.1	4548.0	6801.3	8509.2	6014.8	5793.6	47321.6	11190.8	2184.5	9542.0	abc 3991.9	abc 781.6
Other postal items	17394.0	6346.7	17161.6	9147.1	18306.7	20556.3	ab 21607.1	10698.5	307.8	12879.5	12741.7	39.4
All types	62720.9	38443.2	58474.2	72648.8	57151.5	57868.2	112498.6	105236.2	54230	76127.1	219040.1	347545.0
											b	abc

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2817	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Letters	14404.4	1821.6	4004.9	10256.5	14854.0	2935.6	2316.4	3434.6	20848.3 ac	24455 abc	29111.9 b	2652.1	3334.7	12.5	19823.7	3379.3
Large letters	21240.4	25199	14800	247317.6 ab	18221.5	23716.9	34496.6	23299.1	30039.0	29115	41217.9	20364.8	130469.7 ab	12.5	7705.3	181356.9 a
Packets and parcels	9682.1	3751.6	58368	18062.5	50591.3	8041.2	7939.7	7815.5	10242.0	6873.8	12999.2	6421.0	7097.5	27500.0	6522.6	16417.3
Other postal items	17394.0	3370.5	213805 a	26586.4	18277.5	14058.1	30176.6	19113.9	17333.8	17225	39181.7	18979.1	43675.8	-	7791.7	94788.8 a
All types	62720.9	34142	290978 a	302223.0 a	101944.3	48751.8	74929.3	53663.0	78463.1	77670	122510.7 b	48417.0	184577.6 b	27525.0	41843.3	295942.2 a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2817	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Letters	14404.4	3698.3	23174.4	2471.3	10724.4	6648.3	1489.0	2869.1	2431.4	68455.7 b	5020.4	3019.3	21147.1
Large letters	21240.4	49825.8 b	3171.5	3577.4	567320.9 a	99702.7 b	1028.7	4399.4	28319.0	8220.2	90057.4 c	24424.6 c	2605.2
Packets and parcels	9682.1	20596.2 b	2081.5	7416.4	8308.4	12639.1	7740.5	19395.0	6566.9	14816.5	6509.2	31969.2 c	3897.6
Other postal items	17394.0	32060.2 b	1410.0	20776.6	271136.9 a	89433.8 b	3413.3	42592.9	16621.7	2607.8	9901.7	56878.3 c	7573.0
All types	62720.9	106180.6 b	29837.4	34241.7	857490.6 a	208423.9 b	13671.4	69256.4	53938.9	94100.2	111488.7 c	116291.3 c	35222.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2817	1271	945
Effective base	838	414	425
Letters	14404.4	2306.9	25508.4 a
Large letters	21240.4	39617.7 b	4372.4
Packets and parcels	9682.1	13521.6	6158.0
Other postal items	17394.0	28316.3	7368.8
All types	62720.9	83762.5	43407.5

Columns Tested:: a,b

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2817	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Letters	14404.4	589.8 hk	1313.2	1585.9	34560.3	177960.9 bcfhijkl	3474.2	333.4	65.2	6221.8	891.5	43.5	1052.1
Large letters	21240.4	49.9	86613.5	16814.5	96811.2 fhjkl	2530.0	2930.0	2752.8	4049.2	10181.2	752.8	37.9	305.5
Packets and parcels	9682.1	324.6	77.7	32976.3	651.9	470.8	22477.5	314.5	10208.3	4893.3	19161.6	317.8	10719.2
Other postal items	17394.0	19.8	59.1	9799.7	352.8	23.7	29623.5	2746.1	36139.5	1798.5	6576.9	25.3	63434.9
All types	62720.9	984.2	88063.4	61176.4	132376.2 k	180985.4 ak	58505.2	6146.9	50462.2	23094.8	27382.9	424.4	75511.7

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 43 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2817	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Letters	14404.4	1347.9	53388.4 acd	2293.1	588.3	27368.2 b	1440.7
Large letters	21240.4	59143.0 cd	19347.9	6212.2	258.5	39245.4 b	3235.4
Packets and parcels	9682.1	10252.8	13031.5	7938.9	7505.2	11642.2	7722.0
Other postal items	17394.0	3064.1	16933.4	22569.9	27008.6	9998.7	24789.2
All types	62720.9	73807.7	102701.3	39014.1	35360.5	88254.5	37187.3

Columns Tested:: a,b,c,d - a,b

Table 49

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
Less than once a week	966	83	883	948	16	2	1	18
	56%	61%	55%	57%	22%	22%	18%	21%
				bcde				
Once a week	341	28	314	324	16	1	1	18
	20%	21%	20%	20%	22%	16%	15%	21%
More than once a week but not every day	291	19	273	263	23	4	1	28
	17%	14%	17%	16%	32%	44%	22%	32%
					a	ad		a
Once a day	89	4	85	74	12	1	1	15
	5%	3%	5%	5%	17%	16%	27%	17%
					a	a	abe	a
Twice a day	17	1	16	14	2	*	*	3
	1%	1%	1%	1%	3%	2%	10%	3%
					a		abe	a
More than twice a day	22	1	21	18	4	-	*	4
	1%	*%	1%	1%	5%	-%	7%	5%
					a		a	a
Don't know	7	-	7	7	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
NET: Daily	128	6	122	106	18	2	2	22
	7%	4%	8%	6%	25%	18%	45%	25%
					a	a	abce	a
NET: Weekly	761	52	708	693	57	7	4	67
	44%	39%	44%	42%	78%	78%	81%	79%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
Less than once a week	966	567	335	46	12	5	1	948	16	3
	56%	66%	51%	37%	24%	18%	18%	57%	22%	20%
		bcdefghi	cdefhi	efhi				bcdefhi		
Once a week	341	160	137	27	10	7	1	324	16	2
	20%	19%	21%	21%	19%	24%	15%	20%	22%	16%
More than once a week but not every day	291	95	131	37	18	9	1	263	23	5
	17%	11%	20%	30%	35%	29%	22%	16%	32%	36%
			a	ag	abfg	ag	a	a	abg	abfg
Once a day	89	19	45	10	7	6	1	74	12	3
	5%	2%	7%	8%	14%	21%	27%	5%	17%	20%
			a	a	abg	abcg	abcdgh		abg	abcg
Twice a day	17	5	6	3	1	1	*	14	2	1
	1%	1%	1%	2%	2%	5%	10%	1%	3%	5%
						abg	abcdgh		ag	abg
More than twice a day	22	8	9	*	2	1	*	18	4	*
	1%	1%	1%	*%	5%	4%	7%	1%	5%	2%
					abg	g	abcg		abg	
Don't know	7	5	-	2	-	-	*	7	-	*
	*%	1%	-%	2%	-%	-%	1%	*%	-%	*%
				b						
NET: Daily	128	32	60	14	11	9	2	106	18	4
	7%	4%	9%	11%	21%	30%	45%	6%	25%	27%
			a	a	abg	abcg	abcdeghi		abcg	abcg
NET: Weekly	761	287	328	78	38	26	4	693	57	11
	44%	33%	49%	62%	76%	82%	81%	42%	78%	79%
			ag	ag	abcg	abcg	abcg	a	abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Less than once a week	966	806	141	16	2	1	676	122	23	4	15
	56%	61%	44%	22%	22%	18%	61%	44%	37%	16%	26%
		bcde	cde				bcde	de			
Once a week	341	260	64	16	1	1	209	73	8	6	15
	20%	20%	20%	22%	16%	15%	19%	26%	12%	23%	27%
More than once a week but not every day	291	185	79	23	4	1	156	53	22	12	10
	17%	14%	25%	32%	44%	22%	14%	19%	35%	43%	18%
			a	a	abe	a			a	abe	
Once a day	89	50	24	12	1	1	38	21	8	5	8
	5%	4%	8%	17%	16%	27%	3%	8%	13%	17%	15%
			a	ab	a	abc		a	a	a	a
Twice a day	17	9	5	2	*	*	8	1	2	*	2
	1%	1%	1%	3%	2%	10%	1%	*%	3%	*%	4%
				a		abc					
More than twice a day	22	15	3	4	-	*	10	4	*	*	6
	1%	1%	1%	5%	-%	7%	1%	1%	*%	1%	10%
				ab		ab					ab
Don't know	7	5	2	-	-	*	5	2	-	-	-
	*%	*%	1%	-%	-%	1%	*%	1%	-%	-%	-%
NET: Daily	128	74	32	18	2	2	56	26	10	5	16
	7%	6%	10%	25%	18%	45%	5%	9%	17%	18%	29%
			a	ab	a	abcd			a	a	ab
NET: Weekly	761	518	175	57	7	4	420	152	40	23	41
	44%	39%	55%	78%	78%	81%	38%	55%	63%	84%	74%
			a	ab	ab	ab		a	a	ab	ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
Less than once a week	966	86	73	169	21	84	157	134	77	63
	56%	56%	57%	60%	36%	49%	57%	60%	56%	51%
				d				d		
Once a week	341	35	29	56	11	38	49	41	30	20
	20%	23%	22%	20%	19%	22%	18%	19%	22%	16%
More than once a week but not every day	291	26	21	37	17	34	43	37	19	28
	17%	17%	17%	13%	30%	20%	16%	17%	14%	23%
					c					
Once a day	89	6	6	7	7	12	18	6	6	8
	5%	4%	4%	3%	12%	7%	6%	3%	4%	6%
					c					
Twice a day	17	1	-	5	2	-	2	1	*	5
	1%	*%	-%	2%	3%	-%	1%	1%	*%	4%
More than twice a day	22	*	*	8	*	4	2	*	5	*
	1%	*%	*%	3%	*%	2%	1%	*%	4%	*%
Don't know	7	-	*	-	-	-	3	3	*	-
	*%	-%	*%	-%	-%	-%	1%	1%	*%	-%
NET: Daily	128	7	6	20	9	16	22	7	11	13
	7%	4%	5%	7%	16%	9%	8%	3%	8%	10%
					g					
NET: Weekly	761	68	56	113	38	88	114	85	60	61
	44%	44%	43%	40%	64%	51%	42%	38%	44%	49%
					cfg					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
Less than once a week	966	168	236	459	863	103	48	41	14
	56%	47%	56%	59%	56%	57%	55%	63%	47%
				a				a	
Once a week	341	69	94	147	310	31	15	11	5
	20%	20%	22%	19%	20%	17%	17%	17%	19%
More than once a week but not every day	291	80	66	116	262	30	14	10	6
	17%	22%	16%	15%	17%	16%	15%	15%	21%
Once a day	89	27	17	31	75	14	9	2	3
	5%	8%	4%	4%	5%	8%	10%	2%	12%
							cdg		bcdg
Twice a day	17	6	1	8	16	1	1	1	*
	1%	2%	*%	1%	1%	1%	1%	1%	*%
More than twice a day	22	4	6	10	20	1	*	1	*
	1%	1%	1%	1%	1%	1%	*%	1%	1%
Don't know	7	-	*	6	6	1	1	*	-
	*%	-%	*%	1%	*%	1%	1%	*%	-%
NET: Daily	128	38	24	49	111	17	10	3	4
	7%	11%	6%	6%	7%	9%	12%	4%	13%
NET: Weekly	761	187	184	312	683	78	39	24	15
	44%	53%	44%	40%	44%	43%	44%	37%	53%
		cg							c

Columns Tested:: a,b,c,d,e,f,g,h

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Less than once a week	966	33	56	81	102	110	49	23	21	547
	56%	54%	53%	61% dh	41%	45%	63% dh	53%	34%	63% deh
Once a week	341	15	17	18	70	53	10	8	16	151
	20%	25%	17%	14%	28% ci	22%	13%	18%	25%	17%
More than once a week but not every day	291	10	20	21	60	43	13	12	12	120
	17%	16%	19%	16%	24% i	18%	17%	27%	20%	14%
Once a day	89	2	7	8	11	28	2	*	6	32
	5%	3%	7%	6%	4%	11% i	3%	1%	10%	4%
Twice a day	17	1	1	1	2	3	*	1	2	7
	1%	2%	1%	1%	1%	1%	*%	1%	3%	1%
More than twice a day	22	-	4	4	1	6	2	-	5	3
	1%	-%	4% i	3%	*%	3% i	3%	-%	8% di	*%
Don't know	7	*	-	-	1	*	1	-	-	5
	*%	*%	-%	-%	*%	*%	1%	-%	-%	1%
NET: Daily	128	3	12	13	14	37	4	1	13	43
	7%	4%	11%	10%	6%	15% di	5%	2%	21% di	5%
NET: Weekly	761	28	49	52	144	134	28	21	41	313
	44%	46%	47%	39%	58% cfi	55% i	36%	47%	66% cfi	36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
Less than once a week	966	216	159	591	781	184	897	69	943	23
	56%	49%	49%	61% ab	55%	60%	57%	46%	56%	47%
Once a week	341	103	64	175	280	62	313	28	334	8
	20%	23%	20%	18%	20%	20%	20%	19%	20%	16%
More than once a week but not every day	291	91	57	144	242	49	256	36	275	16
	17%	21%	18%	15%	17%	16%	16%	24%	16%	32%
Once a day	89	21	30	38	79	10	81	8	88	1
	5%	5%	9% c	4%	6%	3%	5%	6%	5%	2%
Twice a day	17	4	3	10	17	-	15	2	17	-
	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%
More than twice a day	22	5	8	8	21	1	15	7	20	1
	1%	1%	3%	1%	1%	*%	1%	5% a	1%	3%
Don't know	7	1	1	5	6	1	7	*	7	-
	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%
NET: Daily	128	30	41	57	117	11	111	17	126	2
	7%	7%	13% c	6%	8%	4%	7%	11%	7%	4%
NET: Weekly	761	224	162	375	639	122	680	80	735	26
	44%	51% c	50% c	39%	45%	40%	43%	54% a	44%	53%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
Less than once a week	966	710	99	149	885	55	11	15	940	26
	56%	66%	33%	43%	61%	30%	24%	34%	57%	29%
		bc			bcdf				bcf	
Once a week	341	200	74	65	296	33	6	6	329	12
	20%	19%	25%	19%	20%	18%	14%	13%	20%	14%
More than once a week but not every day	291	142	75	73	224	50	9	8	274	17
	17%	13%	25%	21%	15%	27%	20%	19%	17%	19%
			a	a		ae				
Once a day	89	11	33	45	35	30	16	7	65	24
	5%	1%	11%	13%	2%	16%	36%	17%	4%	27%
			a	a		ae	abe	ae		ae
Twice a day	17	7	6	4	11	5	1	*	16	1
	1%	1%	2%	1%	1%	3%	2%	*%	1%	1%
More than twice a day	22	5	7	10	4	10	2	7	13	9
	1%	*%	2%	3%	*%	5%	4%	16%	1%	10%
				a		ae	a	ae		ae
Don't know	7	4	3	-	7	*	-	*	7	*
	*%	*%	1%	-%	*%	*%	-%	*%	*%	*%
NET: Daily	128	23	46	59	50	45	19	15	95	33
	7%	2%	15%	17%	3%	25%	42%	34%	6%	38%
			a	a		ae	ae	ae	a	ae
NET: Weekly	761	366	195	198	570	128	34	28	698	62
	44%	34%	66%	57%	39%	70%	76%	65%	42%	71%
			a	a		ae	ae	a		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
Less than once a week	966	663	222	81	966	687	966	611	399	236
	56%	77%	37%	30%	56%	51%	56%	50%	46%	38%
		bc			def	f	def	f	f	
Once a week	341	128	168	45	341	276	341	270	191	153
	20%	15%	28%	17%	20%	21%	20%	22%	22%	25%
			ac							
More than once a week but not every day	291	61	163	67	291	249	291	218	167	147
	17%	7%	27%	25%	17%	19%	17%	18%	19%	24%
			a	a						acd
Once a day	89	*	35	54	89	82	89	85	67	52
	5%	*%	6%	20%	5%	6%	5%	7%	8%	8%
			a	ab						
Twice a day	17	6	5	6	17	16	17	15	13	10
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%
More than twice a day	22	*	3	18	22	21	22	21	19	18
	1%	*%	1%	7%	1%	2%	1%	2%	2%	3%
				ab						
Don't know	7	3	4	*	7	4	7	4	2	1
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
NET: Daily	128	6	43	78	128	120	128	121	100	80
	7%	1%	7%	29%	7%	9%	7%	10%	12%	13%
			a	ab					ac	ac
NET: Weekly	761	196	374	191	761	644	761	609	458	380
	44%	23%	62%	70%	44%	48%	44%	50%	53%	62%
			a	a				ac	ac	abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
Less than once a week	966	255	631	28	15	16	5	15	36
	56%	73%	59%	31%	17%	34%	12%	36%	27%
		bcdefgh	cdefgh						
Once a week	341	53	216	26	22	7	10	8	24
	20%	15%	20%	29%	24%	15%	23%	18%	18%
				a					
More than once a week but not every day	291	32	169	27	36	13	8	8	28
	17%	9%	16%	29%	39%	28%	18%	18%	22%
				ab	ab	a			a
Once a day	89	5	35	6	18	10	12	3	24
	5%	2%	3%	7%	19%	21%	27%	7%	19%
					ab	ab	abc		ab
Twice a day	17	-	11	3	*	*	2	1	3
	1%	-%	1%	3%	*%	*%	5%	1%	2%
More than twice a day	22	-	6	*	*	1	7	8	15
	1%	-%	1%	*%	*%	1%	15%	19%	12%
							abcd	abcde	abcd
Don't know	7	3	3	-	1	-	-	*	*
	*%	1%	*%	-%	1%	-%	-%	*%	*%
NET: Daily	128	5	52	9	19	11	20	12	43
	7%	2%	5%	10%	20%	23%	48%	27%	32%
				a	ab	ab	abcd	ab	abc
NET: Weekly	761	91	437	62	76	30	38	27	95
	44%	26%	41%	69%	82%	66%	88%	64%	72%
			a	ab	ab	ab	ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
Less than once a week	966	892	31	13	17	4	3	7	597	48	15	3	12	3	10
	56%	65%	20%	16%	29%	15%	9%	49%	60%	29%	22%	11%	30%	17%	42%
		bcdef						f	bcdef						d
Once a week	341	246	52	25	11	1	6	1	203	37	18	2	7	3	6
	20%	18%	34%	31%	19%	5%	19%	4%	20%	22%	27%	9%	16%	17%	27%
			ae	a											
More than once a week but not every day	291	173	60	21	22	6	8	1	159	45	19	14	4	4	4
	17%	13%	39%	26%	37%	26%	26%	10%	16%	27%	28%	56%	11%	25%	17%
			a	a	a					a	a	abce			
Once a day	89	40	8	19	8	3	11	*	28	26	8	4	13	4	*
	5%	3%	5%	24%	14%	14%	35%	1%	3%	16%	11%	15%	31%	24%	1%
				ab	a	a	ab			a	a	a	a	a	
Twice a day	17	13	*	1	*	2	1	*	7	5	2	1	*	1	*
	1%	1%	*%	1%	*%	9%	2%	1%	1%	3%	3%	5%	1%	7%	*%
						ab						a		a	
More than twice a day	22	5	1	*	1	8	3	5	2	5	4	1	5	2	3
	1%	*%	1%	*%	1%	31%	9%	34%	*%	3%	7%	4%	12%	10%	13%
						abcd	a	abcd		a	a	a	a	a	a
Don't know	7	5	1	1	-	-	-	*	3	-	1	*	-	-	-
	*%	*%	1%	1%	-%	-%	-%	1%	*%	-%	1%	1%	-%	-%	-%
NET: Daily	128	58	9	20	9	13	14	5	37	35	14	6	17	6	3
	7%	4%	6%	26%	15%	54%	46%	36%	4%	21%	21%	25%	43%	41%	14%
				ab	a	abd	abd	ab		a	a	a	a	a	
NET: Weekly	761	477	121	66	42	21	27	7	399	116	51	23	28	13	14
	44%	35%	79%	83%	71%	85%	91%	50%	40%	71%	77%	89%	70%	83%	58%
			a	a	a	a	ag			a	a	a	a	a	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
Less than once a week	966	476	49	42	20	9	8	8	25	848	61	34	3	19
	56%	57%	36%	39%	36%	32%	33%	22%	28%	100%	17%	10%	3%	28%
		bcdgh								bcde	d			cd
Once a week	341	191	32	18	17	7	2	3	12	-	300	29	11	2
	20%	23%	24%	17%	31%	27%	6%	9%	14%	-%	83%	8%	10%	3%
											acde	a	a	a
More than once a week but not every day	291	125	32	34	12	6	3	5	14	-	-	278	4	9
	17%	15%	24%	31%	22%	22%	14%	13%	16%	-%	-%	81%	4%	13%
				a								abde	ab	ab
Once a day	89	30	17	9	6	*	7	16	23	-	-	-	89	*
	5%	4%	12%	8%	11%	1%	29%	44%	26%	-%	-%	-%	83%	1%
			a				a	abcde	ace				abce	
Twice a day	17	9	1	3	*	*	*	1	1	-	-	-	-	17
	1%	1%	1%	3%	*%	1%	2%	2%	2%	-%	-%	-%	-%	24%
														abcd
More than twice a day	22	6	3	*	*	4	4	3	11	-	-	-	-	22
	1%	1%	2%	*%	*%	14%	15%	9%	12%	-%	-%	-%	-%	31%
						ac	ac	a	ac					abcd
Don't know	7	2	-	1	-	1	-	*	1	3	-	*	-	-
	*%	*%	-%	1%	-%	4%	-%	*%	1%	*%	-%	*%	-%	-%
						a								
NET: Daily	128	45	21	13	6	4	11	20	36	-	-	-	89	39
	7%	5%	16%	12%	11%	16%	46%	56%	40%	-%	-%	-%	83%	56%
			a				abcd	abcde	abcd				abce	abc
NET: Weekly	761	362	86	64	36	18	17	28	62	-	300	307	104	50
	44%	43%	64%	60%	64%	64%	67%	77%	70%	-%	83%	90%	97%	72%
			a	a	a			a	a		a	ae	abe	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
Less than once a week	966	966	-	-	-	-	566	61	34	3	19
	56%	100%	-%	-%	-%	-%	76%	26%	16%	4%	34%
		bcde					bcde	d			d
Once a week	341	-	341	-	-	-	116	118	29	11	2
	20%	-%	100%	-%	-%	-%	16%	50%	13%	14%	3%
			acde					acde			
More than once a week but not every day	291	-	-	291	-	-	55	44	137	4	9
	17%	-%	-%	100%	-%	-%	7%	19%	63%	6%	16%
				abde				a	abde		
Once a day	89	-	-	-	89	-	3	10	14	54	*
	5%	-%	-%	-%	100%	-%	*%	4%	6%	70%	1%
					abce			a	a	abce	
Twice a day	17	-	-	-	-	17	-	-	2	1	14
	1%	-%	-%	-%	-%	44%	-%	-%	1%	1%	25%
						abcd					abcd
More than twice a day	22	-	-	-	-	22	*	4	*	4	13
	1%	-%	-%	-%	-%	56%	*%	2%	*%	5%	22%
						abcd		a		a	abc
Don't know	7	-	-	-	-	-	3	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
NET: Daily	128	-	-	-	89	39	3	14	16	59	27
	7%	-%	-%	-%	100%	100%	*%	6%	7%	76%	47%
					abc	abc		a	a	abce	abc
NET: Weekly	761	-	341	291	89	39	174	176	181	74	38
	44%	-%	100%	100%	100%	100%	23%	74%	84%	96%	66%
			a	a	a	a		a	a	abe	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
Less than once a week	966	430	37	92	22	22	309	46	247	866	100	917	48
	56%	67% bcde	21%	36% b	23%	44% b	45%	42%	60% ab	57%	47%	56%	45%
Once a week	341	124	83	44	11	6	155	28	87	289	52	311	30
	20%	19%	48% acde	18%	11%	11%	22%	26%	21%	19%	25%	19%	28%
More than once a week but not every day	291	63	41	94	13	5	137	24	56	255	36	273	18
	17%	10%	24% a	37% ade	14%	10%	20%	22%	14%	17%	17%	17%	17%
Once a day	89	14	10	9	51	2	62	10	13	71	19	83	6
	5%	2%	6%	3%	52% abce	3%	9% c	9%	3%	5%	9%	5%	6%
Twice a day	17	-	1	6	1	7	11	*	3	14	3	17	*
	1%	-%	1%	2% a	1%	14% abcd	2%	*%	1%	1%	1%	1%	*%
More than twice a day	22	6	*	8	*	8	14	*	7	21	1	18	4
	1%	1%	*%	3%	*%	15% abcd	2%	*%	2%	1%	*%	1%	4%
Don't know	7	2	-	1	-	1	4	-	-	6	1	6	1
	*%	*%	-%	*%	-%	2%	1%	-%	-%	*%	*%	*%	1%
NET: Daily	128	20	11	22	51	16	87	11	23	106	22	117	11
	7%	3%	7%	9% a	53% abc	32% abc	13% c	10%	6%	7%	10%	7%	10%
NET: Weekly	761	207	135	161	75	27	379	63	167	651	110	702	59
	44%	32%	79% ace	63% a	77% a	54% a	55% c	58% c	40%	43%	52%	43%	54%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
Less than once a week	966	621	66	404	207	923	42	619	68	403	209
	56%	53%	43%	55% b	43%	57% b	41%	52%	45%	53% b	44%
Once a week	341	244	31	150	121	308	33	246	29	162	109
	20%	21%	20%	20%	25%	19%	32% a	21%	19%	21%	23%
More than once a week but not every day	291	210	39	109	109	273	18	218	31	116	102
	17%	18%	25%	15%	22% a	17%	17%	18%	20%	15%	22%
Once a day	89	76	6	52	33	80	9	71	11	52	33
	5%	6%	4%	7%	7%	5%	9%	6%	8%	7%	7%
Twice a day	17	16	1	10	5	17	*	14	2	9	6
	1%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%
More than twice a day	22	12	10	11	10	21	*	12	10	11	10
	1%	1%	6% a	2%	2%	1%	*%	1%	6% a	2%	2%
Don't know	7	3	1	3	1	6	1	3	1	1	3
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	1%
NET: Daily	128	103	16	73	48	118	10	96	23	72	49
	7%	9%	11%	10%	10%	7%	9%	8%	15%	10%	10%
NET: Weekly	761	558	86	332	277	699	61	561	83	350	259
	44%	47%	56%	45%	57% a	43%	59% a	47%	55%	46%	55%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Less than once a week	966	444	772	103	-	360	473	71	-	401	334	91	-
	56%	48%	58% ac	43%	-%	45%	51%	40%	-%	46%	48%	43%	-%
Once a week	341	195	256	46	-	188	192	41	-	207	165	45	*
	20%	21%	19%	19%	-%	23%	21%	23%	-%	24%	24%	21%	100%
More than once a week but not every day	291	192	221	51	4	170	165	38	-	178	119	42	-
	17%	21%	16%	21%	100%	21%	18%	22%	-%	20%	17%	19%	-%
Once a day	89	67	56	31	-	59	61	19	-	61	48	28	-
	5%	7% b	4%	13% b	-%	7%	7%	11%	-%	7%	7%	13%	-%
Twice a day	17	10	14	1	-	6	12	1	-	9	10	3	-
	1%	1%	1%	*%	-%	1%	1%	1%	-%	1%	1%	1%	-%
More than twice a day	22	16	18	6	-	16	15	7	-	15	15	4	-
	1%	2%	1%	2%	-%	2%	2%	4%	-%	2%	2%	2%	-%
Don't know	7	4	3	2	-	3	2	-	-	4	-	2	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	-%	1%	-%
NET: Daily	128	93	88	38	-	81	87	27	-	85	72	35	-
	7%	10%	7%	16% b	-%	10%	9%	15%	-%	10%	10%	16%	-%
NET: Weekly	761	480	565	136	4	438	444	106	-	470	356	121	*
	44%	52% b	42%	57% b	100%	55%	48%	60%	-%	54%	52%	57%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
Less than once a week	966	890	578	414	661	570	8	275	236	208	56	28
	56%	56% b	50%	50%	55% c	57% c	21%	49%	48%	44%	47%	39%
Once a week	341	302	238	181	231	182	6	114	108	90	25	22
	20%	19%	21%	22%	19%	18%	16%	21%	22%	19%	21%	30%
More than once a week but not every day	291	267	225	142	215	161	4	102	91	107	18	9
	17%	17%	19%	17%	18%	16%	11%	18%	19%	23%	15%	12%
Once a day	89	82	77	65	64	60	10	48	43	49	15	11
	5%	5%	7%	8%	5%	6%	26% ab	9%	9%	10%	12%	15%
Twice a day	17	17	14	9	10	10	2	9	1	4	*	1
	1%	1%	1%	1%	1%	1%	4%	2%	*%	1%	*%	1%
More than twice a day	22	18	20	11	20	15	7	9	5	10	3	2
	1%	1%	2%	1%	2%	2%	21% ab	2%	1%	2%	2%	3%
Don't know	7	5	3	3	3	2	-	-	3	2	2	-
	*%	*%	*%	*%	*%	*%	-%	-%	1%	*%	2%	-%
NET: Daily	128	116	111	85	95	85	19	66	49	62	18	13
	7%	7%	10%	10%	8%	9%	51% ab	12%	10%	13%	15%	19%
NET: Weekly	761	685	574	409	541	428	29	282	248	260	61	44
	44%	43%	50% a	50%	45%	43%	79% ab	51%	51%	55%	51%	61%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
Less than once a week	966	82	36	49	21	769	407	800	480	414	366	743	74	1	675	62
	56%	40%	40%	49%	53%	53% b	45%	53% b	49%	49%	45%	54% ac	38%	100%	56%	45%
Once a week	341	52	22	17	11	305	208	315	211	201	183	272	42	-	229	37
	20%	25%	25%	17%	27%	21%	23%	21%	21%	24%	23%	20%	22%	-%	19%	27%
More than once a week but not every day	291	47	18	21	3	264	187	280	201	170	177	245	51	-	201	24
	17%	23%	20%	22%	7%	18%	21%	19%	20%	20%	22%	18%	26%	-%	17%	17%
Once a day	89	17	6	6	5	73	62	75	69	49	51	72	21	-	71	8
	5%	8%	7%	6%	13%	5%	7%	5%	7%	6%	6%	5%	11%	-%	6%	6%
Twice a day	17	3	2	2	-	17	14	17	12	5	10	17	1	-	8	7
	1%	2%	2%	2%	-%	1%	2%	1%	1%	1%	1%	1%	1%	-%	1%	5% a
More than twice a day	22	3	5	5	*	16	19	21	10	8	16	15	4	-	17	*
	1%	1%	6%	5%	1%	1%	2%	1%	1%	1%	2%	1%	2%	-%	1%	*%
Don't know	7	*	-	-	-	4	2	4	2	*	3	4	-	-	6	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	1%	-%
NET: Daily	128	23	13	12	5	105	96	114	91	63	77	104	27	-	96	15
	7%	11%	15%	12%	13%	7%	11%	8%	9%	7%	10%	8%	14%	-%	8%	11%
NET: Weekly	761	122	53	50	19	675	491	709	503	434	436	621	119	-	526	76
	44%	60%	60%	51%	47%	47%	55% ac	47%	51%	51%	54% b	45%	62% b	-%	44%	55%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
Less than once a week	966	332	600	237	20	112	175	97	677	181	124	156	655
	56%	48%	63% a	44%	43%	43%	43%	43%	57% a	59% a	49%	45%	60% ab
Once a week	341	141	173	126	12	60	102	55	222	61	53	80	199
	20%	20%	18%	23%	27%	23%	25%	24%	19%	20%	21%	23%	18%
More than once a week but not every day	291	144	132	120	10	54	87	47	191	50	57	77	152
	17%	21% b	14%	22%	22%	21%	21%	21%	16%	16%	22% c	22% c	14%
Once a day	89	46	39	41	4	20	32	21	61	7	16	16	57
	5%	7%	4%	8%	8%	8%	8%	9% c	5%	2%	6%	5%	5%
Twice a day	17	8	9	9	-	6	4	1	11	5	3	1	13
	1%	1%	1%	2%	-%	2%	1%	1%	1%	2%	1%	*%	1%
More than twice a day	22	21	1	5	-	10	3	4	15	2	2	12	7
	1%	3% b	*%	1%	-%	4%	1%	2%	1%	1%	1%	3% c	1%
Don't know	7	2	4	3	*	-	3	1	6	*	-	2	5
	*%	*%	*%	1%	*%	-%	1%	*%	1%	*%	-%	1%	*%
NET: Daily	128	74	49	56	4	36	39	27	87	14	21	29	77
	7%	11% b	5%	10%	8%	14%	10%	12% c	7%	5%	8%	8%	7%
NET: Weekly	761	359	353	301	26	150	228	129	501	125	130	187	428
	44%	52% b	37%	56%	57%	57%	56%	57% bc	42%	41%	51% c	54% c	39%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Less than once a week	966	436	530
	56%	53%	58%
Once a week	341	179	162
	20%	22%	18%
More than once a week but not every day	291	147	144
	17%	18%	16%
Once a day	89	34	55
	5%	4%	6%
Twice a day	17	11	6
	1%	1%	1%
More than twice a day	22	9	13
	1%	1%	1%
Don't know	7	*	7
	*%	*%	1%
NET: Daily	128	53	75
	7%	7%	8%
NET: Weekly	761	380	381
	44%	47%	41%

Columns Tested:: a,b

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
Less than once a week	966	20	181	57	63	60	111	7	154	66	36	101	109
	56%	66%	64%	49%	79%	56%	43%	54%	61%	43%	55%	54%	59%
			fi		cefgijkl				fi				fi
Once a week	341	6	48	25	8	26	46	2	50	34	16	45	37
	20%	20%	17%	21%	10%	24%	18%	14%	20%	22%	24%	24%	20%
More than once a week but not every day	291	3	42	25	7	15	48	2	41	42	10	24	32
	17%	9%	15%	21%	9%	14%	19%	13%	16%	27%	16%	13%	17%
										dk			
Once a day	89	1	6	6	1	4	36	2	4	13	2	11	2
	5%	3%	2%	5%	1%	4%	14%	13%	2%	8%	3%	6%	1%
							bdhjl	bdhl		hl			
Twice a day	17	-	*	2	*	1	7	1	1	*	*	2	3
	1%	-%	*%	2%	*%	1%	3%	5%	*%	*%	*%	1%	1%
								bh					
More than twice a day	22	*	7	1	*	*	9	*	2	-	*	1	1
	1%	2%	2%	1%	*%	*%	4%	*%	1%	-%	1%	*%	*%
Don't know	7	-	*	-	-	-	-	-	1	*	-	4	2
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	2%	1%
NET: Daily	128	1	13	9	2	6	52	2	7	13	3	14	6
	7%	4%	5%	8%	2%	5%	20%	19%	3%	8%	4%	7%	3%
							bdehijkl	bdhjl					
NET: Weekly	761	10	103	59	17	47	146	6	97	89	29	84	75
	44%	34%	36%	51%	21%	44%	57%	46%	39%	57%	45%	44%	40%
				d		d	bdhl	d		bdhl	d	d	d

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 49 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
Less than once a week	966	258	235	227	246	493	473
	56%	60%	53%	54%	56%	56%	55%
Once a week	341	78	80	85	98	158	183
	20%	18%	18%	20%	22%	18%	21%
More than once a week but not every day	291	70	70	85	67	140	151
	17%	16%	16%	20%	15%	16%	18%
Once a day	89	13	42	19	16	54	35
	5%	3%	9%	4%	4%	6%	4%
			ad				
Twice a day	17	2	8	2	5	10	7
	1%	1%	2%	*%	1%	1%	1%
More than twice a day	22	8	10	2	2	18	4
	1%	2%	2%	1%	*%	2%	*%
						b	
Don't know	7	*	-	1	6	*	7
	*%	*%	-%	*%	1%	*%	1%
NET: Daily	128	24	59	23	22	83	45
	7%	5%	13%	5%	5%	9%	5%
			acd			b	
NET: Weekly	761	172	209	192	187	381	380
	44%	40%	47%	46%	43%	44%	44%

Columns Tested:: a,b,c,d - a,b

Table 51

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
Less than once a week	778	34	744	760	15	2	1	18
	54%	45%	55%	56%	24%	22%	16%	23%
				bcde				
Once a week	266	16	250	246	17	2	1	20
	19%	21%	18%	18%	27%	23%	19%	26%
					a			a
More than once a week but not every day	238	20	218	218	16	3	1	20
	17%	26%	16%	16%	25%	36%	22%	26%
					a	a		a
Once a day	86	5	81	75	9	1	1	11
	6%	7%	6%	6%	14%	11%	24%	15%
					a		ae	a
Twice a day	16	1	15	11	4	*	*	5
	1%	1%	1%	1%	6%	4%	8%	6%
					a		a	a
More than twice a day	44	*	44	41	2	*	*	2
	3%	*%	3%	3%	3%	*%	10%	3%
							abe	
Don't know	5	-	5	4	*	*	*	*
	*%	-%	*%	*%	*%	3%	1%	1%
						a		
NET: Daily	146	6	140	128	15	1	2	18
	10%	8%	10%	9%	24%	15%	42%	24%
					a		abce	a
NET: Weekly	650	42	608	592	48	6	4	58
	45%	55%	45%	44%	76%	74%	83%	76%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Less than once a week	778	418	305	37	10	7	1	760	15	3
	54%	61%	53%	38%	23%	24%	16%	56%	24%	20%
		cdefhi	cdefhi	dfhi				cdefhi		
Once a week	266	132	91	22	11	8	1	246	17	3
	19%	19%	16%	23%	25%	28%	19%	18%	27%	22%
						bg			bg	
More than once a week but not every day	238	100	91	27	13	6	1	218	16	4
	17%	15%	16%	28%	29%	22%	22%	16%	25%	31%
				abg	abg				abg	abg
Once a day	86	15	53	7	7	3	1	75	9	2
	6%	2%	9%	7%	15%	12%	24%	6%	14%	16%
			a	a	ag	ag	abceg	a	ag	ag
Twice a day	16	5	4	2	1	3	*	11	4	1
	1%	1%	1%	2%	3%	11%	8%	1%	6%	5%
						abcg	abg		abg	abg
More than twice a day	44	11	30	1	2	*	*	41	2	*
	3%	2%	5%	1%	4%	2%	10%	3%	3%	4%
			a				acegh			
Don't know	5	1	2	1	*	*	*	4	*	*
	*%	*%	*%	1%	*%	1%	1%	*%	*%	2%
NET: Daily	146	31	87	10	10	7	2	128	15	3
	10%	4%	15%	10%	22%	24%	42%	9%	24%	24%
			ag		acg	acg	abcdeghi	a	abcg	acg
NET: Weekly	650	263	270	60	33	21	4	592	48	10
	45%	39%	47%	61%	76%	75%	83%	44%	76%	77%
				abg	abcg	abg	abcg		abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Less than once a week	778	624	136	15	2	1	525	117	24	7	12
	54%	58%	50%	24%	22%	16%	58%	47%	42%	25%	29%
		cde	cde				bde	de			
Once a week	266	196	50	17	2	1	169	47	9	6	8
	19%	18%	18%	27%	23%	19%	19%	19%	16%	19%	17%
				a							
More than once a week but not every day	238	163	55	16	3	1	134	46	11	9	9
	17%	15%	20%	25%	36%	22%	15%	19%	20%	29%	22%
				a	ab						
Once a day	86	55	20	9	1	1	37	22	11	5	9
	6%	5%	7%	14%	11%	24%	4%	9%	19%	15%	22%
				ab		ab		a	a	a	ab
Twice a day	16	9	2	4	*	*	5	3	2	*	3
	1%	1%	1%	6%	4%	8%	1%	1%	3%	*%	8%
				ab		ab					a
More than twice a day	44	36	6	2	*	*	27	11	*	3	1
	3%	3%	2%	3%	*%	10%	3%	4%	*%	10%	3%
						abc					
Don't know	5	2	3	*	*	*	1	3	*	*	*
	*%	*%	1%	*%	3%	1%	*%	1%	*%	1%	*%
					a						
NET: Daily	146	100	28	15	1	2	69	36	13	8	14
	10%	9%	10%	24%	15%	42%	8%	14%	23%	26%	32%
				ab		abcd		a	a	a	ab
NET: Weekly	650	459	133	48	6	4	373	128	33	22	31
	45%	42%	49%	76%	74%	83%	41%	52%	58%	74%	71%
				ab	ab	ab		a		ab	ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
Less than once a week	778	71	66	132	14	68	148	114	55	42
	54%	51%	57%	61%	26%	50%	63%	61%	46%	45%
		d	d	d			d	d		
Once a week	266	26	18	35	18	33	32	29	35	12
	19%	19%	16%	16%	33%	25%	14%	15%	29%	13%
					f				f	
More than once a week but not every day	238	18	27	28	21	14	26	28	20	31
	17%	13%	24%	13%	38%	10%	11%	15%	17%	32%
					acefg					acefg
Once a day	86	15	2	7	*	17	21	7	4	5
	6%	10%	2%	3%	*%	13%	9%	4%	3%	5%
						bc				
Twice a day	16	*	*	3	*	*	3	*	3	5
	1%	*%	*%	1%	*%	*%	1%	*%	2%	5%
More than twice a day	44	10	-	13	2	2	6	7	2	-
	3%	7%	-%	6%	4%	2%	3%	4%	2%	-%
Don't know	5	-	1	*	-	*	-	3	-	-
	*%	-%	1%	*%	-%	*%	-%	1%	-%	-%
NET: Daily	146	25	3	22	2	20	30	14	9	9
	10%	18%	2%	10%	4%	15%	13%	8%	8%	10%
		b				b	b			
NET: Weekly	650	70	48	85	41	68	87	71	64	52
	45%	49%	42%	39%	74%	50%	37%	38%	54%	55%
					abcfg					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Less than once a week	778	125	192	393	710	68	37	23	9
	54%	44%	51%	61%	55%	51%	56%	50%	42%
				abeh	a				
Once a week	266	64	79	95	239	27	14	9	3
	19%	22%	21%	15%	18%	20%	21%	21%	17%
More than once a week but not every day	238	66	66	81	213	25	9	11	5
	17%	23%	17%	13%	16%	19%	14%	24%	25%
		c							c
Once a day	86	22	21	34	78	9	5	1	2
	6%	8%	6%	5%	6%	6%	7%	3%	12%
Twice a day	16	5	3	6	14	2	1	1	*
	1%	2%	1%	1%	1%	1%	1%	2%	*%
More than twice a day	44	4	13	26	43	1	*	*	*
	3%	2%	3%	4%	3%	*%	*%	*%	1%
			e	e	e				
Don't know	5	*	1	3	4	1	*	*	1
	*%	*%	*%	*%	*%	1%	*%	1%	3%
									d
NET: Daily	146	32	37	66	135	11	6	2	3
	10%	11%	10%	10%	10%	8%	9%	5%	13%
NET: Weekly	650	161	182	243	586	63	29	23	11
	45%	56%	49%	38%	45%	48%	44%	50%	55%
		cd	c						c

Columns Tested:: a,b,c,d,e,f,g,h

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Less than once a week	778	17	42	55	93	64	48	16	21	463
	54%	44%	40%	44%	48%	29%	63%	54%	41%	66%
					e		e			abcdeh
Once a week	266	10	19	26	59	44	7	4	11	105
	19%	25%	18%	20%	31%	20%	9%	14%	21%	15%
					fi					
More than once a week but not every day	238	7	23	23	23	66	15	9	11	84
	17%	18%	22%	19%	12%	30%	20%	29%	22%	12%
						di				
Once a day	86	2	14	15	7	33	3	*	1	25
	6%	4%	14%	12%	4%	15%	4%	*%	2%	4%
			i	i		di				
Twice a day	16	1	*	*	*	5	*	1	2	7
	1%	3%	*%	*%	*%	2%	*%	2%	4%	1%
More than twice a day	44	-	6	6	9	9	2	*	5	13
	3%	-%	5%	5%	5%	4%	3%	*%	9%	2%
									i	
Don't know	5	2	*	*	1	*	1	-	-	*
	*%	5%	*%	*%	1%	*%	1%	-%	-%	*%
		ei								
NET: Daily	146	3	20	21	16	47	5	1	8	45
	10%	7%	19%	17%	9%	21%	7%	2%	15%	6%
			i	i		di				
NET: Weekly	650	20	62	70	98	157	27	14	30	234
	45%	50%	60%	56%	51%	71%	36%	46%	59%	34%
			fi	i	i	adfi			i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Less than once a week	778 54%	165 46%	113 38%	500 64% ab	622 53%	155 62%	720 55%	58 44%	760 54%	18 52%
Once a week	266 19%	95 27% bc	50 17%	120 15%	229 19%	36 14%	237 18%	28 22%	261 19%	4 12%
More than once a week but not every day	238 17%	53 15%	82 27% ac	104 13%	191 16%	47 19%	213 16%	25 19%	228 16%	10 29%
Once a day	86 6%	24 7%	36 12% c	26 3%	79 7%	7 3%	76 6%	10 7%	85 6%	1 2%
Twice a day	16 1%	2 *%	5 2%	9 1%	16 1%	* *%	12 1%	4 3%	16 1%	- -%
More than twice a day	44 3%	15 4%	11 4%	18 2%	41 3%	3 1%	40 3%	4 3%	43 3%	1 4%
Don't know	5 *%	4 1%	1 *%	* *%	2 *%	3 1%	2 *%	3 2% a	5 *%	- -%
NET: Daily	146 10%	40 11%	53 18% c	53 7%	135 11% b	11 4%	129 10%	17 13%	144 10%	2 6%
NET: Weekly	650 45%	188 53% c	184 62% c	277 36%	555 47%	95 37%	579 45%	70 54%	633 45%	16 48%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Less than once a week	778	561	111	101	727	33	11	7	760	18
	54%	72%	39%	28%	63%	18%	25%	14%	57%	19%
		bc			bcdef				bcdf	
Once a week	266	115	83	65	219	38	4	5	257	8
	19%	15%	29%	18%	19%	21%	9%	10%	19%	9%
			ac							
More than once a week but not every day	238	74	54	108	162	63	8	5	225	13
	17%	9%	19%	30%	14%	35%	19%	10%	17%	14%
			a	ab		adef				
Once a day	86	13	20	53	19	34	19	15	53	34
	6%	2%	7%	15%	2%	19%	42%	30%	4%	36%
			a	ab		ae	abe	ae	a	abe
Twice a day	16	9	3	4	11	4	-	1	15	1
	1%	1%	1%	1%	1%	2%	-%	2%	1%	1%
More than twice a day	44	9	9	26	16	9	2	17	25	19
	3%	1%	3%	7%	1%	5%	5%	34%	2%	20%
				a		a		abce		abe
Don't know	5	4	1	*	5	*	-	*	5	*
	*%	*%	*%	*%	*%	*%	-%	1%	*%	*%
NET: Daily	146	30	32	83	46	47	21	32	93	53
	10%	4%	11%	23%	4%	26%	48%	66%	7%	57%
			a	ab		ae	ae	abe	a	abe
NET: Weekly	650	219	170	256	427	148	34	41	574	75
	45%	28%	60%	72%	37%	82%	75%	86%	43%	80%
			a	ab		ae	ae	ae	a	ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
Less than once a week	778	493	235	51	743	778	778	592	448	229
	54%	84%	41%	18%	56%	54%	54%	51%	52%	43%
		bc	c		f	f	f	f	f	
Once a week	266	52	167	46	237	266	266	228	163	128
	19%	9%	29%	17%	18%	19%	19%	20%	19%	24%
			ac	a						a
More than once a week but not every day	238	30	131	77	216	238	238	204	142	95
	17%	5%	23%	28%	16%	17%	17%	17%	16%	18%
			a	a						
Once a day	86	1	17	68	77	86	86	83	65	50
	6%	*%	3%	25%	6%	6%	6%	7%	8%	9%
			a	ab						
Twice a day	16	5	5	5	15	16	16	13	12	11
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
More than twice a day	44	*	16	28	42	44	44	44	33	21
	3%	*%	3%	10%	3%	3%	3%	4%	4%	4%
			a	ab						
Don't know	5	3	1	*	5	5	5	3	2	2
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
NET: Daily	146	7	39	100	135	146	146	140	111	82
	10%	1%	7%	37%	10%	10%	10%	12%	13%	15%
			a	ab						abc
NET: Weekly	650	89	338	223	587	650	650	572	415	305
	45%	15%	59%	81%	44%	45%	45%	49%	48%	57%
			a	ab						abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Less than once a week	778	27	686	32	21	6	4	2	12
	54%	42%	64%	37%	26%	12%	11%	5%	9%
		efgh	acdefgh	efgh	h				
Once a week	266	20	168	21	21	10	9	17	36
	19%	30%	16%	24%	26%	21%	21%	39%	27%
		b						b	b
More than once a week but not every day	238	13	156	22	20	15	6	6	27
	17%	21%	15%	25%	24%	32%	13%	13%	20%
						b			
Once a day	86	5	30	7	16	6	13	10	28
	6%	7%	3%	8%	20%	12%	31%	22%	21%
					b	b	bc	b	b
Twice a day	16	-	10	1	1	*	3	1	4
	1%	-%	1%	1%	1%	1%	8%	1%	3%
							b		
More than twice a day	44	-	13	4	2	10	6	8	24
	3%	-%	1%	5%	3%	21%	15%	18%	18%
						abd	b	abd	abd
Don't know	5	-	4	*	-	*	*	1	1
	*%	-%	*%	*%	-%	1%	*%	2%	1%
NET: Daily	146	5	52	13	19	16	22	18	57
	10%	7%	5%	15%	24%	34%	55%	41%	43%
				b	b	ab	abcd	abc	abc
NET: Weekly	650	38	377	56	61	41	37	41	119
	45%	58%	35%	63%	74%	88%	89%	93%	90%
		b		b	b	abc	abc	abc	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Less than once a week	778	646	53	24	13	2	3	1	715	42	13	1	5	1	1
	54%	63%	40%	35%	28%	11%	11%	7%	67%	23%	18%	4%	12%	5%	2%
		bcdef	ef						bcdefg	d					
Once a week	266	162	33	19	13	4	6	1	158	60	23	4	*	4	16
	19%	16%	25%	27%	27%	20%	20%	8%	15%	33%	32%	16%	1%	23%	55%
										ae	ae				ade
More than once a week but not every day	238	144	37	13	9	5	6	1	144	45	19	16	8	4	2
	17%	14%	28%	19%	20%	22%	20%	12%	13%	25%	26%	59%	19%	26%	6%
			a							a	a	abcefg			
Once a day	86	35	4	11	10	3	9	5	25	25	12	5	12	4	3
	6%	3%	3%	16%	22%	13%	31%	50%	2%	14%	16%	17%	27%	25%	11%
				ab	ab		ab			a	a	a	a	a	
Twice a day	16	10	1	*	1	*	3	*	7	3	2	*	3	1	*
	1%	1%	1%	*%	1%	*%	12%	*%	1%	2%	3%	1%	6%	5%	*%
							ab						a	a	
More than twice a day	44	25	4	2	1	8	2	1	11	4	4	1	15	2	6
	3%	2%	3%	3%	1%	35%	6%	12%	1%	2%	6%	3%	34%	15%	22%
						abcd					a		abcd	ab	ab
Don't know	5	2	2	-	-	*	-	1	4	*	*	-	*	*	1
	*%	*%	1%	-%	-%	1%	-%	10%	*%	*%	*%	-%	1%	1%	3%
NET: Daily	146	71	9	13	11	11	14	6	44	32	18	6	29	7	10
	10%	7%	7%	19%	24%	47%	49%	63%	4%	18%	25%	21%	67%	46%	33%
				a	ab	ab	abc			a	a	a	abcd	ab	a
NET: Weekly	650	377	78	46	33	20	25	8	345	137	61	26	38	15	27
	45%	37%	59%	65%	72%	89%	89%	83%	32%	77%	82%	96%	87%	95%	95%
			a	a	a	ab	ab			a	a	ab	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Less than once a week	778	482	47	31	14	8	6	4	18	603	116	55	3	*
	54%	62%	34%	30%	24%	32%	24%	10%	20%	99%	36%	17%	3%	*%
		bcdefgh								bcde	cde	de		
Once a week	266	122	33	36	19	8	2	9	19	-	207	44	10	4
	19%	16%	24%	34%	32%	33%	10%	20%	21%	-%	64%	14%	9%	6%
				a	a						acde	a	a	a
More than once a week but not every day	238	116	36	23	10	8	4	7	19	-	-	222	14	2
	17%	15%	26%	22%	17%	32%	18%	16%	21%	-%	-%	69%	13%	3%
			a									abde	ab	a
Once a day	86	25	13	8	11	*	11	14	26	-	-	-	82	5
	6%	3%	9%	7%	19%	2%	46%	34%	28%	-%	-%	-%	75%	6%
			a		a		abce	abce	abc				abce	abc
Twice a day	16	6	1	2	2	*	*	1	1	-	-	-	-	16
	1%	1%	1%	2%	4%	1%	1%	2%	1%	-%	-%	-%	-%	22%
														abcd
More than twice a day	44	22	8	5	2	*	*	7	7	-	-	-	-	44
	3%	3%	6%	5%	3%	*%	1%	16%	8%	-%	-%	-%	-%	62%
								a						abcd
Don't know	5	2	*	*	*	-	-	1	1	4	-	*	*	-
	*%	*%	*%	*%	*%	-%	-%	2%	1%	1%	-%	*%	*%	-%
NET: Daily	146	54	22	15	15	1	11	22	34	-	-	-	82	64
	10%	7%	16%	14%	26%	3%	48%	51%	37%	-%	-%	-%	75%	91%
			a		a		abce	abce	abce				abc	abc
NET: Weekly	650	291	91	74	44	17	18	37	72	-	207	266	105	71
	45%	38%	66%	70%	75%	68%	76%	88%	79%	-%	64%	83%	97%	100%
			a	a	a	a	a	a	a		a	ab	abc	abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Less than once a week	778	566	116	55	3	*	778	-	-	-	-
	54%	82%	42%	22%	4%	*%	100%	-%	-%	-%	-%
		bcde	cde	de			bcde				
Once a week	266	61	118	44	10	4	-	266	-	-	-
	19%	9%	43%	18%	12%	11%	-%	100%	-%	-%	-%
			acde	a				acde			
More than once a week but not every day	238	34	29	137	14	2	-	-	238	-	-
	17%	5%	10%	55%	17%	5%	-%	-%	100%	-%	-%
			a	abde	a				abde		
Once a day	86	3	11	4	54	5	-	-	-	86	-
	6%	*%	4%	2%	66%	12%	-%	-%	-%	100%	-%
			a		abce	ac				abce	
Twice a day	16	*	*	3	*	12	-	-	-	-	16
	1%	*%	*%	1%	1%	31%	-%	-%	-%	-%	27%
						abcd					abcd
More than twice a day	44	19	2	6	*	15	-	-	-	-	44
	3%	3%	1%	2%	*%	40%	-%	-%	-%	-%	73%
						abcd					abcd
Don't know	5	4	-	*	*	-	-	-	-	-	-
	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	146	23	13	13	55	31	-	-	-	86	60
	10%	3%	5%	5%	67%	83%	-%	-%	-%	100%	100%
					abc	abc				abc	abc
NET: Weekly	650	118	159	194	79	38	-	266	238	86	60
	45%	17%	58%	78%	96%	100%	-%	100%	100%	100%	100%
			a	ab	abc	abc		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Less than once a week	778	473	56	45	12	7	260	48	279	690	88	711	32
	54%	83% bcde	32% cd	17%	12%	14%	38%	42%	76% ab	56%	46%	57% b	37%
Once a week	266	55	86	67	10	7	155	34	37	225	41	214	23
	19%	10%	50% acde	25% ad	10%	14%	23% c	29% c	10%	18%	22%	17%	26%
More than once a week but not every day	238	33	25	123	18	5	144	28	32	212	26	200	16
	17%	6%	15% a	46% abde	18% a	10%	21% c	24% c	9%	17%	14%	16%	18%
Once a day	86	5	5	11	55	8	73	3	7	64	22	71	7
	6%	1%	3%	4% a	56% abce	16% abc	11% c	3%	2%	5%	12% a	6%	8%
Twice a day	16	*	*	8	*	5	13	1	*	12	4	14	1
	1%	*%	*%	3% a	*%	9% ab	2%	1%	*%	1%	2%	1%	1%
More than twice a day	44	5	*	13	3	17	34	1	9	35	9	35	7
	3%	1%	*%	5% a	3%	34% abcd	5%	1%	2%	3%	5%	3%	9%
Don't know	5	-	-	-	*	1	*	1	2	5	*	5	*
	*%	-%	-%	-%	*%	2%	*%	1%	*%	*%	*%	*%	*%
NET: Daily	146	10	6	31	58	29	120	5	16	111	34	120	15
	10%	2%	3%	12% ab	59% abc	60% abc	18% bc	4%	4%	9%	18% a	10%	17%
NET: Weekly	650	98	117	221	86	41	419	66	85	548	102	533	54
	45%	17%	68% a	83% ab	87% ab	84% a	62% c	57% c	23%	44%	54%	43%	62% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Less than once a week	778	716	62	382	210	714	29	713	65	381	211
	54%	56% b	38%	54%	46%	57% b	34%	56% b	40%	52%	48%
Once a week	266	213	53	128	100	217	20	221	45	133	95
	19%	17%	32% a	18%	22%	17%	24%	17%	28% a	18%	22%
More than once a week but not every day	238	209	29	119	85	199	17	214	24	127	77
	17%	16%	18%	17%	19%	16%	20%	17%	15%	17%	17%
Once a day	86	77	10	45	38	68	10	70	16	47	36
	6%	6%	6%	6%	8%	5%	11%	6%	10%	6%	8%
Twice a day	16	14	1	7	6	15	1	14	1	9	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
More than twice a day	44	35	9	27	17	35	7	33	11	27	17
	3%	3%	6%	4%	4%	3%	9% a	3%	7%	4%	4%
Don't know	5	5	*	3	*	5	*	5	*	3	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: Daily	146	126	20	79	61	117	18	118	28	83	57
	10%	10%	12%	11%	13%	9%	21% a	9%	17% a	11%	13%
NET: Weekly	650	547	102	326	246	533	55	553	97	344	228
	45%	43%	62% a	46%	54%	43%	65% a	44%	60% a	47%	52%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
Less than once a week	778	375	592	94	-	402	535	63	1	394	319	76	*
	54%	47%	59%	43%	-%	47%	54%	33%	100%	46%	49%	35%	100%
			ac			c	ac				c		
Once a week	266	166	157	40	-	186	172	35	-	177	131	44	-
	19%	21%	16%	18%	-%	22%	17%	19%	-%	21%	20%	20%	-%
More than once a week but not every day	238	150	156	48	4	164	168	51	-	166	113	53	-
	17%	19%	16%	22%	100%	19%	17%	27%	-%	20%	17%	24%	-%
								b					
Once a day	86	57	54	26	-	65	69	27	-	68	53	25	-
	6%	7%	5%	12%	-%	8%	7%	14%	-%	8%	8%	11%	-%
				b				b					
Twice a day	16	10	13	3	-	6	14	3	-	7	12	6	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	2%	3%	-%
More than twice a day	44	30	30	9	-	33	30	10	-	37	22	13	-
	3%	4%	3%	4%	-%	4%	3%	5%	-%	4%	3%	6%	-%
Don't know	5	5	4	1	-	4	3	1	-	1	*	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: Daily	146	97	96	38	-	104	113	41	-	112	87	43	-
	10%	12%	10%	17%	-%	12%	11%	21%	-%	13%	13%	20%	-%
				b				ab					
NET: Weekly	650	412	410	126	4	453	453	128	-	455	331	140	-
	45%	52%	41%	57%	100%	53%	46%	67%	-%	53%	51%	65%	-%
		b		b		b		ab				b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
Less than once a week	778	701	677	395	569	463	8	273	247	205	41	25
	54%	58% c	54%	51%	55% c	57% c	21%	51% d	52% d	46%	35%	34%
Once a week	266	199	218	140	201	111	7	97	79	76	28	18
	19%	16%	18%	18%	19% b	14%	19%	18%	17%	17%	24%	25%
More than once a week but not every day	238	194	217	153	170	139	6	101	87	103	28	13
	17%	16%	17%	20%	16%	17%	17%	19%	19%	23%	23%	18%
Once a day	86	66	82	60	57	67	12	41	41	44	15	14
	6%	5%	7%	8%	6%	8%	33% ab	8%	9%	10%	13%	19% a
Twice a day	16	14	13	7	9	11	1	7	1	2	1	1
	1%	1%	1%	1%	1%	1%	3%	1%	*%	*%	1%	1%
More than twice a day	44	33	36	23	28	17	3	15	16	19	5	2
	3%	3%	3%	3%	3%	2%	8%	3%	3%	4%	4%	3%
Don't know	5	4	3	*	3	1	-	*	-	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%
NET: Daily	146	113	130	90	95	95	16	62	58	64	21	17
	10%	9%	10%	12%	9%	12%	44% ab	12%	12%	14%	18%	23%
NET: Weekly	650	505	565	383	465	345	29	261	225	244	77	48
	45%	42%	45%	49% a	45%	43%	79% ab	49%	48%	54%	65% ab	66%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Less than once a week	778	73	37	38	16	634	390	654	415	368	341	603	78	1	551	65
	54%	36%	46%	36%	49%	54% b	47%	53%	48%	52%	46%	55% ac	41%	100%	55%	49%
Once a week	266	44	15	25	7	200	163	223	162	127	158	191	38	-	177	29
	19%	22%	19%	24%	20%	17%	20%	18%	19%	18%	21%	17%	20%	-%	18%	22%
More than once a week but not every day	238	46	13	25	5	207	164	217	176	133	143	191	35	-	170	22
	17%	23%	16%	24%	14%	18%	20%	18%	20%	19%	19%	17%	18%	-%	17%	17%
Once a day	86	19	13	8	5	73	72	81	69	54	52	75	23	-	66	9
	6%	9%	17%	8%	15%	6%	9%	7%	8%	8%	7%	7%	12%	-%	6%	7%
Twice a day	16	4	1	2	*	15	13	16	12	4	7	14	3	-	7	7
	1%	2%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	-%	1%	5% a
More than twice a day	44	14	1	7	*	34	31	44	24	18	31	28	11	-	37	-
	3%	7%	1%	6%	1%	3%	4%	4%	3%	3%	4%	3%	6%	-%	4%	-%
Don't know	5	-	*	*	*	2	3	4	1	*	2	3	1	-	4	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NET: Daily	146	38	15	17	6	122	116	140	105	76	91	118	38	-	109	16
	10%	19%	19%	16%	17%	10%	14%	11%	12%	11%	12%	11%	20% b	-%	11%	12%
NET: Weekly	650	128	42	66	17	529	443	580	444	336	392	499	111	-	456	67
	45%	64%	54%	64%	51%	45%	53% a	47%	52%	48%	53% b	45%	58% b	-%	45%	51%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Less than once a week	778	297	459	239	16	100	188	67	545	152	103	147	502
	54%	46%	63%	46%	37%	39%	50%	30%	59%	59%	40%	50%	60%
			a						a	a			ab
Once a week	266	124	117	99	9	61	64	59	167	39	61	51	144
	19%	19%	16%	19%	21%	24%	17%	26%	18%	15%	24%	17%	17%
More than once a week but not every day	238	121	105	103	11	51	77	57	139	40	62	61	110
	17%	19%	14%	20%	25%	20%	20%	25%	15%	16%	24%	21%	13%
								b			c	c	
Once a day	86	53	29	42	5	24	34	26	48	12	17	23	46
	6%	8%	4%	8%	12%	9%	9%	12%	5%	5%	7%	8%	6%
		b						b					
Twice a day	16	8	7	5	2	5	3	1	10	4	4	1	11
	1%	1%	1%	1%	5%	2%	1%	1%	1%	2%	2%	*%	1%
More than twice a day	44	33	4	29	-	16	12	17	16	9	11	11	20
	3%	5%	*%	6%	-%	6%	3%	7%	2%	4%	4%	4%	2%
		b						b					
Don't know	5	2	3	*	*	*	*	*	5	*	-	1	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NET: Daily	146	94	40	76	7	45	49	44	74	26	32	35	77
	10%	15%	6%	15%	17%	18%	13%	20%	8%	10%	12%	12%	9%
		b						b					
NET: Weekly	650	340	262	278	27	156	191	160	381	105	155	148	331
	45%	53%	36%	54%	63%	61%	50%	70%	41%	41%	60%	50%	40%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
Less than once a week	778	361	417
	54%	56%	53%
Once a week	266	112	154
	19%	17%	19%
More than once a week but not every day	238	107	131
	17%	17%	17%
Once a day	86	32	55
	6%	5%	7%
Twice a day	16	9	6
	1%	1%	1%
More than twice a day	44	22	22
	3%	3%	3%
Don't know	5	2	3
	*%	*%	*%
NET: Daily	146	63	83
	10%	10%	11%
NET: Weekly	650	282	368
	45%	44%	47%

Columns Tested:: a,b

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
Less than once a week	778	18	172	43	34	39	94	3	129	51	31	76	88
	54%	68%	75%	45%	57%	45%	42%	54%	60%	39%	60%	48%	59%
			cefhikl						fi		i		fi
Once a week	266	4	31	16	11	18	49	1	38	29	12	29	27
	19%	16%	13%	17%	18%	22%	22%	20%	18%	22%	24%	18%	18%
More than once a week but not every day	238	3	10	26	13	15	41	1	29	31	5	36	27
	17%	12%	5%	28%	22%	18%	18%	20%	14%	23%	10%	23%	18%
				bj	b	b	b	b	b	b		b	b
Once a day	86	1	6	5	1	5	30	*	12	13	2	9	3
	6%	4%	3%	5%	2%	5%	13%	1%	6%	10%	5%	5%	2%
							bl			l			
Twice a day	16	-	1	2	*	-	7	*	1	2	*	2	*
	1%	-%	1%	2%	*%	-%	3%	4%	1%	2%	*%	1%	*%
More than twice a day	44	*	10	2	*	9	2	*	5	6	*	5	4
	3%	*%	4%	2%	*%	10%	1%	*%	2%	4%	*%	3%	3%
						fj							
Don't know	5	-	*	1	*	-	2	-	*	*	*	1	*
	*%	-%	*%	1%	*%	-%	1%	-%	*%	*%	1%	1%	*%
NET: Daily	146	1	17	9	1	13	39	*	18	21	3	16	7
	10%	4%	7%	9%	2%	15%	17%	5%	9%	16%	6%	10%	5%
						d	dl			dl			
NET: Weekly	650	8	58	51	25	47	129	2	86	81	20	81	61
	45%	32%	25%	54%	42%	55%	57%	46%	40%	61%	39%	51%	41%
				b		b	bhl		b	bhjl		b	b

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 51 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
Less than once a week	778	233	167	182	195	400	378
	54%	66%	45%	52%	54%	55%	53%
		bcd					
Once a week	266	51	78	68	68	130	136
	19%	15%	21%	19%	19%	18%	19%
More than once a week but not every day	238	40	70	61	68	109	129
	17%	11%	19%	17%	19%	15%	18%
Once a day	86	12	36	25	14	47	39
	6%	3%	10%	7%	4%	7%	5%
			ad				
Twice a day	16	3	7	4	3	10	6
	1%	1%	2%	1%	1%	1%	1%
More than twice a day	44	12	11	11	10	23	21
	3%	3%	3%	3%	3%	3%	3%
Don't know	5	1	2	*	2	3	2
	*%	*%	*%	*%	*%	*%	*%
NET: Daily	146	27	53	40	26	80	66
	10%	8%	14%	11%	7%	11%	9%
			d				
NET: Weekly	650	118	201	168	162	319	331
	45%	33%	54%	48%	45%	44%	47%
			a	a	a		

Columns Tested:: a,b,c,d - a,b

Table 53

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Less than once a week	702	58	643	682	18	1	1	20
	51%	57%	50%	52%	30%	9%	16%	27%
				bcde	cd			cd
Once a week	200	8	192	185	12	2	1	16
	14%	8%	15%	14%	21%	33%	16%	22%
						ad		a
More than once a week but not every day	300	23	277	279	17	2	1	21
	22%	22%	22%	21%	29%	32%	24%	29%
Once a day	114	12	102	106	6	1	1	9
	8%	12%	8%	8%	10%	14%	26%	12%
							abe	
Twice a day	16	1	14	10	5	*	*	5
	1%	1%	1%	1%	8%	2%	8%	7%
					a		a	a
More than twice a day	35	*	35	34	1	*	*	2
	3%	*%	3%	3%	1%	6%	7%	2%
							ab	
Don't know	16	-	16	15	*	*	*	1
	1%	-%	1%	1%	1%	4%	2%	1%
NET: Daily	165	14	151	149	12	2	2	15
	12%	13%	12%	11%	20%	22%	41%	21%
					a		abe	a
NET: Weekly	665	45	621	613	42	7	3	52
	48%	43%	48%	47%	69%	88%	81%	72%
					a	ab	ab	a

Columns Tested:: a,b - a,b,c,d,e

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Less than once a week	702	401	250	31	12	7	1	682	18	1
	51%	60%	46%	32%	28%	28%	16%	52%	30%	11%
		bcdefghi	cdefhi	fi	i	i		cdefhi	fi	
Once a week	200	92	76	17	7	8	1	185	12	3
	14%	14%	14%	17%	17%	30%	16%	14%	21%	27%
						abfg				abg
More than once a week but not every day	300	134	118	28	14	6	1	279	17	4
	22%	20%	21%	28%	33%	22%	24%	21%	29%	30%
					abg					
Once a day	114	22	68	16	5	2	1	106	6	2
	8%	3%	12%	16%	12%	8%	26%	8%	10%	18%
			a	ag	a		abdegh	a	a	ag
Twice a day	16	2	5	4	3	2	*	10	5	1
	1%	*%	1%	4%	7%	8%	8%	1%	8%	4%
				ag	abg	abg	abg		abg	ag
More than twice a day	35	3	28	2	1	*	*	34	1	1
	3%	1%	5%	2%	2%	2%	7%	3%	1%	6%
			a				agh			a
Don't know	16	12	3	-	*	1	*	15	*	*
	1%	2%	1%	-%	*%	2%	2%	1%	1%	3%
NET: Daily	165	27	101	22	9	5	2	149	12	3
	12%	4%	18%	22%	21%	18%	41%	11%	20%	29%
			ag	ag	ag	a	abcdegh	a	ag	ag
NET: Weekly	665	253	294	66	30	18	3	613	42	10
	48%	38%	54%	68%	72%	70%	81%	47%	69%	85%
			a	abg	abg	abg	abcgh	a	abg	abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Less than once a week	702	582	99	18	1	1	478	85	18	5	16
	51%	55%	40%	30%	9%	16%	55%	38%	33%	20%	39%
		bcde	de	de			bcd				
Once a week	200	146	39	12	2	1	134	34	9	3	4
	14%	14%	16%	21%	33%	16%	15%	15%	17%	12%	10%
					abe						
More than once a week but not every day	300	216	62	17	2	1	170	59	14	14	9
	22%	20%	25%	29%	32%	24%	19%	27%	26%	54%	22%
										abce	
Once a day	114	70	35	6	1	1	54	31	8	3	5
	8%	7%	14%	10%	14%	26%	6%	14%	15%	10%	13%
			a			abc		a			
Twice a day	16	5	5	5	*	*	7	3	3	*	2
	1%	1%	2%	8%	2%	8%	1%	1%	5%	*%	6%
				ab		ab					a
More than twice a day	35	27	6	1	*	*	14	9	2	1	4
	3%	3%	2%	1%	6%	7%	2%	4%	4%	4%	10%
						c					a
Don't know	16	14	2	*	*	*	13	2	*	*	*
	1%	1%	1%	1%	4%	2%	2%	1%	*%	*%	1%
NET: Daily	165	103	46	12	2	2	76	43	13	4	12
	12%	10%	19%	20%	22%	41%	9%	19%	24%	14%	28%
			a	a	a	abc		a	a		a
NET: Weekly	665	465	148	42	7	3	379	136	36	21	25
	48%	44%	59%	69%	88%	81%	44%	61%	67%	80%	60%
			a	a	abc	abc		a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Less than once a week	702	69	45	139	15	54	115	93	53	44
	51%	52%	48%	60%	29%	45%	50%	58%	47%	41%
				di				d		
Once a week	200	20	16	21	7	28	34	16	27	11
	14%	15%	17%	9%	14%	23%	15%	10%	23%	11%
						c			c	
More than once a week but not every day	300	23	22	52	16	17	44	34	27	35
	22%	17%	24%	22%	31%	14%	19%	21%	24%	33%
										e
Once a day	114	12	10	11	9	14	28	6	1	12
	8%	9%	11%	5%	17%	12%	12%	4%	1%	11%
			h		h	h	h			h
Twice a day	16	1	1	4	2	-	1	2	1	1
	1%	*%	1%	2%	4%	-%	*%	1%	1%	1%
More than twice a day	35	7	*	3	2	4	3	9	3	2
	3%	5%	*%	1%	5%	3%	1%	5%	3%	2%
Don't know	16	*	*	3	-	3	6	1	2	-
	1%	*%	*%	1%	-%	3%	3%	1%	1%	-%
NET: Daily	165	20	11	18	13	18	32	17	5	15
	12%	15%	12%	8%	26%	15%	14%	10%	5%	14%
					ch					
NET: Weekly	665	62	49	91	36	63	110	66	59	61
	48%	48%	52%	39%	71%	53%	48%	41%	52%	59%
					cg					c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Less than once a week	702	112	167	347	626	76	38	29	9
	51%	41%	49%	56%	50%	53%	54%	58%	39%
				ah		a		a	
Once a week	200	46	62	71	180	20	9	5	5
	14%	17%	18%	11%	15%	14%	13%	11%	24%
									c
More than once a week but not every day	300	68	72	129	270	30	14	12	4
	22%	25%	21%	21%	22%	21%	20%	24%	19%
Once a day	114	35	23	45	103	11	6	2	3
	8%	13%	7%	7%	8%	8%	8%	4%	15%
Twice a day	16	3	2	7	12	4	2	1	*
	1%	1%	1%	1%	1%	3%	3%	2%	2%
More than twice a day	35	9	10	15	34	1	1	1	*
	3%	3%	3%	2%	3%	1%	1%	1%	*%
Don't know	16	3	2	10	15	1	*	*	*
	1%	1%	1%	2%	1%	1%	1%	1%	*%
NET: Daily	165	46	36	66	149	16	8	4	4
	12%	17%	11%	11%	12%	11%	12%	7%	17%
NET: Weekly	665	161	171	267	599	66	32	21	14
	48%	58%	50%	43%	48%	46%	45%	42%	60%
		cg							c

Columns Tested:: a,b,c,d,e,f,g,h

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Less than once a week	702	24	24	35	96	76	26	14	20	412
	51%	54%	22%	28%	49%	29%	47%	48%	55%	64%
		bce			bce		b	b	bce	bcde
Once a week	200	7	22	23	34	41	6	1	6	83
	14%	16%	20%	18%	18%	16%	11%	3%	16%	13%
More than once a week but not every day	300	7	34	39	37	85	15	12	5	99
	22%	16%	31%	31%	19%	33%	27%	41%	14%	15%
			i	i		di		i		
Once a day	114	4	13	13	18	44	3	2	5	25
	8%	9%	12%	11%	9%	17%	5%	5%	14%	4%
			i			i				
Twice a day	16	-	*	*	3	5	2	1	*	6
	1%	-%	*%	*%	1%	2%	4%	2%	*%	1%
More than twice a day	35	*	14	14	1	2	3	*	*	14
	3%	*%	13%	11%	*%	1%	6%	*%	*%	2%
			dei	dei						
Don't know	16	2	2	2	6	6	-	-	-	1
	1%	4%	2%	1%	3%	2%	-%	-%	-%	*%
		i			i	i				
NET: Daily	165	4	28	28	21	51	8	2	5	45
	12%	10%	26%	22%	11%	20%	15%	7%	14%	7%
			di	i		i				
NET: Weekly	665	19	84	90	92	177	29	16	16	227
	48%	42%	77%	71%	48%	68%	53%	52%	45%	36%
			adfhi	adhi		adi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Less than once a week	702	155	101	446	584	117	657	45	687	15
	51%	42%	32%	63% ab	50%	53%	52% b	36%	51%	40%
Once a week	200	64	47	90	163	37	178	22	193	8
	14%	17%	15%	13%	14%	17%	14%	18%	14%	21%
More than once a week but not every day	300	84	100	116	250	50	263	37	290	10
	22%	23%	32% c	16%	22%	23%	21%	29%	22%	26%
Once a day	114	35	47	32	108	6	106	8	112	2
	8%	10% c	15% c	5%	9% b	3%	8%	7%	8%	5%
Twice a day	16	3	7	6	15	1	12	4	16	-
	1%	1%	2%	1%	1%	1%	1%	3%	1%	-%
More than twice a day	35	15	5	14	27	8	28	7	35	-
	3%	4%	2%	2%	2%	4%	2%	6%	3%	-%
Don't know	16	9	6	1	14	2	14	2	14	2
	1%	2% c	2% c	*%	1%	1%	1%	2%	1%	6%
NET: Daily	165	53	59	53	150	15	145	20	163	2
	12%	15% c	19% c	7%	13%	7%	12%	16%	12%	5%
NET: Weekly	665	201	206	259	564	101	587	78	646	19
	48%	55% c	66% c	37%	48%	46%	47%	63% a	48%	53%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Less than once a week	702	514	93	90	664	32	2	4	695	6
	51%	71%	34%	23%	61%	16%	4%	9%	54%	6%
		bc	c		bcdef				bcdf	
Once a week	200	77	51	72	159	31	9	2	190	11
	14%	11%	19%	19%	15%	16%	19%	4%	15%	11%
			a	a						
More than once a week but not every day	300	94	93	112	197	75	11	17	272	28
	22%	13%	34%	29%	18%	38%	23%	34%	21%	29%
			a	a		ae				
Once a day	114	16	20	77	37	42	22	12	80	34
	8%	2%	7%	20%	3%	22%	48%	24%	6%	36%
			a	ab		ae	abe	ae	a	ae
Twice a day	16	3	8	5	11	4	*	1	15	1
	1%	*%	3%	1%	1%	2%	1%	1%	1%	1%
			a							
More than twice a day	35	5	7	23	10	11	2	12	20	15
	3%	1%	3%	6%	1%	5%	5%	24%	2%	15%
				a		ae		abe		ae
Don't know	16	11	*	5	14	*	-	2	15	2
	1%	2%	*%	1%	1%	*%	-%	3%	1%	2%
NET: Daily	165	24	35	105	58	57	25	25	115	50
	12%	3%	13%	27%	5%	29%	54%	49%	9%	52%
			a	ab		ae	abe	ae	a	abe
NET: Weekly	665	195	179	289	414	163	45	44	576	89
	48%	27%	66%	75%	38%	84%	96%	88%	45%	92%
			a	a		ae	ae	ae	a	ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Less than once a week	702	436	228	38	639	570	653	702	407	219
	51%	84%	40%	13%	52%	49%	50%	51%	47%	40%
		bc	c		f	f	f	f		
Once a week	200	38	121	42	172	173	193	200	140	87
	14%	7%	21%	14%	14%	15%	15%	14%	16%	16%
			a	a						
More than once a week but not every day	300	30	167	103	254	266	281	300	199	142
	22%	6%	29%	35%	21%	23%	22%	22%	23%	26%
			a	a						
Once a day	114	4	33	77	97	98	105	114	74	57
	8%	1%	6%	26%	8%	8%	8%	8%	8%	11%
			a	ab						
Twice a day	16	2	9	5	16	14	16	16	12	10
	1%	*%	2%	2%	1%	1%	1%	1%	1%	2%
More than twice a day	35	3	7	25	35	35	35	35	30	23
	3%	1%	1%	9%	3%	3%	3%	3%	3%	4%
				ab						
Don't know	16	7	8	2	12	12	14	16	5	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET: Daily	165	9	49	107	148	147	156	165	116	90
	12%	2%	8%	37%	12%	13%	12%	12%	13%	17%
			a	ab						
NET: Weekly	665	77	337	252	573	586	630	665	456	319
	48%	15%	59%	86%	47%	50%	49%	48%	52%	58%
			a	ab						abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Less than once a week	702	81	505	21	16	9	10	10	29
	51%	55%	58%	26%	22%	21%	25%	22%	22%
		cdefgh	cdefgh						
Once a week	200	29	117	18	17	5	5	2	12
	14%	20%	14%	22%	23%	12%	12%	5%	9%
More than once a week but not every day	300	25	167	29	21	12	8	19	40
	22%	17%	19%	36%	29%	27%	21%	41%	30%
				ab				ab	
Once a day	114	10	39	10	19	11	10	6	27
	8%	7%	5%	12%	26%	24%	26%	12%	20%
				b	ab	b	ab		b
Twice a day	16	1	9	2	*	1	2	1	4
	1%	1%	1%	2%	*%	2%	4%	3%	3%
More than twice a day	35	-	23	1	*	*	2	8	10
	3%	-%	3%	2%	*%	1%	5%	17%	8%
								abcde	
Don't know	16	*	5	-	-	6	3	*	9
	1%	*%	1%	-%	-%	13%	8%	*%	7%
						abcd	b		b
NET: Daily	165	11	71	13	19	12	14	15	41
	12%	8%	8%	16%	26%	27%	35%	32%	31%
					ab	ab	ab	ab	ab
NET: Weekly	665	65	355	61	57	29	27	37	93
	48%	44%	41%	74%	78%	66%	67%	78%	71%
				ab	ab	b	b	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Less than once a week	702	533	60	13	15	7	5	6	519	22	8	6	8	3	4
	51%	58%	46%	21%	33%	34%	17%	41%	62%	14%	13%	26%	19%	17%	14%
		cdf	cf						bcdefg						
Once a week	200	121	24	16	6	4	1	*	114	35	13	5	1	2	2
	14%	13%	19%	26%	12%	17%	3%	2%	14%	22%	21%	21%	3%	16%	8%
More than once a week but not every day	300	182	35	10	15	4	7	1	143	59	24	7	13	4	16
	22%	20%	27%	16%	33%	17%	26%	8%	17%	36%	39%	30%	32%	25%	55%
										a	a				a
Once a day	114	47	7	21	9	4	9	*	36	30	8	5	12	5	2
	8%	5%	5%	35%	20%	19%	32%	1%	4%	19%	13%	20%	30%	33%	8%
				ab	a		ab			a	a	a	a	a	
Twice a day	16	11	1	1	*	*	2	1	4	5	2	1	1	1	1
	1%	1%	1%	2%	1%	1%	5%	6%	*%	3%	3%	2%	1%	6%	3%
										a				a	
More than twice a day	35	24	1	*	*	2	2	5	17	6	7	*	*	*	4
	3%	3%	1%	*%	*%	12%	6%	40%	2%	4%	11%	1%	1%	3%	13%
											a				a
Don't know	16	7	3	-	-	-	3	*	3	3	-	-	6	*	*
	1%	1%	2%	-%	-%	-%	11%	1%	*%	2%	-%	-%	14%	*%	*%
							a						abc		
NET: Daily	165	82	8	23	9	6	12	6	57	42	16	6	13	6	7
	12%	9%	6%	37%	21%	31%	44%	48%	7%	26%	27%	23%	32%	42%	24%
				ab		ab	ab			a	a	a	a	a	a
NET: Weekly	665	386	67	49	30	13	21	8	315	136	53	18	27	12	25
	48%	42%	52%	79%	67%	66%	72%	58%	38%	84%	87%	74%	67%	83%	86%
				ab	a		a			a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Less than once a week	702	633	38	17	7	2	1	4	7	427	128	78	14	6
	51%	67%	23%	15%	11%	5%	3%	10%	6%	81%	41%	28%	13%	8%
		bcdefgh	h							bcde	cde	de		
Once a week	200	118	40	23	5	8	1	5	14	35	98	45	13	2
	14%	13%	25%	21%	8%	26%	2%	11%	13%	7%	31%	16%	12%	3%
			ad								acde	a		
More than once a week but not every day	300	143	50	42	36	14	6	9	28	37	71	133	15	26
	22%	15%	31%	38%	59%	44%	17%	20%	26%	7%	23%	47%	14%	37%
			a	a	abfgh	a					a	abd		ad
Once a day	114	25	24	17	8	6	15	19	40	14	8	18	62	3
	8%	3%	15%	15%	13%	20%	47%	43%	37%	3%	2%	6%	57%	5%
			a	a	a	a	abcd	abcd	abcd				abce	
Twice a day	16	4	2	4	2	1	*	2	4	1	*	1	3	9
	1%	*%	1%	4%	3%	5%	1%	5%	4%	*%	*%	*%	2%	13%
				a		a		a	a					abc
More than twice a day	35	11	3	5	2	*	9	5	15	7	4	5	3	17
	3%	1%	2%	4%	3%	1%	29%	12%	14%	1%	1%	2%	2%	25%
							abcde	a	ab					abcd
Don't know	16	7	4	3	2	-	-	*	*	5	3	*	*	6
	1%	1%	3%	3%	3%	-%	-%	*%	*%	1%	1%	*%	*%	8%
														abcd
NET: Daily	165	40	29	26	11	8	25	26	59	22	12	24	67	30
	12%	4%	18%	23%	19%	25%	77%	60%	55%	4%	4%	9%	61%	43%
			a	a	a	a	abcde	abcde	abcde				abc	abc
NET: Weekly	665	301	119	92	53	31	31	39	101	94	181	202	95	57
	48%	32%	74%	82%	86%	95%	97%	90%	94%	18%	58%	72%	87%	83%
			a	a	a	a	a	a	ab		a	ab	abc	ab

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Less than once a week	702	430	124	63	14	6	473	55	33	5	6
	51%	70%	46%	29%	16%	16%	80%	24%	16%	6%	10%
		bcde	cde				bcde	d			
Once a week	200	37	83	41	10	1	56	86	25	5	1
	14%	6%	31%	19%	12%	4%	9%	38%	12%	6%	1%
			acde	a				acde			
More than once a week but not every day	300	92	44	94	9	14	45	67	123	11	21
	22%	15%	16%	43%	10%	37%	8%	29%	60%	13%	36%
				abd		ad		ad	abde		ad
Once a day	114	22	11	13	51	1	12	10	18	55	3
	8%	4%	4%	6%	60%	2%	2%	4%	9%	66%	5%
					abce				a	abce	
Twice a day	16	2	3	1	*	9	*	1	1	3	8
	1%	*%	1%	1%	*%	25%	*%	*%	1%	4%	13%
						abcd				a	abc
More than twice a day	35	21	3	4	2	6	7	6	4	5	14
	3%	3%	1%	2%	2%	16%	1%	3%	2%	6%	24%
						abc					abcd
Don't know	16	9	3	*	*	-	*	3	*	-	6
	1%	1%	1%	*%	*%	-%	*%	1%	*%	-%	10%
											abcd
NET: Daily	165	44	17	18	52	16	19	17	23	63	24
	12%	7%	6%	8%	61%	43%	3%	7%	11%	76%	43%
					abc	abc			a	abce	abc
NET: Weekly	665	173	144	154	71	31	119	170	171	78	46
	48%	28%	53%	71%	83%	84%	20%	74%	84%	94%	80%
			a	ab	ab	ab		a	a	ab	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Less than once a week	702	702	-	-	-	-	275	48	373	623	78	612	27
	51%	100% bcde	-%	-%	-%	-%	34%	40%	85% ab	55% b	32%	54% b	29%
Once a week	200	-	200	-	-	-	150	26	24	155	46	159	13
	14%	-%	100% acde	-%	-%	-%	18% c	22% c	5%	14%	19%	14%	14%
More than once a week but not every day	300	-	-	300	-	-	232	30	35	234	66	221	33
	22%	-%	-%	100% abde	-%	-%	28% c	24% c	8%	21%	27%	20%	35% a
Once a day	114	-	-	-	114	-	102	10	2	77	37	86	12
	8%	-%	-%	-%	100% abce	-%	13% c	9% c	*%	7%	15% a	8%	13%
Twice a day	16	-	-	-	-	16	12	1	2	10	6	14	2
	1%	-%	-%	-%	-%	31% abcd	1%	1%	1%	1%	2%	1%	2%
More than twice a day	35	-	-	-	-	35	33	2	*	24	11	28	6
	3%	-%	-%	-%	-%	69% abcd	4% c	2%	*%	2%	5%	3%	7%
Don't know	16	-	-	-	-	-	10	4	2	16	*	12	*
	1%	-%	-%	-%	-%	-%	1%	3%	1%	1%	*%	1%	*%
NET: Daily	165	-	-	-	114	51	147	14	4	111	54	128	20
	12%	-%	-%	-%	100% abc	100% abc	18% c	11% c	1%	10%	22% a	11%	22%
NET: Weekly	665	-	200	300	114	51	529	70	63	500	166	507	66
	48%	-%	100% a	100% a	100% a	100% a	65% c	57% c	14%	44%	68% a	45%	71% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Less than once a week	702	525	45	497	205	611	28	529	41	501	200
	51%	51% b	31%	59% b	38%	54% b	30%	52% b	28%	58% b	39%
Once a week	200	150	23	101	100	160	12	146	27	106	95
	14%	15%	16%	12%	19% a	14%	13%	14%	19%	12%	18% a
More than once a week but not every day	300	217	49	156	144	221	33	220	46	162	138
	22%	21%	34% a	18%	27% a	20%	35% a	22%	31%	19%	26% a
Once a day	114	82	16	57	57	81	16	79	19	56	58
	8%	8%	11%	7%	11%	7%	17% a	8%	13%	7%	11%
Twice a day	16	11	3	8	8	12	4	8	6	9	6
	1%	1%	2%	1%	2%	1%	4%	1%	4% a	1%	1%
More than twice a day	35	27	8	12	23	34	1	27	8	12	23
	3%	3%	5%	1%	4% a	3%	1%	3%	5%	1%	4% a
Don't know	16	11	*	16	*	12	*	11	*	16	*
	1%	1%	*%	2% b	*%	1%	*%	1%	*%	2%	*%
NET: Daily	165	121	26	77	88	127	21	115	32	78	87
	12%	12%	18%	9%	16% a	11%	23% a	11%	22% a	9%	17% a
NET: Weekly	665	487	98	334	331	507	66	480	105	346	320
	48%	48%	68% a	39%	62% a	45%	70% a	47%	72% a	40%	61% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Less than once a week	702	336	502	76	-	313	380	49	1	439	388	74	*
	51%	44%	55%	37%	-%	42%	48%	28%	100%	44%	51%	30%	100%
			ac			c	c			c	c		
Once a week	200	120	126	35	-	111	123	26	-	156	117	30	-
	14%	16%	14%	17%	-%	15%	16%	15%	-%	16%	15%	12%	-%
More than once a week but not every day	300	187	185	49	4	196	185	53	-	254	173	77	-
	22%	24%	20%	24%	100%	26%	23%	31%	-%	25%	23%	31%	-%
Once a day	114	72	58	31	-	75	59	27	-	89	57	43	-
	8%	9%	6%	15%	-%	10%	8%	16%	-%	9%	7%	17%	-%
				b				b				ab	
Twice a day	16	10	8	1	-	10	6	2	-	13	5	4	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	2%	-%
More than twice a day	35	29	26	14	-	32	26	15	-	33	24	21	-
	3%	4%	3%	7%	-%	4%	3%	9%	-%	3%	3%	9%	-%
								b				ab	
Don't know	16	12	9	*	-	7	6	-	-	14	1	*	-
	1%	2%	1%	*%	-%	1%	1%	-%	-%	1%	*%	*%	-%
NET: Daily	165	111	93	47	-	117	92	44	-	135	86	68	-
	12%	15%	10%	23%	-%	16%	12%	26%	-%	14%	11%	27%	-%
				b				b				ab	
NET: Weekly	665	418	403	130	4	424	399	123	-	546	377	175	-
	48%	55%	44%	63%	100%	57%	51%	72%	-%	55%	49%	70%	-%
		b		b				ab				ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Less than once a week	702	592	482	488	488	348	2	328	260	208	36	26
	51%	55%	49%	52%	53%	50%	6%	53%	49%	40%	27%	34%
					c	c		cde	d			
Once a week	200	158	154	137	149	106	9	85	85	91	26	13
	14%	15%	16%	14%	16%	15%	25%	14%	16%	17%	19%	16%
More than once a week but not every day	300	205	221	205	179	144	12	137	120	136	43	23
	22%	19%	22%	22%	19%	21%	33%	22%	22%	26%	32%	30%
Once a day	114	78	84	79	63	66	10	47	47	57	20	13
	8%	7%	8%	8%	7%	9%	27%	8%	9%	11%	15%	17%
							ab					
Twice a day	16	10	9	6	11	6	1	4	3	4	1	1
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%
More than twice a day	35	28	31	18	31	24	2	15	11	16	9	2
	3%	3%	3%	2%	3%	3%	6%	2%	2%	3%	7%	3%
											b	
Don't know	16	9	8	12	6	7	-	*	9	10	-	-
	1%	1%	1%	1%	1%	1%	-%	*%	2%	2%	-%	-%
										a		
NET: Daily	165	117	124	103	105	95	13	65	61	77	30	16
	12%	11%	13%	11%	11%	14%	36%	11%	11%	15%	22%	20%
							ab				ab	
NET: Weekly	665	480	500	444	432	345	35	287	266	303	99	52
	48%	44%	50%	47%	47%	49%	94%	47%	50%	58%	73%	66%
							ab			a	abc	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Less than once a week	702	63	35	31	9	585	364	595	429	350	321	557	63	-	482	63
	51%	36%	41%	28%	21%	53%	47%	50%	47%	48%	43%	52% ac	33%	-%	50%	50%
Once a week	200	34	13	18	7	152	119	176	138	110	119	157	37	-	144	27
	14%	19%	16%	16%	16%	14%	15%	15%	15%	15%	16%	15%	20%	-%	15%	21%
More than once a week but not every day	300	38	19	40	13	237	180	259	218	172	190	208	53	-	187	30
	22%	22%	23%	36%	30%	21%	23%	22%	24%	23%	26% b	20%	28%	-%	20%	23%
Once a day	114	28	9	10	8	92	73	100	86	68	64	96	23	1	83	6
	8%	16%	10%	9%	19%	8%	9%	8%	9%	9%	9%	9%	12%	100%	9%	5%
Twice a day	16	1	4	2	*	11	8	12	9	7	11	10	1	-	11	-
	1%	1%	5%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
More than twice a day	35	6	5	8	5	19	29	32	25	20	32	20	13	-	34	*
	3%	4%	5%	7%	13%	2%	4%	3%	3%	3%	4%	2%	7% b	-%	4%	*%
Don't know	16	6	*	3	*	15	2	16	3	7	5	14	*	-	16	*
	1%	4%	*%	3%	*%	1%	*%	1%	*%	1%	1%	1%	*%	-%	2%	*%
NET: Daily	165	36	17	20	14	122	110	144	119	95	106	127	38	1	128	6
	12%	20%	20%	18%	33%	11%	14%	12%	13%	13%	14%	12%	20%	100%	13%	5%
NET: Weekly	665	108	50	78	33	511	409	579	475	377	414	492	128	1	459	63
	48%	61%	59%	69%	79%	46%	53%	49%	52%	51%	56% b	46%	67% b	100%	48%	50%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Less than once a week	702	246	422	223	8	78	190	40	541	113	95	149	437
	51%	41%	61%	38%	17%	28%	44%	17%	59%	53%	32%	49%	59%
			a				a		a	a		a	a
Once a week	200	98	91	105	4	51	74	47	122	27	46	44	104
	14%	16%	13%	18%	8%	18%	17%	20%	13%	13%	16%	14%	14%
More than once a week but not every day	300	140	122	151	25	90	107	90	164	44	101	65	127
	22%	23%	18%	26%	53%	32%	25%	38%	18%	21%	34%	21%	17%
					a			bc			bc		
Once a day	114	70	32	67	6	31	48	34	64	16	40	23	50
	8%	12%	5%	12%	12%	11%	11%	14%	7%	7%	14%	8%	7%
		b						b			c		
Twice a day	16	10	3	11	*	10	2	5	7	4	7	4	5
	1%	2%	1%	2%	*%	4%	*%	2%	1%	2%	2%	1%	1%
						b							
More than twice a day	35	24	10	23	5	19	14	18	12	5	9	19	6
	3%	4%	1%	4%	10%	7%	3%	8%	1%	3%	3%	6%	1%
								b				c	
Don't know	16	8	8	*	*	*	*	4	5	5	-	*	14
	1%	1%	1%	*%	*%	*%	*%	2%	1%	2%	-%	*%	2%
NET: Daily	165	105	46	102	11	61	63	57	83	25	56	46	62
	12%	18%	7%	17%	23%	22%	15%	24%	9%	12%	19%	15%	8%
		b						bc			c	c	
NET: Weekly	665	343	259	357	39	201	244	194	369	96	203	155	293
	48%	57%	38%	62%	83%	72%	56%	81%	40%	45%	68%	51%	39%
		b				b		bc			bc	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Less than once a week	702	327	375
	51%	53%	49%
Once a week	200	62	139
	14%	10%	18%
			a
More than once a week but not every day	300	137	163
	22%	22%	21%
Once a day	114	53	61
	8%	9%	8%
Twice a day	16	13	3
	1%	2%	*%
More than twice a day	35	18	17
	3%	3%	2%
Don't know	16	5	11
	1%	1%	1%
NET: Daily	165	83	82
	12%	14%	11%
NET: Weekly	665	281	384
	48%	46%	50%

Columns Tested:: a,b

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Less than once a week	702	10	129	52	35	42	82	3	112	52	27	80	77
	51%	54%	66%	48%	71%	44%	37%	31%	54%	40%	57%	52%	55%
			efgi		efgi				f		f	f	f
Once a week	200	1	16	11	4	25	36	1	31	25	13	19	18
	14%	3%	8%	10%	8%	27%	16%	12%	15%	19%	28%	13%	13%
						ab					abcdkl		
More than once a week but not every day	300	5	31	32	9	14	53	5	47	30	4	42	27
	22%	26%	16%	29%	19%	15%	24%	48%	23%	23%	9%	27%	19%
				j				bdefhijl				j	
Once a day	114	1	9	10	1	5	37	*	6	18	3	9	14
	8%	7%	5%	9%	2%	5%	17%	*%	3%	14%	6%	6%	10%
							bdhk			h			h
Twice a day	16	*	1	3	1	*	5	1	2	1	*	*	3
	1%	2%	*%	2%	1%	*%	2%	6%	1%	1%	*%	*%	2%
								k					
More than twice a day	35	1	5	1	*	5	10	*	7	6	*	1	*
	3%	6%	2%	1%	*%	5%	4%	1%	3%	4%	*%	1%	*%
										l			
Don't know	16	*	4	*	*	4	1	*	2	*	-	2	3
	1%	1%	2%	*%	*%	4%	1%	1%	1%	*%	-%	1%	2%
NET: Daily	165	3	15	14	1	9	52	1	15	25	3	10	17
	12%	15%	8%	12%	3%	10%	23%	8%	7%	19%	6%	7%	12%
							bdhjk			dhk			
NET: Weekly	665	9	62	57	14	49	140	7	93	80	21	71	62
	48%	45%	32%	52%	29%	51%	63%	68%	45%	60%	43%	47%	44%
				b			bdhjkl	bd		bdl			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 53 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Less than once a week	702	191	159	167	184	350	351
	51%	59%	43%	48%	54%	51%	51%
		b					
Once a week	200	28	65	57	50	93	108
	14%	9%	18%	16%	15%	13%	16%
			a				
More than once a week but not every day	300	68	76	82	73	145	155
	22%	21%	21%	24%	21%	21%	22%
Once a day	114	20	43	24	26	63	51
	8%	6%	12%	7%	8%	9%	7%
Twice a day	16	4	5	4	3	9	7
	1%	1%	1%	1%	1%	1%	1%
More than twice a day	35	7	14	13	1	21	14
	3%	2%	4%	4%	*%	3%	2%
			d	d			
Don't know	16	4	6	2	4	10	6
	1%	1%	2%	1%	1%	1%	1%
NET: Daily	165	31	63	41	30	94	71
	12%	10%	17%	12%	9%	14%	10%
			d				
NET: Weekly	665	127	204	181	153	331	334
	48%	39%	55%	52%	45%	48%	48%
			a	a			

Columns Tested:: a,b,c,d - a,b

Table 55

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
Less than once a week	539	*	539	517	20	1	*	22
	61%	4%	61%	62%	42%	23%	15%	39%
				bcde	d			d
Once a week	89	2	87	79	8	1	1	10
	10%	24%	10%	9%	18%	16%	25%	18%
					a		a	a
More than once a week but not every day	150	5	146	139	9	2	*	12
	17%	69%	17%	17%	19%	39%	15%	21%
						abde		
Once a day	59	*	59	53	4	1	1	6
	7%	3%	7%	6%	10%	16%	20%	11%
							a	
Twice a day	12	-	12	10	1	*	*	2
	1%	-%	1%	1%	3%	5%	9%	3%
							a	
More than twice a day	26	-	26	23	3	-	*	3
	3%	-%	3%	3%	6%	-%	11%	6%
							a	
Don't know	13	-	13	12	1	-	*	1
	1%	-%	2%	1%	2%	-%	5%	2%
NET: Daily	97	*	97	86	9	1	1	11
	11%	3%	11%	10%	18%	21%	40%	20%
					a		abe	a
NET: Weekly	336	6	330	304	26	5	2	33
	38%	96%	37%	36%	55%	77%	80%	59%
					a	a	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
Less than once a week	539	261	218	39	13	8	*	517	20	2
	61%	69%	58%	51%	40%	41%	15%	62%	42%	21%
		cdefhi	defhi	fi	fi	fi		defhi	fi	
Once a week	89	37	31	11	6	3	1	79	8	2
	10%	10%	8%	15%	19%	16%	25%	9%	18%	19%
					bg		abg		bg	b
More than once a week but not every day	150	51	73	15	6	5	*	139	9	3
	17%	13%	19%	20%	19%	24%	15%	17%	19%	32%
										afg
Once a day	59	13	35	5	4	1	1	53	4	2
	7%	3%	9%	6%	12%	7%	20%	6%	10%	17%
					a		abceg			ag
Twice a day	12	3	5	2	1	*	*	10	1	1
	1%	1%	1%	2%	4%	2%	9%	1%	3%	6%
							abg			g
More than twice a day	26	7	15	1	1	2	*	23	3	*
	3%	2%	4%	2%	3%	10%	11%	3%	6%	3%
						ag	ag			
Don't know	13	8	3	2	1	*	*	12	1	*
	1%	2%	1%	2%	3%	1%	5%	1%	2%	2%
							b			
NET: Daily	97	24	54	8	6	4	1	86	9	2
	11%	6%	14%	11%	19%	19%	40%	10%	18%	27%
			a		a	a	abcdegh		ag	acg
NET: Weekly	336	111	158	35	18	12	2	304	26	7
	38%	29%	42%	46%	57%	59%	80%	36%	55%	78%
			a	a	ag	abg	abcdegh		abg	abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
Less than once a week	539	420	97	20	1	*	375	84	20	8	14
	61%	64%	54%	42%	23%	15%	67%	51%	51%	36%	45%
		bcde	de	e			bde				
Once a week	89	53	26	8	1	1	53	20	4	3	5
	10%	8%	14%	18%	16%	25%	9%	12%	10%	13%	15%
				a		a					
More than once a week but not every day	150	106	33	9	2	*	78	28	7	7	7
	17%	16%	18%	19%	39%	15%	14%	17%	17%	34%	22%
					abce					a	
Once a day	59	37	16	4	1	1	23	20	6	2	3
	7%	6%	9%	10%	16%	20%	4%	12%	16%	11%	10%
						ab		a	a		
Twice a day	12	8	2	1	*	*	8	1	2	*	1
	1%	1%	1%	3%	5%	9%	2%	*%	5%	2%	2%
						ab					
More than twice a day	26	20	3	3	-	*	16	7	*	1	2
	3%	3%	2%	6%	-%	11%	3%	5%	*%	4%	6%
						ab					
Don't know	13	8	4	1	-	*	7	5	*	*	*
	1%	1%	2%	2%	-%	5%	1%	3%	1%	1%	*%
NET: Daily	97	65	21	9	1	1	47	28	8	4	6
	11%	10%	12%	18%	21%	40%	8%	17%	21%	16%	18%
				a		abc		a			
NET: Weekly	336	224	79	26	5	2	178	76	19	14	18
	38%	34%	44%	55%	77%	80%	32%	46%	48%	63%	55%
				a	ab	abc		a		a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
Less than once a week	539	61	28	112	12	38	97	73	59	26
	61%	63%	54%	66%	36%	47%	67%	60%	69%	51%
Once a week	89	14	8	10	6	14	11	12	6	1
	10%	14%	15%	6%	20%	18%	8%	10%	7%	3%
More than once a week but not every day	150	15	11	21	11	16	22	21	10	17
	17%	15%	21%	13%	34%	20%	15%	17%	12%	32%
										c
Once a day	59	5	5	9	*	9	10	6	5	3
	7%	5%	10%	5%	*%	11%	7%	5%	6%	6%
Twice a day	12	-	-	6	2	-	*	*	*	3
	1%	-%	-%	3%	6%	-%	*%	*%	*%	6%
More than twice a day	26	3	-	6	1	3	2	5	5	*
	3%	3%	-%	4%	3%	4%	1%	4%	6%	1%
Don't know	13	*	*	4	-	*	3	4	-	*
	1%	*%	*%	2%	-%	*%	2%	4%	-%	1%
NET: Daily	97	8	5	21	3	12	12	11	10	7
	11%	8%	10%	12%	10%	15%	8%	9%	12%	13%
NET: Weekly	336	36	24	52	21	42	46	44	26	25
	38%	37%	46%	31%	64%	53%	32%	36%	31%	48%
						c				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
Less than once a week	539	76	149	282	506	33	14	13	6
	61%	46%	63%	65%	61%	60%	58%	57%	70%
			a	a	a				
Once a week	89	22	27	34	83	6	4	2	*
	10%	13%	12%	8%	10%	12%	18%	8%	4%
More than once a week but not every day	150	43	36	64	144	7	2	4	1
	17%	27%	15%	15%	17%	12%	7%	18%	13%
		ce							
Once a day	59	13	16	25	53	6	3	3	1
	7%	8%	7%	6%	6%	11%	11%	12%	10%
Twice a day	12	5	*	6	11	1	*	*	*
	1%	3%	*%	1%	1%	1%	1%	2%	*%
More than twice a day	26	5	8	13	25	1	1	*	*
	3%	3%	3%	3%	3%	1%	3%	*%	*%
Don't know	13	1	*	11	12	2	1	1	*
	1%	*%	*%	3%	1%	3%	3%	2%	4%
NET: Daily	97	22	23	44	89	7	4	3	1
	11%	14%	10%	10%	11%	13%	14%	14%	10%
NET: Weekly	336	87	86	142	316	21	9	9	2
	38%	53%	37%	33%	38%	38%	39%	40%	27%
		bcdh							

Columns Tested:: a,b,c,d,e,f,g,h

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
Less than once a week	539	14	35	47	73	54	27	14	15	294
	61%	46%	48%	53%	50%	42%	69% e	67%	54%	73% abcde
Once a week	89	8	7	7	19	18	4	*	10	24
	10%	25% i	9%	8%	13%	14%	11%	*%	35% bci	6%
More than once a week but not every day	150	6	22	22	28	32	5	6	*	52
	17%	19%	30% hi	25%	19%	25% i	12%	29%	1%	13%
Once a day	59	-	8	12	14	14	1	1	3	15
	7%	-%	11%	13% i	9%	11% i	3%	3%	10%	4%
Twice a day	12	*	*	*	5	2	*	*	*	4
	1%	*%	*%	1%	3%	2%	*%	*%	*%	1%
More than twice a day	26	1	1	1	8	7	2	-	*	8
	3%	4%	1%	1%	5%	5%	5%	-%	*%	2%
Don't know	13	2	*	*	*	2	*	*	-	9
	1%	6% d	*%	*%	*%	2%	*%	*%	-%	2%
NET: Daily	97	1	9	13	27	23	3	1	3	26
	11%	4%	12%	14%	18% i	18% i	8%	3%	10%	6%
NET: Weekly	336	15	37	42	73	73	12	7	13	102
	38%	48% i	51% i	47% i	50% i	57% i	31%	33%	46%	25%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
Less than once a week	539	134	82	323	447	91	491	48	530	9
	61%	50%	48%	71% ab	60%	64%	62% b	47%	61%	62%
Once a week	89	33	22	34	75	14	76	13	88	1
	10%	12%	13%	7%	10%	10%	10%	13%	10%	10%
More than once a week but not every day	150	56	37	58	120	30	123	28	147	3
	17%	21%	22%	13%	16%	21%	16%	27% a	17%	21%
Once a day	59	25	16	18	58	1	53	6	58	1
	7%	10%	9%	4%	8%	1%	7%	6%	7%	7%
Twice a day	12	6	2	4	11	*	11	1	12	-
	1%	2%	1%	1%	2%	*%	1%	1%	1%	-%
More than twice a day	26	10	9	8	23	3	22	4	26	-
	3%	4%	5%	2%	3%	2%	3%	4%	3%	-%
Don't know	13	2	2	9	11	3	12	2	13	-
	1%	1%	1%	2%	1%	2%	1%	2%	2%	-%
NET: Daily	97	41	26	30	93	4	86	11	96	1
	11%	15% c	16% c	7%	12% b	3%	11%	11%	11%	7%
NET: Weekly	336	129	85	122	288	48	284	52	331	6
	38%	49% c	51% c	27%	39%	34%	36%	51% a	38%	38%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
Less than once a week	539	357	83	94	465	47	13	14	512	27
	61%	74%	47%	43%	68%	39%	36%	31%	63%	33%
		bc			bcdf				bcdf	
Once a week	89	48	14	27	73	10	4	2	83	6
	10%	10%	8%	12%	11%	8%	11%	5%	10%	8%
More than once a week but not every day	150	50	40	59	96	35	10	9	131	19
	17%	10%	23%	27%	14%	29%	27%	21%	16%	24%
			a	a		ae				
Once a day	59	15	18	26	18	18	9	14	36	23
	7%	3%	10%	12%	3%	15%	24%	33%	4%	29%
			a	a		ae	ae	ae		ae
Twice a day	12	1	6	5	6	5	*	1	11	1
	1%	*%	4%	2%	1%	4%	*%	2%	1%	1%
			a							
More than twice a day	26	3	13	9	17	5	1	3	22	4
	3%	1%	8%	4%	2%	4%	2%	7%	3%	5%
			a	a						
Don't know	13	10	3	1	12	1	*	*	13	*
	1%	2%	1%	*%	2%	1%	*%	*%	2%	*%
NET: Daily	97	19	38	40	41	28	9	19	69	28
	11%	4%	21%	18%	6%	23%	26%	42%	9%	35%
			a	a		ae	ae	ae		ae
NET: Weekly	336	117	92	126	210	73	23	30	283	53
	38%	24%	52%	57%	31%	60%	64%	68%	35%	66%
			a	a		ae	ae	ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
Less than once a week	539	265	200	74	522	530	533	522	539	215
	61%	82%	55%	37%	61%	61%	61%	60%	61%	49%
		bc	c		f	f	f	f	f	
Once a week	89	22	51	16	86	81	89	87	89	54
	10%	7%	14%	8%	10%	9%	10%	10%	10%	12%
More than once a week but not every day	150	21	75	54	143	147	150	150	150	93
	17%	7%	21%	27%	17%	17%	17%	17%	17%	21%
			a	a						
Once a day	59	10	8	41	58	56	58	58	59	46
	7%	3%	2%	20%	7%	6%	7%	7%	7%	11%
				ab						
Twice a day	12	*	5	6	12	12	12	12	12	8
	1%	*%	1%	3%	1%	1%	1%	1%	1%	2%
More than twice a day	26	*	17	9	26	26	26	26	26	20
	3%	*%	5%	4%	3%	3%	3%	3%	3%	5%
			a							
Don't know	13	2	10	1	13	13	13	13	13	4
	1%	1%	3%	1%	2%	2%	2%	2%	1%	1%
NET: Daily	97	11	30	56	95	94	96	96	97	75
	11%	3%	8%	28%	11%	11%	11%	11%	11%	17%
				ab						c
NET: Weekly	336	54	155	127	324	322	335	333	336	221
	38%	17%	43%	63%	38%	37%	38%	38%	38%	50%
			a	ab						abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
Less than once a week	539	8	443	33	18	5	15	10	31
	61%	44%	69% degh	52% e	30%	17%	45%	32%	32%
Once a week	89	9	50	6	12	9	1	2	12
	10%	49%	8%	9%	20% b	30% bf	2%	6%	12%
More than once a week but not every day	150	1	97	15	17	4	6	10	21
	17%	4%	15%	24%	28%	14%	18%	33%	22%
Once a day	59	1	23	2	14	10	5	2	18
	7%	3%	4%	4%	22% b	35% bc	15% b	6%	19% b
Twice a day	12	*	5	6	*	*	*	*	1
	1%	*%	1%	9% b	*%	1%	1%	1%	1%
More than twice a day	26	-	12	1	*	1	5	7	13
	3%	-%	2%	2%	*%	2%	16% b	21% bcd	13% b
Don't know	13	-	12	*	-	*	1	*	1
	1%	-%	2%	*%	-%	1%	3%	*%	1%
NET: Daily	97	1	40	10	14	11	11	9	31
	11%	3%	6%	15%	22% b	38% b	32% b	28% b	33% b
NET: Weekly	336	11	187	31	43	24	18	21	64
	38%	56%	29%	48% b	70% b	82% bc	53%	68% b	67% b

Columns Tested:: a,b,c,d,e,f,g,h

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
Less than once a week	539	424	53	17	13	9	3	2	450	37	15	8	9	2	9
	61%	67%	58%	32%	37%	53%	15%	21%	75%	26%	32%	51%	27%	31%	38%
		cdf	cf						bce						
Once a week	89	55	6	19	3	1	1	1	47	16	8	2	6	*	1
	10%	9%	6%	34%	9%	8%	3%	10%	8%	12%	17%	10%	20%	3%	6%
				ab											
More than once a week but not every day	150	88	23	8	9	2	7	5	72	43	19	5	2	2	5
	17%	14%	25%	15%	24%	13%	34%	54%	12%	30%	39%	28%	7%	28%	22%
										a	a				
Once a day	59	32	5	8	6	2	5	1	8	28	3	1	13	1	1
	7%	5%	5%	14%	16%	9%	26%	10%	1%	20%	6%	8%	41%	19%	4%
							ab			a			acd		
Twice a day	12	5	3	3	*	*	-	*	5	5	*	*	*	*	*
	1%	1%	4%	5%	1%	1%	-%	3%	1%	4%	1%	1%	1%	*%	1%
More than twice a day	26	13	1	*	5	3	4	*	8	8	2	*	*	1	7
	3%	2%	1%	*%	12%	16%	20%	1%	1%	6%	4%	1%	1%	18%	29%
					a	a	abc								
Don't know	13	11	1	*	*	*	1	*	10	2	*	*	1	*	*
	1%	2%	1%	*%	1%	1%	3%	1%	2%	1%	1%	1%	2%	1%	*%
NET: Daily	97	50	9	11	11	4	10	1	21	42	5	2	14	3	8
	11%	8%	10%	19%	29%	25%	45%	14%	4%	30%	10%	10%	43%	38%	34%
					a		ab			ac			acd		
NET: Weekly	336	194	37	38	23	8	17	7	140	101	31	8	23	5	14
	38%	31%	41%	68%	63%	46%	81%	77%	23%	72%	67%	48%	70%	68%	62%
				ab	a		ab			a	a	a	a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
Less than once a week	539	421	48	28	12	5	4	4	13	309	119	71	16	19
	61%	76%	44%	29%	31%	27%	19%	13%	18%	93%	56%	36%	19%	33%
		bcdefgh	h							bcde	cd			
Once a week	89	47	12	14	3	2	*	8	10	3	49	24	12	*
	10%	8%	11%	15%	8%	13%	2%	24%	15%	1%	23%	12%	15%	1%
											ace	a	a	
More than once a week but not every day	150	57	37	25	11	5	11	4	20	10	22	88	18	13
	17%	10%	34%	26%	27%	27%	55%	13%	29%	3%	10%	44%	22%	23%
			a	a	a		ag		a		a	abd	a	a
Once a day	59	5	10	19	7	2	3	12	17	3	12	6	31	5
	7%	1%	10%	19%	17%	10%	17%	37%	24%	1%	6%	3%	39%	9%
			a	a	a	a	a	ab	a		a		abce	a
Twice a day	12	6	*	5	*	*	*	*	1	*	3	3	1	4
	1%	1%	*%	5%	1%	1%	1%	*%	1%	*%	2%	2%	1%	8%
														a
More than twice a day	26	7	2	5	5	4	1	3	8	1	8	2	1	15
	3%	1%	2%	5%	12%	22%	5%	10%	12%	*%	4%	1%	1%	26%
					a	ab		a	a					abcd
Don't know	13	9	*	1	2	*	*	1	1	6	*	4	3	*
	1%	2%	*%	1%	5%	1%	1%	2%	2%	2%	*%	2%	3%	*%
NET: Daily	97	18	12	28	12	6	5	15	26	4	23	11	33	24
	11%	3%	11%	29%	30%	32%	24%	47%	37%	1%	11%	6%	40%	43%
			a	ab	a	a	a	ab	ab		a		abc	abc
NET: Weekly	336	122	61	67	26	13	17	27	57	16	94	123	63	38
	38%	22%	56%	70%	64%	72%	80%	84%	80%	5%	44%	62%	77%	67%
			a	a	a	a	a	a	ab		a	ab	ab	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
Less than once a week	539	331	115	57	12	8	405	61	36	11	17
	61%	83% bcde	60% cde	34%	17%	24%	90% bcde	38%	26%	17%	37%
Once a week	89	7	49	19	10	*	7	50	20	3	*
	10%	2%	25% ac	11% a	15% a	1%	2%	31% acde	14% a	5%	*%
More than once a week but not every day	150	29	12	75	16	10	16	29	76	17	9
	17%	7%	6%	45% ab	24% ab	32% ab	4%	18% a	54% abde	26% a	20% a
Once a day	59	16	6	7	28	1	8	10	3	30	5
	7%	4%	3%	4%	42% abce	3%	2%	6%	2%	46% abce	10%
Twice a day	12	1	3	3	*	4	6	*	1	1	4
	1%	*%	2%	2%	*%	13% a	1%	*%	*%	1%	9% b
More than twice a day	26	9	4	4	*	9	1	11	2	*	11
	3%	2%	2%	3%	*%	27% abcd	*%	7% a	1%	1%	24% abcd
Don't know	13	7	2	2	1	-	4	1	3	3	*
	1%	2%	1%	1%	1%	-%	1%	1%	2%	4%	*%
NET: Daily	97	25	13	15	28	14	16	21	6	31	20
	11%	6%	7%	9%	42% abc	43% abc	3%	13% a	4%	48% abc	43% abc
NET: Weekly	336	61	74	109	55	24	39	101	102	51	29
	38%	15%	39% a	65% ab	82% ab	76% ab	9%	62% a	72% a	79% a	63% a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
Less than once a week	539	398	55	51	11	7	245	46	225	469	70	493	30
	61%	98% bcde	39% d	26%	15%	16%	49%	46%	87% ab	65% b	43%	63% b	36%
Once a week	89	3	66	11	6	*	58	16	12	70	19	76	10
	10%	1%	47% acde	6% a	8% a	1%	12%	16% c	5%	10%	12%	10%	12%
More than once a week but not every day	150	3	12	101	19	15	117	18	13	123	27	122	21
	17%	1%	8% a	51% abd	26% ab	36% ab	23% c	18% c	5%	17%	17%	16%	26%
Once a day	59	-	3	21	33	1	45	12	1	32	27	49	9
	7%	-%	2%	10% a	45% abce	2%	9% c	12% c	*%	4%	16% a	6%	11%
Twice a day	12	*	*	4	3	5	6	4	2	3	8	8	4
	1%	*%	*%	2%	4% a	12% ab	1%	4%	1%	*%	5% a	1%	5%
More than twice a day	26	*	1	9	1	12	22	4	*	17	9	18	8
	3%	*%	*%	5% a	1%	29% abcd	4% c	4%	*%	2%	6%	2%	9% a
Don't know	13	3	3	2	1	2	9	*	4	10	3	12	1
	1%	1%	2%	1%	1%	5%	2%	*%	2%	1%	2%	2%	1%
NET: Daily	97	*	4	34	37	18	73	20	3	53	44	75	20
	11%	*%	3%	17% ab	50% abc	43% abc	14% c	20% c	1%	7%	27% a	10%	25% a
NET: Weekly	336	7	82	146	62	33	248	54	29	246	91	273	51
	38%	2%	58% a	73% a	84% ab	79% a	49% c	54% c	11%	34%	55% a	35%	62% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
Less than once a week	539	460	70	327	195	496	26	471	59	331	191
	61%	64%	49%	67%	51%	64%	33%	65%	43%	66%	52%
		b		b		b		b		b	
Once a week	89	69	13	45	42	76	10	68	13	46	41
	10%	9%	9%	9%	11%	10%	12%	9%	9%	9%	11%
More than once a week but not every day	150	121	26	71	79	127	16	125	21	77	73
	17%	17%	18%	15%	21%	16%	20%	17%	15%	15%	20%
Once a day	59	44	12	25	33	45	13	38	18	25	33
	7%	6%	8%	5%	9%	6%	17%	5%	13%	5%	9%
							a		a		
Twice a day	12	5	7	3	9	8	4	4	7	3	8
	1%	1%	5%	1%	2%	1%	5%	1%	5%	1%	2%
			a						a		
More than twice a day	26	14	12	9	17	19	7	13	13	9	17
	3%	2%	9%	2%	5%	2%	9%	2%	9%	2%	5%
			a				a		a		
Don't know	13	11	2	7	6	10	3	7	7	7	6
	1%	2%	2%	1%	2%	1%	4%	1%	5%	1%	2%
									a		
NET: Daily	97	63	31	37	59	71	24	55	39	37	59
	11%	9%	22%	8%	16%	9%	31%	8%	28%	7%	16%
			a		a		a		a		a
NET: Weekly	336	252	70	153	180	274	50	249	73	160	173
	38%	35%	49%	31%	47%	35%	63%	34%	53%	32%	47%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
Less than once a week	539	328	382	79	-	326	345	60	1	364	277	77	*
	61%	56%	64% c	49%	-%	57%	63% c	47%	100%	56%	62% c	45%	100%
Once a week	89	61	54	17	-	55	47	13	-	63	41	22	-
	10%	10%	9%	11%	-%	10%	9%	10%	-%	10%	9%	13%	-%
More than once a week but not every day	150	118	93	32	4	103	101	28	-	123	87	40	-
	17%	20%	16%	20%	100%	18%	18%	22%	-%	19%	19%	23%	-%
Once a day	59	45	32	18	-	48	34	14	-	53	24	17	-
	7%	8%	5%	11%	-%	8%	6%	11%	-%	8%	5%	10%	-%
Twice a day	12	9	7	3	-	9	6	4	-	11	5	5	-
	1%	2%	1%	2%	-%	2%	1%	3%	-%	2%	1%	3%	-%
More than twice a day	26	20	19	8	-	24	10	9	-	23	10	7	-
	3%	3%	3%	5%	-%	4%	2%	7%	-%	4%	2%	4%	-%
Don't know	13	8	8	3	-	8	8	1	-	10	4	3	-
	1%	1%	1%	2%	-%	1%	1%	1%	-%	1%	1%	2%	-%
NET: Daily	97	75	59	29	-	82	50	26	-	87	39	30	-
	11%	13%	10%	18%	-%	14%	9%	20% b	-%	13%	9%	17% b	-%
NET: Weekly	336	254	206	79	4	240	199	67	-	273	167	91	-
	38%	43%	35%	49% b	100%	42%	36%	52% b	-%	42%	37%	53% b	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
Less than once a week	539	478	423	327	417	274	10	228	212	193	38	23
	61%	65%	61%	61%	64% c	61% c	28%	61%	62%	55%	44%	52%
Once a week	89	74	72	51	65	42	2	34	30	34	13	7
	10%	10%	10%	9%	10%	9%	5%	9%	9%	10%	15%	16%
More than once a week but not every day	150	117	125	103	112	92	9	72	70	76	18	6
	17%	16%	18%	19%	17%	20%	24%	19%	20%	22%	21%	14%
Once a day	59	38	42	32	33	28	9	27	23	25	10	6
	7%	5%	6%	6%	5%	6%	24% ab	7%	7%	7%	11%	13%
Twice a day	12	8	6	3	7	1	*	2	1	3	*	*
	1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	*%	*%
More than twice a day	26	15	15	12	12	12	7	6	*	12	5	2
	3%	2%	2%	2%	2%	3%	18% ab	2%	*%	3% b	6% b	5% b
Don't know	13	10	11	8	10	4	-	4	5	6	2	-
	1%	1%	2%	2%	1%	1%	-%	1%	1%	2%	2%	-%
NET: Daily	97	61	63	48	52	41	15	35	25	40	15	8
	11%	8%	9%	9%	8%	9%	43% ab	9%	7%	11%	17%	18%
NET: Weekly	336	252	260	202	230	175	26	141	124	150	46	21
	38%	34%	37%	38%	35%	39%	72% ab	38%	36%	43%	53%	48%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
Less than once a week	539	61	25	37	17	434	287	459	337	256	295	419	74	-	386	57
	61%	50%	36%	43%	48%	61%	55%	59%	59%	59%	55%	65% a	52%	-%	64%	59%
Once a week	89	20	7	3	5	71	60	79	67	46	64	55	16	-	61	14
	10%	16%	10%	3%	14%	10%	12%	10%	12%	11%	12%	9%	11%	-%	10%	14%
More than once a week but not every day	150	19	22	26	9	121	108	140	107	77	102	108	27	-	88	18
	17%	16%	32%	31%	25%	17%	21%	18%	19%	18%	19%	17%	19%	-%	15%	19%
Once a day	59	14	11	4	4	46	37	56	31	27	42	39	16	-	40	6
	7%	12%	15%	4%	12%	7%	7%	7%	5%	6%	8%	6%	11%	-%	7%	6%
Twice a day	12	*	1	5	*	11	6	12	8	8	12	7	*	-	4	*
	1%	*%	1%	6%	1%	2%	1%	1%	1%	2%	2%	1%	*%	-%	1%	*%
More than twice a day	26	7	1	11	*	18	16	21	19	12	20	13	8	-	15	*
	3%	6%	2%	13%	*%	3%	3%	3%	3%	3%	4%	2%	6%	-%	2%	*%
Don't know	13	*	3	*	*	5	6	7	4	6	2	6	2	-	11	1
	1%	*%	4%	*%	*%	1%	1%	1%	1%	1%	*%	1%	1%	-%	2%	1%
NET: Daily	97	21	13	19	5	76	58	89	57	47	74	59	24	-	58	7
	11%	18%	18%	23%	13%	11%	11%	11%	10%	11%	14%	9%	17%	-%	10%	7%
NET: Weekly	336	60	42	47	18	267	226	308	231	169	240	222	67	-	207	39
	38%	49%	60%	56%	52%	38%	44%	40%	40%	39%	45% b	34%	47%	-%	34%	40%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
Less than once a week	539	234	280	230	15	91	183	52	385	90	78	109	329
	61%	55%	70%	57%	32%	40%	65%	32%	65%	73%	44%	53%	70%
			a	b			a		a	a			ab
Once a week	89	46	32	36	6	33	20	27	51	10	17	35	38
	10%	11%	8%	9%	13%	15%	7%	17%	9%	8%	9%	17%	8%
												c	
More than once a week but not every day	150	80	60	69	14	55	45	36	102	12	49	40	55
	17%	19%	15%	17%	30%	24%	16%	22%	17%	10%	28%	19%	12%
											c		
Once a day	59	33	18	33	8	20	21	26	28	3	16	8	32
	7%	8%	4%	8%	17%	9%	8%	16%	5%	2%	9%	4%	7%
								bc					
Twice a day	12	8	*	7	4	11	1	5	5	2	8	1	2
	1%	2%	*%	2%	8%	5%	*%	3%	1%	2%	5%	1%	1%
						b					c		
More than twice a day	26	17	2	18	-	16	7	13	8	5	6	12	8
	3%	4%	*%	4%	-%	7%	2%	8%	1%	4%	3%	6%	2%
		b						b					
Don't know	13	4	8	9	*	3	6	3	10	*	3	2	8
	1%	1%	2%	2%	*%	1%	2%	2%	2%	*%	2%	1%	2%
NET: Daily	97	58	19	58	12	47	29	44	41	10	30	22	42
	11%	14%	5%	14%	25%	20%	10%	27%	7%	8%	17%	11%	9%
		b				b		bc					
NET: Weekly	336	185	111	162	31	135	93	107	194	33	96	97	135
	38%	44%	28%	40%	68%	59%	33%	66%	33%	27%	54%	47%	29%
		b			a	b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
Less than once a week	539	248	291
	61%	58%	63%
Once a week	89	41	48
	10%	10%	10%
More than once a week but not every day	150	71	79
	17%	17%	17%
Once a day	59	30	29
	7%	7%	6%
Twice a day	12	11	1
	1%	3%	*%
More than twice a day	26	17	9
	3%	4%	2%
Don't know	13	6	7
	1%	1%	2%
NET: Daily	97	57	39
	11%	14%	8%
NET: Weekly	336	170	167
	38%	40%	36%

Columns Tested:: a,b

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
Less than once a week	539	6	107	30	19	34	79	1	71	37	20	63	72
	61%	64%	76%	51%	70%	51%	47%	26%	62%	49%	70%	68%	69%
			cefi									f	f
Once a week	89	1	6	8	3	9	19	*	7	10	3	10	11
	10%	14%	4%	14%	12%	13%	11%	13%	7%	13%	10%	11%	11%
More than once a week but not every day	150	1	9	11	3	16	38	1	24	16	4	13	15
	17%	11%	6%	18%	13%	23%	23%	31%	21%	21%	13%	14%	15%
						b	b		b	b			
Once a day	59	1	9	7	1	8	17	1	5	3	1	3	2
	7%	6%	7%	12%	5%	12%	10%	29%	5%	4%	3%	4%	2%
						l							
Twice a day	12	*	*	2	*	-	4	-	*	3	*	*	2
	1%	5%	*%	3%	*%	-%	2%	-%	*%	4%	*%	*%	2%
More than twice a day	26	*	8	1	*	*	7	-	2	6	1	*	*
	3%	*%	6%	1%	*%	*%	4%	-%	2%	8%	4%	*%	*%
										kl			
Don't know	13	-	*	-	*	*	4	-	3	*	-	3	2
	1%	-%	*%	-%	*%	1%	2%	-%	3%	1%	-%	3%	2%
NET: Daily	97	1	18	9	1	8	28	1	8	12	2	3	4
	11%	11%	13%	16%	5%	12%	17%	29%	7%	16%	8%	4%	4%
							kl			kl			
NET: Weekly	336	3	33	29	8	33	86	2	39	37	9	27	31
	38%	36%	23%	49%	30%	49%	51%	74%	35%	50%	30%	29%	29%
				b		b	bkl			bkl			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 55 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
Less than once a week	539	144	132	108	155	276	263
	61%	69%	50%	57%	68%	58%	63%
		b			b		
Once a week	89	16	31	18	24	47	42
	10%	8%	12%	9%	11%	10%	10%
More than once a week but not every day	150	21	57	40	32	78	72
	17%	10%	22%	21%	14%	17%	17%
			a				
Once a day	59	17	27	9	6	44	15
	7%	8%	10%	5%	3%	9%	4%
			d			b	
Twice a day	12	2	4	3	3	6	6
	1%	1%	1%	2%	1%	1%	1%
More than twice a day	26	9	7	8	1	16	10
	3%	4%	3%	4%	1%	3%	2%
				d			
Don't know	13	*	4	4	5	4	9
	1%	*%	1%	2%	2%	1%	2%
NET: Daily	97	28	38	21	10	66	31
	11%	14%	14%	11%	4%	14%	7%
		d	d			b	
NET: Weekly	336	65	127	78	67	191	145
	38%	31%	48%	41%	29%	41%	35%
			ad				

Columns Tested:: a,b,c,d - a,b

Table 57

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2004	402	1602	1340	346	92	226	664
Effective base	761	93	680	696	148	39	105	195
Weighted Base	1831	146	1685	1744	74	9	5	87
Less than once a week	886	86	800	870	14	2	1	16
	48%	59%	47%	50%	18%	18%	13%	18%
		b		bcde				
Once a week	389	28	361	372	15	1	1	17
	21%	19%	21%	21%	21%	14%	15%	20%
More than once a week but not every day	363	23	340	336	23	4	1	28
	20%	16%	20%	19%	31%	42%	21%	32%
					a	ad		a
Once a day	116	6	110	99	14	2	1	17
	6%	4%	7%	6%	19%	22%	27%	20%
					a	a	a	a
Twice a day	18	2	16	13	3	*	1	4
	1%	1%	1%	1%	5%	4%	11%	5%
					a	a	abe	a
More than twice a day	54	1	53	50	4	*	*	4
	3%	*%	3%	3%	5%	*%	11%	5%
							ac	
Don't know	4	-	4	4	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
NET: Daily	188	8	179	162	22	2	2	26
	10%	6%	11%	9%	29%	26%	49%	30%
					a	a	abce	a
NET: Weekly	941	60	881	869	60	7	4	71
	51%	41%	52%	50%	82%	82%	86%	82%
			a		a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	562	577	201	216	222	226	1340	346	318
Effective base	761	331	299	86	94	89	105	696	148	84
Weighted Base	1831	921	695	128	51	31	5	1744	74	13
Less than once a week	886	536	291	43	10	5	1	870	14	2
	48%	58%	42%	34%	20%	15%	13%	50%	18%	16%
		bcdefghi	defhi	defhi				bcdefhi		
Once a week	389	196	151	25	10	6	1	372	15	2
	21%	21%	22%	20%	20%	20%	15%	21%	21%	15%
More than once a week but not every day	363	141	155	40	17	10	1	336	23	5
	20%	15%	22%	32%	34%	30%	21%	19%	31%	35%
			a	ag	abg	ag			abg	abfg
Once a day	116	26	58	14	9	7	1	99	14	3
	6%	3%	8%	11%	17%	23%	27%	6%	19%	24%
			a	a	abg	abcg	abcg	a	abg	abcg
Twice a day	18	5	5	3	2	2	1	13	3	1
	1%	1%	1%	3%	3%	7%	11%	1%	5%	7%
					ag	abg	abcdgh		abg	abg
More than twice a day	54	15	34	1	3	1	*	50	4	1
	3%	2%	5%	1%	5%	4%	11%	3%	5%	4%
			a				abcg		a	
Don't know	4	3	-	1	-	-	*	4	-	*
	*%	*%	-%	1%	-%	-%	1%	*%	-%	*%
NET: Daily	188	46	98	18	13	11	2	162	22	5
	10%	5%	14%	14%	26%	34%	49%	9%	29%	34%
			ag	a	abg	abcg	abcdeghi	a	abcg	abcg
NET: Weekly	941	382	404	83	41	27	4	869	60	11
	51%	41%	58%	65%	80%	85%	86%	50%	82%	83%
			ag	ag	abcg	abcg	abcg	a	abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2004	834	506	346	92	226	737	360	122	82	234
Effective base	761	509	245	148	39	105	423	164	36	25	41
Weighted Base	1831	1412	332	74	9	5	1170	286	65	30	57
Less than once a week	886	737	133	14	2	1	616	101	22	4	14
	48%	52%	40%	18%	18%	13%	53%	35%	34%	14%	25%
		bcde	cde				bcde	d			
Once a week	389	301	71	15	1	1	257	74	5	8	13
	21%	21%	21%	21%	14%	15%	22%	26%	8%	26%	23%
								c			
More than once a week but not every day	363	250	86	23	4	1	206	66	23	9	11
	20%	18%	26%	31%	42%	21%	18%	23%	36%	28%	19%
			a	a	abe				a		
Once a day	116	68	31	14	2	1	51	28	12	6	10
	6%	5%	9%	19%	22%	27%	4%	10%	19%	20%	17%
			a	ab	ab	ab		a	a	a	a
Twice a day	18	10	4	3	*	1	6	3	2	*	3
	1%	1%	1%	5%	4%	11%	1%	1%	3%	*%	5%
				ab	a	abc					a
More than twice a day	54	44	6	4	*	*	31	11	*	3	6
	3%	3%	2%	5%	*%	11%	3%	4%	*%	11%	10%
						abd				a	a
Don't know	4	3	1	-	-	*	3	1	-	-	-
	*%	*%	*%	-%	-%	1%	*%	*%	-%	-%	-%
NET: Daily	188	121	41	22	2	2	88	43	14	9	18
	10%	9%	12%	29%	26%	49%	8%	15%	22%	31%	32%
				ab	ab	abcd		a	a	a	ab
NET: Weekly	941	672	197	60	7	4	551	184	43	26	43
	51%	48%	59%	82%	82%	86%	47%	64%	66%	86%	75%
			a	ab	ab	ab		a	a	ab	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	133	109	201	55	143	169	125	115	111
Effective base	761	70	59	114	26	73	105	79	57	55
Weighted Base	1831	166	135	296	67	182	290	226	149	130
Less than once a week	886	72	62	156	18	79	149	126	66	61
	48%	43%	46%	53%	27%	43%	51%	56%	44%	47%
				d			d	d		
Once a week	389	39	31	62	17	41	64	40	41	17
	21%	24%	23%	21%	25%	22%	22%	18%	28%	13%
More than once a week but not every day	363	29	36	51	23	38	44	42	28	38
	20%	18%	26%	17%	34%	21%	15%	19%	19%	29%
					f					f
Once a day	116	15	5	10	7	18	22	8	6	9
	6%	9%	4%	3%	11%	10%	8%	4%	4%	7%
Twice a day	18	1	*	4	-	*	3	*	2	5
	1%	*%	*%	1%	-%	*%	1%	*%	2%	3%
More than twice a day	54	10	*	13	2	6	6	7	7	*
	3%	6%	*%	4%	3%	3%	2%	3%	5%	*%
Don't know	4	-	*	-	-	-	2	1	-	-
	*%	-%	*%	-%	-%	-%	1%	*%	-%	-%
NET: Daily	188	26	6	27	9	24	31	16	15	14
	10%	16%	4%	9%	14%	13%	11%	7%	10%	11%
		b								
NET: Weekly	941	95	73	140	49	103	139	98	84	69
	51%	57%	54%	47%	73%	57%	48%	43%	56%	53%
					cfg					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2004	309	357	495	1161	843	302	280	261
Effective base	761	154	186	297	635	226	99	73	85
Weighted Base	1831	379	451	812	1642	189	90	69	30
Less than once a week	886	158	200	432	790	96	46	37	14
	48%	42%	44%	53% a	48%	51%	51%	54%	45%
Once a week	389	75	112	166	353	37	17	15	4
	21%	20%	25%	20%	21%	20%	19%	22%	15%
More than once a week but not every day	363	99	93	137	329	35	14	13	8
	20%	26% cf	21%	17%	20%	18%	16%	19%	25%
Once a day	116	34	26	40	101	15	10	2	4
	6%	9%	6%	5%	6%	8%	11% g	3%	13% bcdg
Twice a day	18	5	3	7	15	3	1	1	*
	1%	1%	1%	1%	1%	1%	2%	2%	*%
More than twice a day	54	9	18	26	52	2	*	1	*
	3%	2%	4% e	3% e	3% e	1%	1%	1%	1%
Don't know	4	-	*	3	3	1	1	*	-
	*%	-%	*%	*%	*%	1%	1%	*%	-%
NET: Daily	188	47	47	74	168	20	12	4	4
	10%	12%	10%	9%	10%	10%	13%	5%	15% g
NET: Weekly	941	221	252	377	850	91	43	32	16
	51%	58% c	56% c	46%	52%	48%	48%	46%	55%

Columns Tested:: a,b,c,d,e,f,g,h

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	76	182	202	227	361	94	64	93	887
Effective base	761	31	49	58	99	136	36	21	32	356
Weighted Base	1831	63	112	139	258	276	89	45	62	899
Less than once a week	886	34	41	60	86	93	47	20	20	526
	48%	54%	37%	43%	33%	34%	53%	45%	32%	58%
		de					de			bcdeh
Once a week	389	16	22	28	89	50	13	8	17	168
	21%	25%	20%	20%	35%	18%	15%	18%	28%	19%
					efi					
More than once a week but not every day	363	10	27	28	59	74	21	15	12	142
	20%	16%	24%	20%	23%	27%	24%	35%	20%	16%
						i		i		
Once a day	116	2	12	13	12	40	4	*	6	38
	6%	3%	10%	9%	5%	14%	5%	1%	10%	4%
						di				
Twice a day	18	1	*	*	1	5	*	1	2	8
	1%	2%	*%	*%	*%	2%	*%	1%	3%	1%
More than twice a day	54	-	9	9	9	14	2	*	5	14
	3%	-%	8%	7%	4%	5%	2%	*%	8%	2%
			i	i		i			i	
Don't know	4	-	-	-	1	*	1	-	-	2
	*%	-%	-%	-%	*%	*%	1%	-%	-%	*%
NET: Daily	188	3	21	22	22	59	6	1	13	61
	10%	4%	19%	16%	9%	21%	7%	2%	21%	7%
			i	i		adgi			i	
NET: Weekly	941	29	70	79	171	183	41	25	42	371
	51%	46%	63%	57%	66%	66%	46%	55%	68%	41%
			i	i	afi	afi			i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2004	505	455	1044	1758	246	1643	361	1961	43
Effective base	761	187	170	407	644	119	677	95	740	21
Weighted Base	1831	460	365	1006	1508	323	1678	153	1778	53
Less than once a week	886 48%	180 39%	140 38%	565 56% ab	714 47%	172 53%	829 49% b	57 37%	862 49%	23 45%
Once a week	389 21%	133 29% bc	63 17%	193 19%	325 22%	65 20%	356 21%	33 22%	378 21%	11 21%
More than once a week but not every day	363 20%	98 21%	95 26% c	170 17%	296 20%	67 21%	324 19%	39 26%	347 20%	16 30%
Once a day	116 6%	27 6%	44 12% ac	45 4%	103 7%	13 4%	104 6%	12 8%	115 6%	1 2%
Twice a day	18 1%	2 *%	5 1%	11 1%	17 1%	* *%	14 1%	4 2%	18 1%	- -%
More than twice a day	54 3%	19 4%	16 4%	19 2%	50 3%	4 1%	46 3%	8 5%	53 3%	1 3%
Don't know	4 *%	1 *%	1 *%	2 *%	3 *%	1 *%	4 *%	* *%	4 *%	- -%
NET: Daily	188 10%	48 10%	65 18% ac	75 7%	170 11%	17 5%	165 10%	23 15%	186 10%	2 4%
NET: Weekly	941 51%	279 61% c	223 61% c	438 44%	791 52%	149 46%	845 50%	95 62% a	911 51%	29 55%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2004	1102	496	399	1499	320	78	107	1819	185
Effective base	761	450	147	163	626	93	22	22	717	44
Weighted Base	1831	1116	309	396	1539	196	46	50	1735	96
Less than once a week	886	694	76	111	840	32	10	4	872	14
	48%	62%	25%	28%	55%	17%	21%	8%	50%	14%
		bc			bcdf				bcdf	
Once a week	389	220	94	73	345	34	5	6	379	11
	21%	20%	30%	19%	22%	17%	10%	12%	22%	11%
			ac							
More than once a week but not every day	363	161	83	117	278	69	9	7	347	16
	20%	14%	27%	30%	18%	35%	20%	14%	20%	17%
			a	a		aef				
Once a day	116	16	37	63	42	42	20	12	84	32
	6%	1%	12%	16%	3%	21%	43%	23%	5%	33%
			a	a		ae	abe	ae	a	ae
Twice a day	18	9	3	5	11	6	*	1	17	1
	1%	1%	1%	1%	1%	3%	*%	1%	1%	1%
						a				
More than twice a day	54	13	15	27	19	13	2	20	31	23
	3%	1%	5%	7%	1%	7%	5%	41%	2%	24%
			a	a		ae		abce		abe
Don't know	4	3	1	-	4	*	-	-	4	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Daily	188	38	55	94	72	61	23	33	133	55
	10%	3%	18%	24%	5%	31%	49%	66%	8%	57%
			a	a		ae	ae	abe	a	abe
NET: Weekly	941	419	232	285	695	164	37	46	858	82
	51%	38%	75%	72%	45%	83%	79%	92%	49%	86%
			a	a		ae	ae	ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2004	709	790	505	1930	1618	2004	1462	935	830
Effective base	761	341	288	137	719	603	761	544	358	279
Weighted Base	1831	886	652	292	1734	1432	1831	1297	881	647
Less than once a week	886	663	176	46	851	607	886	526	332	209
	48%	75%	27%	16%	49%	42%	48%	41%	38%	32%
		bc	c		bdef	f	bdef	f		
Once a week	389	142	203	45	360	324	389	312	213	172
	21%	16%	31%	15%	21%	23%	21%	24%	24%	27%
			ac							a
More than once a week but not every day	363	71	207	85	341	321	363	280	198	156
	20%	8%	32%	29%	20%	22%	20%	22%	23%	24%
			a	a						
Once a day	116	1	41	74	107	109	116	109	81	64
	6%	*%	6%	25%	6%	8%	6%	8%	9%	10%
			a	ab						a
Twice a day	18	6	5	7	17	17	18	15	13	13
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%
More than twice a day	54	*	18	36	53	54	54	53	43	31
	3%	*%	3%	12%	3%	4%	3%	4%	5%	5%
			a	ab						
Don't know	4	3	1	*	4	1	4	1	-	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%
NET: Daily	188	7	64	116	177	180	188	177	137	108
	10%	1%	10%	40%	10%	13%	10%	14%	16%	17%
			a	ab					ac	ac
NET: Weekly	941	220	475	246	878	824	941	770	549	437
	51%	25%	73%	84%	51%	58%	51%	59%	62%	68%
			a	ab		ac		ac	ac	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2004	352	1027	151	170	122	106	76	304
Effective base	761	163	443	50	44	24	22	20	66
Weighted Base	1831	413	1086	98	94	49	43	48	139
Less than once a week	886	282	555	21	14	6	2	7	15
	48%	68%	51%	22%	15%	12%	6%	14%	11%
		bcdefgh	cdefgh						
Once a week	389	73	237	30	20	4	9	16	29
	21%	18%	22%	30%	21%	8%	22%	34%	21%
				e				e	
More than once a week but not every day	363	45	221	31	38	17	5	6	28
	20%	11%	20%	31%	41%	34%	12%	14%	20%
			a	a	abfgh	a			
Once a day	116	10	45	10	19	12	15	6	33
	6%	2%	4%	10%	20%	24%	35%	13%	23%
				a	ab	ab	abc	a	ab
Twice a day	18	-	10	2	1	1	4	1	5
	1%	-%	1%	2%	1%	1%	9%	1%	4%
							ab		
More than twice a day	54	-	18	4	2	10	7	11	29
	3%	-%	2%	4%	3%	21%	17%	24%	21%
				a		abcd	abd	abcd	abcd
Don't know	4	3	1	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	188	10	73	16	22	23	26	18	67
	10%	2%	7%	17%	23%	46%	61%	38%	48%
			a	ab	ab	abc	abcd	ab	abcd
NET: Weekly	941	128	531	76	80	43	40	41	125
	51%	31%	49%	78%	85%	88%	94%	86%	89%
			a	ab	ab	ab	ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2004	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	761	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1831	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Less than once a week	886	787	29	13	11	2	2	5	567	26	7	1	4	1	2
	48%	57%	19%	16%	19%	10%	8%	40%	53%	15%	10%	4%	8%	5%	5%
		bcdef							bcdefg						
Once a week	389	271	48	23	12	2	5	*	228	51	21	2	2	4	16
	21%	20%	31%	28%	21%	8%	17%	*%	21%	28%	28%	9%	4%	23%	55%
			a							e					ade
More than once a week but not every day	363	221	61	21	23	7	6	2	208	61	25	17	4	4	2
	20%	16%	40%	26%	40%	27%	22%	14%	20%	34%	34%	61%	9%	26%	6%
			a		a					a	a	abcefg			
Once a day	116	53	8	20	11	4	11	1	41	28	11	5	17	4	3
	6%	4%	5%	25%	18%	15%	36%	10%	4%	16%	15%	18%	39%	26%	11%
				ab	a	a	ab			a	a	a	ab	a	
Twice a day	18	11	1	1	1	2	3	*	7	3	1	1	3	1	*
	1%	1%	*%	1%	1%	6%	9%	1%	1%	2%	2%	5%	6%	5%	*%
						a	ab					a	a	a	
More than twice a day	54	29	5	2	1	8	3	5	12	9	9	1	15	2	6
	3%	2%	3%	3%	1%	34%	9%	35%	1%	5%	12%	4%	34%	15%	22%
						abcd		abcd		a	a		abd	a	ab
Don't know	4	3	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	188	93	13	23	12	13	16	6	60	41	21	7	34	7	10
	10%	7%	9%	29%	20%	55%	54%	46%	6%	23%	28%	27%	79%	47%	33%
				ab	a	abd	abd	ab		a	a	a	abcdg	ab	a
NET: Weekly	941	584	122	67	48	22	28	8	496	153	67	27	40	15	27
	51%	42%	80%	84%	81%	90%	92%	60%	47%	85%	90%	96%	92%	95%	95%
			a	a	a	a	a			a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2004	854	201	143	102	55	57	50	162	786	402	464	240	107
Effective base	761	365	61	44	32	15	12	18	44	348	166	166	55	27
Weighted Base	1831	883	151	107	60	29	25	43	96	886	389	363	116	72
Less than once a week	886	435	43	18	11	7	7	5	19	886	-	-	-	-
	48%	49% bcdgh	28%	17%	18%	26%	28%	11%	20%	100% bcde	-%	-%	-%	-%
Once a week	389	213	32	31	20	7	2	7	16	-	389	-	-	-
	21%	24%	21%	29%	34%	24%	9%	17%	17%	-%	100% acde	-%	-%	-%
More than once a week but not every day	363	163	50	39	13	9	4	2	15	-	-	363	-	-
	20%	18%	33% agh	36% agh	21%	31%	17%	5%	16%	-%	-%	100% abde	-%	-%
Once a day	116	42	16	10	12	*	7	20	28	-	-	-	116	-
	6%	5%	11%	10%	20% a	2%	30% a	48% abcde	29% abce	-%	-%	-%	100% abce	-%
Twice a day	18	7	1	3	2	*	*	1	1	-	-	-	-	18
	1%	1%	1%	3%	4%	1%	2%	2%	1%	-%	-%	-%	-%	25% abcd
More than twice a day	54	23	9	5	2	4	4	7	15	-	-	-	-	54
	3%	3%	6%	5%	3%	13% a	16% a	16% a	15% a	-%	-%	-%	-%	75% abcd
Don't know	4	*	-	-	-	1	-	-	1	-	-	-	-	-
	*%	*%	-%	-%	-%	4% a	-%	-%	1%	-%	-%	-%	-%	-%
NET: Daily	188	72	26	19	16	5	12	28	44	-	-	-	116	72
	10%	8%	17% a	18% a	27% a	16%	47% abc	66% abcde	46% abce	-%	-%	-%	100% abc	100% abc
NET: Weekly	941	448	108	89	49	21	18	38	76	-	389	363	116	72
	51%	51%	72% a	83% a	82% a	71%	72%	89% a	79% a	-%	100% a	100% a	100% a	100% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2004	868	370	410	197	77	689	329	341	165	81
Effective base	761	376	151	136	39	16	311	117	114	39	22
Weighted Base	1831	966	341	291	89	39	778	266	238	86	60
Less than once a week	886	848	-	-	-	-	603	-	-	-	-
	48%	88%	-%	-%	-%	-%	78%	-%	-%	-%	-%
		bcde					bcde				
Once a week	389	61	300	-	-	-	116	207	-	-	-
	21%	6%	88%	-%	-%	-%	15%	78%	-%	-%	-%
		c	acde				cde	acde			
More than once a week but not every day	363	34	29	278	-	-	55	44	222	-	-
	20%	4%	8%	95%	-%	-%	7%	17%	93%	-%	-%
			ad	abde				ade	abde		
Once a day	116	3	11	4	89	-	3	10	14	82	-
	6%	*%	3%	2%	100%	-%	*%	4%	6%	95%	-%
			a		abce			a	a	abce	
Twice a day	18	*	*	3	*	13	-	-	2	1	15
	1%	*%	*%	1%	*%	34%	-%	-%	1%	1%	25%
						abcd					abcd
More than twice a day	54	19	2	6	*	25	*	4	*	4	45
	3%	2%	1%	2%	*%	66%	*%	2%	*%	5%	75%
						abcd		a		a	abcd
Don't know	4	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	188	23	13	13	89	39	3	14	16	86	60
	10%	2%	4%	5%	100%	100%	*%	5%	7%	100%	100%
					abc	abc		a	a	abc	abc
NET: Weekly	941	118	341	291	89	39	174	266	238	86	60
	51%	12%	100%	100%	100%	100%	22%	100%	100%	100%	100%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2004	622	259	324	152	88	822	159	466	1692	312	1758	172
Effective base	761	262	86	123	47	23	317	50	173	659	103	672	47
Weighted Base	1831	653	193	281	105	51	749	122	417	1603	228	1625	108
Less than once a week	886 48%	427 65% bcde	35 18%	37 13%	14 14%	8 16%	242 32%	37 31%	239 57% ab	800 50% b	86 38%	822 51% b	29 27%
Once a week	389 21%	128 20% d	98 51% acde	71 25% d	8 7%	4 9%	182 24%	41 33%	88 21%	325 20%	64 28%	321 20%	40 37% a
More than once a week but not every day	363 20%	78 12%	45 23% a	133 47% abde	18 17%	6 11%	186 25% c	30 24%	65 16%	324 20%	39 17%	322 20%	19 18%
Once a day	116 6%	14 2%	13 7% a	15 5%	62 59% abce	5 10% a	82 11% c	13 10% c	14 3%	90 6%	26 11% a	99 6%	8 7%
Twice a day	18 1%	- -%	2 1%	8 3% a	1 1%	5 9% ab	13 2%	1 1%	1 *%	14 1%	4 2%	16 1%	1 1%
More than twice a day	54 3%	6 1%	* *%	17 6% ab	3 2%	22 43% abcd	44 6%	1 1%	9 2%	45 3%	9 4%	41 3%	11 11% a
Don't know	4 *%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	4 *%	- -%	4 *%	- -%
NET: Daily	188 10%	20 3%	15 8%	40 14% a	65 62% abc	32 62% abc	139 19% c	14 12%	24 6%	149 9%	39 17% a	156 10%	20 19% a
NET: Weekly	941 51%	225 35%	158 82% a	245 87% a	90 86% a	42 82% a	507 68% c	84 69% c	177 43%	799 50%	142 62% a	799 49%	79 73% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2004	1364	254	865	597	1758	172	1360	258	877	585
Effective base	761	533	70	339	205	673	46	530	74	342	202
Weighted Base	1831	1268	164	791	506	1629	105	1270	163	806	491
Less than once a week	886	563	44	351	175	828	24	559	48	345	181
	48%	44% b	27%	44% b	35%	51% b	22%	44% b	29%	43%	37%
Once a week	389	270	53	178	134	321	39	276	47	189	123
	21%	21%	32% a	23%	26%	20%	37% a	22%	29%	23%	25%
More than once a week but not every day	363	282	39	157	123	320	21	291	30	163	117
	20%	22%	24%	20%	24%	20%	20%	23%	19%	20%	24%
Once a day	116	100	9	67	42	94	13	93	16	69	40
	6%	8%	5%	8%	8%	6%	12%	7%	10%	9%	8%
Twice a day	18	16	1	9	7	16	1	15	2	9	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
More than twice a day	54	36	18	29	25	45	8	34	19	29	25
	3%	3%	11% a	4%	5%	3%	7%	3%	12% a	4%	5%
Don't know	4	1	-	1	*	4	*	1	-	1	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
NET: Daily	188	152	28	104	73	155	21	142	37	107	70
	10%	12%	17%	13%	14%	10%	20% a	11%	23% a	13%	14%
NET: Weekly	941	704	120	440	330	797	81	710	115	459	311
	51%	56%	73% a	56%	65% a	49%	78% a	56%	71% a	57%	63%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2004	1019	1492	265	1	964	1131	205	1	1045	841	256	1
Effective base	761	382	559	91	1	358	428	74	1	389	316	99	1
Weighted Base	1831	928	1340	240	4	859	991	191	1	934	728	232	*
Less than once a week	886	362	691	82	-	289	411	49	1	328	281	71	-
	48%	39%	52% ac	34%	-%	34%	41% ac	25%	100%	35%	39%	30%	-%
Once a week	389	214	261	46	-	224	226	39	-	241	191	54	*
	21%	23%	20%	19%	-%	26%	23%	20%	-%	26%	26%	23%	100%
More than once a week but not every day	363	222	263	62	4	219	224	59	-	227	156	54	-
	20%	24%	20%	26%	100%	25%	23%	31%	-%	24%	21%	23%	-%
Once a day	116	78	70	33	-	76	81	28	-	82	63	34	-
	6%	8%	5%	14% b	-%	9%	8%	15%	-%	9%	9%	15%	-%
Twice a day	18	11	13	3	-	7	13	3	-	10	11	5	-
	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	2%	2%	-%
More than twice a day	54	40	38	13	-	43	35	14	-	46	27	14	-
	3%	4%	3%	5%	-%	5%	4%	7%	-%	5%	4%	6%	-%
Don't know	4	1	3	-	-	1	1	-	-	1	-	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%
NET: Daily	188	128	121	50	-	126	130	45	-	137	100	53	-
	10%	14% b	9%	21% b	-%	15%	13%	24% b	-%	15%	14%	23% ab	-%
NET: Weekly	941	564	646	158	4	568	580	143	-	605	447	161	*
	51%	61% b	48%	66% b	100%	66% b	58%	75% b	-%	65%	61%	70%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2004	1695	1349	929	1391	1036	55	537	480	484	119	65
Effective base	761	648	517	370	524	419	15	244	209	203	55	30
Weighted Base	1831	1581	1245	879	1264	1036	37	585	518	495	130	76
Less than once a week	886	807	523	356	604	531	8	229	207	167	43	17
	48%	51% bc	42%	41%	48%	51% c	22%	39%	40%	34%	33%	23%
Once a week	389	306	269	205	263	180	3	132	118	102	33	23
	21%	19%	22%	23%	21%	17%	7%	23%	23%	21%	25%	31%
More than once a week but not every day	363	315	292	201	269	204	5	140	122	144	30	18
	20%	20%	23%	23%	21%	20%	14%	24%	24%	29%	23%	23%
Once a day	116	94	101	80	78	82	12	58	50	57	19	15
	6%	6%	8%	9%	6%	8%	33% ab	10%	10%	11%	14%	20%
Twice a day	18	16	14	7	11	11	2	7	1	2	1	1
	1%	1%	1%	1%	1%	1%	4%	1%	*%	*%	*%	1%
More than twice a day	54	39	45	28	38	26	7	19	17	23	5	2
	3%	2%	4%	3%	3%	3%	20% ab	3%	3%	5%	4%	3%
Don't know	4	3	1	1	1	2	-	-	1	-	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%
NET: Daily	188	149	160	115	126	119	21	84	69	82	25	18
	10%	9%	13%	13%	10%	12%	57% ab	14%	13%	17%	19%	24%
NET: Weekly	941	770	721	521	658	503	29	356	309	328	87	59
	51%	49%	58% a	59% a	52%	49%	78% b	61%	60%	66%	67%	77%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2004	204	117	101	46	1711	1246	1802	1316	1174	922	1611	227	1	1476	119
Effective base	761	91	35	46	18	641	418	670	458	393	353	603	85	1	550	58
Weighted Base	1831	217	91	108	42	1503	943	1581	1046	894	851	1436	205	1	1285	143
Less than once a week	886	59	29	37	18	706	353	719	432	373	304	689	58	1	626	54
	48%	27%	32%	34%	43%	47% b	37%	46% b	41%	42%	36%	48% ac	28%	100%	49%	38%
Once a week	389	57	24	17	13	323	231	350	230	206	218	297	45	-	258	39
	21%	26%	27%	16%	30%	22%	25%	22%	22%	23%	26%	21%	22%	-%	20%	27%
More than once a week but not every day	363	58	21	32	5	320	224	339	249	218	211	302	54	-	257	31
	20%	27%	23%	30%	13%	21%	24%	21%	24%	24%	25%	21%	26%	-%	20%	22%
Once a day	116	25	9	10	5	94	80	99	92	68	66	94	29	-	89	11
	6%	11%	10%	9%	12%	6%	8%	6%	9%	8%	8%	7%	14% b	-%	7%	8%
Twice a day	18	4	2	2	*	17	14	17	13	6	9	16	4	-	8	7
	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	5% a
More than twice a day	54	15	6	10	*	40	40	53	29	23	41	34	15	-	42	*
	3%	7%	6%	10%	1%	3%	4%	3%	3%	3%	5% b	2%	7% b	-%	3%	*%
Don't know	4	-	-	-	-	3	1	3	1	-	2	3	-	-	4	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Daily	188	43	17	23	6	151	134	170	133	97	115	144	48	-	139	18
	10%	20%	19%	21%	14%	10%	14% a	11%	13%	11%	14%	10%	24% ab	-%	11%	13%
NET: Weekly	941	159	63	72	24	794	589	858	613	521	544	743	147	-	654	88
	51%	73%	68%	66%	57%	53%	62% ac	54%	59%	58%	64% b	52%	72% b	-%	51%	62%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2004	733	1131	671	35	345	461	285	1298	401	356	397	1203
Effective base	761	304	417	239	17	118	178	98	506	150	118	152	472
Weighted Base	1831	733	1008	572	48	278	426	246	1237	329	275	363	1144
Less than once a week	886	285	582	199	13	79	161	59	644	171	97	133	627
	48%	39%	58%	35%	28%	28%	38%	24%	52%	52%	35%	37%	55%
			a						a	a			ab
Once a week	389	154	193	144	15	80	100	59	264	63	66	79	232
	21%	21%	19%	25%	32%	29%	23%	24%	21%	19%	24%	22%	20%
More than once a week but not every day	363	177	173	139	12	62	106	77	216	68	77	97	185
	20%	24%	17%	24%	24%	22%	25%	31%	17%	21%	28%	27%	16%
		b						b			c	c	
Once a day	116	64	45	54	5	26	42	28	74	13	20	32	64
	6%	9%	4%	9%	11%	9%	10%	11%	6%	4%	7%	9%	6%
		b						c					
Twice a day	18	8	9	7	2	6	4	1	13	4	3	2	13
	1%	1%	1%	1%	4%	2%	1%	1%	1%	1%	1%	*%	1%
More than twice a day	54	43	4	29	-	25	13	21	22	10	12	20	20
	3%	6%	*%	5%	-%	9%	3%	9%	2%	3%	4%	5%	2%
		b				b		b				c	
Don't know	4	2	2	-	-	-	*	-	4	-	-	1	3
	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*%
NET: Daily	188	114	58	91	7	56	58	51	109	27	35	53	97
	10%	16%	6%	16%	15%	20%	14%	21%	9%	8%	13%	15%	8%
		b						bc				c	
NET: Weekly	941	445	424	374	34	199	264	187	588	158	178	229	514
	51%	61%	42%	65%	72%	72%	62%	76%	48%	48%	65%	63%	45%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2004	1118	886
Effective base	761	365	397
Weighted Base	1831	847	984
Less than once a week	886	406	480
	48%	48%	49%
Once a week	389	189	200
	21%	22%	20%
More than once a week but not every day	363	170	194
	20%	20%	20%
Once a day	116	43	73
	6%	5%	7%
Twice a day	18	11	7
	1%	1%	1%
More than twice a day	54	28	26
	3%	3%	3%
Don't know	4	*	4
	*%	*%	*%
NET: Daily	188	82	105
	10%	10%	11%
NET: Weekly	941	441	500
	51%	52%	51%

Columns Tested:: a,b

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2004	112	212	133	162	117	234	57	248	154	146	206	223
Effective base	761	15	83	50	33	41	84	27	129	85	55	124	123
Weighted Base	1831	30	294	125	83	114	265	14	279	164	67	204	193
Less than once a week	886	17	166	53	54	48	102	8	150	61	35	89	104
	48%	58%	57%	42%	66%	42%	39%	55%	54%	37%	51%	43%	54%
			fi		cefik				fi				fi
Once a week	389	8	63	30	11	29	50	2	56	37	19	43	42
	21%	27%	21%	24%	13%	25%	19%	14%	20%	23%	28%	21%	22%
More than once a week but not every day	363	3	48	32	16	22	56	2	52	39	11	45	38
	20%	11%	16%	26%	19%	20%	21%	12%	19%	24%	16%	22%	20%
Once a day	116	1	6	6	2	5	40	2	13	18	3	16	4
	6%	3%	2%	5%	2%	4%	15%	13%	5%	11%	4%	8%	2%
							bdhjl	bl		bl		l	
Twice a day	18	-	*	2	*	1	7	1	1	2	*	2	1
	1%	-%	*%	1%	*%	1%	2%	6%	*%	1%	1%	1%	*%
								bhl					
More than twice a day	54	*	11	2	*	9	10	*	5	6	*	5	5
	3%	2%	4%	2%	*%	8%	4%	*%	2%	4%	1%	3%	2%
Don't know	4	-	-	-	-	-	-	-	1	*	-	3	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	1%	*%
NET: Daily	188	1	18	10	2	15	57	3	19	27	4	24	9
	10%	4%	6%	8%	3%	13%	21%	19%	7%	16%	5%	12%	5%
							bcdhjl	bdhjl		bdhjl		l	
NET: Weekly	941	13	128	72	29	66	162	6	128	103	33	112	89
	51%	42%	43%	58%	34%	58%	61%	45%	46%	63%	49%	55%	46%
				d		d	bdhl			bdhl		d	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 57 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2004	457	513	459	575	970	1034
Effective base	761	143	157	225	300	300	515
Weighted Base	1831	449	461	456	464	910	921
Less than once a week	886	236	204	218	227	441	445
	48%	53%	44%	48%	49%	48%	48%
Once a week	389	101	90	95	103	190	199
	21%	22%	19%	21%	22%	21%	22%
More than once a week but not every day	363	83	94	93	94	177	187
	20%	18%	20%	20%	20%	19%	20%
Once a day	116	13	46	33	23	59	57
	6%	3%	10%	7%	5%	7%	6%
			a				
Twice a day	18	2	8	4	3	10	7
	1%	1%	2%	1%	1%	1%	1%
More than twice a day	54	13	19	11	10	33	21
	3%	3%	4%	2%	2%	4%	2%
Don't know	4	-	-	1	3	-	4
	*%	-%	-%	*%	1%	-%	*%
NET: Daily	188	29	73	49	37	102	85
	10%	6%	16%	11%	8%	11%	9%
			ad				
NET: Weekly	941	213	257	237	234	470	471
	51%	47%	56%	52%	50%	52%	51%

Columns Tested:: a,b,c,d - a,b

Table 59

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2113	463	1650	1433	358	93	229	680
Effective base	806	113	706	739	152	40	107	200
Weighted Base	1917	180	1737	1828	75	9	5	89
Less than once a week	837	95	742	823	12	1	*	14
	44%	53%	43%	45%	16%	12%	10%	15%
		b		bcde				
Once a week	341	30	311	328	11	1	1	12
	18%	17%	18%	18%	15%	8%	14%	14%
More than once a week but not every day	446	39	408	415	26	4	1	31
	23%	21%	23%	23%	35%	44%	19%	35%
					ad	ad		ad
Once a day	175	14	161	157	15	2	1	18
	9%	8%	9%	9%	19%	27%	31%	21%
					a	a	abe	a
Twice a day	29	2	27	24	5	*	*	5
	2%	1%	2%	1%	6%	2%	9%	6%
					a		a	a
More than twice a day	83	1	82	76	6	*	1	8
	4%	1%	5%	4%	9%	5%	16%	9%
			a		a		ae	a
Don't know	5	-	5	5	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
NET: Daily	288	17	271	256	26	3	3	32
	15%	9%	16%	14%	34%	35%	56%	36%
					a	a	abce	a
NET: Weekly	1075	85	989	1000	63	8	4	75
	56%	47%	57%	55%	84%	88%	89%	84%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	616	609	208	224	227	229	1433	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Weighted Base	1917	974	719	135	52	32	5	1828	75	14
Less than once a week	837	537	254	33	9	4	*	823	12	2
	44%	55%	35%	24%	18%	12%	10%	45%	16%	11%
		bcdefghi	cdefhi	efi				bcdefhi		
Once a week	341	173	136	20	7	5	1	328	11	1
	18%	18%	19%	15%	13%	15%	14%	18%	15%	10%
More than once a week but not every day	446	186	181	48	20	10	1	415	26	5
	23%	19%	25%	35%	38%	32%	19%	23%	35%	35%
				afg	abfg	af			abfg	afg
Once a day	175	43	89	24	9	8	1	157	15	4
	9%	4%	12%	18%	17%	25%	31%	9%	19%	29%
			a	ag	ag	abg	abcdgh	a	ag	abg
Twice a day	29	10	9	5	3	2	*	24	5	1
	2%	1%	1%	4%	6%	7%	9%	1%	6%	5%
					abg	abg	abg		abg	ag
More than twice a day	83	21	50	5	4	3	1	76	6	1
	4%	2%	7%	3%	8%	9%	16%	4%	9%	9%
			a		a	ag	abcg		ag	a
Don't know	5	4	-	1	-	*	*	5	*	*
	*%	*%	-%	1%	-%	*%	1%	*%	*%	*%
NET: Daily	288	74	148	34	16	13	3	256	26	6
	15%	8%	21%	25%	30%	41%	56%	14%	34%	42%
			ag	ag	abg	abcg	abcdegh	a	abg	abcg
NET: Weekly	1075	433	465	101	43	28	4	1000	63	12
	56%	44%	65%	75%	82%	88%	89%	55%	84%	88%
			ag	ag	abg	abcg	abcg	a	abg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	906	527	358	93	229	779	365	126	85	237
Effective base	806	544	253	152	40	107	446	166	37	25	42
Weighted Base	1917	1485	343	75	9	5	1218	292	67	30	58
Less than once a week	837	711	112	12	1	*	594	84	15	3	15
	44%	48%	33%	16%	12%	10%	49%	29%	23%	10%	26%
		bcde	cde				bcde	d			
Once a week	341	272	57	11	1	1	231	57	7	6	12
	18%	18%	16%	15%	8%	14%	19%	19%	11%	19%	20%
More than once a week but not every day	446	310	106	26	4	1	252	83	27	9	11
	23%	21%	31%	35%	44%	19%	21%	29%	40%	30%	19%
			ae	ae	ae			a	ae		
Once a day	175	107	50	15	2	1	81	39	12	8	11
	9%	7%	14%	19%	27%	31%	7%	13%	19%	26%	18%
			a	a	ab	abc		a	a	a	a
Twice a day	29	18	6	5	*	*	14	5	3	*	3
	2%	1%	2%	6%	2%	9%	1%	2%	4%	*%	5%
				ab		ab					
More than twice a day	83	63	13	6	*	1	41	22	2	5	7
	4%	4%	4%	9%	5%	16%	3%	8%	3%	15%	12%
				ab		ab		a		a	a
Don't know	5	4	1	*	-	*	4	1	-	*	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	-%
NET: Daily	288	188	68	26	3	3	136	66	17	12	20
	15%	13%	20%	34%	35%	56%	11%	23%	26%	41%	35%
			a	ab	ab	abcd		a	a	a	a
NET: Weekly	1075	770	230	63	8	4	620	206	51	27	43
	56%	52%	67%	84%	88%	89%	51%	71%	77%	90%	74%
			a	ab	ab	ab		a	a	ab	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	138	112	209	56	144	174	131	117	119
Effective base	806	73	61	119	27	73	109	83	59	61
Weighted Base	1917	173	138	309	69	182	301	237	154	142
Less than once a week	837	72	56	157	14	71	127	125	63	57
	44%	42%	41%	51%	21%	39%	42%	53%	41%	40%
				d			d	d		
Once a week	341	39	25	45	14	42	59	30	33	18
	18%	22%	18%	15%	20%	23%	19%	13%	22%	13%
More than once a week but not every day	446	31	40	57	27	41	69	58	34	41
	23%	18%	29%	19%	38%	22%	23%	24%	22%	28%
					ac					
Once a day	175	20	16	18	9	19	32	8	11	17
	9%	12%	12%	6%	14%	10%	11%	4%	7%	12%
Twice a day	29	1	1	10	-	*	4	*	2	7
	2%	*%	1%	3%	-%	*%	1%	*%	2%	5%
More than twice a day	83	10	1	21	5	9	8	13	10	3
	4%	6%	*%	7%	7%	5%	3%	5%	7%	2%
				b						
Don't know	5	-	*	-	-	-	4	1	-	-
	*%	-%	*%	-%	-%	-%	1%	*%	-%	-%
NET: Daily	288	31	17	49	14	28	43	22	23	27
	15%	18%	13%	16%	20%	16%	14%	9%	15%	19%
NET: Weekly	1075	101	82	151	55	112	170	110	91	86
	56%	58%	59%	49%	79%	61%	57%	47%	59%	60%
					cfg					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	319	367	514	1200	913	326	303	284
Effective base	806	161	193	311	662	260	114	82	92
Weighted Base	1917	394	464	846	1704	213	104	74	35
Less than once a week	837	141	190	409	741	96	49	35	12
	44%	36%	41%	48% ah	44%	45%	47%	47%	34%
Once a week	341	75	97	134	306	35	15	14	6
	18%	19%	21%	16%	18%	17%	14%	19%	19%
More than once a week but not every day	446	108	105	184	397	49	23	17	9
	23%	27%	23%	22%	23%	23%	22%	22%	26%
Once a day	175	45	47	58	150	25	13	5	6
	9%	11%	10%	7%	9%	12%	13%	7%	19% cdg
Twice a day	29	8	4	13	25	4	2	1	1
	2%	2%	1%	2%	1%	2%	2%	2%	2%
More than twice a day	83	17	21	42	80	3	2	1	*
	4%	4%	5% e	5% e	5% e	2%	1%	2%	1%
Don't know	5	-	*	5	5	*	-	*	-
	*%	-%	*%	1%	*%	*%	-%	*%	-%
NET: Daily	288	70	72	113	255	33	17	8	7
	15%	18%	15%	13%	15%	15%	17%	11%	21%
NET: Weekly	1075	252	274	432	958	117	55	39	23
	56%	64% c	59%	51%	56%	55%	53%	52%	66% c

Columns Tested:: a,b,c,d,e,f,g,h

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	82	190	212	236	400	96	70	96	921
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
Less than once a week	837	36	18	38	87	83	40	20	21	512
	44%	52%	16%	26%	33%	27%	44%	43%	33%	55%
		bcde			b		be	b		bcdeh
Once a week	341	16	21	23	74	46	13	3	14	151
	18%	23%	18%	16%	28%	15%	15%	6%	23%	16%
					egi					
More than once a week but not every day	446	11	38	39	58	97	28	21	12	179
	23%	16%	33%	27%	22%	32%	31%	44%	20%	19%
			i			i		adhi		
Once a day	175	4	18	23	22	58	4	2	9	51
	9%	6%	16%	16%	9%	19%	5%	5%	14%	6%
			i	i		dfi				
Twice a day	29	1	*	1	3	6	2	1	2	13
	2%	1%	*%	*%	1%	2%	2%	1%	3%	1%
More than twice a day	83	1	20	20	18	17	3	*	5	19
	4%	2%	17%	14%	7%	5%	4%	*%	8%	2%
			aegi	ei	i	i				
Don't know	5	-	-	-	1	2	-	-	-	2
	*%	-%	-%	-%	*%	1%	-%	-%	-%	*%
NET: Daily	288	6	39	44	44	81	9	3	16	84
	15%	9%	33%	30%	17%	26%	10%	7%	25%	9%
			adfgi	adfgi	i	afgi			i	
NET: Weekly	1075	33	98	107	176	225	51	27	43	414
	56%	48%	84%	74%	66%	73%	56%	57%	67%	45%
			adfgi	ai	i	afi			i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2113	530	496	1087	1854	259	1739	374	2067	46
Effective base	806	196	189	424	685	124	720	98	785	22
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
Less than once a week	837	162	123	553	687	150	791	46	816	21
	44%	34%	31%	53% ab	43%	45%	45% b	30%	44%	40%
Once a week	341	113	59	168	279	62	313	27	331	10
	18%	24% bc	15%	16%	18%	19%	18%	18%	18%	18%
More than once a week but not every day	446	108	126	212	355	91	401	45	427	19
	23%	23%	31% c	20%	22%	28%	23%	29%	23%	35%
Once a day	175	50	63	63	158	18	157	18	173	2
	9%	10%	16% c	6%	10%	5%	9%	12%	9%	4%
Twice a day	29	5	8	16	28	1	25	4	29	-
	2%	1%	2%	2%	2%	*%	1%	3%	2%	-%
More than twice a day	83	39	20	24	75	9	69	14	82	1
	4%	8% c	5%	2%	5%	3%	4%	9% a	4%	3%
Don't know	5	1	2	2	5	-	5	*	5	-
	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
NET: Daily	288	94	91	103	260	28	251	37	284	3
	15%	20% c	23% c	10%	16% b	8%	14%	24% a	15%	6%
NET: Weekly	1075	316	275	483	894	181	965	110	1043	32
	56%	66% c	69% c	47%	56%	55%	55%	70% a	56%	60%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	1155	521	430	1586	337	81	109	1923	190
Effective base	806	473	157	176	663	100	23	22	762	45
Weighted Base	1917	1162	327	419	1610	210	47	50	1820	97
Less than once a week	837	696	66	69	825	10	1	1	835	3
	44%	60%	20%	17%	51%	5%	3%	2%	46%	3%
		bc			bcdef				bcdf	
Once a week	341	210	59	70	312	21	8	1	333	8
	18%	18%	18%	17%	19%	10%	16%	1%	18%	8%
					bd				bd	
More than once a week but not every day	446	191	116	139	345	84	8	9	429	17
	23%	16%	36%	33%	21%	40%	18%	17%	24%	17%
			a	a		acdef				
Once a day	175	31	49	93	72	63	24	17	134	41
	9%	3%	15%	22%	4%	30%	52%	33%	7%	42%
			a	a		ae	abe	ae	a	ae
Twice a day	29	12	8	9	18	10	1	1	28	1
	2%	1%	3%	2%	1%	5%	1%	1%	2%	1%
						ae				
More than twice a day	83	18	28	38	32	24	5	22	56	27
	4%	2%	9%	9%	2%	11%	10%	45%	3%	28%
			a	a		ae	a	abce		abe
Don't know	5	5	*	-	5	*	-	-	5	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Daily	288	60	86	140	122	96	29	40	218	69
	15%	5%	26%	33%	8%	46%	63%	79%	12%	72%
			a	a		ae	ae	abe	a	abe
NET: Weekly	1075	461	261	349	779	201	45	49	980	94
	56%	40%	80%	83%	48%	95%	97%	98%	54%	97%
			a	a		ae	ae	ae	a	ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	754	832	527	1930	1618	2004	1569	948	842
Effective base	806	363	304	145	719	603	761	590	362	282
Weighted Base	1917	929	680	307	1734	1432	1831	1383	888	652
Less than once a week	837	686	139	12	767	527	788	478	287	175
	44%	74%	20%	4%	44%	37%	43%	35%	32%	27%
		bc	c		bdef	f	bdef	f		
Once a week	341	139	173	29	303	265	333	263	172	132
	18%	15%	25%	9%	17%	19%	18%	19%	19%	20%
			ac							
More than once a week but not every day	446	76	269	101	397	375	428	363	227	171
	23%	8%	40%	33%	23%	26%	23%	26%	26%	26%
			a	a						
Once a day	175	13	58	104	155	154	166	168	112	92
	9%	1%	9%	34%	9%	11%	9%	12%	13%	14%
			a	ab						ac
Twice a day	29	7	11	11	29	27	29	27	22	23
	2%	1%	2%	4%	2%	2%	2%	2%	3%	4%
				a						c
More than twice a day	83	3	29	51	81	83	83	83	67	59
	4%	*%	4%	17%	5%	6%	5%	6%	8%	9%
			a	ab					c	ac
Don't know	5	5	*	*	3	1	3	2	*	-
	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%
NET: Daily	288	23	99	166	264	264	278	277	201	174
	15%	3%	15%	54%	15%	18%	15%	20%	23%	27%
			a	ab				ac	ac	abcd
NET: Weekly	1075	238	541	295	964	904	1039	903	601	477
	56%	26%	80%	96%	56%	63%	57%	65%	68%	73%
			a	ab		ac		ac	ac	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	352	1027	151	170	122	106	76	304
Effective base	806	163	443	50	44	24	22	20	66
Weighted Base	1917	413	1086	98	94	49	43	48	139
Less than once a week	837	260	493	15	11	2	2	5	9
	44%	63%	45%	15%	12%	4%	5%	9%	6%
		bcdefgh	cdefgh						
Once a week	341	73	212	21	14	2	6	5	13
	18%	18%	20%	21%	15%	4%	13%	10%	9%
			h	e					
More than once a week but not every day	446	59	258	36	43	16	5	11	32
	23%	14%	24%	37%	46%	33%	12%	24%	23%
			a	abf	abfh	a			
Once a day	175	18	76	13	22	17	13	7	37
	9%	4%	7%	14%	24%	35%	30%	15%	26%
				a	ab	abc	ab		ab
Twice a day	29	1	13	8	1	1	4	2	6
	2%	*%	1%	8%	1%	2%	9%	3%	4%
				ab			ab		
More than twice a day	83	-	33	5	3	11	13	18	43
	4%	-%	3%	5%	3%	23%	31%	38%	31%
			a	a		abcd	abcd	abcd	abcd
Don't know	5	2	1	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	288	19	122	26	26	29	30	27	86
	15%	5%	11%	27%	27%	59%	70%	57%	62%
			a	ab	ab	abcd	abcd	abcd	abcd
NET: Weekly	1075	151	592	83	83	47	41	43	131
	56%	36%	55%	85%	88%	96%	95%	91%	94%
			a	ab	ab	ab	ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2113	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	806	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1917	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Less than once a week	837	714	26	8	11	1	2	4	503	20	2	1	1	1	-
	44%	52%	17%	10%	18%	6%	8%	28%	47%	11%	3%	3%	1%	5%	-%
		bcdef							bcdefg						
Once a week	341	236	38	19	7	1	2	*	216	23	15	2	2	3	4
	18%	17%	25%	24%	12%	5%	6%	*%	20%	13%	21%	7%	4%	22%	15%
More than once a week but not every day	446	272	67	21	22	7	6	1	247	65	33	16	4	3	8
	23%	20%	44%	27%	38%	29%	19%	7%	23%	36%	44%	59%	10%	17%	28%
			af		a					ae	aef	abef			
Once a day	175	91	11	25	13	4	10	1	66	44	12	5	19	5	3
	9%	7%	7%	31%	22%	18%	34%	8%	6%	24%	16%	20%	45%	32%	11%
				ab	ab		ab			a	a	a	ac	a	
Twice a day	29	15	4	4	1	2	3	1	11	8	1	2	3	1	1
	2%	1%	2%	5%	1%	7%	9%	8%	1%	5%	2%	7%	6%	3%	3%
							a			a		a			
More than twice a day	83	45	6	2	5	9	8	7	20	19	11	1	15	3	12
	4%	3%	4%	3%	9%	36%	25%	49%	2%	11%	15%	4%	35%	22%	43%
						abcd	abc	abcd		a	a		abd	a	abcd
Don't know	5	2	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	288	150	20	31	19	15	20	9	97	72	24	8	37	9	16
	15%	11%	13%	39%	32%	60%	68%	65%	9%	40%	32%	31%	86%	57%	57%
				ab	ab	ab	abcd	ab		a	a	a	abcd	a	a
NET: Weekly	1075	658	126	72	48	23	28	10	560	159	72	27	43	15	29
	56%	48%	82%	90%	82%	94%	92%	72%	53%	89%	97%	97%	99%	95%	100%
			a	a	a	a	a			a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2113	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1917	941	161	112	61	32	32	44	108	886	389	363	116	72
Less than once a week	837	435	31	10	1	-	*	*	*	788	-	-	-	-
	44%	46%	19%	9%	2%	-%	*%	1%	*%	89%	-%	-%	-%	-%
		bcdefgh	deh	h						bcde				
Once a week	341	201	30	11	5	8	1	7	16	34	299	-	-	-
	18%	21%	19%	10%	9%	25%	5%	15%	15%	4%	77%	-%	-%	-%
										c	acde			
More than once a week but not every day	446	214	56	47	29	10	5	2	17	38	55	334	-	-
	23%	23%	35%	42%	47%	32%	14%	5%	16%	4%	14%	92%	-%	-%
			agh	agh	afgh	g					ade	abde		
Once a day	175	54	31	23	14	8	16	22	46	17	20	19	110	-
	9%	6%	19%	21%	23%	25%	49%	51%	42%	2%	5%	5%	95%	-%
			a	a	a	a	abc	abcd	abc		a	a	abce	
Twice a day	29	11	1	7	4	2	1	1	4	1	4	4	3	17
	2%	1%	1%	6%	7%	5%	2%	3%	3%	*%	1%	1%	2%	23%
				a	a									abcd
More than twice a day	83	25	12	13	8	4	10	11	25	7	11	7	3	55
	4%	3%	7%	12%	13%	13%	30%	25%	23%	1%	3%	2%	3%	77%
				a	a	a	ab	ab	ab					abcd
Don't know	5	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	90	44	44	26	14	26	35	74	25	35	29	116	72
	15%	10%	27%	39%	42%	43%	81%	79%	69%	3%	9%	8%	100%	100%
			a	a	a	a	abcde	abcde	abcd		a	a	abc	abc
NET: Weekly	1075	504	130	102	60	32	32	43	107	98	389	363	116	72
	56%	54%	81%	91%	98%	100%	100%	99%	100%	11%	100%	100%	100%	100%
			a	a	ab	ab	a	a	abc		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	868	370	410	197	77	689	329	341	165	81
Effective base	806	376	151	136	39	16	311	117	114	39	22
Weighted Base	1917	966	341	291	89	39	778	266	238	86	60
Less than once a week	837	765	-	-	-	-	525	-	-	-	-
	44%	79%	-%	-%	-%	-%	67%	-%	-%	-%	-%
		bcde					bcde				
Once a week	341	44	259	-	-	-	131	134	-	-	-
	18%	5%	76%	-%	-%	-%	17%	50%	-%	-%	-%
		c	acde				cde	acde			
More than once a week but not every day	446	86	49	261	-	-	87	86	202	-	-
	23%	9%	14%	90%	-%	-%	11%	32%	85%	-%	-%
		d	d	abde			d	ade	abde		
Once a day	175	34	19	15	87	-	21	27	28	78	-
	9%	3%	6%	5%	97%	-%	3%	10%	12%	90%	-%
					abce			a	a	abce	
Twice a day	29	2	6	6	*	13	6	1	2	3	14
	2%	*%	2%	2%	1%	34%	1%	*%	1%	4%	23%
				a		abcd					abcd
More than twice a day	83	36	8	9	2	25	7	18	6	5	46
	4%	4%	2%	3%	2%	66%	1%	7%	3%	6%	77%
						abcd		a		a	abcd
Don't know	5	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	72	33	30	89	39	34	46	36	86	60
	15%	7%	10%	10%	100%	100%	4%	17%	15%	100%	100%
					abc	abc		a	a	abc	abc
NET: Weekly	1075	201	341	291	89	39	253	266	238	86	60
	56%	21%	100%	100%	100%	100%	33%	100%	100%	100%	100%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2113	673	273	350	165	89	897	160	497	1757	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1656	261	1625	108
Less than once a week	837	473	-	-	-	-	190	25	258	772	65	747	20
	44%	67% bcde	-%	-%	-%	-%	23%	20%	59% ab	47% b	25%	46% b	18%
Once a week	341	128	135	-	-	-	154	29	80	282	59	275	27
	18%	18% cde	67% acde	-%	-%	-%	19%	24%	18%	17%	23%	17%	25%
More than once a week but not every day	446	81	47	235	-	-	254	30	74	395	51	378	18
	23%	11% d	23% ade	78% abde	-%	-%	31% c	25%	17%	24%	20%	23%	17%
Once a day	175	14	16	30	108	-	127	26	15	127	48	138	17
	9%	2%	8% a	10% a	94% abce	-%	16% c	22% c	3%	8%	18% a	8%	16%
Twice a day	29	*	2	12	4	9	20	5	2	18	11	24	5
	2%	*%	1%	4% a	3% a	19% abcd	2%	4%	*%	1%	4% a	1%	4%
More than twice a day	83	6	1	23	3	41	67	6	9	56	27	60	21
	4%	1%	*%	8% ab	2%	81% abcd	8% c	5%	2%	3%	10% a	4%	20% a
Don't know	5	-	-	-	-	-	2	*	-	5	*	3	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%
NET: Daily	288	20	19	65	114	51	214	37	26	201	87	221	43
	15%	3%	9% a	22% ab	100% abc	100% abc	26% c	31% c	6%	12%	33% a	14%	40% a
NET: Weekly	1075	229	200	300	114	51	622	97	180	878	197	875	89
	56%	33%	100% a	100% a	100% a	100% a	76% c	80% c	41%	53%	75% a	54%	82% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2113	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Weighted Base	1917	1268	164	846	537	1629	105	1270	163	862	521
Less than once a week	837	491	37	343	135	752	15	495	32	340	137
	44%	39%	22%	41%	25%	46%	14%	39%	20%	39%	26%
		b		b		b		b		b	
Once a week	341	235	30	146	117	277	26	234	31	158	106
	18%	19%	18%	17%	22%	17%	25%	18%	19%	18%	20%
More than once a week but not every day	446	336	40	214	149	377	20	342	33	219	144
	23%	26%	24%	25%	28%	23%	19%	27%	20%	25%	28%
Once a day	175	133	21	95	73	133	22	127	26	94	74
	9%	10%	13%	11%	14%	8%	21%	10%	16%	11%	14%
							a				
Twice a day	29	20	8	12	15	23	6	17	10	15	12
	2%	2%	5%	1%	3%	1%	6%	1%	6%	2%	2%
							a		a		
More than twice a day	83	53	29	34	48	65	16	53	30	35	48
	4%	4%	18%	4%	9%	4%	15%	4%	18%	4%	9%
			a		a		a		a		a
Don't know	5	1	-	2	*	3	*	1	-	2	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
NET: Daily	288	206	58	141	136	220	44	198	66	144	134
	15%	16%	35%	17%	25%	14%	42%	16%	41%	17%	26%
			a		a		a		a		a
NET: Weekly	1075	776	128	501	402	874	90	773	131	520	383
	56%	61%	78%	59%	75%	54%	86%	61%	80%	60%	74%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2113	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	806	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	1917	928	1340	240	4	859	991	191	1	999	766	249	*
Less than once a week	837	307	624	66	-	244	349	36	1	282	253	53	-
	44%	33%	47%	27%	-%	28%	35%	19%	100%	28%	33%	21%	-%
			ac				ac				c		
Once a week	341	160	232	35	-	163	195	26	-	199	154	33	*
	18%	17%	17%	15%	-%	19%	20%	14%	-%	20%	20%	13%	100%
More than once a week but not every day	446	263	311	73	4	254	272	70	-	293	216	76	-
	23%	28%	23%	30%	100%	30%	27%	36%	-%	29%	28%	31%	-%
Once a day	175	111	95	37	-	111	101	33	-	129	83	51	-
	9%	12%	7%	15%	-%	13%	10%	17%	-%	13%	11%	21%	-%
		b		b								ab	
Twice a day	29	21	17	7	-	17	18	7	-	21	15	9	-
	2%	2%	1%	3%	-%	2%	2%	3%	-%	2%	2%	3%	-%
More than twice a day	83	65	57	22	-	69	55	20	-	72	45	27	-
	4%	7%	4%	9%	-%	8%	6%	11%	-%	7%	6%	11%	-%
Don't know	5	1	3	-	-	1	1	-	-	2	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET: Daily	288	197	170	66	-	196	174	60	-	223	143	87	-
	15%	21%	13%	27%	-%	23%	18%	31%	-%	22%	19%	35%	-%
		b		b				b				ab	
NET: Weekly	1075	620	713	174	4	613	641	156	-	715	513	196	*
	56%	67%	53%	73%	100%	71%	65%	81%	-%	72%	67%	79%	100%
		b		b		b		b				b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2113	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	806	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1917	1581	1245	944	1264	1036	37	615	535	521	135	78
Less than once a week	837	731	450	324	543	474	2	216	168	129	27	12
	44%	46%	36%	34%	43%	46%	5%	35%	31%	25%	20%	16%
		bc			c	c		cde				
Once a week	341	277	241	189	231	172	6	107	113	102	25	14
	18%	18%	19%	20%	18%	17%	17%	17%	21%	20%	18%	18%
More than once a week but not every day	446	370	344	262	312	237	7	178	156	175	48	30
	23%	23%	28%	28%	25%	23%	19%	29%	29%	34%	35%	39%
Once a day	175	124	129	118	105	96	13	80	70	78	25	19
	9%	8%	10%	12%	8%	9%	34%	13%	13%	15%	18%	24%
				a			ab					
Twice a day	29	20	20	10	17	14	2	8	3	4	1	1
	2%	1%	2%	1%	1%	1%	5%	1%	1%	1%	*%	1%
More than twice a day	83	54	59	39	55	41	8	26	23	33	10	2
	4%	3%	5%	4%	4%	4%	21%	4%	4%	6%	8%	3%
							ab					
Don't know	5	3	1	2	1	2	-	*	2	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
NET: Daily	288	199	208	167	177	151	22	114	96	114	36	21
	15%	13%	17%	18%	14%	15%	59%	19%	18%	22%	26%	27%
			a	a			ab					
NET: Weekly	1075	847	794	618	720	560	36	400	365	391	108	66
	56%	54%	64%	65%	57%	54%	95%	65%	68%	75%	80%	84%
			a	a			ab			a	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2113	209	120	104	47	1804	1310	1897	1399	1248	944	1706	236	1	1543	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1574	988	1654	1106	947	872	1509	211	1	1345	148
Less than once a week	837	48	27	29	7	679	344	688	402	343	260	663	49	-	586	53
	44%	22%	29%	25%	17%	43% bde	35%	42% b	36%	36%	30%	44% ac	23%	-%	44%	36%
Once a week	341	51	17	15	6	291	193	305	202	180	171	273	36	-	232	36
	18%	23%	19%	13%	15%	18%	20%	18%	18%	19%	20%	18%	17%	-%	17%	24%
More than once a week but not every day	446	61	22	36	14	381	267	401	315	264	259	363	64	-	320	39
	23%	28%	24%	32%	34%	24%	27%	24%	28%	28%	30%	24%	30%	-%	24%	26%
Once a day	175	40	15	11	8	137	110	155	124	101	103	134	36	1	127	13
	9%	18%	16%	9%	19%	9%	11%	9%	11%	11%	12%	9%	17% b	100%	9%	9%
Twice a day	29	4	4	5	1	25	17	25	17	14	17	21	4	-	13	7
	2%	2%	5%	4%	2%	2%	2%	2%	2%	1%	2%	1%	2%	-%	1%	5% a
More than twice a day	83	16	7	19	6	57	55	75	46	43	62	50	22	-	63	1
	4%	7%	7%	16%	13%	4%	6%	5%	4%	5%	7% b	3%	10% b	-%	5%	1%
Don't know	5	-	-	-	-	5	1	5	*	2	1	5	-	-	5	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
NET: Daily	288	61	26	34	14	218	182	255	187	158	182	205	62	1	202	20
	15%	27%	28%	30%	34%	14%	18% a	15%	17%	17%	21% b	14%	29% b	100%	15%	14%
NET: Weekly	1075	173	65	86	35	890	643	961	704	601	611	841	162	1	754	95
	56%	78%	71%	75%	83%	57%	65% ac	58%	64% a	64% a	70% b	56%	77% b	100%	56%	64%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2113	755	1185	720	36	358	504	301	1366	426	403	408	1254
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Weighted Base	1917	756	1053	612	48	293	459	262	1295	342	314	374	1182
Less than once a week	837	248	566	156	7	60	130	38	636	156	79	121	614
	44%	33%	54%	25%	15%	21%	28%	15%	49%	46%	25%	32%	52%
			a						a	a			ab
Once a week	341	131	183	134	5	55	103	33	240	63	55	63	213
	18%	17%	17%	22%	11%	19%	22%	13%	19%	18%	17%	17%	18%
More than once a week but not every day	446	211	213	177	16	77	142	97	269	78	101	111	225
	23%	28%	20%	29%	32%	26%	31%	37%	21%	23%	32%	30%	19%
		b						bc			c	c	
Once a day	175	95	64	86	9	43	62	49	99	26	48	41	83
	9%	12%	6%	14%	20%	15%	14%	19%	8%	7%	15%	11%	7%
		b						bc			c		
Twice a day	29	14	11	12	6	14	4	8	17	4	11	4	14
	2%	2%	1%	2%	12%	5%	1%	3%	1%	1%	4%	1%	1%
					a	b							
More than twice a day	83	55	13	47	5	44	17	37	31	14	20	34	27
	4%	7%	1%	8%	10%	15%	4%	14%	2%	4%	6%	9%	2%
		b				b		bc			c	c	
Don't know	5	2	3	*	-	*	*	-	3	2	-	*	5
	*%	*%	*%	*%	-%	*%	*%	-%	*%	1%	-%	*%	*%
NET: Daily	288	164	87	145	20	101	84	94	147	44	79	78	124
	15%	22%	8%	24%	42%	34%	18%	36%	11%	13%	25%	21%	10%
		b				b		bc			c	c	
NET: Weekly	1075	506	483	456	41	233	329	224	656	184	234	253	563
	56%	67%	46%	74%	85%	79%	72%	85%	51%	54%	75%	68%	48%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2113	1191	922
Effective base	806	390	417
Weighted Base	1917	896	1022
Less than once a week	837	385	452
	44%	43%	44%
Once a week	341	163	178
	18%	18%	17%
More than once a week but not every day	446	200	247
	23%	22%	24%
Once a day	175	77	99
	9%	9%	10%
Twice a day	29	19	10
	2%	2%	1%
More than twice a day	83	52	32
	4%	6%	3%
Don't know	5	*	5
	*%	*%	1%
NET: Daily	288	148	140
	15%	16%	14%
NET: Weekly	1075	510	565
	56%	57%	55%

Columns Tested:: a,b

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2113	118	219	142	175	129	243	62	260	161	155	217	232
Effective base	806	17	85	56	35	44	86	29	137	89	60	132	127
Weighted Base	1917	34	298	137	86	118	271	18	295	175	71	216	198
Less than once a week	837	17	160	52	56	48	91	8	131	57	34	89	96
	44%	50%	53%	38%	65%	41%	33%	42%	44%	33%	47%	41%	48%
			fi		cefhik								fi
Once a week	341	7	45	22	9	29	43	2	63	32	22	34	33
	18%	20%	15%	16%	10%	25%	16%	12%	21%	19%	31%	16%	17%
											bdfkl		
More than once a week but not every day	446	7	61	42	18	21	58	5	68	46	10	61	50
	23%	20%	20%	31%	21%	18%	21%	29%	23%	26%	13%	28%	25%
				j								j	
Once a day	175	2	10	15	3	9	50	2	18	27	4	21	14
	9%	6%	3%	11%	3%	8%	18%	11%	6%	16%	6%	10%	7%
							bdhjl			bdhl			
Twice a day	29	*	*	3	*	2	12	1	2	5	1	2	1
	2%	*%	*%	2%	*%	1%	4%	5%	1%	3%	1%	1%	1%
								b					
More than twice a day	83	2	23	4	*	9	18	*	10	6	1	6	5
	4%	5%	8%	3%	*%	7%	7%	1%	3%	4%	2%	3%	2%
Don't know	5	-	-	-	-	-	-	-	2	*	-	3	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%	*%
NET: Daily	288	4	34	21	3	19	80	3	31	39	6	29	20
	15%	11%	11%	15%	4%	16%	29%	17%	10%	22%	9%	13%	10%
							bdhjkl	d		bdhjl			
NET: Weekly	1075	17	139	85	30	70	181	10	162	118	37	124	102
	56%	50%	47%	62%	35%	59%	67%	58%	55%	67%	53%	57%	52%
				d		d	bdl		d	bdl		d	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 59 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2113	479	547	483	604	1026	1087
Effective base	806	152	164	241	314	316	545
Weighted Base	1917	469	475	488	485	945	973
Less than once a week	837	228	195	196	218	423	414
	44%	49%	41%	40%	45%	45%	43%
Once a week	341	74	81	98	89	154	186
	18%	16%	17%	20%	18%	16%	19%
More than once a week but not every day	446	109	98	119	120	207	240
	23%	23%	21%	24%	25%	22%	25%
Once a day	175	27	62	48	39	88	87
	9%	6%	13%	10%	8%	9%	9%
			a				
Twice a day	29	3	14	9	4	17	12
	2%	1%	3%	2%	1%	2%	1%
More than twice a day	83	28	27	17	12	55	28
	4%	6%	6%	3%	2%	6%	3%
						b	
Don't know	5	-	-	2	3	-	5
	*%	-%	-%	*%	1%	-%	1%
NET: Daily	288	58	102	73	55	160	127
	15%	12%	21%	15%	11%	17%	13%
			ad				
NET: Weekly	1075	241	281	290	264	521	553
	56%	51%	59%	59%	54%	55%	57%

Columns Tested:: a,b,c,d - a,b

Table 61

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Less than once a week	837	95	742	823	12	1	*	14
	42%	42%	42%	43%	16%	12%	9%	15%
				bcde				
Once a week	341	30	311	328	11	1	1	12
	17%	13%	18%	17%	14%	8%	13%	14%
More than once a week but not every day	446	39	408	415	26	4	1	31
	22%	17%	23%	22%	35%	44%	18%	35%
					ad	ad		ad
Once a day	175	14	161	157	15	2	1	18
	9%	6%	9%	8%	19%	27%	29%	20%
					a	a	a	a
Twice a day	29	2	27	24	5	*	*	5
	1%	1%	2%	1%	6%	2%	9%	6%
					a		a	a
More than twice a day	83	1	82	76	6	*	1	8
	4%	*%	5%	4%	9%	5%	15%	9%
			a		a		a	a
Don't know	5	-	5	5	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	48	35	82	1	*	*	1
	4%	21%	2%	4%	1%	2%	6%	1%
		b		be			be	
NET: Daily	288	17	271	256	26	3	3	32
	14%	7%	15%	13%	34%	34%	53%	35%
			a		a	a	abce	a
NET: Weekly	1075	85	989	1000	63	8	4	75
	54%	37%	56%	52%	83%	86%	84%	83%
			a		a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Less than once a week	837	537	254	33	9	4	*	823	12	2
	42%	52%	34%	23%	18%	12%	9%	43%	16%	11%
		bcdefghi	cdefhi	efi				bcdefhi		
Once a week	341	173	136	20	7	5	1	328	11	1
	17%	17%	18%	14%	13%	14%	13%	17%	14%	10%
More than once a week but not every day	446	186	181	48	20	10	1	415	26	5
	22%	18%	24%	34%	38%	31%	18%	22%	35%	34%
			a	afg	abfg	afg			abfg	afg
Once a day	175	43	89	24	9	8	1	157	15	4
	9%	4%	12%	17%	17%	25%	29%	8%	19%	28%
			ag	ag	ag	abg	abdg	a	abg	abg
Twice a day	29	10	9	5	3	2	*	24	5	1
	1%	1%	1%	3%	6%	6%	9%	1%	6%	5%
					abg	abg	abg		abg	ag
More than twice a day	83	21	50	5	4	3	1	76	6	1
	4%	2%	7%	3%	8%	9%	15%	4%	9%	9%
			a		a	ag	abcg		ag	ag
Don't know	5	4	-	1	-	*	*	5	*	*
	*%	*%	-%	1%	-%	*%	1%	*%	*%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	55	22	5	*	1	*	82	1	*
	4%	5%	3%	4%	*%	2%	6%	4%	1%	3%
		dh					dh	dh		
NET: Daily	288	74	148	34	16	13	3	256	26	6
	14%	7%	20%	24%	30%	40%	53%	13%	34%	41%
			ag	ag	abg	abcg	abcdgh	a	abg	abcg
NET: Weekly	1075	433	465	101	43	28	4	1000	63	12
	54%	42%	63%	72%	82%	86%	84%	52%	83%	85%
			ag	ag	abg	abcg	abg	a	abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Less than once a week	837	711	112	12	1	*	594	84	15	3	15
	42%	46%	32%	16%	12%	9%	48%	28%	23%	8%	26%
		bcde	cde				bcde	d			
Once a week	341	272	57	11	1	1	231	57	7	6	12
	17%	17%	16%	14%	8%	13%	19%	19%	11%	17%	20%
More than once a week but not every day	446	310	106	26	4	1	252	83	27	9	11
	22%	20%	30%	35%	44%	18%	20%	28%	40%	26%	19%
			ae	ae	ae			a	ae		
Once a day	175	107	50	15	2	1	81	39	12	8	11
	9%	7%	14%	19%	27%	29%	6%	13%	18%	22%	18%
			a	a	ab	ab		a	a	a	a
Twice a day	29	18	6	5	*	*	14	5	3	*	3
	1%	1%	2%	6%	2%	9%	1%	2%	4%	*%	5%
				ab		ab					
More than twice a day	83	63	13	6	*	1	41	22	2	5	7
	4%	4%	4%	9%	5%	15%	3%	7%	3%	13%	12%
				ab		ab		a		a	a
Don't know	5	4	1	*	-	*	4	1	-	*	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	73	9	1	*	*	31	7	1	5	*
	4%	5%	3%	1%	2%	6%	2%	2%	1%	13%	*%
		c				c				abe	
NET: Daily	288	188	68	26	3	3	136	66	17	12	20
	14%	12%	19%	34%	34%	53%	11%	22%	26%	35%	35%
			a	ab	ab	abcd		a	a	a	a
NET: Weekly	1075	770	230	63	8	4	620	206	51	27	43
	54%	49%	65%	83%	86%	84%	50%	69%	76%	78%	74%
			a	ab	ab	ab		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Less than once a week	837	72	56	157	14	71	127	125	63	57
	42%	40%	38%	49%	21%	38%	41%	50%	41%	38%
				d				d		
Once a week	341	39	25	45	14	42	59	30	33	18
	17%	22%	17%	14%	20%	23%	19%	12%	22%	12%
More than once a week but not every day	446	31	40	57	27	41	69	58	34	41
	22%	17%	28%	18%	38%	22%	22%	23%	22%	27%
					ac					
Once a day	175	20	16	18	9	19	32	8	11	17
	9%	11%	11%	6%	14%	10%	10%	3%	7%	11%
Twice a day	29	1	1	10	-	*	4	*	2	7
	1%	*%	1%	3%	-%	*%	1%	*%	2%	5%
More than twice a day	83	10	1	21	5	9	8	13	10	3
	4%	6%	*%	7%	7%	5%	2%	5%	7%	2%
				b						
Don't know	5	-	*	-	-	-	4	1	-	-
	*%	-%	*%	-%	-%	-%	1%	*%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	7	8	10	*	1	11	13	1	5
	4%	4%	5%	3%	*%	1%	3%	5%	1%	3%
NET: Daily	288	31	17	49	14	28	43	22	23	27
	14%	17%	12%	15%	20%	16%	14%	9%	15%	18%
NET: Weekly	1075	101	82	151	55	112	170	110	91	86
	54%	56%	56%	48%	79%	61%	55%	44%	59%	58%
					abcfg	g				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Less than once a week	837	141	190	409	741	96	49	35	12
	42%	35%	40%	47%	42%	40%	41%	44%	30%
				ah	h			h	
Once a week	341	75	97	134	306	35	15	14	6
	17%	19%	20%	15%	17%	15%	12%	18%	16%
More than once a week but not every day	446	108	105	184	397	49	23	17	9
	22%	27%	22%	21%	23%	20%	19%	21%	22%
Once a day	175	45	47	58	150	25	13	5	6
	9%	11%	10%	7%	9%	10%	11%	7%	16%
									cdg
Twice a day	29	8	4	13	25	4	2	1	1
	1%	2%	1%	2%	1%	2%	2%	2%	1%
More than twice a day	83	17	21	42	80	3	2	1	*
	4%	4%	4%	5%	5%	1%	1%	2%	1%
		e	e	e	e				
Don't know	5	-	*	5	5	*	-	*	-
	*%	-%	*%	1%	*%	*%	-%	*%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	6	16	34	56	27	16	6	5
	4%	2%	3%	4%	3%	11%	13%	7%	13%
						abcd	abcd	a	abcd
NET: Daily	288	70	72	113	255	33	17	8	7
	14%	17%	15%	13%	14%	14%	14%	10%	18%
NET: Weekly	1075	252	274	432	958	117	55	39	23
	54%	63%	57%	49%	54%	49%	46%	49%	57%
		cdefg							

Columns Tested:: a,b,c,d,e,f,g,h

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Less than once a week	837	36	18	38	87	83	40	20	21	512
	42%	44%	15%	25%	33%	25%	43%	38%	33%	53%
		be			b		be	b		bcdeh
Once a week	341	16	21	23	74	46	13	3	14	151
	17%	19%	18%	16%	28%	14%	14%	5%	23%	16%
					egi					
More than once a week but not every day	446	11	38	39	58	97	28	21	12	179
	22%	14%	31%	26%	22%	30%	30%	39%	20%	19%
			i			ai		ai		
Once a day	175	4	18	23	22	58	4	2	9	51
	9%	5%	15%	16%	8%	18%	4%	5%	14%	5%
			i	i		dfi			i	
Twice a day	29	1	*	1	3	6	2	1	2	13
	1%	1%	*%	*%	1%	2%	2%	1%	3%	1%
More than twice a day	83	1	20	20	18	17	3	*	5	19
	4%	2%	17%	13%	7%	5%	4%	*%	8%	2%
			aegi	ei	i	i			i	
Don't know	5	-	-	-	1	2	-	-	-	2
	*%	-%	-%	-%	*%	1%	-%	-%	-%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	12	4	5	4	18	2	7	*	35
	4%	15%	4%	3%	1%	6%	2%	12%	*%	4%
		bcdefhi						di		
NET: Daily	288	6	39	44	44	81	9	3	16	84
	14%	8%	32%	29%	16%	25%	10%	6%	25%	9%
			adfgi	afgi	i	agi			i	
NET: Weekly	1075	33	98	107	176	225	51	27	43	414
	54%	41%	81%	71%	66%	69%	55%	50%	67%	43%
			adfgi	ai	ai	ai			ai	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Less than once a week	837 42%	162 32%	123 29%	553 51% ab	687 41%	150 45%	791 43% b	46 28%	816 42%	21 36%
Once a week	341 17%	113 23% bc	59 14%	168 16%	279 17%	62 19%	313 17%	27 16%	331 17%	10 16%
More than once a week but not every day	446 22%	108 22%	126 30% c	212 20%	355 21%	91 27%	401 22%	45 27%	427 22%	19 31%
Once a day	175 9%	50 10%	63 15% c	63 6%	158 9%	18 5%	157 9%	18 11%	173 9%	2 3%
Twice a day	29 1%	5 1%	8 2%	16 1%	28 2%	1 *%	25 1%	4 3%	29 1%	- -%
More than twice a day	83 4%	39 8% c	20 5%	24 2%	75 4%	9 3%	69 4%	14 8% a	82 4%	1 2%
Don't know	5 *%	1 *%	2 1%	2 *%	5 *%	- -%	5 *%	* *%	5 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83 4%	21 4%	20 5%	42 4%	81 5% b	2 *%	71 4%	12 7%	76 4%	7 11%
NET: Daily	288 14%	94 19% c	91 22% c	103 10%	260 16% b	28 8%	251 14%	37 22% a	284 15%	3 5%
NET: Weekly	1075 54%	316 63% c	275 66% c	483 45%	894 54%	181 54%	965 53%	110 65% a	1043 54%	32 53%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Less than once a week	837	696	66	69	825	10	1	1	835	3
	42%	57%	20%	16%	49%	5%	3%	2%	44%	2%
		bc			bcdf				bcdf	
Once a week	341	210	59	70	312	21	8	1	333	8
	17%	17%	17%	16%	19%	10%	16%	1%	18%	8%
					bd				bd	
More than once a week but not every day	446	191	116	139	345	84	8	9	429	17
	22%	16%	34%	33%	20%	40%	18%	15%	23%	16%
			a	a		acdef				
Once a day	175	31	49	93	72	63	24	17	134	41
	9%	3%	15%	22%	4%	30%	52%	30%	7%	40%
			a	a		ae	abe	ae	a	ae
Twice a day	29	12	8	9	18	10	1	1	28	1
	1%	1%	2%	2%	1%	5%	1%	1%	1%	1%
						ae				
More than twice a day	83	18	28	38	32	24	5	22	56	27
	4%	1%	8%	9%	2%	11%	10%	40%	3%	26%
			a	a		ae	a	abce		abe
Don't know	5	5	*	-	5	*	-	-	5	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	62	11	7	76	*	-	6	76	6
	4%	5%	3%	2%	5%	*%	-%	11%	4%	6%
		c			b			b	b	b
NET: Daily	288	60	86	140	122	96	29	40	218	69
	14%	5%	25%	33%	7%	46%	63%	70%	12%	67%
			a	a		ae	ae	abe	a	abe
NET: Weekly	1075	461	261	349	779	201	45	49	980	94
	54%	38%	77%	82%	46%	95%	97%	87%	52%	91%
			a	a		ae	ae	ae	a	ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Less than once a week	837	686	139	12	767	527	788	478	287	175
	42%	68%	20%	4%	44%	37%	43%	35%	32%	26%
		bc	c		bdef	f	bdef	f		
Once a week	341	139	173	29	303	265	333	263	172	132
	17%	14%	25%	9%	17%	19%	18%	19%	19%	20%
			ac							
More than once a week but not every day	446	76	269	101	397	375	428	363	227	171
	22%	8%	39%	32%	23%	26%	23%	26%	26%	26%
			a	a						
Once a day	175	13	58	104	155	154	166	168	112	92
	9%	1%	8%	33%	9%	11%	9%	12%	13%	14%
			a	ab						ac
Twice a day	29	7	11	11	29	27	29	27	22	23
	1%	1%	2%	3%	2%	2%	2%	2%	3%	4%
				a						
More than twice a day	83	3	29	51	81	83	83	83	67	59
	4%	*%	4%	16%	5%	6%	5%	6%	8%	9%
			a	ab					c	ac
Don't know	5	5	*	*	3	1	3	2	*	-
	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	72	5	7	-	-	-	-	-	13
	4%	7%	1%	2%	-%	-%	-%	-%	-%	2%
		bc								abcde
NET: Daily	288	23	99	166	264	264	278	277	201	174
	14%	2%	14%	53%	15%	18%	15%	20%	23%	26%
			a	ab				ac	ac	abcd
NET: Weekly	1075	238	541	295	964	904	1039	903	601	477
	54%	24%	79%	94%	56%	63%	57%	65%	68%	72%
			a	ab		ac		ac	ac	abc

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Less than once a week	837	260	493	15	11	2	2	5	9
	42%	63%	45%	15%	12%	4%	5%	9%	6%
		bcdefgh	cdefgh						
Once a week	341	73	212	21	14	2	6	5	13
	17%	18%	20%	21%	15%	4%	13%	10%	9%
			h	e					
More than once a week but not every day	446	59	258	36	43	16	5	11	32
	22%	14%	24%	37%	46%	33%	12%	24%	23%
			a	abf	abfh	a			
Once a day	175	18	76	13	22	17	13	7	37
	9%	4%	7%	14%	24%	35%	30%	15%	26%
				a	ab	abc	ab		ab
Twice a day	29	1	13	8	1	1	4	2	6
	1%	*%	1%	8%	1%	2%	9%	3%	4%
				ab			ab		
More than twice a day	83	-	33	5	3	11	13	18	43
	4%	-%	3%	5%	3%	23%	31%	38%	31%
			a	a		abcd	abcd	abcd	abcd
Don't know	5	2	1	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	19	122	26	26	29	30	27	86
	14%	5%	11%	27%	27%	59%	70%	57%	62%
			a	ab	ab	abcd	abcd	abcd	abcd
NET: Weekly	1075	151	592	83	83	47	41	43	131
	54%	36%	55%	85%	88%	96%	95%	91%	94%
			a	ab	ab	ab	ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Less than once a week	837	714	26	8	11	1	2	4	503	20	2	1	1	1	-
	42%	52%	17%	10%	18%	6%	8%	28%	47%	11%	3%	3%	1%	5%	-%
		bcdef							bcdefg						
Once a week	341	236	38	19	7	1	2	*	216	23	15	2	2	3	4
	17%	17%	25%	24%	12%	5%	6%	*%	20%	13%	21%	7%	4%	22%	15%
More than once a week but not every day	446	272	67	21	22	7	6	1	247	65	33	16	4	3	8
	22%	20%	44%	27%	38%	29%	19%	7%	23%	36%	44%	59%	10%	17%	28%
			af		a					ae	aef	abef			
Once a day	175	91	11	25	13	4	10	1	66	44	12	5	19	5	3
	9%	7%	7%	31%	22%	18%	34%	8%	6%	24%	16%	20%	45%	32%	11%
				ab	ab		ab			a	a	a	ac	a	
Twice a day	29	15	4	4	1	2	3	1	11	8	1	2	3	1	1
	1%	1%	2%	5%	1%	7%	9%	8%	1%	5%	2%	7%	6%	3%	3%
							a			a		a			
More than twice a day	83	45	6	2	5	9	8	7	20	19	11	1	15	3	12
	4%	3%	4%	3%	9%	36%	25%	49%	2%	11%	15%	4%	35%	22%	43%
						abcd	abc	abcd		a	a		abd	a	abcd
Don't know	5	2	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	150	20	31	19	15	20	9	97	72	24	8	37	9	16
	14%	11%	13%	39%	32%	60%	68%	65%	9%	40%	32%	31%	86%	57%	57%
				ab	ab	ab	abcd	ab		a	a	a	abcd	a	a
NET: Weekly	1075	658	126	72	48	23	28	10	560	159	72	27	43	15	29
	54%	48%	82%	90%	82%	94%	92%	72%	53%	89%	97%	97%	99%	95%	100%
			a	a	a	a	a			a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Less than once a week	837	435	31	10	1	-	*	*	*	788	-	-	-	-
	42%	46%	19%	9%	2%	-%	*%	1%	*%	89%	-%	-%	-%	-%
		bcdefgh	deh	h						bcde				
Once a week	341	201	30	11	5	8	1	7	16	34	299	-	-	-
	17%	21%	19%	10%	9%	25%	5%	15%	15%	4%	77%	-%	-%	-%
										c	acde			
More than once a week but not every day	446	214	56	47	29	10	5	2	17	38	55	334	-	-
	22%	23%	35%	42%	47%	32%	14%	5%	16%	4%	14%	92%	-%	-%
			agh	agh	afgh	g					ade	abde		
Once a day	175	54	31	23	14	8	16	22	46	17	20	19	110	-
	9%	6%	19%	21%	23%	25%	49%	51%	42%	2%	5%	5%	95%	-%
			a	a	a	a	abc	abcd	abc		a	a	abce	
Twice a day	29	11	1	7	4	2	1	1	4	1	4	4	3	17
	1%	1%	1%	6%	7%	5%	2%	3%	3%	*%	1%	1%	2%	23%
				a	a									abcd
More than twice a day	83	25	12	13	8	4	10	11	25	7	11	7	3	55
	4%	3%	7%	12%	13%	13%	30%	25%	23%	1%	3%	2%	3%	77%
				a	a	a	ab	ab	ab					abcd
Don't know	5	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	90	44	44	26	14	26	35	74	25	35	29	116	72
	14%	10%	27%	39%	42%	43%	81%	79%	69%	3%	9%	8%	100%	100%
			a	a	a	a	abcde	abcde	abcd		a	a	abc	abc
NET: Weekly	1075	504	130	102	60	32	32	43	107	98	389	363	116	72
	54%	54%	81%	91%	98%	100%	100%	99%	100%	11%	100%	100%	100%	100%
			a	a	ab	ab	a	a	abc		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Less than once a week	837	765	-	-	-	-	525	-	-	-	-
	42%	79%	-%	-%	-%	-%	67%	-%	-%	-%	-%
		bcde					bcde				
Once a week	341	44	259	-	-	-	131	134	-	-	-
	17%	5%	76%	-%	-%	-%	17%	50%	-%	-%	-%
		c	acde				cde	acde			
More than once a week but not every day	446	86	49	261	-	-	87	86	202	-	-
	22%	9%	14%	90%	-%	-%	11%	32%	85%	-%	-%
		d	d	abde			d	ade	abde		
Once a day	175	34	19	15	87	-	21	27	28	78	-
	9%	3%	6%	5%	97%	-%	3%	10%	12%	90%	-%
					abce			a	a	abce	
Twice a day	29	2	6	6	*	13	6	1	2	3	14
	1%	*%	2%	2%	1%	34%	1%	*%	1%	4%	23%
				a		abcd					abcd
More than twice a day	83	36	8	9	2	25	7	18	6	5	46
	4%	4%	2%	3%	2%	66%	1%	7%	3%	6%	77%
						abcd		a		a	abcd
Don't know	5	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	72	33	30	89	39	34	46	36	86	60
	14%	7%	10%	10%	100%	100%	4%	17%	15%	100%	100%
					abc	abc		a	a	abc	abc
NET: Weekly	1075	201	341	291	89	39	253	266	238	86	60
	54%	21%	100%	100%	100%	100%	33%	100%	100%	100%	100%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Less than once a week	837	473	-	-	-	-	190	25	258	772	65	747	20
	42%	67% bcde	-%	-%	-%	-%	23%	20%	59% ab	45% b	24%	46% b	18%
Once a week	341	128	135	-	-	-	154	29	80	282	59	275	27
	17%	18% cde	67% acde	-%	-%	-%	19%	24%	18%	16%	22%	17%	25%
More than once a week but not every day	446	81	47	235	-	-	254	30	74	395	51	378	18
	22%	11% d	23% ade	78% abde	-%	-%	31% c	25%	17%	23%	19%	23%	17%
Once a day	175	14	16	30	108	-	127	26	15	127	48	138	17
	9%	2%	8% a	10% a	94% abce	-%	16% c	22% c	3%	7%	18% a	8%	16%
Twice a day	29	*	2	12	4	9	20	5	2	18	11	24	5
	1%	*%	1%	4% a	3% a	19% abcd	2%	4%	*%	1%	4% a	1%	4%
More than twice a day	83	6	1	23	3	41	67	6	9	56	27	60	21
	4%	1%	*%	8% ab	2%	81% abcd	8% c	5%	2%	3%	10% a	4%	20% a
Don't know	5	-	-	-	-	-	2	*	-	5	*	3	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	71	12	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	5%	-%	-%
NET: Daily	288	20	19	65	114	51	214	37	26	201	87	221	43
	14%	3%	9% a	22% ab	100% abc	100% abc	26% c	31% c	6%	12%	32% a	14%	40% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
NET: Weekly	1075	229	200	300	114	51	622	97	180	878	197	875	89
	54%	33%	100% a	100% a	100% a	100% a	76% c	80% c	41%	51%	72% a	54%	82% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Less than once a week	837	491	37	343	135	752	15	495	32	340	137
	42%	39%	22%	41%	25%	46%	14%	39%	20%	39%	26%
		b		b		b		b		b	
Once a week	341	235	30	146	117	277	26	234	31	158	106
	17%	19%	18%	17%	22%	17%	25%	18%	19%	18%	20%
More than once a week but not every day	446	336	40	214	149	377	20	342	33	219	144
	22%	26%	24%	25%	28%	23%	19%	27%	20%	25%	28%
Once a day	175	133	21	95	73	133	22	127	26	94	74
	9%	10%	13%	11%	14%	8%	21%	10%	16%	11%	14%
							a				
Twice a day	29	20	8	12	15	23	6	17	10	15	12
	1%	2%	5%	1%	3%	1%	6%	1%	6%	2%	2%
							a		a		
More than twice a day	83	53	29	34	48	65	16	53	30	35	48
	4%	4%	18%	4%	9%	4%	15%	4%	18%	4%	9%
			a		a		a		a		a
Don't know	5	1	-	2	*	3	*	1	-	2	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	206	58	141	136	220	44	198	66	144	134
	14%	16%	35%	17%	25%	14%	42%	16%	41%	17%	26%
			a		a		a		a		a
NET: Weekly	1075	776	128	501	402	874	90	773	131	520	383
	54%	61%	78%	59%	75%	54%	86%	61%	80%	60%	74%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Less than once a week	837	307	624	66	-	244	349	36	1	282	253	53	-
	42%	33%	47% ac	27%	-%	28%	35% ac	19%	100%	28%	33% c	21%	-%
Once a week	341	160	232	35	-	163	195	26	-	199	154	33	*
	17%	17%	17%	15%	-%	19%	20%	14%	-%	20%	20%	13%	100%
More than once a week but not every day	446	263	311	73	4	254	272	70	-	293	216	76	-
	22%	28%	23%	30%	100%	30%	27%	36%	-%	29%	28%	31%	-%
Once a day	175	111	95	37	-	111	101	33	-	129	83	51	-
	9%	12% b	7%	15% b	-%	13%	10%	17%	-%	13%	11%	21% ab	-%
Twice a day	29	21	17	7	-	17	18	7	-	21	15	9	-
	1%	2%	1%	3%	-%	2%	2%	3%	-%	2%	2%	3%	-%
More than twice a day	83	65	57	22	-	69	55	20	-	72	45	27	-
	4%	7%	4%	9%	-%	8%	6%	11%	-%	7%	6%	11%	-%
Don't know	5	1	3	-	-	1	1	-	-	2	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	197	170	66	-	196	174	60	-	223	143	87	-
	14%	21% b	13%	27% b	-%	23%	18%	31% b	-%	22%	19%	35% ab	-%
NET: Weekly	1075	620	713	174	4	613	641	156	-	715	513	196	*
	54%	67% b	53%	73% b	100%	71% b	65%	81% b	-%	72%	67%	79% b	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Less than once a week	837	731	450	324	543	474	2	216	168	129	27	12
	42%	46%	36%	34%	43%	46%	5%	35%	31%	25%	20%	16%
		bc			c	c		cde				
Once a week	341	277	241	189	231	172	6	107	113	102	25	14
	17%	18%	19%	20%	18%	17%	17%	17%	21%	20%	18%	18%
More than once a week but not every day	446	370	344	262	312	237	7	178	156	175	48	30
	22%	23%	28%	28%	25%	23%	19%	29%	29%	34%	35%	39%
Once a day	175	124	129	118	105	96	13	80	70	78	25	19
	9%	8%	10%	12%	8%	9%	34%	13%	13%	15%	18%	24%
				a			ab					
Twice a day	29	20	20	10	17	14	2	8	3	4	1	1
	1%	1%	2%	1%	1%	1%	5%	1%	1%	1%	*%	1%
More than twice a day	83	54	59	39	55	41	8	26	23	33	10	2
	4%	3%	5%	4%	4%	4%	21%	4%	4%	6%	8%	3%
							ab					
Don't know	5	3	1	2	1	2	-	*	2	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	288	199	208	167	177	151	22	114	96	114	36	21
	14%	13%	17%	18%	14%	15%	59%	19%	18%	22%	26%	27%
			a	a			ab					
NET: Weekly	1075	847	794	618	720	560	36	400	365	391	108	66
	54%	54%	64%	65%	57%	54%	95%	65%	68%	75%	80%	84%
			a	a			ab			a	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Less than once a week	837	48	27	29	7	679	344	688	402	343	260	663	49	-	586	53
	42%	21%	27%	25%	17%	41% bde	33%	40% b	35%	35%	30%	42% ac	23%	-%	42%	35%
Once a week	341	51	17	15	6	291	193	305	202	180	171	273	36	-	232	36
	17%	23%	17%	13%	15%	18%	19%	18%	17%	18%	19%	17%	17%	-%	17%	24%
More than once a week but not every day	446	61	22	36	14	381	267	401	315	264	259	363	64	-	320	39
	22%	27%	22%	32%	34%	23%	26%	23%	27%	27%	29% b	23%	30%	-%	23%	26%
Once a day	175	40	15	11	8	137	110	155	124	101	103	134	36	1	127	13
	9%	18%	15%	9%	19%	8%	11%	9%	11%	10%	12%	9%	17% b	100%	9%	9%
Twice a day	29	4	4	5	1	25	17	25	17	14	17	21	4	-	13	7
	1%	2%	4%	4%	2%	2%	2%	1%	2%	1%	2%	1%	2%	-%	1%	4% a
More than twice a day	83	16	7	19	6	57	55	75	46	43	62	50	22	-	63	1
	4%	7%	7%	16%	13%	3%	5%	4%	4%	4%	7% b	3%	10% b	-%	4%	1%
Don't know	5	-	-	-	-	5	1	5	*	2	1	5	-	-	5	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	4	9	-	*	63	47	63	51	44	6	65	2	-	56	3
	4%	2%	9%	-%	*%	4%	5%	4%	4%	4%	1%	4% a	1%	-%	4%	2%
NET: Daily	288	61	26	34	14	218	182	255	187	158	182	205	62	1	202	20
	14%	27%	26%	30%	33%	13%	18% a	15%	16%	16%	21% b	13%	29% b	100%	14%	14%
NET: Weekly	1075	173	65	86	35	890	643	961	704	601	611	841	162	1	754	95
	54%	77%	64%	75%	83%	54%	62% ac	56%	61% a	61% a	70% b	53%	76% b	100%	54%	63%

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Less than once a week	837	248	566	156	7	60	130	38	636	156	79	121	614
	42%	32%	51%	25%	15%	20%	28%	14%	47%	43%	24%	31%	50%
			a						a	a			ab
Once a week	341	131	183	134	5	55	103	33	240	63	55	63	213
	17%	17%	16%	22%	11%	19%	22%	12%	18%	17%	16%	16%	17%
More than once a week but not every day	446	211	213	177	16	77	142	97	269	78	101	111	225
	22%	27%	19%	28%	32%	26%	30%	37%	20%	21%	31%	29%	18%
		b						bc			c	c	
Once a day	175	95	64	86	9	43	62	49	99	26	48	41	83
	9%	12%	6%	14%	20%	14%	13%	19%	7%	7%	15%	10%	7%
		b						bc			c		
Twice a day	29	14	11	12	6	14	4	8	17	4	11	4	14
	1%	2%	1%	2%	12%	5%	1%	3%	1%	1%	3%	1%	1%
					a	b							
More than twice a day	83	55	13	47	5	44	17	37	31	14	20	34	27
	4%	7%	1%	8%	10%	15%	4%	14%	2%	4%	6%	9%	2%
		b				b		bc			c	c	
Don't know	5	2	3	*	-	*	*	-	3	2	-	*	5
	*%	*%	*%	*%	-%	*%	*%	-%	*%	1%	-%	*%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	19	55	11	-	5	10	2	59	19	17	15	45
	4%	2%	5%	2%	-%	2%	2%	1%	4%	5%	5%	4%	4%
										a			
NET: Daily	288	164	87	145	20	101	84	94	147	44	79	78	124
	14%	21%	8%	23%	42%	34%	18%	36%	11%	12%	24%	20%	10%
		b				b		bc			c	c	
NET: Weekly	1075	506	483	456	41	233	329	224	656	184	234	253	563
	54%	65%	44%	73%	85%	78%	70%	85%	48%	51%	71%	65%	46%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Less than once a week	837	385	452
	42%	40%	43%
Once a week	341	163	178
	17%	17%	17%
More than once a week but not every day	446	200	247
	22%	21%	24%
Once a day	175	77	99
	9%	8%	9%
Twice a day	29	19	10
	1%	2%	1%
More than twice a day	83	52	32
	4%	5%	3%
Don't know	5	*	5
	*%	*%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	62	21
	4%	6%	2%
		b	
NET: Daily	288	148	140
	14%	15%	13%
NET: Weekly	1075	510	565
	54%	53%	54%

Columns Tested:: a,b

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Less than once a week	837	17	160	52	56	48	91	8	131	57	34	89	96
	42%	49%	51%	34%	64%	38%	32%	42%	43%	32%	43%	41%	47%
			cfi		cefhijk								fi
Once a week	341	7	45	22	9	29	43	2	63	32	22	34	33
	17%	19%	14%	14%	10%	23%	15%	12%	21%	18%	28%	16%	16%
											bdk		
More than once a week but not every day	446	7	61	42	18	21	58	5	68	46	10	61	50
	22%	19%	19%	27%	21%	17%	20%	29%	22%	26%	12%	28%	24%
				j				j		j		j	j
Once a day	175	2	10	15	3	9	50	2	18	27	4	21	14
	9%	6%	3%	9%	3%	7%	18%	11%	6%	15%	5%	10%	7%
							bdhjl			bdhjl			
Twice a day	29	*	*	3	*	2	12	1	2	5	1	2	1
	1%	*%	*%	2%	*%	1%	4%	5%	1%	3%	1%	1%	1%
								b					
More than twice a day	83	2	23	4	*	9	18	*	10	6	1	6	5
	4%	5%	7%	2%	*%	7%	6%	1%	3%	3%	2%	3%	2%
Don't know	5	-	-	-	-	-	-	-	2	*	-	3	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%	*%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	1	13	17	2	9	13	-	7	5	7	2	7
	4%	2%	4%	11%	2%	7%	5%	-%	2%	3%	9%	1%	3%
				hikl		k					hk		
NET: Daily	288	4	34	21	3	19	80	3	31	39	6	29	20
	14%	11%	11%	13%	4%	15%	28%	17%	10%	22%	8%	13%	10%
							bcdhjkl	d		bdhjl			
NET: Weekly	1075	17	139	85	30	70	181	10	162	118	37	124	102
	54%	50%	45%	55%	34%	55%	63%	58%	54%	65%	48%	57%	50%
				d			bdl		d	bdjl		d	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 61 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Less than once a week	837	228	195	196	218	423	414
	42%	46%	39%	39%	44%	42%	41%
Once a week	341	74	81	98	89	154	186
	17%	15%	16%	20%	18%	15%	19%
More than once a week but not every day	446	109	98	119	120	207	240
	22%	22%	20%	24%	24%	21%	24%
Once a day	175	27	62	48	39	88	87
	9%	5%	12%	10%	8%	9%	9%
			a				
Twice a day	29	3	14	9	4	17	12
	1%	1%	3%	2%	1%	2%	1%
More than twice a day	83	28	27	17	12	55	28
	4%	6%	5%	3%	2%	6%	3%
						b	
Don't know	5	-	-	2	3	-	5
	*%	-%	-%	*%	1%	-%	1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	31	25	12	15	55	27
	4%	6%	5%	2%	3%	6%	3%
						b	
NET: Daily	288	58	102	73	55	160	127
	14%	12%	20%	15%	11%	16%	13%
			ad				
NET: Weekly	1075	241	281	290	264	521	553
	54%	48%	56%	58%	53%	52%	55%

Columns Tested:: a,b,c,d - a,b

Table 63

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2004	402	1602	1340	346	92	226	664
Effective base	761	93	680	696	148	39	105	195
Weighted Base	1831	146	1685	1744	74	9	5	87
0-24%	299	8	291	286	12	1	1	14
	16%	6%	17%	16%	16%	12%	16%	16%
			a					
25-49%	228	3	225	214	11	2	1	15
	12%	2%	13%	12%	14%	28%	31%	17%
			a			ab	abe	
50-74%	315	35	279	292	19	3	1	23
	17%	24%	17%	17%	25%	34%	27%	26%
					a	a	a	a
75-100%	989	99	890	953	33	2	1	36
	54%	68%	53%	55%	44%	25%	26%	41%
		b		bcde	cd			d
Mean Score	66.6	81.1	65.4	66.9	62.8	55.9	50.6	61.4
		b		bcde	d			d

Columns Tested:: a,b - a,b,c,d,e

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	562	577	201	216	222	226	1340	346	318
Effective base	761	331	299	86	94	89	105	696	148	84
Weighted Base	1831	921	695	128	51	31	5	1744	74	13
0-24%	299	129	135	22	9	4	1	286	12	2
	16%	14%	19%	17%	18%	12%	16%	16%	16%	14%
25-49%	228	111	82	21	8	5	1	214	11	4
	12%	12%	12%	16%	15%	17%	31%	12%	14%	29%
							abcdegh			abcdgh
50-74%	315	128	136	28	11	11	1	292	19	4
	17%	14%	20%	22%	21%	34%	27%	17%	25%	31%
						abg	ag		ag	abg
75-100%	989	553	342	57	23	11	1	953	33	3
	54%	60%	49%	45%	46%	37%	26%	55%	44%	26%
		bcdefhi	efi	fi	fi			efhi	fi	
Mean Score	66.6	69.9	63.5	63.5	62.2	61.8	50.6	66.9	62.8	54.0
		bcdefhi	fi	fi	fi	fi		befhi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2004	834	506	346	92	226	737	360	122	82	234
Effective base	761	509	245	148	39	105	423	164	36	25	41
Weighted Base	1831	1412	332	74	9	5	1170	286	65	30	57
0-24%	299	218	67	12	1	1	192	49	17	2	6
	16%	15%	20%	16%	12%	16%	16%	17%	27%	8%	11%
25-49%	228	164	50	11	2	1	137	46	12	5	9
	12%	12%	15%	14%	28%	31%	12%	16%	18%	16%	16%
					abc	abc					
50-74%	315	230	62	19	3	1	172	66	8	13	13
	17%	16%	19%	25%	34%	27%	15%	23%	12%	42%	23%
				a	ab	a		a		abc	
75-100%	989	800	153	33	2	1	669	125	27	10	29
	54%	57%	46%	44%	25%	26%	57%	44%	42%	35%	50%
		bcde	de	de			bd				
Mean Score	66.6	68.1	61.8	62.8	55.9	50.6	67.8	62.0	56.6	60.8	67.1
		bcde	e	e			bc				c

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	133	109	201	55	143	169	125	115	111
Effective base	761	70	59	114	26	73	105	79	57	55
Weighted Base	1831	166	135	296	67	182	290	226	149	130
0-24%	299	36	20	46	11	32	55	37	25	14
	16%	22%	15%	15%	16%	17%	19%	16%	17%	11%
25-49%	228	19	24	49	9	18	30	15	27	17
	12%	11%	18%	16%	13%	10%	10%	7%	18%	13%
			g	g					g	
50-74%	315	31	13	48	28	32	41	40	29	23
	17%	19%	9%	16%	41%	17%	14%	18%	19%	18%
					abcefghi					
75-100%	989	80	78	153	20	100	164	134	69	75
	54%	48%	58%	52%	30%	55%	56%	59%	46%	58%
			d	d		d	d	d		d
Mean Score	66.6	60.9	66.3	66.2	59.3	67.5	65.3	71.3	62.4	70.2
								adh		ad

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2004	309	357	495	1161	843	302	280	261
Effective base	761	154	186	297	635	226	99	73	85
Weighted Base	1831	379	451	812	1642	189	90	69	30
0-24%	299	57	81	138	276	23	9	9	5
	16%	15%	18%	17%	17%	12%	10%	13%	18%
25-49%	228	44	70	93	207	21	9	9	3
	12%	12%	15%	11%	13%	11%	11%	13%	10%
50-74%	315	83	73	129	285	30	15	10	5
	17%	22%	16%	16%	17%	16%	16%	15%	15%
75-100%	989	195	227	451	874	115	57	41	17
	54%	52%	50%	56%	53%	61%	63%	59%	57%
						bd	b		
Mean Score	66.6	67.0	63.0	67.3	66.0	71.8	73.4	71.6	67.6
						abcd	abcdh	bd	

Columns Tested:: a,b,c,d,e,f,g,h

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2004	76	182	202	227	361	94	64	93	887
Effective base	761	31	49	58	99	136	36	21	32	356
Weighted Base	1831	63	112	139	258	276	89	45	62	899
0-24%	299	15	40	40	13	88	20	8	*	115
	16%	24%	35%	28%	5%	32%	23%	19%	*%	13%
		dh	dhi	dhi		dhi	dh	dh		dh
25-49%	228	2	33	34	34	42	5	4	3	104
	12%	3%	30%	24%	13%	15%	6%	9%	5%	12%
			adefhi	afhi						
50-74%	315	8	21	28	62	41	12	9	15	139
	17%	13%	19%	20%	24%	15%	13%	21%	24%	15%
					i					
75-100%	989	38	18	38	148	105	51	23	44	541
	54%	60%	16%	27%	57%	38%	58%	51%	71%	60%
		bce			bce	b	bce	bc	bce	bce
Mean Score	66.6	69.7	38.0	47.2	73.2	52.0	68.8	67.2	83.4	70.6
		bce		b	bce	b	bce	bce	abcdefgi	bce

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2004	505	455	1044	1758	246	1643	361	1961	43
Effective base	761	187	170	407	644	119	677	95	740	21
Weighted Base	1831	460	365	1006	1508	323	1678	153	1778	53
0-24%	299	68	108	124	254	45	270	29	293	6
	16%	15%	30% ac	12%	17%	14%	16%	19%	17%	11%
25-49%	228	70	47	111	195	33	200	28	226	2
	12%	15%	13%	11%	13%	10%	12%	18%	13%	4%
50-74%	315	98	53	163	271	43	284	30	307	8
	17%	21%	15%	16%	18%	13%	17%	20%	17%	15%
75-100%	989	224	156	608	788	201	923	65	952	37
	54%	49%	43%	60% ab	52%	62% a	55% b	43%	54%	70%
Mean Score	66.6	64.9 b	56.1	71.3 ab	65.8	70.4 a	67.2 b	60.8	66.4	75.6

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2004	1102	496	399	1499	320	78	107	1819	185
Effective base	761	450	147	163	626	93	22	22	717	44
Weighted Base	1831	1116	309	396	1539	196	46	50	1735	96
0-24%	299	102	46	151	195	63	23	19	257	42
	16%	9%	15%	38%	13%	32%	50%	39%	15%	44%
				ab		ae	ae	ae		ae
25-49%	228	92	69	61	158	40	14	16	199	30
	12%	8%	22%	15%	10%	21%	30%	32%	11%	31%
			a	a		ae	ae	ae		ae
50-74%	315	168	70	76	257	42	4	11	300	15
	17%	15%	23%	19%	17%	22%	9%	22%	17%	16%
			a							
75-100%	989	754	123	108	929	51	5	4	979	9
	54%	68%	40%	27%	60%	26%	11%	8%	56%	9%
		bc	c		bcdf	f			bcdf	
Mean Score	66.6	76.7	58.6	44.7	71.4	46.6	30.6	31.9	68.6	31.3
		bc	c		bcdef	cdf			bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2004	709	790	505	1930	1618	2004	1462	935	830
Effective base	761	341	288	137	719	603	761	544	358	279
Weighted Base	1831	886	652	292	1734	1432	1831	1297	881	647
0-24%	299	66	128	105	269	255	299	295	205	107
	16%	7%	20%	36%	16%	18%	16%	23%	23%	16%
			a	ab				abcf	abcf	
25-49%	228	49	109	70	213	222	228	227	170	128
	12%	6%	17%	24%	12%	16%	12%	18%	19%	20%
			a	a				ac	ac	ac
50-74%	315	95	162	57	291	275	315	313	209	156
	17%	11%	25%	20%	17%	19%	17%	24%	24%	24%
			a	a				abc	ac	ac
75-100%	989	676	253	60	960	680	989	461	298	256
	54%	76%	39%	21%	55%	47%	54%	36%	34%	40%
		bc	c		bdef	def	bdef			
Mean Score	66.6	81.7	57.4	41.6	67.5	62.2	66.6	53.4	52.4	58.4
		bc	c		bdef	def	bdef			de

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2004	352	1027	151	170	122	106	76	304
Effective base	761	163	443	50	44	24	22	20	66
Weighted Base	1831	413	1086	98	94	49	43	48	139
0-24%	299	53	185	24	11	10	7	10	27
	16%	13%	17%	24%	11%	21%	17%	20%	19%
25-49%	228	17	131	23	18	8	11	20	40
	12%	4%	12%	23%	19%	17%	26%	42%	28%
			a	ab	a	a	a	ab	ab
50-74%	315	47	185	19	27	12	12	12	36
	17%	11%	17%	20%	29%	24%	29%	26%	26%
					a		a		a
75-100%	989	297	585	32	38	19	12	6	36
	54%	72%	54%	33%	40%	38%	28%	12%	26%
		bcdefgh	cfgh		g				
Mean Score	66.6	79.6	65.4	54.0	61.7	57.5	54.5	38.7	50.1
		bcdefgh	cefgh	g	cfgh	gh	g		g

Columns Tested:: a,b,c,d,e,f,g,h

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2004	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	761	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1831	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
0-24%	299	218	22	10	4	3	7	5	177	41	15	3	11	4	3
	16%	16%	14%	13%	7%	14%	22%	38% d	17%	23%	20%	12%	25%	26%	12%
25-49%	228	147	22	16	14	4	5	5	125	43	18	8	8	6	14
	12%	11%	14%	20%	23% a	18%	16%	36%	12%	24% a	25% a	30% a	18%	37% a	48% a
50-74%	315	191	42	29	9	5	11	3	182	47	18	6	11	3	9
	17%	14%	28% a	36% a	15%	22%	36% a	24%	17%	26%	25%	20%	24%	16%	32%
75-100%	989	818	67	25	32	11	8	*	580	48	23	10	14	3	2
	54%	60% bcfg	44% g	31%	55% g	45%	25%	2%	54% bcfg	27%	30%	38%	33%	21%	8%
Mean Score	66.6	69.3 bcfg	62.5 fg	59.1 g	68.0 cfg	64.3 fg	52.3 g	25.6	66.1 bcdefg	49.8	54.6 g	57.9 bfg	54.2 g	45.7	39.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2004	854	201	143	102	55	57	50	162	786	402	464	240	107
Effective base	761	365	61	44	32	15	12	18	44	348	166	166	55	27
Weighted Base	1831	883	151	107	60	29	25	43	96	886	389	363	116	72
0-24%	299	162	49	30	14	9	14	17	40	147	55	58	25	14
	16%	18%	33%	28%	23%	33%	55%	39%	41%	17%	14%	16%	22%	19%
			a				ad	a	a					
25-49%	228	107	36	24	28	16	9	7	32	63	78	51	17	19
	12%	12%	24%	22%	47%	54%	36%	17%	33%	7%	20%	14%	15%	26%
			a		abcg	abcg	a		a		a	a		a
50-74%	315	200	50	30	11	3	2	16	22	102	76	83	36	18
	17%	23%	33%	28%	19%	11%	8%	39%	22%	11%	19%	23%	31%	25%
								f			a	a	a	
75-100%	989	414	15	23	6	1	*	2	3	574	181	172	37	22
	54%	47%	10%	22%	11%	3%	1%	5%	3%	65%	46%	47%	32%	30%
		bcdefgh		h						bcde		d		
Mean Score	66.6	60.4	39.2	45.2	39.4	29.1	20.7	35.4	29.7	72.6	62.7	63.7	52.7	51.7
		bcdefgh	efh	befgh	efh	f		f	f	bcde	de	de		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2004	868	370	410	197	77	689	329	341	165	81
Effective base	761	376	151	136	39	16	311	117	114	39	22
Weighted Base	1831	966	341	291	89	39	778	266	238	86	60
0-24%	299	158	42	40	22	6	126	44	48	23	13
	16%	16%	12%	14%	25%	15%	16%	17%	20%	27%	22%
25-49%	228	100	54	35	14	10	81	71	41	18	11
	12%	10%	16%	12%	15%	25%	10%	27% a	17%	20%	18%
50-74%	315	110	72	71	29	9	103	74	64	17	16
	17%	11%	21% a	24% a	32% a	23%	13%	28% a	27% a	20%	26%
75-100%	989	598	173	146	25	14	468	76	85	28	20
	54%	62% bcde	51% d	50% d	28%	37%	60% bcde	29%	36%	33%	34%
Mean Score	66.6	70.6 bde	65.5 de	66.7 de	49.9	55.6	68.7 bcde	54.3	56.0 d	48.7	54.3

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2004	622	259	324	152	88	822	159	466	1692	312	1758	172
Effective base	761	262	86	123	47	23	317	50	173	659	103	672	47
Weighted Base	1831	653	193	281	105	51	749	122	417	1603	228	1625	108
0-24%	299	88	54	86	45	22	255	14	22	194	105	239	30
	16%	14%	28%	30%	43%	44%	34%	11%	5%	12%	46%	15%	28%
			a	a	a	a	bc				a		a
25-49%	228	54	47	85	25	16	168	30	27	167	62	178	36
	12%	8%	24%	30%	24%	32%	22%	24%	7%	10%	27%	11%	33%
			a	a	a	a	c	c			a		a
50-74%	315	151	53	74	19	11	182	44	85	287	28	272	19
	17%	23%	28%	26%	18%	21%	24%	36%	20%	18%	12%	17%	17%
								c					
75-100%	989	360	39	37	15	2	145	34	282	955	33	937	23
	54%	55%	20%	13%	15%	3%	19%	28%	68%	60%	15%	58%	22%
		bcde							ab	b		b	
Mean Score	66.6	66.6	44.1	39.5	34.7	28.7	41.4	55.2	75.2	71.3	33.9	69.2	42.4
		bcde	cde	e				a	ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2004	1364	254	865	597	1758	172	1360	258	877	585
Effective base	761	533	70	339	205	673	46	530	74	342	202
Weighted Base	1831	1268	164	791	506	1629	105	1270	163	806	491
0-24%	299	219	36	155	140	240	29	219	36	164	131
	16%	17%	22%	20%	28% a	15%	28% a	17%	22%	20%	27%
25-49%	228	168	54	98	130	183	30	172	50	100	127
	12%	13%	33% a	12%	26% a	11%	29% a	14%	31% a	12%	26% a
50-74%	315	244	31	191	122	269	21	244	31	201	112
	17%	19%	19%	24%	24%	17%	20%	19%	19%	25%	23%
75-100%	989	636	44	348	114	937	24	635	45	340	121
	54%	50% b	27%	44% b	22%	58% b	23%	50% b	28%	42% b	25%
Mean Score	66.6	64.1 b	47.7	58.7 b	45.1	69.0 b	43.7	64.0 b	48.2	58.1 b	45.9

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2004	1019	1492	265	1	964	1131	205	1	1045	841	256	1
Effective base	761	382	559	91	1	358	428	74	1	389	316	99	1
Weighted Base	1831	928	1340	240	4	859	991	191	1	934	728	232	*
0-24%	299	176	199	68	-	163	170	60	-	244	163	86	-
	16%	19%	15%	28% ab	-%	19%	17%	31% ab	-%	26%	22%	37% ab	-%
25-49%	228	152	152	48	-	167	153	43	1	191	128	68	-
	12%	16% b	11%	20% b	-%	19%	15%	22%	100%	20%	18%	29% b	-%
50-74%	315	201	184	37	4	193	167	27	-	224	154	45	*
	17%	22% b	14%	15%	100%	22% b	17%	14%	-%	24%	21%	19%	100%
75-100%	989	398	805	88	-	336	501	61	-	275	283	33	-
	54%	43%	60% ac	36%	-%	39%	51% ac	32%	-%	29% c	39% ac	14%	-%
Mean Score	66.6	59.5 c	69.8 ac	50.9	50.0	57.4 c	63.8 ac	47.6	33.0	49.1 c	54.1 ac	35.9	70.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2004	1695	1349	929	1391	1036	55	537	480	484	119	65
Effective base	761	648	517	370	524	419	15	244	209	203	55	30
Weighted Base	1831	1581	1245	879	1264	1036	37	585	518	495	130	76
0-24%	299	216	208	212	177	158	16	126	127	146	48	27
	16%	14%	17%	24%	14%	15%	43%	22%	25%	30%	37%	35%
				ab			ab				a	
25-49%	228	171	174	127	170	108	15	83	79	90	39	22
	12%	11%	14%	15%	13%	10%	41%	14%	15%	18%	30%	29%
							ab				ab	a
50-74%	315	259	246	220	238	158	4	140	129	123	25	11
	17%	16%	20%	25%	19%	15%	11%	24%	25%	25%	19%	14%
				a								
75-100%	989	934	616	320	679	612	2	236	183	137	19	16
	54%	59%	50%	36%	54%	59%	4%	40%	35%	28%	14%	22%
		bc	c		c	c		cde	d	d		
Mean Score	66.6	70.3	63.9	53.6	67.3	69.3	29.7	55.9	52.8	47.5	35.3	41.2
		bc	c		c	c		cde	cde	d		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2004	204	117	101	46	1711	1246	1802	1316	1174	922	1611	227	1	1476	119
Effective base	761	91	35	46	18	641	418	670	458	393	353	603	85	1	550	58
Weighted Base	1831	217	91	108	42	1503	943	1581	1046	894	851	1436	205	1	1285	143
0-24%	299	46	16	34	22	212	118	232	215	168	193	210	57	1	206	28
	16%	21%	18%	31%	53% ab	14%	13%	15%	21% abc	19% ab	23% b	15%	28% b	100%	16%	20%
25-49%	228	25	16	26	9	176	142	199	152	139	165	157	44	-	154	25
	12%	12%	18%	24%	22%	12%	15%	13%	14%	16%	19% b	11%	22% b	-%	12%	18%
50-74%	315	47	27	26	6	263	215	278	233	161	195	236	51	-	211	25
	17%	22%	29%	24%	15%	18%	23% ac	18%	22% ac	18%	23% b	16%	25%	-%	16%	18%
75-100%	989	99	32	23	4	852	468	873	446	426	298	833	52	-	713	64
	54%	46% cd	35%	21%	10%	57% bde	50% d	55% de	43%	48%	35%	58% ac	26%	-%	56%	45%
Mean Score	66.6	62.0 bcd	54.5 cd	42.1 d	31.6	68.9 bde	66.2 de	67.9 de	59.2	61.9 d	54.2 c	69.4 ac	47.1	1.0	67.4 b	60.3

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2004	733	1131	671	35	345	461	285	1298	401	356	397	1203
Effective base	761	304	417	239	17	118	178	98	506	150	118	152	472
Weighted Base	1831	733	1008	572	48	278	426	246	1237	329	275	363	1144
0-24%	299	144	124	173	16	75	128	86	155	56	92	58	139
	16%	20%	12%	30%	34%	27%	30%	35%	13%	17%	33%	16%	12%
		b						bc			bc		
25-49%	228	119	85	112	21	91	65	63	138	22	65	55	97
	12%	16%	8%	20%	45%	33%	15%	25%	11%	7%	24%	15%	9%
		b			a	b		bc			c	c	
50-74%	315	149	149	127	7	62	89	38	223	51	66	77	163
	17%	20%	15%	22%	16%	22%	21%	16%	18%	16%	24%	21%	14%
		b									c	c	
75-100%	989	320	650	160	3	50	144	60	721	200	52	174	744
	54%	44%	65%	28%	6%	18%	34%	24%	58%	61%	19%	48%	65%
			a	b			a		a	a		a	ab
Mean Score	66.6	60.3	73.5	47.1	34.0	43.2	49.9	43.4	70.4	70.4	42.7	62.1	74.3
			a	b			a		a	a		a	ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2004	1118	886
Effective base	761	365	397
Weighted Base	1831	847	984
0-24%	299	121	178
	16%	14%	18%
25-49%	228	92	136
	12%	11%	14%
50-74%	315	152	163
	17%	18%	17%
75-100%	989	481	507
	54%	57%	52%
Mean Score	66.6	69.3	64.3
		b	

Columns Tested:: a,b

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2004	112	212	133	162	117	234	57	248	154	146	206	223
Effective base	761	15	83	50	33	41	84	27	129	85	55	124	123
Weighted Base	1831	30	294	125	83	114	265	14	279	164	67	204	193
0-24%	299	7	38	20	8	36	38	1	43	40	9	32	28
	16%	23%	13%	16%	10%	32%	14%	7%	15%	24%	13%	15%	15%
						bdfghjkl				bg			
25-49%	228	1	30	6	9	9	57	2	34	22	5	21	33
	12%	3%	10%	5%	10%	8%	22%	12%	12%	13%	7%	10%	17%
							bcjk						c
50-74%	315	2	33	39	18	13	66	3	53	24	9	27	27
	17%	6%	11%	31%	22%	12%	25%	25%	19%	15%	13%	13%	14%
				abeijkl			bkl						
75-100%	989	21	193	60	47	55	103	8	149	78	45	125	105
	54%	69%	66%	48%	57%	48%	39%	57%	53%	48%	67%	61%	54%
		f	cfi						f		cfi	f	f
Mean Score	66.6	71.8	73.1	66.8	73.3	57.0	59.4	74.2	67.7	60.9	75.0	69.8	65.2
		efi	efil	ef	efil			efi	ef		cefhil	efi	e

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 63 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2004	457	513	459	575	970	1034
Effective base	761	143	157	225	300	300	515
Weighted Base	1831	449	461	456	464	910	921
0-24%	299	65	82	84	69	147	152
	16%	14%	18%	18%	15%	16%	17%
25-49%	228	37	75	58	58	112	116
	12%	8%	16% a	13%	13%	12%	13%
50-74%	315	74	98	81	62	172	143
	17%	16%	21% d	18%	13%	19%	16%
75-100%	989	274	206	235	275	479	509
	54%	61% b	45%	51%	59% b	53%	55%
Mean Score	66.6	71.2 bc	61.3	65.4	68.6 b	66.2	67.1

Columns Tested:: a,b,c,d - a,b

Table 65

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
0-24%	546	23	523	515	28	2	1	31
	39%	22%	41%	39%	46%	32%	22%	43%
			a	d	d			d
25-49%	299	20	279	279	15	3	1	20
	22%	19%	22%	21%	25%	45%	35%	28%
						abe	a	
50-74%	229	18	211	214	13	1	1	15
	17%	18%	16%	16%	21%	17%	32%	21%
							a	
75-100%	309	43	266	303	5	*	*	6
	22%	41%	21%	23%	8%	7%	11%	8%
		b		bcde				
Mean Score	41.2	58.8	39.8	41.6	34.0	33.5	42.0	34.4
		b		bce			bce	

Columns Tested:: a,b - a,b,c,d,e

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
0-24%	546	262	220	33	19	11	1	515	28	3
	39%	39%	40%	34%	45%	42%	22%	39%	46%	28%
		f	f		fi	f		f	fi	
25-49%	299	133	115	31	8	10	1	279	15	5
	22%	20%	21%	31%	20%	38%	35%	21%	25%	41%
				ag		abdgh	abdg			abdgh
50-74%	229	97	105	11	11	3	1	214	13	3
	17%	15%	19%	12%	25%	13%	32%	16%	21%	22%
					ac		abceg			
75-100%	309	173	107	22	4	2	*	303	5	1
	22%	26%	20%	23%	10%	6%	11%	23%	8%	8%
		defhi	dehi	defhi				defhi		
Mean Score	41.2	42.5	40.3	42.5	35.7	31.0	42.0	41.6	34.0	36.6
		dehi	eh	dehi			dehi	dehi		e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
0-24%	546	430	85	28	2	1	353	96	19	12	18
	39%	40%	34%	46%	32%	22%	40%	43%	35%	46%	42%
		e	e	be							
25-49%	299	211	67	15	3	1	166	51	12	10	17
	22%	20%	27%	25%	45%	35%	19%	23%	22%	36%	42%
					abc	a					ab
50-74%	229	168	46	13	1	1	148	38	14	3	3
	17%	16%	19%	21%	17%	32%	17%	17%	26%	13%	8%
						ab			e		
75-100%	309	252	50	5	*	*	204	37	9	1	3
	22%	24%	20%	8%	7%	11%	23%	17%	17%	5%	8%
		cde	ce				de				
Mean Score	41.2	41.4	42.2	34.0	33.5	42.0	41.2	38.3	41.2	30.1	30.3
		cd	cd			cd	de	de	de		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
0-24%	546	49	35	109	6	44	99	79	33	41
	39%	38%	37%	47%	11%	36%	43%	49%	29%	39%
		d	d	dh		d	d	dh		d
25-49%	299	33	23	46	29	25	38	29	33	17
	22%	25%	25%	20%	56%	20%	17%	18%	29%	16%
					abcefghi					
50-74%	229	14	21	36	9	32	34	15	26	17
	17%	10%	22%	15%	17%	26%	15%	10%	23%	16%
						ag				
75-100%	309	35	15	42	8	20	60	37	22	31
	22%	27%	16%	18%	15%	17%	26%	23%	19%	29%
Mean Score	41.2	42.6	40.3	37.2	43.8	39.8	41.4	38.4	41.8	44.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
0-24%	546	90	118	288	496	50	27	18	5
	39%	33%	35%	46% abeh	40% h	35%	38%	37%	22%
25-49%	299	70	90	114	273	25	11	10	4
	22%	25%	27%	18%	22%	18%	15%	21%	18%
50-74%	229	57	60	85	203	27	11	12	4
	17%	21%	18%	14%	16%	19%	15%	24%	18%
75-100%	309	59	72	138	268	40	22	9	9
	22%	21%	21%	22%	22%	28%	31%	18%	42% abcdg
Mean Score	41.2	42.3	41.7	39.0	40.5	47.5 abcdg	48.7 abcdg	41.5	57.4 abcdefg

Columns Tested:: a,b,c,d,e,f,g,h

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
0-24%	546	16	21	33	104	62	18	10	20	282
	39%	36%	19%	26%	53%	24%	34%	35%	57%	44%
					bce				bce	bce
25-49%	299	13	23	26	45	47	17	7	14	130
	22%	30%	21%	21%	23%	18%	31%	24%	39%	20%
50-74%	229	7	23	24	34	37	8	5	1	113
	17%	17%	21%	19%	17%	14%	15%	18%	2%	18%
75-100%	309	8	42	43	12	112	11	7	1	115
	22%	18%	38%	34%	6%	43%	21%	23%	2%	18%
			dhi	dhi		adfhi	d	d		d
Mean Score	41.2	38.8	54.9	50.2	28.3	57.4	42.9	46.3	20.4	37.8
		dh	adfhi	adhi	h	acdfghi	dh	dh		dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
0-24%	546	153	80	313	439	107	496	50	522	24
	39%	42%	26%	44%	38%	49%	39%	40%	39%	65%
		b		b						
25-49%	299	84	64	151	264	35	264	35	297	1
	22%	23%	20%	21%	23%	16%	21%	28%	22%	4%
50-74%	229	65	45	119	199	31	200	30	221	9
	17%	18%	14%	17%	17%	14%	16%	24%	16%	23%
75-100%	309	63	124	122	261	47	298	11	306	3
	22%	17%	40%	17%	22%	22%	24%	9%	23%	8%
			ac				b			
Mean Score	41.2	37.2	54.9	37.2	41.9	37.7	41.8	35.6	41.6	27.7
			ac				b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
0-24%	546	368	86	92	478	45	10	14	523	23
	39%	51%	32%	24%	44%	23%	21%	27%	41%	24%
		bc			bcf				bf	
25-49%	299	142	84	66	219	53	10	16	272	26
	22%	20%	31%	17%	20%	27%	22%	32%	21%	27%
			ac							
50-74%	229	98	58	74	168	43	10	8	212	18
	17%	14%	21%	19%	15%	22%	22%	15%	16%	19%
75-100%	309	113	45	151	226	54	16	13	280	29
	22%	16%	16%	39%	21%	28%	35%	26%	22%	30%
				ab						
Mean Score	41.2	33.5	42.0	55.4	38.8	50.7	53.9	45.2	40.6	49.4
			a	ab		ae	ade	a		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
0-24%	546	296	182	68	535	506	545	546	384	230
	39%	57%	32%	23%	44%	43%	42%	39%	44%	42%
		bc								
25-49%	299	84	135	80	281	284	299	299	234	149
	22%	16%	24%	27%	23%	24%	23%	22%	27%	27%
			a	a						
50-74%	229	51	117	61	204	192	226	229	133	97
	17%	10%	20%	21%	17%	16%	17%	17%	15%	18%
			a	a						
75-100%	309	88	137	83	204	185	227	309	117	70
	22%	17%	24%	29%	17%	16%	17%	22%	14%	13%
				a				abcef		
Mean Score	41.2	31.7	45.2	50.3	36.5	36.1	37.5	41.2	34.5	35.8
			a	ab			e	abcef		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
0-24%	546	35	409	28	21	22	14	16	52
	39%	24%	47%	35%	29%	50%	34%	35%	40%
			ad			a			
25-49%	299	18	183	29	36	13	10	10	33
	22%	12%	21%	35%	49%	30%	26%	21%	26%
				ab	abgh				
50-74%	229	43	127	14	13	6	9	15	30
	17%	29%	15%	17%	17%	15%	23%	31%	23%
		b						b	
75-100%	309	51	147	11	3	3	7	6	15
	22%	35%	17%	13%	5%	6%	17%	13%	12%
		bcdeh							
Mean Score	41.2	52.9	35.0	38.8	34.2	28.2	40.2	44.3	37.6
		bcdefgh	e	e	e		e	bde	e

Columns Tested:: a,b,c,d,e,f,g,h

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
0-24%	546	415	60	16	25	8	12	*	400	45	14	11	20	5	12
	39%	45%	46%	25%	56%	39%	41%	3%	48%	28%	23%	44%	49%	31%	41%
		c			c				bc						
25-49%	299	183	36	30	13	6	7	6	172	56	34	7	8	2	5
	22%	20%	28%	49%	29%	28%	25%	44%	21%	35%	56%	27%	21%	11%	18%
				a						a	abdefg				
50-74%	229	153	21	12	6	5	4	2	118	37	8	5	8	6	11
	17%	17%	16%	20%	13%	25%	13%	16%	14%	23%	13%	19%	20%	37%	39%
														ac	a
75-100%	309	174	13	3	1	2	6	5	146	23	5	3	4	3	*
	22%	19%	10%	6%	3%	8%	21%	37%	17%	14%	8%	10%	11%	20%	2%
Mean Score	41.2	37.1	32.9	35.8	27.3	33.2	40.6	57.2	35.0	40.9	37.3	35.1	31.6	48.5	39.3
		d		d			bd			ae				acde	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
0-24%	546	446	32	38	21	1	1	7	9	244	125	107	39	29
	39%	47%	20%	34%	34%	3%	3%	16%	9%	46%	40%	38%	36%	42%
		befgh		efh	efh									
25-49%	299	173	41	35	15	14	8	12	34	77	77	92	32	21
	22%	18%	26%	32%	25%	44%	24%	28%	32%	15%	25%	33%	29%	30%
				a		a			a		a	a	a	a
50-74%	229	135	39	13	13	5	7	17	29	82	68	45	23	9
	17%	14%	24%	12%	22%	14%	22%	40%	27%	16%	22%	16%	21%	14%
			a					ac	a					
75-100%	309	188	49	25	12	12	16	7	36	123	42	37	15	9
	22%	20%	30%	22%	19%	38%	51%	16%	33%	23%	13%	13%	14%	14%
							acdg		a	bc				
Mean Score	41.2	37.4	51.9	41.6	44.1	57.4	68.2	48.4	56.9	38.6	36.8	35.9	39.5	33.9
			acd		a	acd	abcdegh	a	acdg					

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
0-24%	546	280	118	96	26	13	323	60	63	31	28
	39%	46%	44%	44%	30%	37%	54%	26%	31%	37%	49%
							bcd				b
25-49%	299	101	65	69	30	17	96	80	75	20	12
	22%	16%	24%	32%	35%	46%	16%	35%	37%	24%	20%
				a	a	a		a	a		
50-74%	229	103	53	26	16	4	77	55	32	19	9
	17%	17%	20%	12%	19%	11%	13%	24%	16%	23%	15%
								a			
75-100%	309	127	35	26	13	2	97	33	34	13	9
	22%	21%	13%	12%	15%	6%	16%	14%	16%	16%	16%
Mean Score	41.2	38.2	35.0	32.5	41.4	28.6	32.2	41.1	40.2	41.2	35.0
		ce			bce			a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
0-24%	546	397	48	66	21	5	206	46	293	496	50	508	28
	39%	57% bcde	24%	22%	19%	9%	25%	38%	67% ab	44% b	21%	45%	30%
25-49%	299	106	63	85	23	19	167	52	78	250	49	246	36
	22%	15%	32% a	28% a	20%	36% a	21%	43% ac	18%	22%	20%	22%	39% a
50-74%	229	85	45	66	23	9	175	18	34	184	46	190	13
	17%	12%	22% a	22% a	20%	19%	22% c	15%	8%	16%	19%	17%	14%
75-100%	309	114	44	83	47	18	265	5	34	210	99	188	16
	22%	16%	22%	28% a	41% ab	36% a	33% bc	4%	8%	18%	41% a	17%	17%
Mean Score	41.2	32.4	44.4 a	51.5 ab	57.8 abc	56.5 ab	52.1 bc	30.2 c	23.6	37.5	58.5 a	36.0	42.3 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
0-24%	546	448	58	377	169	501	34	447	59	377	169
	39%	44%	41%	45% b	31%	44%	36%	44%	40%	44% b	32%
25-49%	299	234	50	170	129	249	32	234	50	171	128
	22%	23%	35% a	20%	24%	22%	34%	23%	34% a	20%	25%
50-74%	229	172	20	115	115	191	13	168	23	120	110
	17%	17%	14%	14%	21% a	17%	13%	16%	16%	14%	21% a
75-100%	309	170	16	185	124	189	15	171	14	195	114
	22%	17%	11%	22%	23%	17%	16%	17%	10%	23%	22%
Mean Score	41.2	36.3	35.0	38.7	45.2 a	36.2	40.0	36.3	34.8	39.3	44.4 a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
0-24%	546	315	418	59	-	304	343	52	-	354	312	45	*
	39%	41%	46%	28%	-%	41%	44%	30%	-%	35%	41%	18%	100%
		c	c				c			c	c		
25-49%	299	191	179	48	4	183	176	32	1	206	153	50	-
	22%	25%	20%	23%	100%	25%	22%	18%	100%	21%	20%	20%	-%
50-74%	229	144	161	45	-	139	140	32	-	183	131	61	-
	17%	19%	18%	22%	-%	19%	18%	18%	-%	18%	17%	24%	-%
75-100%	309	115	156	54	-	117	127	56	-	256	169	93	-
	22%	15%	17%	26%	-%	16%	16%	33%	-%	26%	22%	38%	-%
				a				ab				ab	
Mean Score	41.2	37.2	36.5	46.6	40.0	37.6	36.6	49.1	33.0	44.5	41.4	56.8	20.0
				ab				ab		b		ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
0-24%	546	496	427	352	421	301	2	251	206	173	21	18
	39%	46%	43%	37%	45%	43%	7%	41%	39%	33%	16%	23%
		c			c	c		d	d	d		
25-49%	299	242	228	202	201	148	15	133	109	109	20	11
	22%	22%	23%	21%	22%	21%	40%	22%	20%	21%	15%	14%
50-74%	229	173	170	152	166	127	12	97	86	88	40	24
	17%	16%	17%	16%	18%	18%	33%	16%	16%	17%	30%	30%
											abc	a
75-100%	309	171	164	239	139	124	8	134	133	152	53	26
	22%	16%	17%	25%	15%	18%	21%	22%	25%	29%	39%	33%
				ab							ab	
Mean Score	41.2	35.1	36.7	43.2	35.3	37.4	49.3	39.8	42.1	46.5	58.7	53.8
				ab			ab			ab	abc	ab

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
0-24%	546	74	42	27	9	461	323	491	313	259	243	447	45	-	370	58
	39%	42% c	50% cd	24%	21%	41% d	42% d	41% d	34%	35%	33%	42% ac	24%	-%	39%	46%
25-49%	299	29	25	32	5	223	196	251	204	153	183	194	56	-	200	31
	22%	17%	29%	28%	11%	20%	25%	21%	22%	21%	25% b	18%	29% b	-%	21%	24%
50-74%	229	30	9	19	18	193	126	203	158	140	141	183	41	-	169	11
	17%	17%	11%	17%	42% abc	17%	16%	17%	17%	19%	19%	17%	22%	-%	18%	9%
75-100%	309	44	8	35	11	234	131	245	232	181	173	239	48	1	218	27
	22%	25%	10%	31% b	26%	21%	17%	21%	26% b	25% b	23%	22%	25%	100%	23%	21%
Mean Score	41.2	41.0 b	32.1	49.1 ab	54.4 ab	40.2	37.7	39.9	44.9 abc	44.6 abc	44.1 b	40.9	47.7 b	99.0	41.8	37.3

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
0-24%	546	218	302	184	12	85	144	55	398	88	69	128	336
	39%	36%	44%	32%	26%	30%	33%	23%	43%	41%	23%	42%	45%
									a	a		a	a
25-49%	299	143	130	108	14	78	72	63	202	28	59	78	151
	22%	24%	19%	19%	31%	28%	17%	26%	22%	13%	20%	25%	20%
						b		c	c				
50-74%	229	108	107	122	13	66	82	49	148	30	54	52	116
	17%	18%	16%	21%	28%	24%	19%	21%	16%	14%	18%	17%	16%
75-100%	309	129	149	166	7	50	137	72	167	68	115	47	142
	22%	22%	22%	29%	15%	18%	32%	30%	18%	32%	39%	15%	19%
							a	b		b	bc		
Mean Score	41.2	41.8	39.1	48.3	44.8	43.7	48.8	51.0	38.0	44.7	56.0	37.4	37.1
							a	bc		b	bc		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
0-24%	546	259	287
	39%	42%	37%
25-49%	299	137	162
	22%	22%	21%
50-74%	229	83	147
	17%	13%	19%
75-100%	309	134	175
	22%	22%	23%
Mean Score	41.2	39.5	42.6

Columns Tested:: a,b

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
0-24%	546	7	108	46	15	39	66	2	76	45	22	62	60
	39%	37%	55%	42%	29%	40%	29%	17%	37%	34%	46%	41%	43%
			dfghi								g		g
25-49%	299	2	26	19	13	16	86	2	39	28	12	26	27
	22%	13%	14%	18%	26%	17%	38%	20%	19%	21%	26%	17%	19%
							abcehikl						
50-74%	229	1	20	16	16	10	41	2	45	19	5	24	30
	17%	4%	10%	15%	32%	10%	18%	19%	22%	15%	10%	16%	21%
					abej								
75-100%	309	9	40	28	6	31	31	5	47	40	9	39	24
	22%	46%	21%	25%	12%	32%	14%	44%	23%	31%	19%	26%	17%
		dfjl				f		bdfjl		fl			
Mean Score	41.2	55.1	34.6	42.7	42.2	44.8	38.3	62.6	43.6	47.8	34.3	41.8	39.5
		bcdfhjkl		b	bj	bj		bcdefhijkl	bj	bfjl			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 65 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
0-24%	546	161	119	122	144	280	266
	39%	50% bc	32%	35%	42%	40%	39%
25-49%	299	48	115	70	66	163	136
	22%	15%	31% acd	20%	19%	24%	20%
50-74%	229	37	67	66	59	104	125
	17%	11%	18%	19%	17%	15%	18%
75-100%	309	77	68	92	72	145	164
	22%	24%	18%	26%	21%	21%	24%
Mean Score	41.2	38.6	40.5	45.8 abd	39.8	39.6	42.8 a

Columns Tested:: a,b,c,d - a,b

Table 67

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
0-24%	700	5	695	660	35	4	2	40
	79%	69%	79%	79% cd	74%	60%	60%	72%
25-49%	139	-	139	127	9	2	1	12
	16%	-%	16%	15%	20%	30% a	33% a	22%
50-74%	39	2	37	36	2	1	*	3
	4%	27%	4%	4%	5%	9%	6%	5%
75-100%	11	*	11	11	1	*	-	1
	1%	4%	1%	1%	1%	1%	-%	1%
Mean Score	14.3	24.3	14.2	14.0	18.2 a	23.2 abe	19.3 a	18.8 a

Columns Tested:: a,b - a,b,c,d,e

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
0-24%	700	308	299	53	25	13	2	660	35	5
	79%	81%	79%	70%	78%	64%	60%	79%	74%	60%
		efi	efi		f			efi		
25-49%	139	52	56	18	5	6	1	127	9	3
	16%	14%	15%	24%	15%	30%	33%	15%	20%	31%
						abg	abdg			abg
50-74%	39	14	17	5	2	1	*	36	2	1
	4%	4%	4%	6%	5%	5%	6%	4%	5%	8%
75-100%	11	4	7	-	*	*	-	11	1	*
	1%	1%	2%	-%	1%	1%	-%	1%	1%	1%
Mean Score	14.3	12.6	15.0	16.0	17.8	20.3	19.3	14.0	18.2	22.0
					ag	abcg	abg		abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
0-24%	700	534	126	35	4	2	473	116	29	15	19
	79%	82%	70%	74%	60%	60%	84%	70%	73%	70%	60%
		bde					be				
25-49%	139	87	40	9	2	1	63	40	7	5	10
	16%	13%	22%	20%	30%	33%	11%	24%	18%	22%	32%
			a		a	a		a			a
50-74%	39	27	9	2	1	*	20	6	3	2	1
	4%	4%	5%	5%	9%	6%	4%	4%	6%	8%	2%
75-100%	11	4	7	1	*	-	4	3	1	*	2
	1%	1%	4%	1%	1%	-%	1%	2%	2%	*%	6%
			a								
Mean Score	14.3	12.8	18.2	18.2	23.2	19.3	11.7	17.7	19.9	17.7	22.8
			a	a	ac	a		a	a	a	ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
0-24%	700	75	36	121	17	60	132	108	64	46
	79%	77%	69%	72%	54%	75%	91% bc	89% bc	76%	90%
25-49%	139	16	12	42	7	17	8	8	15	1
	16%	16%	24% fgi	25% fgi	22%	22% fi	5%	7%	17%	2%
50-74%	39	2	4	5	8	2	5	2	4	4
	4%	2%	7%	3%	25%	2%	4%	2%	5%	8%
75-100%	11	5	-	1	-	1	-	3	1	-
	1%	5%	-%	1%	-%	1%	-%	2%	2%	-%
Mean Score	14.3	15.9 i	19.6 fgi	15.6 fi	21.7	14.6	11.0	11.6	14.9 i	9.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
0-24%	700	123	175	361	659	40	19	16	6
	79%	75%	75%	83%	79%	73%	77%	71%	66%
25-49%	139	25	43	58	127	12	5	5	2
	16%	16%	18%	13%	15%	22%	19%	22%	28%
50-74%	39	14	10	12	36	2	1	1	*
	4%	9%	4%	3%	4%	4%	3%	6%	5%
75-100%	11	1	6	4	11	1	*	*	*
	1%	1%	3%	1%	1%	1%	1%	2%	1%
Mean Score	14.3	14.3	16.3 c	12.9	14.2	16.6 cd	14.3	18.9 cd	17.0 c

Columns Tested:: a,b,c,d,e,f,g,h

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
0-24%	700	15	49	62	116	105	28	16	20	337
	79%	49%	67%	69%	79%	82%	71%	76%	72%	83%
					a	a				ab
25-49%	139	10	19	23	23	14	6	5	7	52
	16%	31%	27%	26%	16%	11%	15%	23%	25%	13%
		ei								
50-74%	39	5	4	4	4	9	5	*	*	11
	4%	15%	6%	5%	3%	7%	14%	*%	*%	3%
		di					i			
75-100%	11	1	-	*	3	*	-	-	1	5
	1%	4%	-%	*%	2%	*%	-%	-%	3%	1%
Mean Score	14.3	27.2	18.5	17.2	14.4	13.4	16.7	15.4	16.6	12.5
		bcdefhi	ei	ei						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
0-24%	700	193	134	373	587	112	632	68	690	10
	79%	73%	79%	82%	79%	79%	80% b	67%	79%	68%
25-49%	139	55	20	63	116	23	112	27	138	1
	16%	21%	12%	14%	16%	16%	14%	26% a	16%	7%
50-74%	39	13	15	11	33	6	32	6	36	3
	4%	5%	9% c	2%	4%	4%	4%	6%	4%	18%
75-100%	11	5	*	6	10	2	10	1	10	1
	1%	2%	*%	1%	1%	1%	1%	1%	1%	7%
Mean Score	14.3	16.8 c	14.2	12.9	14.3	14.5	13.7	18.7 a	14.2	21.4

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
0-24%	700	389	127	183	561	93	24	21	655	45
	79%	80%	71%	83%	82%	77%	67%	47%	81%	56%
					df	df			df	
25-49%	139	74	35	24	96	17	9	16	113	26
	16%	15%	19%	11%	14%	14%	25%	37%	14%	32%
								abe		ae
50-74%	39	11	15	12	20	10	3	5	30	8
	4%	2%	9%	6%	3%	8%	8%	13%	4%	11%
			a							a
75-100%	11	10	1	1	9	1	-	1	10	1
	1%	2%	*%	*%	1%	1%	-%	3%	1%	2%
Mean Score	14.3	13.3	17.7	13.2	12.8	16.6	20.4	26.7	13.4	23.8
			ac			ae	ae	abe		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
0-24%	700	261	300	138	688	692	697	686	700	301
	79%	81%	82%	68%	80%	80%	79%	79%	79%	68%
		c	c		f	f	f	f	f	
25-49%	139	45	51	43	132	126	137	139	139	114
	16%	14%	14%	21%	15%	15%	15%	16%	16%	26%
										abcde
50-74%	39	8	12	18	34	37	38	36	39	22
	4%	3%	3%	9%	4%	4%	4%	4%	4%	5%
75-100%	11	7	2	3	6	10	10	7	11	4
	1%	2%	*%	1%	1%	1%	1%	1%	1%	1%
Mean Score	14.3	12.5	13.1	19.5	13.6	13.9	14.2	13.8	14.3	17.9
				ab						abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
0-24%	700	6	548	43	43	14	30	13	57
	79%	33%	86%	66%	69%	46%	88%	41%	59%
			cdegh				egh		
25-49%	139	9	71	10	14	12	4	16	32
	16%	46%	11%	16%	23%	42%	11%	51%	34%
						b		bcf	b
50-74%	39	1	16	11	5	2	*	3	5
	4%	3%	2%	18%	8%	8%	*%	9%	5%
				b					
75-100%	11	3	5	-	-	1	-	-	1
	1%	18%	1%	-%	-%	4%	-%	-%	1%
Mean Score	14.3	37.0	11.4	20.7	17.9	27.8	10.2	26.8	21.2
				bf	bf	bcdfh		bdf	bf

Columns Tested:: a,b,c,d,e,f,g,h

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
0-24%	700	523	65	38	23	16	18	3	521	97	29	11	20	5	9
	79%	83%	72%	69%	64%	89%	85%	40%	87% bcde	70%	61%	67%	61%	67%	39%
25-49%	139	81	18	12	12	2	3	5	56	31	12	5	9	2	11
	16%	13%	19%	21%	32% a	10%	15%	60%	9%	22% a	25% a	31% a	28% a	32%	49%
50-74%	39	19	8	5	2	*	-	-	14	12	6	*	2	*	3
	4%	3%	9%	10%	4%	*%	-%	-%	2%	8% a	13% a	2%	6%	1%	12%
75-100%	11	5	*	-	-	-	-	-	8	-	-	-	1	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	4%	-%	-%
Mean Score	14.3	12.4	16.0 ae	19.1 aef	17.9 ae	10.4	13.4	26.8	11.3	17.3 a	23.5 ab	18.4 a	20.6 a	19.8	26.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
0-24%	700	486	76	68	20	7	12	17	36	284	168	142	66	37
	79%	88% bcdefgh	70%	70%	49%	37%	58%	52%	50%	86% ce	79%	72%	81%	65%
25-49%	139	49	27	23	12	7	7	13	27	33	33	43	11	15
	16%	9%	25% a	24% a	31% a	40% a	32% a	41% a	38% a	10%	16%	22% a	14%	27% a
50-74%	39	10	5	6	8	4	2	1	7	7	11	12	3	4
	4%	2%	5%	6%	20% a	22% a	10%	3%	10% a	2%	5%	6%	3%	8%
75-100%	11	6	*	-	-	-	-	1	1	7	*	1	1	-
	1%	1%	*%	-%	-%	-%	-%	4%	2%	2%	*%	*%	2%	-%
Mean Score	14.3	10.2	16.6 a	17.3 a	27.1 abc	29.5 abc	24.2 abc	23.1 abc	25.0 abc	12.0	14.3	15.7 a	14.6	20.3 abcd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
0-24%	700	330	157	122	56	21	381	124	99	53	34
	79%	83%	82%	73%	83%	64%	85% c	76%	70%	82%	74%
25-49%	139	54	29	32	9	8	47	23	36	9	11
	16%	14%	15%	19%	13%	24%	11%	14%	25% a	13%	25%
50-74%	39	10	5	12	3	4	13	16	6	2	1
	4%	3%	3%	7%	4%	12%	3%	10% a	4%	3%	1%
75-100%	11	4	*	1	*	-	7	*	1	1	-
	1%	1%	*%	1%	*%	-%	2%	*%	1%	2%	-%
Mean Score	14.3	12.7	12.2	15.6 ab	14.2	21.5 abcd	11.7	17.0 a	16.0 a	15.4 a	16.1 a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
0-24%	700	359	98	140	55	30	382	66	233	609	91	653	35
	79%	88% bce	70%	70%	75%	70%	76%	66%	90% ab	84% b	55%	84% b	43%
25-49%	139	37	33	43	13	12	91	24	22	90	49	91	41
	16%	9%	24% a	22% a	17%	29% a	18% c	24% c	9%	12%	30% a	12%	50% a
50-74%	39	6	10	14	6	*	25	10	*	23	16	29	5
	4%	2%	7%	7% a	8%	1%	5% c	10% c	*%	3%	10% a	4%	6%
75-100%	11	5	-	2	-	-	4	*	4	3	8	5	1
	1%	1%	-%	1%	-%	-%	1%	*%	1%	*%	5% a	1%	1%
Mean Score	14.3	9.7	18.7 a	17.1 a	15.9 a	17.9 a	15.8 c	17.7 c	8.5	11.8	25.2 a	12.0	28.2 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
0-24%	700	619	73	412	274	655	33	618	74	420	266
	79%	86%	51%	85%	72%	84%	41%	85%	54%	84%	72%
		b		b		b		b		b	
25-49%	139	78	48	56	83	91	41	79	47	59	80
	16%	11%	34%	12%	22%	12%	52%	11%	34%	12%	22%
			a		a		a		a		a
50-74%	39	19	18	14	21	29	5	22	15	15	21
	4%	3%	13%	3%	6%	4%	6%	3%	11%	3%	6%
			a						a		
75-100%	11	7	2	4	3	5	1	7	2	4	3
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%
Mean Score	14.3	11.7	25.2	11.2	17.2	12.2	27.1	12.0	23.9	11.2	17.3
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
0-24%	700	446	507	129	4	438	461	107	-	494	382	134	*
	79%	75%	85% a	81%	100%	76%	84%	84%	-%	76%	85% a	78%	100%
25-49%	139	115	64	24	-	105	64	16	1	118	48	33	-
	16%	19% b	11%	15%	-%	18% b	12%	13%	100%	18% b	11%	19%	-%
50-74%	39	25	21	8	-	27	21	4	-	29	15	4	-
	4%	4%	3%	5%	-%	5%	4%	3%	-%	4%	3%	2%	-%
75-100%	11	5	4	*	-	4	6	-	-	6	2	-	-
	1%	1%	1%	*%	-%	1%	1%	-%	-%	1%	1%	-%	-%
Mean Score	14.3	15.4 b	12.0	13.8	10.0	15.1 b	12.8	12.6	34.0	14.8 b	12.1	14.2	10.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
0-24%	700	619	587	452	538	374	22	318	293	287	74	39
	79%	84%	85%	84%	82%	83%	60%	85%	86%	82%	86%	88%
						c						
25-49%	139	92	77	62	93	57	10	36	44	51	12	5
	16%	12%	11%	12%	14%	12%	26%	10%	13%	15%	14%	11%
50-74%	39	25	23	19	20	20	5	15	3	11	*	*
	4%	3%	3%	4%	3%	4%	13%	4%	1%	3%	*%	*%
75-100%	11	5	7	4	5	2	*	4	*	*	-	*
	1%	1%	1%	1%	1%	1%	*%	1%	*%	*%	-%	*%
Mean Score	14.3	12.2	12.4	12.2	13.1	12.4	21.9	11.7	10.7	12.5	11.5	11.0
							ab					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
0-24%	700	103	40	64	26	591	422	623	460	328	404	552	108	-	493	79
	79%	85% b	58%	76%	73%	84% e	81%	81%	81%	76%	75%	85% a	76%	-%	82%	82%
25-49%	139	12	23	11	7	83	68	108	78	79	103	61	24	-	87	12
	16%	10%	34% a	13%	21%	12%	13%	14%	14%	18%	19% b	9%	17%	-%	14%	12%
50-74%	39	6	6	10	2	26	28	35	28	17	27	27	8	-	16	6
	4%	5%	9%	11%	6%	4%	5%	4%	5%	4%	5%	4%	5%	-%	3%	6%
75-100%	11	-	-	-	-	6	2	8	5	7	4	6	2	-	9	*
	1%	-%	-%	-%	-%	1%	*%	1%	1%	2%	1%	1%	2%	-%	1%	*%
Mean Score	14.3	11.8	22.6 acd	16.0	16.6	12.9	13.7	13.9	14.0	15.6 ab	15.7 b	12.1	16.7 b	-	13.2	15.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
0-24%	700	319	354	317	25	132	247	101	482	108	130	146	402
	79%	76%	89%	79%	54%	58%	88%	62%	82%	88%	73%	70%	85%
			a	b			a		a	a			ab
25-49%	139	77	31	61	16	74	23	53	74	7	36	47	50
	16%	18%	8%	15%	35%	32%	8%	33%	13%	6%	20%	23%	11%
		b			a	b		bc			c	c	
50-74%	39	25	6	17	4	21	5	8	28	2	10	13	12
	4%	6%	1%	4%	9%	9%	2%	5%	5%	1%	6%	6%	3%
		b				b							
75-100%	11	1	8	7	1	2	6	*	5	6	1	2	7
	1%	*%	2%	2%	3%	1%	2%	*%	1%	5%	1%	1%	2%
										b			
Mean Score	14.3	15.3	10.8	15.4	22.8	22.2	12.2	20.5	12.8	12.0	16.7	16.5	11.9
		b			a	b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
0-24%	700	315	384
	79%	74%	83%
25-49%	139	79	60
	16%	19%	13%
50-74%	39	22	16
	4%	5%	4%
75-100%	11	8	4
	1%	2%	1%
Mean Score	14.3	15.7	13.1
		b	

Columns Tested:: a,b

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
0-24%	700	7	121	52	21	53	111	2	88	60	23	79	83
	79%	79%	86% f	89% f	77%	78%	66%	71%	78%	80%	79%	85% f	79%
25-49%	139	2	15	6	3	12	47	*	23	8	1	8	13
	16%	20%	11%	11%	12%	18%	28% bijkl	7%	20%	10%	4%	9%	12%
50-74%	39	*	1	*	3	3	11	1	1	6	5	4	6
	4%	*%	*%	*%	10%	4%	6%	22%	1%	8%	16% bh	5%	5%
75-100%	11	-	4	*	*	-	*	-	1	1	*	1	3
	1%	-%	3%	*%	*%	-%	*%	-%	1%	2%	*%	1%	3%
Mean Score	14.3	14.3	11.7	11.7	16.9 bck	15.2	16.9 bck	25.7	14.1	16.2 k	14.2	10.9	15.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 67 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
0-24%	700	180	184	150	185	365	335
	79%	86%	70%	79%	82%	77%	80%
		b			b		
25-49%	139	24	62	31	23	86	53
	16%	11%	24%	16%	10%	18%	13%
			ad				
50-74%	39	1	16	7	15	17	22
	4%	*%	6%	4%	6%	4%	5%
					a		
75-100%	11	4	*	3	5	4	7
	1%	2%	*%	1%	2%	1%	2%
Mean Score	14.3	11.8	16.5	15.1	13.4	14.4	14.2
			ad	a			

Columns Tested:: a,b,c,d - a,b

Table 69

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2113	463	1650	1433	358	93	229	680
Effective base	806	113	706	739	152	40	107	200
Letters and large letters	63.6	65.5	63.4	63.8 cde	61.4 d	54.6	50.2	60.1 d
Parcels and packets	29.7	33.6 b	29.3	29.8	27.4	28.9	38.2 abce	28.1
Other postal items	6.6	.9	7.2 a	6.4	11.2 a	16.5 abde	11.7 a	11.8 a

Columns Tested:: a,b - a,b,c,d,e

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	616	609	208	224	227	229	1433	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Letters and large letters	63.6	66.1 bcdfhi	61.4 fi	60.3 fi	60.4 fi	61.1 fi	50.2	63.8 fi	61.4 fi	53.1
Parcels and packets	29.7	29.0	30.7 e	30.8	28.7	25.7	38.2 abcdeghi	29.8	27.4	32.1 eh
Other postal items	6.6	4.9	7.9 ag	8.9 ag	10.9 abg	13.2 abcg	11.7 abg	6.4 a	11.2 abg	14.8 abcdfgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	906	527	358	93	229	779	365	126	85	237
Effective base	806	544	253	152	40	107	446	166	37	25	42
Letters and large letters	63.6	64.7 bde	59.8 e	61.4 e	54.6	50.2	65.2 c	60.8	54.9	60.7	65.9 c
Parcels and packets	29.7	29.6	30.6	27.4	28.9	38.2 abcd	29.5 e	29.2 e	33.3 e	26.8	21.7
Other postal items	6.6	5.6	9.6 a	11.2 a	16.5 abce	11.7 a	5.4	10.0 a	11.9 a	12.6 a	12.4 a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	138	112	209	56	144	174	131	117	119
Effective base	806	73	61	119	27	73	109	83	59	61
Letters and large letters	63.6	58.7	64.9	63.5	57.7	67.4 a	63.0	68.0 a	60.7	64.1
Parcels and packets	29.7	32.3	27.6	28.0	32.1	26.2	31.7	26.1	31.1	32.7
Other postal items	6.6	9.0 fi	7.4 i	8.5 fi	10.2 fgi	6.4 i	5.3	5.9 i	8.2 fi	3.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	319	367	514	1200	913	326	303	284
Effective base	806	161	193	311	662	260	114	82	92
Letters and large letters	63.6	64.5	61.2	64.6 h	63.6 h	63.7	63.6	66.2 h	58.6
Parcels and packets	29.7	29.6	30.5	28.8	29.5	32.0	33.1	28.1	37.1 abcdeg
Other postal items	6.6	5.9 ef	8.3 aefgh	6.6 efh	6.9 efh	4.3	3.4	5.7 f	4.2

Columns Tested:: a,b,c,d,e,f,g,h

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	82	190	212	236	400	96	70	96	921
Effective base	806	34	52	61	102	154	37	23	33	370
Letters and large letters	63.6	63.1 bce	36.6	45.5 b	71.3 abce	46.4 b	67.0 bce	63.9 bce	81.3 abcdefgi	68.5 bce
Parcels and packets	29.7	25.0 h	51.9 acdfghi	43.9 adfghi	20.7 h	48.0 adfghi	25.7 h	29.4 dh	11.4	26.0 dh
Other postal items	6.6	12.0 ei	11.5 defghi	10.6 ei	7.9 ei	5.6	7.3	6.7	7.2	5.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2113	530	496	1087	1854	259	1739	374	2067	46
Effective base	806	196	189	424	685	124	720	98	785	22
Letters and large letters	63.6	62.3 b	51.1	69.1 ab	62.6	68.6 a	64.0 b	59.4	63.3	74.9 a
Parcels and packets	29.7	28.3	42.9 ac	25.3	30.7 b	25.1	29.8	28.5	30.0 b	19.2
Other postal items	6.6	9.3 bc	6.0	5.6	6.7	6.3	6.1	12.1 a	6.6	6.0

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	1155	521	430	1586	337	81	109	1923	190
Effective base	806	473	157	176	663	100	23	22	762	45
Letters and large letters	63.6	73.7 bc	55.3 c	42.3	68.2 bcdef	43.5 cdf	30.4	31.5	65.4 bcdf	31.0
Parcels and packets	29.7	20.8	35.0 a	50.7 ab	26.3	46.9 ae	53.7 ade	45.2 ae	28.7 a	49.3 ae
Other postal items	6.6	5.5	9.6 ac	6.9 a	5.5	9.6 ae	15.9 abe	23.3 abce	5.9	19.7 abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	754	832	527	1930	1618	2004	1569	948	842
Effective base	806	363	304	145	719	603	761	590	362	282
Letters and large letters	63.6	78.0 bc	55.0 c	39.5	67.5 bdef	62.2 def	66.6 bdef	50.1	52.0	57.9 de
Parcels and packets	29.7	17.7	38.0 a	47.7 ab	25.8	29.4 ac	26.6	41.2 abcef	33.7 abcf	30.0 ac
Other postal items	6.6	4.3	7.0 a	12.8 ab	6.7	8.4 ac	6.8	8.7 ac	14.3 abcdf	12.1 abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	352	1027	151	170	122	106	76	304
Effective base	806	163	443	50	44	24	22	20	66
Letters and large letters	63.6	79.6	65.4	54.0	61.7	57.5	54.5	38.7	50.1
		bcdefgh	cefgh	g	cfgh	gh	g		g
Parcels and packets	29.7	18.7	27.9	32.4	26.7	25.5	37.4	43.5	35.3
			a	ade	a	a	abde	abcdeh	abde
Other postal items	6.6	1.7	6.7	13.6	11.7	17.0	8.1	17.7	14.5
			a	abf	abf	abdf	a	abdf	abf

Columns Tested:: a,b,c,d,e,f,g,h

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2113	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	806	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Letters and large letters	63.6	69.3 bcfg	62.5 fg	59.1 g	68.0 cfg	64.3 fg	52.3 g	25.6	66.1 bcdefg	49.8	54.6 g	57.9 bfg	54.2 g	45.7	39.7
Parcels and packets	29.7	25.0	27.9 d	27.8 d	20.9	28.1 d	38.4 abcde	57.1 abcdef	27.5	36.7 ac	30.5	31.3	30.1	45.8 abcde	39.3 a
Other postal items	6.6	5.7	9.6 a	13.2 abef	11.1 a	7.6	9.4 a	17.2 abef	6.4	13.5 af	14.9 af	10.8 a	15.7 af	8.5	21.1 abdf

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2113	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Letters and large letters	63.6	56.6 bcdefgh	36.8 efh	43.5 befgh	38.2 efh	26.2 f	16.2	34.5 efh	26.6 f	72.6 bcde	62.7 de	63.7 de	52.7	51.7
Parcels and packets	29.7	37.4	51.9 acd	41.6	44.1 a	57.4 acd	68.2 abcdegh	48.4 a	56.9 acdg	22.9	29.5 a	27.7 a	37.1 abc	32.4 a
Other postal items	6.6	6.0	11.3 a	15.0 ab	17.7 ab	16.4 ab	15.7 ab	17.1 ab	16.5 ab	4.5	7.8 a	8.6 a	10.2 ab	15.9 abcd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	868	370	410	197	77	689	329	341	165	81
Effective base	806	376	151	136	39	16	311	117	114	39	22
Letters and large letters	63.6	70.6 bde	65.5 de	66.7 de	49.9	55.6	68.7 bcde	54.3	56.0 d	48.7	54.3
Parcels and packets	29.7	24.2	27.7	24.3	39.4 abce	26.7	24.5	35.3 a	34.4 a	39.7 ac	33.4 a
Other postal items	6.6	5.2	6.9 a	9.0 ab	10.8 ab	17.7 abcd	6.7	10.4 a	9.5 a	11.6 a	12.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2113	673	273	350	165	89	897	160	497	1757	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Letters and large letters	63.6	62.0 bcde	42.5 cde	37.1 de	31.9	28.7	38.1	55.2 a	71.4 ab	69.0 b	29.5	69.2 b	42.4
Parcels and packets	29.7	32.4	44.4 a	51.5 ab	57.8 abc	56.5 ab	52.1 bc	30.2 c	23.6	25.8	54.7 a	25.1	36.2 a
Other postal items	6.6	5.6	13.1 a	11.4 a	10.3 a	14.8 ad	9.8 c	14.6 ac	5.0	5.2	15.8 a	5.8	21.3 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2113	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Letters and large letters	63.6	64.1	47.7	54.9	42.5	69.0	43.7	64.0	48.2	54.2	43.3
		b		b		b		b		b	
Parcels and packets	29.7	29.3	30.6	38.7	45.2	25.1	35.9	29.2	31.4	39.3	44.4
					a		a				a
Other postal items	6.6	6.7	21.8	6.4	12.2	5.9	20.3	6.9	20.4	6.5	12.3
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2113	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	806	382	559	91	1	358	428	74	1	423	337	107	1
Letters and large letters	63.6	59.5 c	69.8 ac	50.9	50.0	57.4 c	63.8 ac	47.6	33.0	45.9 c	51.5 ac	33.4	70.0
Parcels and packets	29.7	30.7 b	24.9	39.8 ab	40.0	32.5 b	29.0	44.1 ab	33.0	44.5 b	41.4	56.8 ab	20.0
Other postal items	6.6	9.8 b	5.4	9.2 b	10.0	10.1 b	7.1	8.4	34.0	9.6 b	7.1	9.8 b	10.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2113	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	806	648	517	403	524	419	15	258	217	217	58	31
Letters and large letters	63.6	70.3	63.9	49.8	67.3	69.3	29.7	53.1	51.1	45.1	34.0	40.0
		bc	c		c	c		cde	cde	d		
Parcels and packets	29.7	24.0	29.2	43.2	25.8	25.2	49.2	39.8	42.1	46.5	58.7	53.8
			a	ab			ab			ab	abc	ab
Other postal items	6.6	5.7	6.9	6.9	6.8	5.4	21.1	7.1	6.8	8.4	7.3	6.2
			a	a	b		ab			b		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2113	209	120	104	47	1804	1310	1897	1399	1248	944	1706	236	1	1543	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Letters and large letters	63.6	60.8 cd	53.8 cd	39.9	31.6	65.8 bde	63.2 de	64.8 de	56.0	58.4	52.9 c	66.0 ac	45.7	1.0	64.4	58.2
Parcels and packets	29.7	32.8	29.3	48.3 ab	54.4 ab	28.4	29.6	28.7	36.8 abc	34.5 abc	37.4 b	28.8	43.1 ab	99.0	29.7	32.0
Other postal items	6.6	6.4	16.9 ac	11.8 a	14.0 a	5.8	7.2 a	6.5	7.2 a	7.1 a	9.7 b	5.2	11.2 b	-	5.9	9.8 a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2113	755	1185	720	36	358	504	301	1366	426	403	408	1254
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Letters and large letters	63.6	58.4	70.3 a	44.1	33.9	41.0	46.3 a	40.8	67.3 a	67.7 a	37.4	60.4 a	71.9 ab
Parcels and packets	29.7	33.0 b	25.6	45.8	44.1	41.6	46.2 a	46.5 bc	26.9	28.0	53.1 bc	30.5 c	23.4
Other postal items	6.6	8.6 b	4.1	10.1	22.1 a	17.4 b	7.5	12.7 bc	5.8 c	4.3	9.4 c	9.2 c	4.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2113	1191	922
Effective base	806	390	417
Letters and large letters	63.6	65.5 b	62.0
Parcels and packets	29.7	27.0	32.1 a
Other postal items	6.6	7.4 b	5.9

Columns Tested:: a,b

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2113	118	219	142	175	129	243	62	260	161	155	217	232
Effective base	806	17	85	56	35	44	86	29	137	89	60	132	127
Letters and large letters	63.6	64.6	71.9 cefghil	61.1	70.4 cefgil	55.0	57.9	57.7	64.0 ef	57.0	71.1 cefghil	65.8 efi	63.6 e
Parcels and packets	29.7	31.5 b	22.6	33.9 bdj	24.3	36.3 bdjl	31.5 bdj	38.5 bdjl	30.6 bdj	36.2 bdjl	23.0	29.4 b	28.2
Other postal items	6.6	3.9	5.5	5.0	5.3	8.7 abcdghk	10.5 abcdghijk	3.7	5.4	6.9 a	5.9	4.7	8.1 acdghk

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 69 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2113	479	547	483	604	1026	1087
Effective base	806	152	164	241	314	316	545
Letters and large letters	63.6	68.2 bc	59.5	61.2	65.7 bc	63.8	63.5
Parcels and packets	29.7	26.5	31.4 a	32.9 ad	28.0	29.0	30.5
Other postal items	6.6	5.3	9.1 acd	5.9	6.3	7.2 b	6.1

Columns Tested:: a,b,c,d - a,b

Table 73

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
Yes	695	30	664	657	31	4	3	38
	49%	40%	49%	48%	50%	54%	59%	51%
No - we do despatch products to customers but not using parcel/packet post	156	1	155	146	8	2	1	11
	11%	2%	11%	11%	13%	19%	17%	14%
			a					
No - we don't despatch products to our customers	571	44	527	546	22	2	1	26
	40%	58%	39%	40%	36%	26%	23%	34%
		b		d				
Don't know	10	*	10	9	1	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%
NET: No	728	45	682	691	31	4	2	36
	51%	60%	50%	51%	49%	45%	40%	48%
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Yes	695	332	278	46	22	14	3	657	31	7
	49%	49%	48%	47%	49%	52%	59%	48%	50%	55%
No - we do despatch products to customers but not using parcel/packet post	156	75	57	14	6	3	1	146	8	2
	11%	11%	10%	14%	15%	12%	17%	11%	13%	18%
No - we don't despatch products to our customers	571	270	238	37	15	10	1	546	22	3
	40%	40%	41%	38%	34%	35%	23%	40%	36%	25%
		fi	fi	f				fi		
Don't know	10	5	4	*	1	*	*	9	1	*
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%
NET: No	728	345	295	51	21	13	2	691	31	5
	51%	51%	51%	53%	49%	47%	40%	51%	49%	44%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Yes	695	530	127	31	4	3	448	118	31	8	20
	49%	49%	47%	50%	54%	59%	50% d	48%	55% d	28%	46%
No - we do despatch products to customers but not using parcel/packet post	156	111	35	8	2	1	96	24	6	12	9
	11%	10%	13%	13%	19%	17%	11%	10%	11%	39% abc	21%
No - we don't despatch products to our customers	571	439	106	22	2	1	352	105	19	9	14
	40%	41% e	39% e	36%	26%	23%	39%	42%	33%	32%	32%
Don't know	10	5	4	1	*	*	3	1	1	*	*
	1%	*%	2%	1%	1%	1%	*%	*%	1%	*%	1%
NET: No	728	550	141	31	4	2	448	129	25	21	23
	51%	51%	52%	49%	45%	40%	50%	52%	44%	71% c	53%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
Yes	695	74	62	87	27	72	120	85	56	54
	49%	53%	54%	40%	48%	53%	51%	46%	47%	57%
No - we do despatch products to customers but not using parcel/packet post	156	18	6	25	9	15	29	19	17	7
	11%	13%	5%	11%	16%	11%	12%	10%	14%	7%
No - we don't despatch products to our customers	571	46	44	106	20	49	85	79	47	33
	40%	32%	39%	49%	35%	36%	36%	42%	39%	35%
Don't know	10	3	2	-	-	*	1	4	*	*
	1%	2%	2%	-%	-%	*%	*%	2%	*%	*%
NET: No	728	64	50	130	29	64	114	98	63	40
	51%	45%	44%	60%	52%	47%	49%	53%	53%	43%
				abi						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Yes	695	152	193	292	637	58	25	23	10
	49%	53% f	51%	46%	49%	44%	37%	50%	51%
No - we do despatch products to customers but not using parcel/packet post	156	31	41	72	145	12	8	3	1
	11%	11%	11%	11%	11%	9%	12%	6%	5%
No - we don't despatch products to our customers	571	102	137	270	509	62	34	20	9
	40%	36%	36%	42%	39%	47%	51% ab	43%	43%
Don't know	10	1	5	4	9	1	*	*	*
	1%	*%	1%	1%	1%	1%	*%	1%	1%
NET: No	728	133	178	343	654	74	42	22	10
	51%	47%	47%	54%	50%	56%	63% abdh	49%	48%

Columns Tested:: a,b,c,d,e,f,g,h

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Yes	695	21	71	75	68	165	29	9	20	308
	49%	54%	68%	60%	36%	74%	38%	29%	39%	44%
			dfghi	dgi		adfghi				
No - we do despatch products to customers but not using parcel/packet post	156	*	20	24	39	20	8	5	7	53
	11%	1%	19%	19%	20%	9%	10%	16%	14%	8%
			ai	ai	aei					
No - we don't despatch products to our customers	571	18	8	21	84	37	39	16	24	333
	40%	45%	8%	17%	43%	17%	51%	55%	47%	48%
		bce			bce		bce	bce	bce	bce
Don't know	10	-	5	5	1	*	*	-	-	3
	1%	-%	5%	4%	1%	*%	*%	-%	-%	*%
			ei	i						
NET: No	728	18	28	44	123	57	47	21	31	386
	51%	46%	27%	36%	64%	26%	62%	71%	61%	55%
		e			bce		bce	bce	bce	bce

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Yes	695	165	194	336	570	125	630	65	681	14
	49%	46%	65% ac	43%	48%	49%	48%	50%	49%	41%
No - we do despatch products to customers but not using parcel/packet post	156	63	28	65	140	16	144	13	152	4
	11%	18% bc	9%	8%	12%	6%	11%	10%	11%	11%
No - we don't despatch products to our customers	571	122	76	373	465	107	521	50	555	16
	40%	34%	25%	48% ab	39%	42%	40%	38%	40%	47%
Don't know	10	6	*	3	5	5	7	3	10	*
	1%	2%	*%	*%	*%	2%	1%	2%	1%	*%
NET: No	728	185	104	438	605	123	665	63	707	20
	51%	52% b	35%	56% b	51%	49%	51%	48%	51%	59%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Yes	695	243	158	288	478	137	41	39	615	80
	49%	31%	56%	81%	41%	76%	91%	80%	46%	85%
			a	ab		ae	ae	ae		ae
No - we do despatch products to customers but not using parcel/packet post	156	82	49	25	122	25	2	8	146	10
	11%	11%	17%	7%	11%	14%	5%	16%	11%	11%
			c							
No - we don't despatch products to our customers	571	454	76	39	549	18	2	2	568	4
	40%	58%	27%	11%	47%	10%	4%	4%	42%	4%
		bc	c		bcdf				bcdf	
Don't know	10	4	*	5	10	*	-	*	10	*
	1%	1%	*%	1%	1%	*%	-%	*%	1%	*%
NET: No	728	537	125	64	671	43	4	10	714	14
	51%	68%	44%	18%	58%	24%	9%	20%	53%	15%
		bc	c		bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
Yes	695	137	341	217	629	695	695	635	459	294
	49%	23%	60%	79%	47%	49%	49%	54%	53%	55%
			a	ab				a		a
No - we do despatch products to customers but not using parcel/packet post	156	59	63	35	141	156	156	142	125	91
	11%	10%	11%	13%	11%	11%	11%	12%	14%	17%
										abc
No - we don't despatch products to our customers	571	383	166	22	555	571	571	380	272	146
	40%	65%	29%	8%	42%	40%	40%	33%	31%	27%
		bc	c		def	def	def			
Don't know	10	7	3	*	10	10	10	10	9	5
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%
NET: No	728	442	229	57	696	728	728	523	397	237
	51%	76%	40%	21%	52%	51%	51%	45%	46%	44%
		bc	c		df	d	d			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Yes	695	47	441	66	53	31	30	26	88
	49%	73%	41%	75%	65%	67%	73%	60%	67%
		b		b	b	b	b		b
No - we do despatch products to customers but not using parcel/packet post	156	3	109	9	8	9	5	13	27
	11%	4%	10%	11%	10%	18%	12%	31%	20%
								abd	b
No - we don't despatch products to our customers	571	15	508	11	21	7	6	4	17
	40%	23%	48%	13%	25%	14%	15%	9%	13%
			acdefgh						
Don't know	10	-	8	2	*	*	*	*	*
	1%	-%	1%	2%	*%	1%	*%	*%	*%
NET: No	728	17	617	20	28	15	11	18	44
	51%	27%	58%	23%	35%	32%	27%	40%	33%
			acdefh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Yes	695	450	70	39	25	20	18	7	445	117	53	21	33	10	16
	49%	44%	53%	55%	54%	86%	64%	76%	42%	65%	72%	75%	77%	62%	56%
						abc				a	a	a	a		
No - we do despatch products to customers but not using parcel/packet post	156	96	17	14	6	1	5	1	92	34	8	1	7	2	12
	11%	9%	13%	21%	14%	6%	16%	13%	9%	19%	11%	5%	16%	10%	44%
				a						a					acdf
No - we don't despatch products to our customers	571	473	43	17	15	2	5	1	519	27	13	5	3	4	*
	40%	46%	33%	24%	31%	7%	19%	11%	49%	15%	17%	18%	7%	28%	1%
		bcef							bcdeg						
Don't know	10	7	2	*	*	*	*	-	7	2	*	1	*	*	-
	1%	1%	2%	*%	*%	*%	*%	-%	1%	1%	*%	2%	*%	*%	-%
NET: No	728	569	60	31	21	3	10	2	612	60	21	6	10	6	13
	51%	55%	45%	45%	45%	14%	35%	24%	57%	34%	28%	23%	23%	38%	44%
		e	e	e	e				bcde						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Yes	695	355	95	75	42	20	21	28	68	193	168	201	78	55
	49%	46%	69%	71%	73%	78%	90%	65%	75%	32%	52%	62%	72%	77%
			a	a	a	a	a		a		a	a	ab	ab
No - we do despatch products to customers but not using parcel/packet post	156	68	28	19	8	4	1	14	19	56	50	25	15	10
	11%	9%	21%	18%	14%	16%	4%	32%	21%	9%	16%	8%	14%	15%
			a	a				a	a		c			
No - we don't despatch products to our customers	571	346	12	11	8	1	1	1	4	351	103	94	16	6
	40%	45%	9%	10%	14%	5%	6%	3%	4%	58%	32%	29%	14%	8%
		bcdefgh								bcde	de	de		
Don't know	10	6	3	*	*	*	*	-	*	6	2	2	*	-
	1%	1%	2%	*%	*%	1%	*%	-%	*%	1%	1%	1%	*%	-%
NET: No	728	414	41	30	16	5	2	15	23	408	153	119	30	16
	51%	53%	29%	28%	27%	21%	10%	35%	25%	67%	47%	37%	28%	23%
		bcdefh								bcde	de			

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Yes	695	253	151	140	56	26	260	153	164	69	48
	49%	37%	55%	56%	69%	68%	33%	58%	69%	80%	81%
			a	a	a	a		a	a	ab	ab
No - we do despatch products to customers but not using parcel/packet post	156	76	27	21	11	7	66	50	25	9	7
	11%	11%	10%	8%	14%	18%	8%	19%	10%	10%	11%
								a			
No - we don't despatch products to our customers	571	352	96	86	15	5	446	61	48	8	5
	40%	51%	35%	35%	18%	14%	57%	23%	20%	10%	8%
		bcde					bcde				
Don't know	10	6	2	2	*	-	6	2	1	*	-
	1%	1%	1%	1%	*%	-%	1%	1%	1%	*%	-%
NET: No	728	428	123	107	26	12	512	111	73	17	12
	51%	62%	44%	43%	31%	32%	66%	42%	31%	20%	19%
		bcde					bcde	de			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Yes	695	186	133	193	78	38	585	33	13	567	128	582	47
	49%	33%	77% a	73% a	80% a	78% a	86% bc	29% c	4%	46%	67% a	47%	54%
No - we do despatch products to customers but not using parcel/packet post	156	62	18	33	18	8	63	67	12	116	40	121	20
	11%	11%	11%	13%	18%	16%	9% c	58% ac	3%	9%	21% a	10%	24% a
No - we don't despatch products to our customers	571	319	17	38	2	3	26	15	340	555	16	536	19
	40%	56% bcde	10%	14% d	2%	6%	4%	13% a	93% ab	45% b	8%	43% b	22%
Don't know	10	3	4	2	*	-	6	-	*	4	6	10	*
	1%	1%	3%	1%	*%	-%	1%	-%	*%	*%	3% a	1%	*%
NET: No	728	381	35	71	20	11	89	82	352	672	56	657	40
	51%	67% bcde	20%	27%	20%	22%	13%	71% a	96% ab	54% b	30%	53%	46%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Yes	695	606	89	358	277	583	47	601	94	378	257
	49%	48%	54%	50%	61% a	47%	55%	47%	58%	52%	59%
No - we do despatch products to customers but not using parcel/packet post	156	116	41	79	63	119	22	119	37	79	63
	11%	9%	25% a	11%	14%	10%	26% a	9%	23% a	11%	14%
No - we don't despatch products to our customers	571	537	34	269	111	540	15	543	28	265	116
	40%	42% b	21%	38% b	24%	43% b	18%	43% b	17%	36% b	26%
Don't know	10	9	1	5	5	10	*	7	3	6	3
	1%	1%	*%	1%	1%	1%	*%	1%	2%	1%	1%
NET: No	728	653	75	348	174	659	37	662	65	344	179
	51%	51%	46%	49% b	38%	53%	44%	52%	40%	47%	41%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
Yes	695	438	443	156	4	472	472	155	1	517	366	172	-
	49%	55%	44%	71%	100%	55%	48%	81%	100%	61%	56%	79%	-%
		b		ab		b		ab				ab	
No - we do despatch products to customers but not using parcel/packet post	156	100	71	20	-	118	77	15	-	104	65	28	-
	11%	13%	7%	9%	-%	14%	8%	8%	-%	12%	10%	13%	-%
		b				b							
No - we don't despatch products to our customers	571	245	484	44	-	263	435	21	-	220	215	17	*
	40%	31%	48%	20%	-%	31%	44%	11%	-%	26%	33%	8%	100%
			ac			c	ac			c	ac		
Don't know	10	9	7	*	-	6	7	*	-	9	4	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
NET: No	728	346	556	64	-	381	512	36	-	324	280	45	*
	51%	44%	55%	29%	-%	44%	52%	19%	-%	38%	43%	21%	100%
		c	ac			c	ac			c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
Yes	695	556	620	442	495	402	28	294	281	284	107	63
	49%	46%	50%	57%	48%	50%	76%	55%	59%	63%	90%	86%
				ab			a				abc	abc
No - we do despatch products to customers but not using parcel/packet post	156	105	102	68	99	74	4	44	40	46	6	1
	11%	9%	8%	9%	10%	9%	11%	8%	9%	10%	5%	1%
No - we don't despatch products to our customers	571	541	516	262	436	329	5	192	147	115	5	10
	40%	45%	41%	34%	42%	41%	13%	36%	31%	26%	4%	14%
		c	c		c	c		cde	d	d		
Don't know	10	7	7	6	7	3	-	3	4	3	-	-
	1%	1%	1%	1%	1%	*%	-%	1%	1%	1%	-%	-%
NET: No	728	647	618	331	535	403	9	237	188	161	11	10
	51%	53%	50%	42%	52%	50%	24%	44%	40%	36%	10%	14%
		c	c		c			de	de	de		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Yes	695	125	53	66	24	550	415	589	459	364	409	513	126	1	509	67
	49%	62%	67%	63%	72%	47%	50%	48%	53%	52%	56% b	46%	66% b	100%	50%	51%
No - we do despatch products to customers but not using parcel/packet post	156	25	11	19	2	106	85	133	78	54	94	102	23	-	82	21
	11%	12%	14%	18%	6%	9%	10%	11%	9%	8%	13%	9%	12%	-%	8%	16%
No - we don't despatch products to our customers	571	51	15	14	7	502	332	508	315	281	224	485	41	-	411	44
	40%	25%	18%	14%	21%	43%	40%	41%	37%	40%	31%	44% ac	22%	-%	41%	33%
Don't know	10	-	-	6	*	7	4	7	8	6	7	5	-	-	8	*
	1%	-%	-%	5% a	1%	1%	*%	1%	1%	1%	1%	*%	-%	-%	1%	*%
NET: No	728	75	26	33	9	608	418	641	393	334	318	587	64	-	494	64
	51%	38%	33%	32%	27%	52% d	50%	52% d	46%	47%	43%	53% ac	34%	-%	49%	49%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Yes	695	358	303	314	27	169	221	181	398	108	200	147	327
	49%	56%	42%	61%	64%	66%	58%	80%	43%	42%	78%	50%	39%
		b						bc			bc	c	
No - we do despatch products to customers but not using parcel/packet post	156	72	59	64	6	41	37	19	98	37	15	35	102
	11%	11%	8%	12%	13%	16%	10%	9%	11%	14%	6%	12%	12%
No - we don't despatch products to our customers	571	203	359	136	10	47	115	26	431	109	39	115	405
	40%	32%	49%	26%	22%	18%	30%	11%	46%	43%	15%	39%	48%
			a				a		a	a		a	a
Don't know	10	6	3	4	*	*	6	1	4	3	3	*	2
	1%	1%	*%	1%	*%	*%	2%	*%	*%	1%	1%	*%	*%
NET: No	728	275	418	200	15	88	152	45	529	146	55	149	507
	51%	43%	58%	39%	36%	34%	40%	20%	57%	57%	21%	50%	61%
			a						a	a		a	ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
Yes	695	258	437
	49%	40%	55%
			a
No - we do despatch products to customers but not using parcel/packet post	156	92	64
	11%	14%	8%
		b	
No - we don't despatch products to our customers	571	291	281
	40%	45%	36%
		b	
Don't know	10	3	7
	1%	1%	1%
NET: No	728	383	345
	51%	59%	44%
		b	

Columns Tested:: a,b

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
Yes	695	6	82	49	29	53	130	2	107	78	16	75	67
	49%	24%	36%	51%	48%	62%	58%	44%	50%	59%	31%	47%	45%
						abj	abj		j	abj			
No - we do despatch products to customers but not using parcel/packet post	156	2	28	15	5	4	37	*	26	5	6	17	11
	11%	7%	12%	16%	8%	4%	16%	6%	12%	4%	11%	11%	7%
				i			i						
No - we don't despatch products to our customers	571	18	117	31	26	29	57	3	81	48	30	62	71
	40%	69%	51%	32%	43%	33%	25%	50%	38%	37%	57%	39%	48%
		cefhi	f					f			cefhi		f
Don't know	10	*	3	-	*	*	1	*	-	1	*	4	*
	1%	*%	1%	-%	*%	*%	1%	*%	-%	*%	1%	3%	*%
NET: No	728	20	145	46	31	32	94	3	107	53	35	80	81
	51%	76%	63%	49%	51%	38%	42%	56%	50%	40%	68%	50%	55%
		cefhik	efi								cefhik		ei

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 73 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
Yes	695	138	212	187	158	349	346
	49%	39%	57%	53%	44%	48%	49%
			ad	a			
No - we do despatch products to customers but not using parcel/packet post	156	46	46	31	34	91	65
	11%	13%	12%	9%	9%	13%	9%
No - we don't despatch products to our customers	571	165	111	132	163	277	295
	40%	47%	30%	38%	45%	38%	42%
		b			b		
Don't know	10	3	2	1	5	5	5
	1%	1%	*%	*%	1%	1%	1%
NET: No	728	211	157	163	196	368	360
	51%	60%	42%	46%	55%	51%	51%
		bc			b		

Columns Tested:: a,b,c,d - a,b

Table 75

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Yes	814	65	749	771	36	5	2	43
	59%	63%	58%	59%	59%	65%	58%	60%
No - we do despatch products to customers but not using parcel/packet post	122	2	120	112	7	1	1	10
	9%	2%	9%	9%	12%	19%	18%	13%
			a				a	
No - we don't despatch products to our customers	438	36	402	419	17	1	1	19
	32%	35%	31%	32%	28%	16%	22%	26%
Don't know	9	-	9	8	1	*	*	1
	1%	-%	1%	1%	1%	*%	2%	1%
NET: No	560	38	522	531	24	3	2	29
	40%	37%	41%	41%	40%	35%	40%	39%

Columns Tested:: a,b - a,b,c,d,e

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Yes	814	401	310	60	26	15	2	771	36	7
	59%	60%	57%	61%	62%	56%	58%	59%	59%	63%
No - we do despatch products to customers but not using parcel/packet post	122	54	49	9	5	4	1	112	7	2
	9%	8%	9%	10%	13%	14%	18%	9%	12%	18%
							abg			abg
No - we don't despatch products to our customers	438	204	186	29	10	8	1	419	17	2
	32%	31%	34%	30%	24%	31%	22%	32%	28%	18%
		i	fi					i		
Don't know	9	7	2	-	1	*	*	8	1	*
	1%	1%	*%	-%	1%	*%	2%	1%	1%	1%
NET: No	560	258	235	38	15	12	2	531	24	4
	40%	39%	43%	39%	36%	44%	40%	41%	40%	37%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Yes	814	619	152	36	5	2	521	132	30	16	23
	59%	58%	61%	59%	65%	58%	60%	60%	55%	58%	56%
No - we do despatch products to customers but not using parcel/packet post	122	89	24	7	1	1	79	16	8	3	7
	9%	8%	9%	12%	19%	18% ab	9%	7%	15%	11%	18%
No - we don't despatch products to our customers	438	346	73	17	1	1	267	74	14	8	11
	32%	33% e	29%	28%	16%	22%	31%	33%	25%	30%	26%
Don't know	9	8	*	1	*	*	4	-	2	-	*
	1%	1%	*%	1%	*%	2%	*%	-%	5% ab	-%	*%
NET: No	560	434	97	24	3	2	346	90	22	11	18
	40%	41%	39%	40%	35%	40%	40%	40%	40%	42%	44%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Yes	814	78	61	108	24	83	146	84	73	71
	59%	60%	64%	46%	48%	69%	63%	52%	64%	68%
			c			c	c			c
No - we do despatch products to customers but not using parcel/packet post	122	15	9	17	12	11	18	18	8	7
	9%	12%	9%	7%	23%	9%	8%	11%	7%	7%
					c					
No - we don't despatch products to our customers	438	36	25	106	15	26	66	57	33	24
	32%	27%	26%	46%	29%	22%	29%	36%	29%	23%
				abefi						
Don't know	9	2	*	2	-	-	1	2	-	2
	1%	1%	*%	1%	-%	-%	*%	1%	-%	2%
NET: No	560	51	34	123	26	37	84	75	41	32
	40%	39%	36%	53%	52%	31%	37%	46%	36%	30%
				befhi				ei		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Yes	814	179	212	337	728	86	42	29	15
	59%	65%	62%	54%	59%	60%	60%	57%	66%
No - we do despatch products to customers but not using parcel/packet post	122	30	32	52	115	7	2	3	1
	9%	11% e	9%	8%	9%	5%	3%	7%	5%
No - we don't despatch products to our customers	438	65	94	230	388	50	26	18	6
	32%	23%	28%	37% a	31%	35% a	37%	36%	28%
Don't know	9	2	2	5	9	*	*	*	*
	1%	1%	*%	1%	1%	*%	*%	*%	*%
NET: No	560	95	126	282	503	57	28	21	7
	40%	34%	37%	45% ah	41%	40%	40%	43%	33%

Columns Tested:: a,b,c,d,e,f,g,h

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Yes	814	23	94	99	93	211	25	13	12	338
	59%	51%	86%	78%	48%	82%	47%	42%	35%	53%
			adfghi	adfghi		adfghi				
No - we do despatch products to customers but not using parcel/packet post	122	*	9	16	33	10	9	1	6	46
	9%	1%	8%	13%	17%	4%	17%	3%	18%	7%
				e	aei		ae		ae	
No - we don't despatch products to our customers	438	22	4	10	66	35	17	16	17	255
	32%	48%	4%	8%	34%	14%	31%	55%	47%	40%
		bce			bce		bce	bce	bce	bce
Don't know	9	-	2	2	2	2	2	-	-	1
	1%	-%	2%	2%	1%	1%	4%	-%	-%	*%
							i			
NET: No	560	22	13	25	99	46	27	17	23	301
	40%	49%	12%	20%	51%	18%	49%	58%	65%	47%
		bce			bce		bce	bce	bcei	bce

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Yes	814	215	237	363	677	137	745	69	790	24
	59%	59%	76% ac	51%	58%	62%	59%	55%	59%	66%
No - we do despatch products to customers but not using parcel/packet post	122	49	20	53	114	8	103	18	119	3
	9%	13% b	6%	8%	10%	4%	8%	15%	9%	8%
No - we don't despatch products to our customers	438	97	53	288	363	75	401	37	429	9
	32%	27% b	17%	41% ab	31%	34%	32%	30%	32%	26%
Don't know	9	4	4	1	9	-	9	*	9	-
	1%	1%	1%	*%	1%	-%	1%	*%	1%	-%
NET: No	560	146	72	341	477	83	504	56	548	12
	40%	40% b	23%	48% ab	41%	38%	40%	45%	41%	34%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Yes	814	304	188	316	574	157	39	44	731	83
	59%	42%	69%	82%	53%	81%	84%	87%	57%	86%
			a	ab		ae	ae	ae		ae
No - we do despatch products to customers but not using parcel/packet post	122	64	30	28	96	15	5	5	112	10
	9%	9%	11%	7%	9%	8%	12%	9%	9%	11%
No - we don't despatch products to our customers	438	348	53	38	412	22	2	2	435	3
	32%	48%	19%	10%	38%	11%	4%	3%	34%	4%
		bc	c		bcdf				bcdf	
Don't know	9	5	2	2	9	*	-	*	9	*
	1%	1%	1%	1%	1%	*%	-%	*%	1%	*%
NET: No	560	412	83	65	509	38	7	6	546	14
	40%	57%	30%	17%	47%	19%	16%	13%	42%	14%
		bc	c		bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Yes	814	177	397	240	692	679	749	814	502	321
	59%	34%	69%	82%	56%	58%	58%	59%	58%	59%
			a	ab						
No - we do despatch products to customers but not using parcel/packet post	122	40	57	25	110	115	122	122	100	80
	9%	8%	10%	9%	9%	10%	9%	9%	12%	15%
										acd
No - we don't despatch products to our customers	438	294	118	26	414	366	417	438	259	141
	32%	57%	21%	9%	34%	31%	32%	32%	30%	26%
		bc	c		f					
Don't know	9	9	*	*	9	7	9	9	7	3
	1%	2%	*%	*%	1%	1%	1%	1%	1%	1%
		b								
NET: No	560	334	175	51	524	481	538	560	359	222
	40%	64%	31%	18%	43%	41%	42%	40%	41%	41%
		bc	c							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Yes	814	90	456	57	57	28	25	36	89
	59%	62%	53%	70%	78%	63%	64%	77%	68%
				b	b			b	b
No - we do despatch products to customers but not using parcel/packet post	122	7	69	17	6	11	6	7	24
	9%	5%	8%	21%	8%	24%	14%	16%	18%
				ab		ab			ab
No - we don't despatch products to our customers	438	47	333	7	10	5	9	4	18
	32%	32%	39%	9%	14%	12%	22%	8%	14%
		cdgh	cdegh						
Don't know	9	2	7	*	*	*	*	*	*
	1%	1%	1%	*%	*%	*%	*%	*%	*%
NET: No	560	54	402	24	16	16	14	11	42
	40%	37%	46%	30%	22%	37%	36%	23%	32%
			acdgh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Yes	814	496	81	46	28	12	19	10	436	118	49	18	26	10	22
	59%	54%	62%	75%	62%	56%	66%	76%	52%	73%	80%	73%	64%	70%	77%
				a						a	a				
No - we do despatch products to customers but not using parcel/packet post	122	68	18	12	3	2	4	3	59	29	10	1	9	1	7
	9%	7%	14%	19%	6%	11%	13%	22%	7%	18%	16%	5%	21%	7%	23%
				a						a					
No - we don't despatch products to our customers	438	353	30	4	14	7	6	*	334	14	2	5	6	3	*
	32%	38%	24%	6%	32%	33%	21%	1%	40%	9%	4%	22%	14%	23%	*%
		bc	c		c	c			bcg			c		c	
Don't know	9	9	1	*	-	*	*	-	7	*	*	-	*	*	-
	1%	1%	*%	*%	-%	*%	*%	-%	1%	*%	*%	-%	*%	*%	-%
NET: No	560	421	49	15	17	9	10	3	394	43	12	7	15	4	7
	40%	45%	37%	25%	38%	44%	34%	24%	47%	27%	20%	27%	35%	30%	23%
		c							bc						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Yes	814	467	124	90	48	25	30	29	85	242	182	186	82	57
	59%	50%	77%	80%	78%	79%	94%	68%	79%	46%	58%	66%	76%	83%
			a	a	a	a	a		a		a	a	ab	ab
No - we do despatch products to customers but not using parcel/packet post	122	60	19	16	6	6	2	13	21	37	41	30	13	1
	9%	6%	12%	14%	9%	19%	5%	30%	19%	7%	13%	11%	12%	2%
				a				a	a					
No - we don't despatch products to our customers	438	405	17	6	8	1	*	1	2	239	88	65	14	10
	32%	43%	11%	5%	13%	2%	1%	2%	2%	46%	28%	23%	13%	15%
		bcdefgh			h					bcde	d			
Don't know	9	9	*	*	-	-	*	-	*	7	2	*	*	-
	1%	1%	*%	*%	-%	-%	*%	-%	*%	1%	1%	*%	*%	-%
NET: No	560	466	36	22	13	7	2	14	23	277	129	94	26	12
	40%	49%	23%	19%	22%	21%	6%	32%	21%	53%	41%	34%	24%	17%
		bcdefh								bcde	de			

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Yes	814	309	155	137	62	25	260	155	144	73	47
	59%	50%	57%	63%	73%	70%	44%	68%	71%	87%	82%
				a	a			a	a	abc	a
No - we do despatch products to customers but not using parcel/packet post	122	46	28	24	10	1	48	34	28	3	1
	9%	8%	11%	11%	12%	2%	8%	15%	13%	4%	2%
No - we don't despatch products to our customers	438	247	87	56	13	10	279	37	32	7	9
	32%	40%	32%	26%	15%	29%	47%	16%	16%	9%	15%
		cd	d				bcde				
Don't know	9	9	*	*	*	-	5	2	*	*	-
	1%	1%	*%	*%	*%	-%	1%	1%	*%	*%	-%
NET: No	560	294	115	80	23	11	327	71	59	10	10
	40%	48%	43%	37%	27%	30%	55%	31%	29%	13%	18%
		cd					bcde	d	d		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Yes	814	275	150	232	102	45	814	-	-	629	185	640	52
	59%	39%	75% a	77% a	89% ab	88% a	100% bc	-%	-%	55%	76% a	57%	56%
No - we do despatch products to customers but not using parcel/packet post	122	48	26	30	10	3	-	122	-	86	36	82	28
	9%	7%	13%	10%	9%	7%	-%	100% ac	-%	8%	15% a	7%	30% a
No - we don't despatch products to our customers	438	373	24	35	2	2	-	-	438	414	24	401	13
	32%	53% bcde	12% d	12% d	2%	5%	-%	-%	100% ab	36% b	10%	35% b	14%
Don't know	9	5	-	4	*	-	-	-	-	9	*	9	*
	1%	1%	-%	1%	*%	-%	-%	-%	-%	1%	*%	1%	*%
NET: No	560	422	50	64	12	6	-	122	438	500	60	483	41
	40%	60% bcde	25% d	21%	11%	12%	-%	100% a	100% a	44% b	24%	43%	44%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Yes	814	594	86	463	351	639	53	586	93	479	335
	59%	58%	60%	55%	65% a	57%	56%	57%	64%	55%	64% a
No - we do despatch products to customers but not using parcel/packet post	122	79	36	62	60	83	27	84	32	67	55
	9%	8%	25% a	7%	11%	7%	29% a	8%	22% a	8%	11%
No - we don't despatch products to our customers	438	344	22	314	124	400	14	345	21	310	128
	32%	34% b	15%	37% b	23%	35% b	15%	34% b	14%	36% b	25%
Don't know	9	7	*	7	2	9	*	7	*	7	2
	1%	1%	*%	1%	*%	1%	*%	1%	*%	1%	*%
NET: No	560	423	58	376	184	482	41	428	53	377	183
	40%	41%	40%	44% b	34%	43%	44%	42%	36%	44% b	35%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Yes	814	464	504	156	4	456	464	145	1	652	450	194	-
	59%	61%	55%	76%	100%	61%	59%	84%	100%	65%	59%	78%	-%
				ab				ab				ab	
No - we do despatch products to customers but not using parcel/packet post	122	88	50	13	-	95	57	12	-	96	58	25	-
	9%	12%	5%	6%	-%	13%	7%	7%	-%	10%	8%	10%	-%
		b				b							
No - we don't despatch products to our customers	438	209	356	37	-	187	262	15	-	245	256	31	*
	32%	27%	39%	18%	-%	25%	33%	9%	-%	24%	33%	12%	100%
			ac			c	ac			c	ac		
Don't know	9	5	4	*	-	5	2	*	-	7	2	*	-
	1%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
NET: No	560	297	406	50	-	282	319	27	-	340	314	55	*
	40%	39%	44%	24%	-%	38%	41%	16%	-%	34%	41%	22%	100%
		c	c			c	c			c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Yes	814	604	592	579	527	429	27	363	336	365	115	66
	59%	56%	60%	61%	57%	61%	72%	59%	63%	70%	85%	85%
										a	abc	ab
No - we do despatch products to customers but not using parcel/packet post	122	71	79	54	71	48	5	35	37	33	7	*
	9%	7%	8%	6%	8%	7%	13%	6%	7%	6%	5%	*%
No - we don't despatch products to our customers	438	400	314	305	324	221	6	216	160	121	13	12
	32%	37%	32%	32%	35%	32%	15%	35%	30%	23%	10%	15%
								cde	d	d		
Don't know	9	7	5	6	4	2	-	2	2	2	-	-
	1%	1%	*%	1%	*%	*%	-%	*%	*%	*%	-%	-%
NET: No	560	471	393	359	395	269	11	251	197	154	21	12
	40%	44%	40%	38%	43%	38%	28%	41%	37%	29%	15%	15%
								cde	de	d		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Yes	814	128	48	85	27	648	461	692	576	455	459	612	149	1	562	80
	59%	72%	57%	75%	65%	58%	59%	58%	63%	62%	62%	58%	78% ab	100%	59%	63%
No - we do despatch products to customers but not using parcel/packet post	122	16	15	10	3	75	64	102	62	42	85	76	11	-	67	9
	9%	9%	18%	9%	6%	7%	8%	9%	7%	6%	11% b	7%	6%	-%	7%	7%
No - we don't despatch products to our customers	438	33	21	16	12	386	250	393	264	234	192	372	31	-	321	38
	32%	19%	25%	14%	28%	35%	32%	33%	29%	32%	26%	35% ac	16%	-%	34%	30%
Don't know	9	-	-	3	*	2	1	3	5	2	5	2	-	-	7	*
	1%	-%	-%	3%	*%	*%	*%	*%	1%	*%	1%	*%	-%	-%	1%	*%
NET: No	560	49	36	25	14	461	314	496	326	276	276	448	42	-	388	46
	40%	28%	43% c	22%	34%	42%	40%	42% d	36%	38%	37% c	42% c	22%	-%	41%	37%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Yes	814	378	374	399	25	195	291	199	481	132	240	171	390
	59%	63%	54%	69%	54%	70%	67%	83%	53%	62%	81%	56%	52%
		b						bc			bc		
No - we do despatch products to customers but not using parcel/packet post	122	55	43	47	8	38	26	22	69	24	22	37	53
	9%	9%	6%	8%	18%	14%	6%	9%	8%	11%	7%	12%	7%
						b							
No - we don't despatch products to our customers	438	162	266	132	13	46	116	17	358	58	36	97	296
	32%	27%	39%	23%	28%	17%	27%	7%	39%	27%	12%	32%	40%
			a				a		ac	a		a	a
Don't know	9	3	6	2	*	*	2	1	6	*	-	*	5
	1%	*%	1%	*%	*%	*%	1%	*%	1%	*%	-%	*%	1%
NET: No	560	217	309	180	22	84	142	39	428	82	58	134	349
	40%	36%	45%	31%	46%	30%	33%	16%	47%	38%	19%	44%	47%
			a						a	a		a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Yes	814	331	483
	59%	54%	63%
			a
No - we do despatch products to customers but not using parcel/packet post	122	68	54
	9%	11%	7%
No - we don't despatch products to our customers	438	212	226
	32%	35%	29%
Don't know	9	2	7
	1%	*%	1%
NET: No	560	280	280
	40%	46%	36%
		b	

Columns Tested:: a,b

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Yes	814	10	92	69	30	65	138	6	125	86	26	92	74
	59%	52%	47%	63%	61%	68%	62%	57%	61%	65% b	54%	61%	52%
No - we do despatch products to customers but not using parcel/packet post	122	*	15	11	2	4	38	*	22	5	3	10	11
	9%	2%	8%	10%	4%	5%	17% i	4%	10%	4%	7%	7%	8%
No - we don't despatch products to our customers	438	9	88	29	17	27	47	4	60	41	19	47	50
	32%	46% f	45% fh	27%	35%	28%	21%	39%	29%	31%	40% f	31%	36% f
Don't know	9	*	*	-	*	-	*	*	-	1	-	2	6
	1%	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	2%	4% h
NET: No	560	9	103	40	19	31	86	5	82	46	22	58	61
	40%	48%	53% ehik	37%	38%	32%	38%	43%	39%	34%	46%	38%	43%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 75 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Yes	814	171	233	218	192	404	410
	59%	53%	63%	62%	56%	58%	59%
No - we do despatch products to customers but not using parcel/packet post	122	26	44	27	25	70	51
	9%	8%	12%	8%	7%	10%	7%
No - we don't despatch products to our customers	438	126	91	105	116	217	221
	32%	39%	25%	30%	34%	31%	32%
		b					
Don't know	9	*	*	1	8	*	9
	1%	*%	*%	*%	2%	*%	1%
NET: No	560	152	136	132	141	287	273
	40%	47%	37%	38%	41%	42%	39%

Columns Tested:: a,b,c,d - a,b

Table 77

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1858	361	1497	1229	325	87	217	629
Effective base	698	89	622	637	136	38	102	181
Weighted Base	1648	132	1516	1568	67	8	5	80
Yes	924	74	850	876	39	5	3	48
	56%	56%	56%	56%	58%	63%	67% a	59%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	2	113	106	7	1	1	9
	7%	1%	7% a	7%	10%	17% a	11%	11%
No - we don't despatch products to our customers	631	57	574	606	22	2	1	25
	38%	43%	38%	39% d	32%	26%	22%	31%
Don't know	6	*	6	5	1	*	*	1
	*%	*%	*%	*%	1%	1%	2% a	1%
NET: No	718	58	660	687	27	3	1	32
	44%	44%	44%	44% d	41%	36%	31%	40%

Columns Tested:: a,b - a,b,c,d,e

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1858	504	537	188	201	211	217	1229	325	304
Effective base	698	296	278	88	87	83	102	637	136	80
Weighted Base	1648	807	647	113	47	29	5	1568	67	13
Yes	924	448	363	65	28	17	3	876	39	8
	56%	55%	56%	58%	60%	57%	67% ag	56%	58%	65%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	52	45	9	5	3	1	106	7	2
	7%	6%	7%	8%	11%	11%	11%	7%	10%	15% abg
No - we don't despatch products to our customers	631	309	257	40	14	10	1	606	22	3
	38%	38% fi	40% fi	35% f	30%	34%	22%	39% fi	32%	25%
Don't know	6	4	*	-	1	*	*	5	1	*
	*%	1%	*%	-%	1%	1%	2% bg	*%	1%	1%
NET: No	718	355	284	48	18	12	1	687	27	4
	44%	44% f	44% f	42%	39%	42%	31%	44% f	41%	34%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1858	756	473	325	87	217	668	339	121	82	222
Effective base	698	461	237	136	38	102	378	152	36	25	41
Weighted Base	1648	1264	304	67	8	5	1032	271	62	30	46
Yes	924	703	173	39	5	3	589	148	37	16	25
	56%	56%	57%	58%	63%	67% a	57%	55%	59%	53%	54%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	79	26	7	1	1	72	20	4	5	6
	7%	6%	9%	10%	17% a	11%	7%	7%	7%	16%	14%
No - we don't despatch products to our customers	631	497	109	22	2	1	385	107	18	9	16
	38%	39% e	36% e	32%	26%	22%	37%	40%	30%	31%	35%
Don't know	6	4	*	1	*	*	3	*	2	-	*
	*%	*%	*%	1%	1%	2% b	*%	*%	4% ab	-%	1%
NET: No	718	556	131	27	3	1	441	123	23	14	21
	44%	44% e	43% e	41%	36%	31%	43%	45%	37%	47%	46%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1858	128	105	186	50	127	158	118	103	103
Effective base	698	67	55	102	25	61	96	74	51	51
Weighted Base	1648	159	123	260	66	150	267	205	127	114
Yes	924	95	71	126	33	94	158	102	75	76
	56%	60%	57%	48%	50%	63%	59%	50%	59%	67%
										c
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	17	6	13	9	8	26	16	7	5
	7%	11%	5%	5%	14%	5%	10%	8%	6%	5%
No - we don't despatch products to our customers	631	50	47	122	24	48	97	90	44	31
	38%	32%	38%	47%	36%	32%	36%	44%	35%	27%
				i						
Don't know	6	*	*	-	-	*	1	2	*	2
	*%	*%	*%	-%	-%	*%	*%	1%	*%	2%
NET: No	718	63	53	134	33	55	109	101	52	36
	44%	40%	43%	52%	50%	37%	41%	49%	41%	32%
				ei				i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1858	280	336	462	1078	780	284	259	237
Effective base	698	137	172	272	579	205	94	63	70
Weighted Base	1648	330	409	732	1471	177	88	61	28
Yes	924	204	241	385	830	94	46	32	16
	56%	62%	59%	53%	56%	53%	52%	53%	56%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	22	31	55	108	7	3	3	1
	7%	7%	7%	8%	7%	4%	3%	5%	4%
No - we don't despatch products to our customers	631	103	141	308	553	78	40	27	12
	38%	31%	35%	42%	38%	44%	45%	44%	41%
				a		a	a		
Don't know	6	2	*	3	5	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	*%
NET: No	718	124	168	344	636	82	42	28	12
	44%	38%	41%	47%	43%	47%	48%	47%	43%
				a					

Columns Tested:: a,b,c,d,e,f,g,h

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1858	70	181	199	208	361	83	58	88	791
Effective base	698	33	50	57	86	139	31	19	30	314
Weighted Base	1648	52	114	136	224	277	80	36	54	789
Yes	924	28	99	104	102	223	35	16	22	393
	56%	55%	87%	77%	46%	81%	44%	43%	41%	50%
			adfghi	adfghi		adfghi				
No - we do despatch products to customers but not using large letter/ parcel/ packet post	115	*	6	12	33	12	7	1	6	44
	7%	1%	5%	9%	15%	4%	9%	2%	11%	6%
					aei					
No - we don't despatch products to our customers	631	23	7	20	90	45	39	20	27	368
	38%	44%	6%	14%	40%	16%	48%	57%	49%	47%
		bce			bce		bce	bce	bce	bce
Don't know	6	-	2	2	2	*	*	-	-	1
	*%	-%	2%	2%	1%	*%	*%	-%	-%	*%
NET: No	718	23	12	29	120	54	45	20	32	395
	44%	45%	11%	21%	53%	19%	56%	57%	59%	50%
		bce			bce		bce	bce	bce	bce

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1858	477	444	937	1639	219	1517	341	1822	36
Effective base	698	172	167	360	597	104	618	92	680	18
Weighted Base	1648	412	357	879	1368	281	1507	141	1604	44
Yes	924	235	258	431	767	157	842	82	900	24
	56%	57%	72% ac	49%	56%	56%	56%	58%	56%	56%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	45	19	51	104	11	105	10	112	3
	7%	11% c	5%	6%	8%	4%	7%	7%	7%	7%
No - we don't despatch products to our customers	631	132	83	415	514	117	580	51	615	16
	38%	32%	23%	47% ab	38%	42%	38%	36%	38%	37%
Don't know	6	4	*	1	6	-	5	*	6	*
	*%	1%	*%	*%	*%	-%	*%	*%	*%	*%
NET: No	718	172	99	448	595	123	659	59	699	19
	44%	42% b	28%	51% ab	44%	44%	44%	42%	44%	44%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1858	956	487	410	1345	325	80	108	1670	188
Effective base	698	380	150	168	558	97	23	22	654	45
Weighted Base	1648	923	316	400	1345	206	47	50	1551	97
Yes	924	356	223	339	659	177	43	45	836	88
	56%	39%	70%	85%	49%	86%	93%	89%	54%	91%
			a	ab		ae	ae	ae		ae
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	73	20	21	98	12	1	4	110	5
	7%	8%	6%	5%	7%	6%	3%	7%	7%	5%
No - we don't despatch products to our customers	631	511	75	42	608	19	2	2	627	4
	38%	55%	24%	11%	45%	9%	4%	3%	40%	4%
		bc	c		bcdf				bcdf	
Don't know	6	3	*	2	5	*	-	*	6	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%
NET: No	718	565	93	58	681	29	3	5	710	8
	44%	61%	30%	15%	51%	14%	7%	11%	46%	9%
		bc	c		bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1858	564	781	513	1677	1618	1751	1569	942	785
Effective base	698	274	287	141	611	603	653	590	361	253
Weighted Base	1648	705	640	303	1465	1432	1562	1383	886	588
Yes	924	223	436	265	792	789	860	864	549	365
	56%	32%	68%	87%	54%	55%	55%	62%	62%	62%
			a	ab				abc	abc	a
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	49	50	16	101	108	115	101	82	63
	7%	7%	8%	5%	7%	8%	7%	7%	9%	11%
No - we don't despatch products to our customers	631	441	167	23	593	558	609	440	276	163
	38%	63%	26%	8%	40%	39%	39%	32%	31%	28%
		bc	c		def	def	def			
Don't know	6	5	*	*	6	4	6	5	3	3
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
NET: No	718	477	204	38	667	639	697	514	334	220
	44%	68%	32%	12%	46%	45%	45%	37%	38%	37%
		bc	c		def	def	def			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1858	142	1014	135	161	121	102	76	299
Effective base	698	66	438	46	41	24	21	20	65
Weighted Base	1648	168	1079	91	86	49	42	48	139
Yes	924	99	521	72	63	34	32	39	105
	56%	59%	48%	79%	74%	70%	76%	81%	76%
				ab	b	b	b	b	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	7	76	8	3	8	5	6	20
	7%	4%	7%	9%	4%	17%	13%	13%	14%
No - we don't despatch products to our customers	631	61	502	11	19	7	5	4	16
	38%	36%	47%	12%	23%	14%	12%	9%	12%
		cefgh	cdefgh						
Don't know	6	2	3	*	*	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	*%
NET: No	718	67	554	19	22	14	10	9	34
	44%	40%	51%	21%	26%	29%	24%	19%	24%
		ch	acdefgh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1858	1043	206	133	117	72	75	31	1005	249	143	88	50	50	33
Effective base	698	452	68	34	25	14	18	6	438	74	41	23	15	19	11
Weighted Base	1648	1129	145	73	51	24	29	13	1064	179	74	28	43	16	29
Yes	924	564	95	49	32	21	20	11	507	133	59	21	35	11	24
	56%	50%	66%	68%	64%	85%	67%	84%	48%	74%	80%	77%	80%	71%	83%
			a	a		a				a	a	a	a	a	a
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	69	12	10	2	2	4	2	66	21	8	1	6	2	5
	7%	6%	8%	14%	3%	9%	15%	15%	6%	12%	11%	5%	14%	12%	17%
No - we don't despatch products to our customers	631	513	41	14	17	2	6	1	512	26	9	5	3	4	*
	38%	45%	28%	19%	33%	8%	21%	7%	48%	15%	12%	18%	7%	26%	*%
		bcef							bcdeg						
Don't know	6	5	1	*	*	*	*	-	3	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	*%	*%	-%
NET: No	718	560	49	24	18	4	10	2	554	46	15	6	9	5	5
	44%	50%	34%	32%	36%	15%	33%	16%	52%	26%	20%	23%	20%	29%	17%
		bce							bcdefg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1858	926	212	148	107	58	65	53	176	609	371	438	225	105
Effective base	698	396	66	46	34	17	14	18	49	270	152	153	53	27
Weighted Base	1648	941	161	112	61	32	32	44	108	691	353	331	114	71
Yes	924	495	130	94	51	31	30	34	95	276	207	221	90	65
	56%	53%	81%	84%	83%	96%	94%	77%	88%	40%	59%	67%	79%	92%
			a	a	a	a	a	a	a		a	a	ab	abc
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	59	13	14	3	1	2	9	11	40	39	25	9	1
	7%	6%	8%	13%	5%	3%	5%	21%	11%	6%	11%	8%	8%	1%
								a						
No - we don't despatch products to our customers	631	407	18	5	7	1	*	1	2	383	112	93	15	5
	38%	43%	11%	5%	12%	4%	1%	2%	2%	55%	32%	28%	14%	7%
		bcdefgh								bcde	de	de		
Don't know	6	5	*	*	-	-	*	-	*	5	*	*	*	-
	*%	1%	*%	*%	-%	-%	*%	-%	*%	1%	*%	*%	*%	-%
NET: No	718	441	31	18	11	1	2	10	13	410	146	109	24	6
	44%	47%	19%	16%	17%	4%	6%	23%	12%	59%	41%	33%	21%	8%
		bcdefgh								bcde	de	e		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1858	691	339	384	182	75	689	329	341	165	81
Effective base	698	298	137	124	37	16	311	117	114	39	22
Weighted Base	1648	771	305	259	87	38	778	266	238	86	60
Yes	924	348	179	162	66	33	306	179	173	76	54
	56%	45%	59%	63%	76%	86%	39%	67%	73%	88%	91%
			a	a	a	ab		a	a	ab	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	47	26	21	7	*	48	32	24	3	1
	7%	6%	9%	8%	8%	1%	6%	12%	10%	4%	1%
								a			
No - we don't despatch products to our customers	631	383	105	84	14	5	439	57	47	8	5
	38%	50%	34%	33%	17%	13%	56%	21%	20%	9%	8%
		bcde	d				bcde				
Don't know	6	5	*	*	*	-	3	*	*	*	-
	*%	1%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET: No	718	418	125	97	21	5	468	86	65	11	5
	44%	54%	41%	37%	24%	14%	60%	33%	27%	12%	9%
		bcde	de				bcde	de			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1858	673	273	350	165	89	897	160	497	1511	347	1512	165
Effective base	698	286	90	134	51	23	350	50	185	581	117	567	44
Weighted Base	1648	702	200	300	114	51	814	122	438	1394	254	1363	102
Yes	924	293	166	247	102	46	814	33	13	721	203	728	64
	56%	42%	83% a	82% a	89% a	91% a	100% bc	27% c	3%	52%	80% a	53%	63%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	50	16	19	11	2	-	89	12	90	25	83	18
	7%	7%	8%	6%	9%	5%	-%	73% ac	3% a	6%	10%	6%	17% a
No - we don't despatch products to our customers	631	372	22	39	2	3	-	15	425	601	30	570	24
	38%	53% bcde	11% d	13% d	2%	5%	-%	12% a	97% ab	43% b	12%	42% b	23%
Don't know	6	5	-	*	*	-	-	-	-	6	*	6	*
	*%	1%	-%	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%
NET: No	718	404	34	53	12	5	-	89	425	667	51	629	37
	44%	58% bcde	17%	18%	11%	9%	-%	73% a	97% ab	48% b	20%	46%	37%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1858	1364	254	930	639	1512	165	1360	258	941	628
Effective base	698	533	70	367	222	568	43	530	74	371	219
Weighted Base	1648	1268	164	846	537	1367	98	1270	163	862	521
Yes	924	679	111	488	376	729	64	674	115	507	358
	56%	54%	67% a	58%	70% a	53%	65%	53%	71% a	59%	69% a
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	84	25	61	40	82	18	84	24	61	40
	7%	7%	15% a	7%	7%	6%	19% a	7%	15% a	7%	8%
No - we don't despatch products to our customers	631	522	37	309	131	573	20	528	30	306	133
	38%	41% b	22%	37% b	24%	42% b	20%	42% b	19%	36% b	26%
Don't know	6	3	*	3	2	5	*	3	*	3	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: No	718	586	53	355	158	632	34	593	47	353	161
	44%	46% b	32%	42% b	29%	46%	35%	47% b	29%	41% b	31%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1858	964	1279	258	1	964	1131	205	1	1112	894	272	1
Effective base	698	352	473	89	1	358	428	74	1	423	337	107	1
Weighted Base	1648	860	1119	236	4	859	991	191	1	999	766	249	*
Yes	924	533	563	180	4	534	539	163	1	693	478	209	-
	56%	62%	50%	76%	100%	62%	54%	85%	100%	69%	62%	84%	-%
		b		ab		b		ab		b		ab	
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	70	58	9	-	72	50	8	-	66	54	10	-
	7%	8%	5%	4%	-%	8%	5%	4%	-%	7%	7%	4%	-%
No - we don't despatch products to our customers	631	270	519	52	-	257	421	25	-	250	255	30	*
	38%	31%	46%	22%	-%	30%	42%	13%	-%	25%	33%	12%	100%
			ac			c	ac			c	ac		
Don't know	6	3	3	*	-	3	1	*	-	5	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: No	718	324	553	56	-	322	452	28	-	301	287	40	*
	44%	38%	49%	24%	-%	38%	46%	15%	-%	30%	37%	16%	100%
		c	ac			c	ac			c	ac		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1858	1450	1349	1000	1237	907	55	567	494	512	123	66
Effective base	698	543	517	403	461	360	15	258	217	217	58	31
Weighted Base	1648	1318	1245	944	1120	872	37	615	535	521	135	78
Yes	924	693	692	603	608	484	33	376	355	378	120	66
	56%	53%	56%	64%	54%	56%	88%	61%	66%	73%	89%	85%
				ab			ab			a	abc	ab
No - we do despatch products to customers but not using large letter/ parcel/ packet post	115	70	70	44	67	54	*	33	26	24	2	1
	7%	5%	6%	5%	6%	6%	1%	5%	5%	5%	1%	1%
No - we don't despatch products to our customers	631	574	498	306	462	353	4	218	157	124	13	12
	38%	44%	40%	32%	41%	40%	12%	35%	29%	24%	10%	15%
		c	c		c	c		cde	d	d		
Don't know	6	3	1	2	3	2	-	*	2	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
NET: No	718	622	552	339	509	386	4	240	178	143	15	12
	44%	47%	44%	36%	45%	44%	12%	39%	33%	27%	11%	15%
		c	c		c	c		cde	de	d		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1858	198	115	101	47	1572	1195	1662	1260	1108	889	1479	228	1	1349	115
Effective base	698	88	34	48	18	582	408	611	442	370	339	547	85	1	502	56
Weighted Base	1648	210	86	113	42	1334	915	1413	1000	835	812	1275	206	1	1151	141
Yes	924	146	61	86	29	733	529	785	616	500	521	691	162	1	646	88
	56%	70%	71%	77%	69%	55%	58%	56%	62% ac	60%	64% b	54%	79% ab	100%	56%	62%
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	18	10	8	2	76	55	95	58	32	64	78	6	-	60	12
	7%	8%	11%	7%	4%	6%	6%	7%	6%	4%	8%	6%	3%	-%	5%	9%
No - we don't despatch products to our customers	631	48	15	16	12	547	342	556	344	307	235	529	40	-	450	46
	38%	23%	17%	14%	28%	41% d	37%	39%	34%	37%	29%	42% ac	20%	-%	39%	33%
Don't know	6	-	-	3	*	2	1	3	3	2	3	2	-	-	3	*
	*%	-%	-%	3%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
NET: No	718	64	25	23	13	598	385	625	381	332	287	581	43	-	502	53
	44%	30%	29%	21%	30%	45% d	42%	44% d	38%	40%	35% c	46% ac	21%	-%	44%	38%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1858	704	987	712	35	356	494	290	1173	375	395	384	1035
Effective base	698	288	362	255	17	124	190	100	456	134	135	145	401
Weighted Base	1648	690	856	605	47	289	451	248	1091	290	308	345	951
Yes	924	430	426	425	33	219	304	214	555	146	256	200	443
	56%	62%	50%	70%	70%	76%	67%	86%	51%	50%	83%	58%	47%
		b						bc			bc	c	
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	49	44	42	*	19	28	13	65	35	14	27	72
	7%	7%	5%	7%	1%	7%	6%	5%	6%	12%	5%	8%	8%
										b			
No - we don't despatch products to our customers	631	217	398	148	13	55	128	21	490	113	41	124	451
	38%	32%	47%	25%	28%	19%	28%	9%	45%	39%	13%	36%	47%
			a						a	a		a	ab
Don't know	6	3	3	2	*	*	2	1	3	*	*	*	3
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
NET: No	718	257	428	178	14	69	145	33	534	144	52	145	506
	44%	37%	50%	29%	29%	24%	32%	13%	49%	50%	17%	42%	53%
			a						a	a		a	ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1858	1033	825
Effective base	698	330	369
Weighted Base	1648	749	899
Yes	924	379	545
	56%	51%	61%
			a
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	64	51
	7%	9%	6%
No - we don't despatch products to our customers	631	314	317
	38%	42%	35%
Don't know	6	2	4
	*%	*%	*%
NET: No	718	368	350
	44%	49%	39%
		b	

Columns Tested:: a,b

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1858	107	190	124	158	115	226	44	228	139	138	189	200
Effective base	698	16	72	48	32	39	80	20	118	78	50	114	107
Weighted Base	1648	31	247	119	74	106	249	12	246	154	58	183	169
Yes	924	10	111	70	37	69	158	6	143	99	27	105	87
	56%	33%	45%	59%	51%	66%	63%	54%	58%	64%	47%	57%	52%
						ab	ab			ab			
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	*	17	12	5	4	31	*	17	4	5	11	8
	7%	1%	7%	10%	7%	4%	12%	4%	7%	3%	8%	6%	5%
							i						
No - we don't despatch products to our customers	631	21	121	38	32	33	70	5	88	52	29	68	75
	38%	67%	49%	32%	43%	31%	28%	43%	36%	34%	49%	37%	45%
		cefhik	f								f		f
Don't know	6	*	-	-	*	*	*	*	-	1	*	2	2
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	1%	1%	1%
NET: No	718	21	136	49	36	36	91	5	103	55	31	76	79
	44%	67%	55%	41%	49%	34%	37%	46%	42%	35%	53%	41%	47%
		efhik	efhik								fi		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 77 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1858	421	499	411	527	920	938
Effective base	698	131	149	206	267	280	466
Weighted Base	1648	398	428	412	410	826	822
Yes	924	191	264	249	220	456	468
	56%	48%	62%	60%	54%	55%	57%
			a	a			
No - we do despatch products to customers but not using large letter/ parcel/packet post	115	29	40	22	24	69	46
	7%	7%	9%	5%	6%	8%	6%
No - we don't despatch products to our customers	631	180	134	145	172	314	317
	38%	45%	31%	35%	42%	38%	39%
		b			b		
Don't know	6	*	*	1	5	*	5
	*%	*%	*%	*%	1%	*%	1%
NET: No	718	206	164	163	186	370	348
	44%	52%	38%	39%	45%	45%	42%
		bc					

Columns Tested:: a,b,c,d - a,b

Table 79

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	749	81	668	477	134	35	103	272
Effective base	290	20	273	261	61	15	53	83
Weighted Base	695	30	664	657	31	4	3	38
0-24%	175	3	172	166	7	1	1	8
	25%	10%	26%	25%	23%	13%	24%	22%
25-49%	87	-	87	78	7	1	1	9
	12%	-%	13%	12%	23%	19%	20%	22%
					a			a
50-74%	139	7	132	128	8	2	1	11
	20%	22%	20%	19%	25%	56%	29%	28%
						abe		
75-100%	295	21	274	284	9	1	1	11
	42%	68%	41%	43%	30%	12%	27%	27%
		b		bcde				
Don't know/can't remember	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	79.2	56.1	57.6	48.5	50.9	50.1	48.8
		b		be				

Columns Tested:: a,b - a,b,c,d,e

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	749	195	209	73	88	81	103	477	134	138
Effective base	290	120	115	37	39	35	53	261	61	34
Weighted Base	695	332	278	46	22	14	3	657	31	7
0-24%	175	87	68	12	5	2	1	166	7	1
	25%	26%	24%	26%	25%	17%	24%	25%	23%	17%
25-49%	87	35	34	10	5	3	1	78	7	1
	12%	11%	12%	21%	22%	23%	20%	12%	23% ag	19%
50-74%	139	64	49	15	4	6	1	128	8	3
	20%	19%	17%	32%	19%	42% abdg	29%	19%	25%	46% abdgh
75-100%	295	146	128	9	7	3	1	284	9	1
	42%	44% cefi	46% cefhi	20%	34%	18%	27%	43% cefhi	30%	18%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	57.2 cdh	60.0 cdefhi	46.3	48.0	49.8	50.1	57.6 cdhi	48.5	50.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	749	297	180	134	35	103	296	154	57	34	98
Effective base	290	190	93	61	15	53	167	62	18	13	15
Weighted Base	695	530	127	31	4	3	448	118	31	8	20
0-24%	175	136	30	7	1	1	104	32	6	1	6
	25%	26%	24%	23%	13%	24%	23%	27%	20%	10%	29%
25-49%	87	61	17	7	1	1	50	14	8	2	4
	12%	12%	14%	23% a	19%	20%	11%	12%	26%	19%	20%
50-74%	139	99	29	8	2	1	87	28	7	3	3
	20%	19%	23%	25%	56% abc	29%	19%	24%	23%	36%	15%
75-100%	295	233	51	9	1	1	207	44	10	3	7
	42%	44% cde	40% d	30%	12%	27%	46%	38%	31%	35%	36%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	57.8 c	57.0 c	48.5	50.9	50.1	60.0 e	54.2	52.9	57.8	51.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	749	56	53	75	27	54	72	45	51	49
Effective base	290	30	30	35	12	27	44	30	21	23
Weighted Base	695	74	62	87	27	72	120	85	56	54
0-24%	175	20	21	26	5	16	25	24	15	12
	25%	27%	34%	30%	20%	22%	21%	29%	28%	22%
25-49%	87	8	3	19	5	10	17	5	6	7
	12%	11%	4%	22%	18%	14%	15%	6%	11%	13%
				b						
50-74%	139	9	14	14	6	20	26	10	13	12
	20%	12%	22%	16%	24%	28%	22%	12%	24%	22%
75-100%	295	38	25	27	10	26	52	45	21	23
	42%	51%	40%	31%	38%	36%	43%	53%	38%	43%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	59.7	56.5	45.9	58.8	56.2	58.1	63.0	51.3	58.3
		c					c	c		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	749	130	160	192	482	267	86	98	83
Effective base	290	62	80	109	250	81	37	26	22
Weighted Base	695	152	193	292	637	58	25	23	10
0-24%	175	33	56	76	165	10	2	4	4
	25%	21%	29% f	26% f	26% f	17%	8%	19%	36% f
25-49%	87	22	16	42	81	6	4	2	*
	12%	15%	9%	14%	13%	11%	15%	10%	4%
50-74%	139	38	36	51	125	14	7	5	2
	20%	25%	19%	17%	20%	24%	28%	22%	17%
75-100%	295	60	84	124	267	28	12	11	5
	42%	39%	43%	42%	42%	48%	48%	50%	44%
Don't know/can't remember	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	57.4	56.2	55.9	56.4	65.6 abcd	68.2 abcdh	66.6 bcd	57.0

Columns Tested:: a,b,c,d,e,f,g,h

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	749	31	87	90	82	185	41	20	32	268
Effective base	290	14	27	28	27	79	14	6	10	118
Weighted Base	695	21	71	75	68	165	29	9	20	308
0-24%	175	10	21	25	13	32	5	4	4	82
	25%	47% e	30%	33%	19%	19%	17%	48%	22%	27%
25-49%	87	3	8	8	12	14	1	3	*	46
	12%	13%	11%	11%	17%	9%	4%	38%	1%	15%
50-74%	139	2	12	13	22	27	6	1	6	62
	20%	11%	18%	17%	32%	16%	22%	7%	30%	20%
75-100%	295	6	29	30	21	92	17	1	9	118
	42%	30%	41%	40%	31%	56% di	58%	7%	47%	38%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	44.3	54.9	52.8	54.8	67.1 abcdi	73.6 abcdi	22.8	62.1	53.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	749	203	226	320	666	83	611	138	737	12
Effective base	290	67	93	132	245	46	253	43	285	5
Weighted Base	695	165	194	336	570	125	630	65	681	14
0-24%	175	48	36	90	135	40	153	22	172	3
	25%	29%	19%	27%	24%	32%	24%	34%	25%	22%
25-49%	87	23	15	49	76	11	79	8	87	-
	12%	14%	8%	15%	13%	9%	13%	12%	13%	-%
50-74%	139	37	33	69	113	25	122	17	133	6
	20%	23%	17%	20%	20%	20%	19%	26%	19%	43%
75-100%	295	57	109	128	246	48	276	18	290	5
	42%	35%	56%	38%	43%	39%	44%	28%	43%	35%
			ac							
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	52.5	68.1	53.1	58.1	52.7	58.2	47.1	57.2	56.0
			ac				b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	749	253	231	262	450	175	57	67	625	124
Effective base	290	101	74	115	195	61	19	15	256	34
Weighted Base	695	243	158	288	478	137	41	39	615	80
0-24%	175	72	38	65	114	38	9	14	152	23
	25%	30%	24%	22%	24%	27%	21%	37%	25%	29%
25-49%	87	28	23	30	57	17	10	3	74	13
	12%	11%	14%	11%	12%	13%	24%	7%	12%	16%
50-74%	139	67	32	40	100	29	5	4	130	9
	20%	27% c	20%	14%	21%	21%	13%	10%	21%	11%
75-100%	295	76	64	153	207	53	17	18	260	35
	42%	31%	41%	53% a	43%	39%	42%	46%	42%	44%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	49.8	57.4 a	63.7 a	57.8	56.6	54.7	53.9	57.5	54.3

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	749	111	339	299	698	749	749	691	494	396
Effective base	290	51	145	95	261	290	290	266	189	124
Weighted Base	695	137	341	217	629	695	695	635	459	294
0-24%	175	42	72	60	163	175	175	164	121	77
	25%	31%	21%	28%	26%	25%	25%	26%	26%	26%
25-49%	87	17	39	30	82	87	87	85	69	59
	12%	13%	11%	14%	13%	12%	12%	13%	15%	20%
50-74%	139	29	72	38	128	139	139	139	115	76
	20%	21%	21%	18%	20%	20%	20%	22%	25%	26%
75-100%	295	48	158	88	256	295	295	248	154	82
	42%	35%	46%	41%	41%	42%	42%	39%	34%	28%
					f	f	f	f		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	49.7	61.0	55.8	56.0	57.1	57.1	55.1	51.8	49.1
			a		ef	ef	ef	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	749	35	390	74	89	63	56	42	161
Effective base	290	21	173	30	27	15	13	13	41
Weighted Base	695	47	441	66	53	31	30	26	88
0-24%	175	9	120	13	7	8	13	4	25
	25%	19%	27%	20%	14%	25%	45% d	16%	29%
25-49%	87	5	52	11	9	5	3	1	10
	12%	10%	12%	17%	17%	17%	11%	5%	12%
50-74%	139	3	91	14	18	4	2	6	13
	20%	6%	21%	22%	33% a	13%	7%	24%	14%
75-100%	295	30	178	28	19	14	11	15	40
	42%	64% b	40%	42%	36%	45%	37%	55%	45%
Don't know/can't remember	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	69.9 bf	55.3	57.6	61.5 f	56.7	45.0	69.1 bfh	56.4

Columns Tested:: a,b,c,d,e,f,g,h

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	749	389	92	67	58	37	38	17	386	144	88	53	30	28	20
Effective base	290	175	32	19	14	9	10	4	179	47	29	17	11	12	7
Weighted Base	695	450	70	39	25	20	18	7	445	117	53	21	33	10	16
0-24%	175	122	15	7	4	5	6	4	129	12	13	1	18	1	1
	25%	27%	21%	18%	15%	28%	31%	55%	29% bd	10%	25%	5%	56% bd	6%	3%
25-49%	87	54	9	7	7	3	2	*	49	24	8	2	2	1	1
	12%	12%	13%	18%	26%	13%	12%	5%	11%	21%	15%	10%	6%	5%	5%
50-74%	139	88	13	18	4	2	3	1	83	36	7	5	3	2	4
	20%	20%	18%	47% abd	14%	13%	15%	15%	19%	30%	13%	25%	8%	21%	26%
75-100%	295	186	34	6	11	9	8	2	184	46	25	13	10	7	10
	42%	41% c	48% c	16%	45%	46%	43%	25%	41%	39%	47%	61%	31%	67%	65%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	55.8	59.3	51.0	59.9	59.6	52.8	42.1	55.2 e	60.7 e	60.7 e	76.0 abce	36.5	79.0	77.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	749	309	111	96	66	36	41	32	109	170	172	215	126	66
Effective base	290	145	37	30	25	11	9	12	32	78	71	87	36	19
Weighted Base	695	355	95	75	42	20	21	28	68	193	168	201	78	55
0-24%	175	106	17	10	9	2	10	9	22	84	32	25	20	14
	25%	30%	18%	13%	22%	13%	49%	33%	32%	43%	19%	13%	25%	26%
							c			bc				
25-49%	87	41	10	16	6	7	2	2	11	20	21	29	10	6
	12%	12%	10%	22%	14%	36%	11%	7%	17%	10%	12%	15%	13%	11%
						ab								
50-74%	139	70	23	22	11	4	2	7	12	29	43	42	13	12
	20%	20%	25%	30%	26%	19%	7%	25%	18%	15%	26%	21%	16%	22%
75-100%	295	137	45	27	16	6	7	10	23	60	72	104	36	23
	42%	39%	48%	35%	38%	32%	33%	35%	34%	31%	43%	52%	46%	42%
												a		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	53.2	61.8	59.4	55.0	52.7	44.3	54.3	50.8	43.1	60.7	66.8	59.0	57.4
			afh	f							a	ade	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	749	239	144	173	94	45	230	171	186	106	54
Effective base	290	101	62	63	24	10	105	64	74	31	17
Weighted Base	695	253	151	140	56	26	260	153	164	69	48
0-24%	175	89	28	21	15	10	98	30	20	17	11
	25%	35%	19%	15%	27%	39%	38%	19%	12%	24%	22%
		bc					bc				
25-49%	87	28	21	21	9	3	29	20	28	6	4
	12%	11%	14%	15%	16%	11%	11%	13%	17%	8%	8%
50-74%	139	42	34	35	10	7	50	32	33	11	11
	20%	17%	23%	25%	17%	26%	19%	21%	20%	16%	24%
75-100%	295	94	68	64	22	6	83	71	83	35	22
	42%	37%	45%	46%	40%	23%	32%	47%	51%	51%	46%
									a		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	50.5	61.8	61.7	54.7	44.1	46.3	61.6	66.6	63.3	60.4
			ae	ae				a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	b	a	b
Unweighted Base	749	175	152	197	101	61	631	43	14	576	173	612	86
Effective base	290	74	55	83	37	16	246	14	4	233	57	238	24
Weighted Base	695	186	133	193	78	38	585	33	13	567	128	582	47
0-24%	175	68	30	37	17	11	147	8	7	119	56	145	17
	25%	36% c	23%	19%	22%	29%	25%	24%	49%	21%	43% a	25%	37%
25-49%	87	17	19	31	10	7	71	12	2	58	29	64	18
	12%	9%	14%	16%	13%	19%	12%	35% a	17%	10%	23% a	11%	38% a
50-74%	139	36	40	41	15	5	121	12	4	117	22	121	8
	20%	19%	30%	21%	19%	14%	21%	35%	34%	21%	17%	21%	17%
75-100%	295	66	44	84	36	14	246	2	-	273	22	252	4
	42%	35%	33%	44%	46%	37%	42% b	5%	-%	48% b	17%	43% b	9%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	48.1	54.5	58.7 a	61.4 a	55.1	56.8 b	39.9	24.1	61.7 b	36.7	57.7 b	34.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	749	588	161	361	330	613	85	584	165	373	318
Effective base	290	248	42	152	114	239	22	244	47	155	110
Weighted Base	695	606	89	358	277	583	47	601	94	378	257
0-24%	175	156	19	74	90	149	14	152	23	71	93
	25%	26%	21%	21%	33% a	26%	30%	25%	24%	19%	36% a
25-49%	87	57	30	37	48	66	16	54	33	42	42
	12%	9%	34% a	10%	17%	11%	34% a	9%	35% a	11%	16%
50-74%	139	114	25	77	61	120	8	121	17	84	54
	20%	19%	28%	22%	22%	21%	18%	20%	18%	22%	21%
75-100%	295	280	15	170	78	248	8	274	21	180	68
	42%	46% b	17%	48% b	28%	43% b	18%	46% b	22%	48% b	26%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	58.9 b	45.2	61.2 b	47.2	57.1 b	41.3	58.9 b	45.8	61.8 b	45.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	749	494	480	156	1	518	495	147	1	571	388	178	-
Effective base	290	180	184	60	1	196	197	61	1	217	153	72	-
Weighted Base	695	438	443	156	4	472	472	155	1	517	366	172	-
0-24%	175	109	123	40	-	109	116	34	-	126	88	44	-
	25%	25%	28%	26%	-%	23%	25%	22%	-%	24%	24%	26%	-%
25-49%	87	70	41	24	-	75	48	12	-	76	41	25	-
	12%	16%	9%	15%	-%	16%	10%	8%	-%	15%	11%	15%	-%
50-74%	139	100	69	23	4	101	80	17	1	114	65	18	-
	20%	23%	16%	15%	100%	21%	17%	11%	100%	22% c	18%	10%	-%
75-100%	295	158	209	69	-	187	228	92	-	201	173	85	-
	42%	36%	47% a	44%	-%	40%	48%	59% a	-%	39%	47%	49%	-%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	53.6	58.5 a	57.2	60.0	56.1	60.3	66.0 a	50.0	55.5	59.1	58.3	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	749	575	605	428	525	381	39	259	250	278	94	52
Effective base	290	223	251	182	201	160	10	121	107	116	44	25
Weighted Base	695	556	620	442	495	402	28	294	281	284	107	63
0-24%	175	136	154	100	132	82	8	61	63	60	20	7
	25%	25%	25%	23%	27%	20%	29%	21%	22%	21%	18%	12%
25-49%	87	65	67	46	57	43	6	27	32	32	18	6
	12%	12%	11%	10%	12%	11%	20%	9%	11%	11%	17%	10%
50-74%	139	111	117	93	98	71	6	54	58	55	5	6
	20%	20%	19%	21%	20%	18%	23%	18% d	21% d	19% d	5%	10%
75-100%	295	243	281	204	209	206	8	153	128	137	64	43
	42%	44%	45%	46%	42%	51%	28%	52%	46%	48%	60%	68% b
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	58.1	58.9	60.1	56.3	63.4 ac	47.5	63.3	59.6	61.7	66.0	74.4 abc

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	749	108	76	61	31	605	467	653	529	433	465	548	131	1	558	45
Effective base	290	49	22	26	11	229	168	243	199	149	171	210	49	1	216	24
Weighted Base	695	125	53	66	24	550	415	589	459	364	409	513	126	1	509	67
0-24%	175	23	13	15	10	135	96	143	107	111	96	119	33	1	129	10
	25%	18%	24%	23%	40%	25%	23%	24%	23%	30%	23%	23%	26%	100%	25%	16%
25-49%	87	12	9	9	2	63	53	70	53	56	61	57	15	-	62	5
	12%	10%	16%	14%	8%	11%	13%	12%	12%	15%	15%	11%	12%	-%	12%	8%
50-74%	139	26	18	11	7	123	101	128	101	55	99	102	29	-	97	20
	20%	21%	34%	17%	27%	22%	24% e	22%	22%	15%	24%	20%	23%	-%	19%	29%
75-100%	295	64	13	31	6	230	165	248	199	142	154	234	48	-	221	32
	42%	51% b	25%	47%	24%	42%	40%	42%	43%	39%	38%	46%	39%	-%	43%	47%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	63.3 bd	49.9	57.1	45.1	57.1	56.6	57.4 e	58.3 e	52.9	54.9	59.9 a	53.2	1.0	57.5	62.5

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	749	362	323	377	22	223	226	192	437	114	213	179	341
Effective base	290	148	124	136	11	75	93	70	169	50	79	72	134
Weighted Base	695	358	303	314	27	169	221	181	398	108	200	147	327
0-24%	175	84	77	75	5	50	54	45	100	28	45	44	81
	25%	23%	26%	24%	20%	30%	24%	25%	25%	26%	22%	30%	25%
25-49%	87	57	21	51	5	36	24	39	36	7	38	13	32
	12%	16%	7%	16%	19%	21%	11%	22%	9%	7%	19%	9%	10%
		b						bc					
50-74%	139	71	61	67	3	31	46	37	84	16	39	32	58
	20%	20%	20%	21%	12%	19%	21%	21%	21%	15%	19%	22%	18%
75-100%	295	147	144	121	13	52	97	60	178	57	79	58	156
	42%	41%	48%	38%	49%	31%	44%	33%	45%	53%	40%	40%	48%
										a			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	56.4	60.5	56.5	54.5	47.8	59.9	51.7	58.6	63.0	54.7	55.9	60.2
							a		a	a			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	749	364	385
Effective base	290	115	176
Weighted Base	695	258	437
0-24%	175	73	102
	25%	28%	23%
25-49%	87	47	40
	12%	18%	9%
		b	
50-74%	139	47	92
	20%	18%	21%
75-100%	295	91	204
	42%	35%	47%
Don't know/can't remember	-	-	-
	-%	-%	-%
Mean Score	57.1	51.0	60.7
			a

Columns Tested:: a,b

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	749	30	65	60	52	39	119	11	89	68	55	73	88
Effective base	290	6	24	22	11	17	42	6	50	40	15	43	45
Weighted Base	695	6	82	49	29	53	130	2	107	78	16	75	67
0-24%	175	*	35	10	8	11	31	1	26	10	5	9	29
	25%	8%	42%	21%	28%	21%	24%	32%	25%	12%	32%	12%	42%
			ik										ik
25-49%	87	*	3	2	6	1	33	1	13	8	3	6	10
	12%	1%	4%	5%	23%	2%	25%	41%	12%	10%	17%	8%	15%
							bcek						
50-74%	139	1	12	20	2	10	37	*	18	19	3	8	10
	20%	15%	14%	41%	8%	18%	28%	7%	17%	24%	18%	10%	14%
				bdhkl			k						
75-100%	295	5	33	17	12	31	30	*	50	42	5	52	19
	42%	76%	40%	34%	41%	59%	23%	20%	47%	53%	32%	69%	28%
		fl				fl			f	fl		bcfhjl	
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	82.5	48.3	56.3	51.3	69.1	47.2	40.6	60.0	68.6	48.1	74.7	43.9
		bcdfhijl		l		bdfjl			fl	bcdfjl		bcdfhjl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 79 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	749	155	210	168	216	365	384
Effective base	290	48	70	91	101	118	188
Weighted Base	695	138	212	187	158	349	346
0-24%	175	45	50	37	43	95	80
	25%	33%	24%	20%	27%	27%	23%
25-49%	87	6	40	22	19	46	41
	12%	4%	19%	12%	12%	13%	12%
			a				
50-74%	139	33	49	37	20	81	57
	20%	24%	23%	20%	13%	23%	17%
75-100%	295	54	73	92	76	127	168
	42%	39%	34%	49%	48%	36%	49%
							a
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	52.7	53.2	63.4	58.8	53.0	61.3
				ab			a

Columns Tested:: a,b,c,d - a,b

Table 81

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	897	138	759	588	159	41	109	309
Effective base	350	37	316	317	71	18	56	96
Weighted Base	814	65	749	771	36	5	2	43
0-24%	156	3	153	144	11	1	*	12
	19%	5%	20%	19%	30%	15%	12%	27%
			a		ad			d
25-49%	78	*	78	71	5	2	1	7
	10%	*%	10%	9%	13%	37%	25%	17%
			a			abe	a	a
50-74%	129	6	123	118	9	2	1	11
	16%	10%	16%	15%	25%	32%	32%	26%
							a	a
75-100%	451	56	395	438	11	1	1	13
	55%	86%	53%	57%	32%	15%	31%	30%
		b		bcde				
Don't know/can't remember	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	90.5	64.5	67.5	51.3	48.5	55.6	51.2
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	897	250	245	93	108	92	109	588	159	150
Effective base	350	151	132	47	49	40	56	317	71	38
Weighted Base	814	401	310	60	26	15	2	771	36	7
0-24%	156	79	55	10	9	3	*	144	11	1
	19%	20%	18%	17%	32% bfgi	20%	12%	19%	30% bfg	14%
25-49%	78	26	41	4	2	5	1	71	5	2
	10%	7%	13%	7%	8%	32% abcdgh	25% acdg	9%	13%	33% abcdgh
50-74%	129	65	35	18	7	3	1	118	9	2
	16%	16%	11%	30% abg	27% bg	22%	32% abg	15%	25% b	32% abg
75-100%	451	230	180	28	8	4	1	438	11	2
	55%	57% defhi	58% defhi	46% ei	32%	26%	31%	57% defhi	32%	20%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	68.2 defhi	67.1 defhi	64.4 dehi	51.0	50.9	55.6	67.5 defhi	51.3	50.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	897	368	220	159	41	109	355	168	63	43	111
Effective base	350	230	111	71	18	56	199	73	22	11	19
Weighted Base	814	619	152	36	5	2	521	132	30	16	23
0-24%	156	112	31	11	1	*	103	25	9	2	2
	19%	18%	21%	30%	15%	12%	20%	19%	29%	12%	9%
				ae							
25-49%	78	56	15	5	2	1	38	21	2	4	8
	10%	9%	10%	13%	37%	25%	7%	16%	8%	24%	33%
					abc	ab		a			a
50-74%	129	91	27	9	2	1	79	27	4	6	3
	16%	15%	18%	25%	32%	32%	15%	20%	14%	36%	11%
						ab					
75-100%	451	360	78	11	1	1	301	59	15	4	11
	55%	58%	51%	32%	15%	31%	58%	44%	49%	27%	46%
		cde	cde								
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	68.3	63.9	51.3	48.5	55.6	67.6	60.9	58.5	56.8	59.9
		cde	cd				be				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	897	63	56	84	24	64	85	54	61	62
Effective base	350	34	29	43	10	32	54	33	28	30
Weighted Base	814	78	61	108	24	83	146	84	73	71
0-24%	156	16	4	25	5	7	24	28	15	19
	19%	21%	6%	23%	21%	8%	16%	33% be	21%	27% b
25-49%	78	9	3	11	4	7	17	2	13	4
	10%	11%	5%	10%	17%	8%	12%	2%	18% g	5%
50-74%	129	11	11	20	2	18	22	6	16	12
	16%	13%	19%	18%	9%	22%	15%	7%	21%	17%
75-100%	451	43	43	52	13	51	83	48	29	37
	55%	55%	70% h	49%	53%	62%	57%	58%	39%	52%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	66.5	79.3 acfghi	59.9	64.9	73.6 ch	68.1	61.5	58.3	64.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	897	150	180	223	553	344	112	123	109
Effective base	350	72	90	130	292	99	43	33	30
Weighted Base	814	179	212	337	728	86	42	29	15
0-24%	156	31	35	76	142	13	7	4	2
	19%	17%	17%	23%	20%	16%	17%	13%	16%
25-49%	78	14	25	31	70	9	3	4	2
	10%	8%	12%	9%	10%	10%	7%	14%	11%
50-74%	129	32	38	47	117	12	8	2	2
	16%	18%	18%	14%	16%	14%	20%	8%	11%
75-100%	451	101	115	184	399	51	24	19	9
	55%	57%	54%	55%	55%	60%	56%	65%	62%
Don't know/can't remember	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	68.7	67.4	63.8	66.1	71.2 cd	69.5	74.1 cd	70.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	*h	i
Unweighted Base	897	33	119	124	92	245	45	20	25	313
Effective base	350	16	40	41	35	101	15	5	8	135
Weighted Base	814	23	94	99	93	211	25	13	12	338
0-24%	156	5	8	12	28	29	2	6	2	73
	19%	20%	9%	12%	30%	14%	6%	48%	14%	22%
					be					
25-49%	78	*	10	10	18	9	4	2	4	31
	10%	2%	10%	10%	20%	4%	14%	19%	31%	9%
					e					
50-74%	129	4	16	17	8	33	2	1	2	62
	16%	16%	17%	17%	9%	15%	9%	4%	19%	18%
75-100%	451	14	61	61	39	140	18	4	4	171
	55%	62%	64%	61%	42%	66%	70%	28%	35%	51%
						di				
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	67.4	76.3	73.1	52.6	76.0	78.6	38.5	59.1	63.0
		d	di	di		di	di			d

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	897	249	290	358	798	99	744	153	880	17
Effective base	350	89	116	147	301	51	312	43	341	10
Weighted Base	814	215	237	363	677	137	745	69	790	24
0-24%	156	44	31	81	135	21	140	16	148	8
	19%	21%	13%	22%	20%	15%	19%	23%	19%	31%
25-49%	78	28	13	38	65	14	67	12	78	-
	10%	13%	5%	10%	10%	10%	9%	17%	10%	-%
50-74%	129	29	35	65	111	18	111	18	127	2
	16%	13%	15%	18%	16%	13%	15%	26%	16%	6%
75-100%	451	114	158	179	366	85	427	24	436	15
	55%	53%	67%	49%	54%	62%	57%	35%	55%	62%
			ac				b			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	63.6	76.3	62.0	65.9	70.0	67.8	53.3	66.6	66.2
			ac				b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	897	324	273	297	551	209	62	75	760	137
Effective base	350	129	87	133	242	71	20	18	313	38
Weighted Base	814	304	188	316	574	157	39	44	731	83
0-24%	156	75	34	46	120	18	7	11	138	18
	19%	25% c	18%	14%	21%	11%	18%	24%	19%	22%
25-49%	78	27	32	15	47	21	2	9	67	11
	10%	9%	17% c	5%	8%	13%	5%	21%	9%	13%
50-74%	129	57	33	38	95	21	6	6	116	13
	16%	19%	18%	12%	17%	13%	16%	15%	16%	15%
75-100%	451	145	89	217	312	98	24	17	410	41
	55%	48%	47%	69% ab	54%	62%	61%	40%	56%	50%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	59.7	63.5	75.9 ab	65.5 d	73.3 adef	68.0	56.0	67.2 d	61.7

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	897	152	399	346	777	745	822	897	534	430
Effective base	350	73	169	109	291	285	317	350	206	138
Weighted Base	814	177	397	240	692	679	749	814	502	321
0-24%	156	46	74	36	146	149	154	156	124	72
	19%	26%	19%	15%	21%	22%	21%	19%	25%	23%
25-49%	78	14	33	32	76	75	77	78	69	59
	10%	8%	8%	13%	11%	11%	10%	10%	14%	18%
										abcd
50-74%	129	19	76	34	115	124	127	129	106	70
	16%	11%	19%	14%	17%	18%	17%	16%	21%	22%
75-100%	451	98	214	139	355	332	391	451	203	120
	55%	55%	54%	58%	51%	49%	52%	55%	40%	37%
					ef	f	ef	ef		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	62.2	67.0	69.2	63.5	61.8	64.2	66.6	56.0	55.5
				a	ef	ef	ef	bef		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	897	87	411	70	92	64	54	44	162
Effective base	350	42	182	30	26	14	13	13	40
Weighted Base	814	90	456	57	57	28	25	36	89
0-24%	156	12	94	21	10	12	5	2	18
	19%	13%	21%	37% ag	17%	41% ag	18%	5%	20%
25-49%	78	3	43	6	12	3	2	10	14
	10%	3%	9%	10%	22% a	10%	6%	27% a	16%
50-74%	129	6	82	11	9	6	4	8	18
	16%	6%	18%	20%	16%	23%	14%	23%	21%
75-100%	451	70	237	19	26	7	16	16	39
	55%	78% bcdegh	52%	34%	45%	25%	61%	46%	44%
Don't know/can't remember	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	80.7 bcdegh	64.0 ce	51.0	57.8	47.0	69.4 cde	65.7 ce	60.9 ce

Columns Tested:: a,b,c,d,e,f,g,h

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	897	453	100	67	62	40	38	17	396	141	84	49	25	29	21
Effective base	350	201	37	21	12	11	10	4	180	44	31	15	9	12	7
Weighted Base	814	496	81	46	28	12	19	10	436	118	49	18	26	10	22
0-24%	156	97	27	9	6	2	5	1	88	29	17	4	8	1	1
	19%	20%	34%	19%	22%	18%	24%	5%	20%	25%	35%	20%	31%	14%	3%
25-49%	78	41	11	9	7	2	1	5	41	17	5	4	2	*	6
	10%	8%	13%	20%	25%	19%	4%	47%	9%	14%	10%	24%	7%	4%	25%
50-74%	129	83	12	11	3	1	4	*	65	36	8	2	4	1	7
	16%	17%	15%	23%	12%	12%	21%	4%	15%	31%	17%	11%	15%	12%	32%
										a					
75-100%	451	274	31	18	11	6	9	4	242	35	18	8	12	7	9
	55%	55%	38%	39%	41%	51%	50%	44%	55%	30%	37%	45%	47%	70%	39%
									b						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	66.6	51.6	54.6	56.1	66.3	64.8	59.6	65.5	51.2	52.2	60.7	58.7	78.5	63.0
		bcd				b			bc						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	897	432	144	107	76	44	54	40	138	215	192	220	127	67
Effective base	350	201	49	36	26	15	13	13	40	100	78	84	36	20
Weighted Base	814	467	124	90	48	25	30	29	85	242	182	186	82	57
0-24%	156	87	31	22	10	3	2	1	6	47	31	48	18	11
	19%	19%	25% h	24% h	20%	13%	6%	3%	7%	19%	17%	26%	22%	19%
25-49%	78	30	17	17	7	1	4	3	7	12	31	19	8	7
	10%	6%	14%	19% a	14%	3%	14%	9%	9%	5%	17% a	10%	10%	12%
50-74%	129	61	20	19	11	8	2	7	17	26	33	36	13	18
	16%	13%	16%	22%	23%	30%	7%	24%	20%	11%	18%	19%	16%	32% a
75-100%	451	289	56	31	20	14	22	19	54	156	87	83	43	21
	55%	62% bc	45%	35%	42%	54%	73% c	64%	64% c	65% bce	48%	45%	52%	38%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	69.8 bcd	59.7	54.4	59.2	73.7 bcd	79.0 bcd	76.2 bcd	76.5 abcd	69.4 c	63.2	60.1	62.4	60.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	897	282	168	182	95	46	228	177	183	105	50
Effective base	350	124	68	62	24	11	106	65	68	31	17
Weighted Base	814	309	155	137	62	25	260	155	144	73	47
0-24%	156	57	27	42	16	4	60	33	32	14	10
	19%	18%	17%	30%	27%	17%	23%	22%	22%	19%	20%
25-49%	78	24	21	17	7	6	20	25	17	11	2
	10%	8%	14%	13%	11%	25%	8%	16%	12%	15%	5%
50-74%	129	40	27	28	9	10	39	35	26	11	14
	16%	13%	17%	21%	15%	38% a	15%	22%	18%	15%	29%
75-100%	451	188	80	49	29	5	141	62	70	37	21
	55%	61% ce	51%	36%	47%	19%	54%	40%	48%	51%	45%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	69.3 cde	64.6 ce	53.5	58.0	50.2	62.4	58.2	63.6	62.7	63.7

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	*c	a	b	a	b
Unweighted Base	897	254	182	252	138	66	897	-	-	646	251	676	101
Effective base	350	114	65	102	47	19	350	-	-	263	89	266	26
Weighted Base	814	275	150	232	102	45	814	-	-	629	185	640	52
0-24%	156	73	27	39	12	4	156	-	-	129	27	134	12
	19%	26% d	18%	17%	12%	9%	19%	-%	-%	21%	14%	21%	24%
25-49%	78	18	19	26	6	9	78	-	-	62	17	65	12
	10%	7%	13%	11%	6%	19%	10%	-%	-%	10%	9%	10%	22%
50-74%	129	24	34	46	14	9	129	-	-	96	33	100	15
	16%	9%	22% a	20% a	14%	21%	16%	-%	-%	15%	18%	16%	29%
75-100%	451	160	70	120	69	23	451	-	-	342	108	342	13
	55%	58%	47%	52%	68% b	50%	55%	-%	-%	54%	59%	53% b	24%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	63.5	62.8	67.4	76.0 abc	67.8	66.6	-	-	65.7	69.6	64.7 b	48.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	897	581	164	477	420	676	101	580	165	486	411
Effective base	350	243	43	201	149	266	25	239	47	204	146
Weighted Base	814	594	86	463	351	639	53	586	93	479	335
0-24%	156	132	16	101	55	134	13	132	17	105	50
	19%	22%	19%	22%	16%	21%	24%	22%	18%	22%	15%
25-49%	78	51	23	35	44	68	8	55	20	36	42
	10%	9%	27% a	8%	12%	11%	15%	9%	21% a	8%	13%
50-74%	129	96	29	65	64	99	15	89	36	70	59
	16%	16%	34% a	14%	18%	16%	29%	15%	38% a	15%	18%
75-100%	451	314	17	263	188	338	17	311	21	267	184
	55%	53% b	20%	57%	54%	53% b	32%	53% b	23%	56%	55%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	63.8 b	47.7	66.5	66.8	64.3 b	53.6	63.4 b	51.9	65.9	67.6

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	897	523	558	167	1	512	492	145	1	701	506	203	-
Effective base	350	192	213	63	1	190	193	58	1	277	198	85	-
Weighted Base	814	464	504	156	4	456	464	145	1	652	450	194	-
0-24%	156	108	97	27	-	96	94	35	-	108	93	31	-
	19%	23%	19%	18%	-%	21%	20%	24%	-%	17%	21%	16%	-%
25-49%	78	67	31	3	4	64	37	1	-	72	29	8	-
	10%	14%	6%	2%	100%	14%	8%	1%	-%	11%	7%	4%	-%
		bc				c	c						
50-74%	129	90	83	30	-	85	85	16	1	104	70	29	-
	16%	19%	16%	19%	-%	19%	18%	11%	100%	16%	16%	15%	-%
75-100%	451	199	293	96	-	211	248	92	-	368	258	125	-
	55%	43%	58%	61%	-%	46%	53%	64%	-%	56%	57%	65%	-%
			a	a				a					
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	57.5	68.8	72.5	40.0	60.3	65.6	71.1	50.0	67.7	67.9	73.8	-
			a	a			a	a				ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	897	634	591	569	562	409	38	321	293	343	101	55
Effective base	350	248	242	242	218	177	10	151	131	150	50	27
Weighted Base	814	604	592	579	527	429	27	363	336	365	115	66
0-24%	156	124	122	101	112	82	3	69	60	58	16	9
	19%	20%	21%	17%	21%	19%	12%	19%	18%	16%	14%	14%
25-49%	78	62	52	49	51	37	1	24	36	36	2	1
	10%	10%	9%	8%	10%	9%	5%	6%	11%	10%	2%	1%
50-74%	129	93	101	80	87	68	6	54	44	48	16	12
	16%	15%	17%	14%	17%	16%	24%	15%	13%	13%	14%	19%
75-100%	451	326	317	350	276	243	16	217	196	223	81	44
	55%	54%	54%	60%	52%	57%	59%	60%	58%	61%	70%	67%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	65.2	64.6	70.1 ab	63.7	67.1	71.3	69.7	68.3	70.2	78.6 abc	77.3

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	897	118	74	68	33	732	535	781	656	550	510	682	151	1	636	52
Effective base	350	54	22	33	12	281	193	298	248	195	193	263	61	1	249	29
Weighted Base	814	128	48	85	27	648	461	692	576	455	459	612	149	1	562	80
0-24%	156	30	15	8	1	129	104	135	93	72	87	98	37	-	96	22
	19%	23%	31%	9%	2%	20%	23%	19%	16%	16%	19%	16%	25%	-%	17%	27%
25-49%	78	19	8	9	*	56	51	66	45	46	52	41	15	-	49	12
	10%	15%	17%	10%	1%	9%	11%	10%	8%	10%	11%	7%	10%	-%	9%	15%
50-74%	129	17	12	22	5	102	89	110	103	63	82	98	35	-	90	12
	16%	13%	26%	25%	17%	16%	19%	16%	18%	14%	18%	16%	23%	-%	16%	15%
75-100%	451	62	13	47	22	362	218	381	335	274	237	375	62	1	327	34
	55%	49%	26%	55%	79%	56%	47%	55%	58%	60%	52%	61%	42%	100%	58%	43%
				b	b				b	b		ac				
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	59.9	47.1	70.7	84.3	66.8	61.0	66.4	69.7	70.0	64.9	71.3	58.7	99.0	68.7	56.8
		b		ab	abc	b		b	b	b		ac			b	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	897	384	401	469	24	246	309	218	524	149	275	203	404
Effective base	350	159	159	176	11	89	125	78	208	64	103	80	162
Weighted Base	814	378	374	399	25	195	291	199	481	132	240	171	390
0-24%	156	66	77	52	7	38	37	31	105	19	30	25	95
	19%	17%	21%	13%	28%	19%	13%	16%	22%	14%	12%	15%	24% a
25-49%	78	54	16	36	4	30	19	25	40	14	21	30	26
	10%	14% b	4%	9%	18%	15% b	7%	12%	8%	11%	9%	18% c	7%
50-74%	129	64	50	63	3	56	26	44	69	14	44	21	60
	16%	17%	13%	16%	12%	29% b	9%	22%	14%	11%	18%	12%	15%
75-100%	451	194	231	248	11	71	209	99	267	84	145	95	209
	55%	51%	62%	62%	42%	37%	72% a	50%	56%	64%	61%	55%	54%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	64.9	69.4	72.3	56.9	58.5	76.7 a	65.8	65.6	71.9	72.2 c	67.3	63.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	897	461	436
Effective base	350	151	200
Weighted Base	814	331	483
0-24%	156	54	102
	19%	16%	21%
25-49%	78	47	31
	10%	14%	6%
		b	
50-74%	129	51	78
	16%	15%	16%
75-100%	451	179	272
	55%	54%	56%
Don't know/can't remember	-	-	-
	-%	-%	-%
Mean Score	66.6	66.2	66.9

Columns Tested:: a,b

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	897	42	70	74	63	52	136	17	109	75	66	90	103
Effective base	350	10	27	32	13	21	46	8	59	42	23	56	51
Weighted Base	814	10	92	69	30	65	138	6	125	86	26	92	74
0-24%	156	1	21	15	7	17	24	2	19	11	5	20	12
	19%	13%	23%	22%	24%	26%	17%	39%	15%	13%	18%	22%	17%
25-49%	78	2	8	6	2	4	23	-	14	8	3	5	5
	10%	16%	8%	9%	5%	6%	17%	-%	11%	9%	12%	6%	7%
50-74%	129	*	8	11	3	6	39	1	20	19	6	9	8
	16%	4%	9%	16%	9%	9%	28%	17%	16%	22%	23%	9%	11%
							bkl						
75-100%	451	7	55	36	19	38	52	3	73	49	12	58	48
	55%	67%	60%	52%	62%	59%	38%	44%	58%	56%	47%	63%	65%
									f			f	f
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	73.4	66.8	65.4	64.4	67.2	57.3	53.4	70.4	71.3	64.6	69.3	70.9
		f							f	f		f	f

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 81 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	897	186	251	201	259	437	460
Effective base	350	63	78	107	129	141	230
Weighted Base	814	171	233	218	192	404	410
0-24%	156	38	48	32	37	86	70
	19%	22%	21%	15%	20%	21%	17%
25-49%	78	16	28	21	13	44	35
	10%	9%	12%	10%	7%	11%	8%
50-74%	129	19	47	40	23	67	62
	16%	11%	20%	18%	12%	16%	15%
75-100%	451	98	110	125	119	208	243
	55%	57%	47%	57%	62%	51%	59%
					b		
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	66.6	66.6	61.0	70.3	69.3	63.4	69.8
				b	b		a

Columns Tested:: a,b,c,d - a,b

Table 83

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Royal Mail	1906	195	1711	1822	71	8	4	84
	95%	85%	97% a	95% d	94%	90%	89%	93%
DHL	1419	39	1380	1354	55	6	3	65
	71%	17%	78% a	71% d	73% d	72%	60%	72% d
Parcelforce	1346	28	1317	1290	48	5	3	56
	67%	12%	74% a	68% d	63%	55%	52%	62%
FedEx	1274	13	1262	1223	44	5	3	52
	64%	6%	71% a	64% d	58%	52%	54%	57%
UPS	1258	24	1234	1207	42	6	3	51
	63%	11%	70% a	63%	56%	64%	53%	57%
Evri	1257	39	1218	1206	44	5	2	51
	63%	17%	69% a	63% d	58%	53%	47%	57%
Yodel	1256	13	1243	1205	44	5	2	51
	63%	6%	70% a	63% d	58% d	51%	44%	57% d
DPD/DPD Local	1243	58	1185	1191	45	4	2	52
	62%	25%	67% a	62% cd	59%	46%	48%	57%
TNT Express	922	9	913	883	34	3	2	39
	46%	4%	52% a	46% d	45%	34%	34%	43%
Amazon Logistics	659	11	647	627	28	2	2	31
	33%	5%	37% a	33%	36%	25%	33%	35%
UK Mail	639	1	638	607	27	3	2	32
	32%	*%	36% a	32%	36%	35%	30%	36%
Whistl/ TNT Post UK	460	*	459	438	19	2	1	22
	23%	*%	26% a	23%	25%	20%	15%	24%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
DX	386	2	385	366	19	1	1	21
	19%	1%	22% a	19%	24% d	16%	13%	23% d
Citipost	240	-	240	230	8	1	*	9
	12%	-%	14% a	12%	10%	14%	9%	10%
Pitney Bowes	198	-	198	191	6	1	*	7
	10%	-%	11% a	10% d	8%	8%	3%	8%
Secured mail	76	-	76	69	6	*	*	6
	4%	-%	4% a	4%	7% a	3%	6%	7% a
MHI (Mail Handling International)	12	-	12	11	*	-	*	1
	1%	-%	1%	1%	1%	-%	2%	1%
Other answers	2	1	1	1	1	-	*	1
	*%	*%	*%	*%	1% a	-%	*%	1%
NET: RM/Parcelforce	1917	200	1716	1833	71	8	5	84
	96%	88%	97% a	96% d	94%	90%	91%	93%

Columns Tested:: a,b - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Royal Mail	1906	988	697	137	50	30	4	1822	71	13
	95%	96%	94%	98%	94%	91%	89%	95%	94%	89%
		fi		efi				fi		
DHL	1419	694	552	108	39	22	3	1354	55	9
	71%	67%	74%	77%	75%	69%	60%	71%	73%	67%
			af	f	f			f	f	
Parcelforce	1346	680	509	102	35	18	3	1290	48	8
	67%	66%	69%	73%	66%	56%	52%	68%	63%	54%
		fi	efi	efi				efi		
FedEx	1274	633	489	101	31	18	3	1223	44	7
	64%	61%	66%	72%	59%	55%	54%	64%	58%	53%
			fi	efhi				fi		
UPS	1258	638	468	101	31	18	3	1207	42	8
	63%	62%	63%	72%	58%	54%	53%	63%	56%	60%
				defh						
Evri	1257	646	472	88	31	18	2	1206	44	7
	63%	63%	64%	63%	59%	55%	47%	63%	58%	51%
		fi	fi	f				fi		
Yodel	1256	652	466	87	32	17	2	1205	44	7
	63%	63%	63%	62%	61%	53%	44%	63%	58%	49%
		fi	fi	f	f			fi	f	
DPD/DPD Local	1243	622	483	86	33	17	2	1191	45	7
	62%	60%	65%	62%	62%	52%	48%	62%	59%	47%
		fi	efi	i	fi			efi		
TNT Express	922	463	349	72	24	13	2	883	34	5
	46%	45%	47%	52%	46%	40%	34%	46%	45%	34%
			fi	fi				fi		
Amazon Logistics	659	331	251	45	19	11	2	627	28	4
	33%	32%	34%	32%	35%	35%	33%	33%	36%	28%
UK Mail	639	305	246	56	19	11	2	607	27	5
	32%	30%	33%	40%	37%	34%	30%	32%	36%	33%
Whistl/ TNT Post UK	460	250	159	29	13	8	1	438	19	3
	23%	24%	21%	21%	25%	24%	15%	23%	25%	18%
DX	386	161	163	42	14	6	1	366	19	2
	19%	16%	22%	30%	27%	18%	13%	19%	24%	15%
			af	afgi	afi				af	

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Citipost	240	118	90	22	5	4	*	230	8	2
	12%	11%	12%	15%	9%	13%	9%	12%	10%	12%
Pitney Bowes	198	98	82	11	3	4	*	191	6	1
	10%	10%	11%	8%	6%	11%	3%	10%	8%	6%
		f	f			f		f		
Secured mail	76	44	19	6	4	2	*	69	6	1
	4%	4%	3%	5%	7%	7%	6%	4%	7%	4%
						b			bg	
MHI (Mail Handling International)	12	6	4	*	*	*	*	11	*	*
	1%	1%	1%	*%	*%	1%	2%	1%	1%	1%
Other answers	2	1	-	*	*	*	*	1	1	*
	*%	*%	-%	*%	*%	1%	*%	*%	1%	*%
						g			g	
NET: RM/Parcelforce	1917	992	702	138	50	30	5	1833	71	13
	96%	96%	95%	98%	95%	92%	91%	96%	94%	91%
		fi		efi				fi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Royal Mail	1906	1483	340	71	8	4	1209	281	63	32	54
	95%	95% e	97% de	94%	90%	89%	97%	94%	93%	91%	92%
DHL	1419	1098	256	55	6	3	936	222	57	27	49
	71%	70% e	73% e	73% e	72%	60%	75%	74%	84%	77%	85%
Parcelforce	1346	1052	238	48	5	3	895	217	57	24	44
	67%	68% e	68% e	63%	55%	52%	72%	73%	84%	67%	77%
FedEx	1274	991	232	44	5	3	860	205	50	23	37
	64%	64%	66% e	58%	52%	54%	69%	69%	74%	66%	64%
UPS	1258	975	232	42	6	3	839	210	49	22	40
	63%	63%	66% ce	56%	64%	53%	67%	70%	73%	64%	69%
Evri	1257	983	223	44	5	2	850	196	46	19	38
	63%	63% e	63% e	58%	53%	47%	68%	66%	68%	53%	65%
Yodel	1256	988	217	44	5	2	856	193	45	18	42
	63%	63% e	62% e	58% e	51%	44%	69%	65%	66%	53%	72%
DPD/DPD Local	1243	969	223	45	4	2	811	190	47	26	39
	62%	62% de	63% de	59%	46%	48%	65%	64%	70%	74%	67%
TNT Express	922	725	159	34	3	2	611	151	45	12	30
	46%	47% e	45%	45%	34%	34%	49%	51%	66% ad	34%	52%
Amazon Logistics	659	510	117	28	2	2	439	98	34	9	29
	33%	33%	33%	36%	25%	33%	35%	33%	50% b	25%	50% b
UK Mail	639	495	112	27	3	2	403	107	31	6	30
	32%	32%	32%	36%	35%	30%	32%	36%	46% d	16%	52% ad
Whistl/ TNT Post UK	460	367	71	19	2	1	316	73	22	8	17
	23%	24%	20%	25%	20%	15%	25%	24%	32%	23%	28%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
DX	386	276	90	19	1	1	229	78	23	8	21
	19%	18%	26%	24%	16%	13%	18%	26%	33%	22%	36%
			ae	e				a	a		a
Citipost	240	183	47	8	1	*	156	41	9	1	8
	12%	12%	13%	10%	14%	9%	12%	14%	14%	2%	14%
Pitney Bowes	198	163	28	6	1	*	132	34	9	3	6
	10%	10%	8%	8%	8%	3%	11%	11%	13%	8%	10%
		e									
Secured mail	76	54	16	6	*	*	42	9	6	*	3
	4%	3%	4%	7%	3%	6%	3%	3%	9%	1%	6%
				a							
MHI (Mail Handling International)	12	11	*	*	-	*	4	2	3	-	*
	1%	1%	*%	1%	-%	2%	*%	1%	5%	-%	1%
						b			a		
Other answers	2	1	*	1	-	*	1	-	-	*	*
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%
NET: RM/Parcelforce	1917	1492	340	71	8	5	1213	282	67	32	54
	96%	96%	97%	94%	90%	91%	97%	94%	99%	91%	92%
			e								

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Royal Mail	1906	171	142	295	62	177	302	244	150	147
	95%	95%	97%	93%	89%	96%	97%	97%	97%	100% cd
DHL	1419	145	121	225	46	125	235	198	120	105
	71%	81%	83% e	71%	66%	68%	75%	79%	77%	71%
Parcelforce	1346	142	111	195	39	130	224	193	116	98
	67%	79% cd	76% c	61%	57%	71%	72%	77% cd	75%	67%
FedEx	1274	129	102	219	42	113	204	182	106	96
	64%	72%	70%	69%	61%	62%	65%	73%	68%	65%
UPS	1258	131	105	207	46	109	198	180	111	86
	63%	73%	72%	65%	66%	60%	64%	72%	72%	58%
Evri	1257	139	100	190	47	117	196	175	100	97
	63%	77% cf	68%	60%	68%	64%	63%	70%	65%	66%
Yodel	1256	144	96	182	44	120	211	173	104	99
	63%	80% ce	66%	57%	64%	65%	68%	69%	67%	67%
DPD/DPD Local	1243	132	103	163	43	109	216	182	100	95
	62%	73% c	71% c	51%	63%	59%	69% c	73% c	65%	65%
TNT Express	922	102	82	146	28	82	166	119	78	61
	46%	57%	56%	46%	41%	45%	53%	47%	51%	41%
Amazon Logistics	659	81	51	105	14	79	101	82	40	56
	33%	45% dh	35%	33%	21%	43% dh	32%	33%	26%	38%
UK Mail	639	71	36	105	28	72	101	89	47	55
	32%	40%	25%	33%	41%	39%	32%	36%	31%	37%
Whistl/ TNT Post UK	460	53	45	83	9	35	108	50	27	27
	23%	30%	31%	26%	13%	19%	35% deghi	20%	18%	19%
DX	386	42	23	47	21	33	78	54	29	35
	19%	23%	16%	15%	30%	18%	25%	22%	19%	24%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Citipost	240	30	19	47	7	13	44	33	15	21
	12%	17%	13%	15%	10%	7%	14%	13%	9%	14%
Pitney Bowes	198	14	20	31	8	15	62	5	16	15
	10%	8%	14%	10%	11%	8%	20%	2%	10%	10%
			g	g			aceg		g	g
Secured mail	76	4	5	13	4	7	12	10	9	6
	4%	2%	4%	4%	6%	4%	4%	4%	6%	4%
MHI (Mail Handling International)	12	*	-	3	2	*	2	-	*	*
	1%	*%	-%	1%	2%	*%	1%	-%	*%	*%
Other answers	2	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1917	171	142	295	62	181	302	246	150	147
	96%	95%	98%	93%	89%	99%	97%	98%	97%	100%
						d		d		cd

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1906	385	462	840	1688	218	108	73	38
	95%	96%	96%	96%	96%	91%	90%	91%	95%
		ef	ef	ef	efg				
DHL	1419	276	386	657	1320	99	50	33	17
	71%	69%	80%	75%	75%	41%	42%	41%	42%
		efgh	aefgh	efgh	efgh				
Parcelforce	1346	268	369	612	1249	97	47	34	16
	67%	67%	77%	70%	71%	40%	39%	42%	40%
		efgh	aefgh	efgh	efgh				
FedEx	1274	252	337	605	1193	81	38	28	14
	64%	63%	70%	69%	68%	34%	32%	35%	35%
		efgh	efgh	efgh	efgh				
UPS	1258	241	347	585	1172	86	43	29	14
	63%	60%	72%	66%	67%	36%	36%	36%	36%
		efgh	aefgh	efgh	efgh				
Evri	1257	261	338	562	1161	97	45	37	14
	63%	65%	70%	64%	66%	40%	38%	47%	35%
		efgh	efgh	efgh	efgh				
Yodel	1256	263	343	566	1172	84	39	31	14
	63%	66%	72%	64%	67%	35%	32%	38%	35%
		efgh	efgh	efgh	efgh				
DPD/DPD Local	1243	247	335	560	1142	101	50	35	16
	62%	62%	70%	64%	65%	42%	42%	44%	39%
		efgh	efgh	efgh	efgh				
TNT Express	922	171	262	431	864	58	29	19	11
	46%	43%	55%	49%	49%	24%	24%	23%	28%
		efgh	aefgh	efgh	efgh				
Amazon Logistics	659	149	171	288	608	50	24	17	9
	33%	37%	36%	33%	35%	21%	20%	21%	23%
		efgh	efgh	efgh	efgh				
UK Mail	639	155	154	295	605	34	21	8	5
	32%	39%	32%	34%	34%	14%	17%	9%	14%
		efgh	efgh	efgh	efgh				

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Whistl/ TNT Post UK	460	72	125	241	438	22	11	7	4
	23%	18%	26%	27%	25%	9%	9%	9%	9%
		efh	efgh	aefgh	efgh				
DX	386	89	94	179	363	24	15	6	2
	19%	22%	20%	20%	21%	10%	12%	8%	6%
		efgh	egh	egh	efgh				
Citipost	240	41	63	124	228	11	5	4	2
	12%	10%	13%	14%	13%	5%	4%	5%	5%
		ef	efgh	efgh	efgh				
Pitney Bowes	198	38	51	98	186	12	6	4	2
	10%	9%	11%	11%	11%	5%	5%	4%	6%
			e	eg	e				
Secured mail	76	18	19	34	71	4	2	1	1
	4%	4%	4%	4%	4%	2%	2%	2%	2%
MHI (Mail Handling International)	12	2	1	5	8	3	3	*	*
	1%	*%	*%	1%	*%	1%	2%	*%	1%
Other answers	2	-	-	*	*	1	1	-	*
	*%	-%	-%	*%	*%	1%	1%	-%	1%
									d
NET: RM/Parcelforce	1917	390	463	843	1695	222	109	74	38
	96%	97%	96%	96%	96%	92%	91%	93%	95%
		ef			ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Royal Mail	1906	78	108	132	254	310	84	50	58	939
	95%	94%	89%	88%	95%	95%	91%	94%	91%	98% bcfh
DHL	1419	43	80	102	179	238	79	42	47	690
	71%	52%	67%	68%	67%	73% a	85% ad	77% a	73%	72% a
Parcelforce	1346	39	84	105	165	215	72	40	41	669
	67%	48%	70% a	71% a	61%	66% a	78% a	74% a	64%	70% a
FedEx	1274	42	69	84	160	200	77	35	37	639
	64%	51%	57%	56%	60%	61%	83% abcdehi	65%	58%	66%
UPS	1258	39	76	99	156	207	75	37	38	606
	63%	47%	63%	66%	58%	63%	81% adei	70%	60%	63%
Evri	1257	39	70	83	160	209	71	41	43	611
	63%	47%	58%	56%	59%	64%	77% ac	77% a	68%	63%
Yodel	1256	33	66	82	145	211	69	41	45	629
	63%	41%	54%	55%	54%	64% a	75% ad	77% ad	71% a	65% ad
DPD/DPD Local	1243	36	76	93	142	209	76	41	33	612
	62%	44%	63%	62%	53%	64% a	82% abcdehi	77% ad	52%	64% ad
TNT Express	922	34	65	73	117	161	47	29	25	437
	46%	41%	54%	49%	44%	49%	51%	54%	38%	45%
Amazon Logistics	659	9	35	40	77	121	32	23	22	334
	33%	11%	29%	27%	29% a	37% a	34% a	44% a	35% a	35% a
UK Mail	639	16	52	60	90	97	25	9	27	313
	32%	20%	43% ag	40% ag	34%	30%	27%	17%	43% ag	32%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Whistl/ TNT Post UK	460	13	28	39	44	78	26	8	9	243
	23%	16%	24%	26%	16%	24%	28%	15%	14%	25%
DX	386	10	30	33	61	61	14	7	12	188
	19%	12%	25%	22%	23%	19%	15%	13%	19%	20%
Citipost	240	9	18	19	31	40	12	2	3	125
	12%	10%	15%	13%	12%	12%	12%	3%	4%	13%
Pitney Bowes	198	3	8	8	16	25	16	3	7	120
	10%	4%	6%	5%	6%	7%	17% cd	6%	10%	12%
Secured mail	76	1	2	3	8	11	5	1	3	43
	4%	1%	2%	2%	3%	4%	6%	2%	4%	4%
MHI (Mail Handling International)	12	*	*	*	3	2	-	*	*	5
	1%	*%	*%	*%	1%	1%	-%	1%	*%	1%
Other answers	2	-	-	-	*	1	-	-	-	*
	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%
NET: RM/Parcelforce	1917	78	112	137	254	313	84	50	58	941
	96%	95%	93%	92%	95%	96%	91%	94%	91%	98% bcfh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Royal Mail	1906	464	394	1048	1585	321	1747	159	1847	60
	95%	93%	94%	97% a	95%	97%	95%	94%	95%	100%
DHL	1419	324	317	778	1167	252	1306	113	1384	35
	71%	65%	76% a	72%	70%	76%	71%	67%	71%	59%
Parcelforce	1346	309	287	750	1089	257	1250	96	1310	36
	67%	62%	68%	69%	65%	77% a	68% b	57%	68%	61%
FedEx	1274	287	277	711	1054	220	1182	92	1243	31
	64%	57%	66%	66% a	63%	66%	65%	55%	64%	53%
UPS	1258	294	282	681	1044	214	1163	95	1227	31
	63%	59%	67%	63%	63%	64%	63%	56%	63%	52%
Evri	1257	281	280	696	1023	235	1172	85	1220	37
	63%	56%	67% a	64% a	61%	71% a	64% b	51%	63%	63%
Yodel	1256	261	280	715	1024	232	1166	90	1222	34
	63%	52%	67% a	66% a	61%	70%	64% b	54%	63%	57%
DPD/DPD Local	1243	271	285	687	1012	231	1155	88	1213	30
	62%	54%	68% a	64% a	61%	70%	63% b	52%	63%	50%
TNT Express	922	224	208	491	745	177	867	55	902	20
	46%	45%	49%	45%	45%	53%	47% b	33%	47%	34%
Amazon Logistics	659	126	153	380	556	103	613	46	632	27
	33%	25%	36% a	35% a	33%	31%	33%	27%	33%	45%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
UK Mail	639	167	122	349	528	111	592	46	621	18
	32%	33%	29%	32%	32%	33%	32%	28%	32%	30%
Whistl/ TNT Post UK	460	96	104	260	374	86	435	25	452	8
	23%	19%	25%	24%	22%	26%	24% b	15%	23%	14%
DX	386	104	75	208	318	69	362	25	379	8
	19%	21%	18%	19%	19%	21%	20%	15%	20%	13%
Citipost	240	58	52	129	210	30	227	13	231	8
	12%	12%	12%	12%	13%	9%	12%	8%	12%	14%
Pitney Bowes	198	27	40	130	170	28	189	9	198	*
	10%	5%	10%	12% a	10%	9%	10%	6%	10%	*%
Secured mail	76	12	17	47	68	8	66	9	70	5
	4%	2%	4%	4%	4%	2%	4%	5%	4%	9%
MHI (Mail Handling International)	12	4	2	6	11	*	11	1	6	5
	1%	1%	1%	1%	1%	*%	1%	*%	*%	9% a
Other answers	2	*	1	*	1	*	2	*	2	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
NET: RM/Parcelforce	1917	470	397	1050	1593	324	1758	159	1857	60
	96%	94%	95%	97% a	96%	97%	96%	95%	96%	100%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Royal Mail	1906	1176	308	409	1626	198	40	42	1824	82
	95%	96%	91%	96%	96%	94%	86%	73%	96%	79%
		b			cdf	df			cdf	
DHL	1419	877	209	329	1198	158	39	23	1356	63
	71%	72%	62%	77%	71%	75%	85%	41%	72%	61%
		b		b	d	d	df		d	
Parcelforce	1346	835	194	315	1127	159	39	21	1286	60
	67%	68%	57%	74%	67%	76%	84%	38%	68%	58%
		b		b	d	df	df		d	
FedEx	1274	805	176	289	1080	148	30	16	1228	46
	64%	66%	52%	68%	64%	70%	65%	27%	65%	44%
		b		b	df	df	d		df	
UPS	1258	775	188	292	1051	152	33	23	1203	55
	63%	63%	55%	69%	62%	72%	70%	40%	63%	53%
				b	d	df	d		d	
Evri	1257	771	165	320	1057	151	30	19	1209	49
	63%	63%	49%	75%	63%	72%	64%	34%	64%	47%
		b		ab	df	df	d		df	
Yodel	1256	770	180	301	1068	143	27	18	1211	45
	63%	63%	53%	71%	63%	68%	58%	32%	64%	43%
		b		b	df	df			df	
DPD/DPD Local	1243	765	193	283	1049	139	33	23	1188	55
	62%	63%	57%	67%	62%	66%	70%	40%	63%	54%
					d	d	d		d	
TNT Express	922	562	119	239	776	107	28	11	883	39
	46%	46%	35%	56%	46%	51%	61%	19%	47%	38%
		b		ab	d	d	d		d	
Amazon Logistics	659	388	96	171	518	101	23	18	618	40
	33%	32%	28%	40%	31%	48%	48%	31%	33%	39%
				ab		ae				
UK Mail	639	377	106	152	519	82	20	17	601	37
	32%	31%	31%	36%	31%	39%	44%	30%	32%	36%
Whistl/ TNT Post UK	460	265	74	119	382	55	14	10	436	24
	23%	22%	22%	28%	23%	26%	29%	18%	23%	23%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
DX	386	241	57	87	312	48	16	10	360	26
	19%	20%	17%	20%	19%	23%	35%	18%	19%	26%
Citipost	240	133	38	67	193	37	7	2	230	9
	12%	11%	11%	16%	11%	18%	16%	3%	12%	9%
Pitney Bowes	198	133	13	51	160	28	6	5	187	11
	10%	11%	4%	12%	9%	13%	13%	9%	10%	11%
		b		b						
Secured mail	76	43	21	10	63	10	*	2	73	2
	4%	4%	6%	2%	4%	5%	1%	3%	4%	2%
MHI (Mail Handling International)	12	7	3	*	9	1	*	2	10	2
	1%	1%	1%	*%	1%	*%	*%	3%	1%	2%
Other answers	2	*	-	1	*	1	*	-	2	*
	*%	*%	-%	*%	*%	1%	*%	-%	*%	*%
NET: RM/Parcelforce	1917	1177	312	415	1632	198	45	42	1830	86
	96%	96%	92%	98%	97%	94%	95%	74%	97%	83%
		b		b	df	df			df	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Royal Mail	1906	963	663	280	1673	1386	1764	1321	845	615
	95%	96%	97%	89%	96%	97%	96%	96%	95%	92%
		c	c		f	f	f			
DHL	1419	693	505	221	1276	1087	1333	1036	687	464
	71%	69%	74%	70%	74%	76%	73%	75%	77%	70%
									f	
Parcelforce	1346	661	466	219	1210	1049	1275	966	634	411
	67%	66%	68%	70%	70%	73%	70%	70%	71%	62%
					f	f	f	f	f	
FedEx	1274	614	466	194	1143	988	1203	926	614	401
	64%	61%	68%	62%	66%	69%	66%	67%	69%	60%
						f			f	
UPS	1258	611	441	207	1128	975	1188	915	606	403
	63%	61%	64%	66%	65%	68%	65%	66%	68%	61%
						f			f	
Evri	1257	601	456	200	1123	971	1182	910	591	375
	63%	60%	67%	64%	65%	68%	65%	66%	66%	56%
					f	f	f	f	f	
Yodel	1256	609	459	188	1130	982	1191	904	584	373
	63%	61%	67%	60%	65%	69%	65%	65%	66%	56%
					f	f	f	f	f	
DPD/DPD Local	1243	597	452	194	1100	956	1159	885	573	376
	62%	60%	66%	62%	63%	67%	63%	64%	64%	56%
					f	f	f	f	f	
TNT Express	922	438	338	146	836	711	870	663	418	279
	46%	44%	49%	47%	48%	50%	48%	48%	47%	42%
						f				
Amazon Logistics	659	284	234	141	599	502	628	482	311	267
	33%	28%	34%	45%	35%	35%	34%	35%	35%	40%
				ab						
UK Mail	639	295	224	119	598	496	609	474	329	223
	32%	29%	33%	38%	34%	35%	33%	34%	37%	33%
Whistl/ TNT Post UK	460	225	157	78	412	349	432	323	175	135
	23%	22%	23%	25%	24%	24%	24%	23%	20%	20%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
DX	386	164	148	74	365	310	374	294	192	124
	19%	16%	22%	24%	21%	22%	20%	21%	22%	19%
Citipost	240	109	84	46	218	182	224	182	122	99
	12%	11%	12%	15%	13%	13%	12%	13%	14%	15%
Pitney Bowes	198	99	61	39	186	159	188	142	90	59
	10%	10%	9%	12%	11%	11%	10%	10%	10%	9%
Secured mail	76	22	42	12	71	59	73	55	34	36
	4%	2%	6%	4%	4%	4%	4%	4%	4%	5%
			a							
MHI (Mail Handling International)	12	3	6	2	11	8	11	7	3	6
	1%	*%	1%	1%	1%	1%	1%	*%	*%	1%
Other answers	2	*	*	1	1	*	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: RM/Parcelforce	1917	967	665	285	1679	1391	1771	1331	851	619
	96%	97%	97%	91%	97%	97%	97%	96%	96%	93%
		c	c		f	f	f	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Royal Mail	1906	396	1060	92	92	43	43	39	124
	95%	96%	98%	95%	97%	88%	100%	81%	89%
		g	egh		g		g		
DHL	1419	266	862	67	61	26	30	21	77
	71%	64%	79%	68%	65%	54%	71%	43%	55%
			adegh						
Parcelforce	1346	262	826	65	51	20	29	23	72
	67%	63%	76%	66%	54%	42%	68%	47%	52%
		e	adegh	e					
FedEx	1274	237	792	62	53	15	22	21	58
	64%	57%	73%	64%	57%	30%	52%	44%	42%
		eh	adefgh	eh	e				
UPS	1258	239	767	63	52	22	27	18	67
	63%	58%	71%	64%	55%	45%	64%	38%	48%
			adegh	g					
Evri	1257	234	760	62	48	31	29	19	79
	63%	57%	70%	63%	51%	63%	67%	39%	56%
			adgh						
Yodel	1256	242	777	46	46	28	30	22	80
	63%	59%	72%	47%	49%	58%	70%	46%	58%
			acdgh						
DPD/DPD Local	1243	230	761	53	42	23	26	24	73
	62%	56%	70%	54%	44%	48%	60%	51%	53%
			acdeh						
TNT Express	922	172	582	45	28	13	22	8	43
	46%	42%	54%	46%	30%	27%	51%	17%	31%
		g	adegh	g			g		
Amazon Logistics	659	139	373	30	36	14	19	19	51
	33%	34%	34%	31%	38%	28%	44%	39%	37%
UK Mail	639	114	391	39	20	10	21	15	46
	32%	28%	36%	40%	21%	21%	48%	31%	33%
							d		
Whistl/ TNT Post UK	460	89	271	22	14	13	14	9	35
	23%	22%	25%	23%	15%	26%	32%	19%	25%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
DX	386	66	249	24	12	15	7	2	24
	19%	16%	23%	24%	13%	31%	15%	4%	17%
			g	g		g			
Citipost	240	44	147	6	8	5	7	7	18
	12%	11%	14%	6%	9%	10%	15%	14%	13%
Pitney Bowes	198	29	137	4	10	3	2	3	8
	10%	7%	13%	4%	11%	6%	6%	6%	6%
Secured mail	76	15	49	2	1	4	1	*	5
	4%	4%	5%	2%	1%	8%	3%	*%	4%
MHI (Mail Handling International)	12	3	5	-	*	2	1	-	2
	1%	1%	*%	-%	*%	4%	1%	-%	2%
Other answers	2	*	*	-	-	*	-	-	*
	*%	*%	*%	-%	-%	*%	-%	-%	*%
NET: RM/Parcelforce	1917	397	1064	93	92	43	43	39	124
	96%	96%	98%	95%	98%	88%	100%	81%	89%
		g	egh		g		g		

Columns Tested:: a,b,c,d,e,f,g,h

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1906	1330	145	78	53	24	30	12	1049	167	70	27	37	16	20
	95%	97%	95%	98%	90%	99%	100%	91%	99%	93%	94%	99%	87%	99%	69%
									bceg	g	g	g		g	
DHL	1419	1040	107	53	38	18	15	6	868	106	50	16	28	6	13
	71%	76%	70%	66%	65%	73%	50%	46%	82%	59%	68%	60%	65%	36%	44%
		f							bcdfg		f				
Parcelforce	1346	996	90	45	34	17	15	12	849	91	50	17	25	5	11
	67%	72%	59%	57%	58%	70%	51%	87%	80%	51%	68%	62%	58%	32%	40%
		bcf							bdefg		f				
FedEx	1274	936	93	45	39	12	13	6	799	94	48	15	15	4	13
	64%	68%	61%	57%	65%	49%	43%	43%	75%	53%	64%	55%	35%	27%	46%
		f							bdefg	f	f				
UPS	1258	918	99	46	31	14	14	6	768	107	39	15	31	5	9
	63%	67%	65%	57%	53%	57%	48%	48%	72%	60%	53%	54%	72%	33%	32%
									bcfg	f			fg		
Evri	1257	912	95	49	29	16	15	6	754	105	45	15	34	7	11
	63%	66%	62%	62%	49%	65%	50%	47%	71%	59%	61%	54%	80%	43%	37%
									bfg				fg		
Yodel	1256	934	80	46	33	15	16	6	786	87	42	11	34	8	14
	63%	68%	53%	57%	56%	62%	53%	45%	74%	49%	57%	42%	79%	47%	48%
		b							bcdf				bd		
DPD/DPD Local	1243	897	94	34	33	15	16	10	761	95	41	14	27	8	10
	62%	65%	61%	43%	57%	63%	54%	77%	72%	53%	56%	50%	62%	50%	34%
		c							bcdfg						
TNT Express	922	701	58	28	27	10	10	2	588	55	29	13	17	3	5
	46%	51%	38%	36%	45%	40%	34%	13%	55%	31%	40%	48%	40%	21%	17%
		b							bfg						
Amazon Logistics	659	470	53	19	27	10	11	9	370	59	29	10	22	3	8
	33%	34%	35%	24%	45%	43%	38%	70%	35%	33%	40%	38%	50%	20%	27%
								c							
UK Mail	639	472	59	21	19	13	9	5	381	60	18	8	16	2	10
	32%	34%	38%	26%	33%	52%	29%	40%	36%	34%	24%	31%	37%	14%	34%
									f						
Whistl/ TNT Post UK	460	344	25	11	19	5	7	1	263	37	17	6	16	2	7
	23%	25%	17%	13%	32%	22%	24%	6%	25%	21%	23%	23%	36%	16%	23%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
DX	386	299	31	11	13	8	2	1	241	35	17	8	7	2	*
	19%	22%	20%	13%	22%	32%	6%	7%	23%	20%	23%	29%	17%	14%	*%
Citipost	240	183	13	7	10	3	1	1	148	13	7	4	5	2	4
	12%	13%	8%	9%	17%	13%	3%	11%	14%	7%	9%	13%	11%	11%	16%
Pitney Bowes	198	161	7	6	8	2	2	*	138	9	4	4	1	1	2
	10%	12%	4%	8%	13%	9%	7%	*%	13%	5%	5%	13%	3%	6%	7%
									b						
Secured mail	76	56	8	1	4	1	*	*	48	6	4	1	*	*	*
	4%	4%	6%	1%	7%	4%	1%	*%	5%	3%	6%	3%	1%	1%	1%
MHI (Mail Handling International)	12	8	*	*	2	*	-	-	5	*	2	*	1	-	-
	1%	1%	*%	*%	4%	1%	-%	-%	*%	*%	2%	1%	1%	-%	-%
Other answers	2	1	-	-	*	-	-	-	*	-	-	*	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
NET: RM/Parcelforce	1917	1336	145	78	53	24	30	12	1053	168	70	27	37	16	20
	96%	97%	95%	98%	90%	99%	100%	91%	99%	94%	94%	99%	87%	99%	70%
		d							bceg	g	g	g		g	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1906	924	154	96	55	24	31	37	93	868	359	357	112	64
	95%	98% cdegh	96% e	86%	89%	75%	97%	86%	86%	98% be	92%	98% be	97%	89%
DHL	1419	764	118	60	34	21	16	23	59	634	272	295	83	47
	71%	81% cdfgh	74% ch	54%	56%	64%	50%	52%	55%	72%	70%	81% ab	71%	65%
Parcelforce	1346	709	112	47	37	21	25	16	62	613	251	283	81	44
	67%	75% cgh	70% cg	42%	60%	65%	78% cg	37%	57%	69%	64%	78% ab	70%	62%
FedEx	1274	682	106	56	39	14	15	14	43	555	255	281	77	31
	64%	72% cefgh	66% gh	50%	63% gh	43%	46%	33%	40%	63% e	66% e	77% abe	66% e	43%
UPS	1258	656	107	66	40	14	16	17	47	560	236	273	74	42
	63%	70% egh	67% gh	59%	64%	42%	51%	38%	43%	63%	61%	75% ab	64%	59%
Evri	1257	649	104	64	33	18	18	24	60	546	230	275	87	41
	63%	69%	65%	57%	54%	57%	56%	55%	56%	62%	59%	76% abe	75% b	57%
Yodel	1256	666	101	45	37	16	14	26	56	580	229	256	84	38
	63%	71% cfh	63% c	40%	60%	50%	44%	59%	52%	65%	59%	71% b	73%	53%
DPD/DPD Local	1243	639	107	47	32	19	24	17	60	561	226	251	80	39
	62%	68% cg	67% cg	42%	52%	58%	75% cg	39%	55%	63%	58%	69% b	69%	54%
TNT Express	922	489	80	30	27	14	14	10	38	418	156	205	63	26
	46%	52% cgh	50% cg	26%	44%	43%	43%	23%	35%	47%	40%	56% be	54%	36%
Amazon Logistics	659	323	50	32	31	19	14	13	46	265	137	141	52	32
	33%	34%	31%	29%	50%	60% abc	44%	30%	43%	30%	35%	39% a	44% a	44%
UK Mail	639	343	39	32	21	13	9	17	39	268	117	144	53	24
	32%	36%	24%	29%	35%	41%	28%	39%	36%	30%	30%	40% a	46% ab	34%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Whistl/ TNT Post UK	460	234	34	23	16	3	5	8	16	198	80	94	40	17
	23%	25%	21%	20%	26%	8%	17%	18%	15%	22%	21%	26%	34% b	23%
DX	386	211	27	23	15	3	13	1	18	164	58	96	35	17
	19%	22%	17%	20%	24%	10%	41% bg	3%	17%	19%	15%	26% ab	30% ab	24%
Citipost	240	128	22	9	11	5	8	*	13	103	42	55	21	1
	12%	14%	14%	8%	17%	14%	26% g	*%	12%	12%	11%	15%	18% e	2%
Pitney Bowes	198	109	12	8	2	4	2	6	11	97	29	36	20	4
	10%	12%	7%	7%	4%	12%	5%	13%	10%	11%	8%	10%	17%	6%
Secured mail	76	38	6	2	4	5	1	*	7	31	4	22	10	5
	4%	4%	3%	2%	6%	17% abc	3%	1%	6%	4%	1%	6% b	9% b	7%
MHI (Mail Handling International)	12	2	*	-	2	2	*	*	2	4	2	5	*	*
	1%	*%	*%	-%	3% a	5% a	1%	*%	2%	*%	*%	1%	*%	*%
Other answers	2	*	-	*	-	1	*	-	1	-	*	*	*	-
	*%	*%	-%	*%	-%	3% a	*%	-%	1%	-%	*%	*%	*%	-%
NET: RM/Parcelforce	1917	925	156	96	55	28	31	37	97	873	360	357	112	64
	96%	98% cdegh	97% cg	86%	90%	88%	98%	86%	90%	99% be	92%	98% be	97%	90%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Royal Mail	1906	934	324	282	87	39	765	248	233	84	52
	95%	97%	95%	97%	98%	100%	98%	93%	98%	98%	87%
							be		e		
DHL	1419	686	261	233	65	24	619	178	188	60	39
	71%	71%	76%	80%	73%	63%	80%	67%	79%	70%	65%
				a			b		b		
Parcelforce	1346	661	237	215	63	28	598	162	185	66	35
	67%	68%	69%	74%	71%	72%	77%	61%	78%	76%	58%
							b		b		
FedEx	1274	604	237	218	58	19	558	163	179	61	25
	64%	63%	70%	75%	65%	50%	72%	61%	75%	71%	41%
				ae			be		be	e	
UPS	1258	619	219	207	55	22	553	149	174	60	36
	63%	64%	64%	71%	62%	57%	71%	56%	73%	70%	60%
							b		b		
Evri	1257	602	216	210	68	21	539	152	178	60	37
	63%	62%	63%	72%	76%	54%	69%	57%	75%	70%	62%
				a			b		b		
Yodel	1256	628	210	197	67	22	558	158	170	59	33
	63%	65%	61%	68%	75%	58%	72%	59%	71%	68%	56%
							b				
DPD/DPD Local	1243	604	213	192	62	23	555	145	160	62	31
	62%	63%	63%	66%	69%	59%	71%	55%	67%	72%	51%
							be				
TNT Express	922	450	160	153	50	17	411	101	127	47	22
	46%	47%	47%	53%	56%	43%	53%	38%	53%	55%	37%
							b		b		
Amazon Logistics	659	293	139	107	37	20	259	76	93	48	24
	33%	30%	41%	37%	41%	52%	33%	29%	39%	56%	40%
			a							ab	
UK Mail	639	290	124	115	44	20	274	66	95	38	19
	32%	30%	36%	40%	49%	51%	35%	25%	40%	45%	32%
				a	a		b		b	b	

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Whistl/ TNT Post UK	460	225	74	70	32	6	194	48	57	32	16
	23%	23%	22%	24%	36%	16%	25%	18%	24%	37% b	27%
DX	386	182	62	80	29	6	161	43	57	31	17
	19%	19%	18%	27% a	32%	17%	21%	16%	24%	36% ab	28%
Citipost	240	103	56	41	12	1	113	19	30	18	1
	12%	11%	16%	14%	14%	3%	15% b	7%	13%	20% be	2%
Pitney Bowes	198	103	32	30	15	4	107	7	23	18	4
	10%	11%	9%	10%	17%	11%	14% b	3%	10% b	20% b	7%
Secured mail	76	30	5	20	8	5	27	14	14	4	1
	4%	3%	2%	7% b	9% b	13% b	3%	5%	6%	4%	2%
MHI (Mail Handling International)	12	4	3	4	*	*	5	*	2	-	*
	1%	*%	1%	1%	*%	*%	1%	*%	1%	-%	*%
Other answers	2	-	*	*	*	-	-	*	*	-	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%	-%
NET: RM/Parcelforce	1917	939	325	282	87	39	769	249	233	84	52
	96%	97%	95%	97%	98%	100%	99% be	94%	98% e	98%	88%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Royal Mail	1906	686	185	274	111	49	775	102	435	1692	214	1605	67
	95%	98% bc	92%	92%	98%	95%	95% b	84%	99% ab	98% b	78%	99% b	62%
DHL	1419	544	160	217	77	30	597	73	360	1208	211	1205	71
	71%	78%	80% e	72%	67%	59%	73%	60%	82% ab	70%	77%	74%	66%
Parcelforce	1346	497	144	210	78	31	554	65	344	1170	176	1161	48
	67%	71%	72%	70%	68%	62%	68% b	53%	79% ab	68%	64%	71% b	45%
FedEx	1274	476	142	204	73	27	543	50	326	1089	185	1095	48
	64%	68%	71%	68%	64%	53%	67% b	41%	74% b	63%	68%	67% b	44%
UPS	1258	456	133	214	74	30	548	53	309	1065	193	1081	47
	63%	65%	66%	71%	65%	59%	67% b	43%	70% b	62%	70%	66% b	44%
Evri	1257	458	131	207	82	26	544	55	305	1089	169	1077	46
	63%	65%	65%	69%	72%	51%	67% b	45%	69% b	63%	62%	66% b	43%
Yodel	1256	463	134	202	71	27	538	52	308	1094	162	1092	38
	63%	66%	67%	67%	63%	54%	66% b	43%	70% b	63%	59%	67% b	35%
DPD/DPD Local	1243	459	115	196	78	30	520	48	310	1061	182	1061	40
	62%	65%	58%	65%	68%	59%	64% b	40%	71% b	61%	67%	65% b	37%
TNT Express	922	340	95	142	63	22	386	35	242	784	138	806	30
	46%	48%	47%	47%	55%	44%	47% b	29%	55% b	45%	51%	50% b	28%
Amazon Logistics	659	222	67	114	50	25	290	29	158	563	96	559	40
	33%	32%	33%	38%	44%	49%	36%	24%	36%	33%	35%	34%	37%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
UK Mail	639 32%	242 35%	61 31%	110 37%	40 35%	18 36%	266 33%	36 30%	170 39%	527 31%	111 41% a	554 34%	44 40%
Whistl/ TNT Post UK	460 23%	153 22%	39 19%	80 27%	36 32%	11 21%	198 24%	18 15%	107 24%	406 23%	54 20%	402 25% b	10 9%
DX	386 19%	138 20%	36 18%	67 22%	32 28%	20 39% ab	167 20%	18 15%	107 25%	324 19%	63 23%	348 21%	17 15%
Citipost	240 12%	96 14%	26 13%	30 10%	23 20%	9 17%	104 13%	5 4%	74 17% b	198 11%	42 15%	210 13%	9 8%
Pitney Bowes	198 10%	89 13% b	9 4%	22 7%	19 16% b	5 9%	59 7%	8 7%	75 17% a	173 10%	25 9%	181 11%	5 5%
Secured mail	76 4%	28 4%	7 4%	13 4%	6 5%	* *%	35 4%	* *%	20 5%	66 4%	9 3%	66 4%	5 4%
MHI (Mail Handling International)	12 1%	2 *%	* *%	3 1%	2 1%	* *%	5 1%	- -%	2 *%	12 1%	* *%	11 1%	- -%
Other answers	2 *%	* *%	- -%	1 *%	* *%	- -%	1 *%	- -%	* *%	1 *%	* *%	* *%	* *%
NET: RM/Parcelforce	1917 96%	688 98% c	189 94%	277 92%	112 98%	49 95%	779 96% b	107 88%	435 99% ab	1695 98% b	222 81%	1606 99% b	73 67%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1906	1256	130	836	485	1609	64	1258	128	852	470
	95%	99%	79%	99%	90%	99%	61%	99%	79%	99%	90%
		b		b		b		b		b	
DHL	1419	973	114	592	444	1204	72	972	115	605	431
	71%	77%	69%	70%	83%	74%	69%	77%	71%	70%	83%
					a						a
Parcelforce	1346	950	99	555	411	1163	46	952	97	569	398
	67%	75%	60%	66%	77%	71%	44%	75%	60%	66%	76%
		b			a	b		b			a
FedEx	1274	897	91	527	399	1088	55	893	96	541	385
	64%	71%	56%	62%	74%	67%	53%	70%	59%	63%	74%
		b			a						a
UPS	1258	890	86	515	400	1071	57	880	95	524	391
	63%	70%	52%	61%	75%	66%	54%	69%	59%	61%	75%
		b			a						a
Evri	1257	893	78	536	373	1071	52	884	87	545	365
	63%	70%	47%	63%	70%	66%	50%	70%	53%	63%	70%
		b				b		b			
Yodel	1256	905	77	541	363	1087	43	893	89	551	353
	63%	71%	47%	64%	68%	67%	41%	70%	55%	64%	68%
		b				b		b			
DPD/DPD Local	1243	870	86	493	391	1057	43	867	90	506	379
	62%	69%	52%	58%	73%	65%	41%	68%	55%	59%	73%
		b			a	b		b			a
TNT Express	922	656	55	373	290	805	31	654	57	377	286
	46%	52%	33%	44%	54%	49%	29%	52%	35%	44%	55%
		b			a	b		b			a
Amazon Logistics	659	451	51	279	203	556	43	448	54	286	195
	33%	36%	31%	33%	38%	34%	41%	35%	33%	33%	38%
UK Mail	639	430	65	266	208	556	42	427	69	272	202
	32%	34%	40%	31%	39%	34%	40%	34%	42%	32%	39%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Whistl/ TNT Post UK	460	330	19	206	116	398	14	325	24	207	115
	23%	26%	12%	24%	22%	24%	14%	26%	15%	24%	22%
		b						b			
DX	386	287	24	162	132	344	21	276	35	162	131
	19%	23%	14%	19%	25%	21%	20%	22%	21%	19%	25%
Citipost	240	168	13	104	78	210	9	170	12	111	71
	12%	13%	8%	12%	15%	13%	8%	13%	7%	13%	14%
Pitney Bowes	198	149	10	92	50	181	5	148	10	95	47
	10%	12%	6%	11%	9%	11%	5%	12%	6%	11%	9%
Secured mail	76	43	16	38	17	66	5	44	15	36	19
	4%	3%	10%	4%	3%	4%	5%	3%	9%	4%	4%
			a						a		
MHI (Mail Handling International)	12	7	*	6	*	11	-	7	*	6	1
	1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%
Other answers	2	*	-	1	*	*	*	*	-	1	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
NET: RM/Parcelforce	1917	1256	135	838	493	1610	69	1258	133	853	477
	96%	99%	82%	99%	92%	99%	66%	99%	82%	99%	92%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1906	885	1305	229	4	817	957	183	1	948	734	236	*
	95%	95%	97%	95%	100%	95%	97%	95%	100%	95%	96%	95%	100%
DHL	1419	711	1011	208	4	655	758	169	1	766	577	208	-
	71%	77%	75%	87% ab	100%	76%	76%	88% ab	100%	77%	75%	83%	-%
Parcelforce	1346	646	999	205	4	625	747	171	1	721	554	205	-
	67%	70%	75%	85% ab	100%	73%	75%	89% ab	100%	72%	72%	82% ab	-%
FedEx	1274	638	924	201	4	606	696	164	1	698	530	189	-
	64%	69%	69%	84% ab	100%	71%	70%	86% ab	100%	70%	69%	76%	-%
UPS	1258	629	907	180	4	598	681	148	-	690	496	190	-
	63%	68%	68%	75%	100%	70%	69%	77%	-%	69%	65%	76% b	-%
Evri	1257	618	918	192	4	572	695	154	1	667	529	189	-
	63%	67%	69%	80% ab	100%	67%	70%	80% a	100%	67%	69%	76%	-%
Yodel	1256	604	940	184	4	584	697	150	1	676	526	184	-
	63%	65%	70%	77% a	100%	68%	70%	79%	100%	68%	69%	74%	-%
DPD/DPD Local	1243	590	922	183	4	563	683	148	1	660	497	174	-
	62%	64%	69%	76% a	100%	66%	69%	77% a	100%	66%	65%	70%	-%
TNT Express	922	439	703	155	4	425	518	131	1	497	400	161	-
	46%	47%	52%	64% ab	100%	49%	52%	68% ab	100%	50%	52%	65% ab	-%
Amazon Logistics	659	327	486	119	-	330	363	104	1	365	292	114	-
	33%	35%	36%	49% ab	-%	38%	37%	55% ab	100%	37%	38%	46%	-%
UK Mail	639	328	489	107	4	322	346	106	-	341	282	110	-
	32%	35%	36%	44%	100%	37%	35%	55% ab	-%	34%	37%	44%	-%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Whistl/ TNT Post UK	460	200	364	80	-	213	266	66	-	248	199	78	-
	23%	22%	27%	33% a	-%	25%	27%	35%	-%	25%	26%	31%	-%
DX	386	195	313	52	-	194	236	50	-	226	172	69	*
	19%	21%	23%	22%	-%	23%	24%	26%	-%	23%	22%	28%	100%
Citipost	240	134	191	48	-	120	138	37	-	152	114	51	-
	12%	14%	14%	20%	-%	14%	14%	20%	-%	15%	15%	20%	-%
Pitney Bowes	198	83	160	32	4	78	122	25	-	103	94	33	-
	10%	9%	12%	13%	100%	9%	12%	13%	-%	10%	12%	13%	-%
Secured mail	76	44	41	15	-	35	31	8	-	38	27	11	-
	4%	5%	3%	6%	-%	4%	3%	4%	-%	4%	4%	4%	-%
MHI (Mail Handling International)	12	4	9	*	-	4	4	1	-	6	1	1	-
	1%	*%	1%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
Other answers	2	*	1	-	-	*	*	-	-	1	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET: RM/Parcelforce	1917	889	1307	233	4	822	962	187	1	956	740	242	*
	96%	96%	98%	97%	100%	96%	97%	98%	100%	96%	97%	97%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1906 95%	1561 99%	1229 99%	932 99%	1245 99% c	1022 99% c	33 89%	614 100% d	530 99%	513 98%	131 97%	78 100%
DHL	1419 71%	1193 75%	974 78%	728 77%	950 75%	788 76%	35 93%	510 83%	450 84%	444 85%	122 90%	71 92%
Parcelforce	1346 67%	1159 73%	960 77%	693 73%	909 72%	799 77%	34 92%	493 80%	430 80%	427 82%	124 92% ab	71 91%
FedEx	1274 64%	1081 68%	892 72%	660 70%	856 68%	737 71%	28 76%	481 78%	411 77%	417 80%	112 83%	69 88%
UPS	1258 63%	1057 67%	888 71%	647 68%	843 67%	728 70%	27 72%	464 75%	406 76%	403 77%	112 83%	68 88%
Evri	1257 63%	1055 67%	882 71%	663 70%	832 66%	740 71%	26 70%	468 76%	398 74%	421 81%	115 85%	68 87%
Yodel	1256 63%	1078 68%	895 72%	661 70%	840 66%	757 73% a	27 72%	480 78%	409 77%	409 78%	117 86%	70 90%
DPD/DPD Local	1243 62%	1043 66%	870 70%	632 67%	823 65%	712 69%	28 74%	434 70%	383 72%	391 75%	108 80%	66 84%
TNT Express	922 46%	806 51%	658 53%	496 53%	640 51%	551 53%	25 67%	354 58%	326 61%	314 60%	105 77% abc	62 79% ac
Amazon Logistics	659 33%	555 35%	450 36%	348 37%	441 35%	396 38%	30 79% ab	243 39%	210 39%	221 42%	61 45%	32 41%
UK Mail	639 32%	541 34%	431 35%	345 37%	413 33%	380 37%	27 73% ab	248 40%	215 40%	215 41%	66 49%	39 50%
Whistl/ TNT Post UK	460 23%	399 25%	334 27%	260 28%	297 24%	299 29%	11 28%	194 31%	172 32%	165 32%	53 39%	43 55% abc

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
DX	386	344	282	231	270	236	6	178	157	149	42	21
	19%	22%	23%	25%	21%	23%	15%	29%	29%	29%	31%	27%
Citipost	240	209	173	154	171	143	6	110	114	105	32	25
	12%	13%	14%	16%	14%	14%	16%	18%	21%	20%	23%	32%
Pitney Bowes	198	182	147	118	135	143	6	97	89	72	18	14
	10%	12%	12%	13%	11%	14%	16%	16%	17%	14%	14%	17%
Secured mail	76	65	53	47	50	35	5	34	26	22	5	4
	4%	4%	4%	5%	4%	3%	12%	6%	5%	4%	4%	5%
MHI (Mail Handling International)	12	11	8	7	5	9	*	4	3	5	1	-
	1%	1%	1%	1%	*%	1%	*%	1%	*%	1%	1%	-%
Other answers	2	*	*	1	*	-	-	-	-	1	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
NET: RM/Parcelforce	1917	1566	1233	938	1250	1026	37	614	534	518	135	78
	96%	99%	99%	99%	99%	99%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Royal Mail	1906	221	95	113	42	1583	978	1647	1101	924	835	1516	202	1	1367	149
	95%	98%	93%	98%	100%	97% e	95%	96%	95%	93%	95%	96%	95%	100%	98%	99%
DHL	1419	176	57	78	39	1189	717	1231	837	714	707	1145	194	1	1007	112
	71%	78% b	56%	68%	94% bc	73%	69%	72%	72%	72%	80% b	73%	91% ab	100%	72%	74%
Parcelforce	1346	171	40	83	34	1134	669	1171	794	671	662	1109	175	1	968	106
	67%	76% b	39%	73% b	81% b	69%	65%	68%	69%	68%	75%	70%	82% b	100%	69%	70%
FedEx	1274	160	43	72	35	1062	627	1093	756	645	648	1031	177	1	897	97
	64%	71% b	43%	63%	83% b	65%	61%	64%	65%	65%	74% b	66%	83% b	100%	64%	64%
UPS	1258	163	38	78	33	1058	626	1093	741	647	634	1014	168	1	896	97
	63%	72% b	38%	68% b	78% b	65%	61%	64%	64%	65%	72% b	64%	79% b	100%	64%	64%
Evri	1257	161	45	86	34	1036	629	1074	759	633	632	1009	165	1	909	103
	63%	71% b	44%	75% b	80% b	63%	61%	63%	66%	64%	72% b	64%	77% b	100%	65%	68%
Yodel	1256	171	35	84	33	1031	616	1065	736	622	620	1003	168	1	906	98
	63%	76% b	34%	73% b	78% b	63%	60%	62%	64%	63%	71% b	64%	79% b	100%	65%	65%
DPD/DPD Local	1243	142	43	81	35	1036	613	1063	760	664	604	1014	155	1	889	97
	62%	63% b	43%	71% b	83% b	63%	59%	62%	66% b	67% b	69%	64%	73%	100%	63%	65%
TNT Express	922	113	26	69	27	791	454	810	548	487	456	775	153	1	627	88
	46%	50% b	26%	60% b	63% b	48%	44%	47%	47%	49%	52%	49%	72% ab	100%	45%	59% a
Amazon Logistics	659	90	30	42	19	565	311	584	398	362	336	541	103	-	484	50
	33%	40%	30%	37%	44%	35%	30%	34%	34%	37% b	38%	34%	48% b	-%	35%	33%
UK Mail	639	80	24	45	16	539	342	562	372	338	327	525	89	1	437	53
	32%	35%	24%	40%	39%	33%	33%	33%	32%	34%	37%	33%	42%	100%	31%	35%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Whistl/ TNT Post UK	460	69	16	30	8	389	234	407	272	244	220	392	74	1	349	34
	23%	30%	15%	26%	18%	24%	23%	24%	24%	25%	25%	25%	35% b	100%	25%	23%
DX	386	54	11	32	9	333	200	339	247	212	208	319	50	-	280	32
	19%	24%	10%	28% b	22%	20%	19%	20%	21%	21%	24%	20%	23%	-%	20%	21%
Citipost	240	48	7	15	14	211	129	217	150	150	143	201	37	-	165	28
	12%	21% b	7%	13%	34% b	13%	13%	13%	13%	15%	16%	13%	18%	-%	12%	19%
Pitney Bowes	198	35	9	8	6	180	120	183	114	108	100	175	23	-	133	17
	10%	15%	9%	7%	15%	11%	12%	11%	10%	11%	11%	11%	11%	-%	9%	11%
Secured mail	76	9	6	10	*	54	25	54	38	33	31	53	15	-	49	4
	4%	4%	6%	8%	*%	3%	2%	3%	3%	3%	4%	3%	7%	-%	3%	3%
MHI (Mail Handling International)	12	4	*	2	-	8	5	8	4	8	2	7	1	-	11	1
	1%	2%	*%	2%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	1%	*%
Other answers	2	-	1	-	-	2	2	2	2	1	*	2	*	-	1	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: RM/Parcelforce	1917	221	95	113	42	1588	988	1657	1107	934	841	1526	207	1	1374	149
	96%	98%	94%	98%	100%	97% e	95%	96%	96%	94%	96%	97%	97%	100%	98%	99%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Royal Mail	1906	759	1083	571	46	257	448	232	1311	349	304	366	1193
	95%	98%	98%	92%	96%	86%	95% a	88%	97% a	97% a	92%	94%	97% a
DHL	1419	585	765	505	40	221	404	177	975	258	234	270	884
	71%	75% b	69%	81%	83%	74%	86% a	67%	72%	71%	71%	69%	72%
Parcelforce	1346	579	728	484	34	200	398	160	915	262	218	241	864
	67%	75% b	66%	78%	71%	67%	85% a	61%	68%	72% a	66%	62%	70% b
FedEx	1274	528	689	464	31	184	377	158	873	238	202	243	808
	64%	68%	62%	74%	64%	62%	80% a	60%	64%	66%	61%	62%	66%
UPS	1258	539	664	456	32	197	368	165	850	241	215	228	793
	63%	69% b	60%	73%	67%	66%	78% a	63%	63%	67%	65%	59%	65%
Evri	1257	532	673	438	32	188	351	167	845	242	228	227	785
	63%	69% b	61%	70%	67%	63%	75% a	63%	62%	67%	69%	58%	64%
Yodel	1256	546	669	420	34	185	338	153	852	247	213	231	799
	63%	70% b	60%	67%	72%	62%	72%	58%	63%	68%	64%	60%	65%
DPD/DPD Local	1243	517	673	446	34	182	371	159	842	237	211	238	765
	62%	67%	61%	72%	72%	61%	79% a	60%	62%	65%	64%	61%	62%
TNT Express	922	431	460	338	21	134	281	95	637	183	158	167	580
	46%	56% b	42%	54%	44%	45%	60% a	36%	47% a	51% a	48%	43%	47%
Amazon Logistics	659	319	312	228	20	124	173	94	435	121	106	138	397
	33%	41% b	28%	37%	42%	42%	37%	36%	32%	34%	32%	36%	32%
UK Mail	639	298	301	251	18	127	180	83	435	112	118	120	382
	32%	38% b	27%	40%	38%	43%	38%	32%	32%	31%	36%	31%	31%

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Whistl/ TNT Post UK	460	226	219	147	7	64	129	64	298	97	77	91	291
	23%	29%	20%	24%	15%	21%	28%	24%	22%	27%	23%	23%	24%
		b											
DX	386	184	186	159	10	72	119	45	264	77	86	67	227
	19%	24%	17%	26%	20%	24%	25%	17%	19%	21%	26%	17%	18%
		b											
Citipost	240	124	107	97	12	45	87	24	162	54	39	67	126
	12%	16%	10%	16%	26%	15%	19%	9%	12%	15%	12%	17%	10%
		b										c	
Pitney Bowes	198	87	107	69	1	18	65	5	159	32	24	48	120
	10%	11%	10%	11%	1%	6%	14%	2%	12%	9%	7%	12%	10%
							a		a	a			
Secured mail	76	45	26	32	-	20	18	8	56	11	14	17	44
	4%	6%	2%	5%	-%	7%	4%	3%	4%	3%	4%	4%	4%
		b											
MHI (Mail Handling International)	12	10	2	4	-	*	4	1	8	3	3	1	8
	1%	1%	*%	1%	-%	*%	1%	*%	1%	1%	1%	*%	1%
Other answers	2	*	1	*	-	-	1	1	1	*	1	*	1
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
NET: RM/Parcelforce	1917	763	1085	578	46	262	451	234	1315	350	308	366	1195
	96%	98%	98%	93%	96%	88%	96%	89%	97%	97%	93%	94%	97%
							a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Royal Mail	1906	878	1028
	95%	92%	99% a
DHL	1419	591	828
	71%	62%	79% a
Parcelforce	1346	543	803
	67%	57%	77% a
FedEx	1274	518	757
	64%	54%	73% a
UPS	1258	540	718
	63%	56%	69% a
Evri	1257	516	741
	63%	54%	71% a
Yodel	1256	511	745
	63%	53%	71% a
DPD/DPD Local	1243	533	710
	62%	56%	68% a
TNT Express	922	388	535
	46%	40%	51% a
Amazon Logistics	659	279	379
	33%	29%	36% a
UK Mail	639	293	346
	32%	31%	33%
Whistl/ TNT Post UK	460	174	286
	23%	18%	27% a

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
DX	386	182	204
	19%	19%	20%
Citipost	240	115	125
	12%	12%	12%
Pitney Bowes	198	68	130
	10%	7%	13%
			a
Secured mail	76	30	45
	4%	3%	4%
MHI (Mail Handling International)	12	6	6
	1%	1%	1%
Other answers	2	1	1
	*%	*%	*%
NET: RM/Parcelforce	1917	887	1029
	96%	93%	99%
			a

Columns Tested:: a,b

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Royal Mail	1906	31	297	142	88	121	266	14	291	174	76	215	191
	95%	90%	95%	92%	100%	95%	94%	80%	96%	96%	98%	99%	93%
			g		g	g	g		g	g	g	cfgl	g
DHL	1419	23	231	100	55	85	203	7	230	129	51	159	146
	71%	68%	74%	65%	62%	67%	71%	37%	76%	72%	66%	73%	71%
		g	g	g	g	g	g		g	g	g	g	g
Parcelforce	1346	21	236	86	46	82	190	4	228	117	52	154	130
	67%	62%	76%	56%	52%	64%	67%	21%	76%	65%	67%	71%	63%
		g	cdg	g	g	g	g		cdgl	g	g	dg	g
FedEx	1274	20	221	78	42	73	179	2	218	113	48	151	129
	64%	57%	71%	50%	48%	58%	63%	12%	72%	63%	62%	69%	63%
		g	cdg	g	g	g	g		cdg	g	g	cdg	g
UPS	1258	23	218	86	45	81	163	2	214	114	45	135	132
	63%	67%	70%	56%	52%	64%	57%	13%	71%	63%	58%	62%	64%
		g	g	g	g	g	g		cdfg	g	g	g	g
Evri	1257	23	209	82	52	79	167	8	206	115	46	152	119
	63%	66%	67%	53%	59%	62%	59%	47%	68%	64%	59%	70%	58%
									cg			cgl	
Yodel	1256	23	224	75	43	71	178	3	213	111	47	149	117
	63%	67%	72%	49%	49%	56%	63%	17%	71%	62%	60%	69%	57%
		g	cdgl	g	g	g	g		cdgl	g	g	cdg	g
DPD/DPD Local	1243	24	227	71	36	68	180	9	210	114	43	138	122
	62%	71%	73%	46%	41%	53%	63%	51%	69%	63%	56%	64%	60%
		d	cdegjl				cd		cde	cd		cd	d
TNT Express	922	16	152	54	27	53	136	2	169	80	31	115	87
	46%	48%	49%	35%	31%	42%	48%	9%	56%	45%	40%	53%	43%
		g	g	g	g	g	g		cdgjl	g	g	cdg	g
Amazon Logistics	659	10	93	44	17	34	92	1	133	52	31	88	62
	33%	30%	30%	29%	19%	27%	32%	7%	44%	29%	40%	40%	30%
			g	g		g	g		bcdegil	g	dg	dg	g
UK Mail	639	2	124	40	20	28	87	1	121	53	32	62	68
	32%	6%	40%	26%	22%	22%	31%	8%	40%	29%	41%	29%	33%
			aeg	a			ag		adegk	ag	aeg	ag	ag
Whistl/ TNT Post UK	460	11	101	29	6	28	46	*	91	42	22	50	34
	23%	31%	32%	19%	7%	22%	16%	1%	30%	23%	28%	23%	16%
		dg	dfgl	g		dg	g		dfgl	dg	dg	dg	g

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
DX	386	5	58	28	10	22	39	*	67	41	17	50	48
	19%	14%	19%	18%	12%	18%	14%	*%	22%	23%	23%	23%	24%
			g	g		g	g		g	g	g	g	g
Citipost	240	2	40	14	10	12	19	-	48	27	8	35	24
	12%	7%	13%	9%	11%	10%	7%	-%	16%	15%	10%	16%	12%
			g						fg	g		fg	g
Pitney Bowes	198	5	31	13	7	17	20	*	50	16	10	20	9
	10%	13%	10%	8%	8%	14%	7%	1%	17%	9%	13%	9%	4%
						l			fgl		l		
Secured mail	76	*	13	4	1	4	18	-	13	5	5	4	10
	4%	1%	4%	2%	1%	3%	6%	-%	4%	3%	6%	2%	5%
MHI (Mail Handling International)	12	-	4	-	*	*	*	-	5	*	*	-	2
	1%	-%	1%	-%	*%	*%	*%	-%	2%	*%	*%	-%	1%
Other answers	2	-	*	1	*	-	*	-	-	-	-	-	*
	*%	-%	*%	1%	*%	-%	*%	-%	-%	-%	-%	-%	*%
NET: RM/Parcelforce	1917	31	297	142	88	121	271	16	294	174	76	215	192
	96%	90%	95%	92%	100%	95%	95%	90%	97%	96%	98%	99%	94%
					g							cgl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1906	470	475	479	483	945	962
	95%	94%	95%	96%	97%	94%	96%
DHL	1419	355	342	366	356	697	722
	71%	71%	68%	73%	71%	70%	72%
Parcelforce	1346	344	318	349	335	661	685
	67%	69%	64%	70%	67%	66%	68%
FedEx	1274	318	294	334	328	613	661
	64%	64%	59%	67%	66%	61%	66%
UPS	1258	327	290	330	312	617	641
	63%	65%	58%	66%	62%	62%	64%
Evri	1257	314	298	329	316	612	646
	63%	63%	60%	66%	63%	61%	65%
Yodel	1256	323	292	328	313	615	641
	63%	65%	58%	66%	63%	62%	64%
DPD/DPD Local	1243	323	283	333	304	606	637
	62%	65%	57%	67%	61%	61%	64%
				b			
TNT Express	922	222	216	251	233	438	484
	46%	44%	43%	50%	47%	44%	48%
Amazon Logistics	659	148	143	186	181	291	368
	33%	30%	29%	37%	36%	29%	37%
							a
UK Mail	639	167	135	176	162	301	338
	32%	33%	27%	35%	32%	30%	34%
Whistl/ TNT Post UK	460	140	81	133	105	221	239
	23%	28%	16%	27%	21%	22%	24%
		b		b			
DX	386	91	72	108	115	163	223
	19%	18%	14%	22%	23%	16%	22%
					b		a
Citipost	240	56	41	75	67	97	142
	12%	11%	8%	15%	13%	10%	14%
				b			a

Table 83 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Pitney Bowes	198	48	45	66	39	92	106
	10%	10%	9%	13% d	8%	9%	11%
Secured mail	76	17	22	18	18	39	36
	4%	3%	4%	4%	4%	4%	4%
MHI (Mail Handling International)	12	4	1	5	2	5	7
	1%	1%	*%	1%	*%	*%	1%
Other answers	2	1	*	-	*	2	*
	*%	*%	*%	-%	*%	*%	*%
NET: RM/Parcelforce	1917	470	480	484	483	950	967
	96%	94%	96%	97%	97%	95%	97%

Columns Tested:: a,b,c,d - a,b

Table 84

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Royal Mail	1883	211	1672	1803	68	8	5	80
	94%	92%	94%	94%	90%	85%	92%	89%
				bce				
Parcelforce	268	8	259	253	12	2	1	14
	13%	4%	15%	13%	16%	20%	12%	16%
			a					
Evri	254	6	248	247	7	*	*	8
	13%	3%	14%	13%	9%	5%	7%	9%
			a					
DHL	195	2	193	179	12	2	1	16
	10%	1%	11%	9%	16%	28%	23%	18%
			a		a	a	a	a
DPD/DPD Local	193	11	182	179	13	1	1	14
	10%	5%	10%	9%	17%	11%	14%	16%
			a		a			a
Yodel	132	-	132	128	3	1	*	4
	7%	-%	7%	7%	3%	7%	7%	4%
			a					
UPS	104	4	101	94	8	1	1	10
	5%	2%	6%	5%	11%	15%	12%	11%
			a		a	a	a	a
UK Mail	85	-	85	78	6	1	1	7
	4%	-%	5%	4%	8%	7%	11%	8%
			a		a		a	a
FedEx	74	1	73	67	5	1	1	7
	4%	*%	4%	4%	7%	13%	12%	8%
			a			a	a	a
Amazon Logistics	43	*	43	41	1	*	*	2
	2%	*%	2%	2%	1%	4%	5%	2%
TNT Express	24	*	23	19	4	1	*	5
	1%	*%	1%	1%	5%	9%	5%	5%
					a	a	a	a
Secured Mail	16	-	16	15	1	*	*	1
	1%	-%	1%	1%	1%	1%	*%	1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Pitney Bowes	13	-	13	11	2	-	*	2
	1%	-%	1%	1%	2%	-%	2%	2%
DX	10	1	9	8	2	*	*	2
	1%	*%	1%	*%	3%	1%	1%	2%
					a			a
Whistl/ TNT Post UK	4	-	4	4	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
MHI (Mail Handling International)	2	-	2	2	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
Citipost	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	2%	*%	1%
						a		
Other answers	21	4	16	18	2	*	*	3
	1%	2%	1%	1%	3%	3%	*%	3%
					a			
NET: RM Only	1233	191	1042	1188	38	4	2	44
	62%	83%	59%	62%	50%	42%	46%	49%
		b		bcde				
NET: RM and Other	650	20	630	614	30	4	2	36
	33%	9%	36%	32%	40%	44%	45%	40%
			a				a	a
NET: Provider other than RM only	117	18	99	107	8	1	*	10
	6%	8%	6%	6%	10%	15%	8%	11%
					a	a		a
NET: RM/Parcelforce	1900	214	1687	1819	69	8	5	81
	95%	94%	95%	95%	91%	86%	92%	90%
				bce				

Columns Tested:: a,b - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Royal Mail	1883	994	681	128	47	29	5	1803	68	12
	94%	97%	92%	92%	90%	88%	92%	94%	90%	87%
		bcdefhi						ehi		
Parcelforce	268	109	124	21	8	6	1	253	12	2
	13%	11%	17%	15%	15%	18%	12%	13%	16%	17%
			a			a				
Evri	254	134	98	14	6	1	*	247	7	1
	13%	13%	13%	10%	12%	3%	7%	13%	9%	6%
		ei	ei		e			ei		
DHL	195	52	99	28	11	4	1	179	12	4
	10%	5%	13%	20%	21%	12%	23%	9%	16%	26%
			a	ag	ag	a	abeg	a	ag	abeg
DPD/DPD Local	193	57	104	18	10	4	1	179	13	2
	10%	6%	14%	13%	19%	11%	14%	9%	17%	12%
			ag	a	ag		a	a	ag	a
Yodel	132	52	58	18	2	1	*	128	3	1
	7%	5%	8%	13%	4%	4%	7%	7%	3%	7%
				adegh						
UPS	104	18	62	14	6	3	1	94	8	2
	5%	2%	8%	10%	12%	11%	12%	5%	11%	14%
			ag	a	ag	ag	ag	a	ag	ag
UK Mail	85	26	48	4	4	3	1	78	6	1
	4%	3%	6%	3%	8%	8%	11%	4%	8%	9%
			a		a	a	acg		ag	a
FedEx	74	28	28	11	4	2	1	67	5	2
	4%	3%	4%	8%	8%	6%	12%	4%	7%	13%
				a	ag		abg		a	abg
Amazon Logistics	43	7	29	5	*	1	*	41	1	1
	2%	1%	4%	4%	1%	3%	5%	2%	1%	4%
			a	a			a			a
TNT Express	24	4	12	3	3	1	*	19	4	1
	1%	*%	2%	2%	6%	4%	5%	1%	5%	8%
					abg	ag	ag		abg	abg

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Secured Mail	16	-	14	1	1	*	*	15	1	*
	1%	-%	2% a	1%	1%	1%	*%	1%	1% a	1%
Pitney Bowes	13	2	7	2	2	-	*	11	2	*
	1%	*%	1%	1%	3% ag	-%	2%	1%	2% a	1%
DX	10	*	8	*	1	1	*	8	2	*
	1%	*%	1%	*%	2% ag	3% ag	1%	*%	3% ag	1%
Whistl/ TNT Post UK	4	2	*	2	*	*	*	4	*	*
	*%	*%	*%	1%	*%	*%	1%	*%	*%	*%
MHI (Mail Handling International)	2	1	1	-	*	-	*	2	*	*
	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%
Citipost	2	*	2	-	*	*	*	2	*	*
	*%	*%	*%	-%	*%	1%	*%	*%	*%	2% g
Other answers	21	9	8	2	1	1	*	18	2	*
	1%	1%	1%	1%	3%	3%	*%	1%	3% g	2%
NET: RM Only	1233	725	391	72	25	17	2	1188	38	6
	62%	70% bcdefghi	53%	52%	48%	51%	46%	62% bcdefhi	50%	43%
NET: RM and Other	650	268	290	56	22	12	2	614	30	6
	33%	26%	39% ag	40% a	41% a	38% a	45% ag	32% a	40% a	44% ag
NET: Provider other than RM only	117	36	60	12	5	4	*	107	8	2
	6%	3%	8% a	8% a	10% a	12% ag	8% a	6%	10% ag	13% ag
NET: RM/Parcelforce	1900	999	691	130	48	29	5	1819	69	12
	95%	97% bcdefhi	93%	93%	91%	89%	92%	95% ehi	91%	88%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Royal Mail	1883	1480	323	68	8	5	1198	273	63	24	52
	94%	95%	92%	90%	85%	92%	96%	91%	94%	70%	89%
		cd					bd	d	d		
Parcelforce	268	208	45	12	2	1	173	41	14	6	9
	13%	13%	13%	16%	20%	12%	14%	14%	20%	17%	15%
Evri	254	214	33	7	*	*	190	31	7	4	4
	13%	14%	9%	9%	5%	7%	15%	10%	11%	13%	7%
DHL	195	131	48	12	2	1	95	52	12	9	10
	10%	8%	14%	16%	28%	23%	8%	17%	18%	24%	17%
			a	a	ab	ab		a	a	a	a
DPD/DPD Local	193	128	51	13	1	1	104	45	12	7	5
	10%	8%	15%	17%	11%	14%	8%	15%	18%	19%	9%
			a	a				a			
Yodel	132	96	32	3	1	*	91	18	7	1	6
	7%	6%	9%	3%	7%	7%	7%	6%	10%	4%	10%
			c								
UPS	104	62	32	8	1	1	40	22	11	8	5
	5%	4%	9%	11%	15%	12%	3%	7%	17%	24%	8%
			a	a	a	a		a	a	ab	
UK Mail	85	65	13	6	1	1	40	30	1	5	8
	4%	4%	4%	8%	7%	11%	3%	10%	1%	13%	14%
						ab		a		a	a
FedEx	74	50	18	5	1	1	32	14	6	12	3
	4%	3%	5%	7%	13%	12%	3%	5%	10%	35%	5%
					ab	ab			a	abce	
Amazon Logistics	43	28	13	1	*	*	17	13	6	3	*
	2%	2%	4%	1%	4%	5%	1%	4%	9%	10%	*%
								a	ae	ae	
TNT Express	24	14	5	4	1	*	9	3	10	*	1
	1%	1%	2%	5%	9%	5%	1%	1%	15%	1%	2%
				a	ab	a			abe		
Secured Mail	16	14	1	1	*	*	7	1	4	3	*
	1%	1%	*%	1%	1%	*%	1%	*%	7%	9%	*%
									ab	abe	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Pitney Bowes	13	7	5	2	-	*	3	3	4	1	*
	1%	*%	1%	2%	-%	2%	*%	1%	6% a	3%	1%
DX	10	8	1	2	*	*	2	2	*	1	5
	1%	*%	*%	3% ab	1%	1%	*%	1%	*%	2%	8% ab
Whistl/ TNT Post UK	4	2	2	*	*	*	2	2	*	-	*
	*%	*%	1%	*%	*%	1%	*%	1%	*%	-%	*%
MHI (Mail Handling International)	2	2	-	*	-	*	-	1	*	-	1
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	2%
Citipost	2	*	2	*	*	*	-	2	*	-	*
	*%	*%	1%	*%	2% a	*%	-%	1%	*%	-%	*%
Other answers	21	11	7	2	*	*	8	7	2	*	2
	1%	1%	2%	3% a	3%	*%	1%	2%	3%	*%	3%
NET: RM Only	1233	1001	188	38	4	2	806	141	29	11	31
	62%	64% bcde	53%	50%	42%	46%	65% bcd	47%	43%	32%	54%
NET: RM and Other	650	479	135	30	4	2	392	131	34	13	20
	33%	31%	38% a	40% a	44%	45% a	31%	44% a	50% a	38%	35%
NET: Provider other than RM only	117	78	29	8	1	*	51	26	4	11	7
	6%	5%	8%	10% a	15% a	8%	4%	9% a	6%	30% abc	11%
NET: RM/Parcelforce	1900	1493	326	69	8	5	1203	280	63	28	53
	95%	96% cd	93%	91%	86%	92%	96% d	94% d	94%	80%	91%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Royal Mail	1883	165	142	284	63	181	289	244	153	142
	94%	92%	98%	89%	92%	99%	93%	98%	99%	97%
			c			c		c	c	
Parcelforce	268	32	22	41	9	24	47	27	26	29
	13%	18%	15%	13%	13%	13%	15%	11%	17%	19%
Evri	254	38	29	26	13	27	29	32	32	18
	13%	21%	20%	8%	18%	15%	9%	13%	21%	12%
		cf	cf						cf	
DHL	195	19	21	39	7	15	29	18	19	11
	10%	11%	14%	12%	10%	8%	9%	7%	12%	8%
DPD/DPD Local	193	20	21	26	2	15	54	16	10	13
	10%	11%	14%	8%	3%	8%	17%	6%	7%	9%
							cgh			
Yodel	132	16	13	23	1	22	9	16	15	12
	7%	9%	9%	7%	1%	12%	3%	6%	10%	8%
						f				
UPS	104	8	6	28	6	7	17	8	5	9
	5%	4%	4%	9%	9%	4%	6%	3%	3%	6%
UK Mail	85	11	7	27	2	9	8	5	4	5
	4%	6%	5%	8%	3%	5%	3%	2%	3%	3%
FedEx	74	3	2	31	3	3	12	4	6	6
	4%	2%	1%	10%	4%	1%	4%	2%	4%	4%
				abeg						
Amazon Logistics	43	8	5	9	*	5	4	1	7	*
	2%	5%	4%	3%	*%	3%	1%	*%	4%	*%
TNT Express	24	1	*	11	*	4	4	1	1	*
	1%	1%	*%	3%	1%	2%	1%	*%	1%	*%
Secured Mail	16	3	3	1	4	4	*	-	-	-
	1%	2%	2%	*%	5%	2%	*%	-%	-%	-%
					cfg					
Pitney Bowes	13	1	-	4	-	4	2	-	-	-
	1%	*%	-%	1%	-%	2%	1%	-%	-%	-%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
DX	10	*	-	2	*	4	2	*	-	-
	1%	*%	-%	1%	*%	2%	1%	*%	-%	-%
Whistl/ TNT Post UK	4	-	-	2	-	*	-	-	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	*	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%
Citipost	2	*	-	-	-	*	-	2	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%
Other answers	21	3	4	2	-	1	1	3	-	2
	1%	2%	3%	1%	-%	1%	*%	1%	-%	1%
NET: RM Only	1233	99	84	184	38	115	200	165	89	85
	62%	55%	57%	58%	54%	63%	64%	66%	58%	58%
NET: RM and Other	650	66	59	101	26	65	89	79	64	57
	33%	37%	40%	32%	37%	36%	28%	32%	41%	39%
NET: Provider other than RM only	117	15	3	34	6	3	23	6	2	5
	6%	8%	2%	11%	8%	1%	7%	2%	1%	3%
				begh						
NET: RM/Parcelforce	1900	168	143	288	63	182	292	247	153	144
	95%	93%	98%	91%	92%	99%	93%	99%	99%	98%
						c		c	c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1883	386	460	817	1664	219	109	74	36
	94%	97% eh	96%	93%	95%	91%	91%	92%	90%
Parcelforce	268	62	79	114	255	13	5	4	3
	13%	15% efg	16% efgh	13% efg	14% efg	5%	4%	5%	8%
Evri	254	58	100	87	245	9	4	4	1
	13%	15% efgh	21% cdefgh	10% efh	14% efgh	4%	4%	5%	3%
DHL	195	33	58	86	177	18	10	4	3
	10%	8%	12%	10%	10%	7%	9%	5%	8%
DPD/DPD Local	193	30	51	95	177	16	9	5	3
	10%	8%	11%	11%	10%	7%	7%	6%	7%
Yodel	132	34	43	48	125	7	2	2	2
	7%	8% efg	9% efg	5%	7% ef	3%	2%	2%	6%
UPS	104	21	19	54	94	11	9	1	1
	5%	5%	4%	6% g	5%	4%	7% g	1%	3%
UK Mail	85	16	22	40	77	8	5	1	1
	4%	4%	5%	5%	4%	3%	4%	2%	2%
FedEx	74	12	11	47	70	4	2	1	1
	4%	3%	2%	5% e	4%	2%	2%	1%	2%
Amazon Logistics	43	5	20	14	40	3	1	1	2
	2%	1%	4% e	2%	2%	1%	1%	1%	4%
TNT Express	24	4	2	16	23	1	1	*	*
	1%	1%	*%	2%	1%	*%	1%	1%	*%
Secured Mail	16	8	6	1	16	*	*	*	*
	1%	2% ce	1%	*%	1%	*%	*%	*%	*%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Pitney Bowes	13	4	1	7	11	2	1	1	*
	1%	1%	*%	1%	1%	1%	1%	1%	*%
DX	10	4	*	5	9	1	*	1	*
	1%	1%	*%	1%	1%	*%	*%	1%	1%
Whistl/ TNT Post UK	4	*	-	2	2	2	*	2	*
	*%	*%	-%	*%	*%	1%	*%	2% d	1%
MHI (Mail Handling International)	2	-	2	-	2	1	*	1	-
	*%	-%	*%	-%	*%	*%	*%	1%	-%
Citipost	2	*	*	2	2	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other answers	21	3	7	6	16	4	3	*	1
	1%	1%	2%	1%	1%	2%	3%	*%	2%
NET: RM Only	1233	238	272	549	1059	174	84	62	28
	62%	60%	57%	62%	60%	72% abcd	70% bd	77% abcd	70% b
NET: RM and Other	650	148	188	269	605	45	25	12	8
	33%	37% efgh	39% cefgh	31% egh	34% efgh	19%	21%	15%	20%
NET: Provider other than RM only	117	14	20	63	96	21	11	6	4
	6%	3%	4%	7%	5%	9% a	9%	8%	10% a
NET: RM/Parcelforce	1900	389	464	827	1680	220	110	74	36
	95%	97% eh	97% eh	94%	95% e	92%	92%	92%	91%

Columns Tested:: a,b,c,d,e,f,g,h

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Royal Mail	1883	72	109	135	246	299	84	52	60	934
	94%	88%	91%	90%	91%	91%	91%	98%	94%	97%
										abcde
Parcelforce	268	4	22	26	51	49	9	10	3	114
	13%	5%	18%	18%	19%	15%	10%	19%	5%	12%
					a					
Evri	254	3	29	32	31	84	15	6	4	80
	13%	4%	24%	21%	11%	26%	16%	12%	6%	8%
			adhi	ai		adhi				
DHL	195	5	27	31	22	53	11	7	5	61
	10%	6%	23%	20%	8%	16%	12%	12%	8%	6%
			adi	di		i				
DPD/DPD Local	193	5	23	23	24	49	16	4	*	74
	10%	6%	19%	15%	9%	15%	17%	7%	*%	8%
			hi	hi		hi	h			
Yodel	132	2	10	14	25	38	5	5	1	43
	7%	2%	8%	9%	9%	11%	5%	8%	2%	4%
						i				
UPS	104	11	13	17	9	30	1	3	2	31
	5%	13%	11%	11%	3%	9%	1%	6%	3%	3%
		di	i	di		i				
UK Mail	85	2	9	10	23	17	3	6	5	22
	4%	2%	8%	6%	8%	5%	3%	10%	7%	2%
			i		i			i		
FedEx	74	5	8	8	11	24	1	3	1	22
	4%	6%	7%	6%	4%	7%	1%	5%	2%	2%
						i				
Amazon Logistics	43	*	3	3	10	11	1	3	1	13
	2%	*%	3%	2%	4%	3%	2%	6%	2%	1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
TNT Express	24	1	*	1	5	10	*	*	*	7
	1%	1%	*%	*%	2%	3% i	*%	*%	*%	1%
Secured Mail	16	*	7	7	1	*	4	3	-	*
	1%	*%	6% dei	5% ei	*%	*%	4% ei	6% dei	-%	*%
Pitney Bowes	13	-	3	3	4	4	-	-	1	1
	1%	-%	3% i	2% i	1% i	1%	-%	-%	2%	*%
DX	10	-	4	4	1	4	-	-	*	1
	1%	-%	3% i	3% i	*%	1%	-%	-%	*%	*%
Whistl/ TNT Post UK	4	*	*	*	-	*	*	-	-	3
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%
MHI (Mail Handling International)	2	-	1	1	-	1	-	-	*	1
	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%
Citipost	2	-	*	*	*	1	-	-	-	1
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%
Other answers	21	-	5	5	1	6	*	*	*	9
	1%	-%	4%	3%	*%	2%	*%	1%	*%	1%
NET: RM Only	1233	60	42	63	149	155	48	41	50	666
	62%	73% bce	35%	42%	56% b	47%	52%	77% bcef	79% bcdef	69% bcdef
NET: RM and Other	650	13	67	72	96	144	36	11	10	268
	33%	15%	56% adghi	48% aghi	36% ah	44% aghi	39% ah	21%	15%	28%
NET: Provider other than RM only	117	10	11	14	23	28	8	1	4	28
	6%	12% i	9% i	10% i	9% i	9% i	9%	2%	6%	3%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
NET: RM/Parcelforce	1900	72	114	140	251	302	84	53	60	938
	95%	88%	94%	94%	93%	92%	91%	99%	94%	97% adef

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Royal Mail	1883	453	383	1047	1557	326	1733	150	1826	57
	94%	91%	91%	97% ab	93%	98% a	95% b	89%	94%	96%
Parcelforce	268	81	58	128	212	55	248	19	259	9
	13%	16%	14%	12%	13%	17%	14%	12%	13%	15%
Evri	254	66	99	90	204	50	244	10	250	4
	13%	13%	23% ac	8%	12%	15%	13% b	6%	13%	7%
DHL	195	58	64	73	173	22	166	29	194	1
	10%	12% c	15% c	7%	10%	7%	9%	17% a	10%	2%
DPD/DPD Local	193	51	64	78	161	32	166	27	191	2
	10%	10%	15% c	7%	10%	10%	9%	16% a	10%	3%
Yodel	132	40	43	49	105	27	117	15	129	3
	7%	8%	10% c	5%	6%	8%	6%	9%	7%	4%
UPS	104	36	32	36	94	10	80	25	104	*
	5%	7% c	8% c	3%	6%	3%	4%	15% a	5%	1%
UK Mail	85	34	20	32	77	8	70	16	83	2
	4%	7% c	5%	3%	5%	2%	4%	9% a	4%	3%
FedEx	74	24	24	26	71	3	66	9	74	-
	4%	5%	6% c	2%	4%	1%	4%	5%	4%	-%
Amazon Logistics	43	14	12	17	40	3	36	8	43	-
	2%	3%	3%	2%	2%	1%	2%	4%	2%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
TNT Express	24	6	11	7	22	2	21	3	24	-
	1%	1%	3%	1%	1%	1%	1%	2%	1%	-%
Secured Mail	16	8	4	3	13	3	15	1	16	-
	1%	2%	1%	*%	1%	1%	1%	1%	1%	-%
Pitney Bowes	13	7	4	2	13	*	12	*	13	-
	1%	1% c	1%	*%	1%	*%	1%	*%	1%	-%
DX	10	5	4	2	10	*	6	4	10	-
	1%	1%	1%	*%	1%	*%	*%	2% a	1%	-%
Whistl/ TNT Post UK	4	*	*	3	4	-	4	*	4	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	2	1	1	1	2	-	2	1	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	2	*	1	1	1	1	1	1	2	-
	*%	*%	*%	*%	*%	*%	*%	1%	*%	-%
Other answers	21	6	6	9	15	6	18	3	20	1
	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%
NET: RM Only	1233	272	203	758	1032	200	1146	87	1190	42
	62%	54%	48%	70% ab	62%	60%	63% b	52%	61%	71%
NET: RM and Other	650	181	180	289	525	126	588	63	635	15
	33%	36% c	43% c	27%	31%	38%	32%	37%	33%	25%
NET: Provider other than RM only	117	47	37	33	111	6	99	18	115	2
	6%	9% c	9% c	3%	7% b	2%	5%	11% a	6%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
NET: RM/Parcelforce	1900	463	386	1051	1574	326	1750	150	1843	57
	95%	93%	92%	97% ab	94%	98%	96% b	89%	95%	96%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Royal Mail	1883	1161	303	407	1602	191	43	47	1793	90
	94%	95%	89%	96%	95%	91%	92%	83%	95%	87%
		b		b	df				df	
Parcelforce	268	123	50	95	187	56	11	14	243	25
	13%	10%	15%	22%	11%	26%	23%	25%	13%	24%
				a		ae		a		ae
Evri	254	79	51	124	192	44	9	9	237	18
	13%	6%	15%	29%	11%	21%	19%	16%	12%	17%
			a	ab		ae				
DHL	195	101	42	51	138	23	21	14	161	34
	10%	8%	12%	12%	8%	11%	44%	24%	8%	33%
							abe	ae		abe
DPD/DPD Local	193	74	54	66	125	43	20	5	168	25
	10%	6%	16%	15%	7%	20%	42%	9%	9%	24%
			a	a		ae	abde			ae
Yodel	132	60	26	46	111	9	5	7	119	13
	7%	5%	8%	11%	7%	4%	12%	13%	6%	12%
				a						
UPS	104	41	30	34	64	23	11	6	87	17
	5%	3%	9%	8%	4%	11%	24%	11%	5%	17%
			a	a		ae	ae			ae
UK Mail	85	39	27	19	50	13	5	17	63	22
	4%	3%	8%	4%	3%	6%	11%	29%	3%	21%
			a				ae	abe		abe
FedEx	74	31	27	17	45	18	6	5	63	11
	4%	3%	8%	4%	3%	9%	12%	9%	3%	10%
			a			ae	ae			ae
Amazon Logistics	43	18	12	13	21	12	1	9	32	11
	2%	1%	4%	3%	1%	6%	3%	16%	2%	10%
						ae		ae		ae
TNT Express	24	8	4	11	12	8	3	*	20	4
	1%	1%	1%	3%	1%	4%	7%	1%	1%	4%
				a		ae	ae			

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Secured Mail	16	8	3	5	3	5	4	3	9	7
	1%	1%	1%	1%	*%	3%	9%	5%	*%	7%
						ae	ae	ae		ae
Pitney Bowes	13	4	4	5	6	6	-	1	12	1
	1%	*%	1%	1%	*%	3%	-%	1%	1%	1%
						ae				
DX	10	5	1	4	1	3	3	4	3	7
	1%	*%	*%	1%	*%	1%	7%	7%	*%	7%
						a	ae	ae		ae
Whistl/ TNT Post UK	4	3	*	*	4	*	*	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	1	*	1	*	*	*	2	1	2
	*%	*%	*%	*%	*%	*%	*%	3%	*%	2%
								ae		ae
Citipost	2	1	*	1	1	1	*	*	2	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other answers	21	11	7	3	15	5	1	*	20	1
	1%	1%	2%	1%	1%	2%	2%	*%	1%	1%
NET: RM Only	1233	863	169	188	1133	72	10	18	1205	28
	62%	71%	50%	44%	67%	34%	21%	31%	64%	27%
		bc			bcdf				bcdf	
NET: RM and Other	650	297	134	219	469	119	33	29	588	62
	33%	24%	40%	51%	28%	56%	71%	51%	31%	60%
			a	ab		ae	ae	ae		ae
NET: Provider other than RM only	117	63	36	18	84	19	4	10	104	13
	6%	5%	11%	4%	5%	9%	8%	17%	5%	13%
			ac					ae		ae
NET: RM/Parcelforce	1900	1168	312	407	1609	193	44	54	1803	98
	95%	95%	92%	96%	95%	92%	94%	95%	95%	94%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Royal Mail	1883	969	633	281	1651	1363	1741	1287	822	596
	94%	97%	92%	90%	95%	95%	95%	93%	93%	90%
		bc			f	f	f			
Parcelforce	268	71	116	80	241	231	251	256	174	114
	13%	7%	17%	26%	14%	16%	14%	19%	20%	17%
			a	ab				ac	ac	
Evri	254	69	123	62	220	210	234	245	154	104
	13%	7%	18%	20%	13%	15%	13%	18%	17%	16%
			a	a				ac	ac	
DHL	195	59	79	57	179	166	180	183	150	101
	10%	6%	12%	18%	10%	12%	10%	13%	17%	15%
			a	a					abc	ac
DPD/DPD Local	193	43	83	68	171	173	176	183	144	105
	10%	4%	12%	22%	10%	12%	10%	13%	16%	16%
			a	ab				c	ac	ac
Yodel	132	38	73	21	118	109	126	121	88	78
	7%	4%	11%	7%	7%	8%	7%	9%	10%	12%
			a							abc
UPS	104	26	37	41	90	83	91	97	80	60
	5%	3%	5%	13%	5%	6%	5%	7%	9%	9%
				ab					ac	ac
UK Mail	85	19	30	35	75	74	81	76	69	70
	4%	2%	4%	11%	4%	5%	4%	6%	8%	10%
				ab					ac	abcd
FedEx	74	21	25	29	62	57	63	68	59	46
	4%	2%	4%	9%	4%	4%	3%	5%	7%	7%
				ab					ac	ac
Amazon Logistics	43	2	19	22	41	40	41	41	39	37
	2%	*%	3%	7%	2%	3%	2%	3%	4%	6%
			a	ab					c	abc
TNT Express	24	-	12	12	21	19	21	24	21	17
	1%	-%	2%	4%	1%	1%	1%	2%	2%	3%
			a	a						

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Secured Mail	16	3	*	13	12	16	16	16	15	9
	1%	*%	*%	4%	1%	1%	1%	1%	2%	1%
				ab						
Pitney Bowes	13	3	3	7	10	11	11	12	9	7
	1%	*%	*%	2%	1%	1%	1%	1%	1%	1%
DX	10	*	1	10	10	10	10	10	9	7
	1%	*%	*%	3%	1%	1%	1%	1%	1%	1%
				ab						
Whistl/ TNT Post UK	4	-	4	*	4	4	4	4	4	2
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	*	2	1	2	2	2	2	2
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Citipost	2	-	1	1	2	2	2	2	2	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other answers	21	4	12	5	13	18	20	15	8	6
	1%	*%	2%	2%	1%	1%	1%	1%	1%	1%
NET: RM Only	1233	778	355	100	1065	797	1127	669	377	309
	62%	78%	52%	32%	61%	56%	62%	48%	42%	46%
		bc	c		bdef	def	bdef			
NET: RM and Other	650	191	278	181	585	566	614	618	445	287
	33%	19%	41%	58%	34%	40%	34%	45%	50%	43%
			a	ab		ac		ac	abc	ac
NET: Provider other than RM only	117	32	52	33	83	69	90	96	66	70
	6%	3%	8%	10%	5%	5%	5%	7%	7%	10%
			a	a						abc
NET: RM/Parcelforce	1900	971	638	291	1666	1378	1756	1303	835	609
	95%	97%	93%	93%	96%	96%	96%	94%	94%	91%
		bc			f	f	f			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Royal Mail	1883	396	1050	85	90	42	40	39	121
	94%	96%	97%	86%	95%	86%	94%	81%	87%
		cgh	cegh						
Parcelforce	268	21	179	12	16	11	5	8	24
	13%	5%	16%	13%	17%	22%	11%	17%	17%
			a		a	a		a	a
Evri	254	33	153	17	8	8	2	12	22
	13%	8%	14%	17%	9%	16%	6%	25%	16%
			a					a	
DHL	195	13	120	11	11	6	13	6	25
	10%	3%	11%	11%	11%	12%	31%	13%	18%
			a	a	a		ab	a	a
DPD/DPD Local	193	6	106	23	19	9	9	6	24
	10%	1%	10%	23%	20%	18%	21%	12%	17%
			a	ab	ab	a	a	a	a
Yodel	132	18	82	4	10	5	1	5	11
	7%	4%	8%	5%	11%	10%	2%	11%	8%
UPS	104	4	50	6	10	7	7	6	20
	5%	1%	5%	6%	11%	14%	16%	13%	14%
			a	a	a	a	ab	a	ab
UK Mail	85	10	37	3	4	7	6	13	25
	4%	3%	3%	3%	4%	14%	13%	26%	18%
						ab	ab	abcd	abcd
FedEx	74	1	38	4	11	2	3	4	9
	4%	*%	3%	4%	12%	5%	7%	8%	7%
			a		ab		a	a	a
Amazon Logistics	43	2	15	4	8	5	3	4	12
	2%	*%	1%	4%	9%	10%	7%	8%	9%
					ab	ab	a	ab	ab
TNT Express	24	-	13	1	4	2	*	*	3
	1%	-%	1%	1%	4%	5%	1%	*%	2%
					a	a			
Secured Mail	16	-	8	4	*	1	-	3	4
	1%	-%	1%	4%	*%	1%	-%	6%	3%
				a				ab	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Pitney Bowes	13	-	3	-	5	*	2	1	3
	1%	-%	*%	-%	5%	*%	4%	2%	2%
					ab		b		
DX	10	-	1	*	*	2	3	4	9
	1%	-%	*%	*%	*%	4%	7%	8%	6%
						b	ab	ab	ab
Whistl/ TNT Post UK	4	-	4	-	*	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	-	-	*	1	1	1	2
	*%	-%	-%	-%	*%	3%	1%	1%	2%
						b			b
Citipost	2	-	1	-	*	*	1	*	1
	*%	-%	*%	-%	*%	*%	2%	*%	1%
Other answers	21	9	11	-	-	*	*	*	*
	1%	2%	1%	-%	-%	1%	*%	*%	*%
NET: RM Only	1233	335	633	47	51	25	17	19	61
	62%	81%	58%	48%	55%	52%	39%	40%	44%
		bcdefgh	h						
NET: RM and Other	650	61	417	38	38	17	23	20	60
	33%	15%	38%	39%	41%	34%	55%	41%	43%
			a	a	a	a	a	a	a
NET: Provider other than RM only	117	18	36	13	4	7	3	9	19
	6%	4%	3%	14%	5%	14%	6%	19%	13%
				ab		b		ab	ab
NET: RM/Parcelforce	1900	396	1056	85	90	46	40	42	128
	95%	96%	97%	87%	95%	95%	94%	87%	92%
		c	cgh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
	94%	96%	87%	96%	90%	95%	96%	94%	98%	87%	90%	95%	87%	92%	71%
		b							bceg			g			
Parcelforce	268	182	30	12	12	4	2	*	174	30	9	4	6	1	8
	13%	13%	19%	14%	20%	18%	6%	2%	16%	16%	12%	16%	14%	6%	27%
Evri	254	169	33	7	3	4	4	1	144	34	10	3	8	2	10
	13%	12%	21%	8%	6%	16%	12%	8%	14%	19%	14%	12%	18%	10%	34%
			a												
DHL	195	133	16	5	7	7	8	3	107	26	12	6	9	2	4
	10%	10%	10%	6%	12%	30%	25%	21%	10%	15%	17%	21%	20%	10%	15%
						ac	ac								
DPD/DPD Local	193	110	19	13	18	6	4	1	105	36	11	4	11	2	4
	10%	8%	12%	16%	31%	23%	14%	6%	10%	20%	14%	15%	25%	10%	14%
					ab					a					
Yodel	132	80	20	5	6	2	1	5	79	15	7	1	4	1	1
	7%	6%	13%	6%	10%	6%	3%	34%	7%	9%	10%	3%	10%	4%	4%
			a					acf							
UPS	104	54	12	7	7	5	3	1	49	12	7	6	3	2	4
	5%	4%	8%	9%	13%	23%	9%	10%	5%	7%	10%	20%	8%	13%	14%
					a	a						a			
UK Mail	85	46	9	2	10	1	2	4	30	16	8	2	9	1	9
	4%	3%	6%	3%	17%	5%	6%	32%	3%	9%	10%	6%	20%	8%	30%
					a			abc		a	a		a		abd
FedEx	74	34	15	2	8	3	*	*	35	10	2	6	*	*	3
	4%	2%	10%	2%	14%	12%	1%	3%	3%	5%	3%	22%	*%	3%	12%
			a		a	a						abc			
Amazon Logistics	43	22	7	4	4	1	3	*	12	14	2	*	7	-	4
	2%	2%	5%	5%	7%	4%	9%	3%	1%	8%	3%	1%	16%	-%	13%
					a		a			a			a		a
TNT Express	24	11	4	4	1	1	*	*	9	6	3	*	*	*	-
	1%	1%	2%	5%	2%	4%	1%	2%	1%	3%	5%	1%	*%	*%	-%
				a							a				
Secured Mail	16	7	4	*	*	*	*	*	9	*	4	*	*	*	3
	1%	1%	3%	*%	1%	*%	*%	*%	1%	*%	6%	*%	*%	*%	11%
											ab				ab

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Pitney Bowes	13	4	1	4	-	-	2	-	3	4	-	2	*	1	1
	1%	*%	1%	5%	-%	-%	6%	-%	*%	2%	-%	9%	1%	4%	2%
				a			a					a		a	
DX	10	1	1	*	1	2	1	4	1	*	5	3	1	*	*
	1%	*%	*%	*%	2%	10%	2%	27%	*%	*%	7%	10%	2%	*%	*%
						ab		abcd			ab	ab			
Whistl/ TNT Post UK	4	4	-	*	-	*	-	*	2	2	*	-	*	-	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	1%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	2	1	*	-	*	-	*	-	-	*	-	*	2	-	1
	*%	*%	*%	-%	1%	-%	*%	-%	-%	*%	-%	*%	4%	-%	2%
													a		a
Citipost	2	*	2	*	*	*	-	*	1	*	*	*	*	1	*
	*%	*%	1%	*%	*%	*%	-%	2%	*%	*%	*%	*%	*%	6%	*%
			a											ab	
Other answers	21	11	2	-	*	*	*	-	17	*	*	*	-	*	-
	1%	1%	1%	-%	*%	2%	*%	-%	2%	*%	*%	*%	-%	*%	-%
NET: RM Only	1233	887	72	53	23	12	12	6	626	86	37	13	18	8	10
	62%	65%	47%	66%	39%	49%	40%	46%	59%	48%	50%	47%	41%	51%	33%
		bdf		d											
NET: RM and Other	650	436	62	24	30	11	17	6	415	71	29	13	20	7	11
	33%	32%	40%	30%	51%	46%	55%	48%	39%	40%	40%	48%	46%	41%	38%
					a		a								
NET: Provider other than RM only	117	52	19	3	6	1	1	1	22	23	8	1	6	1	8
	6%	4%	13%	4%	10%	5%	4%	6%	2%	13%	10%	5%	13%	8%	29%
			a							a	a		a		ad
NET: RM/Parcelforce	1900	1332	139	77	53	24	29	13	1046	159	66	26	42	15	23
	95%	97%	91%	96%	90%	97%	96%	94%	98%	89%	90%	95%	96%	92%	82%
		b							bcfg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
	94%	96%	91%	84%	82%	91%	88%	86%	88%	98%	89%	96%	94%	89%
		cdh								be		b		
Parcelforce	268	159	33	26	9	10	12	7	29	83	67	57	23	22
	13%	17%	21%	23%	15%	29%	39%	17%	27%	9%	17%	16%	20%	30%
							a				a	a	a	a
Evri	254	147	29	27	15	9	10	7	26	69	54	77	14	21
	13%	16%	18%	25%	25%	28%	32%	16%	24%	8%	14%	21%	12%	29%
											a	a		a
DHL	195	106	28	17	9	7	5	11	23	70	36	39	20	15
	10%	11%	17%	15%	14%	22%	15%	25%	21%	8%	9%	11%	17%	21%
													a	a
DPD/DPD Local	193	101	28	24	7	3	9	12	23	59	33	49	29	6
	10%	11%	17%	21%	12%	8%	28%	26%	22%	7%	8%	13%	25%	9%
				a			a	a	a			a	ab	
Yodel	132	64	27	10	7	2	6	5	13	43	27	39	10	7
	7%	7%	17%	9%	12%	5%	20%	11%	12%	5%	7%	11%	9%	10%
			a									a		
UPS	104	44	12	16	3	1	9	12	23	30	14	25	15	8
	5%	5%	7%	14%	5%	4%	29%	28%	21%	3%	4%	7%	13%	11%
				a			abd	abde	abd				ab	
UK Mail	85	26	5	18	10	5	4	8	17	13	29	13	9	17
	4%	3%	3%	16%	17%	17%	13%	18%	16%	2%	7%	4%	7%	23%
				ab	ab	ab	a	ab	ab		a		a	abcd
FedEx	74	32	11	10	4	4	3	4	11	11	9	26	6	9
	4%	3%	7%	9%	7%	13%	8%	10%	10%	1%	2%	7%	6%	13%
						a			a			ab	a	ab
Amazon Logistics	43	10	2	14	5	3	*	8	11	7	10	4	9	11
	2%	1%	1%	12%	9%	8%	1%	18%	10%	1%	2%	1%	8%	16%
				ab	ab	a		ab	ab				ac	abc
TNT Express	24	7	3	5	4	*	*	4	5	5	2	5	7	2
	1%	1%	2%	4%	6%	1%	*%	10%	4%	1%	1%	1%	6%	3%
					a			a	a				ab	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Secured Mail	16	4	5	*	*	4	*	3	7	4	4	4	1	3
	1%	*%	3%	*%	*%	13%	*%	7%	7%	*%	1%	1%	*%	4%
			a			acd		a	a					a
Pitney Bowes	13	5	-	2	1	-	*	4	4	1	1	3	5	1
	1%	1%	-%	1%	2%	-%	1%	9%	4%	*%	*%	1%	4%	1%
								ab	a				a	
DX	10	1	*	1	1	*	7	*	7	-	*	1	5	4
	1%	*%	*%	*%	2%	1%	21%	*%	7%	-%	*%	*%	4%	5%
					a		abcd		ab				abc	abc
Whistl/ TNT Post UK	4	2	*	-	2	*	-	-	*	2	*	*	2	*
	*%	*%	*%	-%	3%	*%	-%	-%	*%	*%	*%	*%	2%	*%
					a									
MHI (Mail Handling International)	2	*	-	1	-	-	1	1	2	-	1	1	1	*
	*%	*%	-%	*%	-%	-%	2%	3%	2%	-%	*%	*%	1%	*%
							a	a	a					
Citipost	2	*	-	1	*	*	1	*	1	-	1	1	*	*
	*%	*%	-%	1%	*%	*%	3%	1%	1%	-%	*%	*%	*%	*%
							a							
Other answers	21	9	*	*	3	1	*	1	2	8	5	5	3	-
	1%	1%	*%	*%	5%	3%	*%	2%	2%	1%	1%	1%	2%	-%
NET: RM Only	1233	511	65	46	19	9	2	16	28	645	209	195	48	25
	62%	54%	40%	41%	31%	29%	7%	37%	26%	73%	54%	54%	42%	34%
		bdefh	f	f				f		bcde				
NET: RM and Other	650	390	82	47	32	20	26	21	67	222	137	155	61	39
	33%	41%	51%	42%	52%	62%	82%	49%	62%	25%	35%	43%	52%	54%
							abcdg		a		a	a	ab	a
NET: Provider other than RM only	117	40	14	18	11	3	4	6	13	19	43	13	7	8
	6%	4%	9%	16%	18%	9%	12%	14%	12%	2%	11%	4%	6%	11%
				a	a				a		ac			a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
NET: RM/Parcelforce	1900	906	150	98	51	29	29	40	98	870	348	351	110	71
	95%	96% cd	94%	88%	82%	91%	89%	93%	91%	98% b	89%	97% b	95%	99%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Royal Mail	1883	932	313	275	85	38	756	241	227	82	52
	94%	97%	92%	95%	95%	99%	97%	91%	95%	96%	87%
		b					be				
Parcelforce	268	96	65	51	21	7	99	51	46	18	17
	13%	10%	19%	18%	24%	19%	13%	19%	19%	21%	29%
			a	a	a						a
Evri	254	99	43	63	8	8	73	47	62	12	16
	13%	10%	13%	21%	9%	20%	9%	18%	26%	14%	28%
				ab				a	a		a
DHL	195	75	42	33	17	9	77	23	34	18	13
	10%	8%	12%	11%	20%	24%	10%	9%	14%	21%	21%
					a	a				ab	
DPD/DPD Local	193	72	32	40	23	3	81	24	36	26	6
	10%	7%	9%	14%	26%	8%	10%	9%	15%	30%	10%
				a	ab					abc	
Yodel	132	44	25	34	8	6	46	20	28	13	3
	7%	5%	7%	12%	9%	17%	6%	7%	12%	15%	5%
				a		a				a	
UPS	104	32	14	25	14	4	33	13	17	14	6
	5%	3%	4%	9%	15%	11%	4%	5%	7%	16%	9%
				a	ab					ab	
UK Mail	85	31	20	11	4	9	21	21	14	10	9
	4%	3%	6%	4%	4%	23%	3%	8%	6%	11%	14%
						abcd		a		a	a
FedEx	74	13	11	26	6	6	11	13	22	5	5
	4%	1%	3%	9%	7%	16%	1%	5%	9%	6%	9%
				ab	a	ab		a	a		a
Amazon Logistics	43	12	9	9	9	2	9	7	3	9	11
	2%	1%	3%	3%	10%	5%	1%	3%	1%	11%	19%
					a					abc	abc
TNT Express	24	5	2	6	7	2	4	2	5	7	2
	1%	*%	1%	2%	8%	5%	*%	1%	2%	8%	3%
					ab					ab	

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Secured Mail	16	7	-	4	*	*	4	5	4	*	3
	1%	1%	-%	1%	*%	*%	1%	2%	2%	*%	5%
											a
Pitney Bowes	13	2	1	3	4	*	2	1	2	5	1
	1%	*%	*%	1%	4%	1%	*%	*%	1%	5%	1%
					a					ab	
DX	10	*	1	1	5	4	*	*	1	8	*
	1%	*%	*%	*%	5%	10%	*%	*%	*%	10%	*%
					abc	abc				abc	
Whistl/ TNT Post UK	4	2	2	*	*	*	2	*	*	2	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	2%	*%
MHI (Mail Handling International)	2	1	-	*	-	*	-	1	1	1	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	2%	*%
Citipost	2	-	1	1	-	*	-	1	1	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%	*%
Other answers	21	4	1	5	3	-	11	4	3	*	-
	1%	*%	*%	2%	3%	-%	1%	1%	1%	*%	-%
NET: RM Only	1233	678	179	150	37	16	490	141	110	28	23
	62%	70%	53%	51%	42%	42%	63%	53%	46%	32%	39%
		bcde					cde	d			
NET: RM and Other	650	254	134	126	48	22	266	101	116	54	29
	33%	26%	39%	43%	54%	57%	34%	38%	49%	63%	48%
			a	a	a	a			a	ab	
NET: Provider other than RM only	117	34	28	16	4	*	22	24	12	4	8
	6%	3%	8%	5%	5%	1%	3%	9%	5%	4%	13%
			a					a			a
NET: RM/Parcelforce	1900	939	316	279	86	39	760	242	229	83	59
	95%	97%	93%	96%	97%	100%	98%	91%	96%	96%	99%
		b					b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Royal Mail	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
	94%	95% c	94%	87%	90%	95%	92% b	80%	98% ab	100% b	57%	100% b	23%
Parcelforce	268	89	53	67	31	16	178	19	57	195	72	222	20
	13%	13%	26% a	23% a	27% a	31% a	22% c	16%	13%	11%	26% a	14%	18%
Evri	254	71	36	93	23	21	199	15	31	167	87	200	19
	13%	10%	18% a	31% ab	21% a	41% ab	24% bc	12%	7%	10%	32% a	12%	18%
DHL	195	74	31	46	24	7	116	20	46	107	88	132	46
	10%	11%	15%	16%	21% a	14%	14%	16%	10%	6%	32% a	8%	43% a
DPD/DPD Local	193	57	28	55	32	10	128	14	40	115	78	160	12
	10%	8%	14%	18% a	28% ab	19%	16% c	12%	9%	7%	29% a	10%	11%
Yodel	132	38	27	39	11	7	100	4	17	89	43	106	12
	7%	5%	14% a	13% a	10%	13%	12% c	3%	4%	5%	16% a	7%	11%
UPS	104	23	22	25	16	11	82	7	9	55	50	70	20
	5%	3%	11% a	8% a	14% a	21% a	10% c	6%	2%	3%	18% a	4%	18% a
UK Mail	85	17	9	36	6	8	49	8	19	39	46	33	42
	4%	2%	4%	12% ab	5%	15% a	6%	6%	4%	2%	17% a	2%	39% a
FedEx	74	19	9	30	8	3	47	5	16	45	29	53	9
	4%	3%	4%	10% a	7%	5%	6%	4%	4%	3%	11% a	3%	8%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Amazon Logistics	43	7	3	18	10	3	31	2	9	22	21	31	10
	2%	1%	2%	6% a	9% ab	5%	4%	2%	2%	1%	8% a	2%	10% a
TNT Express	24	6	4	5	7	2	23	*	1	8	16	17	5
	1%	1%	2%	2%	6% a	4%	3% c	*%	*%	*%	6% a	1%	4%
Secured Mail	16	*	8	7	-	1	4	8	3	4	12	2	10
	1%	*%	4% a	2% a	-%	2%	1%	7% ac	1%	*%	4% a	*%	10% a
Pitney Bowes	13	4	1	1	5	1	9	1	3	4	9	7	3
	1%	1%	1%	*%	4% a	2%	1%	1%	1%	*%	3% a	*%	3%
DX	10	1	1	*	4	4	8	1	1	10	1	6	4
	1%	*%	*%	*%	4% ac	7% abc	1%	1%	*%	1%	*%	*%	3% a
Whistl/ TNT Post UK	4	2	*	*	*	2	4	*	*	2	2	4	*
	*%	*%	*%	*%	*%	4% a	*%	*%	*%	*%	1%	*%	*%
MHI (Mail Handling International)	2	-	*	2	-	1	2	1	-	1	2	1	1
	*%	-%	*%	1%	-%	1%	*%	*%	-%	*%	1%	*%	*%
Citipost	2	2	*	*	-	*	2	*	*	*	2	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1% a	*%	2% a
Other answers	21	3	*	10	1	*	12	*	2	10	11	8	5
	1%	*%	*%	3% a	1%	*%	1%	*%	1%	1%	4% a	1%	4% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
NET: RM Only	1233	434	76	103	35	6	328	58	276	1233	-	1065	-
	62%	62% bcde	38% e	34% e	30%	12%	40%	47%	63% ab	71% b	-%	66% b	-%
NET: RM and Other	650	235	113	159	68	42	424	40	152	494	157	560	25
	33%	33%	56% a	53% a	60% a	82% abc	52% bc	33%	35%	29%	57% a	34%	23%
NET: Provider other than RM only	117	33	12	38	11	3	62	24	10	-	117	-	83
	6%	5%	6%	13% a	10%	5%	8% c	20% ac	2%	-%	43% a	-%	77% a
NET: RM/Parcelforce	1900	674	189	273	103	48	766	100	428	1726	174	1625	40
	95%	96% c	94%	91%	91%	95%	94% b	82%	98% b	100% b	64%	100% b	37%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1883	1268	95	846	440	1629	22	1270	93	862	424
	94%	100%	58%	100%	82%	100%	21%	100%	57%	100%	82%
		b		b		b		b		b	
Parcelforce	268	187	44	67	189	218	23	182	49	88	168
	13%	15%	27%	8%	35%	13%	22%	14%	30%	10%	32%
			a		a				a		a
Evri	254	161	49	61	184	200	20	169	41	80	165
	13%	13%	30%	7%	34%	12%	19%	13%	25%	9%	32%
			a		a				a		a
DHL	195	114	51	51	132	138	40	116	50	48	135
	10%	9%	31%	6%	25%	8%	39%	9%	31%	6%	26%
			a		a		a		a		a
DPD/DPD Local	193	144	29	38	145	154	18	133	39	47	136
	10%	11%	18%	4%	27%	9%	17%	11%	24%	5%	26%
					a				a		a
Yodel	132	80	29	28	93	109	9	80	28	36	85
	7%	6%	17%	3%	17%	7%	9%	6%	18%	4%	16%
			a		a				a		a
UPS	104	64	19	22	76	74	16	57	26	18	80
	5%	5%	12%	3%	14%	5%	15%	5%	16%	2%	15%
			a		a		a		a		a
UK Mail	85	28	46	10	66	39	36	25	49	9	67
	4%	2%	28%	1%	12%	2%	34%	2%	30%	1%	13%
			a		a		a		a		a
FedEx	74	37	19	16	52	54	8	41	16	15	52
	4%	3%	12%	2%	10%	3%	8%	3%	10%	2%	10%
			a		a				a		a
Amazon Logistics	43	26	14	8	33	26	15	19	21	11	30
	2%	2%	8%	1%	6%	2%	14%	1%	13%	1%	6%
			a		a		a		a		a

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
TNT Express	24	13	6	4	20	17	5	13	6	3	20
	1%	1%	4%	*%	4%	1%	4%	1%	4%	*%	4%
					a						a
Secured Mail	16	4	12	*	16	2	10	4	12	*	16
	1%	*%	7%	*%	3%	*%	10%	*%	7%	*%	3%
			a		a		a		a		a
Pitney Bowes	13	7	4	1	11	7	3	7	3	4	8
	1%	1%	2%	*%	2%	*%	3%	1%	2%	*%	2%
					a		a				
DX	10	6	4	5	6	10	*	6	4	5	6
	1%	*%	2%	1%	1%	1%	*%	*%	2%	1%	1%
Whistl/ TNT Post UK	4	4	*	2	2	2	2	2	2	4	*
	*%	*%	*%	*%	*%	*%	2%	*%	1%	*%	*%
							a				
MHI (Mail Handling International)	2	1	2	1	2	1	1	1	2	*	2
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
Citipost	2	*	2	*	2	*	2	*	2	*	2
	*%	*%	1%	*%	*%	*%	2%	*%	1%	*%	*%
			a				a		a		
Other answers	21	13	4	3	11	8	5	13	4	3	12
	1%	1%	2%	*%	2%	1%	5%	1%	3%	*%	2%
					a		a				a
NET: RM Only	1233	797	-	669	-	1065	-	797	-	669	-
	62%	63%	-%	79%	-%	65%	-%	63%	-%	78%	-%
		b		b		b		b		b	
NET: RM and Other	650	471	95	178	440	564	22	473	93	194	424
	33%	37%	58%	21%	82%	35%	21%	37%	57%	22%	82%
			a		a				a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Provider other than RM only	117	-	69	-	96	-	83	-	69	-	96
	6%	-%	42% a	-%	18% a	-%	79% a	-%	43% a	-%	18% a
NET: RM/Parcelforce	1900	1268	110	846	457	1629	37	1270	108	862	441
	95%	100% b	67%	100% b	85%	100% b	35%	100% b	66%	100% b	85%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1883	865	1293	224	4	804	944	179	1	924	714	229	*
	94%	93%	96% a	93%	100%	94%	95%	93%	100%	92%	93%	92%	100%
Parcelforce	268	167	203	60	4	170	170	56	-	225	155	72	-
	13%	18%	15%	25% b	100%	20%	17%	29% b	-%	23%	20%	29%	-%
Evri	254	157	183	51	4	152	150	59	-	221	152	75	-
	13%	17%	14%	21%	100%	18%	15%	31% ab	-%	22%	20%	30% b	-%
DHL	195	125	126	49	-	133	95	39	-	148	100	66	-
	10%	13%	9%	21% b	-%	16% b	10%	20% b	-%	15%	13%	26% ab	-%
DPD/DPD Local	193	128	131	41	-	132	114	41	-	163	94	55	-
	10%	14%	10%	17% b	-%	15%	12%	22% b	-%	16%	12%	22% b	-%
Yodel	132	75	93	14	-	69	76	15	-	105	77	18	-
	7%	8%	7%	6%	-%	8%	8%	8%	-%	11%	10%	7%	-%
UPS	104	74	67	29	-	67	63	20	-	92	57	30	-
	5%	8%	5%	12% b	-%	8%	6%	10%	-%	9%	7%	12%	-%
UK Mail	85	66	49	8	-	63	41	6	-	68	34	6	-
	4%	7% b	4%	4%	-%	7% b	4%	3%	-%	7%	4%	2%	-%
FedEx	74	56	40	21	-	49	37	15	-	64	33	29	-
	4%	6% b	3%	9% b	-%	6%	4%	8%	-%	6%	4%	12% b	-%
Amazon Logistics	43	34	27	12	-	37	28	6	-	40	25	17	-
	2%	4%	2%	5%	-%	4%	3%	3%	-%	4%	3%	7%	-%
TNT Express	24	16	17	10	-	14	15	7	-	21	15	9	-
	1%	2%	1%	4%	-%	2%	1%	4%	-%	2%	2%	4%	-%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Secured Mail	16	11	5	5	-	16	11	4	-	16	12	8	-
	1%	1%	*%	2%	-%	2%	1%	2%	-%	2%	2%	3%	-%
Pitney Bowes	13	8	7	7	-	8	6	3	-	11	8	6	-
	1%	1%	*%	3% b	-%	1%	1%	1%	-%	1%	1%	3%	-%
DX	10	10	9	4	-	10	8	4	-	9	8	4	*
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	1%	2%	100%
Whistl/ TNT Post UK	4	2	2	*	-	2	2	*	-	2	2	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
MHI (Mail Handling International)	2	1	1	1	-	2	-	*	-	2	*	1	-
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%
Citipost	2	1	2	1	-	1	2	1	-	1	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Other answers	21	4	12	*	-	1	17	*	-	12	7	2	-
	1%	*%	1%	*%	-%	*%	2% a	*%	-%	1%	1%	1%	-%
NET: RM Only	1233	456	836	92	-	406	560	60	1	389	385	68	-
	62%	49%	62% ac	38%	-%	47% c	56% ac	32%	100%	39% c	50% ac	27%	-%
NET: RM and Other	650	409	456	131	4	399	384	119	-	535	329	161	*
	33%	44% b	34%	55% b	100%	46% b	39%	62% ab	-%	54% b	43%	65% ab	100%
NET: Provider other than RM only	117	63	47	17	-	55	48	13	-	75	51	20	-
	6%	7% b	4%	7%	-%	6%	5%	7%	-%	8%	7%	8%	-%
NET: RM/Parcelforce	1900	874	1303	227	4	815	955	181	1	936	723	234	*
	95%	94%	97% a	94%	100%	95%	96%	95%	100%	94%	94%	94%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1883 94%	1581 100%	1245 100%	944 100%	1264 100%	1036 100%	37 100%	615 100%	535 100%	521 100%	135 100%	78 100%
Parcelforce	268 13%	222 14%	201 16%	174 18%	188 15%	155 15%	14 38% ab	125 20%	131 24%	143 27%	44 33% a	18 23%
Evri	254 13%	199 13%	178 14%	152 16%	149 12%	171 16% a	10 27%	103 17%	98 18%	128 24% a	48 35% ab	24 31%
DHL	195 10%	139 9%	126 10%	85 9%	124 10%	80 8%	13 35% ab	48 8%	61 11%	71 14% a	31 23% ab	12 15%
DPD/DPD Local	193 10%	156 10%	151 12%	102 11%	139 11%	100 10%	13 35% ab	62 10%	70 13%	84 16%	29 21% a	17 22% a
Yodel	132 7%	104 7%	98 8%	72 8%	71 6%	96 9% a	8 22% a	55 9%	49 9%	59 11%	14 10%	9 12%
UPS	104 5%	70 4%	66 5%	55 6%	58 5%	44 4%	7 18% ab	41 7%	40 7%	45 9%	15 11%	3 4%
UK Mail	85 4%	33 2%	37 3%	25 3%	38 3%	27 3%	7 17% ab	14 2%	16 3%	19 4%	1 *%	* *%
FedEx	74 4%	51 3%	42 3%	36 4%	48 4%	31 3%	6 16% ab	27 4%	22 4%	30 6%	9 7%	9 12%
Amazon Logistics	43 2%	29 2%	25 2%	20 2%	28 2%	15 1%	6 15% ab	14 2%	16 3%	15 3%	3 3%	1 2%
TNT Express	24 1%	17 1%	13 1%	12 1%	17 1%	13 1%	5 14% ab	11 2%	12 2%	12 2%	2 2%	2 2%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Secured Mail	16	6	6	8	6	4	4	1	5	8	4	*
	1%	*%	*%	1%	*%	*%	11% ab	*%	1%	1%	3% a	*%
Pitney Bowes	13	9	8	10	8	8	4	9	7	8	4	1
	1%	1%	1%	1%	1%	1%	10% ab	2%	1%	2%	3%	1%
DX	10	6	9	5	7	7	2	2	2	5	4	1
	1%	*%	1%	1%	1%	1%	4%	*%	*%	1%	3%	2%
Whistl/ TNT Post UK	4	2	4	2	4	4	*	2	1	1	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	2%
MHI (Mail Handling International)	2	1	1	1	1	1	-	*	*	1	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Citipost	2	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Other answers	21	9	14	5	6	8	-	4	*	4	*	*
	1%	1%	1%	1%	*%	1%	-%	1%	*%	1%	*%	*%
NET: RM Only	1233	1022	729	566	786	664	3	364	272	231	46	32
	62%	65% b	59%	60%	62% c	64% c	8%	59% cd	51% d	44%	34%	41%
NET: RM and Other	650	559	516	379	478	373	34	251	263	290	90	46
	33%	35%	41% a	40%	38%	36%	92% ab	41%	49%	56% a	66% ab	59%
NET: Provider other than RM only	117	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1900	1581	1245	944	1264	1036	37	615	535	521	135	78
	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Royal Mail	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
	94%	100%	100%	100%	100%	96% e	95%	95%	95%	92%	93%	96% ac	90%	-%	100%	100%
Parcelforce	268	41	7	32	21	240	159	249	202	171	179	234	53	-	177	26
	13%	18%	7%	28% b	50% ab	15%	15%	14%	17%	17%	20% b	15%	25% b	-%	13%	17%
Evri	254	45	7	66	10	198	158	229	186	155	175	204	61	-	168	25
	13%	20%	7%	57% abd	24%	12%	15%	13%	16% a	16%	20% b	13%	29% b	-%	12%	17%
DHL	195	31	17	7	8	158	112	173	148	118	142	158	59	-	135	17
	10%	14%	16%	6%	18%	10%	11%	10%	13%	12%	16% b	10%	28% ab	-%	10%	11%
DPD/DPD Local	193	23	6	26	10	164	118	170	137	129	126	153	35	-	139	11
	10%	10%	6%	22% ab	24% b	10%	11%	10%	12%	13%	14% b	10%	16%	-%	10%	7%
Yodel	132	28	9	26	10	98	71	112	80	91	85	89	17	-	96	14
	7%	12%	9%	23%	23%	6%	7%	7%	7%	9% a	10% b	6%	8%	-%	7%	9%
UPS	104	18	6	6	12	79	69	89	74	71	78	75	25	-	70	4
	5%	8%	6%	5%	29% abc	5%	7%	5%	6%	7%	9% b	5%	12% b	-%	5%	3%
UK Mail	85	5	14	10	3	59	50	75	43	54	65	48	16	-	33	10
	4%	2%	14% a	9%	6%	4%	5%	4%	4%	5%	7% b	3%	7% b	-%	2%	7% a
FedEx	74	8	8	9	2	59	43	65	49	42	46	58	31	-	41	6
	4%	3%	8%	8%	6%	4%	4%	4%	4%	4%	5%	4%	15% ab	-%	3%	4%
Amazon Logistics	43	3	5	4	8	34	26	38	30	32	36	28	11	-	20	3
	2%	1%	5%	3%	19% ac	2%	2%	2%	3%	3%	4% b	2%	5% b	-%	1%	2%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
TNT Express	24	2	2	4	5	18	14	18	19	23	18	20	11	-	13	*
	1%	1%	2%	4%	12% a	1%	1%	1%	2%	2%	2%	1%	5% b	-%	1%	*%
Secured Mail	16	*	3	-	1	4	11	15	12	16	16	12	8	-	6	3
	1%	*%	3%	-%	2%	*%	1%	1%	1%	2% a	2%	1%	4% b	-%	*%	2%
Pitney Bowes	13	1	*	2	4	12	10	13	6	7	10	12	2	-	11	*
	1%	*%	*%	2%	9% a	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
DX	10	2	4	1	2	6	10	10	6	9	9	7	2	-	9	*
	1%	1%	4%	1%	4%	*%	1%	1%	*%	1%	1%	*%	1%	-%	1%	*%
Whistl/ TNT Post UK	4	*	2	*	2	2	*	2	2	4	2	2	*	-	2	-
	*%	*%	2%	*%	4%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	2	1	-	-	*	1	2	2	1	2	2	1	1	-	1	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Citipost	2	*	*	-	-	1	2	2	1	2	1	2	1	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other answers	21	-	1	*	-	16	11	19	15	15	4	19	3	1	13	*
	1%	-%	1%	*%	-%	1%	1%	1%	1%	2%	*%	1%	2%	100%	1%	*%
NET: RM Only	1233	122	56	22	11	1014	594	1037	627	532	394	972	64	-	920	88
	62%	54% cd	55% cd	19%	26%	62% de	57%	60% de	54%	54%	45% c	62% ac	30%	-%	66%	59%
NET: RM and Other	650	104	46	93	31	553	387	595	468	384	422	536	128	-	482	62
	33%	46%	45%	81% ab	74% ab	34%	37%	35%	40% ac	39%	48% b	34%	60% ab	-%	34%	41%
NET: Provider other than RM only	117	-	-	-	-	70	53	86	62	75	62	67	22	1	-	-
	6%	-%	-%	-%	-%	4%	5%	5%	5%	8% a	7% b	4%	10% b	100%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: RM/Parcelforce	1900	226	101	115	42	1576	988	1645	1106	931	826	1519	198	-	1402	151
	95%	100%	100%	100%	100%	96%	96%	96%	96%	94%	94%	96%	93%	-%	100%	100%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Royal Mail	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
	94%	100%	100%	85%	85%	78%	89% a	85%	95% a	97% a	84%	92% a	98% ab
Parcelforce	268	142	108	214	12	97	170	53	170	45	90	42	130
	13%	18% b	10%	34%	25%	33%	36%	20% b	13%	12%	27% bc	11%	11%
Evri	254	142	93	197	28	111	144	53	166	35	121	42	89
	13%	18% b	8%	32%	59% a	37%	31%	20% bc	12%	10%	37% bc	11%	7%
DHL	195	84	75	151	16	84	111	53	122	15	53	34	102
	10%	11% b	7%	24%	33%	28%	24%	20% bc	9% c	4%	16% c	9%	8%
DPD/DPD Local	193	93	78	161	11	69	124	42	131	21	69	39	75
	10%	12% b	7%	26%	22%	23%	26%	16% c	10%	6%	21% bc	10%	6%
Yodel	132	91	35	99	9	62	70	24	77	31	69	22	41
	7%	12% b	3%	16%	18%	21%	15%	9%	6%	8%	21% bc	6%	3%
UPS	104	36	46	81	3	50	54	31	56	17	46	19	37
	5%	5%	4%	13%	7%	17%	12%	12% bc	4%	5%	14% bc	5%	3%
UK Mail	85	40	9	66	7	59	26	35	42	5	29	37	17
	4%	5% b	1%	11%	14%	20% b	5%	13% bc	3%	1%	9% c	10% c	1%
FedEx	74	35	26	50	2	28	46	16	52	7	25	17	32
	4%	5%	2%	8%	5%	9%	10%	6%	4%	2%	8% c	4%	3%
Amazon Logistics	43	25	8	38	2	27	16	10	28	5	13	8	20
	2%	3% b	1%	6%	4%	9% b	3%	4%	2%	1%	4%	2%	2%
TNT Express	24	13	4	20	*	13	11	8	11	5	12	2	9
	1%	2% b	*%	3%	1%	4%	2%	3% b	1%	1%	4% c	1%	1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Secured Mail	16	8	1	12	4	15	1	4	7	1	*	1	11
	1%	1%	*%	2%	8%	5%	*%	1%	1%	*%	*%	*%	1%
		b				b							
Pitney Bowes	13	5	6	11	-	2	11	*	13	*	5	1	6
	1%	1%	1%	2%	-%	1%	2%	*%	1%	*%	1%	*%	1%
DX	10	6	4	4	*	7	3	8	2	*	5	4	2
	1%	1%	*%	1%	1%	2%	1%	3%	*%	*%	1%	1%	*%
								bc					
Whistl/ TNT Post UK	4	2	2	4	-	2	2	2	2	-	4	*	*
	*%	*%	*%	1%	-%	1%	*%	1%	*%	-%	1%	*%	*%
											c		
MHI (Mail Handling International)	2	1	*	1	1	2	*	1	2	-	1	1	-
	*%	*%	*%	*%	3%	1%	*%	*%	*%	-%	*%	*%	-%
					a								
Citipost	2	*	*	2	-	1	1	*	1	1	2	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%	*%	*%
Other answers	21	3	13	20	-	3	18	5	7	8	10	1	8
	1%	*%	1%	3%	-%	1%	4%	2%	1%	2%	3%	*%	1%
										b	c		
NET: RM Only	1233	417	816	-	-	-	-	97	878	244	81	224	899
	62%	54%	74%	-%	-%	-%	-%	37%	65%	67%	24%	58%	73%
			a						a	a		a	ab
NET: RM and Other	650	358	292	531	41	232	418	128	411	105	198	135	298
	33%	46%	26%	85%	85%	78%	89%	49%	30%	29%	60%	35%	24%
		b					a	bc			bc	c	
NET: Provider other than RM only	117	-	-	92	7	66	51	39	65	13	52	30	29
	6%	-%	-%	15%	15%	22%	11%	15%	5%	3%	16%	8%	2%
						b		bc			bc	c	
NET: RM/Parcelforce	1900	775	1108	548	41	244	424	232	1297	351	287	360	1206
	95%	100%	100%	88%	85%	82%	90%	88%	96%	97%	87%	93%	98%
							a		a	a			ab

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Royal Mail	1883	876	1007
	94%	92%	97%
			a
Parcelforce	268	119	148
	13%	12%	14%
Evri	254	110	144
	13%	12%	14%
DHL	195	96	99
	10%	10%	9%
DPD/DPD Local	193	88	105
	10%	9%	10%
Yodel	132	58	74
	7%	6%	7%
UPS	104	58	46
	5%	6%	4%
UK Mail	85	65	20
	4%	7%	2%
		b	
FedEx	74	35	40
	4%	4%	4%
Amazon Logistics	43	29	14
	2%	3%	1%
TNT Express	24	14	10
	1%	1%	1%
Secured Mail	16	11	5
	1%	1%	*%
Pitney Bowes	13	6	7
	1%	1%	1%
DX	10	2	8
	1%	*%	1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Whistl/ TNT Post UK	4	2	2
	*%	*%	*%
MHI (Mail Handling International)	2	2	1
	*%	*%	*%
Citipost	2	2	*
	*%	*%	*%
Other answers	21	13	8
	1%	1%	1%
NET: RM Only	1233	585	647
	62%	61%	62%
NET: RM and Other	650	291	359
	33%	30%	34%
NET: Provider other than RM only	117	81	36
	6%	8%	3%
		b	
NET: RM/Parcelforce	1900	889	1011
	95%	93%	97%
			a

Columns Tested:: a,b

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Royal Mail	1883	32	288	147	85	118	264	16	286	168	75	209	193
	94%	94%	93%	96%	97%	93%	93%	89%	95%	93%	97%	96%	94%
Parcelforce	268	1	42	24	2	30	41	*	48	28	8	21	23
	13%	2%	13%	16%	2%	24%	14%	1%	16%	15%	10%	10%	11%
			d	dg		adgkl	d		dg	dg			
Evri	254	3	35	13	3	23	35	1	40	37	1	36	27
	13%	8%	11%	9%	3%	18%	12%	5%	13%	20%	1%	17%	13%
			j	j		dj	j		j	cdj		dj	j
DHL	195	3	17	16	3	11	42	1	31	20	6	15	31
	10%	9%	6%	10%	4%	8%	15%	4%	10%	11%	8%	7%	15%
							b						bdk
DPD/DPD Local	193	3	26	7	6	8	38	3	33	25	4	20	21
	10%	10%	9%	5%	7%	6%	13%	14%	11%	14%	5%	9%	10%
Yodel	132	1	9	7	2	9	38	1	23	14	4	17	8
	7%	2%	3%	5%	2%	7%	13%	3%	8%	8%	5%	8%	4%
							bdl						
UPS	104	2	19	10	1	10	17	*	18	5	3	9	10
	5%	5%	6%	7%	1%	8%	6%	1%	6%	3%	4%	4%	5%
UK Mail	85	-	17	6	1	9	18	*	13	3	2	8	7
	4%	-%	5%	4%	1%	7%	6%	2%	4%	2%	3%	4%	3%
FedEx	74	*	7	4	1	*	9	*	23	6	2	10	13
	4%	1%	2%	2%	1%	*%	3%	*%	7%	3%	3%	5%	6%
									e				
Amazon Logistics	43	1	16	2	*	2	8	*	6	3	1	4	1
	2%	3%	5%	1%	*%	1%	3%	1%	2%	2%	1%	2%	*%
			l										
TNT Express	24	*	*	4	*	1	6	-	6	-	*	2	3
	1%	*%	*%	3%	*%	1%	2%	-%	2%	-%	*%	1%	2%
Secured Mail	16	*	-	1	*	3	8	-	3	-	*	1	-
	1%	*%	-%	*%	*%	3%	3%	-%	1%	-%	*%	*%	-%
Pitney Bowes	13	-	-	1	*	-	4	-	3	1	-	2	1
	1%	-%	-%	1%	*%	-%	1%	-%	1%	1%	-%	1%	1%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
DX	10	*	*	1	*	1	6	-	*	-	*	3	1
	1%	*%	*%	*%	*%	*%	2%	-%	*%	-%	*%	1%	*%
Whistl/ TNT Post UK	4	*	-	-	-	-	4	-	-	-	*	-	*
	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	2	-	*	-	-	-	*	-	1	-	-	1	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%
Citipost	2	-	-	-	*	-	*	-	1	1	*	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	*%	1%	*%	-%	-%
Other answers	21	*	3	4	*	-	*	*	3	3	1	4	2
	1%	*%	1%	3%	*%	-%	*%	*%	1%	2%	1%	2%	1%
NET: RM Only	1233	27	198	97	74	71	150	14	191	92	57	145	119
	62%	78%	63%	63%	84%	55%	53%	76%	63%	51%	73%	66%	58%
		fi			bcefhikl			fi			efil	fi	
NET: RM and Other	650	6	91	50	11	48	114	2	95	77	18	64	74
	33%	16%	29%	32%	13%	37%	40%	13%	32%	43%	23%	30%	36%
			d	d		dg	adgj		dg	adgjk		d	dg
NET: Provider other than RM only	117	2	23	7	3	9	20	2	16	12	2	9	12
	6%	6%	7%	4%	3%	7%	7%	11%	5%	7%	3%	4%	6%
NET: RM/Parcelforce	1900	32	292	147	86	118	267	16	294	169	75	209	194
	95%	94%	94%	96%	97%	93%	94%	89%	97%	94%	97%	96%	95%
									g				

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1883	468	468	470	477	936	947
	94%	94%	94%	94%	95%	94%	95%
Parcelforce	268	67	72	77	52	139	129
	13%	13%	14%	15%	10%	14%	13%
Evri	254	51	61	78	64	112	142
	13%	10%	12%	16%	13%	11%	14%
DHL	195	36	55	51	52	92	103
	10%	7%	11%	10%	10%	9%	10%
DPD/DPD Local	193	37	51	61	44	88	105
	10%	7%	10%	12%	9%	9%	10%
Yodel	132	17	50	37	28	67	65
	7%	3%	10%	7%	6%	7%	7%
			a				
UPS	104	31	28	24	22	59	46
	5%	6%	6%	5%	4%	6%	5%
UK Mail	85	23	27	17	18	50	35
	4%	5%	5%	3%	4%	5%	3%
FedEx	74	11	9	29	25	20	54
	4%	2%	2%	6%	5%	2%	5%
				b			a
Amazon Logistics	43	19	10	10	5	28	15
	2%	4%	2%	2%	1%	3%	1%
TNT Express	24	5	7	6	6	12	12
	1%	1%	1%	1%	1%	1%	1%
Secured Mail	16	1	11	3	1	12	4
	1%	*%	2%	1%	*%	1%	*%
			d				
Pitney Bowes	13	1	4	4	3	6	7
	1%	*%	1%	1%	1%	1%	1%
DX	10	1	6	*	3	7	3
	1%	*%	1%	*%	1%	1%	*%

Table 84 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Whistl/ TNT Post UK	4	*	4	-	*	4	*
	*%	*%	1%	-%	*%	*%	*%
MHI (Mail Handling International)	2	*	*	1	1	1	2
	*%	*%	*%	*%	*%	*%	*%
Citipost	2	-	*	2	*	*	2
	*%	-%	*%	*%	*%	*%	*%
Other answers	21	8	*	6	7	8	13
	1%	2%	*%	1%	1%	1%	1%
NET: RM Only	1233	322	294	296	321	616	617
	62%	64%	59%	59%	64%	62%	62%
NET: RM and Other	650	146	173	174	156	320	331
	33%	29%	35%	35%	31%	32%	33%
NET: Provider other than RM only	117	32	32	30	23	64	53
	6%	6%	6%	6%	5%	6%	5%
NET: RM/Parcelforce	1900	472	471	479	478	943	957
	95%	94%	94%	96%	96%	94%	96%

Columns Tested:: a,b,c,d - a,b

Table 85

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
None	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	208	1102	1259	44	5	3	52
	66%	91% b	62%	66% de	58%	52%	53%	57%
2 mentions	365	20	345	348	14	2	1	17
	18%	9%	19% a	18%	18%	20%	22%	19%
3 mentions	177	*	177	168	8	1	*	9
	9%	*%	10% a	9%	10%	11%	9%	10%
4 mentions	70	-	70	65	4	1	*	5
	3%	-%	4% a	3%	5%	8%	9% a	6%
5 mentions	38	-	38	33	4	1	*	5
	2%	-%	2%	2%	6% a	6%	5% a	6% a
6 mentions	17	-	17	15	2	*	*	2
	1%	-%	1%	1%	2%	1%	*%	2%
7 mentions	10	-	10	9	*	*	*	*
	*%	-%	1%	*%	*%	2%	*%	*%
8 mentions	9	-	9	9	*	-	*	*
	*%	-%	1%	*%	*%	-%	1%	*%
9 or more mentions	5	-	5	4	*	*	*	*
	*%	-%	*%	*%	*%	1%	1%	*%

Columns Tested:: a,b - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	752	423	83	30	19	3	1259	44	7
	66%	73%	57%	59%	56%	60%	53%	66%	58%	52%
		bcdefghi						bfi		
2 mentions	365	159	172	18	9	7	1	348	14	3
	18%	15%	23%	13%	16%	21%	22%	18%	18%	21%
			ac							
3 mentions	177	76	67	24	6	3	*	168	8	1
	9%	7%	9%	17%	11%	8%	9%	9%	10%	10%
				abg						
4 mentions	70	24	39	2	3	2	*	65	4	1
	3%	2%	5%	1%	5%	5%	9%	3%	5%	8%
			a				acg			acg
5 mentions	38	11	13	9	4	1	*	33	4	1
	2%	1%	2%	7%	7%	3%	5%	2%	6%	6%
				abg	abg		ag		abg	ag
6 mentions	17	4	7	4	2	*	*	15	2	*
	1%	*%	1%	3%	3%	1%	*%	1%	2%	1%
				a	ag					
7 mentions	10	-	9	*	-	*	*	9	*	*
	*%	-%	1%	*%	-%	1%	*%	*%	*%	2%
			a							
8 mentions	9	-	9	-	*	-	*	9	*	*
	*%	-%	1%	-%	*%	-%	1%	*%	*%	*%
			a							
9 or more mentions	5	2	2	-	*	*	*	4	*	*
	*%	*%	*%	-%	*%	*%	1%	*%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	1048	211	44	5	3	844	156	33	13	35
	66%	67%	60%	58%	52%	53%	68%	52%	49%	37%	60%
		bcde					bcd				
2 mentions	365	277	71	14	2	1	222	77	11	12	9
	18%	18%	20%	18%	20%	22%	18%	26%	17%	34%	16%
								a			
3 mentions	177	130	37	8	1	*	94	45	11	5	5
	9%	8%	11%	10%	11%	9%	8%	15%	16%	14%	9%
								a			
4 mentions	70	54	11	4	1	*	53	3	2	2	5
	3%	3%	3%	5%	8%	9%	4%	1%	2%	6%	9%
						ab					b
5 mentions	38	20	13	4	1	*	14	11	5	-	3
	2%	1%	4%	6%	6%	5%	1%	4%	8%	-%	6%
			a	a	a	a		a	a		
6 mentions	17	9	5	2	*	*	11	3	1	*	1
	1%	1%	2%	2%	1%	*%	1%	1%	2%	1%	2%
7 mentions	10	6	3	*	*	*	6	2	*	*	*
	*%	*%	1%	*%	2%	*%	*%	1%	*%	*%	*%
8 mentions	9	9	-	*	-	*	1	1	4	3	*
	*%	1%	-%	*%	-%	1%	*%	*%	6%	9%	*%
									ab	abe	
9 or more mentions	5	4	*	*	*	*	4	*	*	*	-
	*%	*%	*%	*%	1%	1%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	106	86	209	43	117	211	169	91	88
	66%	59%	59%	66%	63%	64%	68%	68%	59%	60%
2 mentions	365	35	29	53	13	31	45	56	32	37
	18%	19%	20%	17%	19%	17%	14%	22%	21%	25%
3 mentions	177	23	10	30	11	16	34	11	15	15
	9%	13%	7%	10%	17%	9%	11%	5%	10%	10%
					g					
4 mentions	70	8	11	3	1	13	10	9	8	5
	3%	4%	7%	1%	2%	7%	3%	4%	5%	3%
			c			c				
5 mentions	38	1	2	14	-	2	8	3	6	*
	2%	1%	1%	4%	-%	1%	2%	1%	4%	*%
6 mentions	17	3	7	5	*	1	*	-	1	*
	1%	1%	5%	1%	*%	*%	*%	-%	*%	*%
			f							
7 mentions	10	1	-	2	-	*	3	1	2	-
	*%	1%	-%	1%	-%	*%	1%	*%	1%	-%
8 mentions	9	3	1	1	-	4	-	*	-	-
	*%	2%	1%	*%	-%	2%	-%	*%	-%	-%
9 or more mentions	5	-	-	2	-	-	*	-	-	2
	*%	-%	-%	1%	-%	-%	*%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
None	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	249	283	589	1120	190	91	67	32
	66%	62%	59%	67%	64%	79%	76%	84%	79%
						abcd	abd	abcd	abcd
2 mentions	365	81	97	154	331	34	20	8	6
	18%	20%	20%	17%	19%	14%	17%	10%	14%
		g	g		g				
3 mentions	177	42	49	76	167	10	6	2	2
	9%	11%	10%	9%	9%	4%	5%	3%	4%
		eg	eg	eg	eg				
4 mentions	70	20	26	22	67	3	1	1	*
	3%	5%	5%	2%	4%	1%	1%	1%	1%
		eh	efh		e				
5 mentions	38	2	9	25	36	2	1	1	1
	2%	*%	2%	3%	2%	1%	1%	1%	2%
6 mentions	17	1	10	5	16	*	*	*	*
	1%	*%	2%	1%	1%	*%	*%	*%	*%
			e						
7 mentions	10	*	3	6	9	*	*	-	*
	*%	*%	1%	1%	1%	*%	*%	-%	*%
8 mentions	9	4	4	1	9	*	*	*	-
	*%	1%	1%	*%	1%	*%	*%	*%	-%
9 or more mentions	5	2	-	2	4	*	*	*	*
	*%	1%	-%	*%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	64	49	73	163	175	54	42	51	689
	66%	78% bce	40%	49%	61% b	53%	58%	78% bce	80% bcde	72% bcde
2 mentions	365	13	29	30	61	69	25	1	7	159
	18%	16%	24% g	20% g	23% g	21% g	27% g	2%	12%	16%
3 mentions	177	2	21	21	27	33	8	4	4	78
	9%	2%	17% ai	14%	10%	10%	9%	8%	6%	8%
4 mentions	70	2	15	15	9	16	4	*	1	23
	3%	3%	12% di	10% i	3%	5%	5%	*%	1%	2%
5 mentions	38	*	4	8	1	18	1	1	1	9
	2%	*%	4%	5% i	*%	5% di	1%	2%	1%	1%
6 mentions	17	-	-	-	3	7	-	3	-	4
	1%	-%	-%	-%	1%	2%	-%	6% ci	-%	*%
7 mentions	10	-	-	*	1	8	-	-	-	*
	*%	-%	-%	*%	*%	2% i	-%	-%	-%	*%
8 mentions	9	-	3	3	4	2	*	*	-	-
	*%	-%	3% i	2% i	1% i	1%	*%	*%	-%	-%
9 or more mentions	5	*	*	*	-	*	*	2	*	2
	*%	*%	*%	*%	-%	*%	*%	4% ei	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	300	229	781	1105	206	1209	102	1266	45
	66%	60%	55%	72% ab	66%	62%	66%	60%	65%	75%
2 mentions	365	104	94	167	285	80	337	28	353	12
	18%	21%	22% c	15%	17%	24%	18%	17%	18%	21%
3 mentions	177	50	41	86	154	23	162	15	176	1
	9%	10%	10%	8%	9%	7%	9%	9%	9%	1%
4 mentions	70	26	20	24	55	14	62	8	68	2
	3%	5% c	5%	2%	3%	4%	3%	5%	3%	4%
5 mentions	38	9	18	11	35	3	27	11	38	-
	2%	2%	4% c	1%	2%	1%	2%	6% a	2%	-%
6 mentions	17	3	7	7	11	6	12	5	17	-
	1%	1%	2%	1%	1%	2%	1%	3% a	1%	-%
7 mentions	10	1	8	*	9	1	10	-	10	-
	*%	*%	2% c	*%	1%	*%	1%	-%	*%	-%
8 mentions	9	7	2	*	9	-	9	*	9	-
	*%	1% c	1%	*%	1%	-%	*%	*%	*%	-%
9 or more mentions	5	*	*	4	5	-	4	*	5	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	908	194	196	1193	87	11	18	1281	30
	66%	74%	57%	46%	71%	42%	24%	32%	68%	29%
		bc	c		bcdf				bcdf	
2 mentions	365	188	76	101	277	63	8	18	340	25
	18%	15%	23%	24%	16%	30%	16%	31%	18%	24%
			a	a		ae				
3 mentions	177	75	32	70	123	29	13	11	152	24
	9%	6%	9%	16%	7%	14%	29%	20%	8%	24%
				a		a	ae	a		ae
4 mentions	70	23	15	32	48	12	4	5	61	9
	3%	2%	4%	7%	3%	6%	10%	8%	3%	9%
				a						a
5 mentions	38	17	10	11	20	13	5	*	33	6
	2%	1%	3%	3%	1%	6%	11%	1%	2%	5%
						ae	ae			a
6 mentions	17	9	3	5	14	1	1	1	15	1
	1%	1%	1%	1%	1%	*%	2%	1%	1%	1%
7 mentions	10	4	1	5	6	1	3	*	7	3
	*%	*%	*%	1%	*%	1%	5%	*%	*%	2%
							ae			
8 mentions	9	*	3	6	*	4	1	4	4	5
	*%	*%	1%	1%	*%	2%	3%	7%	*%	5%
				a		ae	ae	ae		ae
9 or more mentions	5	-	4	*	4	*	-	-	5	-
	*%	-%	1%	*%	*%	*%	-%	-%	*%	-%
			a							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	803	391	117	1117	836	1184	733	414	351
	66%	80%	57%	37%	64%	58%	65%	53%	47%	53%
		bc	c		bdef	e	bdef			
2 mentions	365	130	147	88	323	310	338	338	237	133
	18%	13%	21%	28%	19%	22%	18%	24%	27%	20%
			a	a				ac	acf	
3 mentions	177	35	89	53	164	156	173	170	124	97
	9%	3%	13%	17%	9%	11%	9%	12%	14%	15%
			a	a					ac	ac
4 mentions	70	17	32	21	62	64	66	65	47	35
	3%	2%	5%	7%	4%	4%	4%	5%	5%	5%
			a	a						
5 mentions	38	9	11	18	33	34	34	38	32	19
	2%	1%	2%	6%	2%	2%	2%	3%	4%	3%
				ab						
6 mentions	17	6	8	2	14	14	14	15	14	10
	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%
7 mentions	10	2	4	4	8	6	8	10	6	6
	*%	*%	1%	1%	*%	*%	*%	1%	1%	1%
8 mentions	9	-	*	9	9	9	9	9	9	9
	*%	-%	*%	3%	1%	1%	*%	1%	1%	1%
				ab						
9 or more mentions	5	-	4	*	5	5	5	5	5	5
	*%	-%	1%	*%	*%	*%	*%	*%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
None	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	350	652	58	55	26	19	25	70
	66%	85%	60%	59%	58%	53%	45%	51%	50%
		bcdefgh							
2 mentions	365	35	245	20	20	3	10	6	18
	18%	8%	23%	21%	21%	6%	22%	12%	13%
			a	a	a				
3 mentions	177	23	103	12	7	13	8	9	29
	9%	6%	9%	12%	7%	26%	18%	18%	21%
						abd	a	a	ab
4 mentions	70	5	44	3	5	3	1	4	8
	3%	1%	4%	3%	6%	6%	3%	9%	6%
								a	
5 mentions	38	-	25	4	*	1	2	1	5
	2%	-%	2%	4%	*%	3%	5%	3%	3%
				a			a		
6 mentions	17	1	12	*	*	2	*	-	2
	1%	*%	1%	*%	*%	3%	*%	-%	1%
7 mentions	10	-	3	1	1	-	2	*	3
	*%	-%	*%	1%	1%	-%	5%	*%	2%
							ab		
8 mentions	9	-	1	-	4	1	-	3	4
	*%	-%	*%	-%	4%	2%	-%	6%	3%
					ab			ab	b
9 or more mentions	5	-	2	-	2	*	*	-	*
	*%	-%	*%	-%	2%	*%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	915	85	56	28	12	14	7	639	98	43	14	18	9	14
	66%	67% d	55%	70%	48%	51%	45%	52%	60%	54%	58%	52%	41%	59%	50%
2 mentions	365	252	33	12	13	2	11	*	247	33	11	6	7	4	3
	18%	18%	21%	15%	22%	7%	37% ae	3%	23%	18%	15%	22%	16%	25%	10%
3 mentions	177	127	14	3	9	6	3	1	98	24	9	2	13	2	8
	9%	9%	9%	4%	15%	26% ac	10%	8%	9%	13%	13%	9%	29% a	11%	27%
4 mentions	70	39	10	3	6	*	*	4	43	12	5	1	2	1	1
	3%	3%	6%	4%	9%	2%	*%	28% af	4%	7%	7%	2%	6%	3%	2%
5 mentions	38	24	4	2	*	*	2	1	20	7	2	1	3	*	*
	2%	2%	2%	2%	*%	1%	8%	8%	2%	4%	3%	2%	6%	2%	1%
6 mentions	17	13	1	-	*	1	-	-	10	2	1	*	1	-	-
	1%	1%	*%	-%	*%	4%	-%	-%	1%	1%	1%	*%	1%	-%	-%
7 mentions	10	1	4	-	-	2	-	*	1	-	1	3	-	*	-
	*%	*%	3% a	-%	-%	9% a	-%	2%	*%	-%	2%	12% ab	-%	*%	-%
8 mentions	9	1	3	4	1	-	-	-	1	4	1	*	-	-	3
	*%	*%	2% a	5% a	2%	-%	-%	-%	*%	2% a	2%	*%	-%	-%	11% a
9 or more mentions	5	2	*	*	2	*	*	-	4	*	-	-	*	-	-
	*%	*%	*%	*%	4% a	*%	*%	-%	*%	*%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	542	77	52	29	11	6	18	34	660	238	205	51	25
	66%	58% efh	48% f	46%	47%	33%	18%	40%	32%	75% bcde	61% de	56% e	44%	35%
2 mentions	365	239	39	24	9	10	10	8	27	132	83	77	30	15
	18%	25%	25%	21%	15%	30%	31%	17%	25%	15%	21%	21%	26% a	21%
3 mentions	177	100	23	12	17	6	3	10	19	55	49	38	16	14
	9%	11%	15%	10%	27% a	20%	8%	22%	17%	6%	13% a	11%	14%	20% a
4 mentions	70	25	13	13	3	*	10	1	12	19	10	25	8	5
	3%	3%	8% a	12% a	4%	1%	33% abdeg	3%	11% a	2%	2%	7% a	7%	6%
5 mentions	38	22	3	4	3	4	*	1	5	14	6	4	1	10
	2%	2%	2%	4%	5%	12% a	2%	1%	5%	2%	1%	1%	1%	13% abcd
6 mentions	17	9	2	4	*	*	*	*	*	4	3	7	1	*
	1%	1%	1%	3%	*%	*%	*%	*%	*%	*%	1%	2%	*%	*%
7 mentions	10	4	*	2	-	1	2	*	4	2	*	3	3	-
	*%	*%	*%	2%	-%	3%	7% a	*%	3% a	*%	*%	1%	2%	-%
8 mentions	9	1	-	-	1	-	*	7	7	-	-	*	6	3
	*%	*%	-%	-%	2%	-%	*%	15% abc	6% ab	-%	-%	*%	5% abc	4% abc
9 or more mentions	5	-	2	2	*	-	*	-	*	-	*	4	*	*
	*%	-%	1% a	2% a	*%	-%	*%	-%	*%	-%	*%	1%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	698	199	160	39	16	503	157	118	29	24
	66%	72% bcde	58%	55%	44%	42%	65% cde	59% d	50%	34%	40%
2 mentions	365	151	78	63	24	4	170	46	55	23	15
	18%	16%	23% a	22%	27%	10%	22%	17%	23%	27%	25%
3 mentions	177	74	47	27	8	7	59	39	31	14	12
	9%	8%	14% a	9%	9%	18%	8%	15% a	13%	16%	20% a
4 mentions	70	20	5	24	8	4	26	11	16	11	1
	3%	2%	2%	8% ab	9% ab	11% ab	3%	4%	7%	12% a	1%
5 mentions	38	13	6	6	1	7	15	10	3	1	5
	2%	1%	2%	2%	1%	19% abcd	2%	4%	1%	1%	9% ac
6 mentions	17	7	6	1	1	*	4	1	7	*	*
	1%	1%	2%	*%	1%	*%	1%	1%	3%	*%	*%
7 mentions	10	2	*	3	2	-	*	*	3	3	-
	*%	*%	*%	1%	3%	-%	*%	*%	1%	3% a	-%
8 mentions	9	*	-	3	6	*	-	*	*	6	3
	*%	*%	-%	1%	7% ab	*%	-%	*%	*%	7% abc	5% abc
9 or more mentions	5	*	*	4	-	*	*	*	4	*	*
	*%	*%	*%	1% a	-%	*%	*%	*%	2% a	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	459	85	127	39	8	365	75	286	1233	78	1065	52
	66%	65% bcde	42% e	42% e	34%	15%	45%	62% a	65% a	71% b	28%	66% b	48%
2 mentions	365	160	56	65	41	16	214	28	94	296	69	302	20
	18%	23%	28%	22%	36%	32%	26%	23%	22%	17%	25% a	19%	19%
3 mentions	177	49	39	58	12	12	117	13	41	110	67	144	20
	9%	7%	19% a	19% a	10%	24% a	14%	10%	9%	6%	24% a	9%	18% a
4 mentions	70	17	6	22	11	9	57	2	6	44	26	57	5
	3%	2%	3%	7% a	10% a	18% ab	7% c	1%	1%	3%	10% a	3%	5%
5 mentions	38	10	9	12	2	5	31	2	5	20	18	31	2
	2%	1%	4%	4%	2%	11% a	4%	2%	1%	1%	7% a	2%	2%
6 mentions	17	4	3	7	1	*	7	2	6	12	4	10	5
	1%	1%	1%	2%	1%	*%	1%	1%	1%	1%	2%	1%	4% a
7 mentions	10	3	3	1	3	-	8	1	-	5	5	7	1
	*%	*%	2%	*%	2%	-%	1%	1%	-%	*%	2% a	*%	1%
8 mentions	9	-	*	3	6	*	9	-	-	2	7	6	3
	*%	-%	*%	1%	5% ab	*%	1%	-%	-%	*%	2% a	*%	3% a
9 or more mentions	5	-	-	5	*	*	5	*	-	5	-	5	-
	*%	-%	-%	2% a	*%	*%	1%	*%	-%	*%	-%	*%	-%

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	797	39	669	65	1065	52	797	39	669	65
	66%	63%	24%	79%	12%	65%	49%	63%	24%	78%	12%
		b		b		b		b		b	
2 mentions	365	257	52	115	223	305	18	270	40	108	231
	18%	20%	32%	14%	42%	19%	17%	21%	24%	12%	44%
			a		a						a
3 mentions	177	118	38	35	136	145	19	112	44	44	126
	9%	9%	23%	4%	25%	9%	18%	9%	27%	5%	24%
			a		a		a		a		a
4 mentions	70	44	20	7	58	56	6	45	19	18	47
	3%	3%	12%	1%	11%	3%	6%	4%	12%	2%	9%
			a		a				a		a
5 mentions	38	26	8	7	31	31	2	23	11	12	26
	2%	2%	5%	1%	6%	2%	2%	2%	7%	1%	5%
					a				a		a
6 mentions	17	11	3	6	9	11	4	9	5	5	10
	1%	1%	2%	1%	2%	1%	3%	1%	3%	1%	2%
7 mentions	10	5	1	3	7	7	1	5	1	3	7
	*%	*%	1%	*%	1%	*%	1%	*%	1%	*%	1%
8 mentions	9	6	3	2	7	6	3	6	3	2	7
	*%	*%	2%	*%	1%	*%	3%	*%	2%	*%	1%
							a				
9 or more mentions	5	4	*	2	3	5	*	4	*	2	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	492	867	102	-	433	589	66	1	441	417	78	-
	66%	53%	65%	42%	-%	50%	59%	35%	100%	44%	54%	31%	-%
			ac			c	ac			c	ac		
2 mentions	365	218	235	69	-	204	198	53	-	277	162	68	*
	18%	24%	18%	29%	-%	24%	20%	28%	-%	28%	21%	27%	100%
		b		b						b			
3 mentions	177	125	131	36	4	122	117	43	-	151	95	58	-
	9%	13%	10%	15%	100%	14%	12%	22%	-%	15%	12%	23%	-%
								b				ab	
4 mentions	70	40	51	10	-	44	46	10	-	58	47	15	-
	3%	4%	4%	4%	-%	5%	5%	5%	-%	6%	6%	6%	-%
5 mentions	38	20	30	9	-	25	19	9	-	35	21	14	-
	2%	2%	2%	4%	-%	3%	2%	5%	-%	3%	3%	6%	-%
6 mentions	17	11	11	5	-	11	7	4	-	15	5	5	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
7 mentions	10	8	8	3	-	6	6	3	-	10	9	5	-
	*%	1%	1%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%
8 mentions	9	9	2	6	-	9	5	2	-	9	5	5	-
	*%	1%	*%	2%	-%	1%	1%	1%	-%	1%	1%	2%	-%
				b									
9 or more mentions	5	4	5	*	-	5	4	*	-	5	4	*	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	1%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
None	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	1022	729	566	786	664	3	364	272	231	46	32
	66%	65% b	59%	60%	62% c	64% c	8%	59% cd	51% d	44%	34%	41%
2 mentions	365	299	270	191	260	175	9	127	132	129	34	17
	18%	19%	22%	20%	21%	17%	23%	21%	25%	25%	25%	22%
3 mentions	177	145	136	100	128	100	13	66	75	85	29	21
	9%	9%	11%	11%	10%	10%	34% ab	11%	14%	16%	22% a	26% a
4 mentions	70	56	60	38	38	55	4	26	24	30	9	1
	3%	4%	5%	4%	3%	5%	10%	4%	5%	6%	6%	2%
5 mentions	38	31	29	21	29	21	4	12	11	20	8	4
	2%	2%	2%	2%	2%	2%	10%	2%	2%	4%	6%	5%
6 mentions	17	10	6	12	8	8	1	7	9	11	5	1
	1%	1%	*%	1%	1%	1%	2%	1%	2%	2%	4%	1%
7 mentions	10	7	5	6	5	3	-	3	2	5	2	*
	*%	*%	*%	1%	*%	*%	-%	1%	*%	1%	2%	*%
8 mentions	9	6	6	6	6	6	5	6	5	6	2	2
	*%	*%	*%	1%	*%	1%	13% ab	1%	1%	1%	2%	3%
9 or more mentions	5	5	5	5	5	5	*	4	5	5	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	1%	1%	*%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	122	56	22	11	1065	628	1095	670	580	428	1022	70	1	920	88
	66%	54% cd	55% cd	19%	26%	65% de	61%	64% d	58%	59%	49% c	65% ac	33%	100%	66%	59%
2 mentions	365	45	22	37	8	315	207	334	252	185	210	307	68	-	253	29
	18%	20%	22%	33%	19%	19%	20%	19%	22%	19%	24%	19%	32% b	-%	18%	19%
3 mentions	177	34	13	31	9	139	108	154	128	130	131	130	36	-	120	22
	9%	15%	13%	27%	21%	9%	10%	9%	11%	13% ac	15% b	8%	17% b	-%	9%	15%
4 mentions	70	12	4	14	5	55	43	63	47	41	49	55	10	-	55	6
	3%	5%	4%	12%	12%	3%	4%	4%	4%	4%	6%	4%	5%	-%	4%	4%
5 mentions	38	7	4	7	2	29	23	32	31	19	26	28	15	-	28	-
	2%	3%	3%	7%	5%	2%	2%	2%	3%	2%	3%	2%	7% b	-%	2%	-%
6 mentions	17	4	3	1	3	14	7	16	12	15	11	10	4	-	10	5
	1%	2%	3%	1%	6%	1%	1%	1%	1%	2%	1%	1%	2%	-%	1%	3% a
7 mentions	10	2	*	3	-	9	6	9	7	8	8	10	1	-	5	-
	*%	1%	*%	3%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
8 mentions	9	*	*	-	5	6	9	9	5	9	9	9	5	-	6	-
	*%	*%	*%	-%	11% abc	*%	1%	1%	*%	1%	1%	1%	2%	-%	*%	-%
9 or more mentions	5	-	*	*	*	4	4	4	4	5	5	5	2	-	5	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	417	816	65	6	37	41	121	922	253	109	247	921
	66%	54%	74%	11%	12%	12%	9%	46%	68%	70%	33%	64%	75%
			a						a	a		a	ab
2 mentions	365	169	178	309	16	109	256	66	236	61	87	73	192
	18%	22%	16%	50%	34%	37%	55%	25%	17%	17%	26%	19%	16%
		b					a				c		
3 mentions	177	104	60	140	15	81	96	36	103	34	62	52	58
	9%	13%	5%	22%	31%	27%	20%	14%	8%	9%	19%	13%	5%
		b						b			c	c	
4 mentions	70	37	32	58	5	28	41	20	42	7	43	5	22
	3%	5%	3%	9%	10%	10%	9%	8%	3%	2%	13%	1%	2%
								bc			bc		
5 mentions	38	23	12	20	3	21	17	5	29	4	13	7	15
	2%	3%	1%	3%	6%	7%	4%	2%	2%	1%	4%	2%	1%
		b									c		
6 mentions	17	13	3	9	3	11	5	8	6	2	3	3	10
	1%	2%	*%	1%	7%	4%	1%	3%	*%	*%	1%	1%	1%
		b						b					
7 mentions	10	5	4	8	-	5	5	3	5	2	8	-	2
	*%	1%	*%	1%	-%	2%	1%	1%	*%	1%	2%	-%	*%
											c		
8 mentions	9	5	1	9	-	3	6	1	8	-	1	*	8
	*%	1%	*%	1%	-%	1%	1%	*%	1%	-%	*%	*%	1%
9 or more mentions	5	2	2	4	-	3	2	2	2	-	4	*	*
	*%	*%	*%	1%	-%	1%	*%	1%	*%	-%	1%	*%	*%
											c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
None	-	-	-
	-%	-%	-%
1 mention	1310	639	671
	66%	67%	64%
2 mentions	365	159	206
	18%	17%	20%
3 mentions	177	91	86
	9%	10%	8%
4 mentions	70	26	44
	3%	3%	4%
5 mentions	38	22	17
	2%	2%	2%
6 mentions	17	7	9
	1%	1%	1%
7 mentions	10	3	6
	*%	*%	1%
8 mentions	9	7	2
	*%	1%	*%
9 or more mentions	5	2	2
	*%	*%	*%

Columns Tested:: a,b

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	29	208	104	76	78	165	16	200	101	59	149	127
	66%	83%	67%	67%	87%	61%	58%	87%	66%	56%	76%	68%	62%
		fi			bcefhikl			befhikl			fil		
2 mentions	365	2	58	29	8	22	55	1	44	49	13	33	51
	18%	6%	19%	18%	10%	17%	19%	8%	14%	27%	17%	15%	25%
										adghk			dgh
3 mentions	177	2	30	10	3	19	30	1	28	15	3	20	16
	9%	7%	10%	6%	3%	15%	11%	4%	9%	8%	4%	9%	8%
						dj							
4 mentions	70	*	14	4	*	2	19	-	11	10	1	3	5
	3%	1%	5%	2%	*%	2%	7%	-%	4%	6%	1%	1%	2%
5 mentions	38	1	*	8	*	-	5	*	10	3	2	7	2
	2%	2%	*%	5%	*%	-%	2%	1%	3%	2%	2%	3%	1%
				b									
6 mentions	17	-	-	*	*	6	4	-	2	1	-	2	1
	1%	-%	-%	*%	*%	5%	1%	-%	1%	1%	-%	1%	1%
						b							
7 mentions	10	*	*	-	*	-	-	-	3	1	*	4	1
	*%	*%	*%	-%	*%	-%	-%	-%	1%	1%	*%	2%	1%
8 mentions	9	-	1	-	-	-	5	-	3	-	*	*	-
	*%	-%	*%	-%	-%	-%	2%	-%	1%	-%	*%	*%	-%
9 or more mentions	5	-	*	-	-	-	*	-	2	-	-	*	2
	*%	-%	*%	-%	-%	-%	*%	-%	1%	-%	-%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 85 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
None	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
1 mention	1310	340	320	316	335	660	651
	66%	68%	64%	63%	67%	66%	65%
2 mentions	365	89	86	94	97	174	191
	18%	18%	17%	19%	19%	17%	19%
3 mentions	177	43	52	44	39	94	82
	9%	9%	10%	9%	8%	9%	8%
4 mentions	70	19	22	21	8	40	29
	3%	4%	4%	4%	2%	4%	3%
5 mentions	38	9	6	13	11	15	24
	2%	2%	1%	3%	2%	1%	2%
6 mentions	17	*	10	3	3	10	6
	1%	*%	2%	1%	1%	1%	1%
7 mentions	10	*	*	4	5	*	9
	*%	*%	*%	1%	1%	*%	1%
8 mentions	9	1	5	3	*	6	3
	*%	*%	1%	1%	*%	1%	*%
9 or more mentions	5	*	*	2	2	*	4
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 86

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Royal Mail	1726	208	1518	1655	61	7	4	71
	86%	91%	86%	87% bde	80%	79%	73%	79%
Evri	59	4	55	58	1	*	*	1
	3%	2%	3%	3%	1%	2%	1%	1%
DPD/DPD Local	49	8	41	45	3	*	*	4
	2%	3%	2%	2%	5%	3%	5%	4%
DHL	48	2	46	44	3	1	*	4
	2%	1%	3%	2%	4%	9% a	7% a	5%
UK Mail	32	-	32	29	3	*	*	3
	2%	-%	2%	2%	3%	3%	4% a	3%
Parcelforce	22	3	19	21	1	*	*	2
	1%	1%	1%	1%	2%	1%	2%	2%
Yodel	17	-	17	17	*	-	*	*
	1%	-%	1%	1%	1%	-%	1%	1%
UPS	16	2	14	14	1	-	*	1
	1%	1%	1%	1%	1%	-%	3% a	1%
FedEx	8	*	8	7	*	*	*	1
	*%	*%	*%	*%	*%	3% a	2%	1%
Secured Mail	8	-	8	8	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Pitney Bowes	3	-	3	1	1	-	*	1
	*%	-%	*%	*%	2% a	-%	1%	1% a
Amazon Logistics	1	*	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
DX	1	*	*	*	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
MHI (Mail Handling International)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%
Other answers	8	1	8	7	1	*	*	1
	*%	*%	*%	*%	1%	*%	*%	1%
NET: RM only	1726	208	1518	1655	61	7	4	71
	86%	91%	86%	87%	80%	79%	73%	79%
				bde				
NET: Provider other than RM	274	20	254	255	15	2	1	19
	14%	9%	14%	13%	20%	21%	27%	21%
					a		a	a
NET: RM/Parcelforce	1748	211	1537	1676	62	7	4	73
	87%	92%	87%	88%	82%	79%	75%	81%
				bde				

Columns Tested:: a,b - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Royal Mail	1726	943	603	109	41	26	4	1655	61	11
	86%	92% bcdefghi	81%	78%	79%	81%	73%	87% bcdfhi	80%	77%
Evri	59	31	23	4	1	*	*	58	1	*
	3%	3%	3%	3%	2%	1%	1%	3%	1%	2%
DPD/DPD Local	49	17	25	3	3	*	*	45	3	1
	2%	2%	3%	2%	7% aeg	1%	5% a	2%	5%	4%
DHL	48	12	22	10	3	1	*	44	3	1
	2%	1%	3%	7% ag	5% a	4%	7% ag	2%	4% a	8% abg
UK Mail	32	6	22	1	1	1	*	29	3	*
	2%	1%	3% a	1%	3%	4% a	4% ag	2%	3% a	3%
Parcelforce	22	11	7	2	1	1	*	21	1	*
	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%
Yodel	17	5	9	3	*	*	*	17	*	*
	1%	*%	1%	2%	*%	1%	1%	1%	1%	*%
UPS	16	1	10	3	1	*	*	14	1	*
	1%	*%	1% a	2% a	1%	2%	3% ag	1%	1%	1%
FedEx	8	2	3	2	*	1	*	7	*	*
	*%	*%	*%	1%	*%	2%	2%	*%	*%	3% ag
Secured Mail	8	-	8	-	*	-	-	8	*	-
	*%	-%	1%	-%	*%	-%	-%	*%	*%	-%
Pitney Bowes	3	-	*	1	1	-	*	1	1	*
	*%	-%	*%	1%	2% abg	-%	1%	*%	2% abg	*%
Amazon Logistics	1	*	1	-	-	-	*	1	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
Citipost	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
DX	1	*	*	*	-	*	-	*	*	-
	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%
MHI (Mail Handling International)	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
TNT Express	*	-	*	-	-	-	*	*	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%
Other answers	8	-	5	2	*	1	*	7	1	*
	*%	-%	1%	1%	*%	2%	*%	*%	1%	*%
				a		ag				
NET: RM only	1726	943	603	109	41	26	4	1655	61	11
	86%	92%	81%	78%	79%	81%	73%	87%	80%	77%
		bcdefghi						bcdfhi		
NET: Provider other than RM	274	86	138	31	11	6	1	255	15	3
	14%	8%	19%	22%	21%	19%	27%	13%	20%	23%
			ag	ag	ag	a	ag	a	ag	ag
NET: RM/Parcelforce	1748	954	610	111	42	27	4	1676	62	11
	87%	93%	82%	79%	80%	83%	75%	88%	82%	78%
		bcdefghi						bcdfhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Royal Mail	1726	1372	283	61	7	4	1133	232	47	18	48
	86%	88%	80%	80%	79%	73%	91%	78%	70%	52%	82%
		bce					bcd	d			d
Evri	59	52	6	1	*	*	41	7	2	-	*
	3%	3%	2%	1%	2%	1%	3%	2%	3%	-%	*%
DPD/DPD Local	49	34	11	3	*	*	17	7	7	3	2
	2%	2%	3%	5%	3%	5%	1%	2%	10%	10%	4%
									ab	a	
DHL	48	27	17	3	1	*	13	20	3	3	2
	2%	2%	5%	4%	9%	7%	1%	7%	5%	8%	4%
			a		a	a		a		a	
UK Mail	32	26	3	3	*	*	9	14	-	5	3
	2%	2%	1%	3%	3%	4%	1%	5%	-%	13%	6%
						b		a		ac	a
Parcelforce	22	17	3	1	*	*	12	4	2	*	1
	1%	1%	1%	2%	1%	2%	1%	1%	3%	*%	1%
Yodel	17	10	7	*	-	*	10	3	-	-	*
	1%	1%	2%	1%	-%	1%	1%	1%	-%	-%	*%
UPS	16	5	9	1	-	*	4	5	*	5	*
	1%	*%	3%	1%	-%	3%	*%	2%	1%	13%	1%
			a			a				abce	
FedEx	8	5	3	*	*	*	3	1	*	*	*
	*%	*%	1%	*%	3%	2%	*%	*%	*%	*%	1%
					a						
Secured Mail	8	8	-	*	-	-	4	*	4	-	-
	*%	1%	-%	*%	-%	-%	*%	*%	6%	-%	-%
									ab		
Pitney Bowes	3	-	1	1	-	*	1	-	-	1	*
	*%	-%	*%	2%	-%	1%	*%	-%	-%	3%	*%
				a							
Amazon Logistics	1	1	*	-	-	*	-	1	*	-	-
	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
DX	1	*	*	*	-	-	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%
MHI (Mail Handling International)	1	1	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	*	-	*	-	-	*	-	*	-	-	-
	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	*	*	*	-	-	*	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%	*%
Other answers	8	-	7	1	*	*	-	4	2	*	*
	*%	-%	2%	1%	*%	*%	-%	1%	3%	*%	*%
			a	a				a	a		
NET: RM only	1726	1372	283	61	7	4	1133	232	47	18	48
	86%	88%	80%	80%	79%	73%	91%	78%	70%	52%	82%
		bce					bcd	d			d
NET: Provider other than RM	274	186	69	15	2	1	116	67	20	17	10
	14%	12%	20%	20%	21%	27%	9%	22%	30%	48%	18%
			a	a		a		a	a	abe	
NET: RM/Parcelforce	1748	1389	286	62	7	4	1145	235	49	18	49
	87%	89%	81%	82%	79%	75%	92%	79%	73%	53%	84%
		bce					bcd	d			d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Royal Mail	1726	147	133	266	59	166	265	225	134	129
	86%	82%	91%	84%	85%	90%	85%	90%	87%	88%
Evri	59	10	5	4	2	3	10	9	8	6
	3%	6%	3%	1%	3%	2%	3%	4%	5%	4%
DPD/DPD Local	49	5	3	7	1	7	11	1	2	1
	2%	3%	2%	2%	1%	4%	4%	1%	1%	1%
DHL	48	7	1	9	-	*	11	8	3	4
	2%	4%	*%	3%	-%	*%	3%	3%	2%	3%
UK Mail	32	4	3	15	*	1	-	1	*	3
	2%	2%	2%	5%	*%	1%	-%	*%	*%	2%
				f						
Parcelforce	22	*	-	2	3	*	6	4	1	3
	1%	*%	-%	1%	4%	*%	2%	2%	1%	2%
Yodel	17	3	1	2	-	*	3	-	6	1
	1%	2%	*%	1%	-%	*%	1%	-%	4%	1%
UPS	16	*	-	5	*	-	5	1	-	*
	1%	*%	-%	2%	*%	-%	2%	*%	-%	*%
FedEx	8	-	*	6	-	-	-	-	*	1
	*%	-%	*%	2%	-%	-%	-%	-%	*%	1%
Secured Mail	8	-	-	-	4	4	-	-	-	-
	*%	-%	-%	-%	5%	2%	-%	-%	-%	-%
					cfg					
Pitney Bowes	3	-	-	1	-	-	1	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Amazon Logistics	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
DX	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	8	3	1	2	-	1	*	-	-	-
	*%	2%	1%	1%	-%	1%	*%	-%	-%	-%
NET: RM only	1726	147	133	266	59	166	265	225	134	129
	86%	82%	91%	84%	85%	90%	85%	90%	87%	88%
NET: Provider other than RM	274	33	13	52	10	18	47	24	20	18
	14%	18%	9%	16%	15%	10%	15%	10%	13%	12%
NET: RM/Parcelforce	1748	147	133	268	62	166	271	229	136	132
	87%	82%	91%	84%	90%	90%	87%	92%	88%	90%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1726	354	413	757	1524	202	98	71	33
	86%	89%	86%	86%	87%	84%	81%	89%	83%
Evri	59	11	23	23	56	3	2	1	*
	3%	3%	5% eh	3%	3%	1%	1%	2%	*%
DPD/DPD Local	49	9	10	19	39	10	7	2	1
	2%	2%	2%	2%	2%	4%	6% d	3%	3%
DHL	48	4	10	28	42	6	2	3	2
	2%	1%	2%	3%	2%	3%	2%	3%	4%
UK Mail	32	4	8	16	27	4	4	*	*
	2%	1%	2%	2%	2%	2%	3%	*%	*%
Parcelforce	22	7	2	11	20	3	1	1	*
	1%	2%	*%	1%	1%	1%	1%	1%	1%
Yodel	17	1	10	4	15	2	1	-	1
	1%	*%	2%	*%	1%	1%	*%	-%	3% cd
UPS	16	*	*	11	11	4	4	*	*
	1%	*%	*%	1%	1%	2%	3% abd	*%	1%
FedEx	8	1	*	6	7	1	1	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%
Secured Mail	8	8	-	-	8	*	-	*	-
	*%	2% bcde	-%	-%	*%	*%	-%	*%	-%
Pitney Bowes	3	-	-	2	2	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%
Amazon Logistics	1	-	-	*	*	1	*	*	1
	*%	-%	-%	*%	*%	*%	*%	*%	2% cd
Citipost	1	-	-	1	1	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
DX	1	-	-	-	-	1	*	*	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	-%	*%	-%	1%	-%
TNT Express	*	-	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%
Other answers	8	1	4	2	7	1	*	*	1
	*%	*%	1%	*%	*%	*%	*%	*%	2%
NET: RM only	1726	354	413	757	1524	202	98	71	33
	86%	89%	86%	86%	87%	84%	81%	89%	83%
NET: Provider other than RM	274	46	67	123	236	38	22	9	7
	14%	11%	14%	14%	13%	16%	19%	11%	17%
NET: RM/Parcelforce	1748	361	415	768	1544	205	99	72	33
	87%	90%	86%	87%	88%	85%	83%	90%	84%

Columns Tested:: a,b,c,d,e,f,g,h

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Royal Mail	1726	71	75	100	224	256	79	52	57	887
	86%	86%	62%	67%	84%	78%	86%	97%	89%	92%
		bc			bc	b	bc	bce	bc	bcde
Evri	59	*	10	12	7	20	3	-	-	16
	3%	*%	8%	8%	3%	6%	3%	-%	-%	2%
			i	i		i				
DPD/DPD Local	49	*	6	6	10	6	2	-	-	24
	2%	*%	5%	4%	4%	2%	2%	-%	-%	3%
DHL	48	1	12	12	8	14	4	*	1	9
	2%	1%	10%	8%	3%	4%	4%	*%	2%	1%
			i	i		i				
UK Mail	32	1	5	5	10	4	*	*	4	7
	2%	1%	4%	3%	4%	1%	*%	*%	7%	1%
			i		i				ei	
Parcelforce	22	1	1	2	3	8	*	*	-	8
	1%	2%	1%	1%	1%	2%	*%	*%	-%	1%
Yodel	17	-	3	3	1	10	-	-	-	4
	1%	-%	2%	2%	*%	3%	-%	-%	-%	*%
						i				
UPS	16	8	3	3	1	3	-	1	*	1
	1%	9%	2%	2%	*%	1%	-%	2%	*%	*%
		dei	i	i						
FedEx	8	-	*	*	4	4	*	-	-	*
	*%	-%	*%	*%	1%	1%	*%	-%	-%	*%
					i	i				
Secured Mail	8	-	4	4	-	-	4	*	-	-
	*%	-%	3%	3%	-%	-%	4%	*%	-%	-%
			ei	i			dei			
Pitney Bowes	3	-	1	1	-	-	-	-	1	*
	*%	-%	1%	1%	-%	-%	-%	-%	1%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Amazon Logistics	1	-	-	-	-	*	-	-	*	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Citipost	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
DX	1	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT Express	*	*	*	*	-	-	*	-	-	-
	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	8	-	*	1	1	3	*	*	-	4
	*%	-%	*%	*%	*%	1%	*%	1%	-%	*%
NET: RM only	1726	71	75	100	224	256	79	52	57	887
	86%	86%	62%	67%	84%	78%	86%	97%	89%	92%
		bc			bc	b	bc	bce	bc	bcde
NET: Provider other than RM	274	12	46	49	44	72	13	2	7	76
	14%	14%	38%	33%	16%	22%	14%	3%	11%	8%
			adefghi	adfghi	i	gi				
NET: RM/Parcelforce	1748	72	76	102	227	263	79	52	57	895
	87%	88%	63%	68%	85%	80%	86%	97%	89%	93%
		bc			bc	b	b	bce	bc	bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Royal Mail	1726	395	335	996	1424	302	1592	135	1669	57
	86%	79%	80%	92% ab	85%	91%	87%	80%	86%	96%
Evri	59	20	23	16	51	8	58	2	59	-
	3%	4%	6% c	2%	3%	2%	3%	1%	3%	-%
DPD/DPD Local	49	17	8	24	41	8	43	6	49	*
	2%	3%	2%	2%	2%	2%	2%	3%	3%	*%
DHL	48	20	17	10	44	4	40	8	47	1
	2%	4% c	4% c	1%	3%	1%	2%	5%	2%	2%
UK Mail	32	16	4	11	32	-	28	4	32	-
	2%	3% c	1%	1%	2%	-%	2%	2%	2%	-%
Parcelforce	22	6	8	9	20	2	22	*	22	-
	1%	1%	2%	1%	1%	1%	1%	*%	1%	-%
Yodel	17	3	10	4	11	6	13	4	17	-
	1%	1%	2% c	*%	1%	2%	1%	2%	1%	-%
UPS	16	11	3	2	15	1	12	4	16	-
	1%	2% c	1%	*%	1%	*%	1%	2%	1%	-%
FedEx	8	4	4	*	8	-	4	4	8	-
	*%	1%	1%	*%	*%	-%	*%	2% a	*%	-%
Secured Mail	8	4	4	*	8	-	8	*	8	-
	*%	1%	1% c	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	3	1	-	1	3	*	3	-	3	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Amazon Logistics	1	-	*	1	1	-	1	*	1	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	-	-	1	1	-	-	1	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%
DX	1	*	*	*	1	-	1	-	1	-
	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	1	-	1	-	1	-	1	-	1	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT Express	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Other answers	8	1	3	4	8	*	7	1	7	1
	*%	*%	1%	*%	*%	*%	*%	1%	*%	2%
NET: RM only	1726	395	335	996	1424	302	1592	135	1669	57
	86%	79%	80%	92% ab	85%	91%	87%	80%	86%	96%
NET: Provider other than RM	274	105	85	84	243	30	240	33	272	2
	14%	21% c	20% c	8%	15%	9%	13%	20%	14%	4%
NET: RM/Parcelforce	1748	401	343	1004	1444	304	1614	135	1691	57
	87%	80%	82%	93% ab	87%	91%	88% b	80%	87%	96%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Royal Mail	1726	1105	270	339	1501	155	31	39	1656	70
	86%	90%	80%	80%	89%	74%	67%	69%	87%	68%
		bc			bcdf				bcdf	
Evri	59	18	10	31	43	16	*	*	59	*
	3%	1%	3%	7%	3%	7%	1%	*%	3%	*%
				a		ae				
DPD/DPD Local	49	15	19	14	32	13	2	1	46	3
	2%	1%	6%	3%	2%	6%	4%	2%	2%	3%
			a			ae				
DHL	48	23	9	16	30	9	4	5	39	9
	2%	2%	3%	4%	2%	4%	8%	10%	2%	9%
								ae		ae
UK Mail	32	15	14	3	16	3	3	10	19	13
	2%	1%	4%	1%	1%	1%	6%	18%	1%	12%
			a				ae	abe		abe
Parcelforce	22	5	8	9	17	4	1	*	21	1
	1%	*%	2%	2%	1%	2%	2%	*%	1%	1%
			a	a						
Yodel	17	12	2	4	17	*	-	-	17	-
	1%	1%	1%	1%	1%	*%	-%	-%	1%	-%
UPS	16	10	5	1	11	3	1	*	14	1
	1%	1%	1%	*%	1%	1%	2%	*%	1%	1%
FedEx	8	7	1	*	7	1	*	*	8	*
	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%
Secured Mail	8	4	*	4	*	4	4	-	4	4
	*%	*%	*%	1%	*%	2%	9%	-%	*%	4%
						ae	ae			ae
Pitney Bowes	3	2	*	-	3	-	-	-	3	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Amazon Logistics	1	*	*	1	*	1	-	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Citipost	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
DX	1	*	*	-	*	*	-	-	1	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
MHI (Mail Handling International)	1	-	-	1	-	-	-	1	-	1
	*%	-%	-%	*%	-%	-%	-%	1% e	-%	1%
TNT Express	*	*	*	*	-	*	-	*	*	*
	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%
Other answers	8	7	*	1	7	*	1	*	7	1
	*%	1%	*%	*%	*%	*%	2%	*%	*%	1%
NET: RM only	1726	1105	270	339	1501	155	31	39	1656	70
	86%	90% bc	80%	80%	89% bcdf	74%	67%	69%	87% bcdf	68%
NET: Provider other than RM	274	119	69	87	185	56	15	18	240	33
	14%	10%	20% a	20% a	11%	26% ae	33% ae	31% ae	13%	32% ae
NET: RM/Parcelforce	1748	1110	278	348	1519	159	32	39	1677	71
	87%	91% bc	82%	82%	90% bcdf	75%	69%	69%	88% bcdf	69%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Royal Mail	1726	925	576	225	1523	1243	1603	1139	725	519
	86%	92%	84%	72%	88%	87%	88%	82%	82%	78%
		bc	c		def	def	def			
Evri	59	15	29	16	49	42	50	57	29	23
	3%	1%	4%	5%	3%	3%	3%	4%	3%	3%
			a	a						
DPD/DPD Local	49	19	13	16	38	39	41	43	33	27
	2%	2%	2%	5%	2%	3%	2%	3%	4%	4%
DHL	48	14	16	18	41	34	41	45	34	31
	2%	1%	2%	6%	2%	2%	2%	3%	4%	5%
				a						c
UK Mail	32	1	16	15	27	23	28	29	22	28
	2%	*%	2%	5%	2%	2%	2%	2%	2%	4%
			a	a						abc
Parcelforce	22	6	12	5	20	13	20	22	10	10
	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%
Yodel	17	6	11	*	11	12	15	14	8	9
	1%	1%	2%	*%	1%	1%	1%	1%	1%	1%
UPS	16	9	2	4	9	5	9	11	6	7
	1%	1%	*%	1%	1%	*%	1%	1%	1%	1%
FedEx	8	3	4	1	2	2	2	8	5	2
	*%	*%	1%	*%	*%	*%	*%	1%	1%	*%
Secured Mail	8	*	-	8	4	8	8	8	8	4
	*%	*%	-%	3%	*%	1%	*%	1%	1%	1%
				ab						
Pitney Bowes	3	-	3	-	3	3	3	2	2	1
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
Amazon Logistics	1	*	*	1	1	*	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
DX	1	*	*	*	*	*	*	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
MHI (Mail Handling International)	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Other answers	8	4	3	1	5	8	8	2	4	2
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
NET: RM only	1726	925	576	225	1523	1243	1603	1139	725	519
	86%	92%	84%	72%	88%	87%	88%	82%	82%	78%
		bc	c		def	def	def			
NET: Provider other than RM	274	76	109	89	211	189	228	244	164	146
	14%	8%	16%	28%	12%	13%	12%	18%	18%	22%
			a	ab				abc	abc	abc
NET: RM/Parcelforce	1748	931	588	230	1542	1256	1623	1160	735	529
	87%	93%	86%	73%	89%	88%	89%	84%	83%	80%
		bc	c		def	ef	def			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Royal Mail	1726	372	967	78	81	36	32	37	105
	86%	90% efh	89% efh	80%	86%	75%	74%	77%	75%
Evri	59	7	40	*	1	2	-	*	2
	3%	2%	4%	*%	1%	4%	-%	1%	2%
DPD/DPD Local	49	2	21	7	5	3	3	-	5
	2%	*%	2%	7% ab	5% a	6%	6%	-%	4%
DHL	48	8	20	3	4	1	5	1	7
	2%	2%	2%	3%	4%	1%	12% ab	2%	5%
UK Mail	32	4	8	1	*	6	1	8	15
	2%	1%	1%	1%	*%	12% abd	2%	17% abcd	11% abcd
Parcelforce	22	7	6	4	2	*	*	*	1
	1%	2%	1%	4% b	2%	*%	1%	*%	*%
Yodel	17	4	8	1	*	*	-	1	1
	1%	1%	1%	1%	*%	1%	-%	1%	1%
UPS	16	4	4	*	*	*	*	*	*
	1%	1%	*%	*%	*%	*%	*%	*%	*%
FedEx	8	*	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
Secured Mail	8	-	4	4	-	-	-	-	-
	*%	-%	*%	4% ab	-%	-%	-%	-%	-%
Pitney Bowes	3	-	1	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3% b	-%	1%
Amazon Logistics	1	1	-	-	*	*	*	-	*
	*%	*%	-%	-%	*%	*%	*%	-%	*%
Citipost	1	-	-	-	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	2% b	-%	1%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
DX	1	-	-	-	*	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	-	1	1
	*%	-%	-%	-%	-%	-%	-%	1%	*%
TNT Express	*	-	-	-	*	*	*	-	*
	*%	-%	-%	-%	*%	1%	*%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%
Other answers	8	4	4	-	-	*	*	*	*
	*%	1%	*%	-%	-%	*%	*%	*%	*%
NET: RM only	1726	372	967	78	81	36	32	37	105
	86%	90% efh	89% efh	80%	86%	75%	74%	77%	75%
NET: Provider other than RM	274	41	119	20	13	12	11	11	35
	14%	10%	11%	20%	14%	25% ab	26% ab	23%	25% ab
NET: RM/Parcelforce	1748	379	974	82	83	37	32	37	106
	87%	92% efgh	90% efh	83%	88%	75%	75%	77%	76%

Columns Tested:: a,b,c,d,e,f,g,h

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1726	1226	123	68	49	22	23	12	963	135	62	25	26	12	20
	86%	89% b	81%	85%	82%	90%	77%	89%	91% befg	75%	83%	91% e	60%	77%	69%
Evri	59	45	2	*	1	-	-	*	32	8	*	-	2	-	*
	3%	3%	1%	*%	1%	-%	-%	2%	3%	4%	*%	-%	4%	-%	*%
DPD/DPD Local	49	23	7	6	3	*	-	-	18	13	2	-	5	-	-
	2%	2%	5%	7% a	4%	*%	-%	-%	2%	7% a	3%	-%	12% a	-%	-%
DHL	48	27	4	2	2	1	4	1	14	12	2	1	5	1	*
	2%	2%	3%	3%	3%	3%	15% ab	6%	1%	7% a	3%	2%	11% a	3%	*%
UK Mail	32	16	5	*	5	*	-	*	2	6	1	*	5	1	8
	2%	1%	3%	*%	8% a	2%	-%	2%	*%	3% a	2%	1%	12% a	4% a	28% abcd
Parcelforce	22	13	3	3	*	*	*	-	9	1	2	*	-	*	-
	1%	1%	2%	4%	*%	2%	*%	-%	1%	1%	3%	*%	-%	3%	-%
Yodel	17	6	4	-	*	*	1	*	8	3	-	-	-	1	-
	1%	*%	2%	-%	1%	1%	2%	*%	1%	2%	-%	-%	-%	4%	-%
UPS	16	7	2	*	*	-	*	*	5	*	*	*	-	*	*
	1%	*%	1%	*%	*%	-%	1%	*%	*%	*%	*%	*%	-%	1%	*%
FedEx	8	2	*	*	*	*	*	-	*	1	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	1%	-%	*%	1%	1%	*%	-%	1%	*%
Secured Mail	8	4	-	-	-	-	-	-	4	*	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	5% a	-%	-%	-%	-%
Pitney Bowes	3	1	-	-	-	-	1	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4% a	-%	*%	-%	-%	5% a	-%	-%	-%
Amazon Logistics	1	1	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Citipost	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6% ab	-%
DX	1	-	-	-	*	*	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
															a
TNT Express	*	-	-	-	*	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	-	-	*	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%
Other answers	8	3	2	-	*	-	*	-	8	*	-	*	-	*	-
	*%	*%	1%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%	-%
NET: RM only	1726	1226	123	68	49	22	23	12	963	135	62	25	26	12	20
	86%	89%	81%	85%	82%	90%	77%	89%	91%	75%	83%	91%	60%	77%	69%
		b							befg			e			
NET: Provider other than RM	274	149	30	12	10	2	7	1	101	44	13	2	17	4	9
	14%	11%	19%	15%	18%	10%	23%	11%	9%	25%	17%	9%	40%	23%	31%
			a							a			ad	a	a
NET: RM/Parcelforce	1748	1239	127	71	49	22	23	12	972	136	64	25	26	13	20
	87%	90%	83%	89%	82%	92%	77%	89%	91%	76%	86%	92%	60%	80%	69%
									beg		e	e			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1726	827	119	85	43	22	19	24	65	800	325	324	90	59
	86%	88% bcdefgh	74%	76%	71%	67%	60%	56%	61%	90% bd	84%	89% d	78%	82%
Evri	59	29	12	5	3	*	8	*	9	27	12	8	2	*
	3%	3%	7%	4%	5%	*%	26% abceg	1%	8%	3%	3%	2%	2%	*%
DPD/DPD Local	49	24	4	2	3	1	1	7	9	17	9	6	8	1
	2%	3%	3%	2%	5%	4%	4%	15% abc	9% a	2%	2%	2%	7%	2%
DHL	48	21	12	2	3	1	1	5	7	14	8	10	9	1
	2%	2%	8% a	1%	4%	4%	2%	12% a	6%	2%	2%	3%	8% a	1%
UK Mail	32	8	1	8	6	1	*	5	7	1	14	2	3	8
	2%	1%	*%	7% ab	9% ab	5%	1%	12% ab	6% a	*%	3% a	1%	3% a	11% ac
Parcelforce	22	11	3	5	*	2	*	*	3	9	5	4	*	2
	1%	1%	2%	5%	*%	6%	1%	1%	2%	1%	1%	1%	*%	3%
Yodel	17	8	3	1	2	-	1	*	1	8	3	2	2	*
	1%	1%	2%	1%	3%	-%	2%	*%	1%	1%	1%	*%	2%	1%
UPS	16	6	1	3	*	*	*	*	*	2	5	2	*	*
	1%	1%	1%	3%	*%	*%	*%	*%	*%	*%	1%	1%	*%	*%
FedEx	8	5	2	*	*	-	-	1	1	*	2	*	*	*
	*%	1%	1%	*%	*%	-%	-%	1%	1%	*%	*%	*%	*%	*%
Secured Mail	8	-	4	-	*	4	-	-	4	4	4	-	*	-
	*%	-%	2% a	-%	*%	13% acd	-%	-%	4% a	*%	1%	-%	*%	-%
Pitney Bowes	3	1	-	-	1	-	-	-	-	-	1	2	-	-
	*%	*%	-%	-%	2% a	-%	-%	-%	-%	-%	*%	*%	-%	-%
Amazon Logistics	1	1	*	-	*	-	*	-	*	1	*	*	*	-
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Citipost	1	-	-	-	-	-	1	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	3% a	-%	1%	-%	*%	-%	-%	-%
DX	1	*	-	-	-	-	*	-	*	-	*	-	-	*
	*%	*%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%
MHI (Mail Handling International)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	*	-	-	-	*	*	-	*	*	-	*	*	-	-
	*%	-%	-%	-%	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	*	*	-	-	*	-	*	*	-	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%
Other answers	8	1	*	-	*	-	*	1	1	5	*	3	1	-
	*%	*%	*%	-%	*%	-%	*%	2%	1%	1%	*%	1%	*%	-%
NET: RM only	1726	827	119	85	43	22	19	24	65	800	325	324	90	59
	86%	88% bcdefgh	74%	76%	71%	67%	60%	56%	61%	90% bd	84%	89% d	78%	82%
NET: Provider other than RM	274	115	42	27	18	11	13	19	42	86	64	39	26	13
	14%	12%	26% a	24% a	29% a	33% a	40% a	44% a	39% a	10%	16% a	11%	22% ac	18%
NET: RM/Parcelforce	1748	837	121	90	44	24	19	25	68	808	330	328	90	61
	87%	89% bdfgh	76%	81%	71%	73%	61%	57%	63%	91% bd	85%	90% d	78%	85%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Royal Mail	1726	866	289	255	71	36	690	225	212	64	47
	86%	90%	85%	88%	79%	92%	89% d	85%	89% d	74%	79%
Evri	59	37	5	5	2	*	22	13	5	2	*
	3%	4%	2%	2%	2%	*%	3%	5%	2%	2%	*%
DPD/DPD Local	49	16	11	5	5	-	23	5	3	7	1
	2%	2%	3%	2%	5%	-%	3%	2%	1%	8% c	2%
DHL	48	15	8	9	9	1	9	6	9	8	1
	2%	2%	2%	3%	10% ab	2%	1%	2%	4%	9% a	1%
UK Mail	32	11	9	4	2	*	4	6	3	2	8
	2%	1%	3%	2%	2%	1%	1%	2%	1%	3%	13% abc
Parcelforce	22	9	5	4	*	2	8	1	1	*	2
	1%	1%	1%	1%	*%	4%	1%	*%	*%	*%	3%
Yodel	17	4	5	2	-	*	9	*	1	2	*
	1%	*%	1%	1%	-%	*%	1%	*%	*%	2%	1%
UPS	16	2	5	2	*	*	2	2	*	*	*
	1%	*%	1%	1%	*%	*%	*%	1%	*%	1%	*%
FedEx	8	*	2	*	*	*	*	2	*	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%
Secured Mail	8	4	-	*	-	-	4	4	-	*	-
	*%	*%	-%	*%	-%	-%	1%	1%	-%	*%	-%
Pitney Bowes	3	-	1	2	-	-	1	*	1	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	1%	-%	-%
Amazon Logistics	1	1	*	-	*	-	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
DX	1	-	*	-	-	*	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
MHI (Mail Handling International)	1	1	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	*	-	*	*	-	-	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	-	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%
Other answers	8	1	*	3	1	-	4	*	3	*	-
	*%	*%	*%	1%	1%	-%	1%	*%	1%	*%	-%
NET: RM only	1726	866	289	255	71	36	690	225	212	64	47
	86%	90%	85%	88%	79%	92%	89%	85%	89%	74%	79%
							d		d		
NET: Provider other than RM	274	100	52	36	19	3	88	41	26	22	12
	14%	10%	15%	12%	21%	8%	11%	15%	11%	26%	21%
										ac	
NET: RM/Parcelforce	1748	874	294	259	71	37	698	226	213	64	49
	87%	91%	86%	89%	80%	97%	90%	85%	89%	75%	83%
		d					d		d		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Royal Mail	1726	623	155	234	77	34	629	86	414	1726	-	1507	16
	86%	89% bcde	77%	78%	68%	66%	77%	71%	94% ab	100% b	-%	93% b	15%
Evri	59	21	9	11	9	7	47	6	4	-	59	37	11
	3%	3%	4%	4%	8%	14% ac	6% c	5%	1%	-%	22% a	2%	10% a
DPD/DPD Local	49	12	6	14	8	3	32	7	3	-	49	30	8
	2%	2%	3%	5%	7% a	5%	4% c	6% c	1%	-%	18% a	2%	7% a
DHL	48	18	3	12	11	*	32	8	5	-	48	21	21
	2%	3%	2%	4%	9% ab	1%	4%	7% c	1%	-%	18% a	1%	19% a
UK Mail	32	6	2	19	1	1	23	2	4	-	32	3	24
	2%	1%	1%	6% a	1%	3%	3%	1%	1%	-%	12% a	*%	22% a
Parcelforce	22	9	3	3	4	2	17	1	3	-	22	16	4
	1%	1%	2%	1%	3%	4%	2%	1%	1%	-%	8% a	1%	3%
Yodel	17	3	8	2	-	2	13	1	*	-	17	7	4
	1%	*%	4% a	1%	-%	4%	2%	1%	*%	-%	6% a	*%	4% a
UPS	16	2	4	2	2	1	11	*	-	-	16	3	6
	1%	*%	2%	1%	1%	2%	1%	*%	-%	-%	6% a	*%	6% a
FedEx	8	5	2	*	1	*	4	2	2	-	8	1	2
	*%	1%	1%	*%	1%	*%	*%	1%	1%	-%	3% a	*%	2% a
Secured Mail	8	-	8	-	-	*	*	8	-	-	8	-	4
	*%	-%	4% ac	-%	-%	*%	*%	6% ac	-%	-%	3% a	-%	4% a

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Pitney Bowes	3	1	-	1	-	-	1	*	1	-	3	-	3
	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%	1% a	-%	2% a
Amazon Logistics	1	*	*	*	1	-	1	-	*	-	1	1	*
	*%	*%	*%	*%	1%	-%	*%	-%	*%	-%	*%	*%	*%
Citipost	1	1	-	-	-	-	1	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1% a
DX	1	*	*	*	*	-	*	*	*	-	1	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	1%	-%	*%	-%	-%	*%	-%	*%
TNT Express	*	-	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	-	*	-	*	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%
Other answers	8	*	*	1	1	*	2	-	*	-	8	*	5
	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%	3% a	*%	4% a
NET: RM only	1726	623	155	234	77	34	629	86	414	1726	-	1507	16
	86%	89% bcde	77%	78%	68%	66%	77%	71%	94% ab	100% b	-%	93% b	15%
NET: Provider other than RM	274	78	46	66	37	17	185	36	24	-	274	119	92
	14%	11%	23% a	22% a	32% a	34% a	23% c	29% c	6%	-%	100% a	7%	85% a
NET: RM/Parcelforce	1748	633	158	237	81	36	647	87	417	1726	22	1523	20
	87%	90% bcde	79%	79%	71%	71%	79%	72%	95% ab	100% b	8%	94% b	18%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1726	1176	67	839	300	1512	11	1186	57	845	294
	86%	93%	41%	99%	56%	93%	10%	93%	35%	98%	56%
		b		b		b		b		b	
Evri	59	25	17	1	56	37	11	25	17	3	54
	3%	2%	10%	*%	10%	2%	11%	2%	11%	*%	10%
			a		a		a		a		a
DPD/DPD Local	49	28	11	-	43	28	10	24	15	2	41
	2%	2%	7%	-%	8%	2%	9%	2%	9%	*%	8%
			a		a		a		a		a
DHL	48	16	17	1	44	21	20	16	17	4	41
	2%	1%	10%	*%	8%	1%	19%	1%	11%	*%	8%
			a		a		a		a		a
UK Mail	32	1	23	*	29	3	24	1	22	*	29
	2%	*%	14%	*%	5%	*%	23%	*%	14%	*%	6%
			a		a		a		a		a
Parcelforce	22	6	7	1	20	16	4	6	7	4	18
	1%	*%	4%	*%	4%	1%	4%	*%	4%	*%	3%
			a		a				a		a
Yodel	17	10	2	3	12	5	6	5	7	4	10
	1%	1%	1%	*%	2%	*%	6%	*%	4%	1%	2%
					a		a		a		
UPS	16	2	3	1	10	3	6	3	2	-	11
	1%	*%	2%	*%	2%	*%	6%	*%	1%	-%	2%
					a		a				a
FedEx	8	*	2	*	8	2	1	*	2	*	8
	*%	*%	1%	*%	1%	*%	1%	*%	1%	*%	2%
					a						a
Secured Mail	8	-	8	-	8	-	4	-	8	-	8
	*%	-%	5%	-%	1%	-%	4%	-%	5%	-%	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Pitney Bowes	3	-	3	-	2	-	3	-	3	1	1
	*%	-%	2% a	-%	*%	-%	2% a	-%	2% a	*%	*%
Amazon Logistics	1	-	*	-	1	1	*	-	*	-	1
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1% a	-%	1%	-%	*%
DX	1	*	*	*	1	*	*	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT Express	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Whistl/ TNT Post UK	*	*	*	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
Other answers	8	3	4	-	2	*	5	3	4	-	2
	*%	*%	2% a	-%	*%	*%	4% a	*%	3% a	-%	*%
NET: RM only	1726	1176	67	839	300	1512	11	1186	57	845	294
	86%	93% b	41%	99% b	56%	93% b	10%	93% b	35%	98% b	56%
NET: Provider other than RM	274	92	97	7	237	117	94	84	105	18	227
	14%	7%	59% a	1%	44% a	7%	90% a	7%	65% a	2%	44% a
NET: RM/Parcelforce	1748	1182	74	840	320	1528	14	1192	64	849	312
	87%	93% b	45%	99% b	60%	94% b	14%	94% b	39%	98% b	60%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1726	766	1202	190	4	731	858	150	1	801	634	173	-
	86%	83%	90% ac	79%	100%	85%	87%	79%	100%	80% c	83% c	69%	-%
Evri	59	34	42	9	-	26	34	11	-	44	43	15	-
	3%	4%	3%	4%	-%	3%	3%	6%	-%	4%	6%	6%	-%
DPD/DPD Local	49	29	22	12	-	27	25	6	-	37	17	13	-
	2%	3%	2%	5%	-%	3%	3%	3%	-%	4%	2%	5%	-%
DHL	48	32	20	14	-	26	19	13	-	29	20	23	-
	2%	4% b	2%	6% b	-%	3%	2%	7% b	-%	3%	3%	9% ab	-%
UK Mail	32	25	17	1	-	22	15	*	-	29	15	4	-
	2%	3%	1%	*%	-%	3%	2%	*%	-%	3%	2%	1%	-%
Parcelforce	22	14	18	3	-	6	9	3	-	17	12	8	-
	1%	1%	1%	1%	-%	1%	1%	2%	-%	2%	2%	3%	-%
Yodel	17	8	6	3	-	4	9	-	-	14	8	3	-
	1%	1%	*%	1%	-%	*%	1%	-%	-%	1%	1%	1%	-%
UPS	16	8	3	1	-	5	3	1	-	10	3	1	-
	1%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
FedEx	8	2	1	*	-	2	1	*	-	7	2	3	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	1%	*%	1%	-%
Secured Mail	8	4	-	4	-	8	8	4	-	8	8	4	-
	*%	*%	-%	2% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	3	1	3	2	-	1	3	2	-	1	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Amazon Logistics	1	1	1	1	-	*	*	*	-	1	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	-	1	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
DX	1	*	*	-	-	*	*	-	-	*	*	*	*
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	100%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
MHI (Mail Handling International)	1	1	1	1	-	1	-	-	-	1	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
TNT Express	*	*	*	-	-	*	-	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Other answers	8	2	4	*	-	*	7	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	1%	-%	-%	*%	*%	*%	-%
NET: RM only	1726	766	1202	190	4	731	858	150	1	801	634	173	-
	86%	83%	90%	79%	100%	85%	87%	79%	100%	80%	83%	69%	-%
			ac							c	c		
NET: Provider other than RM	274	161	138	51	-	128	134	41	-	198	132	76	*
	14%	17%	10%	21%	-%	15%	13%	21%	-%	20%	17%	31%	100%
		b		b								ab	
NET: RM/Parcelforce	1748	780	1221	193	4	737	867	153	1	818	645	181	-
	87%	84%	91%	80%	100%	86%	87%	80%	100%	82%	84%	72%	-%
			ac							c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1726 86%	1457 92%	1143 92%	877 93%	1159 92% c	958 92% c	22 59%	576 94% d	494 92%	471 90%	115 85%	70 89%
Evri	59 3%	37 2%	27 2%	24 3%	25 2%	32 3%	* *%	14 2%	18 3%	20 4%	10 8% a	3 4%
DPD/DPD Local	49 2%	30 2%	27 2%	11 1%	26 2%	18 2%	7 17% ab	9 1%	6 1%	8 1%	1 1%	* *%
DHL	48 2%	21 1%	17 1%	9 1%	15 1%	5 *%	5 12% ab	5 1%	4 1%	9 2%	2 2%	3 4%
UK Mail	32 2%	3 *%	3 *%	3 *%	3 *%	2 *%	- -%	2 *%	2 *%	2 *%	* *%	- -%
Parcelforce	22 1%	16 1%	7 1%	4 *%	16 1%	6 1%	- -%	4 1%	3 *%	3 *%	- -%	- -%
Yodel	17 1%	5 *%	10 1%	4 *%	7 1%	7 1%	- -%	- -%	- -%	1 *%	- -%	- -%
UPS	16 1%	3 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	1 *%	1 *%	* *%	* *%
FedEx	8 *%	* *%	* *%	5 *%	* *%	* *%	* *%	1 *%	2 *%	* *%	2 2% c	2 3% ac
Secured Mail	8 *%	4 *%	4 *%	4 *%	4 *%	4 *%	4 11% ab	- -%	4 1%	4 1%	4 3% a	- -%
Pitney Bowes	3 *%	1 *%	* *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%
Amazon Logistics	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%
Citipost	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
DX	1	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	8	1	4	*	4	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
NET: RM only	1726	1457	1143	877	1159	958	22	576	494	471	115	70
	86%	92%	92%	93%	92% c	92% c	59%	94% d	92%	90%	85%	89%
NET: Provider other than RM	274	123	102	67	105	78	15	40	41	50	20	8
	14%	8%	8%	7%	8%	8%	41% ab	6%	8%	10%	15% a	11%
NET: RM/Parcelforce	1748	1473	1150	881	1175	964	22	580	497	473	115	70
	87%	93%	92%	93%	93% c	93% c	59%	94% d	93%	91%	85%	89%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Royal Mail	1726	211	89	83	31	1442	907	1494	984	808	714	1372	156	-	1273	142
	86%	94% cd	88%	72%	75%	88% e	88% e	87% e	85%	82%	81%	87% ac	73%	-%	91%	94%
Evri	59	6	*	13	5	42	34	49	47	45	42	52	13	-	36	*
	3%	3%	*%	12% ab	11% b	3%	3%	3%	4%	5%	5%	3%	6%	-%	3%	*%
DPD/DPD Local	49	5	-	6	4	41	29	44	29	31	31	39	2	-	28	*
	2%	2%	-%	5%	9% b	2%	3%	3%	2%	3%	3%	2%	1%	-%	2%	*%
DHL	48	2	7	-	*	39	20	40	37	26	31	38	16	-	22	3
	2%	1%	7%	-%	*%	2%	2%	2%	3%	3%	3%	2%	8% b	-%	2%	2%
UK Mail	32	1	1	*	-	20	14	27	11	25	25	13	6	-	3	2
	2%	*%	1%	*%	-%	1%	1%	2%	1%	2%	3% b	1%	3%	-%	*%	1%
Parcelforce	22	*	*	4	*	19	8	19	18	16	10	21	5	-	11	*
	1%	*%	*%	4%	1%	1%	1%	1%	2%	2%	1%	1%	2%	-%	1%	*%
Yodel	17	-	2	7	-	9	2	9	6	12	7	7	1	-	10	3
	1%	-%	2%	6% a	-%	1%	*%	1%	*%	1% b	1%	*%	*%	-%	1%	2%
UPS	16	*	1	*	1	9	4	10	7	8	7	8	1	-	3	*
	1%	*%	1%	*%	2%	1%	*%	1%	1%	1%	1%	*%	1%	-%	*%	*%
FedEx	8	*	*	-	1	4	2	6	5	3	1	5	5	-	5	*
	*%	*%	*%	-%	3%	*%	*%	*%	*%	*%	*%	*%	2% ab	-%	*%	*%
Secured Mail	8	-	-	-	-	-	8	8	4	8	8	8	4	-	4	-
	*%	-%	-%	-%	-%	-%	1% a	*%	*%	1% a	1%	1%	2%	-%	*%	-%
Pitney Bowes	3	-	-	1	-	3	3	3	3	1	2	3	1	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Amazon Logistics	1	-	-	-	-	1	*	1	1	1	*	1	1	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
DX	1	-	-	-	-	1	*	1	1	*	*	1	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	*	*	*	*	*	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Other answers	8	-	-	*	-	6	3	6	4	5	1	6	*	1	4	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%	*%	*%	*%	100%	*%	*%
NET: RM only	1726	211	89	83	31	1442	907	1494	984	808	714	1372	156	-	1273	142
	86%	94% cd	88%	72%	75%	88% e	88% e	87% e	85%	82%	81%	87% ac	73%	-%	91%	94%
NET: Provider other than RM	274	14	12	32	11	194	128	224	172	183	164	203	57	1	128	9
	14%	6%	12%	28% a	25% a	12%	12%	13%	15%	18% abc	19% b	13%	27% b	100%	9%	6%
NET: RM/Parcelforce	1748	212	90	87	32	1460	915	1512	1002	824	725	1393	162	-	1285	142
	87%	94% cd	88%	76%	75%	89% e	88% e	88% e	87%	83%	82%	88% ac	76%	-%	92%	94%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Royal Mail	1726	699	1027	395	32	174	319	188	1200	323	216	335	1134
	86%	90%	93%	63%	67%	59%	68%	71%	89%	89%	65%	86%	92%
									a	a		a	ab
Evri	59	19	26	52	3	23	37	9	36	14	42	2	15
	3%	2%	2%	8%	5%	8%	8%	3%	3%	4%	13%	1%	1%
											bc		
DPD/DPD Local	49	16	16	38	6	16	33	17	25	6	13	13	18
	2%	2%	1%	6%	13%	5%	7%	7%	2%	2%	4%	3%	1%
								bc					
DHL	48	11	14	33	4	22	27	18	25	6	15	16	16
	2%	1%	1%	5%	9%	7%	6%	7%	2%	2%	5%	4%	1%
								bc			c	c	
UK Mail	32	5	*	30	2	23	9	18	14	*	10	14	7
	2%	1%	*%	5%	3%	8%	2%	7%	1%	*%	3%	4%	1%
						b		bc			c	c	
Parcelforce	22	8	8	21	*	12	11	5	15	2	7	3	11
	1%	1%	1%	3%	1%	4%	2%	2%	1%	1%	2%	1%	1%
Yodel	17	6	7	17	*	7	10	5	10	3	12	1	4
	1%	1%	1%	3%	*%	2%	2%	2%	1%	1%	4%	*%	*%
											bc		
UPS	16	2	2	10	1	6	10	2	13	1	8	1	6
	1%	*%	*%	2%	2%	2%	2%	1%	1%	*%	3%	*%	*%
											c		
FedEx	8	4	1	5	-	3	5	*	8	-	3	2	3
	*%	*%	*%	1%	-%	1%	1%	*%	1%	-%	1%	*%	*%
Secured Mail	8	4	-	8	-	8	-	-	4	-	-	-	4
	*%	1%	-%	1%	-%	3%	-%	-%	*%	-%	-%	-%	*%
						b							
Pitney Bowes	3	-	1	1	-	1	1	-	3	*	1	*	2
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
Amazon Logistics	1	-	1	1	-	1	*	1	*	-	1	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Citipost	1	-	-	1	-	-	1	-	-	1	1	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%
DX	1	*	-	1	-	*	1	-	*	*	*	-	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	1	-	1	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%
TNT Express	*	-	-	*	-	*	*	-	*	*	*	-	*
	*%	-%	-%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	*	*	-	-	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
Other answers	8	*	4	8	-	1	7	1	2	5	*	1	6
	*%	*%	*%	1%	-%	*%	1%	*%	*%	2%	*%	*%	*%
										b			
NET: RM only	1726	699	1027	395	32	174	319	188	1200	323	216	335	1134
	86%	90%	93%	63%	67%	59%	68%	71%	89%	89%	65%	86%	92%
									a	a		a	ab
NET: Provider other than RM	274	76	81	228	16	123	150	76	154	39	115	54	93
	14%	10%	7%	37%	33%	41%	32%	29%	11%	11%	35%	14%	8%
								bc			bc	c	
NET: RM/Parcelforce	1748	707	1035	416	32	186	330	192	1215	325	223	338	1146
	87%	91%	93%	67%	68%	62%	70%	73%	90%	90%	67%	87%	93%
									a	a		a	ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Royal Mail	1726	799	927
	86%	83%	89%
			a
Evri	59	27	32
	3%	3%	3%
DPD/DPD Local	49	28	21
	2%	3%	2%
DHL	48	27	21
	2%	3%	2%
UK Mail	32	27	5
	2%	3%	*%
		b	
Parcelforce	22	14	9
	1%	1%	1%
Yodel	17	9	8
	1%	1%	1%
UPS	16	7	9
	1%	1%	1%
FedEx	8	3	5
	*%	*%	*%
Secured Mail	8	4	4
	*%	*%	*%
Pitney Bowes	3	1	2
	*%	*%	*%
Amazon Logistics	1	1	*
	*%	*%	*%
Citipost	1	1	-
	*%	*%	-%
DX	1	1	*
	*%	*%	*%

Columns Tested:: a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
MHI (Mail Handling International)	1	1	-
	*%	*%	-%
TNT Express	*	*	-
	*%	*%	-%
Whistl/ TNT Post UK	*	*	*
	*%	*%	*%
Other answers	8	8	*
	*%	1%	*%
NET: RM only	1726	799	927
	86%	83%	89%
			a
NET: Provider other than RM	274	158	116
	14%	17%	11%
		b	
NET: RM/Parcelforce	1748	813	936
	87%	85%	90%
			a

Columns Tested:: a,b

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Royal Mail	1726	31	266	136	84	114	225	14	263	153	72	193	176
	86%	90%	86%	88%	95%	89%	79%	80%	87%	85%	92%	89%	86%
					fg						f		
Evri	59	*	18	4	*	1	6	1	11	5	*	7	7
	3%	*%	6%	2%	*%	*%	2%	4%	4%	3%	*%	3%	4%
DPD/DPD Local	49	1	2	2	1	3	15	2	8	6	1	8	*
	2%	2%	1%	1%	1%	2%	5%	14%	3%	3%	1%	4%	*%
							l	bcdehijkl				l	
DHL	48	1	2	4	1	1	15	*	7	3	1	2	10
	2%	3%	*%	3%	1%	1%	5%	1%	2%	2%	2%	1%	5%
UK Mail	32	-	13	*	*	1	7	*	3	2	*	3	*
	2%	-%	4%	*%	*%	1%	3%	1%	1%	1%	*%	2%	*%
			l										
Parcelforce	22	*	-	2	*	3	1	*	6	5	2	*	3
	1%	1%	-%	1%	*%	2%	*%	*%	2%	3%	2%	*%	1%
Yodel	17	-	3	3	*	*	6	-	1	3	-	1	1
	1%	-%	1%	2%	*%	*%	2%	-%	*%	1%	-%	*%	1%
UPS	16	*	5	1	*	5	1	*	1	-	1	*	3
	1%	*%	1%	*%	*%	4%	*%	*%	*%	-%	2%	*%	1%
FedEx	8	*	-	*	*	-	-	-	*	1	*	3	3
	*%	*%	-%	*%	*%	-%	-%	-%	*%	1%	*%	2%	1%
Secured Mail	8	-	-	-	*	-	8	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	3%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	-	-	1	*	-	-	-	*	1	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	*%	1%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	*	*	-	-	-	-	*	-
	*%	3%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%
Citipost	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
DX	1	-	*	-	-	-	-	-	*	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
TNT Express	*	-	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Other answers	8	*	3	2	*	-	*	*	-	*	1	-	2
	*%	*%	1%	1%	*%	-%	*%	*%	-%	*%	1%	-%	1%
NET: RM only	1726	31	266	136	84	114	225	14	263	153	72	193	176
	86%	90%	86%	88%	95%	89%	79%	80%	87%	85%	92%	89%	86%
					fg						f		
NET: Provider other than RM	274	3	45	19	4	14	59	4	39	27	6	25	29
	14%	10%	14%	12%	5%	11%	21%	20%	13%	15%	8%	11%	14%
							dj	d					
NET: RM/Parcelforce	1748	31	266	138	84	117	226	14	269	159	73	193	178
	87%	91%	86%	89%	96%	92%	80%	80%	89%	88%	94%	89%	87%
					fg						fg		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1726	433	423	430	440	856	871
	86%	87%	85%	86%	88%	86%	87%
Evri	59	21	7	17	14	28	31
	3%	4%	1%	3%	3%	3%	3%
DPD/DPD Local	49	5	19	16	9	24	25
	2%	1%	4%	3%	2%	2%	3%
DHL	48	7	17	11	13	24	24
	2%	1%	3%	2%	3%	2%	2%
UK Mail	32	13	9	6	4	22	10
	2%	3%	2%	1%	1%	2%	1%
Parcelforce	22	2	4	11	4	7	16
	1%	*%	1%	2%	1%	1%	2%
Yodel	17	6	6	4	2	12	6
	1%	1%	1%	1%	*%	1%	1%
UPS	16	5	5	1	4	11	5
	1%	1%	1%	*%	1%	1%	*%
FedEx	8	*	*	1	6	*	8
	*%	*%	*%	*%	1%	*%	1%
Secured Mail	8	-	8	-	-	8	-
	*%	-%	2%	-%	-%	1%	-%
Pitney Bowes	3	1	*	1	-	2	1
	*%	*%	*%	*%	-%	*%	*%
Amazon Logistics	1	1	*	-	*	1	*
	*%	*%	*%	-%	*%	*%	*%
Citipost	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
DX	1	*	-	*	*	*	1
	*%	*%	-%	*%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
TNT Express	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Table 86 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Other answers	8	6	*	*	2	6	3
	*%	1%	*%	*%	*%	1%	*%
NET: RM only	1726	433	423	430	440	856	871
	86%	87%	85%	86%	88%	86%	87%
NET: Provider other than RM	274	67	77	70	60	144	129
	14%	13%	15%	14%	12%	14%	13%
NET: RM/Parcelforce	1748	435	427	442	444	862	886
	87%	87%	85%	88%	89%	86%	89%

Columns Tested:: a,b,c,d - a,b

Table 87

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	745	45	700	457	143	42	103	288
Effective base	289	11	279	261	59	23	49	82
Weighted Base	690	20	670	651	32	4	2	38
Royal Mail	494	18	476	466	22	3	1	27
	72%	88%	71%	72%	71%	77%	57%	71%
Evri	51	*	50	50	*	*	*	1
	7%	1%	8%	8%	2%	5%	2%	2%
				e				
DPD/DPD Local	33	2	31	30	2	*	*	3
	5%	7%	5%	5%	7%	2%	9%	7%
DHL	31	*	31	28	2	*	*	3
	5%	*%	5%	4%	8%	8%	12%	8%
							a	
UK Mail	19	-	19	18	1	*	*	1
	3%	-%	3%	3%	3%	5%	6%	3%
Parcelforce	19	*	19	17	1	-	*	1
	3%	1%	3%	3%	4%	-%	3%	4%
Yodel	15	-	15	14	*	-	*	*
	2%	-%	2%	2%	1%	-%	1%	1%
UPS	10	-	10	9	1	-	*	1
	1%	-%	2%	1%	2%	-%	6%	2%
FedEx	8	*	8	7	*	*	*	*
	1%	1%	1%	1%	1%	2%	3%	1%
Secured Mail	4	-	4	4	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Pitney Bowes	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Amazon Logistics	1	-	1	1	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
MHI (Mail Handling International)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
DX	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	*%	-%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	745	45	700	457	143	42	103	288
Effective base	289	11	279	261	59	23	49	82
Weighted Base	690	20	670	651	32	4	2	38
Other answers	4	*	4	4	*	*	*	*
	1%	2%	1%	1%	*%	1%	*%	*%
NET: RM only	494	18	476	466	22	3	1	27
	72%	88%	71%	72%	71%	77%	57%	71%
NET: Provider other than RM	196	3	194	185	9	1	1	11
	28%	12%	29%	28%	29%	23%	43%	29%
NET: RM/Parcelforce	512	18	494	484	24	3	1	29
	74%	88%	74%	74%	75%	77%	61%	75%

Columns Tested:: a,b - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	745	158	221	78	94	91	103	457	143	145
Effective base	289	105	124	41	40	36	49	261	59	49
Weighted Base	690	277	317	57	23	13	2	651	32	7
Royal Mail	494	217	212	37	16	10	1	466	22	5
	72%	79% f	67%	64%	70%	75%	57%	72%	71%	70%
Evri	51	27	21	2	*	*	*	50	*	*
	7%	10% h	7%	3%	2%	2%	2%	8%	2%	4%
DPD/DPD Local	33	8	21	1	2	*	*	30	2	*
	5%	3%	7%	2%	10%	1%	9%	5%	7%	5%
DHL	31	6	17	5	2	1	*	28	2	1
	5%	2%	5%	10%	9%	6%	12% ag	4%	8%	9%
UK Mail	19	1	15	1	1	*	*	18	1	*
	3%	1%	5%	2%	3%	3%	6%	3%	3%	5%
Parcelforce	19	9	7	2	1	1	*	17	1	*
	3%	3%	2%	3%	3%	5%	3%	3%	4%	1%
Yodel	15	5	6	3	*	*	*	14	*	*
	2%	2%	2%	5%	*%	3%	1%	2%	1%	*%
UPS	10	1	5	3	1	*	*	9	1	*
	1%	*%	2%	6% a	2%	2%	6% a	1%	2%	2%
FedEx	8	2	3	2	*	*	*	7	*	*
	1%	1%	1%	4%	*%	2%	3%	1%	1%	2%
Secured Mail	4	-	4	-	-	-	-	4	-	-
	1%	-%	1%	-%	-%	-%	-%	1%	-%	-%
Pitney Bowes	1	-	*	1	-	-	-	1	-	-
	*%	-%	*%	2%	-%	-%	-%	*%	-%	-%
Amazon Logistics	1	-	1	-	-	-	*	1	-	*
	*%	-%	*%	-%	-%	-%	1%	*%	-%	*%
MHI (Mail Handling International)	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
DX	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	745	158	221	78	94	91	103	457	143	145
Effective base	289	105	124	41	40	36	49	261	59	49
Weighted Base	690	277	317	57	23	13	2	651	32	7
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	4	-	4	*	*	*	*	4	*	*
	1%	-%	1%	*%	*%	*%	*%	1%	*%	1%
NET: RM only	494	217	212	37	16	10	1	466	22	5
	72%	79% f	67%	64%	70%	75%	57%	72%	71%	70%
NET: Provider other than RM	196	59	105	20	7	3	1	185	9	2
	28%	21%	33%	36%	30%	25%	43% a	28%	29%	30%
NET: RM/Parcelforce	512	226	219	39	17	10	1	484	24	5
	74%	82% bf	69%	67%	73%	80%	61%	74%	75%	71%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	270	187	143	42	103	264	171	53	47	125
Effective base	289	183	96	59	23	49	151	73	20	11	21
Weighted Base	690	510	141	32	4	2	406	143	35	22	23
Royal Mail	494	371	95	22	3	1	327	90	18	7	17
	72%	73%	67%	71%	77%	57%	81%	63%	52%	33%	71%
		e					bcd				d
Evri	51	45	4	*	*	*	38	6	2	-	*
	7%	9%	3%	2%	5%	2%	9%	4%	5%	-%	1%
		c									
DPD/DPD Local	33	24	6	2	*	*	12	6	6	2	2
	5%	5%	4%	7%	2%	9%	3%	4%	16%	7%	8%
									a		
DHL	31	17	11	2	*	*	4	15	3	3	1
	5%	3%	8%	8%	8%	12%	1%	11%	8%	13%	3%
						a		a	a	a	
UK Mail	19	15	3	1	*	*	2	9	-	5	3
	3%	3%	2%	3%	5%	6%	1%	6%	-%	21%	11%
								a		a	a
Parcelforce	19	14	3	1	-	*	10	3	2	*	1
	3%	3%	2%	4%	-%	3%	2%	2%	6%	*%	3%
Yodel	15	8	7	*	-	*	8	3	-	-	*
	2%	2%	5%	1%	-%	1%	2%	2%	-%	-%	*%
UPS	10	5	4	1	-	*	1	4	*	5	*
	1%	1%	3%	2%	-%	6%	*%	3%	1%	21%	2%
										abe	
FedEx	8	5	3	*	*	*	3	1	*	*	*
	1%	1%	2%	1%	2%	3%	1%	1%	*%	*%	1%
Secured Mail	4	4	-	-	-	-	-	-	4	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	12%	-%	-%
									abe		
Pitney Bowes	1	-	1	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	4%	-%
Amazon Logistics	1	1	-	-	-	*	-	1	-	-	-
	*%	*%	-%	-%	-%	1%	-%	1%	-%	-%	-%
MHI (Mail Handling International)	1	1	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	270	187	143	42	103	264	171	53	47	125
Effective base	289	183	96	59	23	49	151	73	20	11	21
Weighted Base	690	510	141	32	4	2	406	143	35	22	23
DX	*	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
Whistl/ TNT Post UK	*	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Other answers	4	-	4	*	*	*	-	3	-	*	*
	1%	-%	3%	*%	1%	*%	-%	2%	-%	*%	*%
			a								
NET: RM only	494	371	95	22	3	1	327	90	18	7	17
	72%	73%	67%	71%	77%	57%	81%	63%	52%	33%	71%
		e					bcd				d
NET: Provider other than RM	196	139	46	9	1	1	78	53	17	15	7
	28%	27%	33%	29%	23%	43%	19%	37%	48%	67%	29%
						a		a	a	ae	
NET: RM/Parcelforce	512	385	98	24	3	1	337	93	20	7	17
	74%	76%	70%	75%	77%	61%	83%	65%	58%	33%	74%
		e					bcd	d			d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	745	58	57	91	22	55	62	44	48	55
Effective base	289	30	28	45	10	26	38	27	25	29
Weighted Base	690	74	60	110	26	66	100	81	64	59
Royal Mail	494	47	49	82	21	50	65	61	45	44
	72%	64%	82%	75%	83%	76%	65%	75%	70%	74%
Evri	51	10	3	3	*	3	8	9	7	6
	7%	13%	6%	3%	*%	4%	8%	11%	11%	9%
DPD/DPD Local	33	5	3	1	1	7	7	1	2	1
	5%	7%	5%	1%	3%	11%	7%	1%	2%	1%
						c				
DHL	31	*	1	6	-	-	10	7	2	4
	5%	*%	1%	6%	-%	-%	9%	9%	4%	7%
UK Mail	19	4	3	6	*	1	-	-	*	*
	3%	6%	5%	5%	1%	1%	-%	-%	*%	1%
Parcelforce	19	*	-	2	3	*	6	2	1	3
	3%	*%	-%	2%	12%	*%	6%	2%	2%	4%
Yodel	15	3	1	2	-	*	-	-	6	1
	2%	4%	1%	2%	-%	1%	-%	-%	10%	2%
UPS	10	*	-	2	*	-	5	1	-	*
	1%	*%	-%	2%	1%	-%	5%	1%	-%	*%
FedEx	8	-	*	6	-	-	-	-	*	1
	1%	-%	*%	5%	-%	-%	-%	-%	*%	2%
Secured Mail	4	-	-	-	-	4	-	-	-	-
	1%	-%	-%	-%	-%	6%	-%	-%	-%	-%
Pitney Bowes	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Amazon Logistics	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	745	58	57	91	22	55	62	44	48	55
Effective base	289	30	28	45	10	26	38	27	25	29
Weighted Base	690	74	60	110	26	66	100	81	64	59
Other answers	4	3	*	-	-	-	-	-	-	-
	1%	5%	*%	-%	-%	-%	-%	-%	-%	-%
NET: RM only	494	47	49	82	21	50	65	61	45	44
	72%	64%	82%	75%	83%	76%	65%	75%	70%	74%
NET: Provider other than RM	196	26	11	27	4	16	36	20	19	15
	28%	36%	18%	25%	17%	24%	35%	25%	30%	26%
NET: RM/Parcelforce	512	48	49	84	25	51	71	63	46	47
	74%	65%	82%	77%	95%	76%	70%	77%	73%	79%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	132	163	197	492	253	98	76	79
Effective base	289	65	82	109	256	57	26	23	16
Weighted Base	690	151	197	291	640	50	29	13	8
Royal Mail	494	116	141	208	465	28	14	10	5
	72%	76% ef	72% f	72% f	73% ef	56%	47%	74%	61%
Evri	51	8	20	20	48	2	1	1	*
	7%	6%	10%	7%	8%	5%	2%	11%	2%
DPD/DPD Local	33	9	10	9	28	5	5	*	-
	5%	6%	5%	3%	4%	10%	17% cd	*%	-%
DHL	31	4	3	23	30	1	1	*	*
	5%	3%	2%	8%	5%	2%	2%	1%	3%
UK Mail	19	2	7	6	15	4	4	-	*
	3%	1%	4%	2%	2%	8% d	14% acd	-%	2%
Parcelforce	19	6	2	9	17	2	1	1	*
	3%	4%	1%	3%	3%	4%	3%	7%	2%
Yodel	15	1	10	2	13	2	1	-	1
	2%	1%	5%	1%	2%	4%	2%	-%	16% acd
UPS	10	*	*	8	8	2	2	*	*
	1%	*%	*%	3%	1%	5%	7% bd	1%	*%
FedEx	8	1	*	6	7	1	1	*	*
	1%	1%	*%	2%	1%	2%	2%	1%	1%
Secured Mail	4	4	-	-	4	-	-	-	-
	1%	3%	-%	-%	1%	-%	-%	-%	-%
Pitney Bowes	1	-	-	1	1	*	*	-	-
	*%	-%	-%	*%	*%	1%	1%	-%	-%
Amazon Logistics	1	-	-	-	-	1	*	-	1
	*%	-%	-%	-%	-%	2%	*%	-%	11% abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	132	163	197	492	253	98	76	79
Effective base	289	65	82	109	256	57	26	23	16
Weighted Base	690	151	197	291	640	50	29	13	8
MHI (Mail Handling International)	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	-%	1%	-%	4% d	-%
DX	*	-	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
Other answers	4	-	3	-	3	1	*	*	*
	1%	-%	2%	-%	1%	1%	1%	*%	2%
NET: RM only	494	116	141	208	465	28	14	10	5
	72%	76% ef	72% f	72% f	73% ef	56%	47%	74%	61%
NET: Provider other than RM	196	36	56	83	174	22	15	3	3
	28%	24%	28%	28%	27%	44% ad	53% abcd	26%	39%
NET: RM/Parcelforce	512	122	143	218	482	30	14	10	5
	74%	80% ef	72% f	75% f	75% ef	60%	50%	81% f	62%

Columns Tested:: a,b,c,d,e,f,g,h

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	745	23	87	92	90	181	42	18	26	273
Effective base	289	9	29	30	38	77	15	5	10	110
Weighted Base	690	18	72	76	106	152	38	12	13	274
Royal Mail	494	11	33	37	75	101	31	11	6	221
	72%	62%	46%	49%	71%	66%	81%	90%	50%	81%
					b		bc			bce
Evri	51	-	10	10	7	17	2	-	-	14
	7%	-%	14%	13%	7%	11%	5%	-%	-%	5%
DPD/DPD Local	33	*	5	5	9	4	2	-	-	12
	5%	*%	7%	7%	8%	3%	6%	-%	-%	4%
DHL	31	*	11	11	1	7	3	*	1	8
	5%	*%	15%	14%	1%	5%	7%	*%	8%	3%
			di	di						
UK Mail	19	1	3	3	6	3	*	*	4	1
	3%	5%	4%	4%	5%	2%	1%	1%	34%	1%
					i					
Parcelforce	19	1	1	1	3	5	*	*	-	8
	3%	8%	2%	2%	3%	4%	*%	2%	-%	3%
Yodel	15	-	3	3	1	8	-	-	-	4
	2%	-%	4%	4%	1%	5%	-%	-%	-%	1%
UPS	10	4	1	1	1	2	-	1	*	1
	1%	25%	2%	2%	1%	1%	-%	8%	*%	*%
FedEx	8	-	*	*	4	4	*	-	-	*
	1%	-%	*%	*%	3%	2%	*%	-%	-%	*%
Secured Mail	4	-	4	4	-	-	-	-	-	-
	1%	-%	6%	5%	-%	-%	-%	-%	-%	-%
			i	i						
Pitney Bowes	1	-	-	-	-	-	-	-	1	*
	*%	-%	-%	-%	-%	-%	-%	-%	7%	*%
Amazon Logistics	1	-	-	-	-	*	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	745	23	87	92	90	181	42	18	26	273
Effective base	289	9	29	30	38	77	15	5	10	110
Weighted Base	690	18	72	76	106	152	38	12	13	274
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
DX	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	4	-	*	*	-	*	*	-	-	3
	1%	-%	1%	1%	-%	*%	*%	-%	-%	1%
NET: RM only	494	11	33	37	75	101	31	11	6	221
	72%	62%	46%	49%	71%	66%	81%	90%	50%	81%
					b		bc			bce
NET: Provider other than RM	196	7	39	39	30	52	7	1	6	53
	28%	38%	54%	51%	29%	34%	19%	10%	50%	19%
			dfi	fi		i				
NET: RM/Parcelforce	512	12	34	38	78	106	31	11	6	229
	74%	69%	47%	50%	74%	70%	81%	92%	50%	83%
					bc	b	b			bce

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	745	205	223	317	650	95	601	144	733	12
Effective base	289	77	91	124	243	47	254	37	283	6
Weighted Base	690	200	191	299	563	127	623	66	675	15
Royal Mail	494	124	132	238	392	102	446	48	478	15
	72%	62%	69%	80% a	70%	80%	72%	72%	71%	100%
Evri	51	17	19	14	43	8	50	1	51	-
	7%	9%	10%	5%	8%	6%	8%	1%	7%	-%
DPD/DPD Local	33	14	6	12	26	7	28	5	33	-
	5%	7%	3%	4%	5%	5%	4%	8%	5%	-%
DHL	31	12	10	9	28	3	29	2	31	-
	5%	6%	5%	3%	5%	3%	5%	3%	5%	-%
UK Mail	19	10	3	6	19	-	16	3	19	-
	3%	5%	2%	2%	3%	-%	3%	4%	3%	-%
Parcelforce	19	5	5	8	17	2	19	-	19	-
	3%	3%	3%	3%	3%	1%	3%	-%	3%	-%
Yodel	15	3	8	4	11	4	11	4	15	-
	2%	2%	4%	1%	2%	3%	2%	6%	2%	-%
UPS	10	6	2	2	9	1	9	1	10	-
	1%	3%	1%	1%	2%	1%	2%	1%	2%	-%
FedEx	8	4	4	*	8	-	4	4	8	-
	1%	2%	2%	*%	1%	-%	1%	5% a	1%	-%
Secured Mail	4	4	-	-	4	-	4	-	4	-
	1%	2%	-%	-%	1%	-%	1%	-%	1%	-%
Pitney Bowes	1	-	-	1	1	-	1	-	1	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Amazon Logistics	1	-	*	1	1	-	1	*	1	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	745	205	223	317	650	95	601	144	733	12
Effective base	289	77	91	124	243	47	254	37	283	6
Weighted Base	690	200	191	299	563	127	623	66	675	15
MHI (Mail Handling International)	1	-	1	-	1	-	1	-	1	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
DX	*	*	-	*	*	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Other answers	4	*	*	3	4	-	4	*	4	-
	1%	*%	*%	1%	1%	-%	1%	1%	1%	-%
NET: RM only	494	124	132	238	392	102	446	48	478	15
	72%	62%	69%	80% a	70%	80%	72%	72%	71%	100%
NET: Provider other than RM	196	76	59	61	171	25	177	19	196	-
	28%	38% c	31%	20%	30%	20%	28%	28%	29%	-%
NET: RM/Parcelforce	512	129	137	246	409	104	465	48	497	15
	74%	64%	72%	82% a	73%	82%	75%	72%	74%	100%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	299	220	224	443	170	57	75	613	132
Effective base	289	125	75	93	204	54	17	15	257	32
Weighted Base	690	316	144	229	493	123	35	38	616	74
Royal Mail	494	242	101	150	369	83	21	21	451	42
	72%	77%	70%	66%	75%	67%	60%	55%	73%	57%
					f					
Evri	51	14	6	31	36	14	*	*	50	*
	7%	4%	4%	14%	7%	11%	1%	*%	8%	1%
				ab						
DPD/DPD Local	33	9	12	11	20	10	2	1	30	3
	5%	3%	8%	5%	4%	8%	5%	3%	5%	4%
DHL	31	10	7	14	16	6	4	5	22	9
	5%	3%	5%	6%	3%	5%	10%	14%	4%	12%
										ae
UK Mail	19	8	8	3	5	2	3	10	7	12
	3%	3%	5%	1%	1%	1%	7%	26%	1%	17%
							e	abe		abe
Parcelforce	19	5	5	9	14	4	1	-	18	1
	3%	1%	3%	4%	3%	3%	2%	-%	3%	1%
Yodel	15	9	2	4	14	*	-	-	15	-
	2%	3%	1%	2%	3%	*%	-%	-%	2%	-%
UPS	10	7	3	1	6	3	1	*	9	1
	1%	2%	2%	*%	1%	2%	3%	1%	1%	2%
FedEx	8	7	1	*	6	1	*	*	8	*
	1%	2%	*%	*%	1%	1%	*%	*%	1%	*%
Secured Mail	4	-	-	4	-	-	4	-	-	4
	1%	-%	-%	2%	-%	-%	12%	-%	-%	6%
							abe			ae
Pitney Bowes	1	1	*	-	1	-	-	-	1	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Amazon Logistics	1	-	*	1	*	1	-	-	1	-
	*%	-%	*%	*%	*%	1%	-%	-%	*%	-%
MHI (Mail Handling International)	1	-	-	1	-	-	-	1	-	1
	*%	-%	-%	*%	-%	-%	-%	1%	-%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	299	220	224	443	170	57	75	613	132
Effective base	289	125	75	93	204	54	17	15	257	32
Weighted Base	690	316	144	229	493	123	35	38	616	74
DX	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Other answers	4	4	*	*	4	-	*	*	4	*
	1%	1%	*%	*%	1%	-%	*%	*%	1%	*%
NET: RM only	494	242	101	150	369	83	21	21	451	42
	72%	77%	70%	66%	75% f	67%	60%	55%	73%	57%
NET: Provider other than RM	196	74	43	79	124	40	14	17	165	31
	28%	23%	30%	34%	25%	33%	40%	45%	27%	43% a
NET: RM/Parcelforce	512	246	106	159	383	86	22	21	469	43
	74%	78%	74%	69%	78% f	70%	62%	55%	76% f	58%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	122	321	302	692	674	714	710	515	425
Effective base	289	72	134	86	258	249	271	275	193	137
Weighted Base	690	199	294	197	617	596	647	650	474	315
Royal Mail	494	147	221	125	457	446	476	470	347	211
	72%	74%	75%	63%	74%	75%	74%	72%	73%	67%
Evri	51	12	24	14	44	38	45	50	24	21
	7%	6%	8%	7%	7%	6%	7%	8%	5%	7%
DPD/DPD Local	33	13	7	13	30	30	31	32	26	19
	5%	7%	2%	6%	5%	5%	5%	5%	6%	6%
DHL	31	7	10	15	27	25	27	29	26	19
	5%	3%	3%	8%	4%	4%	4%	4%	6%	6%
UK Mail	19	*	5	14	16	17	17	16	15	17
	3%	*%	2%	7%	3%	3%	3%	3%	3%	5%
				ab						
Parcelforce	19	3	11	4	19	12	19	18	10	9
	3%	2%	4%	2%	3%	2%	3%	3%	2%	3%
Yodel	15	4	11	*	8	12	12	14	8	6
	2%	2%	4%	*%	1%	2%	2%	2%	2%	2%
UPS	10	6	*	4	6	5	6	6	3	4
	1%	3%	*%	2%	1%	1%	1%	1%	1%	1%
		b								
FedEx	8	3	4	1	2	2	2	8	5	2
	1%	1%	1%	1%	*%	*%	*%	1%	1%	1%
Secured Mail	4	-	-	4	4	4	4	4	4	4
	1%	-%	-%	2%	1%	1%	1%	1%	1%	1%
Pitney Bowes	1	-	1	-	1	1	1	1	1	1
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
Amazon Logistics	1	-	*	1	1	*	1	1	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
MHI (Mail Handling International)	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
DX	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	122	321	302	692	674	714	710	515	425
Effective base	289	72	134	86	258	249	271	275	193	137
Weighted Base	690	199	294	197	617	596	647	650	474	315
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Other answers	4	4	*	*	1	4	4	*	3	*
	1%	2%	*%	*%	*%	1%	1%	*%	1%	*%
NET: RM only	494	147	221	125	457	446	476	470	347	211
	72%	74%	75%	63%	74%	75%	74%	72%	73%	67%
NET: Provider other than RM	196	51	73	72	159	151	171	180	127	104
	28%	26%	25%	37%	26%	25%	26%	28%	27%	33%
NET: RM/Parcelforce	512	150	232	129	476	458	495	488	357	220
	74%	76%	79%	66%	77%	77%	77%	75%	75%	70%
			c							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	45	380	56	79	59	52	43	154
Effective base	289	26	172	24	18	14	12	10	35
Weighted Base	690	63	434	40	39	23	23	23	70
Royal Mail	494	37	334	31	29	11	15	18	44
	72%	59%	77% e	78%	75%	49%	63%	77%	63%
Evri	51	6	36	*	1	2	-	*	2
	7%	9%	8%	*%	2%	8%	-%	1%	3%
DPD/DPD Local	33	2	17	3	4	3	3	-	5
	5%	3%	4%	8%	10%	11%	11%	-%	7%
DHL	31	2	17	-	3	1	5	*	6
	5%	4%	4%	-%	6%	3%	22% bc	*%	9%
UK Mail	19	-	7	1	-	6	*	3	10
	3%	-%	2%	2%	-%	26% abcd	1%	15% b	14% b
Parcelforce	19	7	6	3	2	*	*	*	*
	3%	11% bh	1%	7%	6%	*%	2%	*%	1%
Yodel	15	4	6	1	*	*	-	1	1
	2%	6%	1%	3%	1%	2%	-%	3%	1%
UPS	10	1	4	-	*	*	*	*	*
	1%	2%	1%	-%	*%	1%	*%	1%	1%
FedEx	8	-	1	*	*	*	*	*	*
	1%	-%	*%	1%	*%	*%	*%	1%	*%
Secured Mail	4	-	4	-	-	-	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	1	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	-	*	-	*
	*%	1%	-%	-%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	-	1	1
	*%	-%	-%	-%	-%	-%	-%	2%	1%
DX	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	45	380	56	79	59	52	43	154
Effective base	289	26	172	24	18	14	12	10	35
Weighted Base	690	63	434	40	39	23	23	23	70
Whistl/ TNT Post UK	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	*%	*%
Other answers	4	3	*	-	-	-	-	*	*
	1%	6% b	*%	-%	-%	-%	-%	*%	*%
NET: RM only	494	37	334	31	29	11	15	18	44
	72%	59%	77% e	78%	75%	49%	63%	77%	63%
NET: Provider other than RM	196	26	100	9	10	12	9	5	26
	28%	41%	23%	22%	25%	51% b	37%	23%	37%
NET: RM/Parcelforce	512	44	341	34	32	11	15	18	44
	74%	69%	78% e	86% e	80%	49%	65%	77%	64%

Columns Tested:: a,b,c,d,e,f,g,h

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	745	395	86	65	55	36	34	21	367	122	74	37	28	23	23
Effective base	289	181	32	14	14	10	8	3	167	35	23	10	10	10	6
Weighted Base	690	459	68	24	31	12	17	7	424	82	31	13	25	7	14
Royal Mail	494	339	51	15	25	10	11	6	337	49	25	12	8	4	10
	72%	74%	76%	63%	82%	83%	66%	89%	79% b	61%	80%	92%	34%	64%	72%
Evri	51	40	2	*	1	-	-	*	28	8	*	-	2	-	*
	7%	9%	3%	*%	2%	-%	-%	5%	7%	10%	1%	-%	7%	-%	1%
DPD/DPD Local	33	20	3	5	3	-	-	-	16	7	1	-	5	-	-
	5%	4%	5%	20% a	8%	-%	-%	-%	4%	8%	5%	-%	20%	-%	-%
DHL	31	18	1	1	2	1	4	*	11	7	1	1	5	1	*
	5%	4%	2%	4%	5%	6%	27% ab	*%	3%	9%	3%	4%	18%	8%	*%
UK Mail	19	11	4	*	-	*	-	*	2	5	1	*	5	*	3
	3%	2%	6%	1%	-%	4%	-%	5%	*%	6% a	3%	2%	21%	5%	23%
Parcelforce	19	13	3	3	*	*	*	-	9	1	2	*	-	*	-
	3%	3%	4%	12%	*%	3%	1%	-%	2%	1%	7%	*%	-%	7%	-%
Yodel	15	6	1	-	*	*	1	*	8	3	-	-	-	1	-
	2%	1%	2%	-%	1%	3%	4%	*%	2%	4%	-%	-%	-%	9%	-%
UPS	10	4	2	*	*	-	*	*	4	*	*	*	-	*	*
	1%	1%	3%	*%	*%	-%	1%	1%	1%	*%	*%	*%	-%	3%	*%
FedEx	8	2	*	*	*	*	*	-	*	1	*	*	-	*	*
	1%	*%	*%	*%	*%	*%	1%	-%	*%	1%	1%	*%	-%	3%	*%
Secured Mail	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	*	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%
DX	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	745	395	86	65	55	36	34	21	367	122	74	37	28	23	23
Effective base	289	181	32	14	14	10	8	3	167	35	23	10	10	10	6
Weighted Base	690	459	68	24	31	12	17	7	424	82	31	13	25	7	14
Whistl/ TNT Post UK	*	-	-	-	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Other answers	4	1	-	-	-	-	*	-	4	*	-	-	-	*	-
	1%	*%	-%	-%	-%	-%	*%	-%	1%	*%	-%	-%	-%	*%	-%
NET: RM only	494	339	51	15	25	10	11	6	337	49	25	12	8	4	10
	72%	74%	76%	63%	82%	83%	66%	89%	79%	61%	80%	92%	34%	64%	72%
									b						
NET: Provider other than RM	196	120	17	9	5	2	6	1	88	32	6	1	17	2	4
	28%	26%	24%	37%	18%	17%	34%	11%	21%	39%	20%	8%	66%	36%	28%
										a					
NET: RM/Parcelforce	512	351	54	18	25	10	11	6	345	50	27	12	8	5	10
	74%	77%	80%	75%	82%	86%	67%	89%	81%	61%	87%	92%	34%	71%	72%
									b		b				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	745	349	108	85	56	32	44	36	112	173	157	198	119	66
Effective base	289	163	37	27	19	9	10	11	30	86	64	71	34	19
Weighted Base	690	400	83	60	33	22	26	26	74	225	151	159	65	47
Royal Mail	494	315	54	38	25	12	17	8	38	154	116	130	42	34
	72%	79% gh	65%	64%	75% g	58%	65%	32%	51%	68%	77%	82%	65%	73%
Evri	51	26	10	5	2	*	6	*	7	23	12	8	2	*
	7%	6%	12%	8%	7%	*%	24% a	1%	9%	10%	8%	5%	3%	*%
DPD/DPD Local	33	18	2	1	3	1	1	6	9	14	4	5	7	1
	5%	4%	3%	2%	8%	6%	4%	24% abc	12%	6%	3%	3%	11%	2%
DHL	31	11	10	1	*	*	1	5	6	7	5	7	8	1
	5%	3%	12% a	2%	1%	1%	3%	19% a	8%	3%	4%	4%	12%	2%
UK Mail	19	1	*	7	1	1	*	5	7	1	5	1	3	8
	3%	*%	*%	12% ab	3%	7% a	1%	19% ab	9% a	*%	3%	1%	5%	17% abc
Parcelforce	19	10	1	5	*	2	-	*	2	8	4	4	*	2
	3%	3%	1%	8%	*%	9%	-%	1%	3%	4%	3%	2%	*%	4%
Yodel	15	8	3	1	2	-	1	*	1	8	1	2	2	*
	2%	2%	3%	2%	6%	-%	2%	*%	1%	3%	*%	1%	3%	1%
UPS	10	2	1	2	*	*	*	*	*	2	1	2	*	*
	1%	1%	2%	3%	*%	*%	*%	1%	*%	1%	1%	1%	1%	*%
FedEx	8	5	2	*	*	-	-	1	1	*	2	*	*	*
	1%	1%	2%	*%	*%	-%	-%	2%	1%	*%	1%	*%	*%	*%
Secured Mail	4	-	-	-	-	4	-	-	4	4	-	-	-	-
	1%	-%	-%	-%	-%	19% abc	-%	-%	6% a	2%	-%	-%	-%	-%
Pitney Bowes	1	1	-	-	-	-	-	-	-	-	1	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%
Amazon Logistics	1	1	-	-	-	-	*	-	*	1	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	745	349	108	85	56	32	44	36	112	173	157	198	119	66
Effective base	289	163	37	27	19	9	10	11	30	86	64	71	34	19
Weighted Base	690	400	83	60	33	22	26	26	74	225	151	159	65	47
MHI (Mail Handling International)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
DX	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%
Other answers	4	*	*	-	*	-	*	-	*	4	-	*	*	-
	1%	*%	*%	-%	*%	-%	*%	-%	*%	2%	-%	*%	*%	-%
NET: RM only	494	315	54	38	25	12	17	8	38	154	116	130	42	34
	72%	79% gh	65%	64%	75% g	58%	65%	32%	51%	68%	77%	82%	65%	73%
NET: Provider other than RM	196	84	30	22	8	9	9	18	36	71	35	29	23	12
	28%	21%	35%	36%	25%	42%	35%	68% ad	49% a	32%	23%	18%	35%	27%
NET: RM/Parcelforce	512	326	54	43	25	14	17	9	40	162	120	133	42	36
	74%	81% bgh	65%	72% g	76% g	67%	65%	34%	54%	72%	80%	84% d	65%	78%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	231	143	171	94	50	221	147	158	97	48
Effective base	289	104	61	57	25	11	106	47	55	27	15
Weighted Base	690	268	143	131	50	22	275	108	120	57	36
Royal Mail	494	187	110	105	34	19	200	84	102	36	24
	72%	70%	77%	80%	67%	87%	73%	78%	85% d	63%	67%
Evri	51	32	5	4	2	*	18	12	5	2	*
	7%	12%	4%	3%	4%	*%	7%	11%	4%	4%	*%
DPD/DPD Local	33	14	8	4	5	-	17	2	3	7	1
	5%	5%	6%	3%	9%	-%	6%	2%	2%	12%	3%
DHL	31	8	5	5	8	1	7	3	6	8	1
	5%	3%	4%	4%	15% a	3%	3%	3%	5%	13% a	2%
UK Mail	19	6	4	4	2	*	4	2	2	2	7
	3%	2%	3%	3%	4%	1%	1%	2%	2%	4%	21% abc
Parcelforce	19	8	4	4	*	2	8	1	1	*	2
	3%	3%	3%	3%	1%	8%	3%	1%	1%	*%	6%
Yodel	15	4	2	2	-	*	9	*	1	2	*
	2%	2%	2%	1%	-%	*%	3%	*%	1%	3%	1%
UPS	10	2	1	2	*	*	2	2	*	*	*
	1%	1%	1%	2%	*%	*%	1%	2%	*%	1%	*%
FedEx	8	*	2	*	-	*	*	1	*	*	*
	1%	*%	1%	*%	-%	1%	*%	1%	*%	*%	1%
Secured Mail	4	4	-	-	-	-	4	-	-	-	-
	1%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Pitney Bowes	1	-	1	*	-	-	1	-	-	-	-
	*%	-%	1%	*%	-%	-%	*%	-%	-%	-%	-%
Amazon Logistics	1	1	*	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	1	1	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
DX	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	231	143	171	94	50	221	147	158	97	48
Effective base	289	104	61	57	25	11	106	47	55	27	15
Weighted Base	690	268	143	131	50	22	275	108	120	57	36
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Other answers	4	*	*	*	*	-	4	-	*	*	-
	1%	*%	*%	*%	*%	-%	1%	-%	*%	*%	-%
NET: RM only	494	187	110	105	34	19	200	84	102	36	24
	72%	70%	77%	80%	67%	87%	73%	78%	85% d	63%	67%
NET: Provider other than RM	196	81	33	26	16	3	75	24	18	21	12
	28%	30%	23%	20%	33%	13%	27%	22%	15%	37% c	33%
NET: RM/Parcelforce	512	195	114	109	34	21	208	84	103	36	26
	74%	73%	80%	83%	68%	94%	76%	78%	86% d	64%	72%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	745	201	148	190	100	65	477	78	148	509	236	610	82
Effective base	289	93	54	77	34	17	193	21	60	202	88	235	23
Weighted Base	690	242	115	173	75	43	449	46	152	494	196	560	57
Royal Mail	494	190	79	131	42	28	301	28	138	494	-	442	16
	72%	78% d	68%	76% d	56%	64%	67%	61%	91% ab	100% b	-%	79% b	28%
Evri	51	17	9	8	9	7	43	4	3	-	51	37	6
	7%	7%	8%	4%	12%	16%	10%	8%	2%	-%	26% a	7%	11%
DPD/DPD Local	33	10	6	7	7	2	27	4	1	-	33	30	*
	5%	4%	5%	4%	9%	5%	6%	9%	1%	-%	17% a	5%	1%
DHL	31	9	1	9	9	*	24	2	3	-	31	21	7
	5%	4%	1%	5%	12% b	1%	5%	3%	2%	-%	16% a	4%	12%
UK Mail	19	1	2	12	1	*	15	1	-	-	19	3	13
	3%	*%	2%	7% a	1%	*%	3%	2%	-%	-%	10% a	1%	23% a
Parcelforce	19	7	3	2	3	2	15	1	3	-	19	16	3
	3%	3%	3%	1%	5%	5%	3%	1%	2%	-%	10% a	3%	4%
Yodel	15	3	8	2	-	2	13	1	*	-	15	7	2
	2%	1%	7%	1%	-%	4%	3%	2%	*%	-%	8% a	1%	3%
UPS	10	*	1	2	2	1	6	*	-	-	10	3	2
	1%	*%	1%	1%	2%	3%	1%	*%	-%	-%	5% a	1%	4%
FedEx	8	5	2	*	1	*	4	1	2	-	8	1	2
	1%	2%	1%	*%	1%	*%	1%	3%	2%	-%	4% a	*%	3%
Secured Mail	4	-	4	-	-	-	-	4	-	-	4	-	4
	1%	-%	4%	-%	-%	-%	-%	9% ac	-%	-%	2% a	-%	7% a

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	745	201	148	190	100	65	477	78	148	509	236	610	82
Effective base	289	93	54	77	34	17	193	21	60	202	88	235	23
Weighted Base	690	242	115	173	75	43	449	46	152	494	196	560	57
Pitney Bowes	1	1	-	-	-	-	-	-	1	-	1	-	1
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	2% a
Amazon Logistics	1	-	*	-	1	-	1	-	-	-	1	1	*
	*%	-%	*%	-%	1%	-%	*%	-%	-%	-%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	1%	-%	1%	-%	-%	*%	-%	1%
DX	*	*	-	-	-	-	-	*	*	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	*	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%
Other answers	4	-	*	*	*	*	*	-	*	-	4	*	*
	1%	-%	*%	*%	*%	*%	*%	-%	*%	-%	2% a	*%	1%
NET: RM only	494	190	79	131	42	28	301	28	138	494	-	442	16
	72%	78% d	68%	76% d	56%	64%	67%	61%	91% ab	100% b	-%	79% b	28%
NET: Provider other than RM	196	53	37	42	33	15	148	18	14	-	196	119	41
	28%	22%	32%	24%	44% ac	36%	33% c	39% c	9%	-%	100% a	21%	72% a
NET: RM/Parcelforce	512	196	82	133	46	30	316	29	141	494	19	458	18
	74%	81% d	71%	77%	61%	69%	70%	62%	93% ab	100% b	10%	82% b	32%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	745	489	185	186	524	610	82	485	189	197	513
Effective base	289	198	51	83	192	235	23	195	54	87	188
Weighted Base	690	471	126	178	472	564	53	473	124	194	456
Royal Mail	494	379	67	170	300	447	11	389	57	176	294
	72%	80% b	53%	96% b	64%	79% b	20%	82% b	46%	91% b	64%
Evri	51	25	13	1	48	37	6	25	13	3	47
	7%	5%	10%	1%	10% a	7%	12%	5%	10%	1%	10% a
DPD/DPD Local	33	28	2	-	32	28	2	24	6	2	31
	5%	6%	2%	-%	7% a	5%	4%	5%	5%	1%	7% a
DHL	31	16	9	1	27	21	6	16	9	4	25
	5%	3%	7%	1%	6%	4%	12%	3%	7%	2%	5%
UK Mail	19	1	16	*	16	3	13	1	16	*	16
	3%	*%	13% a	*%	3%	1%	24% a	*%	13% a	*%	4%
Parcelforce	19	6	6	1	17	16	3	6	6	4	14
	3%	1%	5%	1%	4%	3%	5%	1%	5%	2%	3%
Yodel	15	10	2	3	12	5	3	5	7	4	10
	2%	2%	2%	1%	3%	1%	6% a	1%	6% a	2%	2%
UPS	10	2	3	1	5	3	2	3	1	-	6
	1%	*%	2%	1%	1%	1%	5%	1%	1%	-%	1%
FedEx	8	*	2	*	8	2	1	*	2	*	8
	1%	*%	1%	*%	2%	*%	1%	*%	1%	*%	2%
Secured Mail	4	-	4	-	4	-	4	-	4	-	4
	1%	-%	3% a	-%	1%	-%	8% a	-%	3% a	-%	1%
Pitney Bowes	1	-	1	-	1	-	1	-	1	1	-
	*%	-%	1%	-%	*%	-%	2% a	-%	1%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	745	489	185	186	524	610	82	485	189	197	513
Effective base	289	198	51	83	192	235	23	195	54	87	188
Weighted Base	690	471	126	178	472	564	53	473	124	194	456
Amazon Logistics	1	-	*	-	1	1	*	-	*	-	1
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	*%	-%	*%	-%	1%	-%	*%	-%	*%
DX	*	*	-	*	*	*	-	*	-	*	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	*	-	-	*	-	*	-	*	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	*%	*%	-%
Other answers	4	3	*	-	*	*	*	3	*	-	*
	1%	1%	*%	-%	*%	*%	1%	1%	*%	-%	*%
NET: RM only	494	379	67	170	300	447	11	389	57	176	294
	72%	80%	53%	96%	64%	79%	20%	82%	46%	91%	64%
		b		b		b		b		b	
NET: Provider other than RM	196	92	58	7	172	117	42	84	66	18	162
	28%	20%	47%	4%	36%	21%	80%	18%	54%	9%	36%
			a		a		a		a		a
NET: RM/Parcelforce	512	385	73	172	317	463	13	395	63	180	308
	74%	82%	58%	97%	67%	82%	25%	83%	51%	93%	68%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	745	515	488	166	1	495	438	138	-	605	381	188	1
Effective base	289	180	197	54	1	173	174	48	-	232	152	74	1
Weighted Base	690	436	473	139	4	426	402	125	-	559	348	171	*
Royal Mail	494	310	366	97	4	325	298	90	-	412	249	105	-
	72%	71%	77%	70%	100%	76%	74%	72%	-%	74% c	71%	61%	-%
Evri	51	29	37	9	-	23	31	9	-	37	43	15	-
	7%	7%	8%	7%	-%	5%	8%	7%	-%	7%	12%	9%	-%
DPD/DPD Local	33	22	21	8	-	21	18	3	-	27	11	9	-
	5%	5%	4%	6%	-%	5%	4%	2%	-%	5%	3%	5%	-%
DHL	31	24	13	12	-	18	15	13	-	19	12	19	-
	5%	6%	3%	9% b	-%	4%	4%	10%	-%	3%	3%	11% ab	-%
UK Mail	19	15	7	1	-	16	10	*	-	16	5	3	-
	3%	3%	1%	1%	-%	4%	2%	*%	-%	3%	1%	2%	-%
Parcelforce	19	14	17	3	-	6	9	3	-	14	11	8	-
	3%	3%	4%	2%	-%	1%	2%	2%	-%	3%	3%	5%	-%
Yodel	15	8	6	-	-	4	9	-	-	14	8	3	-
	2%	2%	1%	-%	-%	1%	2%	-%	-%	3%	2%	1%	-%
UPS	10	5	3	1	-	4	3	1	-	5	3	1	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
FedEx	8	2	1	*	-	2	1	*	-	7	1	3	-
	1%	*%	*%	*%	-%	*%	*%	*%	-%	1%	*%	1%	-%
Secured Mail	4	4	-	4	-	4	4	4	-	4	4	4	-
	1%	1%	-%	3% b	-%	1%	1%	3%	-%	1%	1%	2%	-%
Pitney Bowes	1	1	1	1	-	1	1	1	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Amazon Logistics	1	1	1	1	-	*	*	-	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	1%	-%
MHI (Mail Handling International)	1	1	1	1	-	1	-	-	-	1	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	745	515	488	166	1	495	438	138	-	605	381	188	1
Effective base	289	180	197	54	1	173	174	48	-	232	152	74	1
Weighted Base	690	436	473	139	4	426	402	125	-	559	348	171	*
DX	*	*	-	-	-	*	-	-	-	-	*	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	100%
Whistl/ TNT Post UK	*	*	-	-	-	*	*	*	-	*	*	-	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Other answers	4	*	1	*	-	*	4	-	-	*	*	-	-
	1%	*%	*%	*%	-%	*%	1%	-%	-%	*%	*%	-%	-%
NET: RM only	494	310	366	97	4	325	298	90	-	412	249	105	-
	72%	71%	77%	70%	100%	76%	74%	72%	-%	74% c	71%	61%	-%
NET: Provider other than RM	196	125	107	41	-	100	104	35	-	146	100	66	*
	28%	29%	23%	30%	-%	24%	26%	28%	-%	26%	29%	39% a	100%
NET: RM/Parcelforce	512	324	383	100	4	331	307	93	-	427	259	113	-
	74%	74%	81%	72%	100%	78%	76%	75%	-%	76%	74%	66%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	745	602	540	378	536	381	45	228	245	281	87	46
Effective base	289	232	208	160	195	159	13	107	104	117	40	20
Weighted Base	690	559	516	379	478	373	34	251	263	290	90	46
Royal Mail	494	435	414	311	374	295	19	212	222	240	69	38
	72%	78%	80%	82%	78%	79%	55%	84%	84%	83%	77%	82%
Evri	51	37	27	24	25	32	*	14	18	20	10	3
	7%	7%	5%	6%	5%	9%	*%	6%	7%	7%	11%	6%
DPD/DPD Local	33	30	27	11	26	18	7	9	6	8	1	*
	5%	5%	5%	3%	6%	5%	19% b	4%	2%	3%	1%	*%
DHL	31	21	17	9	15	5	5	5	4	9	2	3
	5%	4%	3%	2%	3%	1%	13% b	2%	2%	3%	2%	6%
UK Mail	19	3	3	3	3	2	-	2	2	2	*	-
	3%	1%	1%	1%	1%	1%	-%	1%	1%	1%	*%	-%
Parcelforce	19	16	7	4	16	6	-	4	3	3	-	-
	3%	3%	1%	1%	3%	2%	-%	2%	1%	1%	-%	-%
Yodel	15	5	10	4	7	7	-	-	-	1	-	-
	2%	1%	2%	1%	1%	2%	-%	-%	-%	*%	-%	-%
UPS	10	3	2	2	2	2	-	2	1	1	*	*
	1%	1%	*%	1%	*%	*%	-%	1%	*%	*%	*%	*%
FedEx	8	*	*	5	*	*	*	1	2	*	2	2
	1%	*%	*%	1%	*%	*%	*%	*%	1%	*%	3%	5% c
Secured Mail	4	4	4	4	4	4	4	-	4	4	4	-
	1%	1%	1%	1%	1%	1%	12% ab	-%	2%	1%	5% a	-%
Pitney Bowes	1	1	*	1	1	1	-	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Amazon Logistics	1	1	-	1	1	-	-	1	-	1	-	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	745	602	540	378	536	381	45	228	245	281	87	46
Effective base	289	232	208	160	195	159	13	107	104	117	40	20
Weighted Base	690	559	516	379	478	373	34	251	263	290	90	46
DX	*	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	4	1	4	*	4	*	-	-	-	*	-	-
	1%	*%	1%	*%	1%	*%	-%	-%	-%	*%	-%	-%
NET: RM only	494	435	414	311	374	295	19	212	222	240	69	38
	72%	78%	80%	82%	78%	79%	55%	84%	84%	83%	77%	82%
NET: Provider other than RM	196	123	102	67	105	78	15	40	41	50	20	8
	28%	22%	20%	18%	22%	21%	45%	16%	16%	17%	23%	18%
NET: RM/Parcelforce	512	452	421	315	389	301	19	216	225	242	69	38
	74%	81%	82%	83%	81%	81%	55%	86%	85%	84%	77%	82%
					c	c						

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	745	107	65	79	29	626	463	678	532	470	501	583	154	-	564	47
Effective base	289	46	17	40	12	241	170	260	202	172	182	230	58	-	212	23
Weighted Base	690	104	46	93	31	571	407	622	486	411	450	553	143	-	482	62
Royal Mail	494	89	34	61	21	428	313	456	358	276	320	400	93	-	353	53
	72%	86% c	74%	66%	66%	75%	77% e	73%	74%	67%	71%	72%	65%	-%	73%	86%
Evri	51	6	*	13	5	34	29	41	40	41	38	45	11	-	36	*
	7%	6%	*%	14%	15%	6%	7%	7%	8%	10%	8%	8%	8%	-%	7%	*%
DPD/DPD Local	33	5	-	6	4	27	21	31	21	20	25	29	2	-	28	*
	5%	5%	-%	7%	12%	5%	5%	5%	4%	5%	6%	5%	1%	-%	6%	*%
DHL	31	2	7	-	*	29	15	29	23	20	22	26	14	-	22	3
	5%	2%	15% c	-%	1%	5%	4%	5%	5%	5%	5%	5%	10%	-%	4%	5%
UK Mail	19	1	1	*	-	14	12	19	11	14	18	6	6	-	3	2
	3%	1%	3%	1%	-%	2%	3%	3%	2%	3%	4%	1%	4%	-%	1%	3%
Parcelforce	19	*	*	4	*	16	5	16	14	13	10	18	5	-	11	*
	3%	*%	*%	5%	1%	3%	1%	3%	3%	3%	2%	3%	4%	-%	2%	*%
Yodel	15	-	2	7	-	9	2	9	6	10	7	7	1	-	10	3
	2%	-%	5%	7%	-%	2%	*%	1%	1%	2%	1%	1%	1%	-%	2%	5%
UPS	10	*	1	*	1	4	2	5	5	2	4	6	1	-	3	*
	1%	*%	2%	*%	2%	1%	*%	1%	1%	1%	1%	1%	1%	-%	1%	*%
FedEx	8	*	*	-	1	4	2	5	5	3	1	5	5	-	5	*
	1%	*%	*%	-%	4%	1%	*%	1%	1%	1%	*%	1%	3% a	-%	1%	*%
Secured Mail	4	-	-	-	-	-	4	4	-	4	4	4	4	-	4	-
	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%	1%	1%	3%	-%	1%	-%
Pitney Bowes	1	-	-	1	-	1	1	1	1	1	*	1	-	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Amazon Logistics	1	-	-	-	-	1	*	1	1	1	*	1	1	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	745	107	65	79	29	626	463	678	532	470	501	583	154	-	564	47
Effective base	289	46	17	40	12	241	170	260	202	172	182	230	58	-	212	23
Weighted Base	690	104	46	93	31	571	407	622	486	411	450	553	143	-	482	62
DX	*	-	-	-	-	*	*	*	*	*	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%
Other answers	4	-	-	*	-	4	*	4	*	4	*	4	-	-	4	*
	1%	-%	-%	*%	-%	1%	*%	1%	*%	1%	*%	1%	-%	-%	1%	*%
NET: RM only	494	89	34	61	21	428	313	456	358	276	320	400	93	-	353	53
	72%	86% c	74%	66%	66%	75%	77% e	73%	74%	67%	71%	72%	65%	-%	73%	86%
NET: Provider other than RM	196	14	12	32	11	143	94	166	128	135	130	153	50	-	128	9
	28%	14%	26%	34% a	34%	25%	23%	27%	26%	33% b	29%	28%	35%	-%	27%	14%
NET: RM/Parcelforce	512	90	34	65	21	444	318	472	372	289	331	418	98	-	365	53
	74%	86%	74%	70%	67%	78%	78%	76%	77%	70%	73%	76%	68%	-%	76%	86%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	745	353	342	615	31	312	433	182	453	104	229	175	325
Effective base	289	148	126	234	15	113	177	61	179	47	89	63	133
Weighted Base	690	358	292	557	42	261	429	143	432	109	222	141	307
Royal Mail	494	283	211	395	32	174	319	91	322	79	135	111	235
	72%	79%	72%	71%	76%	67%	74%	64%	74%	72%	61%	78%	77%
												a	a
Evri	51	19	26	47	2	19	32	8	29	14	36	1	14
	7%	5%	9%	8%	4%	7%	7%	6%	7%	13%	16%	1%	4%
											bc		
DPD/DPD Local	33	16	16	27	3	10	23	10	18	5	7	9	15
	5%	5%	6%	5%	7%	4%	5%	7%	4%	5%	3%	6%	5%
DHL	31	11	14	19	3	14	17	11	18	2	10	8	13
	5%	3%	5%	3%	7%	5%	4%	8%	4%	2%	5%	5%	4%
UK Mail	19	5	*	17	1	17	2	12	7	*	9	5	5
	3%	1%	*%	3%	3%	6%	1%	8%	2%	*%	4%	4%	2%
						b		b					
Parcelforce	19	8	8	18	*	11	8	5	12	2	4	3	11
	3%	2%	3%	3%	1%	4%	2%	3%	3%	2%	2%	2%	4%
Yodel	15	6	7	14	*	5	10	2	10	3	9	1	4
	2%	2%	2%	3%	*%	2%	2%	1%	2%	3%	4%	1%	1%
UPS	10	2	2	5	1	3	8	2	8	1	7	1	2
	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	3%	1%	1%
FedEx	8	4	1	5	-	3	5	*	7	-	3	1	3
	1%	1%	*%	1%	-%	1%	1%	*%	2%	-%	1%	1%	1%
Secured Mail	4	4	-	4	-	4	-	-	-	-	-	-	-
	1%	1%	-%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	1	1	-	-	1	-	1	-	1	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%
Amazon Logistics	1	-	1	1	-	1	-	1	*	-	1	-	*
	*%	-%	*%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	1	-	1	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	745	353	342	615	31	312	433	182	453	104	229	175	325
Effective base	289	148	126	234	15	113	177	61	179	47	89	63	133
Weighted Base	690	358	292	557	42	261	429	143	432	109	222	141	307
DX	*	*	-	*	-	*	*	-	*	*	-	-	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	-	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
Other answers	4	*	4	4	-	*	4	*	*	3	*	-	4
	1%	*%	1%	1%	-%	*%	1%	*%	*%	3% b	*%	-%	1%
NET: RM only	494	283	211	395	32	174	319	91	322	79	135	111	235
	72%	79%	72%	71%	76%	67%	74%	64%	74%	72%	61%	78% a	77% a
NET: Provider other than RM	196	76	81	162	10	87	110	52	110	30	88	31	72
	28%	21%	28%	29%	24%	33%	26%	36%	26%	28%	39% bc	22%	23%
NET: RM/Parcelforce	512	290	219	413	32	185	327	96	334	80	139	114	246
	74%	81%	75%	74%	77%	71%	76%	67%	77%	74%	63%	81% a	80% a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	745	376	369
Effective base	289	132	157
Weighted Base	690	318	372
Royal Mail	494	214	280
	72%	67%	75%
Evri	51	21	30
	7%	6%	8%
DPD/DPD Local	33	16	16
	5%	5%	4%
DHL	31	18	13
	5%	6%	4%
UK Mail	19	17	2
	3%	5%	1%
		b	
Parcelforce	19	11	8
	3%	3%	2%
Yodel	15	7	8
	2%	2%	2%
UPS	10	2	8
	1%	1%	2%
FedEx	8	3	5
	1%	1%	1%
Secured Mail	4	4	-
	1%	1%	-%
Pitney Bowes	1	1	*
	*%	*%	*%
Amazon Logistics	1	1	*
	*%	*%	*%
MHI (Mail Handling International)	1	1	-
	*%	*%	-%
DX	*	*	*
	*%	*%	*%
Whistl/ TNT Post UK	*	-	*
	*%	-%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	745	376	369
Effective base	289	132	157
Weighted Base	690	318	372
Other answers	4	4	*
	1%	1%	*%
NET: RM only	494	214	280
	72%	67%	75%
NET: Provider other than RM	196	105	92
	28%	33%	25%
NET: RM/Parcelforce	512	224	288
	74%	70%	77%

Columns Tested:: a,b

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	745	37	71	55	48	32	119	11	88	65	55	68	96
Effective base	289	7	29	23	6	16	40	7	49	38	15	43	50
Weighted Base	690	6	104	50	12	49	119	2	102	80	18	69	78
Royal Mail	494	4	69	39	10	43	75	1	72	62	14	48	57
	72%	74%	66%	76%	84%	88%	63%	30%	70%	78%	79%	70%	73%
Evri	51	-	18	3	*	1	6	1	8	5	*	7	3
	7%	-%	17%	5%	2%	1%	5%	31%	8%	6%	1%	10%	4%
DPD/DPD Local	33	*	2	2	*	1	11	1	6	3	*	7	*
	5%	2%	2%	3%	*%	1%	9%	31%	6%	4%	2%	10%	*%
							l					l	
DHL	31	*	1	2	*	*	10	-	6	1	*	1	9
	5%	1%	1%	5%	4%	*%	8%	-%	6%	1%	*%	1%	11%
UK Mail	19	-	4	*	*	1	6	*	3	2	-	1	*
	3%	-%	4%	*%	2%	3%	5%	8%	3%	2%	-%	2%	*%
Parcelforce	19	*	-	2	*	3	*	-	4	5	2	*	2
	3%	7%	-%	3%	2%	6%	*%	-%	4%	6%	8%	*%	3%
Yodel	15	-	3	3	*	-	6	-	1	-	-	1	1
	2%	-%	3%	5%	2%	-%	5%	-%	1%	-%	-%	1%	1%
UPS	10	*	5	1	*	-	1	-	1	-	1	*	2
	1%	1%	4%	1%	*%	-%	1%	-%	1%	-%	6%	*%	3%
FedEx	8	*	-	*	*	-	-	-	*	1	*	3	3
	1%	*%	-%	*%	1%	-%	-%	-%	*%	1%	*%	5%	4%
Secured Mail	4	-	-	-	-	-	4	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	-	-	*	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	3%	-%	-%	-%	-%	1%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	-	-	-	-	-	-	*	-
	*%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
		fl											
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	745	37	71	55	48	32	119	11	88	65	55	68	96
Effective base	289	7	29	23	6	16	40	7	49	38	15	43	50
Weighted Base	690	6	104	50	12	49	119	2	102	80	18	69	78
Other answers	4	*	3	-	*	-	*	-	-	*	*	-	*
	1%	*%	3%	-%	*%	-%	*%	-%	-%	*%	2%	-%	*%
NET: RM only	494	4	69	39	10	43	75	1	72	62	14	48	57
	72%	74%	66%	76%	84%	88%	63%	30%	70%	78%	79%	70%	73%
NET: Provider other than RM	196	1	35	12	2	6	44	2	31	18	4	21	21
	28%	26%	34%	24%	16%	12%	37%	70%	30%	22%	21%	30%	27%
NET: RM/Parcelforce	512	5	69	40	10	46	76	1	76	67	16	48	59
	74%	80%	66%	80%	86%	94%	63%	30%	74%	84%	88%	70%	76%
						bf				f			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	745	163	199	164	219	362	383
Effective base	289	53	62	89	108	115	192
Weighted Base	690	160	180	184	165	340	349
Royal Mail	494	111	128	134	120	240	254
	72%	70%	71%	73%	72%	70%	73%
Evri	51	20	7	13	11	27	24
	7%	13%	4%	7%	6%	8%	7%
DPD/DPD Local	33	3	12	10	7	15	18
	5%	2%	7%	5%	5%	4%	5%
DHL	31	3	11	7	10	14	17
	5%	2%	6%	4%	6%	4%	5%
UK Mail	19	4	8	5	2	12	7
	3%	3%	4%	3%	1%	4%	2%
Parcelforce	19	2	4	9	4	6	13
	3%	1%	2%	5%	2%	2%	4%
Yodel	15	6	6	1	2	12	3
	2%	4%	3%	1%	1%	3%	1%
UPS	10	5	1	1	3	6	4
	1%	3%	*%	*%	2%	2%	1%
FedEx	8	*	*	1	6	*	7
	1%	*%	*%	1%	4%	*%	2%
Secured Mail	4	-	4	-	-	4	-
	1%	-%	2%	-%	-%	1%	-%
Pitney Bowes	1	-	*	1	-	*	1
	*%	-%	*%	1%	-%	*%	*%
Amazon Logistics	1	1	-	-	*	1	*
	*%	1%	-%	-%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
DX	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Whistl/ TNT Post UK	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Other answers	4	3	*	*	*	3	1
	1%	2%	*%	*%	*%	1%	*%

Table 87 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	745	163	199	164	219	362	383
Effective base	289	53	62	89	108	115	192
Weighted Base	690	160	180	184	165	340	349
NET: RM only	494	111	128	134	120	240	254
	72%	70%	71%	73%	72%	70%	73%
NET: Provider other than RM	196	49	52	50	46	101	96
	28%	30%	29%	27%	28%	30%	27%
NET: RM/Parcelforce	512	113	132	143	123	245	267
	74%	71%	73%	78%	75%	72%	76%

Columns Tested:: a,b,c,d - a,b

Table 88

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	745	45	700	457	143	42	103	288
Effective base	289	11	279	261	59	23	49	82
Weighted Base	690	20	670	651	32	4	2	38
Royal Mail	112	2	110	107	4	*	1	5
	16%	11%	16%	16%	12%	8%	28% abe	13%
DHL	84	*	84	79	3	1	*	5
	12%	1%	13%	12%	11%	26%	17%	13%
UK Mail	23	-	23	21	1	*	*	2
	3%	-%	3%	3%	5%	8%	10% a	5%
UPS	34	2	32	29	5	*	*	5
	5%	9%	5%	4%	14% a	3%	3%	12% a
Yodel	41	-	41	40	1	*	*	1
	6%	-%	6%	6%	2%	5%	*%	2%
Parcelforce	145	6	140	136	7	1	*	9
	21%	27%	21%	21% d	22% d	32% d	6%	23% d
Evri	126	2	124	123	3	*	*	3
	18%	10%	19%	19% cde	9%	2%	7%	8%
FedEx	27	1	26	25	1	*	*	2
	4%	3%	4%	4%	3%	11%	10%	4%
Secured Mail	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	1%	-%	*%	1%
DX	2	1	2	1	2	-	-	2
	*%	3%	*%	*%	5% a	-%	-%	4% a
Pitney Bowes	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	*	*	*	-	*	-	*	*
	*%	*%	*%	-%	1%	-%	3% a	1%
Whistl/ TNT Post UK	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	2%	*%
Citipost	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	745	45	700	457	143	42	103	288
Effective base	289	11	279	261	59	23	49	82
Weighted Base	690	20	670	651	32	4	2	38
Amazon Logistics	13	-	13	13	*	-	*	*
	2%	-%	2%	2%	*%	-%	2%	*%
DPD/DPD Local	71	3	67	67	3	*	*	3
	10%	16%	10%	10%	9%	4%	11%	9%
Other providers	8	4	4	6	2	*	-	2
	1%	19%	1%	1%	5%	1%	-%	4%
		b			a			
NET: RM/Parcelforce	257	8	249	244	11	2	1	13
	37%	39%	37%	37%	35%	40%	35%	35%
NET: Provider other than RM	578	18	560	544	28	4	2	33
	84%	89%	84%	84%	88%	92%	72%	87%
				d	d			d

Columns Tested:: a,b - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	745	158	221	78	94	91	103	457	143	145
Effective base	289	105	124	41	40	36	49	261	59	49
Weighted Base	690	277	317	57	23	13	2	651	32	7
Royal Mail	112	37	57	14	2	2	1	107	4	1
	16%	13%	18%	24%	10%	14%	28% adgh	16%	12%	15%
DHL	84	28	41	10	3	2	*	79	3	2
	12%	10%	13%	18%	13%	12%	17%	12%	11%	23% a
UK Mail	23	8	13	-	1	1	*	21	1	1
	3%	3%	4%	-%	3%	9%	10% cg	3%	5%	9%
UPS	34	13	15	1	3	2	*	29	5	*
	5%	5%	5%	2%	13% g	13%	3%	4%	14% abcgi	3%
Yodel	41	26	10	4	*	*	*	40	1	*
	6%	9% bfh	3%	7%	2%	2%	*%	6%	2%	3%
Parcelforce	145	48	78	11	5	4	*	136	7	2
	21%	17%	24% f	19%	21% f	27% f	6%	21% f	22% f	23% f
Evri	126	75	41	8	3	*	*	123	3	*
	18%	27% befhi	13% e	13% e	12%	1%	7%	19% efi	9%	4%
FedEx	27	11	12	2	1	1	*	25	1	1
	4%	4%	4%	3%	3%	6%	10%	4%	3%	10%
Secured Mail	*	-	*	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	3% g	*%	*%	1%	*%
DX	2	-	1	-	1	1	-	1	2	-
	*%	-%	*%	-%	4% g	6% abg	-%	*%	5% abg	-%
Pitney Bowes	2	-	1	1	-	-	-	2	-	-
	*%	-%	*%	1%	-%	-%	-%	*%	-%	-%
TNT Express	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	1%	2% g	3% g	-%	1%	1%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	745	158	221	78	94	91	103	457	143	145
Effective base	289	105	124	41	40	36	49	261	59	49
Weighted Base	690	277	317	57	23	13	2	651	32	7
Whistl/ TNT Post UK	2	2	-	-	-	-	*	2	-	*
	*%	1%	-%	-%	-%	-%	2%	*%	-%	1%
Citipost	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%
Amazon Logistics	13	3	8	2	*	*	*	13	*	*
	2%	1%	3%	3%	*%	*%	2%	2%	*%	1%
DPD/DPD Local	71	23	39	5	3	*	*	67	3	*
	10%	8%	12%	9%	12%	4%	11%	10%	9%	7%
Other providers	8	4	2	-	1	*	-	6	2	*
	1%	1%	1%	-%	6%	1%	-%	1%	5%	1%
					bg				g	
NET: RM/Parcelforce	257	85	134	24	7	5	1	244	11	3
	37%	31%	42%	43%	32%	41%	35%	37%	35%	38%
NET: Provider other than RM	578	240	261	44	21	11	2	544	28	6
	84%	87%	82%	76%	90%	86%	72%	84%	88%	85%
		f			f			f	f	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	270	187	143	42	103	264	171	53	47	125
Effective base	289	183	96	59	23	49	151	73	20	11	21
Weighted Base	690	510	141	32	4	2	406	143	35	22	23
Royal Mail	112	75	32	4	*	1	40	37	8	6	2
	16%	15%	23%	12%	8%	28%	10%	26%	24%	27%	8%
						ac		a			
DHL	84	62	17	3	1	*	51	16	5	2	3
	12%	12%	12%	11%	26%	17%	13%	11%	13%	7%	11%
UK Mail	23	17	4	1	*	*	11	11	*	-	*
	3%	3%	3%	5%	8%	10%	3%	8%	1%	-%	1%
UPS	34	21	8	5	*	*	14	9	3	*	3
	5%	4%	6%	14%	3%	3%	3%	6%	10%	*%	11%
				a							
Yodel	41	33	7	1	*	*	30	2	2	*	4
	6%	7%	5%	2%	5%	*%	7%	1%	5%	*%	16%
											b
Parcelforce	145	113	23	7	1	*	93	20	5	5	6
	21%	22%	16%	22%	32%	6%	23%	14%	14%	21%	27%
		e		e	e						
Evri	126	107	16	3	*	*	103	14	4	*	3
	18%	21%	11%	9%	2%	7%	25%	10%	12%	2%	11%
		bcde					b				
FedEx	27	19	6	1	*	*	10	7	3	6	*
	4%	4%	4%	3%	11%	10%	2%	5%	8%	27%	2%
										abe	
Secured Mail	*	-	*	*	-	*	*	-	-	-	-
	*%	-%	*%	1%	-%	*%	*%	-%	-%	-%	-%
DX	2	1	*	2	-	-	-	*	-	1	1
	*%	*%	*%	5%	-%	-%	-%	*%	-%	3%	4%
				ab							
Pitney Bowes	2	-	2	-	-	-	1	1	-	-	-
	*%	-%	1%	-%	-%	-%	*%	1%	-%	-%	-%
TNT Express	*	-	-	*	-	*	-	*	-	*	*
	*%	-%	-%	1%	-%	3%	-%	*%	-%	1%	*%
						a					
Whistl/ TNT Post UK	2	2	-	-	-	*	2	-	-	-	*
	*%	*%	-%	-%	-%	2%	*%	-%	-%	-%	*%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	270	187	143	42	103	264	171	53	47	125
Effective base	289	183	96	59	23	49	151	73	20	11	21
Weighted Base	690	510	141	32	4	2	406	143	35	22	23
Citipost	*	*	-	-	-	*	-	*	*	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%
Amazon Logistics	13	9	4	*	-	*	2	6	2	*	*
	2%	2%	3%	*%	-%	2%	*%	4%	5%	*%	*%
DPD/DPD Local	71	45	23	3	*	*	46	17	3	2	1
	10%	9%	16%	9%	4%	11%	11%	12%	8%	11%	3%
Other providers	8	6	*	2	*	-	3	3	-	*	1
	1%	1%	*%	5%	1%	-%	1%	2%	-%	*%	6%
				b							
NET: RM/Parcelforce	257	188	55	11	2	1	133	57	13	11	8
	37%	37%	39%	35%	40%	35%	33%	40%	39%	49%	35%
NET: Provider other than RM	578	435	109	28	4	2	366	106	26	16	22
	84%	85%	77%	88%	92%	72%	90%	74%	76%	73%	92%
		e		e			b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	745	58	57	91	22	55	62	44	48	55
Effective base	289	30	28	45	10	26	38	27	25	29
Weighted Base	690	74	60	110	26	66	100	81	64	59
Royal Mail	112	18	5	12	4	10	16	11	9	10
	16%	25%	9%	11%	17%	16%	16%	14%	14%	18%
DHL	84	3	10	20	7	11	7	6	11	4
	12%	4%	17%	19%	25%	16%	7%	8%	17%	7%
UK Mail	23	4	*	7	-	*	8	2	*	*
	3%	5%	*%	6%	-%	*%	8%	2%	*%	*%
UPS	34	4	*	6	6	1	4	*	2	5
	5%	6%	1%	6%	22%	2%	4%	*%	4%	9%
Yodel	41	2	10	7	-	4	2	5	6	4
	6%	2%	16% f	7%	-%	6%	2%	6%	9%	7%
Parcelforce	145	21	11	11	2	14	29	18	12	21
	21%	28% c	18%	10%	8%	22%	28% c	23%	19%	36% c
Evri	126	13	11	18	5	21	11	19	15	9
	18%	18%	18%	17%	19%	31%	11%	24%	24%	14%
FedEx	27	*	*	12	2	1	6	4	*	*
	4%	*%	*%	11%	8%	1%	6%	5%	*%	*%
Secured Mail	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
DX	2	*	-	1	-	1	-	*	-	-
	*%	*%	-%	1%	-%	1%	-%	*%	-%	-%
Pitney Bowes	2	1	-	1	-	-	-	-	-	-
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	*	*	-	*	*	-
	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Whistl/ TNT Post UK	2	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon Logistics	13	1	2	7	-	-	-	-	1	-
	2%	2%	3%	7%	-%	-%	-%	-%	2%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	745	58	57	91	22	55	62	44	48	55
Effective base	289	30	28	45	10	26	38	27	25	29
Weighted Base	690	74	60	110	26	66	100	81	64	59
DPD/DPD Local	71	6	11	5	*	4	16	12	7	5
	10%	8%	18%	5%	*%	6%	16%	15%	11%	9%
Other providers	8	-	*	-	-	-	1	3	-	-
	1%	-%	*%	-%	-%	-%	1%	4%	-%	-%
NET: RM/Parcelforce	257	39	16	23	6	25	45	30	21	32
	37%	53%	27%	21%	25%	37%	45%	37%	33%	54%
		bc					c			bc
NET: Provider other than RM	578	56	55	97	22	56	84	70	55	49
	84%	75%	91%	89%	83%	84%	84%	86%	86%	82%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	132	163	197	492	253	98	76	79
Effective base	289	65	82	109	256	57	26	23	16
Weighted Base	690	151	197	291	640	50	29	13	8
Royal Mail	112	25	32	40	97	15	11	2	2
	16%	17%	16%	14%	15%	30% cd	39% abcd	16%	21%
DHL	84	21	24	34	79	5	3	1	1
	12%	14%	12%	12%	12%	10%	11%	10%	6%
UK Mail	23	*	4	16	21	2	1	1	1
	3%	*%	2%	6%	3%	5%	3%	9% a	6%
UPS	34	12	7	10	29	4	4	*	*
	5%	8%	4%	4%	5%	8%	13%	*%	3%
Yodel	41	8	17	14	39	1	-	1	1
	6%	5%	9%	5%	6%	3%	-%	7%	7%
Parcelforce	145	38	44	58	139	6	2	2	2
	21%	25%	22%	20%	22%	12%	8%	14%	22%
Evri	126	34	39	48	122	4	2	2	1
	18%	22% e	20%	17%	19%	9%	6%	17%	7%
FedEx	27	3	1	22	26	1	1	*	*
	4%	2%	*%	8% b	4%	3%	3%	1%	5%
Secured Mail	*	-	-	*	*	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%
DX	2	1	*	1	2	*	-	-	*
	*%	*%	*%	*%	*%	*%	-%	-%	1%
Pitney Bowes	2	-	1	1	2	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	-%
TNT Express	*	*	*	*	*	*	*	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	1%
Whistl/ TNT Post UK	2	*	-	-	*	2	-	2	-
	*%	*%	-%	-%	*%	3% d	-%	12% abcd	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	132	163	197	492	253	98	76	79
Effective base	289	65	82	109	256	57	26	23	16
Weighted Base	690	151	197	291	640	50	29	13	8
Citipost	*	-	-	-	-	*	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	*%
Amazon Logistics	13	-	4	7	11	1	1	*	1
	2%	-%	2%	3%	2%	3%	2%	*%	8%
DPD/DPD Local	71	9	24	34	67	4	1	2	1
	10%	6%	12%	12%	10%	8%	4%	13%	12%
Other providers	8	-	*	4	4	3	3	*	*
	1%	-%	*%	1%	1%	7%	11%	1%	*%
						d	abcd		
NET: RM/Parcelforce	257	63	76	98	236	21	13	4	4
	37%	41%	38%	34%	37%	42%	47%	30%	43%
NET: Provider other than RM	578	126	165	251	543	35	18	11	7
	84%	83%	84%	86%	85%	70%	61%	84%	79%
		f	f	ef	ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	745	23	87	92	90	181	42	18	26	273
Effective base	289	9	29	30	38	77	15	5	10	110
Weighted Base	690	18	72	76	106	152	38	12	13	274
Royal Mail	112	1	19	19	14	32	5	*	3	38
	16%	8%	27%	25%	14%	21%	12%	*%	25%	14%
DHL	84	3	6	9	9	20	7	*	*	35
	12%	19%	8%	12%	9%	13%	19%	1%	2%	13%
UK Mail	23	-	1	1	6	7	2	-	-	8
	3%	-%	1%	1%	5%	4%	6%	-%	-%	3%
UPS	34	1	*	*	1	11	1	-	2	18
	5%	6%	1%	1%	1%	7%	2%	-%	15%	6%
Yodel	41	1	4	5	3	9	-	*	-	22
	6%	4%	5%	6%	3%	6%	-%	4%	-%	8%
Parcelforce	145	2	19	19	32	15	2	8	2	64
	21%	14%	26%	25%	31%	10%	6%	65%	19%	23%
			e		e					e
Evri	126	-	10	10	20	42	9	1	2	41
	18%	-%	14%	13%	19%	27%	24%	8%	19%	15%
						i				
FedEx	27	4	2	2	5	3	*	*	1	11
	4%	25%	3%	3%	5%	2%	1%	3%	7%	4%
Secured Mail	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	1%	-%	-%	*%
DX	2	-	*	*	1	*	-	-	-	1
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%
Pitney Bowes	2	-	2	2	-	-	-	-	-	-
	*%	-%	3%	2%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	*	*	-	*	*	-	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	2	-	*	*	-	-	-	-	-	2
	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	745	23	87	92	90	181	42	18	26	273
Effective base	289	9	29	30	38	77	15	5	10	110
Weighted Base	690	18	72	76	106	152	38	12	13	274
Citipost	*	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Amazon Logistics	13	*	*	*	6	3	*	-	1	2
	2%	1%	*%	*%	6% i	2%	*%	-%	11%	1%
DPD/DPD Local	71	4	5	5	8	8	11	2	*	33
	10%	23%	7%	6%	7%	5%	28% ce	19%	2%	12%
Other providers	8	-	4	4	-	3	-	-	*	*
	1%	-%	6% i	5% i	-%	2%	-%	-%	1%	*%
NET: RM/Parcelforce	257	4	38	38	47	47	7	8	6	102
	37%	22%	53% ef	50% f	44%	31%	18%	65%	43%	37%
NET: Provider other than RM	578	16	52	57	91	121	34	12	10	236
	84%	92%	73%	75%	86%	79%	88%	100%	75%	86%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	745	205	223	317	650	95	601	144	733	12
Effective base	289	77	91	124	243	47	254	37	283	6
Weighted Base	690	200	191	299	563	127	623	66	675	15
Royal Mail	112	35	36	41	96	16	103	9	112	-
	16%	18%	19%	14%	17%	13%	16%	14%	17%	-%
DHL	84	21	27	35	74	10	73	11	84	*
	12%	11%	14%	12%	13%	8%	12%	17%	12%	2%
UK Mail	23	6	9	8	21	2	19	5	22	2
	3%	3%	5%	3%	4%	1%	3%	7%	3%	10%
UPS	34	3	11	19	30	3	27	6	34	-
	5%	1%	6%	7%	5%	2%	4%	9%	5%	-%
Yodel	41	9	9	23	36	5	36	5	38	3
	6%	4%	5%	8%	6%	4%	6%	8%	6%	17%
Parcelforce	145	54	17	74	104	41	133	12	138	7
	21%	27%	9%	25%	18%	33%	21%	17%	20%	45%
		b		b		a				
Evri	126	30	51	45	99	27	123	4	124	2
	18%	15%	27%	15%	18%	22%	20%	6%	18%	14%
			c				b			
FedEx	27	11	3	13	24	3	24	3	27	-
	4%	6%	2%	4%	4%	2%	4%	4%	4%	-%
Secured Mail	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
DX	2	1	*	1	2	*	2	-	2	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Pitney Bowes	2	2	-	-	2	-	2	-	2	-
	*%	1%	-%	-%	*%	-%	*%	-%	*%	-%
TNT Express	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
Whistl/ TNT Post UK	2	*	-	2	2	-	2	*	2	-
	*%	*%	-%	1%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	745	205	223	317	650	95	601	144	733	12
Effective base	289	77	91	124	243	47	254	37	283	6
Weighted Base	690	200	191	299	563	127	623	66	675	15
Citipost	*	*	-	*	*	-	*	*	*	-
	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%
Amazon Logistics	13	7	3	3	11	2	11	1	13	-
	2%	3%	2%	1%	2%	1%	2%	2%	2%	-%
DPD/DPD Local	71	17	19	35	57	14	62	8	69	2
	10%	8%	10%	12%	10%	11%	10%	13%	10%	12%
Other providers	8	4	3	*	5	2	6	2	8	-
	1%	2%	2%	*%	1%	2%	1%	2%	1%	-%
NET: RM/Parcelforce	257	89	54	115	199	58	236	21	250	7
	37%	44%	28%	38%	35%	46%	38%	32%	37%	45%
		b								
NET: Provider other than RM	578	165	155	258	467	110	521	57	563	15
	84%	82%	81%	86%	83%	87%	84%	86%	83%	100%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	299	220	224	443	170	57	75	613	132
Effective base	289	125	75	93	204	54	17	15	257	32
Weighted Base	690	316	144	229	493	123	35	38	616	74
Royal Mail	112	46	25	41	75	24	6	7	99	13
	16%	15%	17%	18%	15%	19%	16%	19%	16%	17%
DHL	84	51	18	15	69	5	8	3	74	10
	12%	16%	12%	6%	14%	4%	22%	7%	12%	14%
		c			b		b			
UK Mail	23	9	3	11	18	2	1	2	20	3
	3%	3%	2%	5%	4%	1%	3%	6%	3%	4%
UPS	34	16	8	10	22	8	3	1	30	4
	5%	5%	5%	4%	4%	7%	8%	2%	5%	5%
Yodel	41	21	7	13	33	3	*	5	36	5
	6%	7%	5%	6%	7%	2%	*%	14%	6%	7%
Parcelforce	145	75	24	46	104	29	4	8	133	12
	21%	24%	17%	20%	21%	24%	11%	22%	22%	17%
Evri	126	35	17	74	89	24	8	5	113	13
	18%	11%	12%	32%	18%	19%	22%	14%	18%	18%
				ab						
FedEx	27	16	9	2	21	4	2	*	25	2
	4%	5%	6%	1%	4%	3%	5%	1%	4%	3%
Secured Mail	*	-	*	*	*	*	-	-	*	-
	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%
DX	2	1	*	1	*	2	-	*	2	*
	*%	*%	*%	*%	*%	2%	-%	*%	*%	*%
Pitney Bowes	2	-	2	-	1	1	-	-	2	-
	*%	-%	1%	-%	*%	1%	-%	-%	*%	-%
TNT Express	*	*	*	-	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	-	2	-	*	-	2	*
	*%	1%	*%	-%	*%	-%	*%	-%	*%	*%
Citipost	*	-	*	-	*	-	-	-	*	-
	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
Amazon Logistics	13	5	1	6	5	2	*	5	7	6
	2%	2%	1%	2%	1%	2%	1%	14%	1%	7%
								ae		ae

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	299	220	224	443	170	57	75	613	132
Effective base	289	125	75	93	204	54	17	15	257	32
Weighted Base	690	316	144	229	493	123	35	38	616	74
DPD/DPD Local	71	37	24	9	51	15	4	1	66	5
	10%	12%	17%	4%	10%	12%	12%	2%	11%	7%
		c	c							
Other providers	8	1	5	1	4	4	-	*	8	*
	1%	*%	4%	*%	1%	3%	-%	*%	1%	*%
NET: RM/Parcelforce	257	121	50	87	179	53	10	15	232	25
	37%	38%	34%	38%	36%	43%	27%	40%	38%	34%
NET: Provider other than RM	578	269	119	189	418	99	30	31	517	61
	84%	85%	83%	82%	85%	81%	84%	81%	84%	83%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	122	321	302	692	674	714	710	515	425
Effective base	289	72	134	86	258	249	271	275	193	137
Weighted Base	690	199	294	197	617	596	647	650	474	315
Royal Mail	112	36	39	37	92	81	98	106	68	55
	16%	18%	13%	19%	15%	14%	15%	16%	14%	18%
DHL	84	31	38	15	78	76	78	75	66	34
	12%	15%	13%	8%	13%	13%	12%	12%	14%	11%
UK Mail	23	11	7	5	23	21	23	21	21	17
	3%	5%	2%	3%	4%	4%	4%	3%	4%	5%
UPS	34	10	12	12	32	32	32	33	28	13
	5%	5%	4%	6%	5%	5%	5%	5%	6%	4%
Yodel	41	6	27	8	37	36	40	38	26	19
	6%	3%	9%	4%	6%	6%	6%	6%	5%	6%
Parcelforce	145	41	63	41	131	128	139	139	94	58
	21%	20%	21%	21%	21%	21%	21%	21%	20%	18%
Evri	126	28	61	37	111	110	120	122	80	52
	18%	14%	21%	19%	18%	18%	19%	19%	17%	17%
FedEx	27	14	7	6	21	21	22	21	19	13
	4%	7%	2%	3%	3%	4%	3%	3%	4%	4%
Secured Mail	*	-	*	*	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
DX	2	-	*	2	2	2	2	2	1	1
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Pitney Bowes	2	1	-	1	2	2	2	2	1	-
	*%	1%	-%	*%	*%	*%	*%	*%	*%	-%
TNT Express	*	-	*	*	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	*
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%
Citipost	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
Amazon Logistics	13	2	3	8	13	13	13	13	12	8
	2%	1%	1%	4%	2%	2%	2%	2%	3%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	745	122	321	302	692	674	714	710	515	425
Effective base	289	72	134	86	258	249	271	275	193	137
Weighted Base	690	199	294	197	617	596	647	650	474	315
DPD/DPD Local	71	20	31	20	66	67	68	68	54	40
	10%	10%	11%	10%	11%	11%	11%	10%	11%	13%
Other providers	8	-	4	4	7	7	7	8	4	2
	1%	-%	1%	2%	1%	1%	1%	1%	1%	1%
NET: RM/Parcelforce	257	77	102	78	223	209	236	245	161	113
	37%	39%	35%	40%	36%	35%	37%	38%	34%	36%
NET: Provider other than RM	578	162	255	160	525	516	549	544	406	259
	84%	82%	87%	81%	85%	86%	85%	84%	86%	82%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	45	380	56	79	59	52	43	154
Effective base	289	26	172	24	18	14	12	10	35
Weighted Base	690	63	434	40	39	23	23	23	70
Royal Mail	112	18	54	2	9	5	8	1	14
	16%	29%	12%	5%	22%	24%	34%	5%	21%
		bc					bc		
DHL	84	2	63	3	3	2	4	2	7
	12%	3%	14%	7%	9%	7%	19%	6%	11%
UK Mail	23	2	15	2	1	1	1	1	2
	3%	4%	4%	5%	3%	2%	3%	4%	3%
UPS	34	*	21	5	1	1	3	2	5
	5%	*%	5%	11%	2%	3%	12%	8%	8%
Yodel	41	5	28	*	3	*	1	4	4
	6%	8%	6%	1%	6%	1%	3%	15%	6%
Parcelforce	145	13	110	6	2	3	2	3	8
	21%	20%	25%	14%	6%	14%	6%	14%	11%
Evri	126	19	76	9	4	5	*	8	13
	18%	29%	18%	22%	9%	21%	*%	35%	19%
		f						f	
FedEx	27	1	13	2	4	2	*	*	2
	4%	1%	3%	6%	11%	7%	1%	1%	3%
Secured Mail	*	-	*	*	-	-	-	*	*
	*%	-%	*%	*%	-%	-%	-%	*%	*%
DX	2	-	1	*	*	1	1	-	1
	*%	-%	*%	*%	1%	2%	2%	-%	2%
Pitney Bowes	2	-	2	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	1%	-%	*%
Whistl/ TNT Post UK	2	-	2	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Citipost	*	-	*	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Amazon Logistics	13	-	4	4	*	4	1	*	5
	2%	-%	1%	10%	*%	18%	3%	1%	7%
				b		b			b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	745	45	380	56	79	59	52	43	154
Effective base	289	26	172	24	18	14	12	10	35
Weighted Base	690	63	434	40	39	23	23	23	70
DPD/DPD Local	71	4	39	7	12	*	3	3	6
	10%	6%	9%	19%	30% beh	1%	14%	12%	9%
Other providers	8	*	6	-	-	*	-	-	*
	1%	*%	1%	-%	-%	1%	-%	-%	*%
NET: RM/Parcelforce	257	31	164	8	11	9	9	4	22
	37%	49% c	38%	20%	28%	38%	41%	18%	32%
NET: Provider other than RM	578	45	380	38	31	17	15	22	55
	84%	71%	88% af	95% af	78%	76%	66%	95%	79%

Columns Tested:: a,b,c,d,e,f,g,h

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	745	395	86	65	55	36	34	21	367	122	74	37	28	23	23
Effective base	289	181	32	14	14	10	8	3	167	35	23	10	10	10	6
Weighted Base	690	459	68	24	31	12	17	7	424	82	31	13	25	7	14
Royal Mail	112	68	7	6	4	1	5	*	44	19	4	1	11	2	*
	16%	15%	10%	24%	15%	6%	33%	2%	10%	23% a	14%	6%	45%	25%	1%
DHL	84	62	7	1	1	5	1	1	58	8	3	4	1	1	1
	12%	14%	10%	5%	5%	40% abcd	6%	15%	14%	10%	11%	28%	3%	8%	7%
UK Mail	23	16	3	2	*	1	*	*	13	4	1	1	*	1	1
	3%	4%	5%	8%	1%	5%	*%	6%	3%	5%	4%	10%	1%	8%	5%
UPS	34	23	2	2	2	*	3	*	21	4	4	*	*	2	1
	5%	5%	2%	9%	8%	1%	16%	2%	5%	5%	12%	3%	2%	27%	4%
Yodel	41	29	*	*	3	1	*	4	31	-	4	1	-	-	-
	6%	6%	*%	1%	8%	7%	*%	55%	7%	-%	12% b	5%	-%	-%	-%
Parcelforce	145	110	11	4	3	1	1	*	109	10	4	*	1	*	3
	21%	24%	16%	19%	11%	5%	7%	2%	26%	13%	12%	3%	3%	3%	22%
Evri	126	80	20	6	-	3	1	1	73	18	5	3	3	1	7
	18%	17%	29% d	24%	-%	29% d	6%	11%	17%	22%	16%	22%	14%	14%	45%
FedEx	27	12	5	1	3	-	*	*	15	3	1	2	-	*	*
	4%	3%	7%	5%	10%	-%	1%	1%	3%	3%	5%	17%	-%	3%	1%
Secured Mail	*	-	*	-	-	-	*	-	*	*	-	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%
DX	2	1	1	*	*	-	1	-	1	*	1	*	1	-	-
	*%	*%	1%	*%	*%	-%	3%	-%	*%	*%	2%	2%	2%	-%	-%
Pitney Bowes	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	*	*	-	*	*	-	*	-	*	*	*	-	-	*	-
	*%	*%	-%	*%	*%	-%	2%	-%	*%	1%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	2	2	-	*	-	-	-	-	2	*	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Citipost	*	*	-	-	*	-	-	-	*	*	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Amazon Logistics	13	9	3	-	*	*	1	*	2	4	1	*	5	-	*
	2%	2%	4%	-%	*%	*%	4%	3%	1%	5% a	4%	*%	19%	-%	1%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	745	395	86	65	55	36	34	21	367	122	74	37	28	23	23
Effective base	289	181	32	14	14	10	8	3	167	35	23	10	10	10	6
Weighted Base	690	459	68	24	31	12	17	7	424	82	31	13	25	7	14
DPD/DPD Local	71	38	9	1	13	1	4	*	47	11	3	*	3	1	2
	10%	8%	13%	5%	42% abce	4%	22%	2%	11%	13%	9%	2%	12%	11%	13%
Other providers	8	7	-	-	-	*	-	-	6	*	-	-	-	-	-
	1%	1%	-%	-%	-%	2%	-%	-%	2%	*%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	257	178	18	10	8	1	7	*	153	29	8	1	12	2	3
	37%	39%	27%	43%	26%	11%	40%	4%	36%	36%	26%	10%	48%	28%	23%
NET: Provider other than RM	578	391	61	18	26	11	11	6	381	63	27	12	14	5	14
	84%	85%	90%	76%	85%	94%	67%	98%	90% b	77%	86%	94%	55%	75%	99%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	745	349	108	85	56	32	44	36	112	173	157	198	119	66
Effective base	289	163	37	27	19	9	10	11	30	86	64	71	34	19
Weighted Base	690	400	83	60	33	22	26	26	74	225	151	159	65	47
Royal Mail	112	56	20	4	7	3	4	12	19	44	13	21	19	2
	16%	14%	24%	6%	22%	15%	17%	45% ac	26% c	19%	9%	13%	29% be	4%
DHL	84	50	9	5	2	5	4	1	10	41	12	14	5	6
	12%	13%	11%	8%	5%	23%	14%	5%	13%	18%	8%	9%	8%	14%
UK Mail	23	12	*	5	2	*	*	1	1	10	11	2	1	1
	3%	3%	*%	9%	6%	1%	*%	4%	2%	4%	7%	1%	1%	2%
UPS	34	19	3	6	1	1	1	2	4	8	6	11	5	1
	5%	5%	4%	10%	4%	5%	5%	7%	6%	4%	4%	7%	8%	3%
Yodel	41	22	10	*	2	-	4	-	4	15	11	9	-	4
	6%	6%	12%	*%	7%	-%	14%	-%	5%	7%	7%	6%	-%	9%
Parcelforce	145	98	17	5	4	2	9	3	15	46	45	29	8	11
	21%	25%	21%	8%	12%	11%	34%	12%	20%	20%	30%	18%	13%	23%
Evri	126	79	12	16	4	6	1	3	10	24	32	42	11	13
	18%	20%	14%	27%	14%	27%	4%	13%	14%	11%	21%	26% a	16%	27%
FedEx	27	13	1	3	4	*	*	1	1	5	4	11	1	*
	4%	3%	1%	5%	11%	*%	*%	3%	1%	2%	3%	7%	2%	1%
Secured Mail	*	*	-	-	*	-	*	-	*	-	*	-	*	*
	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	1%	*%
DX	2	1	*	1	-	*	1	-	1	-	*	1	1	*
	*%	*%	*%	1%	-%	1%	2%	-%	1%	-%	*%	1%	2%	*%
Pitney Bowes	2	2	-	-	-	-	-	-	-	1	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%
TNT Express	*	*	-	*	*	-	-	-	-	-	*	-	*	*
	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	*%	-%	1%	*%
Whistl/ TNT Post UK	2	2	*	-	-	-	-	-	-	2	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%
Citipost	*	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	745	349	108	85	56	32	44	36	112	173	157	198	119	66
Effective base	289	163	37	27	19	9	10	11	30	86	64	71	34	19
Weighted Base	690	400	83	60	33	22	26	26	74	225	151	159	65	47
Amazon Logistics	13	2	1	6	*	3	-	1	3	1	3	1	1	6
	2%	1%	2%	10%	*%	12%	-%	3%	5%	*%	2%	1%	2%	13%
				a		a								ac
DPD/DPD Local	71	41	11	9	3	*	2	2	4	26	12	19	9	2
	10%	10%	13%	15%	10%	*%	9%	7%	6%	11%	8%	12%	14%	5%
Other providers	8	4	-	*	3	1	-	-	1	3	1	*	2	-
	1%	1%	-%	*%	9%	4%	-%	-%	1%	1%	1%	*%	3%	-%
					a									
NET: RM/Parcelforce	257	154	37	9	11	6	13	15	34	89	58	49	27	13
	37%	39%	44%	14%	34%	27%	51%	57%	46%	40%	39%	31%	41%	27%
		c	c				c	c	c					
NET: Provider other than RM	578	344	64	57	26	18	22	14	54	182	138	138	46	45
	84%	86%	76%	94%	78%	85%	83%	55%	74%	81%	91%	87%	71%	96%
		g		gh							d			d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	231	143	171	94	50	221	147	158	97	48
Effective base	289	104	61	57	25	11	106	47	55	27	15
Weighted Base	690	268	143	131	50	22	275	108	120	57	36
Royal Mail	112	47	16	15	14	*	39	8	14	18	2
	16%	17%	11%	12%	28%	1%	14%	8%	11%	31% abc	5%
DHL	84	40	15	10	5	6	45	10	10	5	4
	12%	15%	11%	8%	10%	26%	16%	10%	8%	9%	12%
UK Mail	23	14	6	2	*	1	13	5	2	1	1
	3%	5%	4%	1%	*%	3%	5%	4%	1%	1%	2%
UPS	34	11	7	7	5	1	15	6	6	4	1
	5%	4%	5%	6%	11%	5%	5%	6%	5%	7%	3%
Yodel	41	20	6	6	-	4	19	8	5	4	1
	6%	7%	4%	5%	-%	19% d	7%	7%	4%	6%	2%
Parcelforce	145	53	42	28	7	1	59	29	26	3	11
	21%	20%	29%	21%	14%	4%	21%	27% d	22%	6%	29% d
Evri	126	37	28	33	5	7	33	27	31	10	8
	18%	14%	20%	25%	11%	32%	12%	25%	26% a	17%	23%
FedEx	27	4	6	9	1	*	7	2	10	1	*
	4%	2%	4%	7%	3%	1%	2%	2%	9%	3%	1%
Secured Mail	*	*	-	-	*	*	-	*	*	-	*
	*%	*%	-%	-%	1%	*%	-%	*%	*%	-%	*%
DX	2	-	1	*	1	*	-	*	1	1	-
	*%	-%	*%	*%	3%	*%	-%	*%	1%	2%	-%
Pitney Bowes	2	2	-	-	-	-	1	-	-	1	-
	*%	1%	-%	-%	-%	-%	*%	-%	-%	1%	-%
TNT Express	*	-	*	*	*	*	*	-	*	*	*
	*%	-%	*%	*%	1%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	-	*	-	-	2	-	*	-	-
	*%	1%	-%	*%	-%	-%	1%	-%	*%	-%	-%
Citipost	*	-	*	*	-	-	-	*	-	*	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	745	231	143	171	94	50	221	147	158	97	48
Effective base	289	104	61	57	25	11	106	47	55	27	15
Weighted Base	690	268	143	131	50	22	275	108	120	57	36
Amazon Logistics	13	5	4	1	1	2	3	2	1	1	6
	2%	2%	3%	1%	1%	8%	1%	2%	1%	2%	16%
											abc
DPD/DPD Local	71	30	10	19	7	*	33	10	13	8	2
	10%	11%	7%	14%	14%	1%	12%	9%	11%	15%	6%
Other providers	8	3	1	*	2	-	6	*	*	-	-
	1%	1%	1%	*%	4%	-%	2%	*%	*%	-%	-%
NET: RM/Parcelforce	257	100	58	43	21	1	98	37	40	21	12
	37%	37%	41%	33%	42%	4%	36%	34%	33%	37%	34%
		e	e	e	e						
NET: Provider other than RM	578	222	126	116	36	22	236	100	106	39	34
	84%	83%	89%	88%	72%	99%	86%	92%	89%	69%	95%
							d	d	d		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	745	201	148	190	100	65	477	78	148	509	236	610	82
Effective base	289	93	54	77	34	17	193	21	60	202	88	235	23
Weighted Base	690	242	115	173	75	43	449	46	152	494	196	560	57
Royal Mail	112	36	18	26	18	8	87	6	13	-	112	89	3
	16%	15%	15%	15%	24%	18%	19% c	13%	8%	-%	57% a	16%	5%
DHL	84	40	16	6	10	4	42	8	26	68	16	63	15
	12%	16% c	14% c	3%	13%	8%	9%	17%	17%	14%	8%	11%	27% a
UK Mail	23	9	5	2	4	1	6	4	10	15	8	15	8
	3%	4%	4%	1%	6%	2%	1%	10% a	7% a	3%	4%	3%	14% a
UPS	34	13	4	10	4	2	25	1	6	26	7	25	7
	5%	5%	3%	6%	6%	4%	6%	3%	4%	5%	4%	4%	13%
Yodel	41	12	5	16	2	4	30	*	7	34	7	33	4
	6%	5%	4%	9%	2%	8%	7%	*%	5%	7%	4%	6%	6%
Parcelforce	145	51	34	29	13	12	85	15	38	129	16	121	10
	21%	21%	30%	16%	17%	28%	19%	32%	25%	26% b	8%	22%	17%
Evri	126	32	20	48	11	11	106	2	14	118	8	110	1
	18%	13%	17%	28% a	14%	24%	24% bc	5%	9%	24% b	4%	20% b	2%
FedEx	27	10	2	7	1	1	11	3	8	20	7	19	2
	4%	4%	2%	4%	2%	1%	2%	5%	5%	4%	4%	3%	4%
Secured Mail	*	*	-	*	-	*	*	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	*%	1%	-%	*%	-%	*%	-%
DX	2	1	1	*	1	-	*	1	1	2	-	2	-
	*%	*%	*%	*%	1%	-%	*%	2%	1%	*%	-%	*%	-%
Pitney Bowes	2	1	-	-	1	-	2	-	-	2	-	2	-
	*%	*%	-%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	745	201	148	190	100	65	477	78	148	509	236	610	82
Effective base	289	93	54	77	34	17	193	21	60	202	88	235	23
Weighted Base	690	242	115	173	75	43	449	46	152	494	196	560	57
TNT Express	*	*	*	-	-	*	*	*	*	*	-	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	1%
Whistl/ TNT Post UK	2	2	-	*	-	-	2	*	-	2	-	2	-
	*%	1%	-%	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Citipost	*	-	*	-	-	-	*	*	-	*	*	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%	*%
Amazon Logistics	13	1	2	7	1	2	11	1	-	3	9	7	6
	2%	*%	1%	4%	1%	4%	3%	3%	-%	1%	5% a	1%	10% a
DPD/DPD Local	71	30	9	19	9	1	36	4	28	68	3	65	1
	10%	13%	8%	11%	12%	1%	8%	9%	18% a	14% b	1%	12%	1%
Other providers	8	3	*	4	-	*	5	*	2	6	1	6	*
	1%	1%	*%	2%	-%	*%	1%	*%	2%	1%	1%	1%	*%
NET: RM/Parcelforce	257	88	52	54	31	20	172	21	50	129	128	210	13
	37%	36%	45%	31%	41%	46%	38%	44%	33%	26%	65% a	37%	22%
NET: Provider other than RM	578	206	98	147	57	35	362	41	139	494	84	471	54
	84%	85%	85%	85%	76%	82%	81%	87%	92% a	100% b	43%	84%	95%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	745	489	185	186	524	610	82	485	189	197	513
Effective base	289	198	51	83	192	235	23	195	54	87	188
Weighted Base	690	471	126	178	472	564	53	473	124	194	456
Royal Mail	112	68	12	6	100	87	6	60	21	15	90
	16%	15%	10%	3%	21% a	15%	10%	13%	17%	8%	20% a
DHL	84	52	23	32	43	69	10	56	19	22	53
	12%	11%	19%	18% b	9%	12%	18%	12%	15%	11%	12%
UK Mail	23	13	8	6	15	15	8	12	9	5	16
	3%	3%	7%	3%	3%	3%	15% a	2%	8%	3%	3%
UPS	34	24	8	6	27	27	5	22	10	5	28
	5%	5%	7%	3%	6%	5%	10%	5%	8%	3%	6%
Yodel	41	26	10	12	26	36	*	26	9	10	28
	6%	5%	8%	6%	6%	6%	*%	6%	8%	5%	6%
Parcelforce	145	105	23	47	92	120	10	109	19	56	83
	21%	22%	18%	26%	20%	21%	19%	23%	15%	29% b	18%
Evri	126	87	23	44	78	110	1	92	17	51	71
	18%	18%	18%	25%	17%	20% b	2%	20%	14%	26% b	16%
FedEx	27	16	5	4	17	19	2	18	3	4	17
	4%	3%	4%	2%	4%	3%	5%	4%	2%	2%	4%
Secured Mail	*	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
DX	2	2	-	1	1	2	-	2	-	1	1
	*%	*%	-%	1%	*%	*%	-%	*%	-%	1%	*%
Pitney Bowes	2	2	-	1	1	2	-	2	-	1	1
	*%	*%	-%	1%	*%	*%	-%	*%	-%	1%	*%
TNT Express	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	745	489	185	186	524	610	82	485	189	197	513
Effective base	289	198	51	83	192	235	23	195	54	87	188
Weighted Base	690	471	126	178	472	564	53	473	124	194	456
Whistl/ TNT Post UK	2	2	*	2	*	2	-	2	*	2	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	1%	*%
Citipost	*	-	*	*	*	-	*	-	*	*	*
	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%
Amazon Logistics	13	5	8	2	11	7	6	5	8	4	9
	2%	1%	6%	1%	2%	1%	11%	1%	6%	2%	2%
			a				a		a		
DPD/DPD Local	71	63	4	12	56	61	5	58	8	14	54
	10%	13%	3%	7%	12%	11%	9%	12%	7%	7%	12%
		b									
Other providers	8	7	-	3	4	6	*	7	-	3	5
	1%	1%	-%	2%	1%	1%	*%	1%	-%	2%	1%
NET: RM/Parcelforce	257	173	36	53	192	207	16	169	40	71	173
	37%	37%	28%	30%	41%	37%	29%	36%	32%	37%	38%
NET: Provider other than RM	578	403	113	172	372	477	47	413	102	178	366
	84%	85%	90%	97%	79%	85%	90%	87%	83%	92%	80%
				b						b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	745	515	488	166	1	495	438	138	-	605	381	188	1
Effective base	289	180	197	54	1	173	174	48	-	232	152	74	1
Weighted Base	690	436	473	139	4	426	402	125	-	559	348	171	*
Royal Mail	112	73	62	24	-	49	56	18	-	84	46	37	*
	16%	17%	13%	17%	-%	12%	14%	14%	-%	15%	13%	22%	100%
DHL	84	49	57	22	-	60	36	13	-	61	35	18	-
	12%	11%	12%	16%	-%	14%	9%	10%	-%	11%	10%	11%	-%
UK Mail	23	17	9	1	-	14	9	*	-	13	8	1	-
	3%	4%	2%	1%	-%	3%	2%	*%	-%	2%	2%	*%	-%
UPS	34	28	29	9	-	24	26	7	-	32	25	8	-
	5%	6%	6%	7%	-%	6%	7%	5%	-%	6%	7%	5%	-%
Yodel	41	15	34	5	-	19	31	9	-	33	28	8	-
	6%	4%	7%	4%	-%	4%	8%	7%	-%	6%	8%	5%	-%
Parcelforce	145	97	105	31	-	90	95	32	-	115	84	41	-
	21%	22%	22%	23%	-%	21%	24%	25%	-%	21%	24%	24%	-%
Evri	126	80	94	29	4	82	77	34	-	114	68	31	-
	18%	18%	20%	21%	100%	19%	19%	27%	-%	20%	19%	18%	-%
FedEx	27	18	11	9	-	18	14	5	-	20	10	12	-
	4%	4%	2%	7%	-%	4%	4%	4%	-%	4%	3%	7%	-%
Secured Mail	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
DX	2	2	1	1	-	2	1	1	-	1	1	-	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	-%	-%
Pitney Bowes	2	1	2	-	-	1	2	-	-	2	2	1	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	1%	1%	-%
TNT Express	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	*	2	*	-	*	2	-	-	*	2	2	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	1%	-%
Citipost	*	*	*	-	-	*	-	-	-	*	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Amazon Logistics	13	10	11	*	-	11	11	1	-	13	7	3	-
	2%	2%	2%	*%	-%	3%	3%	1%	-%	2%	2%	2%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	745	515	488	166	1	495	438	138	-	605	381	188	1
Effective base	289	180	197	54	1	173	174	48	-	232	152	74	1
Weighted Base	690	436	473	139	4	426	402	125	-	559	348	171	*
DPD/DPD Local	71	45	49	6	-	55	36	7	-	60	31	7	-
	10%	10%	10%	4%	-%	13%	9%	5%	-%	11%	9%	4%	-%
Other providers	8	*	7	-	-	*	7	-	-	8	1	1	-
	1%	*%	1%	-%	-%	*%	2%	-%	-%	1%	*%	1%	-%
NET: RM/Parcelforce	257	170	167	55	-	139	151	49	-	199	130	78	*
	37%	39%	35%	40%	-%	33%	38%	39%	-%	36%	37%	46%	100%
NET: Provider other than RM	578	362	411	115	4	376	347	107	-	474	303	134	-
	84%	83%	87%	83%	100%	88%	86%	86%	-%	85%	87%	78%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	745	602	540	378	536	381	45	228	245	281	87	46
Effective base	289	232	208	160	195	159	13	107	104	117	40	20
Weighted Base	690	559	516	379	478	373	34	251	263	290	90	46
Royal Mail	112	90	70	48	79	50	11	30	28	34	8	5
	16%	16%	14%	13%	17%	13%	32%	12%	11%	12%	9%	12%
DHL	84	69	67	37	64	34	6	16	28	30	13	1
	12%	12%	13%	10%	13%	9%	17%	6%	11%	10%	15%	1%
UK Mail	23	15	12	8	13	6	*	4	6	3	*	*
	3%	3%	2%	2%	3%	1%	*%	1%	2%	1%	*%	*%
UPS	34	25	26	22	18	17	-	18	16	16	3	*
	5%	5%	5%	6%	4%	4%	-%	7%	6%	6%	3%	*%
Yodel	41	31	31	15	16	32	1	14	6	12	8	5
	6%	6%	6%	4%	3%	9%	2%	6%	2%	4%	9%	11%
						a						b
Parcelforce	145	121	111	97	107	85	6	65	75	74	24	10
	21%	22%	21%	26%	22%	23%	16%	26%	29%	26%	27%	22%
Evri	126	109	102	91	84	93	7	67	63	76	24	17
	18%	20%	20%	24%	18%	25%	19%	27%	24%	26%	27%	37%
FedEx	27	17	16	6	19	7	1	4	4	6	3	4
	4%	3%	3%	2%	4%	2%	3%	2%	2%	2%	3%	9%
Secured Mail	*	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
DX	2	2	2	2	2	2	*	1	1	1	-	-
	*%	*%	*%	*%	*%	1%	1%	*%	*%	*%	-%	-%
Pitney Bowes	2	2	2	2	2	2	-	1	2	1	1	-
	*%	*%	*%	1%	*%	1%	-%	*%	1%	*%	1%	-%
TNT Express	*	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	2	2	2	2	2	-	2	-	-	-	2
	*%	*%	*%	*%	*%	*%	-%	1%	-%	-%	-%	3%
												c
Citipost	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	745	602	540	378	536	381	45	228	245	281	87	46
Effective base	289	232	208	160	195	159	13	107	104	117	40	20
Weighted Base	690	559	516	379	478	373	34	251	263	290	90	46
Amazon Logistics	13	6	5	3	6	3	*	2	*	3	1	*
	2%	1%	1%	1%	1%	1%	*%	1%	*%	1%	1%	1%
DPD/DPD Local	71	61	63	41	63	35	3	24	33	30	3	2
	10%	11%	12%	11%	13%	9%	9%	9%	13%	10%	4%	4%
Other providers	8	7	6	5	2	7	-	4	-	3	-	-
	1%	1%	1%	1%	*%	2%	-%	1%	-%	1%	-%	-%
NET: RM/Parcelforce	257	211	180	145	187	135	17	94	103	108	33	15
	37%	38%	35%	38%	39%	36%	48%	38%	39%	37%	36%	33%
NET: Provider other than RM	578	469	446	330	399	323	23	222	236	256	81	41
	84%	84%	86%	87%	83%	87%	68%	88%	89%	88%	91%	88%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	745	107	65	79	29	626	463	678	532	470	501	583	154	-	564	47
Effective base	289	46	17	40	12	241	170	260	202	172	182	230	58	-	212	23
Weighted Base	690	104	46	93	31	571	407	622	486	411	450	553	143	-	482	62
Royal Mail	112	10	8	23	5	95	50	102	79	70	67	100	22	-	94	7
	16%	10%	19%	25%	15%	17%	12%	16%	16%	17%	15%	18%	16%	-%	20%	12%
DHL	84	19	4	2	3	65	51	74	60	44	64	68	19	-	65	7
	12%	19% c	9%	2%	9%	11%	13%	12%	12%	11%	14%	12%	13%	-%	13%	12%
UK Mail	23	*	6	1	*	16	17	20	9	9	17	15	2	-	9	5
	3%	*%	12% a	1%	*%	3%	4%	3%	2%	2%	4%	3%	2%	-%	2%	7%
UPS	34	5	2	2	*	30	25	31	30	26	26	28	9	-	24	-
	5%	5%	5%	2%	1%	5%	6%	5%	6%	6%	6%	5%	6%	-%	5%	-%
Yodel	41	11	5	6	1	28	22	35	24	31	29	28	3	-	32	-
	6%	11%	11%	7%	5%	5%	5%	6%	5%	7%	6%	5%	2%	-%	7%	-%
Parcelforce	145	26	7	3	12	130	91	138	113	90	88	126	30	-	97	21
	21%	25% c	15%	3%	39%	23%	22%	22%	23%	22%	20%	23%	21%	-%	20%	34%
Evri	126	25	1	43	4	101	83	115	95	71	89	96	36	-	82	14
	18%	24% b	1%	47% ab	14%	18%	20%	19%	20%	17%	20%	17%	25%	-%	17%	23%
FedEx	27	3	5	*	1	21	16	21	13	10	15	17	10	-	16	2
	4%	3%	12%	*%	4%	4%	4%	3%	3%	2%	3%	3%	7%	-%	3%	3%
Secured Mail	*	-	*	-	-	*	-	*	*	*	*	*	-	-	*	*
	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	*%
DX	2	-	-	1	*	2	2	2	1	2	1	2	1	-	2	-
	*%	-%	-%	1%	1%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Pitney Bowes	2	1	-	-	-	2	2	2	1	2	1	2	-	-	2	-
	*%	1%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
TNT Express	*	*	*	*	-	*	*	*	*	*	*	*	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Whistl/ TNT Post UK	2	-	-	-	2	2	*	2	2	2	2	2	*	-	*	-
	*%	-%	-%	-%	5%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	745	107	65	79	29	626	463	678	532	470	501	583	154	-	564	47
Effective base	289	46	17	40	12	241	170	260	202	172	182	230	58	-	212	23
Weighted Base	690	104	46	93	31	571	407	622	486	411	450	553	143	-	482	62
Citipost	*	-	-	-	-	*	*	*	-	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%
Amazon Logistics	13	*	1	4	-	13	5	13	6	9	12	5	*	-	2	1
	2%	*%	2%	4%	-%	2%	1%	2%	1%	2%	3%	1%	*%	-%	*%	1%
DPD/DPD Local	71	4	6	8	2	59	37	59	44	40	40	54	10	-	52	5
	10%	4%	13%	8%	7%	10%	9%	10%	9%	10%	9%	10%	7%	-%	11%	8%
Other providers	8	-	1	*	-	8	5	8	8	5	*	8	1	-	5	-
	1%	-%	2%	*%	-%	1%	1%	1%	2%	1%	*%	1%	1%	-%	1%	-%
NET: RM/Parcelforce	257	36	15	26	17	225	141	240	192	160	155	226	52	-	191	28
	37%	34%	33%	28%	54%	39%	35%	39%	40%	39%	34%	41%	37%	-%	40%	45%
NET: Provider other than RM	578	93	37	70	27	476	357	520	407	341	383	453	120	-	387	55
	84%	90%	81%	75%	85%	83%	88%	84%	84%	83%	85%	82%	84%	-%	80%	88%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	745	353	342	615	31	312	433	182	453	104	229	175	325
Effective base	289	148	126	234	15	113	177	61	179	47	89	63	133
Weighted Base	690	358	292	557	42	261	429	143	432	109	222	141	307
Royal Mail	112	53	60	95	9	38	74	26	65	22	37	20	55
	16%	15%	20%	17%	20%	14%	17%	18%	15%	20%	16%	14%	18%
DHL	84	39	39	71	5	32	52	18	58	4	14	14	52
	12%	11%	13%	13%	13%	12%	12%	13%	13%	4%	6%	10%	17% a
UK Mail	23	10	6	17	2	14	10	4	12	5	11	5	5
	3%	3%	2%	3%	5%	5%	2%	3%	3%	4%	5%	3%	2%
UPS	34	9	19	29	*	15	19	10	12	12	12	13	8
	5%	3%	7%	5%	*%	6%	4%	7%	3%	11% b	6%	9% c	3%
Yodel	41	31	10	32	-	16	25	7	24	9	20	13	8
	6%	9%	3%	6%	-%	6%	6%	5%	6%	9%	9% c	9%	3%
Parcelforce	145	78	61	115	6	48	97	30	92	23	35	22	83
	21%	22%	21%	21%	15%	19%	23%	21%	21%	21%	16%	16%	27% a
Evri	126	87	38	97	15	56	70	25	84	18	56	30	40
	18%	24% b	13%	17%	36%	22%	16%	18%	19%	16%	25% c	21%	13%
FedEx	27	8	12	17	2	5	21	6	18	3	8	6	13
	4%	2%	4%	3%	5%	2%	5%	4%	4%	2%	3%	4%	4%
Secured Mail	*	*	*	*	-	*	*	-	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%
DX	2	1	1	*	*	1	1	1	1	*	1	*	2
	*%	*%	*%	*%	1%	*%	*%	1%	*%	*%	*%	*%	1%
Pitney Bowes	2	-	2	2	-	-	2	-	2	-	-	1	-
	*%	-%	1%	*%	-%	-%	*%	-%	*%	-%	-%	1%	-%
TNT Express	*	*	*	*	-	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	*	2	2	-	*	2	*	2	-	2	-	-
	*%	*%	1%	*%	-%	*%	*%	*%	*%	-%	1%	-%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	745	353	342	615	31	312	433	182	453	104	229	175	325
Effective base	289	148	126	234	15	113	177	61	179	47	89	63	133
Weighted Base	690	358	292	557	42	261	429	143	432	109	222	141	307
Citipost	*	-	*	*	-	*	*	*	*	-	*	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	-%
Amazon Logistics	13	5	2	10	-	10	3	6	4	3	10	1	*
	2%	1%	1%	2%	-%	4%	1%	4%	1%	3%	5% c	1%	*%
DPD/DPD Local	71	37	33	64	2	26	45	8	55	7	11	18	37
	10%	10%	11%	11%	5%	10%	11%	6%	13%	7%	5%	12%	12%
Other providers	8	*	7	7	-	*	7	1	4	3	5	-	2
	1%	*%	3%	1%	-%	*%	2%	1%	1%	3%	2%	-%	1%
NET: RM/Parcelforce	257	130	121	210	15	86	171	56	156	45	72	42	139
	37%	36%	41%	38%	35%	33%	40%	39%	36%	41%	32%	30%	45% b
NET: Provider other than RM	578	306	232	462	34	223	354	117	367	87	186	121	251
	84%	85%	80%	83%	80%	86%	83%	82%	85%	80%	84%	86%	82%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	745	376	369
Effective base	289	132	157
Weighted Base	690	318	372
Royal Mail	112	54	58
	16%	17%	16%
DHL	84	39	45
	12%	12%	12%
UK Mail	23	16	8
	3%	5%	2%
UPS	34	18	16
	5%	6%	4%
Yodel	41	12	29
	6%	4%	8%
Parcelforce	145	63	82
	21%	20%	22%
Evri	126	52	74
	18%	16%	20%
FedEx	27	12	15
	4%	4%	4%
Secured Mail	*	*	*
	*%	*%	*%
DX	2	1	1
	*%	*%	*%
Pitney Bowes	2	-	2
	*%	-%	1%
TNT Express	*	*	*
	*%	*%	*%
Whistl/ TNT Post UK	2	*	2
	*%	*%	*%
Citipost	*	*	*
	*%	*%	*%
Amazon Logistics	13	9	4
	2%	3%	1%

Columns Tested:: a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	745	376	369
Effective base	289	132	157
Weighted Base	690	318	372
DPD/DPD Local	71	37	34
	10%	12%	9%
Other providers	8	5	2
	1%	2%	1%
NET: RM/Parcelforce	257	117	140
	37%	37%	38%
NET: Provider other than RM	578	264	314
	84%	83%	84%

Columns Tested:: a,b

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	745	37	71	55	48	32	119	11	88	65	55	68	96
Effective base	289	7	29	23	6	16	40	7	49	38	15	43	50
Weighted Base	690	6	104	50	12	49	119	2	102	80	18	69	78
Royal Mail	112	*	13	6	1	5	28	1	20	10	2	10	16
	16%	8%	12%	12%	12%	9%	23%	40%	20%	12%	11%	15%	20%
DHL	84	1	15	6	1	3	18	*	7	9	4	8	13
	12%	12%	14%	11%	10%	6%	15%	13%	7%	11%	21%	12%	16%
UK Mail	23	-	4	6	*	-	*	*	3	*	2	3	4
	3%	-%	4%	11% f	3%	-%	*%	6%	3%	*%	12%	5%	5%
UPS	34	*	9	6	*	3	6	-	2	3	1	2	1
	5%	7%	8%	12% l	4%	6%	5%	-%	2%	4%	4%	3%	1%
Yodel	41	*	5	1	2	3	8	1	11	-	*	7	3
	6%	2%	5%	2%	14%	6%	7%	22%	11% i	-%	1%	11% i	4%
Parcelforce	145	*	18	13	1	22	18	*	24	18	6	10	15
	21%	1%	18%	25%	11%	44% afkl	15%	7%	24%	23%	32%	15%	19%
Evri	126	2	16	6	1	11	28	-	15	20	*	19	9
	18%	43% jl	15%	11%	6%	22%	23%	-%	15%	25% j	2%	27% j	12%
FedEx	27	*	6	*	*	-	4	*	6	4	1	*	6
	4%	*%	6%	1%	2%	-%	3%	2%	6%	5%	4%	*%	7%
Secured Mail	*	*	-	-	-	-	-	-	-	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
DX	2	*	*	1	*	1	1	-	-	-	-	-	*
	*%	1%	*%	1%	*%	1%	1%	-%	-%	-%	-%	-%	*%
Pitney Bowes	2	-	-	-	-	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%
TNT Express	*	*	*	*	-	-	*	-	-	-	-	*	-
	*%	1%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Whistl/ TNT Post UK	2	-	-	-	-	-	2	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	745	37	71	55	48	32	119	11	88	65	55	68	96
Effective base	289	7	29	23	6	16	40	7	49	38	15	43	50
Weighted Base	690	6	104	50	12	49	119	2	102	80	18	69	78
Amazon Logistics	13	-	4	2	-	1	*	*	1	1	*	2	*
	2%	-%	4%	3%	-%	3%	*%	8%	1%	1%	*%	3%	*%
DPD/DPD Local	71	1	15	3	4	1	6	*	12	11	2	2	12
	10%	25%	15%	7%	36% fk	3%	5%	2%	12%	14%	13%	3%	15%
Other providers	8	*	-	2	*	-	-	-	-	3	-	2	*
	1%	*%	-%	4%	1%	-%	-%	-%	-%	4%	-%	3%	*%
NET: RM/Parcelforce	257	*	31	18	3	26	46	1	45	28	8	21	30
	37%	9%	30%	37%	23%	53% a	38%	47%	43%	35%	43%	30%	39%
NET: Provider other than RM	578	5	91	45	10	45	92	1	82	70	16	59	62
	84%	92%	88%	88%	88%	91%	77%	60%	80%	88%	89%	85%	80%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	745	163	199	164	219	362	383
Effective base	289	53	62	89	108	115	192
Weighted Base	690	160	180	184	165	340	349
Royal Mail	112	19	34	31	28	53	59
	16%	12%	19%	17%	17%	16%	17%
DHL	84	21	22	16	25	43	41
	12%	13%	12%	9%	15%	13%	12%
UK Mail	23	9	1	4	9	10	13
	3%	6%	*%	2%	6%	3%	4%
UPS	34	15	10	5	4	25	9
	5%	9%	5%	3%	2%	7%	3%
Yodel	41	6	13	12	10	19	22
	6%	4%	7%	6%	6%	6%	6%
Parcelforce	145	31	41	43	31	72	73
	21%	19%	23%	23%	19%	21%	21%
Evri	126	24	39	35	28	63	63
	18%	15%	22%	19%	17%	19%	18%
FedEx	27	6	4	10	6	10	17
	4%	4%	2%	6%	4%	3%	5%
Secured Mail	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
DX	2	1	1	-	*	2	*
	*%	*%	1%	-%	*%	1%	*%
Pitney Bowes	2	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	1%
TNT Express	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	-	2	-
	*%	-%	1%	-%	-%	*%	-%
Citipost	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Amazon Logistics	13	6	2	2	3	8	5
	2%	4%	1%	1%	2%	2%	1%
DPD/DPD Local	71	20	12	23	16	32	39
	10%	12%	7%	13%	10%	9%	11%

Table 88 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	745	163	199	164	219	362	383
Effective base	289	53	62	89	108	115	192
Weighted Base	690	160	180	184	165	340	349
Other providers	8	2	*	3	2	2	5
	1%	1%	*%	2%	1%	1%	2%
NET: RM/Parcelforce	257	50	74	74	59	125	132
	37%	31%	41%	40%	36%	37%	38%
NET: Provider other than RM	578	141	147	154	137	287	290
	84%	88%	81%	83%	83%	84%	83%

Columns Tested:: a,b,c,d - a,b

Table 89

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	344	2	342	207	65	25	47	137
Effective base	139	1	139	123	28	16	24	40
Weighted Base	325	*	324	303	18	3	1	22
Parcelforce	100	-	100	96	3	*	*	4
	31%	-%	31%	32%	19%	12%	27%	19%
DPD/DPD Local	75	-	75	67	7	1	*	8
	23%	-%	23%	22%	41%	21%	15%	37%
					ad			
Yodel	74	-	74	71	2	*	*	2
	23%	-%	23%	24%	9%	16%	26%	11%
Evri	68	-	68	65	3	*	*	3
	21%	-%	21%	21%	17%	5%	10%	16%
DHL	63	*	63	56	6	1	*	7
	19%	10%	19%	18%	33%	23%	33%	32%
UPS	55	-	55	51	3	1	*	4
	17%	-%	17%	17%	14%	48%	31%	19%
Royal Mail	45	*	45	40	4	*	*	4
	14%	90%	14%	13%	21%	10%	19%	20%
FedEx	39	-	39	35	4	*	*	4
	12%	-%	12%	11%	21%	17%	21%	21%
UK Mail	30	-	30	28	2	*	*	2
	9%	-%	9%	9%	12%	3%	6%	10%
Amazon Logistics	29	-	29	28	1	*	*	1
	9%	-%	9%	9%	5%	15%	14%	7%
TNT Express	23	-	23	19	3	1	*	4
	7%	-%	7%	6%	18%	33%	11%	19%
					a			a
Pitney Bowes	8	-	8	8	*	-	*	*
	3%	-%	3%	3%	1%	-%	4%	1%
Secured Mail	8	-	8	7	1	*	-	1
	2%	-%	2%	2%	3%	3%	-%	3%
DX	8	-	8	7	*	*	*	*
	2%	-%	2%	2%	2%	2%	4%	2%
Whistl/ TNT Post UK	2	-	2	2	*	-	*	*
	1%	-%	1%	1%	1%	-%	*%	1%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	344	2	342	207	65	25	47	137
Effective base	139	1	139	123	28	16	24	40
Weighted Base	325	*	324	303	18	3	1	22
MHI (Mail Handling International)	2	-	2	2	*	-	*	*
	1%	-%	1%	1%	1%	-%	1%	1%
Citipost	1	-	1	1	*	*	-	*
	*%	-%	*%	*%	1%	9%	-%	2%
Other answers	6	-	6	5	1	*	-	1
	2%	-%	2%	2%	7%	8%	-%	6%
NET: Provider other than RM	280	*	280	263	14	2	1	17
	86%	10%	86%	87%	79%	90%	81%	80%
NET: RM/Parcelforce	135	*	135	127	7	*	1	8
	42%	90%	42%	42%	38%	20%	46%	36%

Columns Tested:: a,b - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	344	66	98	43	46	44	47	207	65	72
Effective base	139	44	58	24	22	15	24	123	28	30
Weighted Base	325	118	145	39	14	6	1	303	18	4
Parcelforce	100	49	39	8	2	2	*	96	3	1
	31%	42% dhi	27%	20%	14%	28%	27%	32%	19%	17%
DPD/DPD Local	75	18	40	9	5	3	*	67	7	1
	23%	15%	27%	24%	35%	48% afgi	15%	22%	41% afg	19%
Yodel	74	21	39	11	1	1	*	71	2	1
	23%	18%	27% h	27%	9%	10%	26%	24%	9%	19%
Evri	68	28	34	3	3	1	*	65	3	*
	21%	24% i	23% i	8%	18%	12%	10%	21%	17%	7%
DHL	63	12	36	8	6	1	*	56	6	1
	19%	10%	25%	19%	39% ag	17%	33% a	18%	33% a	26%
UPS	55	5	37	9	2	1	*	51	3	2
	17%	4%	26% a	23% a	17%	21%	31% a	17% a	14%	43% agh
Royal Mail	45	14	21	5	3	1	*	40	4	*
	14%	12%	15%	14%	23%	12%	19%	13%	21%	13%
FedEx	39	15	13	7	3	1	*	35	4	1
	12%	13%	9%	17%	24%	12%	21%	11%	21%	19%
UK Mail	30	12	13	3	2	*	*	28	2	*
	9%	10%	9%	6%	14%	2%	6%	9%	12%	4%
Amazon Logistics	29	4	20	3	*	1	*	28	1	1
	9%	4%	14%	8%	3%	16%	14%	9%	5%	15%
TNT Express	23	4	11	3	3	1	*	19	3	1
	7%	4%	8%	7%	22% ag	15%	11%	6%	18% g	26% abg
Pitney Bowes	8	2	5	*	*	-	*	8	*	*
	3%	2%	4%	1%	2%	-%	4%	3%	1%	1%
Secured Mail	8	-	6	1	1	*	-	7	1	*
	2%	-%	4%	2%	4%	1%	-%	2%	3%	2%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	344	66	98	43	46	44	47	207	65	72
Effective base	139	44	58	24	22	15	24	123	28	30
Weighted Base	325	118	145	39	14	6	1	303	18	4
DX	8	-	7	-	*	*	*	7	*	*
	2%	-%	5%	-%	2%	1%	4%	2%	2%	3%
Whistl/ TNT Post UK	2	-	*	2	*	-	*	2	*	*
	1%	-%	*%	5%	1%	-%	*%	1%	1%	*%
MHI (Mail Handling International)	2	1	*	-	*	-	*	2	*	*
	1%	1%	*%	-%	1%	-%	1%	1%	1%	*%
Citipost	1	-	1	-	*	*	-	1	*	*
	*%	-%	1%	-%	1%	5%	-%	*%	1%	6% g
Other answers	6	5	-	-	1	*	-	5	1	*
	2%	4%	-%	-%	8% b	3%	-%	2%	7%	5%
NET: Provider other than RM	280	104	124	34	11	5	1	263	14	3
	86%	88%	85%	86%	77%	88%	81%	87%	79%	87%
NET: RM/Parcelforce	135	57	59	12	5	2	1	127	7	1
	42%	48%	41%	30%	34%	39%	46%	42%	38%	28%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	344	125	82	65	25	47	122	83	30	21	61
Effective base	139	86	43	28	16	24	69	36	11	6	10
Weighted Base	325	233	70	18	3	1	184	66	23	10	14
Parcelforce	100	78	18	3	*	*	68	17	7	1	2
	31%	33%	26%	19%	12%	27%	37%	26%	29%	13%	13%
DPD/DPD Local	75	49	18	7	1	*	41	20	3	1	3
	23%	21%	26%	41% ae	21%	15%	22%	30%	11%	11%	24%
Yodel	74	53	19	2	*	*	51	13	5	1	2
	23%	23%	27%	9%	16%	26%	28%	19%	22%	12%	15%
Evri	68	55	10	3	*	*	45	10	1	4	1
	21%	23%	15%	17%	5%	10%	24%	16%	4%	40%	8%
DHL	63	42	14	6	1	*	31	17	5	4	5
	19%	18%	20%	33%	23%	33%	17%	25%	20%	40%	35%
UPS	55	36	15	3	1	*	23	8	7	4	2
	17%	15%	21%	14%	48%	31%	12%	12%	32%	36%	12%
Royal Mail	45	33	7	4	*	*	25	4	8	*	2
	14%	14%	11%	21%	10%	19%	13%	6%	34% b	1%	12%
FedEx	39	26	9	4	*	*	19	6	4	6	2
	12%	11%	13%	21%	17%	21%	10%	8%	16%	62%	14%
UK Mail	30	21	6	2	*	*	19	6	1	-	5
	9%	9%	9%	12%	3%	6%	10%	9%	3%	-%	32%
Amazon Logistics	29	19	9	1	*	*	14	6	5	3	*
	9%	8%	13%	5%	15%	14%	8%	10%	20%	32%	2%
TNT Express	23	14	5	3	1	*	9	3	10	*	1
	7%	6%	7%	18%	33%	11%	5%	4%	43% abe	3%	6%
Pitney Bowes	8	7	1	*	-	*	*	2	4	-	*
	3%	3%	2%	1%	-%	4%	*%	3%	16% a	-%	2%
Secured Mail	8	6	1	1	*	-	3	1	*	3	*
	2%	3%	1%	3%	3%	-%	2%	2%	1%	30%	*%
DX	8	7	*	*	*	*	2	2	*	*	4
	2%	3%	*%	2%	2%	4%	1%	2%	*%	1%	25% ab

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	344	125	82	65	25	47	122	83	30	21	61
Effective base	139	86	43	28	16	24	69	36	11	6	10
Weighted Base	325	233	70	18	3	1	184	66	23	10	14
Whistl/ TNT Post UK	2	*	2	*	-	*	*	2	-	-	*
	1%	*%	3%	1%	-%	*%	*%	3%	-%	-%	*%
MHI (Mail Handling International)	2	2	-	*	-	*	-	1	*	-	1
	1%	1%	-%	1%	-%	1%	-%	1%	*%	-%	9%
Citipost	1	-	1	*	*	-	-	1	*	-	*
	*%	-%	1%	1%	9%	-%	-%	2%	1%	-%	*%
Other answers	6	5	-	1	*	-	5	-	-	-	1
	2%	2%	-%	7%	8%	-%	3%	-%	-%	-%	10%
NET: Provider other than RM	280	200	63	14	2	1	159	62	15	10	13
	86%	86%	89%	79%	90%	81%	87%	94% c	66%	99%	88%
NET: RM/Parcelforce	135	103	24	7	*	1	85	21	14	1	4
	42%	44%	34%	38%	20%	46%	46%	32%	61%	13%	25%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	344	28	28	51	14	29	36	16	23	21
Effective base	139	16	16	26	5	13	23	9	12	11
Weighted Base	325	39	31	57	13	36	56	25	31	22
Parcelforce	100	11	11	28	4	10	12	4	12	4
	31%	27%	35%	50%	31%	27%	22%	17%	39%	19%
				f						
DPD/DPD Local	75	9	7	14	1	3	27	2	2	7
	23%	22%	22%	25%	8%	10%	49%	10%	5%	34%
Yodel	74	11	3	14	1	18	5	11	3	6
	23%	29%	9%	24%	5%	49%	9%	44%	8%	28%
Evri	68	14	14	4	6	3	8	4	9	4
	21%	37%	45%	6%	44%	10%	15%	17%	30%	19%
DHL	63	9	10	10	*	4	11	4	5	3
	19%	24%	33%	17%	1%	11%	20%	14%	16%	14%
UPS	55	3	6	17	-	5	8	7	2	4
	17%	9%	19%	30%	-%	15%	15%	28%	7%	17%
Royal Mail	45	-	5	6	*	5	8	7	10	3
	14%	-%	16%	10%	*%	13%	14%	28%	32%	12%
FedEx	39	3	2	13	1	2	5	*	6	5
	12%	8%	6%	24%	7%	5%	9%	1%	18%	23%
UK Mail	30	3	4	5	2	7	*	2	4	2
	9%	7%	12%	8%	12%	20%	1%	10%	13%	10%
Amazon Logistics	29	7	3	1	*	5	4	1	6	*
	9%	19%	11%	2%	1%	14%	8%	4%	18%	1%
TNT Express	23	1	*	11	*	4	4	1	1	*
	7%	3%	2%	19%	3%	11%	7%	5%	2%	*%
Pitney Bowes	8	-	-	2	-	4	1	-	-	-
	3%	-%	-%	4%	-%	10%	2%	-%	-%	-%
Secured Mail	8	3	3	1	-	-	*	-	-	-
	2%	8%	11%	1%	-%	-%	1%	-%	-%	-%
DX	8	-	-	1	*	4	2	-	-	-
	2%	-%	-%	2%	*%	10%	4%	-%	-%	-%
Whistl/ TNT Post UK	2	-	-	2	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	344	28	28	51	14	29	36	16	23	21
Effective base	139	16	16	26	5	13	23	9	12	11
Weighted Base	325	39	31	57	13	36	56	25	31	22
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	*	-
	1%	3%	-%	-%	-%	-%	-%	-%	2%	-%
Citipost	1	*	-	-	-	*	-	1	-	-
	*%	*%	-%	-%	-%	1%	-%	4%	-%	-%
Other answers	6	-	3	-	-	*	1	-	-	2
	2%	-%	10%	-%	-%	1%	2%	-%	-%	7%
NET: Provider other than RM	280	39	26	51	13	31	48	18	21	19
	86%	100%	84%	90%	100%	87%	86%	72%	68%	88%
NET: RM/Parcelforce	135	11	14	33	4	14	20	11	16	7
	42%	27%	46%	58%	32%	39%	35%	45%	52%	31%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	344	64	79	103	246	98	33	30	35
Effective base	139	28	43	56	128	26	10	13	7
Weighted Base	325	71	101	137	309	16	8	5	3
Parcelforce	100	18	34	45	96	4	1	2	1
	31%	25%	33%	33%	31%	25%	15%	39%	30%
DPD/DPD Local	75	12	17	44	73	2	1	1	*
	23%	17%	17%	32%	24%	14%	7%	27%	14%
Yodel	74	24	16	30	70	3	2	1	1
	23%	35%	16%	22%	23%	20%	20%	22%	18%
Evri	68	13	38	16	67	1	1	*	1
	21%	19%	37% cdeg	12%	22%	9%	10%	1%	19%
DHL	63	7	24	24	56	7	5	*	1
	19%	10%	24%	18%	18%	42% acdg	63% abcdg	7%	37%
UPS	55	9	11	32	53	2	1	1	1
	17%	13%	11%	24%	17%	14%	13%	12%	19%
Royal Mail	45	7	15	20	42	2	*	1	1
	14%	10%	15%	15%	14%	14%	5%	14%	42%
FedEx	39	8	11	19	38	2	1	1	*
	12%	11%	11%	14%	12%	11%	9%	14%	11%
UK Mail	30	11	11	7	29	1	1	-	*
	9%	16%	10%	5%	9%	5%	7%	-%	8%
Amazon Logistics	29	5	17	7	29	1	*	1	*
	9%	8%	16%	5%	9%	5%	1%	13%	1%
TNT Express	23	4	2	16	22	1	1	*	*
	7%	6%	2%	11%	7%	4%	6%	3%	*%
Pitney Bowes	8	4	-	3	7	1	*	1	-
	3%	5%	-%	2%	2%	9%	5%	23% bcd	-%
Secured Mail	8	-	6	1	7	*	*	*	*
	2%	-%	6%	1%	2%	2%	1%	5%	2%
DX	8	4	-	3	7	*	*	*	-
	2%	5%	-%	3%	2%	3%	2%	8%	-%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	344	64	79	103	246	98	33	30	35
Effective base	139	28	43	56	128	26	10	13	7
Weighted Base	325	71	101	137	309	16	8	5	3
Whistl/ TNT Post UK	2	-	-	2	2	1	*	*	*
	1%	-%	-%	1%	1%	3%	2%	4%	7%
MHI (Mail Handling International)	2	-	2	-	2	*	*	*	-
	1%	-%	2%	-%	1%	1%	1%	1%	-%
Citipost	1	*	*	1	1	*	-	*	-
	*%	*%	*%	1%	*%	1%	-%	4%	-%
Other answers	6	2	3	1	6	-	-	-	-
	2%	3%	3%	1%	2%	-%	-%	-%	-%
NET: Provider other than RM	280	63	86	117	266	14	8	4	2
	86%	90%	85%	85%	86%	86%	95%	86%	58%
NET: RM/Parcelforce	135	25	41	63	129	6	2	2	2
	42%	35%	40%	46%	42%	39%	20%	52%	72%
									f

Columns Tested:: a,b,c,d,e,f,g,h

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	344	8	45	48	44	89	18	11	9	117
Effective base	139	5	16	17	16	42	5	5	5	49
Weighted Base	325	5	43	47	45	84	13	11	6	115
Parcelforce	100	*	2	6	16	26	7	2	1	42
	31%	4%	5%	12%	36% b	31% b	53%	21%	17%	36% b
DPD/DPD Local	75	1	13	13	6	35	3	1	-	17
	23%	12%	30%	28%	12%	42% di	20%	12%	-%	15%
Yodel	74	1	3	7	21	18	5	4	1	17
	23%	21%	7%	14%	46% bci	21%	37%	38%	26%	15%
Evri	68	3	9	9	3	22	2	6	1	22
	21%	73%	21%	20%	7%	26%	18%	51%	26%	19%
DHL	63	*	10	10	6	19	*	6	4	17
	19%	4%	23%	21%	13%	23%	2%	59%	64%	15%
UPS	55	2	10	13	7	17	1	2	*	13
	17%	42%	23%	29%	15%	20%	5%	21%	3%	11%
Royal Mail	45	*	15	16	7	12	*	*	-	10
	14%	3%	36% i	33% i	15%	14%	1%	3%	-%	9%
FedEx	39	*	6	6	3	17	*	2	*	11
	12%	7%	14%	13%	6%	20%	*%	21%	4%	9%
UK Mail	30	1	4	4	7	6	-	6	*	7
	9%	12%	8%	8%	15%	8%	-%	51%	1%	6%
Amazon Logistics	29	-	3	3	4	8	1	3	-	10
	9%	-%	7%	7%	9%	9%	10%	30%	-%	9%
TNT Express	23	*	*	1	5	10	*	*	*	7
	7%	9%	1%	1%	10%	12%	1%	1%	1%	6%
Pitney Bowes	8	-	*	*	4	4	-	-	*	*
	3%	-%	*%	*%	9%	4%	-%	-%	1%	*%
Secured Mail	8	*	3	3	1	*	-	3	-	*
	2%	8%	7%	7%	2%	*%	-%	30%	-%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	344	8	45	48	44	89	18	11	9	117
Effective base	139	5	16	17	16	42	5	5	5	49
Weighted Base	325	5	43	47	45	84	13	11	6	115
DX	8	-	4	4	*	4	-	-	*	*
	2%	-%	9%	8%	*%	4%	-%	-%	1%	*%
Whistl/ TNT Post UK	2	*	*	*	-	*	*	-	-	2
	1%	4%	*%	*%	-%	*%	*%	-%	-%	2%
MHI (Mail Handling International)	2	-	1	1	-	-	-	-	*	1
	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%
Citipost	1	-	*	*	-	1	-	-	-	*
	*%	-%	*%	1%	-%	1%	-%	-%	-%	*%
Other answers	6	-	1	1	-	-	-	-	-	5
	2%	-%	3%	3%	-%	-%	-%	-%	-%	4%
NET: Provider other than RM	280	4	28	31	38	72	13	10	6	105
	86%	97%	64%	67%	85%	86%	99%	97%	100%	91%
										bc
NET: RM/Parcelforce	135	*	17	21	21	36	7	3	1	46
	42%	7%	40%	44%	48%	43%	55%	24%	17%	40%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	344	100	107	137	311	33	267	77	338	6
Effective base	139	36	47	57	123	17	119	21	138	2
Weighted Base	325	96	97	132	278	47	286	39	322	3
Parcelforce	100	22	33	45	88	12	93	8	98	2
	31%	23%	34%	34%	32%	25%	32%	20%	30%	83%
DPD/DPD Local	75	19	37	18	65	10	61	14	75	-
	23%	20%	39%	14%	23%	22%	21%	36%	23%	-%
			c							
Yodel	74	28	23	23	59	15	68	6	74	*
	23%	29%	24%	17%	21%	32%	24%	15%	23%	5%
Evri	68	16	24	29	53	15	63	5	66	2
	21%	16%	25%	22%	19%	32%	22%	13%	21%	76%
DHL	63	16	19	27	56	7	54	9	63	-
	19%	17%	20%	21%	20%	15%	19%	23%	19%	-%
UPS	55	22	18	15	49	6	41	14	55	*
	17%	23%	18%	12%	18%	13%	14%	37%	17%	13%
								a		
Royal Mail	45	22	12	10	37	8	39	6	45	-
	14%	23%	13%	8%	13%	16%	14%	15%	14%	-%
		c								
FedEx	39	9	17	13	39	*	37	2	39	-
	12%	9%	18%	10%	14%	*%	13%	6%	12%	-%
UK Mail	30	11	6	13	24	6	22	7	30	-
	9%	11%	7%	10%	9%	13%	8%	19%	9%	-%
Amazon Logistics	29	7	9	13	28	1	23	6	29	-
	9%	7%	9%	10%	10%	2%	8%	16%	9%	-%
TNT Express	23	6	10	7	21	2	21	2	23	-
	7%	6%	10%	6%	8%	4%	7%	6%	7%	-%
Pitney Bowes	8	4	4	*	8	-	8	*	8	-
	3%	4%	4%	*%	3%	-%	3%	1%	3%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	344	100	107	137	311	33	267	77	338	6
Effective base	139	36	47	57	123	17	119	21	138	2
Weighted Base	325	96	97	132	278	47	286	39	322	3
Secured Mail	8	4	*	3	4	3	7	1	8	-
	2%	5%	*%	3%	2%	7%	2%	3%	2%	-%
DX	8	4	4	*	8	-	4	4	8	-
	2%	4%	4%	*%	3%	-%	1%	10% a	2%	-%
Whistl/ TNT Post UK	2	*	*	2	2	-	2	*	2	-
	1%	*%	*%	1%	1%	-%	1%	*%	1%	-%
MHI (Mail Handling International)	2	1	-	1	2	-	1	1	2	-
	1%	1%	-%	1%	1%	-%	*%	1%	1%	-%
Citipost	1	*	1	*	*	1	1	*	1	-
	*%	*%	1%	*%	*%	2%	*%	*%	*%	-%
Other answers	6	1	-	5	3	3	5	1	6	-
	2%	1%	-%	4%	1%	7%	2%	3%	2%	-%
NET: Provider other than RM	280	74	85	121	240	40	247	33	277	3
	86%	77%	87%	92% a	87%	84%	86%	85%	86%	100%
NET: RM/Parcelforce	135	42	44	49	117	18	123	12	133	2
	42%	44%	45%	37%	42%	38%	43%	30%	41%	83%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	344	121	93	129	184	85	37	38	269	75
Effective base	139	52	35	53	93	26	12	9	118	21
Weighted Base	325	128	68	128	216	60	28	21	276	48
Parcelforce	100	43	17	40	66	23	6	6	89	12
	31%	34%	25%	31%	31%	37%	21%	29%	32%	24%
DPD/DPD Local	75	22	10	42	43	15	14	3	58	17
	23%	17%	15%	33%	20%	25%	48% ae	16%	21%	35%
Yodel	74	27	17	29	60	6	5	2	66	8
	23%	21%	25%	22%	28% b	9%	20%	10%	24%	16%
Evri	68	25	24	19	60	5	1	3	65	4
	21%	20%	35% c	15%	28% bcf	8%	2%	16%	23%	8%
DHL	63	27	15	21	39	9	9	6	48	15
	19%	21%	22%	16%	18%	15%	33%	27%	17%	31%
UPS	55	15	17	23	31	12	7	5	43	12
	17%	11%	25%	18%	14%	20%	26%	26%	15%	26%
Royal Mail	45	9	8	28	25	12	6	1	38	7
	14%	7%	11%	22% a	12%	20%	23%	4%	14%	15%
FedEx	39	8	17	14	18	13	4	5	31	9
	12%	6%	24% a	11%	8%	21%	14%	24%	11%	18%
UK Mail	30	15	11	4	15	9	2	4	24	6
	9%	12%	16% c	3%	7%	15%	6%	20%	9%	12%
Amazon Logistics	29	12	11	6	16	8	1	4	24	5
	9%	9%	16%	5%	7%	14%	4%	20%	9%	10%
TNT Express	23	8	4	11	11	8	3	*	19	4
	7%	6%	6%	8%	5%	13%	12%	1%	7%	7%
Pitney Bowes	8	2	1	5	2	5	-	1	8	1
	3%	2%	2%	4%	1%	9%	-%	3%	3%	1%
Secured Mail	8	4	3	*	3	1	*	3	5	3
	2%	3%	5%	*%	2%	2%	*%	15% e	2%	6%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	344	121	93	129	184	85	37	38	269	75
Effective base	139	52	35	53	93	26	12	9	118	21
Weighted Base	325	128	68	128	216	60	28	21	276	48
DX	8	4	*	4	*	*	3	4	1	7
	2%	3%	1%	3%	*%	1%	12%	18%	*%	15%
							ae	ae		ae
Whistl/ TNT Post UK	2	2	*	*	2	*	-	*	2	*
	1%	1%	*%	*%	1%	1%	-%	*%	1%	*%
MHI (Mail Handling International)	2	1	*	*	*	*	*	1	1	1
	1%	1%	1%	*%	*%	*%	*%	6%	*%	3%
Citipost	1	1	-	*	1	*	*	*	1	*
	*%	1%	-%	*%	*%	*%	1%	*%	*%	1%
Other answers	6	4	2	-	6	*	-	-	6	-
	2%	3%	3%	-%	3%	*%	-%	-%	2%	-%
NET: Provider other than RM	280	119	61	101	191	48	22	20	239	41
	86%	93%	89%	78%	88%	80%	77%	96%	86%	85%
		c								
NET: RM/Parcelforce	135	49	25	61	82	35	12	6	117	18
	42%	39%	36%	48%	38%	58%	43%	30%	42%	38%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	344	44	140	160	322	317	331	333	265	223
Effective base	139	27	66	47	126	122	131	135	100	77
Weighted Base	325	68	148	109	294	287	309	311	237	181
Parcelforce	100	25	41	34	91	91	93	95	71	46
	31%	36%	28%	32%	31%	32%	30%	31%	30%	25%
DPD/DPD Local	75	4	39	32	69	69	69	73	58	38
	23%	6%	27%	29%	23%	24%	22%	23%	25%	21%
			a	a						
Yodel	74	25	35	13	71	61	71	69	54	50
	23%	37%	24%	12%	24%	21%	23%	22%	23%	27%
		c								
Evri	68	27	33	9	60	59	64	66	46	29
	21%	39%	22%	8%	21%	20%	21%	21%	19%	16%
		c	c							
DHL	63	14	25	24	59	57	60	62	50	36
	19%	21%	17%	22%	20%	20%	19%	20%	21%	20%
UPS	55	7	23	24	48	46	49	53	45	40
	17%	11%	16%	22%	16%	16%	16%	17%	19%	22%
Royal Mail	45	8	18	19	36	39	40	42	30	21
	14%	11%	12%	18%	12%	14%	13%	14%	13%	12%
FedEx	39	4	14	21	39	33	39	39	35	31
	12%	6%	9%	20%	13%	12%	12%	12%	15%	17%
UK Mail	30	8	7	15	26	29	29	26	26	25
	9%	12%	5%	14%	9%	10%	10%	8%	11%	14%
Amazon Logistics	29	*	16	13	27	27	27	27	27	29
	9%	*%	11%	12%	9%	9%	9%	9%	11%	16%
TNT Express	23	-	11	12	21	19	21	23	21	17
	7%	-%	8%	11%	7%	6%	7%	7%	9%	9%
Pitney Bowes	8	2	-	6	6	6	6	8	6	6
	3%	3%	-%	5%	2%	2%	2%	3%	3%	3%
Secured Mail	8	3	*	4	8	8	8	8	7	4
	2%	5%	*%	4%	3%	3%	2%	2%	3%	2%
DX	8	-	*	7	8	8	8	8	8	5
	2%	-%	*%	7%	3%	3%	2%	2%	3%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	344	44	140	160	322	317	331	333	265	223
Effective base	139	27	66	47	126	122	131	135	100	77
Weighted Base	325	68	148	109	294	287	309	311	237	181
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	2
	1%	-%	1%	*%	1%	1%	1%	1%	1%	1%
MHI (Mail Handling International)	2	-	*	1	1	2	2	2	2	2
	1%	-%	*%	1%	*%	1%	1%	1%	1%	1%
Citipost	1	-	1	*	1	1	1	1	1	1
	*%	-%	1%	*%	*%	*%	*%	*%	1%	1%
Other answers	6	-	6	*	3	5	6	6	1	2
	2%	-%	4%	*%	1%	2%	2%	2%	1%	1%
NET: Provider other than RM	280	61	130	89	258	247	269	269	207	160
	86%	89%	88%	82%	88%	86%	87%	86%	87%	88%
NET: RM/Parcelforce	135	29	54	53	119	123	126	128	97	65
	42%	42%	36%	49%	41%	43%	41%	41%	41%	36%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	*f	*g	h
Unweighted Base	344	16	166	32	31	37	28	21	86
Effective base	139	10	78	13	8	11	9	6	24
Weighted Base	325	29	190	20	20	20	14	17	51
Parcelforce	100	1	62	3	11	8	3	5	15
	31%	4%	33%	15%	58%	38%	21%	28%	30%
DPD/DPD Local	75	-	47	8	2	6	3	3	12
	23%	-%	25%	42%	9%	30%	22%	18%	24%
Yodel	74	9	46	3	7	5	*	1	6
	23%	31%	24%	16%	36%	23%	2%	6%	12%
Evri	68	8	37	8	4	1	2	4	7
	21%	27%	19%	38%	21%	5%	18%	21%	14%
DHL	63	3	37	6	3	4	3	4	11
	19%	11%	20%	28%	15%	19%	25%	23%	22%
UPS	55	-	25	1	9	6	4	4	14
	17%	-%	13%	7%	46% b	30%	29%	24%	28%
Royal Mail	45	5	29	4	*	*	1	1	1
	14%	18%	15%	22% h	1%	*%	5%	4%	3%
FedEx	39	1	24	1	6	1	3	3	7
	12%	2%	13%	5%	32%	4%	19%	19%	13%
UK Mail	30	4	15	*	2	1	4	4	9
	9%	13%	8%	2%	11%	3%	32%	21%	17%
Amazon Logistics	29	1	12	-	8	1	2	4	7
	9%	2%	6%	-%	42% bc	5%	16%	21%	13%
TNT Express	23	-	13	1	4	2	*	*	2
	7%	-%	7%	6%	21%	11%	1%	1%	5%
Pitney Bowes	8	-	-	-	5	*	*	1	1
	3%	-%	-%	-%	24% b	1%	3%	5%	3%
Secured Mail	8	-	4	-	*	1	-	3	4
	2%	-%	2%	-%	*%	3%	-%	17%	7%
DX	8	-	*	-	-	1	2	4	7
	2%	-%	*%	-%	-%	7%	17%	21%	14% b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	*f	*g	h
Unweighted Base	344	16	166	32	31	37	28	21	86
Effective base	139	10	78	13	8	11	9	6	24
Weighted Base	325	29	190	20	20	20	14	17	51
Whistl/ TNT Post UK	2	-	2	-	*	*	-	-	*
	1%	-%	1%	-%	*%	1%	-%	-%	*%
MHI (Mail Handling International)	2	-	-	-	*	1	1	-	2
	1%	-%	-%	-%	*%	6%	4%	-%	4%
Citipost	1	-	1	-	-	*	*	*	*
	*%	-%	*%	-%	-%	1%	1%	1%	1%
Other answers	6	5	1	-	-	*	-	-	*
	2%	16%	1%	-%	-%	1%	-%	-%	*%
NET: Provider other than RM	280	23	161	16	19	20	13	17	50
	86%	82%	85%	78%	99%	100%	95%	96%	97%
									c
NET: RM/Parcelforce	135	7	85	6	12	8	3	6	17
	42%	23%	45%	29%	59%	38%	25%	33%	33%

Columns Tested:: a,b,c,d,e,f,g,h

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	344	175	46	29	25	23	13	11	149	68	37	21	19	10	13
Effective base	139	85	16	6	8	8	4	3	72	20	13	6	8	6	4
Weighted Base	325	207	35	12	18	10	5	6	178	49	20	7	19	3	12
Parcelforce	100	59	15	4	8	3	*	*	55	18	3	4	5	*	5
	31%	28%	43%	34%	47%	33%	8%	2%	31%	37%	16%	55%	29%	13%	39%
DPD/DPD Local	75	50	3	6	3	5	*	1	41	13	6	4	3	1	2
	23%	24%	8%	51%	17%	49%	9%	11%	23%	26%	28%	55%	14%	29%	18%
Yodel	74	45	16	5	3	*	*	1	40	12	4	*	4	*	1
	23%	22%	46%	39%	15%	3%	4%	17%	22%	25%	18%	1%	24%	1%	9%
Evri	68	43	11	1	3	*	3	-	39	8	5	*	3	1	3
	21%	21%	30%	7%	14%	4%	51%	-%	22%	17%	24%	4%	14%	24%	26%
DHL	63	44	5	1	4	2	2	1	35	6	7	2	3	*	3
	19%	21%	14%	12%	23%	16%	39%	17%	20%	12%	33%	22%	18%	19%	28%
UPS	55	23	8	5	5	5	*	1	23	8	3	5	3	*	3
	17%	11%	24%	40%	27%	52%	2%	19%	13%	16%	16%	72%	16%	7%	27%
Royal Mail	45	29	3	3	*	1	*	1	35	3	1	*	*	1	*
	14%	14%	9%	24%	*%	5%	3%	8%	20%	6%	3%	2%	*%	28%	2%
FedEx	39	20	9	*	5	3	*	*	20	6	1	4	*	*	3
	12%	10%	27%	4%	28%	29%	2%	6%	11%	12%	3%	55%	1%	1%	27%
UK Mail	30	14	1	*	5	-	2	4	15	6	5	-	3	*	*
	9%	7%	4%	3%	27%	-%	33%	59%	9%	11%	26%	-%	17%	1%	*%
Amazon Logistics	29	12	4	4	4	1	2	*	10	9	1	*	2	-	4
	9%	6%	12%	33%	24%	8%	39%	3%	6%	19%	6%	4%	11%	-%	30%
TNT Express	23	11	4	4	1	1	*	*	9	6	3	*	*	*	-
	7%	5%	11%	33%	6%	8%	2%	3%	5%	11%	17%	4%	*%	2%	-%
Pitney Bowes	8	1	1	4	-	-	*	-	-	4	-	1	*	1	1
	3%	*%	3%	32%	-%	-%	8%	-%	-%	8% a	-%	16%	1%	24%	4%
Secured Mail	8	3	4	*	*	*	-	*	4	-	*	*	*	-	3
	2%	2%	11%	1%	2%	*%	-%	*%	2%	-%	2%	1%	1%	-%	26%
DX	8	*	*	*	1	2	*	4	*	-	5	2	*	*	*
	2%	*%	*%	1%	6%	23%	2%	59%	*%	-%	23% ab	32%	1%	*%	1%
Whistl/ TNT Post UK	2	2	-	*	-	-	-	-	*	2	-	-	*	-	-
	1%	1%	-%	1%	-%	-%	-%	-%	*%	4%	-%	-%	1%	-%	-%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	344	175	46	29	25	23	13	11	149	68	37	21	19	10	13
Effective base	139	85	16	6	8	8	4	3	72	20	13	6	8	6	4
Weighted Base	325	207	35	12	18	10	5	6	178	49	20	7	19	3	12
MHI (Mail Handling International)	2	-	*	-	*	-	*	-	-	*	-	*	2	-	-
	1%	-%	*%	-%	3%	-%	2%	-%	-%	*%	-%	1%	10%	-%	-%
Citipost	1	-	1	*	-	*	-	*	1	-	*	*	*	-	*
	*%	-%	3%	1%	-%	1%	-%	4%	1%	-%	1%	1%	1%	-%	*%
Other answers	6	3	-	-	-	*	-	-	4	-	*	-	-	-	-
	2%	1%	-%	-%	-%	2%	-%	-%	2%	-%	1%	-%	-%	-%	-%
NET: Provider other than RM	280	178	32	9	18	10	5	6	143	46	20	7	18	2	11
	86%	86%	91%	76%	100%	95%	97%	92%	80%	94%	97%	98%	100%	72%	98%
NET: RM/Parcelforce	135	82	17	7	8	4	1	1	86	18	4	4	5	1	5
	42%	40%	48%	58%	47%	39%	11%	10%	48%	37%	18%	57%	29%	41%	42%
									c						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	344	130	59	48	34	16	23	23	62	68	65	99	56	43
Effective base	139	71	18	16	13	4	6	9	18	36	30	38	16	13
Weighted Base	325	161	44	37	24	12	16	18	46	94	68	82	34	31
Parcelforce	100	50	13	15	5	5	3	4	12	28	17	24	15	9
	31%	31%	30%	42%	22%	44%	19%	20%	26%	30%	25%	30%	43%	28%
DPD/DPD Local	75	37	13	12	1	1	5	3	10	17	13	24	12	3
	23%	23%	29%	33%	5%	11%	33%	16%	20%	18%	19%	29%	35%	9%
Yodel	74	34	15	8	3	2	2	5	9	20	13	28	8	2
	23%	21%	34%	23%	14%	13%	13%	27%	18%	21%	19%	35%	24%	7%
Evri	68	39	5	7	7	3	1	3	7	18	10	27	1	8
	21%	24%	12%	18%	31%	26%	6%	17%	16%	19%	14%	33% d	3%	26%
DHL	63	35	7	11	4	1	*	4	6	15	16	16	5	8
	19%	22%	15%	29%	19%	10%	2%	24%	13%	16%	24%	19%	16%	26%
UPS	55	19	7	7	2	*	8	10	18	19	3	12	9	6
	17%	12%	16%	18%	8%	1%	49%	55%	39% a	21%	4%	14%	26% b	20%
Royal Mail	45	19	8	5	*	4	5	1	10	24	8	5	*	3
	14%	12%	18%	15%	*%	35%	29%	7%	22%	26% cd	12%	7%	1%	9%
FedEx	39	14	8	7	*	4	2	3	10	6	4	15	5	9
	12%	9%	18%	18%	2%	36%	15%	17%	21%	6%	5%	19%	14%	28%
UK Mail	30	6	4	4	3	4	4	2	9	3	5	9	5	8
	9%	4%	9%	11%	11%	32%	23%	9%	20% a	3%	7%	11%	13%	25% a
Amazon Logistics	29	7	*	8	5	*	*	7	7	5	6	2	8	5
	9%	4%	1%	21% a	23% ab	1%	1%	38%	16%	6%	9%	3%	24% c	17%
TNT Express	23	7	3	4	4	*	*	4	4	5	2	5	7	2
	7%	4%	8%	11%	15%	*%	1%	23%	10%	5%	4%	6%	20%	7%
Pitney Bowes	8	2	-	2	*	-	*	4	4	-	1	1	4	1
	3%	1%	-%	4%	1%	-%	3%	22%	9%	-%	1%	1%	11%	2%
Secured Mail	8	3	1	*	*	*	*	3	3	-	-	4	*	3
	2%	2%	2%	1%	1%	*%	*%	16%	7%	-%	-%	5%	*%	10%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	344	130	59	48	34	16	23	23	62	68	65	99	56	43
Effective base	139	71	18	16	13	4	6	9	18	36	30	38	16	13
Weighted Base	325	161	44	37	24	12	16	18	46	94	68	82	34	31
DX	8	-	*	*	1	-	6	*	6	-	*	*	4	4
	2%	-%	1%	*%	5%	-%	37%	*%	13% a	-%	*%	*%	11%	12%
Whistl/ TNT Post UK	2	*	*	-	2	-	-	-	-	-	*	-	2	-
	1%	*%	1%	-%	8% a	-%	-%	-%	-%	-%	1%	-%	6%	-%
MHI (Mail Handling International)	2	*	-	-	-	-	1	1	2	-	-	1	1	*
	1%	*%	-%	-%	-%	-%	4%	7%	4%	-%	-%	1%	4%	*%
Citipost	1	-	-	1	*	*	-	*	*	-	-	1	*	*
	*%	-%	-%	3%	1%	*%	-%	2%	1%	-%	-%	1%	1%	*%
Other answers	6	6	-	-	*	-	-	-	-	-	4	2	-	-
	2%	4%	-%	-%	1%	-%	-%	-%	-%	-%	6%	2%	-%	-%
NET: Provider other than RM	280	142	36	31	24	8	11	17	36	70	60	76	34	28
	86%	88%	82%	85%	100%	65%	71%	93%	78%	74%	88%	93% a	99% a	91%
NET: RM/Parcelforce	135	65	15	21	5	9	8	5	22	48	22	30	15	12
	42%	41%	34%	57%	22%	78%	48%	27%	48%	51%	32%	36%	44%	38%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	344	98	64	83	42	34	88	67	82	48	32
Effective base	139	47	29	30	11	9	42	26	31	14	9
Weighted Base	325	117	64	68	26	19	105	62	65	34	21
Parcelforce	100	34	18	19	14	5	32	21	20	14	5
	31%	29%	29%	28%	55%	25%	30%	34%	30%	41%	21%
DPD/DPD Local	75	27	12	16	11	3	26	9	21	11	3
	23%	23%	19%	23%	44%	14%	25%	14%	32%	31%	13%
Yodel	74	20	14	26	8	2	18	11	22	8	2
	23%	17%	22%	37%	31%	12%	17%	18%	34%	22%	10%
Evri	68	25	9	25	1	1	18	7	25	1	8
	21%	22%	14%	36% d	3%	3%	17%	11%	39% abd	3%	38% d
DHL	63	20	19	14	3	3	23	7	15	5	7
	19%	17%	30%	21%	13%	14%	22%	11%	23%	14%	35%
UPS	55	19	3	15	8	3	17	5	11	9	4
	17%	16%	5%	22%	32% b	17%	16%	8%	17%	27%	21%
Royal Mail	45	20	8	5	*	3	27	8	1	*	3
	14%	17%	12%	7%	2%	13%	26% cd	14%	1%	1%	14%
FedEx	39	8	3	16	5	6	4	9	12	4	5
	12%	7%	5%	24% ab	19%	31%	3%	15%	18% a	11%	23%
UK Mail	30	6	4	5	2	8	3	10	9	7	*
	9%	5%	7%	8%	8%	42% abc	3%	17%	14%	20%	*%
Amazon Logistics	29	6	6	7	8	*	6	5	2	8	5
	9%	5%	9%	11%	32% a	*%	6%	8%	3%	24% c	25% c
TNT Express	23	5	2	5	6	2	3	2	5	6	2
	7%	4%	4%	8%	25% a	10%	3%	3%	7%	19%	10%
Pitney Bowes	8	1	-	1	4	*	-	1	1	4	1
	3%	*%	-%	2%	15% a	2%	-%	1%	2%	11%	3%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	344	98	64	83	42	34	88	67	82	48	32
Effective base	139	47	29	30	11	9	42	26	31	14	9
Weighted Base	325	117	64	68	26	19	105	62	65	34	21
Secured Mail	8	3	-	4	-	*	-	1	3	*	3
	2%	3%	-%	6%	-%	*%	-%	2%	5%	*%	14% a
DX	8	*	*	*	3	4	*	*	*	7	*
	2%	*%	*%	*%	13% a	20% ac	*%	*%	*%	21% abc	*%
Whistl/ TNT Post UK	2	-	2	*	*	-	*	*	-	2	-
	1%	-%	3%	*%	*%	-%	*%	*%	-%	6%	-%
MHI (Mail Handling International)	2	*	-	*	-	*	-	-	1	1	*
	1%	*%	-%	1%	-%	*%	-%	-%	1%	4%	*%
Citipost	1	-	-	1	-	*	-	-	1	*	*
	*%	-%	-%	2%	-%	*%	-%	-%	1%	1%	*%
Other answers	6	-	1	2	-	-	1	3	*	-	-
	2%	-%	2%	3%	-%	-%	1%	5%	*%	-%	-%
NET: Provider other than RM	280	97	56	63	25	16	78	53	64	34	18
	86%	83%	88%	93%	98%	87%	74%	86%	99% a	99% a	86%
NET: RM/Parcelforce	135	49	24	25	14	7	54	27	20	14	7
	42%	42%	37%	36%	56%	39%	52%	43%	31%	42%	35%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	344	64	78	95	52	44	241	35	55	217	127	281	41
Effective base	139	35	28	45	16	12	101	10	24	83	56	111	15
Weighted Base	325	82	60	108	34	27	235	19	58	198	127	258	36
Parcelforce	100	29	16	36	14	1	76	3	16	67	34	85	6
	31%	35% e	26%	33% e	40% e	5%	32%	18%	27%	34%	27%	33%	16%
DPD/DPD Local	75	16	13	23	15	7	61	3	9	47	28	66	3
	23%	19%	21%	21%	45%	25%	26%	16%	15%	24%	22%	25%	8%
Yodel	74	23	14	22	9	1	56	3	10	55	19	67	4
	23%	28%	24%	20%	27%	5%	24%	14%	18%	28%	15%	26%	10%
Evri	68	18	7	34	4	3	47	6	13	50	19	53	7
	21%	22%	12%	32%	11%	13%	20%	32%	22%	25%	15%	21%	20%
DHL	63	16	11	28	4	3	43	4	15	39	24	48	10
	19%	19%	19%	26%	10%	13%	18%	22%	26%	20%	19%	19%	29%
UPS	55	9	14	13	10	8	46	5	3	28	27	42	7
	17%	11%	23%	12%	30%	28%	19%	26%	5%	14%	21%	16%	18%
Royal Mail	45	9	16	2	8	7	36	6	1	-	45	29	7
	14%	11%	27% c	2%	23% c	25% c	15%	30% c	2%	-%	35% a	11%	18%
FedEx	39	4	5	22	5	2	32	1	7	26	14	34	5
	12%	5%	8%	20%	16%	7%	13%	3%	11%	13%	11%	13%	14%
UK Mail	30	3	2	16	*	6	20	2	4	24	6	15	11
	9%	4%	3%	14%	1%	21%	9%	9%	7%	12%	4%	6%	30% a
Amazon Logistics	29	6	2	11	8	1	18	1	9	18	11	23	5
	9%	7%	3%	10%	24% b	3%	8%	3%	15%	9%	9%	9%	13%
TNT Express	23	6	4	5	7	2	22	*	*	7	16	16	4
	7%	7%	6%	4%	19%	8%	9%	2%	1%	4%	12% a	6%	11%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	344	64	78	95	52	44	241	35	55	217	127	281	41
Effective base	139	35	28	45	16	12	101	10	24	83	56	111	15
Weighted Base	325	82	60	108	34	27	235	19	58	198	127	258	36
Pitney Bowes	8	2	1	*	4	1	5	1	2	2	7	5	1
	3%	3%	2%	*%	11%	3%	2%	4%	4%	1%	5%	2%	1%
Secured Mail	8	*	*	7	-	1	4	*	3	4	4	1	6
	2%	*%	*%	6%	-%	3%	2%	*%	6%	2%	3%	1%	17% a
DX	8	-	*	*	3	4	8	*	-	8	*	4	4
	2%	-%	*%	*%	10%	14%	3%	1%	-%	4%	*%	2%	10%
Whistl/ TNT Post UK	2	-	-	*	*	2	2	-	-	1	2	2	-
	1%	-%	-%	*%	*%	7%	1%	-%	-%	*%	1%	1%	-%
MHI (Mail Handling International)	2	-	*	2	-	*	2	-	-	1	1	1	*
	1%	-%	*%	2%	-%	*%	1%	-%	-%	*%	1%	*%	*%
Citipost	1	1	-	*	-	*	1	-	*	*	1	*	1
	*%	1%	-%	*%	-%	*%	1%	-%	*%	*%	1%	*%	3%
Other answers	6	1	-	5	-	-	6	*	-	3	3	3	-
	2%	1%	-%	5%	-%	-%	3%	1%	-%	2%	2%	1%	-%
NET: Provider other than RM	280	73	43	106	27	20	199	13	57	198	82	228	30
	86%	89%	73%	98% bde	77%	75%	85%	70%	98% b	100% b	65%	89%	82%
NET: RM/Parcelforce	135	31	29	38	22	8	103	8	17	67	69	108	11
	42%	38%	49%	35%	63%	29%	44%	42%	30%	34%	54% a	42%	32%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	344	210	107	69	264	284	38	204	113	81	252
Effective base	139	91	31	31	104	113	13	86	35	38	97
Weighted Base	325	213	73	63	249	259	35	203	84	86	225
Parcelforce	100	76	15	19	76	82	9	67	24	29	67
	31%	36%	20%	30%	31%	31%	26%	33%	28%	33%	30%
DPD/DPD Local	75	55	14	25	48	66	3	52	17	31	42
	23%	26%	19%	41% b	19%	25%	9%	26%	20%	36% b	19%
Yodel	74	44	16	14	55	67	3	49	12	22	47
	23%	21%	22%	22%	22%	26%	9%	24%	14%	26%	21%
Evri	68	50	9	16	50	53	8	52	7	26	40
	21%	23%	12%	26%	20%	20%	22%	25% b	8%	30%	18%
DHL	63	46	11	18	45	48	10	43	13	22	40
	19%	21%	15%	28%	18%	19%	30%	21%	16%	26%	18%
UPS	55	38	8	15	39	44	5	32	14	13	41
	17%	18%	11%	23%	16%	17%	13%	16%	17%	15%	18%
Royal Mail	45	24	16	2	41	31	6	25	15	2	40
	14%	11%	21%	3%	16%	12%	16%	12%	18%	3%	18% a
FedEx	39	21	12	12	27	34	5	22	11	11	28
	12%	10%	16%	19%	11%	13%	14%	11%	13%	13%	12%
UK Mail	30	14	15	4	22	21	5	12	17	4	22
	9%	7%	21% a	6%	9%	8%	13%	6%	20% a	5%	10%
Amazon Logistics	29	20	6	6	21	18	9	14	13	7	20
	9%	10%	9%	10%	9%	7%	26% a	7%	15%	8%	9%
TNT Express	23	13	6	4	19	16	4	12	6	3	20
	7%	6%	8%	6%	8%	6%	12%	6%	7%	4%	9%
Pitney Bowes	8	5	1	-	8	5	1	6	1	2	6
	3%	2%	1%	-%	3%	2%	1%	3%	1%	2%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	344	210	107	69	264	284	38	204	113	81	252
Effective base	139	91	31	31	104	113	13	86	35	38	97
Weighted Base	325	213	73	63	249	259	35	203	84	86	225
Secured Mail	8	4	4	*	8	1	6	4	4	*	8
	2%	2%	5%	*%	3%	1%	18% a	2%	4%	*%	3%
DX	8	4	4	3	4	8	*	4	4	3	4
	2%	2%	5%	5%	2%	3%	*%	2%	5%	4%	2%
Whistl/ TNT Post UK	2	2	*	*	2	1	2	*	2	2	*
	1%	1%	*%	*%	1%	*%	5%	*%	2%	2%	*%
MHI (Mail Handling International)	2	1	1	1	1	1	*	1	1	*	2
	1%	*%	2%	1%	1%	*%	*%	*%	2%	*%	1%
Citipost	1	*	1	*	1	*	1	*	1	*	1
	*%	*%	2%	*%	*%	*%	3%	*%	2%	*%	1%
Other answers	6	5	-	-	6	3	-	5	-	-	6
	2%	2%	-%	-%	2%	1%	-%	2%	-%	-%	3%
NET: Provider other than RM	280	190	58	61	208	229	29	178	69	84	186
	86%	89%	79%	97%	84%	88%	84%	88%	82%	97% b	82%
NET: RM/Parcelforce	135	94	29	20	108	105	15	85	37	29	99
	42%	44%	40%	33%	43%	40%	42%	42%	44%	34%	44%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	344	255	233	95	1	254	209	85	-	302	193	116	-
Effective base	139	93	103	29	1	93	88	29	-	120	81	45	-
Weighted Base	325	217	238	70	4	221	204	72	-	282	186	103	-
Parcelforce	100	57	80	26	4	74	65	21	-	93	58	23	-
	31%	26%	34%	37%	100%	33%	32%	30%	-%	33%	31%	23%	-%
DPD/DPD Local	75	54	60	23	-	51	54	28	-	67	47	36	-
	23%	25%	25%	33%	-%	23%	27%	39%	-%	24%	25%	35%	-%
Yodel	74	52	54	6	-	46	35	7	-	58	41	7	-
	23%	24%	23%	9%	-%	21%	17%	9%	-%	21%	22%	7%	-%
										c	c		
Evri	68	43	48	13	-	43	40	15	-	63	41	29	-
	21%	20%	20%	18%	-%	20%	20%	21%	-%	22%	22%	28%	-%
DHL	63	44	48	13	-	47	40	13	-	58	46	25	-
	19%	20%	20%	19%	-%	21%	20%	18%	-%	20%	25%	24%	-%
UPS	55	38	36	18	-	39	33	12	-	50	29	21	-
	17%	18%	15%	26%	-%	17%	16%	17%	-%	18%	16%	21%	-%
Royal Mail	45	25	28	10	-	24	30	11	-	38	35	19	-
	14%	12%	12%	14%	-%	11%	15%	15%	-%	14%	19%	18%	-%
FedEx	39	36	28	12	-	29	22	9	-	36	21	15	-
	12%	16%	12%	17%	-%	13%	11%	13%	-%	13%	11%	14%	-%
UK Mail	30	24	22	7	-	27	17	5	-	26	11	1	-
	9%	11%	9%	9%	-%	12%	8%	7%	-%	9%	6%	1%	-%
Amazon Logistics	29	23	15	10	-	26	18	5	-	26	17	13	-
	9%	11%	6%	15%	-%	12%	9%	7%	-%	9%	9%	12%	-%
TNT Express	23	16	16	10	-	14	15	7	-	20	15	9	-
	7%	7%	7%	14%	-%	6%	7%	9%	-%	7%	8%	9%	-%
Pitney Bowes	8	6	2	5	-	6	2	*	-	8	4	3	-
	3%	3%	1%	7%	-%	3%	1%	1%	-%	3%	2%	3%	-%
Secured Mail	8	7	4	*	-	8	4	*	-	8	3	3	-
	2%	3%	2%	*%	-%	3%	2%	*%	-%	3%	2%	3%	-%
DX	8	8	8	4	-	8	7	3	-	8	7	4	-
	2%	4%	3%	5%	-%	3%	4%	5%	-%	3%	4%	4%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	344	255	233	95	1	254	209	85	-	302	193	116	-
Effective base	139	93	103	29	1	93	88	29	-	120	81	45	-
Weighted Base	325	217	238	70	4	221	204	72	-	282	186	103	-
Whistl/ TNT Post UK	2	2	1	*	-	2	*	*	-	2	*	*	-
	1%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
MHI (Mail Handling International)	2	1	1	*	-	2	-	*	-	2	*	1	-
	1%	*%	*%	*%	-%	1%	-%	1%	-%	1%	*%	1%	-%
Citipost	1	1	1	1	-	1	1	1	-	1	1	1	-
	*%	1%	1%	2%	-%	1%	1%	1%	-%	*%	1%	1%	-%
Other answers	6	2	3	*	-	*	5	*	-	5	6	1	-
	2%	1%	1%	*%	-%	*%	2%	*%	-%	2%	3%	1%	-%
NET: Provider other than RM	280	192	209	60	4	197	174	61	-	243	151	84	-
	86%	88%	88%	86%	100%	89%	85%	85%	-%	86%	81%	82%	-%
NET: RM/Parcelforce	135	79	102	36	4	95	89	32	-	122	86	41	-
	42%	36%	43%	51%	100%	43%	44%	45%	-%	43%	46%	39%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	344	282	249	185	255	187	34	115	130	159	57	35
Effective base	139	111	100	77	96	83	10	54	51	64	22	12
Weighted Base	325	259	246	188	218	198	26	125	131	161	56	29
Parcelforce	100	85	83	73	65	63	9	57	53	66	20	8
	31%	33%	34%	39%	30%	32%	34%	46%	41%	41%	36%	27%
DPD/DPD Local	75	66	62	51	51	48	4	30	31	47	25	15
	23%	25%	25%	27%	23%	24%	14%	24%	24%	29%	44%	53%
												b
Yodel	74	67	56	54	48	57	8	41	43	46	5	4
	23%	26%	23%	29%	22%	29%	29%	33%	33%	28%	10%	13%
								d	d			
Evri	68	52	49	37	40	46	3	22	18	32	13	4
	21%	20%	20%	20%	18%	23%	13%	18%	13%	20%	24%	14%
DHL	63	49	41	39	45	41	3	26	29	32	15	8
	19%	19%	17%	21%	21%	21%	11%	21%	22%	20%	27%	28%
UPS	55	42	37	32	38	26	7	21	23	28	12	3
	17%	16%	15%	17%	17%	13%	26%	17%	17%	17%	21%	10%
Royal Mail	45	33	32	19	25	28	4	10	13	16	12	3
	14%	13%	13%	10%	12%	14%	16%	8%	10%	10%	21%	10%
FedEx	39	33	25	25	28	24	5	22	16	24	5	3
	12%	13%	10%	14%	13%	12%	18%	17%	12%	15%	8%	10%
UK Mail	30	15	22	15	22	19	6	8	8	13	*	*
	9%	6%	9%	8%	10%	10%	25%	7%	6%	8%	*%	*%
Amazon Logistics	29	23	19	16	21	12	6	11	16	11	3	1
	9%	9%	8%	9%	10%	6%	22%	9%	12%	7%	5%	3%
TNT Express	23	16	13	12	16	13	5	11	11	12	2	1
	7%	6%	5%	6%	8%	6%	20%	9%	9%	7%	4%	5%
Pitney Bowes	8	5	5	7	5	5	4	7	4	6	3	1
	3%	2%	2%	4%	2%	3%	14%	6%	3%	4%	5%	2%
Secured Mail	8	1	1	4	1	*	-	1	1	4	*	*
	2%	1%	*%	2%	1%	*%	-%	1%	1%	2%	*%	1%
DX	8	4	8	4	5	5	1	1	1	4	4	1
	2%	2%	3%	2%	2%	3%	5%	1%	1%	2%	6%	5%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	344	282	249	185	255	187	34	115	130	159	57	35
Effective base	139	111	100	77	96	83	10	54	51	64	22	12
Weighted Base	325	259	246	188	218	198	26	125	131	161	56	29
Whistl/ TNT Post UK	2	1	2	1	2	2	*	*	1	1	*	*
	1%	*%	1%	*%	1%	1%	*%	*%	*%	*%	1%	1%
MHI (Mail Handling International)	2	1	1	1	1	1	-	*	*	1	1	*
	1%	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	*%
Citipost	1	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	1%
Other answers	6	3	5	1	1	3	-	1	*	*	*	*
	2%	1%	2%	1%	1%	2%	-%	1%	*%	*%	*%	1%
NET: Provider other than RM	280	226	214	169	193	170	22	115	118	145	44	26
	86%	87%	87%	90%	88%	86%	84%	92%	90%	90%	79%	90%
NET: RM/Parcelforce	135	112	109	89	89	86	13	65	65	80	32	11
	42%	43%	44%	47%	41%	43%	50%	52%	50%	50%	57%	37%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	344	56	38	47	19	282	212	308	246	242	261	265	89	-	267	25
Effective base	139	26	10	22	8	112	86	123	98	93	99	108	34	-	104	13
Weighted Base	325	59	24	56	23	257	200	288	234	226	240	246	75	-	229	34
Parcelforce	100	15	*	25	8	91	59	93	71	66	81	86	18	-	70	5
	31%	26%	2%	44% b	35%	35%	30%	32%	30%	29%	34%	35%	24%	-%	30%	14%
DPD/DPD Local	75	14	*	12	4	65	52	67	65	59	55	62	24	-	60	5
	23%	24%	2%	21%	18%	25%	26%	23%	28%	26%	23%	25%	32%	-%	26%	15%
Yodel	74	17	2	13	8	61	47	69	50	48	50	54	13	-	54	10
	23%	29%	8%	24%	35%	24%	24%	24%	22%	21%	21%	22%	17%	-%	23%	31%
Evri	68	14	6	9	1	55	41	64	43	39	44	55	12	-	50	11
	21%	23%	26%	16%	4%	21%	21%	22%	19%	17%	18%	22%	16%	-%	22%	32%
DHL	63	10	6	5	5	54	41	59	51	48	48	52	25	-	48	6
	19%	17%	24%	10%	21%	21%	21%	20%	22%	21%	20%	21%	33%	-%	21%	18%
UPS	55	13	3	4	11	39	40	48	37	37	45	39	15	-	42	4
	17%	22%	11%	7%	46%	15%	20%	17%	16%	16%	19%	16%	20%	-%	18%	12%
Royal Mail	45	4	3	9	6	30	24	36	31	38	35	36	13	-	34	2
	14%	7%	14%	16%	26%	12%	12%	13%	13%	17%	14%	15%	17%	-%	15%	5%
FedEx	39	5	3	9	*	34	24	39	31	28	30	35	16	-	21	4
	12%	8%	11%	16%	*%	13%	12%	13%	13%	13%	13%	14%	22%	-%	9%	11%
UK Mail	30	4	8	9	3	22	19	28	23	20	24	20	7	-	21	3
	9%	7%	32%	16%	11%	9%	9%	10%	10%	9%	10%	8%	10%	-%	9%	10%
Amazon Logistics	29	3	5	-	8	21	21	24	23	22	24	21	10	-	17	2
	9%	5%	20%	-%	35%	8%	11%	8%	10%	10%	10%	9%	14%	-%	7%	6%
TNT Express	23	2	2	4	5	18	13	18	18	23	18	20	10	-	13	*
	7%	4%	7%	7%	21%	7%	7%	6%	8%	10%	8%	8%	14%	-%	6%	*%
Pitney Bowes	8	*	*	1	4	8	6	8	3	4	7	7	*	-	7	*
	3%	*%	1%	3%	16%	3%	3%	3%	1%	2%	3%	3%	1%	-%	3%	1%
Secured Mail	8	*	3	-	1	4	3	7	7	8	8	4	4	-	1	3
	2%	1%	14%	-%	3%	1%	2%	2%	3%	3%	3%	2%	5%	-%	1%	9%
DX	8	2	4	-	1	4	7	8	4	8	8	4	1	-	8	*
	2%	4%	16%	-%	5%	2%	4%	3%	2%	3%	3%	2%	2%	-%	3%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	344	56	38	47	19	282	212	308	246	242	261	265	89	-	267	25
Effective base	139	26	10	22	8	112	86	123	98	93	99	108	34	-	104	13
Weighted Base	325	59	24	56	23	257	200	288	234	226	240	246	75	-	229	34
Whistl/ TNT Post UK	2	*	2	*	-	*	*	*	*	2	1	1	*	-	2	-
	1%	*%	8%	*%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	1%	-%
MHI (Mail Handling International)	2	1	-	-	*	1	2	2	1	2	1	1	1	-	1	-
	1%	1%	-%	-%	*%	*%	1%	1%	*%	1%	1%	*%	2%	-%	*%	-%
Citipost	1	*	*	-	-	1	1	1	1	1	1	1	1	-	*	-
	*%	*%	2%	-%	-%	*%	1%	*%	*%	1%	1%	1%	2%	-%	*%	-%
Other answers	6	-	-	-	-	3	5	6	5	6	3	6	3	-	6	-
	2%	-%	-%	-%	-%	1%	2%	2%	2%	3%	1%	2%	4%	-%	3%	-%
NET: Provider other than RM	280	54	20	47	17	227	175	252	204	188	205	210	62	-	195	32
	86%	93%	86%	84%	74%	88%	88%	87%	87%	83%	86%	85%	83%	-%	85%	95%
NET: RM/Parcelforce	135	19	4	34	13	112	77	119	96	95	108	113	31	-	96	7
	42%	32%	16%	60% b	56%	44%	38%	41%	41%	42%	45%	46%	41%	-%	42%	19%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	344	185	140	279	14	155	189	94	202	46	122	83	133
Effective base	139	77	54	108	9	62	77	34	84	21	54	27	58
Weighted Base	325	189	114	248	26	152	172	76	196	48	135	68	115
Parcelforce	100	57	39	78	5	37	63	18	63	19	48	16	35
	31%	30%	34%	31%	20%	25%	37%	24%	32%	40%	35%	24%	30%
DPD/DPD Local	75	39	30	61	2	28	47	16	52	7	46	8	20
	23%	21%	26%	24%	9%	18%	27%	21%	26%	14%	34%	12%	18%
											bc		
Yodel	74	54	18	49	9	39	35	12	43	18	37	8	29
	23%	28%	16%	20%	33%	25%	20%	16%	22%	39%	27%	12%	25%
Evri	68	37	29	48	10	31	37	19	46	4	24	10	34
	21%	19%	25%	19%	40%	21%	22%	24%	24%	7%	17%	14%	29%
DHL	63	33	22	47	6	31	32	17	40	6	23	5	34
	19%	18%	20%	19%	23%	20%	19%	22%	20%	12%	17%	7%	29%
													b
UPS	55	24	24	42	3	30	25	19	31	4	26	5	24
	17%	13%	21%	17%	10%	20%	15%	25%	16%	9%	19%	7%	21%
Royal Mail	45	23	21	40	*	20	25	11	25	5	26	4	8
	14%	12%	19%	16%	1%	13%	14%	14%	13%	10%	19%	6%	7%
FedEx	39	23	12	28	*	20	20	9	26	4	15	9	16
	12%	12%	11%	11%	1%	13%	11%	12%	13%	9%	11%	13%	14%
UK Mail	30	25	3	19	3	23	7	14	16	*	7	18	5
	9%	13%	3%	8%	12%	15%	4%	18%	8%	*%	5%	26%	4%
		b				b		c				ac	
Amazon Logistics	29	20	5	27	2	16	13	3	24	2	2	8	19
	9%	11%	4%	11%	8%	11%	8%	4%	12%	4%	2%	11%	17%
													a
TNT Express	23	13	4	19	*	12	10	8	10	5	12	2	9
	7%	7%	3%	8%	1%	8%	6%	10%	5%	10%	9%	4%	8%
Pitney Bowes	8	5	3	7	-	1	7	*	8	-	4	*	5
	3%	3%	2%	3%	-%	1%	4%	*%	4%	-%	3%	*%	4%
Secured Mail	8	4	1	3	4	7	1	4	3	1	*	1	6
	2%	2%	*%	1%	15%	5%	*%	5%	2%	2%	*%	1%	6%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	344	185	140	279	14	155	189	94	202	46	122	83	133
Effective base	139	77	54	108	9	62	77	34	84	21	54	27	58
Weighted Base	325	189	114	248	26	152	172	76	196	48	135	68	115
DX	8	5	2	4	-	6	1	7	*	*	4	4	*
	2%	3%	2%	1%	-%	4%	1%	9%	*%	*%	3%	5%	*%
								b					
Whistl/ TNT Post UK	2	2	1	2	-	2	*	2	*	-	2	-	*
	1%	1%	*%	1%	-%	1%	*%	3%	*%	-%	2%	-%	*%
MHI (Mail Handling International)	2	1	*	1	1	1	*	1	1	-	1	1	-
	1%	*%	*%	*%	5%	1%	*%	1%	1%	-%	*%	2%	-%
Citipost	1	*	*	1	-	1	*	*	1	-	1	*	*
	*%	*%	*%	*%	-%	1%	*%	1%	*%	-%	1%	*%	*%
Other answers	6	3	3	6	-	2	5	3	3	-	6	*	-
	2%	2%	3%	2%	-%	1%	3%	4%	2%	-%	4%	*%	-%
NET: Provider other than RM	280	166	93	208	26	132	148	65	172	43	109	64	107
	86%	88%	81%	84%	99%	87%	86%	86%	87%	90%	81%	94%	93%
NET: RM/Parcelforce	135	78	53	110	5	56	79	29	77	24	69	19	41
	42%	41%	46%	44%	21%	37%	46%	38%	39%	51%	51%	29%	36%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	344	178	166
Effective base	139	65	75
Weighted Base	325	159	166
Parcelforce	100	43	57
	31%	27%	35%
DPD/DPD Local	75	24	51
	23%	15%	30%
			a
Yodel	74	37	37
	23%	23%	22%
Evri	68	31	37
	21%	20%	22%
DHL	63	30	32
	19%	19%	19%
UPS	55	34	22
	17%	21%	13%
Royal Mail	45	23	22
	14%	14%	13%
FedEx	39	19	20
	12%	12%	12%
UK Mail	30	22	8
	9%	14%	5%
Amazon Logistics	29	19	10
	9%	12%	6%
TNT Express	23	14	9
	7%	9%	5%
Pitney Bowes	8	5	3
	3%	3%	2%
Secured Mail	8	7	1
	2%	4%	*%
DX	8	*	7
	2%	*%	4%
Whistl/ TNT Post UK	2	2	*
	1%	1%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	344	178	166
Effective base	139	65	75
Weighted Base	325	159	166
MHI (Mail Handling International)	2	1	1
	1%	1%	*%
Citipost	1	1	*
	*%	1%	*%
Other answers	6	1	5
	2%	1%	3%
NET: Provider other than RM	280	136	144
	86%	86%	87%
NET: RM/Parcelforce	135	66	70
	42%	41%	42%

Columns Tested:: a,b

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	h	*i	*j	k	l
Unweighted Base	344	17	32	20	18	19	66	4	50	25	21	31	41
Effective base	139	7	12	10	4	11	23	3	28	17	5	21	20
Weighted Base	325	4	46	22	3	27	64	1	59	31	5	36	27
Parcelforce	100	*	23	10	*	5	22	*	18	4	*	11	6
	31%	7%	51%	45%	8%	19%	34%	6%	31%	14%	5%	31%	22%
DPD/DPD Local	75	1	10	3	*	4	16	*	14	8	1	10	9
	23%	29%	21%	13%	14%	13%	25%	6%	23%	26%	15%	27%	32%
Yodel	74	1	1	4	*	6	24	-	10	11	3	8	4
	23%	15%	2%	16%	9%	22%	38%	-%	18%	37%	64%	23%	15%
							b						
Evri	68	*	2	4	2	12	1	*	14	12	*	10	11
	21%	6%	4%	18%	59%	43%	2%	18%	24%	41%	2%	29%	40%
									f			f	bf
DHL	63	1	1	6	1	7	8	*	17	7	1	5	9
	19%	33%	3%	29%	19%	26%	12%	19%	28%	24%	14%	14%	32%
													b
UPS	55	1	6	3	*	2	10	*	16	2	1	6	7
	17%	38%	12%	16%	6%	9%	16%	25%	27%	7%	14%	18%	26%
Royal Mail	45	1	9	6	*	-	11	1	3	5	2	6	1
	14%	25%	20%	26%	1%	-%	17%	76%	6%	16%	30%	16%	5%
FedEx	39	*	1	3	*	*	5	-	16	1	2	7	4
	12%	8%	3%	14%	*%	*%	8%	-%	28%	3%	29%	20%	15%
UK Mail	30	-	-	-	*	8	10	-	7	1	*	1	3
	9%	-%	-%	-%	1%	28%	16%	-%	12%	4%	2%	4%	10%
Amazon Logistics	29	*	12	-	*	-	8	-	5	2	1	1	1
	9%	*%	26%	-%	4%	-%	12%	-%	9%	7%	11%	3%	2%
TNT Express	23	*	*	4	*	1	6	-	6	-	*	2	3
	7%	1%	*%	20%	11%	3%	9%	-%	9%	-%	5%	7%	12%
Pitney Bowes	8	-	-	-	-	-	4	-	3	-	-	-	1
	3%	-%	-%	-%	-%	-%	6%	-%	5%	-%	-%	-%	5%
Secured Mail	8	-	-	1	-	3	*	-	3	-	-	*	-
	2%	-%	-%	3%	-%	12%	*%	-%	5%	-%	-%	1%	-%
DX	8	-	*	-	-	-	5	-	*	-	-	3	-
	2%	-%	*%	-%	-%	-%	8%	-%	*%	-%	-%	7%	-%
Whistl/ TNT Post UK	2	*	-	-	-	-	2	-	-	-	*	-	*
	1%	4%	-%	-%	-%	-%	3%	-%	-%	-%	*%	-%	1%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	h	*i	*j	k	l
Unweighted Base	344	17	32	20	18	19	66	4	50	25	21	31	41
Effective base	139	7	12	10	4	11	23	3	28	17	5	21	20
Weighted Base	325	4	46	22	3	27	64	1	59	31	5	36	27
MHI (Mail Handling International)	2	-	*	-	-	-	*	-	-	-	-	1	-
	1%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	4%	-%
Citipost	1	-	-	-	*	-	*	-	1	-	*	-	-
	*%	-%	-%	-%	2%	-%	*%	-%	2%	-%	4%	-%	-%
Other answers	6	-	-	1	-	-	-	-	3	-	*	2	-
	2%	-%	-%	5%	-%	-%	-%	-%	5%	-%	4%	4%	-%
NET: Provider other than RM	280	3	37	16	3	27	53	*	55	26	4	30	26
	86%	75%	80%	74%	99%	100%	83%	24%	94%	84%	70%	84%	95%
NET: RM/Parcelforce	135	1	28	15	*	5	32	1	21	8	2	13	7
	42%	32%	61%	71%	8%	19%	50%	82%	36%	27%	35%	37%	27%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	344	69	103	79	93	172	172
Effective base	139	23	36	45	44	59	88
Weighted Base	325	71	95	90	68	166	158
Parcelforce	100	33	27	22	17	61	40
	31%	47%	29%	25%	25%	37%	25%
DPD/DPD Local	75	14	20	22	19	34	41
	23%	19%	22%	24%	28%	20%	26%
Yodel	74	5	31	22	16	36	38
	23%	7%	32%	24%	23%	22%	24%
			a				
Evri	68	6	15	26	21	21	48
	21%	8%	16%	29%	31%	12%	30%
				a	a		a
DHL	63	9	16	24	14	24	38
	19%	12%	17%	27%	21%	15%	24%
UPS	55	10	13	18	14	23	32
	17%	15%	13%	20%	21%	14%	20%
Royal Mail	45	16	11	9	9	27	18
	14%	22%	12%	10%	13%	16%	11%
FedEx	39	5	5	17	13	10	30
	12%	6%	5%	19%	18%	6%	19%
							a
UK Mail	30	-	18	8	4	18	12
	9%	-%	19%	9%	6%	11%	8%
			a				
Amazon Logistics	29	12	8	7	2	20	10
	9%	17%	8%	8%	3%	12%	6%
TNT Express	23	4	7	6	6	11	11
	7%	6%	7%	6%	9%	7%	7%
Pitney Bowes	8	-	4	3	1	4	4
	3%	-%	4%	3%	2%	2%	3%
Secured Mail	8	1	3	3	*	4	3
	2%	1%	4%	3%	1%	3%	2%
DX	8	*	5	*	3	5	3
	2%	*%	5%	*%	4%	3%	2%
Whistl/ TNT Post UK	2	*	2	-	*	2	*
	1%	*%	2%	-%	*%	1%	*%

Table 89 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	344	69	103	79	93	172	172
Effective base	139	23	36	45	44	59	88
Weighted Base	325	71	95	90	68	166	158
MHI (Mail Handling International)	2	*	*	-	1	1	1
	1%	1%	*%	-%	2%	*%	1%
Citipost	1	-	*	1	*	*	1
	*%	-%	*%	1%	*%	*%	1%
Other answers	6	1	-	3	2	1	5
	2%	2%	-%	3%	3%	1%	3%
NET: Provider other than RM	280	56	84	81	60	139	141
	86%	78%	88%	90%	87%	84%	89%
NET: RM/Parcelforce	135	45	38	30	23	82	53
	42%	63%	40%	34%	33%	50%	33%
		cd					

Columns Tested:: a,b,c,d - a,b

Table 90

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
Royal Mail	1625	133	1492	1552	63	7	4	74
	94%	99%	93%	94%	87%	81%	86%	86%
		b		bcde				
DHL	28	*	28	26	1	1	*	2
	2%	*%	2%	2%	1%	9%	2%	2%
						abe		
UK Mail	24	-	24	21	2	*	*	3
	1%	-%	1%	1%	3%	3%	3%	3%
Parcelforce	12	1	12	12	*	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%
DPD/DPD Local	8	*	7	7	1	*	*	1
	*%	*%	*%	*%	1%	1%	1%	1%
Evri	8	-	8	7	*	-	*	*
	*%	-%	*%	*%	1%	-%	2%	1%
Secured Mail	7	-	7	7	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
UPS	7	*	7	6	1	*	*	1
	*%	*%	*%	*%	2%	2%	2%	2%
							a	
Yodel	3	-	3	3	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	1%
Pitney Bowes	3	-	3	1	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	2%
					a			a
FedEx	1	*	1	1	*	*	*	*
	*%	*%	*%	*%	*%	2%	1%	*%
						a		
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	*	1	1	*	-	*	*
	*%	*%	*%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
DX	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Amazon logistics	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	4	1	-	-	1
	*%	*%	*%	*%	1%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	133	1492	1552	63	7	4	74
	94%	99%	93%	94%	87%	81%	86%	86%
		b		bcde				
NET: Provider other than RM	108	2	106	97	9	2	1	12
	6%	1%	7%	6%	13%	19%	14%	14%
			a		a	a	a	a
NET: RM/Parcelforce	1638	134	1504	1563	63	7	4	74
	94%	99%	94%	95%	88%	82%	87%	87%
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
Royal Mail	1625	832	607	112	44	26	4	1552	63	11
	94%	97% bcdefhi	92% i	89%	87%	85%	86%	94% defhi	87%	83%
DHL	28	10	11	5	1	1	*	26	1	1
	2%	1%	2%	4%	1%	4%	2%	2%	1%	7% abg
UK Mail	24	8	12	*	1	1	*	21	2	*
	1%	1%	2%	*%	3%	4% g	3%	1%	3%	3%
Parcelforce	12	3	8	1	*	*	*	12	*	*
	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%
DPD/DPD Local	8	4	1	2	1	*	*	7	1	*
	*%	*%	*%	2%	2% b	1%	1%	*%	1%	1%
Evri	8	1	5	1	*	-	*	7	*	*
	*%	*%	1%	1%	1%	-%	2%	*%	1%	1%
Secured Mail	7	-	7	-	*	-	-	7	*	-
	*%	-%	1%	-%	*%	-%	-%	*%	*%	-%
UPS	7	-	6	*	1	*	*	6	1	*
	*%	-%	1%	*%	2% a	1%	2% ag	*%	2% a	2%
Yodel	3	-	3	*	-	*	-	3	*	-
	*%	-%	*%	*%	-%	1%	-%	*%	1%	-%
Pitney Bowes	3	-	*	1	1	-	*	1	1	*
	*%	-%	*%	1%	3% abg	-%	1%	*%	2% abg	*%
FedEx	1	-	-	1	*	*	*	1	*	*
	*%	-%	-%	1%	*%	1%	1%	*%	*%	2% g
Citipost	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	1	-	-	*	*	1	*	*
	*%	-%	*%	-%	-%	1%	*%	*%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
Whistl/ TNT Post UK	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%
DX	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Amazon logistics	*	-	*	-	-	-	*	*	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	2	2	*	1	-	4	1	-
	*%	-%	*%	1%	*%	2%	-%	*%	1%	-%
						ag				
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	832	607	112	44	26	4	1552	63	11
	94%	97%	92%	89%	87%	85%	86%	94%	87%	83%
		bcdefhi	i					defhi		
NET: Provider other than RM	108	27	56	14	6	5	1	97	9	2
	6%	3%	8%	11%	13%	15%	14%	6%	13%	17%
			a	a	ag	ag	ag		ag	abg
NET: RM/Parcelforce	1638	835	615	114	44	26	4	1563	63	11
	94%	97%	93%	90%	88%	85%	87%	95%	88%	84%
		bcdefhi	ei					defhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Royal Mail	1625	1262	289	63	7	4	1057	246	54	22	47
	94%	95% bcde	91%	87%	81%	86%	96% bcde	89%	86%	80%	84%
DHL	28	17	10	1	1	*	10	10	*	*	2
	2%	1%	3%	1%	9% ac	2%	1%	3% a	1%	1%	3%
UK Mail	24	18	3	2	*	*	9	8	*	1	5
	1%	1%	1%	3%	3%	3%	1%	3%	*%	4%	9% a
Parcelforce	12	11	1	*	*	*	3	5	-	3	1
	1%	1%	*%	1%	1%	1%	*%	2%	-%	12% abc	2%
DPD/DPD Local	8	5	2	1	*	*	4	2	1	*	*
	*%	*%	1%	1%	1%	1%	*%	1%	2%	*%	1%
Evri	8	6	1	*	-	*	6	1	*	-	*
	*%	*%	*%	1%	-%	2%	1%	*%	1%	-%	*%
Secured Mail	7	7	-	*	-	-	3	*	4	-	-
	*%	1%	-%	*%	-%	-%	*%	*%	7% ab	-%	-%
UPS	7	1	5	1	*	*	4	1	1	*	*
	*%	*%	2% a	2% a	2% a	2% a	*%	*%	1%	*%	*%
Yodel	3	3	*	*	-	-	3	1	-	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	-%	-%	-%
Pitney Bowes	3	-	1	1	-	*	1	-	-	1	*
	*%	-%	*%	2% a	-%	1%	*%	-%	-%	3% a	*%
FedEx	1	-	1	*	*	*	1	-	-	-	*
	*%	-%	*%	*%	2% a	1%	*%	-%	-%	-%	*%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	1	*	-	*	-	1	-	-	-
	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Whistl/ TNT Post UK	*	-	-	*	*	*	-	-	*	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%	*%
DX	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Amazon logistics	*	-	*	-	-	*	-	*	*	-	-
	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	4	1	-	-	-	1	2	-	*
	*%	-%	1%	1%	-%	-%	-%	*%	3%	-%	*%
			a	a					a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	1262	289	63	7	4	1057	246	54	22	47
	94%	95%	91%	87%	81%	86%	96%	89%	86%	80%	84%
		bcde					bcde				
NET: Provider other than RM	108	67	30	9	2	1	45	30	9	6	9
	6%	5%	9%	13%	19%	14%	4%	11%	14%	20%	16%
			a	a	a	a		a	a	a	a
NET: RM/Parcelforce	1638	1273	291	63	7	4	1060	251	54	25	48
	94%	96%	91%	88%	82%	87%	96%	91%	86%	92%	86%
		bcde					bce				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
Royal Mail	1625	141	122	250	56	160	256	218	131	120
	94%	91%	95%	89%	96%	94%	94%	98%	96%	97%
								c		
DHL	28	6	*	5	*	*	3	1	5	1
	2%	4%	*%	2%	*%	*%	1%	1%	4%	1%
UK Mail	24	4	1	11	2	4	-	1	*	1
	1%	2%	*%	4%	3%	2%	-%	*%	*%	1%
Parcelforce	12	3	*	4	-	1	3	-	-	1
	1%	2%	*%	1%	-%	1%	1%	-%	-%	*%
DPD/DPD Local	8	*	-	3	-	-	3	-	*	-
	*%	*%	-%	1%	-%	-%	1%	-%	*%	-%
Evri	8	-	1	1	*	*	4	-	*	-
	*%	-%	1%	*%	*%	*%	2%	-%	*%	-%
Secured Mail	7	-	3	-	-	4	-	-	-	-
	*%	-%	2%	-%	-%	2%	-%	-%	-%	-%
UPS	7	*	*	3	*	-	*	1	-	2
	*%	*%	*%	1%	1%	-%	*%	*%	-%	1%
Yodel	3	-	-	-	-	*	3	-	-	-
	*%	-%	-%	-%	-%	*%	1%	-%	-%	-%
Pitney Bowes	3	-	-	1	-	-	1	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
FedEx	1	-	-	1	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
Amazon logistics	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	1	2	-	1	*	-	-	-
	*%	-%	1%	1%	-%	1%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	141	122	250	56	160	256	218	131	120
	94%	91%	95%	89%	96%	94%	94%	98% c	96%	97%
NET: Provider other than RM	108	13	7	32	2	11	17	4	6	4
	6%	9%	5%	11% g	4%	6%	6%	2%	4%	3%
NET: RM/Parcelforce	1638	144	123	254	56	161	259	218	131	121
	94%	93%	95%	90%	96%	94%	95%	98% c	96%	97%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
Royal Mail	1625	337	394	724	1455	170	81	61	27
	94%	95%	94%	93%	94%	93%	92%	95%	95%
DHL	28	2	11	10	23	5	3	1	1
	2%	*%	3%	1%	1%	3%	3%	2%	3%
UK Mail	24	6	4	11	22	2	1	1	*
	1%	2%	1%	1%	1%	1%	1%	1%	*%
Parcelforce	12	2	3	7	11	1	1	*	*
	1%	*%	1%	1%	1%	1%	1%	*%	*%
DPD/DPD Local	8	-	*	6	6	1	1	1	*
	*%	-%	*%	1%	*%	1%	1%	1%	*%
Evri	8	*	2	5	7	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%
Secured Mail	7	4	3	-	7	*	-	*	-
	*%	1%	1%	-%	*%	*%	-%	*%	-%
UPS	7	2	*	4	7	*	*	*	*
	*%	1%	*%	1%	*%	*%	*%	*%	*%
Yodel	3	*	-	3	3	*	*	-	*
	*%	*%	-%	*%	*%	*%	*%	-%	*%
Pitney Bowes	3	-	-	2	2	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%
FedEx	1	-	-	1	1	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	1	1	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	-	*	-	*	1	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%
DX	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
Amazon logistics	*	-	-	*	*	*	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	1	2	4	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	337	394	724	1455	170	81	61	27
	94%	95%	94%	93%	94%	93%	92%	95%	95%
NET: Provider other than RM	108	18	26	53	96	12	7	3	1
	6%	5%	6%	7%	6%	7%	8%	5%	5%
NET: RM/Parcelforce	1638	338	398	731	1467	171	82	62	27
	94%	95%	95%	94%	95%	94%	93%	95%	95%

Columns Tested:: a,b,c,d,e,f,g,h

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Royal Mail	1625	56	90	114	223	224	73	40	57	838
	94%	91%	86%	86%	90%	92%	94%	90%	93%	97%
										bcde
DHL	28	1	2	2	6	7	3	*	2	6
	2%	2%	2%	2%	3%	3%	4%	*%	3%	1%
UK Mail	24	1	4	4	9	1	*	-	1	7
	1%	1%	4%	3%	3%	*%	*%	-%	2%	1%
Parcelforce	12	-	3	4	5	*	-	*	-	3
	1%	-%	3%	3%	2%	*%	-%	*%	-%	*%
DPD/DPD Local	8	-	-	-	1	*	*	-	-	6
	*%	-%	-%	-%	1%	*%	*%	-%	-%	1%
Evri	8	*	*	2	*	2	1	-	-	2
	*%	*%	*%	2%	*%	1%	1%	-%	-%	*%
Secured Mail	7	-	4	4	-	-	-	3	-	-
	*%	-%	4%	3%	-%	-%	-%	7%	-%	-%
			i	i				dei		
UPS	7	3	*	*	*	3	*	1	-	*
	*%	5%	*%	*%	*%	1%	*%	2%	-%	*%
		di						i		
Yodel	3	-	-	-	*	3	-	-	-	*
	*%	-%	-%	-%	*%	1%	-%	-%	-%	*%
Pitney Bowes	3	-	1	1	-	-	-	-	1	*
	*%	-%	1%	1%	-%	-%	-%	-%	2%	*%
FedEx	1	-	*	*	1	*	-	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT Express	1	*	*	*	-	1	*	-	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
DX	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon logistics	*	-	-	-	-	*	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	*	1	3	-	*	*	*
	*%	-%	*%	*%	*%	1%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	56	90	114	223	224	73	40	57	838
	94%	91%	86%	86%	90%	92%	94%	90%	93%	97% bcde
NET: Provider other than RM	108	5	15	18	24	20	5	4	4	27
	6%	9%	14% i	14% i	10% i	8% i	6%	10%	7%	3%
NET: RM/Parcelforce	1638	56	93	118	228	225	73	40	57	841
	94%	91%	89%	89%	92%	92%	94%	90%	93%	97% bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
Royal Mail	1625	393	297	935	1330	295	1498	128	1578	47
	94%	89%	92%	96% a	93%	96%	95% b	86%	94%	96%
DHL	28	10	10	8	23	6	22	6	27	1
	2%	2%	3% c	1%	2%	2%	1%	4%	2%	2%
UK Mail	24	13	1	9	24	-	18	6	24	-
	1%	3%	*%	1%	2%	-%	1%	4% a	1%	-%
Parcelforce	12	9	*	3	12	*	12	*	12	-
	1%	2% c	*%	*%	1%	*%	1%	*%	1%	-%
DPD/DPD Local	8	1	*	6	8	-	7	1	8	-
	*%	*%	*%	1%	1%	-%	*%	1%	*%	-%
Evri	8	3	3	2	7	*	7	*	8	-
	*%	1%	1%	*%	1%	*%	*%	*%	*%	-%
Secured Mail	7	4	-	3	4	3	7	*	7	-
	*%	1%	-%	*%	*%	1%	*%	*%	*%	-%
UPS	7	3	3	1	7	-	3	4	7	-
	*%	1%	1%	*%	1%	-%	*%	3% a	*%	-%
Yodel	3	*	3	*	1	3	3	*	3	-
	*%	*%	1%	*%	*%	1%	*%	*%	*%	-%
Pitney Bowes	3	1	-	1	3	*	3	-	3	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
FedEx	1	1	*	*	1	-	*	1	1	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
Citipost	1	-	-	1	1	-	-	1	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
TNT Express	1	*	1	-	1	*	*	1	1	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
DX	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Amazon logistics	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	3	1	4	*	3	1	4	1
	*%	*%	1%	*%	*%	*%	*%	1%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	393	297	935	1330	295	1498	128	1578	47
	94%	89%	92%	96% a	93%	96%	95% b	86%	94%	96%
NET: Provider other than RM	108	48	25	36	96	12	87	21	106	2
	6%	11% c	8%	4%	7%	4%	5%	14% a	6%	4%
NET: RM/Parcelforce	1638	402	298	938	1342	296	1510	128	1591	47
	94%	91%	92%	97% ab	94%	96%	95% b	86%	94%	96%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
Royal Mail	1625	1020	268	327	1390	169	36	30	1559	66
	94%	94%	90%	94%	95%	92%	81%	69%	95%	75%
					cdf	df			cdf	
DHL	28	19	5	5	23	2	3	1	25	4
	2%	2%	2%	1%	2%	1%	7%	1%	2%	4%
UK Mail	24	9	10	5	16	3	1	4	19	5
	1%	1%	3%	1%	1%	1%	1%	10%	1%	6%
								ae		ae
Parcelforce	12	7	5	*	4	1	*	7	5	8
	1%	1%	2%	*%	*%	1%	1%	17%	*%	8%
								abe		abe
DPD/DPD Local	8	3	4	*	4	3	-	*	8	*
	*%	*%	1%	*%	*%	2%	-%	*%	*%	*%
Evri	8	4	2	2	5	2	*	*	7	*
	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%
Secured Mail	7	3	*	4	3	-	4	-	3	4
	*%	*%	*%	1%	*%	-%	9%	-%	*%	5%
							abe			ae
UPS	7	4	3	-	5	1	-	1	6	1
	*%	*%	1%	-%	*%	1%	-%	3%	*%	1%
Yodel	3	3	*	-	3	*	-	-	3	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Pitney Bowes	3	2	*	-	3	-	-	-	3	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
FedEx	1	1	*	-	1	*	*	-	1	*
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%
Citipost	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%
TNT Express	1	*	1	*	1	*	-	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
DX	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
Amazon logistics	*	*	*	-	*	-	-	*	*	*
	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	*	2	4	*	1	-	4	1
	*%	*%	*%	*%	*%	*%	2%	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	1020	268	327	1390	169	36	30	1559	66
	94%	94%	90%	94%	95%	92%	81%	69%	95%	75%
					cdf	df			cdf	
NET: Provider other than RM	108	60	29	19	71	15	9	14	86	22
	6%	6%	10%	6%	5%	8%	19%	31%	5%	25%
							ae	abe		abe
NET: RM/Parcelforce	1638	1027	273	327	1394	170	37	37	1564	74
	94%	95%	92%	94%	95%	93%	81%	85%	95%	83%
					cf				cf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
Royal Mail	1625	834	556	235	1625	1249	1625	1132	777	535
	94%	97%	93%	86%	94%	94%	94%	92%	90%	87%
		bc	c		f	f	f	f		
DHL	28	15	8	5	28	20	28	21	20	21
	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%
UK Mail	24	*	16	8	24	19	24	24	19	24
	1%	*%	3%	3%	1%	1%	1%	2%	2%	4%
			a	a						abc
Parcelforce	12	*	3	9	12	12	12	11	11	11
	1%	*%	1%	3%	1%	1%	1%	1%	1%	2%
				ab						
DPD/DPD Local	8	2	2	3	8	7	8	7	6	6
	*%	*%	*%	1%	*%	1%	*%	1%	1%	1%
Evri	8	1	4	2	8	7	8	7	5	2
	*%	*%	1%	1%	*%	1%	*%	1%	1%	*%
Secured Mail	7	3	-	4	7	7	7	7	7	4
	*%	*%	-%	2%	*%	1%	*%	1%	1%	1%
UPS	7	4	2	2	7	3	7	7	6	6
	*%	*%	*%	1%	*%	*%	*%	1%	1%	1%
Yodel	3	3	*	*	3	1	3	*	*	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
Pitney Bowes	3	-	3	-	3	3	3	2	2	1
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
FedEx	1	*	1	*	1	1	1	1	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	1	-	1	*	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
DX	*	*	-	-	*	*	*	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Amazon logistics	*	-	*	*	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	3	1	5	4	5	2	1	2
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	834	556	235	1625	1249	1625	1132	777	535
	94%	97%	93%	86%	94%	94%	94%	92%	90%	87%
		bc	c		f	f	f	f		
NET: Provider other than RM	108	28	43	37	108	87	108	93	82	83
	6%	3%	7%	14%	6%	6%	6%	8%	10%	13%
			a	ab						abcd
NET: RM/Parcelforce	1638	834	560	244	1638	1261	1638	1143	788	545
	94%	97%	93%	90%	94%	94%	94%	93%	92%	88%
		c			f	f	f	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
Royal Mail	1625	331	1021	81	86	39	38	30	106
	94%	95%	95%	89%	93%	84%	89%	70%	81%
		gh	egh		g				
DHL	28	8	13	3	3	*	*	1	1
	2%	2%	1%	3%	4%	1%	*%	2%	1%
UK Mail	24	4	7	1	*	*	2	9	11
	1%	1%	1%	1%	1%	*%	5%	21%	8%
								abcde	ab
Parcelforce	12	1	3	1	*	4	*	3	8
	1%	*%	*%	1%	*%	10%	*%	7%	6%
						ab		ab	ab
DPD/DPD Local	8	*	3	3	1	*	*	-	*
	*%	*%	*%	4%	1%	1%	*%	-%	*%
				b					
Evri	8	1	6	*	*	*	-	*	*
	*%	*%	1%	*%	*%	*%	-%	*%	*%
Secured Mail	7	-	7	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%
UPS	7	3	2	1	*	1	*	*	1
	*%	1%	*%	1%	*%	2%	*%	*%	1%
Yodel	3	-	3	-	*	*	*	-	*
	*%	-%	*%	-%	*%	1%	*%	-%	*%
Pitney Bowes	3	-	1	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3%	-%	1%
							b		
FedEx	1	*	1	-	*	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%
Citipost	1	-	-	-	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	2%	-%	1%
							b		
TNT Express	1	-	-	*	*	*	*	-	1
	*%	-%	-%	*%	*%	1%	1%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
DX	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%
Amazon logistics	*	-	-	-	*	*	*	-	*
	*%	-%	-%	-%	*%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	-	-	*	*	-	*
	*%	*%	*%	-%	-%	*%	*%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	331	1021	81	86	39	38	30	106
	94%	95%	95%	89%	93%	84%	89%	70%	81%
		gh	egh		g				
NET: Provider other than RM	108	18	50	10	6	7	5	13	25
	6%	5%	5%	11%	7%	16%	11%	30%	19%
						b		abd	ab
NET: RM/Parcelforce	1638	332	1025	82	86	43	38	33	114
	94%	95%	96%	90%	93%	94%	89%	77%	87%
		g	gh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
Royal Mail	1625	1307	133	76	52	22	27	9	962	141	58	24	35	14	15
	94%	95%	87%	96%	88%	91%	89%	65%	96%	86%	86%	93%	88%	91%	64%
		bg		g					bcg			g			
DHL	28	20	5	2	1	*	*	1	10	8	1	*	*	*	*
	2%	1%	3%	2%	2%	*%	*%	6%	1%	5%	2%	2%	1%	*%	*%
										a					
UK Mail	24	13	1	*	5	*	2	4	*	6	7	-	-	*	5
	1%	1%	*%	*%	8%	*%	5%	28%	*%	4%	10%	-%	-%	2%	22%
					ab			abce		a	a			a	abd
Parcelforce	12	7	5	*	*	*	-	*	3	1	-	*	4	*	3
	1%	1%	3%	*%	*%	1%	-%	1%	*%	1%	-%	*%	10%	*%	13%
			a										abc		abc
DPD/DPD Local	8	3	4	1	-	*	-	-	2	4	1	-	*	-	-
	*%	*%	2%	1%	-%	*%	-%	-%	*%	2%	1%	-%	1%	-%	-%
			a							a					
Evri	8	7	-	*	-	*	-	*	6	*	*	-	*	-	*
	*%	1%	-%	*%	-%	*%	-%	*%	1%	*%	*%	-%	1%	-%	*%
Secured Mail	7	7	-	-	-	-	-	-	7	*	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
UPS	7	5	1	*	1	1	-	*	2	2	-	-	*	-	*
	*%	*%	1%	*%	1%	4%	-%	*%	*%	1%	-%	-%	*%	-%	*%
Yodel	3	-	3	-	*	*	*	-	*	*	*	-	-	-	-
	*%	-%	2%	-%	1%	1%	*%	-%	*%	*%	*%	-%	-%	-%	-%
			a												
Pitney Bowes	3	1	-	-	-	-	1	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4%	-%	*%	-%	-%	5%	-%	-%	-%
							a					a			
FedEx	1	1	-	*	-	-	-	-	*	1	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%	-%
Citipost	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
														ab	
TNT Express	1	*	-	-	*	*	*	-	-	*	*	-	*	-	-
	*%	*%	-%	-%	*%	1%	1%	-%	-%	*%	*%	-%	*%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	-	-	*	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%
DX	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Amazon logistics	*	-	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	-	*	*	*	-	4	*	-	*	-	-	-
	*%	*%	1%	-%	*%	1%	*%	-%	*%	*%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	1307	133	76	52	22	27	9	962	141	58	24	35	14	15
	94%	95%	87%	96%	88%	91%	89%	65%	96%	86%	86%	93%	88%	91%	64%
		bg		g					bcg			g			
NET: Provider other than RM	108	67	20	3	7	2	3	5	37	24	9	2	5	1	8
	6%	5%	13%	4%	12%	9%	11%	35%	4%	14%	14%	7%	12%	9%	36%
			a					ac		a	a				ad
NET: RM/Parcelforce	1638	1314	137	76	52	22	27	9	966	142	58	24	39	14	18
	94%	96%	90%	96%	88%	92%	89%	66%	97%	86%	86%	93%	98%	91%	77%
		bg		g					bcg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
Royal Mail	1625	801	128	89	45	21	19	29	69	822	321	322	99	57
	94%	95%	95%	83%	81%	74%	77%	82%	78%	97%	89%	94%	93%	82%
		cdefgh	defh							be		e		
DHL	28	11	2	4	3	1	*	*	1	12	7	7	2	*
	2%	1%	1%	4%	5%	4%	*%	*%	1%	1%	2%	2%	2%	*%
UK Mail	24	4	1	5	6	1	4	2	7	-	15	2	3	4
	1%	1%	1%	5%	10%	5%	15%	6%	8%	-%	4%	1%	3%	5%
				a	ab		ab	a	a		ac		a	a
Parcelforce	12	3	*	5	*	*	*	3	3	3	1	*	1	7
	1%	*%	*%	4%	*%	1%	1%	8%	4%	*%	*%	*%	1%	11%
				a				ab	a					abcd
DPD/DPD Local	8	5	1	1	*	-	-	*	*	3	3	1	*	*
	*%	1%	*%	1%	*%	-%	-%	1%	*%	*%	1%	*%	*%	1%
Evri	8	5	2	*	*	-	*	*	*	4	3	*	*	*
	*%	1%	1%	*%	*%	-%	*%	*%	*%	1%	1%	*%	*%	*%
Secured Mail	7	3	-	-	*	4	-	-	4	4	-	3	*	-
	*%	*%	-%	-%	*%	15%	-%	-%	5%	*%	-%	1%	*%	-%
						abcd			a					
UPS	7	4	*	2	*	-	1	*	1	1	4	2	*	*
	*%	1%	*%	2%	*%	-%	4%	*%	1%	*%	1%	*%	*%	*%
Yodel	3	-	-	*	*	-	-	-	-	-	3	-	-	*
	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	1%
Pitney Bowes	3	1	-	-	1	-	-	-	-	-	1	2	-	-
	*%	*%	-%	-%	2%	-%	-%	-%	-%	-%	*%	*%	-%	-%
FedEx	1	*	1	-	*	-	-	-	-	*	1	-	*	*
	*%	*%	1%	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%
Citipost	1	-	-	-	-	-	1	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	4%	-%	1%	-%	*%	-%	-%	-%
							a							
TNT Express	1	-	-	*	*	*	-	*	1	-	*	*	*	-
	*%	-%	-%	*%	*%	1%	-%	1%	1%	-%	*%	*%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
Whistl/ TNT Post UK	*	-	-	-	*	*	-	-	*	-	*	*	-	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%
DX	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon logistics	*	*	*	-	*	-	*	-	*	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	*	-	-	*	1	1	1	*	3	*	-
	*%	*%	*%	*%	-%	-%	*%	2%	1%	*%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	801	128	89	45	21	19	29	69	822	321	322	99	57
	94%	95%	95%	83%	81%	74%	77%	82%	78%	97%	89%	94%	93%	82%
		cdefgh	defh							be		e		
NET: Provider other than RM	108	38	7	18	10	7	6	6	19	29	40	19	8	12
	6%	5%	5%	17%	19%	26%	23%	18%	22%	3%	11%	6%	7%	18%
				a	ab	ab	ab	a	ab		a			ac
NET: RM/Parcelforce	1638	805	128	93	45	21	19	32	72	825	321	322	100	65
	94%	96%	95%	88%	81%	75%	78%	90%	82%	97%	89%	94%	93%	93%
		cdefh	deh							b				

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
Royal Mail	1625	917	311	273	83	34	711	214	200	71	49
	94%	95%	91%	94%	93%	89%	96%	90%	93%	91%	85%
							be				
DHL	28	13	8	5	1	*	10	5	5	*	*
	2%	1%	2%	2%	2%	*%	1%	2%	2%	*%	*%
UK Mail	24	9	7	1	3	4	1	11	2	5	*
	1%	1%	2%	*%	3%	9%	*%	4%	1%	7%	*%
						ac		a		a	
Parcelforce	12	7	1	3	1	*	3	1	1	*	7
	1%	1%	*%	1%	1%	1%	*%	*%	1%	*%	12%
											abcd
DPD/DPD Local	8	2	3	1	-	*	6	1	*	*	*
	*%	*%	1%	*%	-%	*%	1%	*%	*%	*%	1%
Evri	8	7	*	*	*	*	4	3	*	*	*
	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	*%
Secured Mail	7	7	-	*	-	-	4	-	3	*	-
	*%	1%	-%	*%	-%	-%	1%	-%	1%	*%	-%
UPS	7	1	4	1	-	*	2	*	1	*	*
	*%	*%	1%	1%	-%	*%	*%	*%	*%	1%	*%
Yodel	3	*	3	*	-	-	*	*	-	-	*
	*%	*%	1%	*%	-%	-%	*%	*%	-%	-%	1%
Pitney Bowes	3	-	1	2	-	-	1	*	1	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	1%	-%	-%
FedEx	1	*	1	-	*	*	-	1	-	*	-
	*%	*%	*%	-%	*%	*%	-%	1%	-%	*%	-%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	*	*	*	-	1	-	*	-	-
	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	-	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
DX	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Amazon logistics	*	*	*	-	*	-	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	3	*	-	1	*	3	-	-
	*%	*%	*%	1%	1%	-%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	917	311	273	83	34	711	214	200	71	49
	94%	95%	91%	94%	93%	89%	96% be	90%	93%	91%	85%
NET: Provider other than RM	108	48	30	18	6	4	32	23	16	7	8
	6%	5%	9%	6%	7%	11%	4%	10% a	7%	9%	15% a
NET: RM/Parcelforce	1638	925	312	276	84	35	713	215	201	71	56
	94%	96% b	91%	95%	94%	90%	96% b	91%	93%	92%	98%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
Royal Mail	1625	612	159	221	86	42	640	82	401	1507	119	1625	-
	94%	96% cde	92%	87%	88%	83%	93% b	75%	97% b	99% b	56%	100% b	-%
DHL	28	12	3	3	3	*	11	8	1	5	23	-	28
	2%	2%	2%	1%	3%	1%	2%	7% ac	*%	*%	11% a	-%	26% a
UK Mail	24	5	*	7	5	7	14	5	4	5	18	-	24
	1%	1%	*%	3%	5% ab	14% abc	2%	5%	1%	*%	9% a	-%	22% a
Parcelforce	12	3	*	8	*	-	11	1	*	*	12	-	12
	1%	*%	*%	3% a	*%	-%	2%	1%	*%	*%	6% a	-%	12% a
DPD/DPD Local	8	2	*	5	*	*	2	3	2	*	8	-	8
	*%	*%	*%	2%	*%	1%	*%	3% a	*%	*%	4% a	-%	7% a
Evri	8	4	*	*	2	*	3	2	1	*	7	-	8
	*%	1%	*%	*%	2%	*%	*%	2%	*%	*%	3% a	-%	7% a
Secured Mail	7	-	4	3	-	*	*	4	3	3	4	-	7
	*%	-%	2% a	1%	-%	*%	*%	4% a	1%	*%	2% a	-%	7% a
UPS	7	*	4	3	*	1	5	2	-	1	6	-	7
	*%	*%	2% a	1%	*%	1%	1%	2%	-%	*%	3% a	-%	7% a
Yodel	3	-	*	*	-	-	*	-	-	*	3	-	3
	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	2% a	-%	3% a
Pitney Bowes	3	1	-	1	-	-	1	*	1	-	3	-	3
	*%	*%	-%	1%	-%	-%	*%	*%	*%	-%	1% a	-%	2% a

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
FedEx	1	-	1	*	-	-	*	1	-	-	1	-	1
	*%	-%	1%	*%	-%	-%	*%	1%	-%	-%	1%	-%	1% a
Citipost	1	1	-	-	-	-	1	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1% a
TNT Express	1	-	1	-	*	-	1	-	*	*	1	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	1% a
Whistl/ TNT Post UK	*	-	*	*	-	*	*	-	*	-	*	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Amazon logistics	*	-	*	*	-	-	*	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	-	1	1	-	2	*	*	*	5	-	5
	*%	*%	-%	1%	1%	-%	*%	*%	*%	*%	2% a	-%	4% a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
NET: RM Only	1625	612	159	221	86	42	640	82	401	1507	119	1625	-
	94%	96% cde	92%	87%	88%	83%	93% b	75%	97% b	99% b	56%	100% b	-%
NET: Provider other than RM	108	27	13	33	12	9	52	28	13	16	92	-	108
	6%	4%	8%	13% a	12% a	17% a	7%	25% ac	3%	1%	44% a	-%	100% a
NET: RM/Parcelforce	1638	615	159	229	86	42	651	83	401	1507	131	1625	12
	94%	96% cde	93%	90%	88%	83%	94% b	75%	97% b	99% b	62%	100% b	12%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
Royal Mail	1625	1175	74	738	394	1615	10	1173	75	751	380
	94%	99%	48%	100%	81%	99%	10%	99%	50%	100%	81%
		b		b		b		b		b	
DHL	28	1	19	1	20	5	23	6	15	1	20
	2%	*%	13%	*%	4%	*%	22%	*%	10%	*%	4%
			a		a		a		a		a
UK Mail	24	2	17	*	23	5	18	-	19	*	23
	1%	*%	11%	*%	5%	*%	18%	-%	12%	*%	5%
			a		a		a		a		a
Parcelforce	12	-	12	-	11	*	12	*	12	*	11
	1%	-%	8%	-%	2%	*%	12%	*%	8%	*%	2%
			a		a		a		a		a
DPD/DPD Local	8	-	7	*	7	*	8	-	7	-	7
	*%	-%	5%	*%	2%	*%	7%	-%	5%	-%	2%
			a		a		a		a		a
Evri	8	*	6	*	6	-	8	*	7	*	6
	*%	*%	4%	*%	1%	-%	7%	*%	4%	*%	1%
			a		a		a		a		a
Secured Mail	7	3	4	-	7	-	7	3	4	-	7
	*%	*%	3%	-%	2%	-%	7%	*%	3%	-%	2%
			a		a		a		a		a
UPS	7	-	3	-	7	1	6	-	3	-	7
	*%	-%	2%	-%	2%	*%	6%	-%	2%	-%	2%
			a		a		a		a		a
Yodel	3	*	*	-	*	*	3	*	1	-	*
	*%	*%	*%	-%	*%	*%	3%	*%	*%	-%	*%
							a				
Pitney Bowes	3	-	3	-	2	-	3	-	3	1	1
	*%	-%	2%	-%	*%	-%	2%	-%	2%	*%	*%
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
FedEx	1	-	1	-	1	1	*	-	1	-	1
	*%	-%	1%	-%	*%	*%	*%	-%	1%	-%	*%
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1% a	-%	1%	-%	*%
TNT Express	1	*	*	-	1	*	1	*	*	-	1
	*%	*%	*%	-%	*%	*%	1%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	*	*	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
DX	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Amazon logistics	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	*	2	-	5	*	4	-	2
	*%	*%	3% a	*%	*%	-%	5% a	*%	3% a	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	1175	74	738	394	1615	10	1173	75	751	380
	94%	99% b	48%	100% b	81%	99% b	10%	99% b	50%	100% b	81%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
NET: Provider other than RM	108	7	80	2	91	14	95	10	77	2	91
	6%	1%	52%	*%	19%	1%	90%	1%	50%	*%	19%
			a		a		a		a		a
NET: RM/Parcelforce	1638	1175	86	738	405	1616	22	1174	87	752	392
	94%	99%	56%	100%	84%	99%	21%	99%	57%	100%	83%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Royal Mail	1625	841	1275	217	4	728	866	158	-	802	634	190	*
	94%	91%	95% a	90%	100%	91%	94%	90%	-%	92%	92%	89%	100%
DHL	28	21	16	4	-	20	6	2	-	13	11	5	-
	2%	2%	1%	2%	-%	2% b	1%	1%	-%	2%	2%	2%	-%
UK Mail	24	23	18	2	-	18	11	*	-	19	20	1	-
	1%	2%	1%	1%	-%	2%	1%	*%	-%	2%	3%	*%	-%
Parcelforce	12	9	8	3	-	9	11	3	-	8	7	6	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	3%	-%
DPD/DPD Local	8	7	2	3	-	6	5	3	-	7	4	3	-
	*%	1%	*%	1% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
Evri	8	7	7	2	-	6	5	4	-	7	2	2	-
	*%	1%	*%	1%	-%	1%	1%	2%	-%	1%	*%	1%	-%
Secured Mail	7	7	3	4	-	7	4	4	-	7	4	4	-
	*%	1%	*%	2%	-%	1%	*%	2%	-%	1%	1%	2%	-%
UPS	7	6	3	*	-	3	3	*	-	7	3	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	1%	*%	*%	-%
Yodel	3	1	*	3	-	*	*	-	-	*	*	-	-
	*%	*%	*%	1% b	-%	*%	*%	-%	-%	*%	*%	-%	-%
Pitney Bowes	3	1	3	2	-	1	3	2	-	1	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
FedEx	1	1	*	-	-	1	-	-	-	1	*	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Citipost	1	-	1	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT Express	1	1	1	-	-	1	*	-	-	1	1	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
DX	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Amazon logistics	*	*	*	-	-	*	*	*	-	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	3	*	-	*	4	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	841	1275	217	4	728	866	158	-	802	634	190	*
	94%	91%	95% a	90%	100%	91%	94%	90%	-%	92%	92%	89%	100%
NET: Provider other than RM	108	87	65	24	-	73	53	19	-	73	56	24	-
	6%	9% b	5%	10%	-%	9%	6%	10%	-%	8%	8%	11%	-%
NET: RM/Parcelforce	1638	850	1283	219	4	737	877	161	-	810	640	195	*
	94%	92%	96% a	91%	100%	92%	95%	91%	-%	93%	93%	91%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
Royal Mail	1625	1568	1139	812	1187	988	32	554	480	459	114	71
	94%	99%	99%	98%	99%	99%	88%	100%	98%	98%	96%	100%
					c	c		d				
DHL	28	5	5	2	5	*	*	1	1	2	*	-
	2%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
UK Mail	24	*	6	1	6	5	-	*	*	1	*	*
	1%	*%	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%
Parcelforce	12	*	*	*	*	*	*	*	*	*	-	-
	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
DPD/DPD Local	8	*	*	*	*	*	-	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
Evri	8	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Secured Mail	7	4	4	7	4	4	4	-	4	7	4	-
	*%	*%	*%	1%	*%	*%	11%	-%	1%	2%	3%	-%
							ab				a	
UPS	7	*	-	1	*	*	-	-	-	*	-	-
	*%	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Yodel	3	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Pitney Bowes	3	1	*	1	1	1	-	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
FedEx	1	-	-	1	-	-	-	-	1	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	1	*	*	*	*	-	-	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon logistics	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	*	1	*	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	1568	1139	812	1187	988	32	554	480	459	114	71
	94%	99%	99%	98%	99% c	99% c	88%	100% d	98%	98%	96%	100%
NET: Provider other than RM	108	13	17	14	18	12	4	3	8	11	5	*
	6%	1%	1%	2%	1%	1%	12% ab	*%	2%	2%	4% a	*%
NET: RM/Parcelforce	1638	1568	1139	812	1187	989	32	554	480	459	114	71
	94%	99%	99%	98%	99% c	99% c	88%	100% d	98%	98%	96%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
Royal Mail	1625	203	79	96	39	1384	852	1427	932	778	734	1309	171	-	1186	134
	94%	100% b	89%	97%	96%	96% e	95%	94%	95%	92%	91%	96% ac	89%	-%	98%	97%
DHL	28	-	2	*	-	20	9	21	20	10	15	18	4	-	7	-
	2%	-%	2%	*%	-%	1%	1%	1%	2%	1%	2%	1%	2%	-%	1%	-%
UK Mail	24	-	4	2	-	7	12	17	1	21	17	10	*	-	6	-
	1%	-%	4%	2%	-%	*%	1% d	1%	*%	2% ad	2%	1%	*%	-%	*%	-%
Parcelforce	12	-	*	-	-	6	5	9	8	11	9	8	6	-	*	-
	1%	-%	*%	-%	-%	*%	1%	1%	1%	1%	1%	1%	3% b	-%	*%	-%
DPD/DPD Local	8	-	-	*	-	8	2	8	2	6	6	3	*	-	*	-
	*%	-%	-%	*%	-%	1%	*%	1%	*%	1%	1%	*%	*%	-%	*%	-%
Evri	8	*	*	-	-	7	4	7	7	4	6	6	5	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	1%	*%	1%	*%	2%	-%	*%	-%
Secured Mail	7	-	3	-	-	3	4	7	3	7	7	4	4	-	4	3
	*%	-%	4%	-%	-%	*%	*%	*%	*%	1%	1%	*%	2% b	-%	*%	2% a
UPS	7	1	-	-	1	6	1	6	4	5	7	2	2	-	1	1
	*%	*%	-%	-%	1%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	1%
Yodel	3	-	*	-	-	*	*	*	*	3	1	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Pitney Bowes	3	-	-	1	-	3	3	3	3	1	2	3	1	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
FedEx	1	-	-	-	1	*	1	1	*	*	*	1	-	-	1	-
	*%	-%	-%	-%	3%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Citipost	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
TNT Express	1	-	-	*	-	1	1	1	1	1	1	1	*	-	*	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
Whistl/ TNT Post UK	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Amazon logistics	*	-	-	-	-	*	*	*	*	*	*	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	-	-	-	3	3	3	4	2	1	3	*	1	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	100%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	203	79	96	39	1384	852	1427	932	778	734	1309	171	-	1186	134
	94%	100% b	89%	97%	96%	96% e	95%	94%	95%	92%	91%	96% ac	89%	-%	98%	97%
NET: Provider other than RM	108	1	9	3	2	64	48	86	54	71	72	60	22	1	21	4
	6%	*%	11% a	3%	4%	4%	5%	6%	5%	8% a	9% b	4%	11% b	100%	2%	3%
NET: RM/Parcelforce	1638	203	79	96	39	1390	857	1436	940	788	743	1317	177	-	1186	134
	94%	100% b	89%	97%	96%	96% e	95%	95%	95%	93%	92%	96% a	92%	-%	98%	97%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
Royal Mail	1625	670	956	456	37	189	371	180	1138	295	219	311	1057
	94%	97%	100%	84%	81%	72%	91%	79%	96%	96%	86%	90%	97%
			a				a		a	a			ab
DHL	28	7	*	22	1	13	15	11	13	4	6	12	9
	2%	1%	*%	4%	3%	5%	4%	5%	1%	1%	2%	3%	1%
		b						b				c	
UK Mail	24	6	*	19	*	19	4	14	10	*	8	15	1
	1%	1%	*%	4%	*%	7%	1%	6%	1%	*%	3%	4%	*%
						b		bc			c	c	
Parcelforce	12	*	*	12	-	11	2	7	5	*	5	*	7
	1%	*%	*%	2%	-%	4%	*%	3%	*%	*%	2%	*%	1%
						b		bc					
DPD/DPD Local	8	*	-	4	3	5	2	6	1	1	3	3	1
	*%	*%	-%	1%	7%	2%	1%	3%	*%	*%	1%	1%	*%
					a			b			c		
Evri	8	*	*	4	1	5	2	*	5	2	5	1	2
	*%	*%	*%	1%	2%	2%	1%	*%	*%	1%	2%	*%	*%
											c		
Secured Mail	7	7	-	4	3	7	-	3	*	-	-	-	3
	*%	1%	-%	1%	7%	3%	-%	1%	*%	-%	-%	-%	*%
		b			a	b		b					
UPS	7	1	-	6	-	6	1	1	5	1	2	1	4
	*%	*%	-%	1%	-%	2%	*%	*%	*%	*%	1%	*%	*%
Yodel	3	*	-	3	-	3	-	3	1	-	3	*	-
	*%	*%	-%	1%	-%	1%	-%	1%	*%	-%	1%	*%	-%
											c		
Pitney Bowes	3	-	1	1	-	1	1	-	3	*	1	*	2
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
FedEx	1	1	-	1	-	*	1	*	1	-	*	1	-
	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	-%
Citipost	1	-	-	1	-	-	1	-	-	1	1	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
TNT Express	1	*	-	1	-	1	*	*	1	*	1	-	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	*	*	-	-	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
DX	*	-	-	*	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Amazon logistics	*	-	-	*	-	*	*	*	*	-	*	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	1	5	-	1	3	1	2	2	*	1	2
	*%	-%	*%	1%	-%	1%	1%	1%	*%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	670	956	456	37	189	371	180	1138	295	219	311	1057
	94%	97%	100%	84%	81%	72%	91%	79%	96%	96%	86%	90%	97%
			a				a		a	a			ab
NET: Provider other than RM	108	23	2	85	9	73	35	47	46	12	35	34	31
	6%	3%	*%	16%	19%	28%	9%	21%	4%	4%	14%	10%	3%
		b				b		bc			c	c	
NET: RM/Parcelforce	1638	670	956	468	37	199	373	187	1143	295	224	311	1064
	94%	97%	100%	87%	81%	76%	92%	83%	97%	96%	88%	90%	98%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Royal Mail	1625	742	883
	94%	91%	96%
			a
DHL	28	16	13
	2%	2%	1%
UK Mail	24	19	5
	1%	2%	1%
		b	
Parcelforce	12	8	4
	1%	1%	*%
DPD/DPD Local	8	6	2
	*%	1%	*%
Evri	8	3	5
	*%	*%	1%
Secured Mail	7	7	*
	*%	1%	*%
UPS	7	5	2
	*%	1%	*%
Yodel	3	3	-
	*%	*%	-%
Pitney Bowes	3	1	2
	*%	*%	*%
FedEx	1	*	1
	*%	*%	*%
Citipost	1	1	-
	*%	*%	-%
TNT Express	1	1	*
	*%	*%	*%
Whistl/ TNT Post UK	*	*	*
	*%	*%	*%
DX	*	*	-
	*%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Amazon logistics	*	*	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	5	4	1
	*%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1625	742	883
	94%	91%	96%
			a
NET: Provider other than RM	108	74	34
	6%	9%	4%
		b	
NET: RM/Parcelforce	1638	750	888
	94%	92%	97%
			a

Columns Tested:: a,b

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
Royal Mail	1625	29	261	110	77	99	230	12	242	144	61	186	174
	94%	95%	92%	95%	97%	92%	89%	93%	96%	93%	94%	98% bf	94%
DHL	28	1	6	2	*	*	9	*	1	1	2	1	4
	2%	4%	2%	2%	*%	*%	3%	1%	1%	1%	4%	1%	2%
UK Mail	24	-	13	*	*	1	7	-	1	*	*	-	*
	1%	-%	5% hk	*%	*%	1%	3%	-%	*%	*%	1%	-%	*%
Parcelforce	12	-	4	*	*	-	1	*	6	1	*	-	*
	1%	-%	1%	*%	*%	-%	*%	*%	2%	1%	*%	-%	*%
DPD/DPD Local	8	*	-	*	1	*	4	1	1	-	-	1	*
	*%	*%	-%	*%	1%	*%	1%	5% bl	*%	-%	-%	*%	*%
Evri	8	*	*	*	*	-	*	-	1	2	*	*	4
	*%	*%	*%	*%	*%	-%	*%	-%	*%	1%	*%	*%	2%
Secured Mail	7	-	-	-	*	3	4	-	-	-	-	-	-
	*%	-%	-%	-%	*%	3%	2%	-%	-%	-%	-%	-%	-%
UPS	7	*	*	-	*	3	2	*	-	*	*	1	1
	*%	*%	*%	-%	*%	3%	1%	*%	-%	*%	*%	*%	1%
Yodel	3	*	*	-	-	-	-	-	-	3	-	-	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	*%
Pitney Bowes	3	-	-	1	*	-	-	-	*	1	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	*%	1%	-%	-%	-%
FedEx	1	-	-	-	*	-	-	-	-	1	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	*%	-%
Citipost	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
TNT Express	1	-	-	-	*	-	*	-	*	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
DX	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
Amazon logistics	*	-	-	-	-	*	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	2	-	-	*	*	-	-	1	-	2
	*%	-%	*%	2%	-%	-%	*%	*%	-%	-%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	29	261	110	77	99	230	12	242	144	61	186	174
	94%	95%	92%	95%	97%	92%	89%	93%	96%	93%	94%	98% bf	94%
NET: Provider other than RM	108	1	23	6	2	8	27	1	10	11	4	3	12
	6%	5%	8% k	5%	3%	8%	11% k	7%	4%	7%	6%	2%	6%
NET: RM/Parcelforce	1638	29	265	110	78	99	231	12	248	145	61	186	174
	94%	95%	93%	95%	97%	92%	90%	93%	98% f	94%	94%	98% f	94%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
Royal Mail	1625	399	406	399	421	806	820
	94%	93%	92%	95%	96%	92%	95%
DHL	28	9	9	3	7	18	10
	2%	2%	2%	1%	2%	2%	1%
UK Mail	24	13	9	1	1	22	2
	1%	3%	2%	*%	*%	2%	*%
		cd				b	
Parcelforce	12	4	1	7	*	5	7
	1%	1%	*%	2%	*%	1%	1%
				d			
DPD/DPD Local	8	*	5	2	1	5	3
	*%	*%	1%	*%	*%	1%	*%
Evri	8	*	1	3	4	1	7
	*%	*%	*%	1%	1%	*%	1%
Secured Mail	7	-	7	-	-	7	-
	*%	-%	2%	-%	-%	1%	-%
UPS	7	*	5	*	2	5	3
	*%	*%	1%	*%	*%	1%	*%
Yodel	3	*	-	3	*	*	3
	*%	*%	-%	1%	*%	*%	*%
Pitney Bowes	3	1	*	1	-	2	1
	*%	*%	*%	*%	-%	*%	*%
FedEx	1	-	*	1	*	*	1
	*%	-%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
TNT Express	1	-	*	*	*	*	1
	*%	-%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
DX	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%

Table 90 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
Amazon logistics	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	5	2	*	*	3	2	3
	*%	1%	*%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1625	399	406	399	421	806	820
	94%	93%	92%	95%	96%	92%	95%
NET: Provider other than RM	108	31	37	22	19	68	40
	6%	7%	8%	5%	4%	8%	5%
NET: RM/Parcelforce	1638	404	408	406	421	811	827
	94%	94%	92%	96%	96%	93%	96%

Columns Tested:: a,b,c,d - a,b

Table 91

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
Royal Mail	1268	75	1193	1211	48	5	3	57
	89%	99%	88%	89%	76%	67%	73%	75%
		b		bcde				
DHL	29	*	29	25	3	1	*	4
	2%	*%	2%	2%	5%	8%	8%	5%
						a	a	a
Evri	27	-	27	25	1	-	*	1
	2%	-%	2%	2%	2%	-%	1%	2%
UK Mail	25	-	25	21	3	*	*	3
	2%	-%	2%	2%	4%	6%	9%	4%
							a	a
Parcelforce	23	-	23	20	2	1	*	3
	2%	-%	2%	1%	3%	12%	3%	4%
						abd		a
Yodel	13	-	13	12	1	-	*	1
	1%	-%	1%	1%	2%	-%	1%	1%
DPD/DPD Local	11	*	11	11	1	*	*	1
	1%	*%	1%	1%	1%	2%	1%	1%
Secured Mail	11	-	11	11	*	-	*	*
	1%	-%	1%	1%	*%	-%	*%	*%
Amazon logistics	9	*	9	8	*	-	*	*
	1%	*%	1%	1%	*%	-%	*%	*%
UPS	5	*	5	2	2	*	*	3
	*%	*%	*%	*%	4%	*%	1%	3%
					a			a
FedEx	4	-	4	3	*	*	*	1
	*%	-%	*%	*%	*%	6%	1%	1%
						abe		
Pitney Bowes	3	-	3	2	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	2%
					a			a
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	1%	*%
							a	

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
TNT Express	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	*%
DX	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	4	4	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	75	1193	1211	48	5	3	57
	89%	99%	88%	89%	76%	67%	73%	75%
		b		bcde				
NET: Provider other than RM	164	1	164	146	15	3	1	19
	11%	1%	12%	11%	24%	33%	27%	25%
			a		a	a	a	a
NET: RM/Parcelforce	1291	75	1216	1231	50	6	3	60
	90%	99%	90%	91%	80%	79%	75%	79%
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Royal Mail	1268	628	503	80	32	21	3	1211	48	9
	89%	92%	87%	82%	74%	77%	73%	89%	76%	69%
		cdefhi	defhi					defhi		
DHL	29	11	10	4	3	1	*	25	3	1
	2%	2%	2%	4%	6%	4%	8%	2%	5%	8%
					g		abg			abg
Evri	27	16	8	*	1	*	*	25	1	*
	2%	2%	1%	*%	2%	*%	1%	2%	2%	*%
UK Mail	25	8	12	1	1	2	*	21	3	1
	2%	1%	2%	1%	3%	6%	9%	2%	4%	7%
						ag	abcg			ag
Parcelforce	23	7	13	*	1	2	*	20	2	1
	2%	1%	2%	*%	2%	7%	3%	1%	3%	9%
						abcg				abcg
Yodel	13	5	5	2	1	*	*	12	1	*
	1%	1%	1%	2%	2%	*%	1%	1%	2%	*%
DPD/DPD Local	11	6	2	3	1	*	*	11	1	*
	1%	1%	*%	3%	2%	1%	1%	1%	1%	1%
Secured Mail	11	-	11	-	*	-	*	11	*	*
	1%	-%	2%	-%	*%	-%	*%	1%	*%	*%
			a							
Amazon logistics	9	1	7	1	-	*	*	8	*	*
	1%	*%	1%	1%	-%	1%	*%	1%	*%	*%
UPS	5	*	1	1	2	*	*	2	2	*
	*%	*%	*%	1%	5%	2%	1%	*%	4%	1%
					abg	g			abg	
FedEx	4	*	1	2	*	*	*	3	*	*
	*%	*%	*%	2%	*%	2%	1%	*%	*%	4%
				g						abg
Pitney Bowes	3	-	1	1	1	-	*	2	1	*
	*%	-%	*%	1%	3%	-%	1%	*%	2%	*%
					abg				ag	
Citipost	1	*	1	-	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Whistl/ TNT Post UK	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	1% g	-%	*%	*%
TNT Express	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%
DX	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	2	2	-	*	-	4	*	-
	*%	-%	*%	2%	-%	1%	-%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	628	503	80	32	21	3	1211	48	9
	89%	92% cdefhi	87% defhi	82%	74%	77%	73%	89% defhi	76%	69%
NET: Provider other than RM	164	54	75	17	11	6	1	146	15	4
	11%	8%	13%	18% a	26% abg	23% abg	27% abg	11%	24% abg	31% abg
NET: RM/Parcelforce	1291	635	516	80	33	23	3	1231	50	10
	90%	93% cdefhi	89% dfhi	82%	77%	84%	75%	91% cdfhi	80%	78%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Royal Mail	1268	977	235	48	5	3	823	209	44	22	30
	89%	90% cde	86% cde	76%	67%	73%	91% bcde	84%	77%	74%	70%
DHL	29	17	8	3	1	*	10	9	1	*	3
	2%	2%	3%	5% a	8% a	8% ab	1%	4%	1%	1%	7% a
Evri	27	23	2	1	-	*	24	*	1	-	1
	2%	2%	1%	2%	-%	1%	3%	*%	2%	-%	3%
UK Mail	25	18	3	3	*	*	9	9	*	1	6
	2%	2%	1%	4%	6%	9% ab	1%	4%	*%	4%	14% ab
Parcelforce	23	17	3	2	1	*	12	4	1	*	1
	2%	2%	1%	3%	12% abce	3%	1%	2%	3%	1%	2%
Yodel	13	9	3	1	-	*	10	1	*	*	*
	1%	1%	1%	2%	-%	1%	1%	*%	1%	*%	*%
DPD/DPD Local	11	6	5	1	*	*	4	4	1	2	*
	1%	1%	2%	1%	2%	1%	*%	1%	2%	6% a	1%
Secured Mail	11	11	-	*	-	*	4	*	4	3	-
	1%	1%	-%	*%	-%	*%	*%	*%	7% ab	10% abe	-%
Amazon logistics	9	6	2	*	-	*	2	7	*	-	-
	1%	1%	1%	*%	-%	*%	*%	3% a	*%	-%	-%
UPS	5	*	2	2	*	*	*	2	2	-	*
	*%	*%	1%	4% ab	*%	1%	*%	1%	3% a	-%	*%
FedEx	4	*	3	*	*	*	1	2	*	-	1
	*%	*%	1%	*%	6% ac	1%	*%	1%	1%	-%	1%
Pitney Bowes	3	1	2	1	-	*	2	1	-	1	*
	*%	*%	1%	2% a	-%	1%	*%	*%	-%	3% a	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Citipost	1	*	1	-	-	-	-	1	-	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%
TNT Express	*	-	-	*	-	*	*	*	-	*	-
	*%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%
DX	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	*	-	-	-	1	2	-	*
	*%	-%	1%	*%	-%	-%	-%	*%	3%	-%	1%
			a						a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	977	235	48	5	3	823	209	44	22	30
	89%	90%	86%	76%	67%	73%	91%	84%	77%	74%	70%
		cde	cde				bcde				
NET: Provider other than RM	164	108	38	15	3	1	77	40	13	8	13
	11%	10%	14%	24%	33%	27%	9%	16%	23%	26%	30%
				ab	ab	ab		a	a	a	a
NET: RM/Parcelforce	1291	993	238	50	6	3	835	212	45	22	31
	90%	92%	87%	80%	79%	75%	93%	85%	80%	75%	72%
		cde	e				bcde				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
Royal Mail	1268	131	109	185	49	118	208	163	103	86
	89%	92%	95%	85%	88%	87%	89%	87%	86%	91%
DHL	29	1	1	7	-	1	1	7	6	*
	2%	1%	1%	3%	-%	*%	1%	4%	5%	1%
Evri	27	1	2	1	2	3	4	4	6	3
	2%	1%	2%	*%	4%	2%	2%	2%	5%	3%
UK Mail	25	4	*	5	-	5	-	2	4	1
	2%	3%	*%	2%	-%	4%	-%	1%	3%	1%
Parcelforce	23	-	1	1	-	4	9	6	-	2
	2%	-%	1%	1%	-%	3%	4%	3%	-%	2%
Yodel	13	-	1	2	1	*	4	2	-	2
	1%	-%	1%	1%	1%	*%	2%	1%	-%	2%
DPD/DPD Local	11	2	-	3	-	-	5	-	*	1
	1%	1%	-%	2%	-%	-%	2%	-%	*%	1%
Secured Mail	11	3	-	-	4	4	-	-	-	-
	1%	2%	-%	-%	7%	3%	-%	-%	-%	-%
					cf					
Amazon logistics	9	-	-	7	*	-	-	-	1	-
	1%	-%	-%	3%	*%	-%	-%	-%	1%	-%
UPS	5	*	-	1	-	1	2	-	-	*
	*%	*%	-%	1%	-%	1%	1%	-%	-%	*%
FedEx	4	-	*	1	-	-	-	1	*	*
	*%	-%	*%	1%	-%	-%	-%	1%	*%	*%
Pitney Bowes	3	-	-	1	-	-	1	-	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT Express	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
DX	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	1	2	-	1	*	-	-	-
	*%	-%	1%	1%	-%	1%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	131	109	185	49	118	208	163	103	86
	89%	92%	95%	85%	88%	87%	89%	87%	86%	91%
NET: Provider other than RM	164	11	6	32	7	18	27	23	17	9
	11%	8%	5%	15%	12%	13%	11%	13%	14%	9%
NET: RM/Parcelforce	1291	131	109	187	49	121	217	169	103	88
	90%	92%	95%	86%	88%	89%	92%	91%	86%	93%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Royal Mail	1268	253	342	557	1152	116	57	41	19
	89%	88%	91%	87%	89%	88%	85%	90%	91%
DHL	29	1	8	15	24	5	3	2	*
	2%	*%	2%	2%	2%	4%	5%	3%	1%
Evri	27	8	9	9	26	1	*	*	*
	2%	3%	2%	1%	2%	*%	1%	*%	1%
UK Mail	25	6	8	7	21	4	3	*	*
	2%	2%	2%	1%	2%	3%	4%	1%	2%
Parcelforce	23	6	1	16	22	1	*	*	*
	2%	2%	*%	2%	2%	1%	*%	1%	*%
Yodel	13	2	1	9	12	1	-	1	1
	1%	1%	*%	1%	1%	1%	-%	1%	3%
DPD/DPD Local	11	1	2	8	10	1	*	1	*
	1%	*%	*%	1%	1%	1%	1%	1%	*%
Secured Mail	11	8	3	-	11	*	-	*	*
	1%	3%	1%	-%	1%	*%	-%	*%	*%
		ce							
Amazon logistics	9	*	1	7	8	1	1	*	-
	1%	*%	*%	1%	1%	1%	1%	*%	-%
UPS	5	1	*	3	4	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	1%
FedEx	4	*	*	2	3	1	1	*	*
	*%	*%	*%	*%	*%	1%	1%	*%	2%
Pitney Bowes	3	-	-	2	2	1	1	1	*
	*%	-%	-%	*%	*%	1%	1%	1%	*%
Citipost	1	-	-	1	1	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
TNT Express	*	*	-	-	*	*	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%
DX	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	1	2	4	*	*	*	-
	*%	*%	*%	*%	*%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	253	342	557	1152	116	57	41	19
	89%	88%	91%	87%	89%	88%	85%	90%	91%
NET: Provider other than RM	164	33	33	82	148	16	10	5	2
	11%	12%	9%	13%	11%	12%	15%	10%	9%
NET: RM/Parcelforce	1291	259	342	573	1174	117	57	41	19
	90%	90%	91%	90%	90%	88%	86%	91%	91%

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Royal Mail	1268	36	86	102	153	194	58	28	46	651
	89%	93%	82%	81%	79%	88%	76%	94%	89%	93%
										bcdf
DHL	29	1	1	1	3	5	6	*	1	11
	2%	4%	1%	1%	2%	2%	8%	*%	2%	2%
							i			
Evri	27	*	3	6	3	5	4	-	-	9
	2%	*%	3%	5%	2%	2%	5%	-%	-%	1%
UK Mail	25	1	4	4	11	5	1	*	2	1
	2%	2%	4%	3%	6%	2%	1%	*%	3%	*%
			i	i	i	i			i	
Parcelforce	23	*	1	2	10	*	-	1	-	10
	2%	1%	1%	1%	5%	*%	-%	3%	-%	1%
					ei					
Yodel	13	-	*	1	2	6	-	*	-	3
	1%	-%	*%	1%	1%	3%	-%	2%	-%	*%
DPD/DPD Local	11	-	-	-	1	*	2	*	-	8
	1%	-%	-%	-%	1%	*%	3%	*%	-%	1%
Secured Mail	11	-	7	7	-	*	4	*	-	-
	1%	-%	7%	6%	-%	*%	5%	*%	-%	-%
			dei	ei			ei			
Amazon logistics	9	-	-	-	5	1	1	-	1	*
	1%	-%	-%	-%	3%	*%	1%	-%	3%	*%
					i				i	
UPS	5	-	*	*	*	2	1	-	*	2
	*%	-%	*%	*%	*%	1%	1%	-%	*%	*%
FedEx	4	*	*	*	1	1	*	-	-	*
	*%	*%	*%	*%	1%	1%	*%	-%	-%	*%
Pitney Bowes	3	-	1	1	*	1	-	-	1	*
	*%	-%	1%	1%	*%	*%	-%	-%	2%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Citipost	1	-	-	-	*	-	-	-	-	1
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
TNT Express	*	-	*	*	-	-	*	-	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%
DX	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	*	1	3	-	*	-	-
	*%	-%	*%	*%	*%	1%	-%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	36	86	102	153	194	58	28	46	651
	89%	93%	82%	81%	79%	88%	76%	94%	89%	93% bcdf
NET: Provider other than RM	164	3	19	23	40	27	18	2	5	46
	11%	7%	18% i	19% i	21% i	12%	24% i	6%	11%	7%
NET: RM/Parcelforce	1291	37	87	104	163	195	58	29	46	661
	90%	93%	83%	83%	84%	88%	76%	97%	89%	95% bcdef

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Royal Mail	1268	291	252	725	1029	239	1163	105	1238	30
	89%	82%	85%	93% ab	87%	95% a	89% b	80%	89%	88%
DHL	29	6	10	13	24	5	22	7	28	1
	2%	2%	4%	2%	2%	2%	2%	5% a	2%	3%
Evri	27	9	9	9	22	4	26	1	27	-
	2%	3%	3%	1%	2%	2%	2%	1%	2%	-%
UK Mail	25	16	5	3	23	1	18	7	23	2
	2%	5% c	2%	*%	2%	1%	1%	5% a	2%	4%
Parcelforce	23	12	*	11	22	1	21	2	23	-
	2%	3% b	*%	1%	2%	*%	2%	2%	2%	-%
Yodel	13	3	6	4	12	1	12	1	12	1
	1%	1%	2%	*%	1%	*%	1%	1%	1%	2%
DPD/DPD Local	11	1	2	8	11	-	10	1	11	-
	1%	*%	1%	1%	1%	-%	1%	1%	1%	-%
Secured Mail	11	7	4	*	11	-	11	*	11	-
	1%	2% c	1% c	*%	1%	-%	1%	*%	1%	-%
Amazon logistics	9	5	2	2	9	-	6	2	9	-
	1%	1%	1%	*%	1%	-%	*%	2%	1%	-%
UPS	5	*	2	2	5	-	4	*	5	-
	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
FedEx	4	2	2	*	3	1	3	1	4	-
	*%	*%	1%	*%	*%	*%	*%	1%	*%	-%
Pitney Bowes	3	2	1	1	3	*	3	*	3	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Citipost	1	*	-	1	1	-	*	1	1	-
	*%	*%	-%	*%	*%	-%	*%	1%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
TNT Express	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
DX	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	*	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	3	*	4	-	3	1	3	1
	*%	*%	1%	*%	*%	-%	*%	1%	*%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	291	252	725	1029	239	1163	105	1238	30
	89%	82%	85%	93%	87%	95%	89%	80%	89%	88%
				ab		a	b			
NET: Provider other than RM	164	66	46	53	151	14	138	26	160	4
	11%	18%	15%	7%	13%	5%	11%	20%	11%	12%
		c	c		b			a		
NET: RM/Parcelforce	1291	303	253	735	1051	240	1184	107	1261	30
	90%	85%	85%	95%	89%	95%	91%	82%	90%	88%
				ab			b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Royal Mail	1268	704	226	330	1056	153	32	28	1208	60
	89%	90%	80%	92%	91%	84%	70%	58%	90%	64%
		b		b	cdf	df			cdf	
DHL	29	20	7	2	23	3	1	2	26	3
	2%	3%	3%	1%	2%	2%	1%	5%	2%	3%
Evri	27	11	10	5	23	2	*	1	25	2
	2%	1%	4%	1%	2%	1%	*%	3%	2%	2%
UK Mail	25	7	12	6	10	6	2	6	17	8
	2%	1%	4%	2%	1%	4%	5%	12%	1%	9%
			a					ae		ae
Parcelforce	23	17	5	1	19	3	*	*	22	1
	2%	2%	2%	*%	2%	2%	1%	1%	2%	1%
Yodel	13	5	4	5	9	-	4	*	9	4
	1%	1%	1%	1%	1%	-%	9%	*%	1%	5%
							abe			ae
DPD/DPD Local	11	4	7	*	6	5	-	1	11	1
	1%	*%	3%	*%	1%	3%	-%	1%	1%	1%
Secured Mail	11	4	3	4	*	4	4	3	4	7
	1%	*%	1%	1%	*%	2%	9%	6%	*%	8%
						ae	ae	ae		ae
Amazon logistics	9	4	3	2	3	1	-	5	3	5
	1%	1%	1%	1%	*%	*%	-%	11%	*%	6%
								abe		ae
UPS	5	*	4	*	2	2	1	*	3	1
	*%	*%	1%	*%	*%	1%	2%	*%	*%	1%
FedEx	4	3	1	*	2	1	-	*	3	*
	*%	*%	*%	*%	*%	*%	-%	1%	*%	*%
Pitney Bowes	3	2	1	1	3	-	-	1	3	1
	*%	*%	*%	*%	*%	-%	-%	1%	*%	1%
Citipost	1	-	*	1	*	1	-	-	1	-
	*%	-%	*%	*%	*%	1%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	*	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
TNT Express	*	*	*	-	-	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	-%	*%	*%	*%
DX	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	*	-	*	-	*	-	-	-	*	-
	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	-	1	3	*	1	-	3	1
	*%	*%	-%	*%	*%	*%	2%	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	704	226	330	1056	153	32	28	1208	60
	89%	90%	80%	92%	91%	84%	70%	58%	90%	64%
		b		b	cdf	df			cdf	
NET: Provider other than RM	164	80	57	28	103	28	13	20	131	34
	11%	10%	20%	8%	9%	16%	30%	42%	10%	36%
			ac				ae	abe		abe
NET: RM/Parcelforce	1291	721	231	331	1075	156	32	29	1230	61
	90%	92%	82%	93%	93%	86%	71%	59%	92%	65%
		b		b	bcdf	df			cdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
Royal Mail	1268	542	514	212	1182	1268	1268	1024	723	418
	89%	93%	90%	77%	88%	89%	89%	88%	84%	78%
		c	c		ef	ef	ef	f		
DHL	29	15	8	7	29	29	29	24	29	17
	2%	2%	1%	2%	2%	2%	2%	2%	3%	3%
Evri	27	13	9	4	25	27	27	22	18	15
	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%
UK Mail	25	-	10	14	25	25	25	24	23	23
	2%	-%	2%	5%	2%	2%	2%	2%	3%	4%
				a						abc
Parcelforce	23	8	11	4	19	23	23	18	18	17
	2%	1%	2%	1%	1%	2%	2%	2%	2%	3%
Yodel	13	3	5	4	13	13	13	12	13	9
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
DPD/DPD Local	11	2	4	6	10	11	11	10	9	10
	1%	*%	1%	2%	1%	1%	1%	1%	1%	2%
Secured Mail	11	*	*	11	7	11	11	11	11	7
	1%	*%	*%	4%	1%	1%	1%	1%	1%	1%
				ab						
Amazon logistics	9	-	3	6	9	9	9	9	9	8
	1%	-%	*%	2%	1%	1%	1%	1%	1%	1%
UPS	5	1	1	3	5	5	5	5	5	4
	*%	*%	*%	1%	*%	*%	*%	*%	1%	1%
FedEx	4	-	2	1	4	4	4	4	4	4
	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%
Pitney Bowes	3	*	3	1	3	3	3	3	3	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
TNT Express	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
DX	*	*	-	-	*	*	*	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
MHI (Mail Handling International)	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	1	4	4	4	2	1	2
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	542	514	212	1182	1268	1268	1024	723	418
	89%	93%	90%	77%	88%	89%	89%	88%	84%	78%
		c	c		ef	ef	ef	f		
NET: Provider other than RM	164	43	60	62	154	164	164	144	142	118
	11%	7%	10%	23%	12%	11%	11%	12%	16%	22%
				ab					abc	abcd
NET: RM/Parcelforce	1291	550	524	216	1201	1291	1291	1042	741	435
	90%	94%	91%	79%	90%	90%	90%	89%	86%	81%
		c	c		f	ef	ef	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Royal Mail	1268	61	967	65	74	37	36	27	101
	89%	94%	91%	74%	90%	80%	87%	62%	76%
		cg	cgh		g				
DHL	29	-	19	3	3	1	1	2	3
	2%	-%	2%	4%	4%	1%	2%	4%	2%
Evri	27	-	19	5	*	2	*	*	2
	2%	-%	2%	6%	*%	3%	*%	*%	1%
UK Mail	25	-	12	2	*	*	1	9	10
	2%	-%	1%	3%	1%	1%	1%	20%	7%
								abcdef	b
Parcelforce	23	4	14	1	2	2	*	-	2
	2%	6%	1%	1%	2%	5%	*%	-%	2%
Yodel	13	-	11	1	*	-	*	1	1
	1%	-%	1%	1%	1%	-%	*%	1%	1%
DPD/DPD Local	11	-	6	3	1	*	*	1	1
	1%	-%	1%	4%	1%	1%	*%	2%	1%
				b					
Secured Mail	11	-	4	4	-	-	-	3	3
	1%	-%	*%	4%	-%	-%	-%	7%	2%
				b				b	
Amazon logistics	9	-	3	1	*	4	1	-	5
	1%	-%	*%	1%	*%	9%	2%	-%	4%
						b			b
UPS	5	-	3	*	*	*	*	1	1
	*%	-%	*%	*%	*%	*%	*%	1%	1%
FedEx	4	-	3	*	1	*	-	*	*
	*%	-%	*%	*%	1%	*%	-%	1%	*%
Pitney Bowes	3	-	1	-	-	-	2	1	2
	*%	-%	*%	-%	-%	-%	4%	1%	2%
							b		
Citipost	1	-	*	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	2%	-%	1%
							b		
Whistl/ TNT Post UK	*	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
TNT Express	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%
DX	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	-	-	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	61	967	65	74	37	36	27	101
	89%	94%	91%	74%	90%	80%	87%	62%	76%
		cg	cgh		g				
NET: Provider other than RM	164	4	99	22	8	10	5	17	31
	11%	6%	9%	26%	10%	20%	13%	38%	24%
				ab				abd	b
NET: RM/Parcelforce	1291	65	981	67	75	40	36	27	103
	90%	100%	92%	76%	92%	84%	87%	62%	78%
		cgh	cgh		cg				

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Royal Mail	1268	934	103	60	36	20	26	3	983	134	60	25	36	13	17
	89%	91% bd	77%	86%	78%	88%	90%	35%	92% bcg	75%	81%	91% g	84%	82%	61%
DHL	29	19	4	3	1	1	*	2	16	9	2	1	*	1	1
	2%	2%	3%	4%	3%	5%	*%	18%	2%	5%	2%	2%	*%	3%	4%
Evri	27	15	7	3	-	1	-	*	20	5	-	*	1	-	*
	2%	1%	5% a	5%	-%	2%	-%	*%	2%	3%	-%	1%	3%	-%	*%
UK Mail	25	12	2	2	5	-	*	4	3	10	5	*	-	*	5
	2%	1%	1%	3%	10% a	-%	*%	43%	*%	6% a	7% a	1%	-%	2%	18% ad
Parcelforce	23	14	2	*	3	1	-	-	17	4	2	*	-	*	-
	2%	1%	1%	*%	6%	3%	-%	-%	2%	2%	3%	*%	-%	*%	-%
Yodel	13	11	1	*	*	*	1	*	7	6	*	-	*	1	*
	1%	1%	1%	*%	1%	*%	3%	*%	1%	3%	*%	-%	*%	4%	*%
DPD/DPD Local	11	3	5	1	1	*	-	-	4	6	1	-	*	-	1
	1%	*%	4% a	1%	1%	*%	-%	-%	*%	3% a	1%	-%	1%	-%	2%
Secured Mail	11	4	3	-	-	-	-	-	4	*	4	-	-	-	3
	1%	*%	2%	-%	-%	-%	-%	-%	*%	*%	5% a	-%	-%	-%	11% ab
Amazon logistics	9	7	1	-	*	*	1	-	-	4	*	*	5	-	-
	1%	1%	1%	-%	*%	1%	2%	-%	-%	2% a	*%	*%	11% ac	-%	-%
UPS	5	2	2	*	*	-	-	-	4	*	*	*	*	*	1
	*%	*%	1%	1%	1%	-%	-%	-%	*%	*%	*%	*%	*%	*%	2%
FedEx	4	2	1	1	*	*	-	*	1	2	1	*	-	-	*
	*%	*%	1%	1%	*%	*%	-%	3%	*%	1%	1%	1%	-%	-%	*%
Pitney Bowes	3	2	-	-	-	-	1	-	1	-	-	1	-	*	1
	*%	*%	-%	-%	-%	-%	4% a	-%	*%	-%	-%	5% a	-%	2%	2%
Citipost	1	*	1	-	-	-	-	-	*	-	-	-	-	1	-
	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	6% ab	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Whistl/ TNT Post UK	*	-	-	*	-	*	-	*	-	*	*	-	*	-	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%
TNT Express	*	*	-	*	*	-	-	-	-	-	-	-	*	*	-
	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
DX	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	-	*	-	-	-	4	-	-	*	-	-	-
	*%	*%	1%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	934	103	60	36	20	26	3	983	134	60	25	36	13	17
	89%	91%	77%	86%	78%	88%	90%	35%	92%	75%	81%	91%	84%	82%	61%
		bd							bcg			g			
NET: Provider other than RM	164	92	30	10	10	3	3	6	81	46	14	3	7	3	11
	11%	9%	23%	14%	22%	12%	10%	65%	8%	25%	19%	9%	16%	18%	39%
			a		a					a	a				ad
NET: RM/Parcelforce	1291	948	104	60	39	21	26	3	1000	137	62	25	36	13	17
	90%	92%	79%	86%	83%	92%	90%	35%	94%	77%	83%	91%	84%	82%	61%
		b							bcfg			g			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Royal Mail	1268	725	117	73	44	14	18	33	64	563	270	282	100	52
	89%	94% bcdefgh	85% e	70%	76%	56%	76%	76%	71%	93% be	84%	88% e	92% e	73%
DHL	29	13	4	2	3	1	*	2	3	17	3	5	2	3
	2%	2%	3%	2%	4%	4%	1%	4%	3%	3%	1%	1%	2%	4%
Evri	27	10	2	6	3	-	-	1	1	8	7	10	2	*
	2%	1%	2%	6% a	4%	-%	-%	3%	1%	1%	2%	3%	1%	*%
UK Mail	25	1	*	7	7	4	4	1	8	*	12	2	2	8
	2%	*%	*%	7% a	12% ab	16% ab	16% ab	2%	9% ab	*%	4% a	1%	2%	11% ac
Parcelforce	23	13	3	2	*	*	-	-	*	7	11	4	1	*
	2%	2%	2%	2%	*%	*%	-%	-%	*%	1%	3%	1%	1%	*%
Yodel	13	5	*	6	-	*	1	*	1	2	3	8	*	*
	1%	1%	*%	5% a	-%	*%	3%	1%	1%	*%	1%	2%	*%	*%
DPD/DPD Local	11	5	2	1	*	-	-	1	1	3	5	2	*	*
	1%	1%	2%	1%	*%	-%	-%	2%	1%	1%	2%	1%	*%	*%
Secured Mail	11	-	4	-	*	4	-	3	7	4	4	-	*	3
	1%	-%	3% a	-%	*%	17% acd	-%	7% a	8% a	1%	1%	-%	*%	4% c
Amazon logistics	9	*	1	5	*	1	*	1	2	1	3	*	1	4
	1%	*%	1%	5% a	*%	6% a	1%	2% a	3% a	*%	1%	*%	1%	6% ac
UPS	5	1	2	2	*	-	*	-	*	*	2	2	1	-
	*%	*%	1%	2%	*%	-%	*%	-%	*%	*%	*%	1%	1%	-%
FedEx	4	*	2	1	*	*	*	*	1	-	2	2	*	*
	*%	*%	1%	1%	*%	2%	*%	1%	1%	-%	1%	*%	*%	*%
Pitney Bowes	3	1	-	1	1	-	-	*	*	-	1	2	-	*
	*%	*%	-%	*%	2%	-%	-%	1%	*%	-%	*%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Citipost	1	*	-	-	-	-	1	-	1	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4% a	-%	1%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	-	-	-	-	*	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%
TNT Express	*	-	-	-	*	-	-	*	*	-	-	*	*	*
	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%
DX	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	*	-	-	-	*	1	1	1	*	3	-	-
	*%	*%	*%	-%	-%	-%	*%	2%	1%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	725	117	73	44	14	18	33	64	563	270	282	100	52
	89%	94% bcdefgh	85% e	70%	76%	56%	76%	76%	71%	93% be	84%	88% e	92% e	73%
NET: Provider other than RM	164	50	21	32	14	11	6	10	27	44	53	39	9	19
	11%	6%	15% a	30% a	24% a	44% ab	24% a	24% a	29% a	7%	16% a	12%	8%	27% acd
NET: RM/Parcelforce	1291	738	120	75	44	14	18	33	64	570	282	286	101	52
	90%	95% bcdefgh	87% e	71%	76%	56%	76%	76%	71%	94% be	87%	89% e	93% e	73%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Royal Mail	1268	621	244	210	76	27	716	213	209	77	49
	89%	90% e	89%	84%	93% e	72%	92% b	80%	88%	89%	82%
DHL	29	19	2	5	2	2	17	5	4	1	2
	2%	3%	1%	2%	2%	6%	2%	2%	2%	1%	4%
Evri	27	15	*	10	*	*	11	7	7	2	*
	2%	2%	*%	4% b	*%	*%	1%	3%	3%	2%	*%
UK Mail	25	9	5	2	2	8	3	12	4	5	*
	2%	1%	2%	1%	2%	20% abcd	*%	5% a	1%	6% a	1%
Parcelforce	23	7	9	2	1	*	10	11	2	*	-
	2%	1%	3%	1%	1%	1%	1%	4%	1%	*%	-%
Yodel	13	3	3	7	*	*	4	3	5	-	-
	1%	*%	1%	3%	*%	*%	1%	1%	2%	-%	-%
DPD/DPD Local	11	2	5	1	-	-	7	3	2	*	*
	1%	*%	2%	1%	-%	-%	1%	1%	1%	*%	1%
Secured Mail	11	4	-	3	-	*	4	4	-	*	3
	1%	1%	-%	1%	-%	*%	1%	1%	-%	*%	5% ac
Amazon logistics	9	5	3	-	1	-	3	1	*	1	4
	1%	1%	1%	-%	1%	-%	*%	*%	*%	1%	7% abc
UPS	5	*	2	3	*	-	*	3	1	1	-
	*%	*%	1%	1%	*%	-%	*%	1%	*%	1%	-%
FedEx	4	1	1	1	*	-	*	2	1	*	*
	*%	*%	1%	1%	*%	-%	*%	1%	1%	*%	*%
Pitney Bowes	3	1	1	2	-	-	1	1	1	-	*
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	1%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Whistl/ TNT Post UK	*	-	*	*	-	-	-	*	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%
TNT Express	*	*	*	*	-	-	-	-	*	*	*
	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%
DX	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	*	3	-	-	1	*	3	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	621	244	210	76	27	716	213	209	77	49
	89%	90% e	89%	84%	93% e	72%	92% b	80%	88%	89%	82%
NET: Provider other than RM	164	66	31	39	6	10	62	53	29	10	11
	11%	10%	11%	16%	7%	28% ad	8%	20% a	12%	11%	18%
NET: RM/Parcelforce	1291	628	253	213	77	28	726	224	211	77	49
	90%	91% e	92% e	85%	94% e	73%	93% b	84%	88%	89%	82%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Royal Mail	1268	525	150	217	82	39	594	79	344	1176	92	1175	7
	89%	92% ce	87%	82%	84%	79%	87% b	69%	94% ab	95% b	49%	94% b	8%
DHL	29	15	3	3	2	1	15	2	7	13	16	15	14
	2%	3%	2%	1%	2%	1%	2%	2%	2%	1%	8% a	1%	16% a
Evri	27	8	1	5	5	3	16	5	1	13	14	18	7
	2%	1%	*%	2%	5%	7%	2%	4%	*%	1%	7% a	1%	8% a
UK Mail	25	*	2	11	5	5	17	5	2	10	15	7	18
	2%	*%	1%	4% a	5% a	10% a	2%	5% c	*%	1%	8% a	1%	21% a
Parcelforce	23	12	2	4	1	-	5	7	6	16	7	13	6
	2%	2%	1%	1%	1%	-%	1%	6% a	2%	1%	4%	1%	7% a
Yodel	13	2	3	6	*	*	9	1	2	9	4	12	1
	1%	*%	2%	2%	*%	*%	1%	1%	1%	1%	2%	1%	2%
DPD/DPD Local	11	3	1	5	*	*	2	6	2	1	11	2	7
	1%	1%	*%	2%	*%	1%	*%	5% ac	*%	*%	6% a	*%	8% a
Secured Mail	11	-	8	3	-	*	3	8	-	*	11	*	7
	1%	-%	5% a	1%	-%	*%	*%	7% ac	-%	*%	6% a	*%	8% a
Amazon logistics	9	1	*	7	1	-	8	-	1	3	6	3	6
	1%	*%	*%	3% a	1%	-%	1%	-%	*%	*%	3% a	*%	6% a
UPS	5	*	*	2	1	*	4	*	-	1	3	3	2
	*%	*%	*%	1%	1%	1%	1%	*%	-%	*%	2% a	*%	2%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
FedEx	4	1	2	*	*	*	3	1	-	1	3	1	3
	*%	*%	1%	*%	*%	1%	*%	1%	-%	*%	2% a	*%	3% a
Pitney Bowes	3	1	*	1	-	1	1	1	1	-	3	-	3
	*%	*%	*%	*%	-%	1%	*%	1%	*%	-%	2% a	-%	4% a
Citipost	1	1	*	-	-	-	1	*	-	-	1	-	1
	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	1% a
Whistl/ TNT Post UK	*	-	*	*	-	-	*	*	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	*	-	*	*	-	-	*	*	-	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	-%	*%	*%	*%	*%
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	-	-	*	-	-	*
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	1	1	-	2	-	-	-	4	-	4
	*%	-%	-%	*%	1%	-%	*%	-%	-%	-%	2% a	-%	5% a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
NET: RM Only	1268	525	150	217	82	39	594	79	344	1176	92	1175	7
	89%	92% ce	87%	82%	84%	79%	87% b	69%	94% ab	95% b	49%	94% b	8%
NET: Provider other than RM	164	45	23	49	16	10	86	36	22	67	97	74	80
	11%	8%	13%	18% a	16%	21% a	13% c	31% ac	6%	5%	51% a	6%	92% a
NET: RM/Parcelforce	1291	537	152	221	82	39	599	86	350	1192	99	1188	13
	90%	94% cde	88%	83%	84%	79%	88% b	75%	96% ab	96% b	52%	95% b	15%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Royal Mail	1268	1268	-	697	327	1171	11	1245	23	711	313
	89%	100% b	-%	98% b	72%	94% b	13%	98% b	14%	98% b	71%
DHL	29	-	29	5	19	19	10	5	25	1	23
	2%	-%	18% a	1%	4% a	2%	12% a	*%	15% a	*%	5% a
Evri	27	-	27	1	22	18	7	5	21	1	22
	2%	-%	16% a	*%	5% a	1%	8% a	*%	13% a	*%	5% a
UK Mail	25	-	25	2	21	10	14	2	23	1	23
	2%	-%	15% a	*%	5% a	1%	17% a	*%	14% a	*%	5% a
Parcelforce	23	-	23	1	17	13	7	5	18	5	13
	2%	-%	14% a	*%	4% a	1%	8% a	*%	11% a	1%	3%
Yodel	13	-	13	1	11	12	1	6	7	5	7
	1%	-%	8% a	*%	2% a	1%	1%	*%	4% a	1%	2%
DPD/DPD Local	11	-	11	1	9	1	9	-	11	1	9
	1%	-%	7% a	*%	2% a	*%	11% a	-%	7% a	*%	2% a
Secured Mail	11	-	11	-	11	*	7	-	11	-	11
	1%	-%	7% a	-%	2% a	*%	9% a	-%	7% a	-%	2% a
Amazon logistics	9	-	9	2	7	3	6	-	9	2	7
	1%	-%	5% a	*%	1%	*%	7% a	-%	5% a	*%	2%
UPS	5	-	5	1	3	3	2	1	3	*	5
	*%	-%	3% a	*%	1%	*%	2% a	*%	2% a	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
FedEx	4	-	4	-	4	2	2	1	3	*	3
	*%	-%	2% a	-%	1%	*%	2%	*%	2% a	*%	1%
Pitney Bowes	3	-	3	-	3	-	3	*	3	1	2
	*%	-%	2% a	-%	1%	-%	4% a	*%	2% a	*%	*%
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1% a	-%	1%	-%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
TNT Express	*	-	*	*	*	*	*	-	*	*	*
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%
DX	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	*	-	*	*	-	-	*	-	*	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	-	2	-	4	-	4	-	2
	*%	-%	2% a	-%	*%	-%	5% a	-%	3% a	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	1268	-	697	327	1171	11	1245	23	711	313
	89%	100% b	-%	98% b	72%	94% b	13%	98% b	14%	98% b	71%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
NET: Provider other than RM	164	-	164	14	130	81	73	25	140	17	127
	11%	-%	100% a	2%	28% a	6%	87% a	2%	86% a	2%	29% a
NET: RM/Parcelforce	1291	1268	23	698	344	1183	18	1250	41	716	325
	90%	100% b	14%	98% b	75%	95% b	21%	98% b	25%	98% b	74%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
Royal Mail	1268	656	917	184	4	725	901	160	1	737	575	182	*
	89%	83%	91% ac	83%	100%	84%	91% a	84%	100%	87%	88%	84%	100%
DHL	29	27	15	8	-	25	7	3	-	15	9	5	-
	2%	3%	1%	3%	-%	3% b	1%	2%	-%	2%	1%	2%	-%
Evri	27	25	19	2	-	23	16	3	-	22	7	8	-
	2%	3%	2%	1%	-%	3%	2%	2%	-%	3%	1%	4%	-%
UK Mail	25	24	14	4	-	23	10	4	-	19	13	1	-
	2%	3%	1%	2%	-%	3%	1%	2%	-%	2%	2%	*%	-%
Parcelforce	23	15	13	8	-	15	12	7	-	9	13	3	-
	2%	2%	1%	4%	-%	2%	1%	4%	-%	1%	2%	2%	-%
Yodel	13	10	8	*	-	11	7	*	-	10	7	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
DPD/DPD Local	11	9	3	5	-	6	9	3	-	9	5	3	-
	1%	1%	*%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Secured Mail	11	7	*	4	-	11	11	4	-	11	11	7	-
	1%	1%	*%	2% b	-%	1%	1%	2%	-%	1%	2%	3%	-%
Amazon logistics	9	9	7	*	-	9	7	*	-	8	3	1	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	1%	-%
UPS	5	5	2	1	-	5	2	2	-	5	2	2	-
	*%	1%	*%	1%	-%	1%	*%	1%	-%	1%	*%	1%	-%
FedEx	4	4	2	1	-	4	2	1	-	4	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Pitney Bowes	3	1	3	3	-	2	3	2	-	2	2	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Citipost	1	*	1	-	-	*	1	-	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
TNT Express	*	*	-	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
DX	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	*	*	*	-	-	*	-	-	-	*	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	3	*	-	*	4	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	656	917	184	4	725	901	160	1	737	575	182	*
	89%	83%	91% ac	83%	100%	84%	91% a	84%	100%	87%	88%	84%	100%
NET: Provider other than RM	164	136	88	37	-	133	91	31	-	114	75	35	-
	11%	17% b	9%	17% b	-%	16% b	9%	16%	-%	13%	12%	16%	-%
NET: RM/Parcelforce	1291	671	930	192	4	741	912	168	1	746	588	185	*
	90%	85%	92% a	87%	100%	86%	92% a	88%	100%	88%	90%	85%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
Royal Mail	1268	1129	1179	749	964	759	26	519	455	424	113	72
	89%	93%	95%	96%	93%	94%	71%	97%	96%	95%	95%	98%
					c	c						
DHL	29	19	13	4	19	5	*	3	3	2	*	*
	2%	2%	1%	*%	2%	1%	*%	1%	1%	1%	*%	*%
Evri	27	16	13	3	11	12	-	2	3	3	*	*
	2%	1%	1%	*%	1%	1%	-%	*%	1%	1%	*%	*%
UK Mail	25	7	10	7	10	8	4	4	2	5	*	*
	2%	1%	1%	1%	1%	1%	10%	1%	*%	1%	*%	*%
							ab					
Parcelforce	23	13	11	2	17	7	*	1	1	2	*	*
	2%	1%	1%	*%	2%	1%	1%	*%	*%	*%	*%	1%
Yodel	13	12	8	5	5	8	-	*	1	4	*	*
	1%	1%	1%	1%	*%	1%	-%	*%	*%	1%	*%	*%
DPD/DPD Local	11	2	1	1	1	1	1	1	*	1	-	-
	1%	*%	*%	*%	*%	*%	2%	*%	*%	*%	-%	-%
Secured Mail	11	4	4	4	4	4	4	-	4	4	4	-
	1%	*%	*%	1%	*%	1%	11%	-%	1%	1%	3%	-%
							ab				a	
Amazon logistics	9	2	2	1	2	1	1	1	-	1	-	-
	1%	*%	*%	*%	*%	*%	3%	*%	-%	*%	-%	-%
UPS	5	3	2	2	2	2	-	1	*	2	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
FedEx	4	1	1	2	1	*	*	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%
Pitney Bowes	3	1	*	1	1	1	-	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
TNT Express	*	*	-	*	*	*	-	-	-	*	-	-
	*%	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	1129	1179	749	964	759	26	519	455	424	113	72
	89%	93%	95%	96%	93% c	94% c	71%	97%	96%	95%	95%	98%
NET: Provider other than RM	164	81	66	29	74	50	11	15	17	25	6	1
	11%	7%	5%	4%	7%	6%	29% ab	3%	4%	5%	5%	2%
NET: RM/Parcelforce	1291	1142	1191	751	980	766	27	520	456	425	113	73
	90%	94%	96%	96%	94% c	95% c	73%	97%	97%	95%	95%	99%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Royal Mail	1268	182	66	85	31	1052	745	1093	763	611	617	998	148	-	941	128
	89%	91%	83%	82%	92%	90%	89%	88%	89%	87%	84%	90% ac	78%	-%	93%	97%
DHL	29	1	3	1	1	26	14	27	21	13	17	21	7	-	20	-
	2%	*%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	4%	-%	2%	-%
Evri	27	5	2	7	*	22	16	26	16	14	20	19	11	-	14	2
	2%	3%	3%	6%	*%	2%	2%	2%	2%	2%	3%	2%	6% b	-%	1%	2%
UK Mail	25	*	4	4	-	10	19	20	10	15	20	10	4	-	7	-
	2%	*%	5%	4%	-%	1%	2%	2%	1%	2%	3%	1%	2%	-%	1%	-%
Parcelforce	23	4	-	-	*	18	8	18	17	9	14	21	5	-	8	-
	2%	2%	-%	-%	*%	2%	1%	1%	2%	1%	2%	2%	3%	-%	1%	-%
Yodel	13	7	*	2	*	9	7	9	10	10	10	5	2	-	8	1
	1%	4%	*%	2%	1%	1%	1%	1%	1%	1%	1%	*%	1%	-%	1%	1%
DPD/DPD Local	11	-	*	2	-	10	3	10	3	8	8	5	*	-	1	-
	1%	-%	*%	2%	-%	1%	*%	1%	*%	1%	1%	*%	*%	-%	*%	-%
Secured Mail	11	-	-	-	-	*	11	11	7	11	11	11	7	-	4	-
	1%	-%	-%	-%	-%	*%	1% a	1% a	1% a	2% a	1%	1%	4%	-%	*%	-%
Amazon logistics	9	*	1	1	-	9	1	9	1	5	8	1	*	-	1	1
	1%	*%	1%	1%	-%	1%	*%	1%	*%	1%	1%	*%	*%	-%	*%	1%
UPS	5	*	3	*	-	3	3	4	3	2	4	4	2	-	4	-
	*%	*%	4%	*%	-%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	-%
FedEx	4	*	*	-	1	2	3	4	2	2	3	3	1	-	2	-
	*%	*%	*%	-%	3%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Pitney Bowes	3	-	-	1	-	3	3	3	3	1	2	3	1	-	1	*
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Citipost	1	-	-	-	-	-	1	1	-	1	*	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Whistl/ TNT Post UK	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT Express	*	*	-	-	-	-	*	*	-	*	*	*	-	-	*	*
	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%
DX	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	*	-	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	2	2	2	3	2	*	2	*	1	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	100%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	182	66	85	31	1052	745	1093	763	611	617	998	148	-	941	128
	89%	91%	83%	82%	92%	90%	89%	88%	89%	87%	84%	90% ac	78%	-%	93%	97%
NET: Provider other than RM	164	18	13	19	3	113	91	144	97	93	118	107	42	1	69	4
	11%	9%	17%	18%	8%	10%	11%	12%	11%	13%	16% b	10%	22% b	100%	7%	3%
NET: RM/Parcelforce	1291	186	66	85	31	1070	753	1112	780	620	631	1019	153	-	949	128
	90%	93%	83%	82%	93%	92%	90%	90%	91%	88%	86%	92% ac	80%	-%	94%	97%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Royal Mail	1268	573	695	386	31	153	318	177	838	239	208	246	783
	89%	90%	96%	74%	73%	60%	84%	78%	90%	93%	81%	83%	94%
			a				a		a	a			ab
DHL	29	9	11	23	1	12	18	9	18	2	4	8	17
	2%	1%	1%	5%	3%	5%	5%	4%	2%	1%	1%	3%	2%
Evri	27	16	3	17	7	22	5	1	20	5	14	7	5
	2%	2%	*%	3%	15%	8%	1%	1%	2%	2%	5%	3%	1%
		b			a	b					c		
UK Mail	25	10	*	17	*	23	2	13	11	*	8	14	2
	2%	2%	*%	3%	*%	9%	*%	6%	1%	*%	3%	5%	*%
		b				b		bc			c	c	
Parcelforce	23	5	12	23	-	10	13	4	18	1	2	5	12
	2%	1%	2%	4%	-%	4%	4%	2%	2%	*%	1%	2%	1%
Yodel	13	11	1	12	*	5	8	5	5	2	7	4	2
	1%	2%	*%	2%	*%	2%	2%	2%	1%	1%	3%	1%	*%
		b									c		
DPD/DPD Local	11	2	*	8	3	6	6	6	3	2	3	5	2
	1%	*%	*%	1%	8%	2%	1%	3%	*%	1%	1%	2%	*%
								b					
Secured Mail	11	4	*	11	-	11	*	-	7	-	-	-	7
	1%	1%	*%	2%	-%	4%	*%	-%	1%	-%	-%	-%	1%
						b							
Amazon logistics	9	3	-	9	-	7	2	6	2	1	7	2	*
	1%	*%	-%	2%	-%	3%	*%	2%	*%	*%	3%	1%	*%
								b			c		
UPS	5	4	*	3	-	4	1	3	1	1	1	2	2
	*%	1%	*%	1%	-%	2%	*%	1%	*%	*%	*%	1%	*%
FedEx	4	2	*	4	*	2	2	1	3	*	1	2	1
	*%	*%	*%	1%	*%	1%	*%	*%	*%	*%	1%	1%	*%
Pitney Bowes	3	*	1	1	-	2	1	-	3	*	1	*	2
	*%	*%	*%	*%	-%	1%	*%	-%	*%	*%	1%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Citipost	1	-	-	1	-	*	1	*	-	1	1	-	-
	*%	-%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	-	*	-	*	-	*	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%
TNT Express	*	*	-	*	-	*	-	*	*	*	*	*	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
DX	*	-	-	*	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	4	-	1	3	1	1	2	*	1	2
	*%	-%	*%	1%	-%	*%	1%	*%	*%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	573	695	386	31	153	318	177	838	239	208	246	783
	89%	90%	96%	74%	73%	60%	84%	78%	90%	93%	81%	83%	94%
			a				a		a	a			ab
NET: Provider other than RM	164	66	30	132	12	104	61	50	92	18	50	50	53
	11%	10%	4%	26%	27%	40%	16%	22%	10%	7%	19%	17%	6%
		b				b		bc			c	c	
NET: RM/Parcelforce	1291	578	707	409	31	162	331	181	856	240	210	251	794
	90%	90%	98%	79%	73%	63%	87%	80%	92%	93%	81%	85%	95%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
Royal Mail	1268	549	719
	89%	85%	91%
			a
DHL	29	12	17
	2%	2%	2%
Evri	27	22	5
	2%	3%	1%
		b	
UK Mail	25	17	7
	2%	3%	1%
Parcelforce	23	7	16
	2%	1%	2%
Yodel	13	3	10
	1%	1%	1%
DPD/DPD Local	11	8	4
	1%	1%	*%
Secured Mail	11	7	4
	1%	1%	*%
Amazon logistics	9	8	1
	1%	1%	*%
UPS	5	3	2
	*%	*%	*%
FedEx	4	2	2
	*%	*%	*%
Pitney Bowes	3	2	2
	*%	*%	*%
Citipost	1	1	*
	*%	*%	*%
Whistl/ TNT Post UK	*	*	-
	*%	*%	-%
TNT Express	*	*	-
	*%	*%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
DX	*	*	-
	*%	*%	-%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	4	4	-
	*%	1%	-%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1268	549	719
	89%	85%	91%
			a
NET: Provider other than RM	164	96	69
	11%	15%	9%
		b	
NET: RM/Parcelforce	1291	555	736
	90%	86%	93%
			a

Columns Tested:: a,b

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
Royal Mail	1268	24	206	89	57	78	172	4	198	118	47	146	128
	89%	93%	89%	93%	96%	92%	76%	80%	92%	89%	92%	92%	86%
			f	f	fg				f	f	f	f	
DHL	29	2	11	1	*	*	5	-	2	1	1	1	5
	2%	6%	5%	1%	1%	*%	2%	-%	1%	1%	3%	1%	3%
Evri	27	*	-	*	*	-	7	-	3	7	*	1	7
	2%	*%	-%	*%	*%	-%	3%	-%	1%	6%	*%	1%	5%
										b			b
UK Mail	25	-	8	*	*	-	11	*	*	2	*	1	1
	2%	-%	4%	*%	*%	-%	5%	6%	*%	1%	*%	1%	*%
							h	hl					
Parcelforce	23	-	1	*	*	4	13	*	3	-	*	*	2
	2%	-%	*%	*%	*%	4%	6%	*%	1%	-%	1%	*%	2%
							k						
Yodel	13	*	-	1	*	-	4	-	1	*	-	3	3
	1%	*%	-%	1%	*%	-%	2%	-%	*%	*%	-%	2%	2%
DPD/DPD Local	11	*	*	*	1	2	4	1	2	-	-	2	*
	1%	*%	*%	*%	1%	2%	2%	13%	1%	-%	-%	2%	*%
								bcdfhijkl					
Secured Mail	11	-	-	-	*	-	8	-	3	-	*	-	-
	1%	-%	-%	-%	*%	-%	4%	-%	1%	-%	*%	-%	-%
Amazon logistics	9	-	4	-	-	1	*	-	1	-	-	2	-
	1%	-%	2%	-%	-%	2%	*%	-%	1%	-%	-%	1%	-%
UPS	5	*	*	1	*	-	1	*	*	-	2	-	*
	*%	*%	*%	1%	1%	-%	1%	*%	*%	-%	3%	-%	*%
FedEx	4	*	1	-	*	-	*	-	1	1	*	-	*
	*%	*%	*%	-%	*%	-%	*%	-%	1%	1%	*%	-%	*%
Pitney Bowes	3	-	-	1	*	-	-	-	1	1	-	-	-
	*%	-%	-%	1%	1%	-%	-%	-%	*%	1%	-%	-%	-%
Citipost	1	-	-	-	-	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
TNT Express	*	-	*	-	-	-	-	-	*	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
DX	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	2	-	-	*	-	-	-	1	-	2
	*%	-%	-%	2%	-%	-%	*%	-%	-%	-%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	24	206	89	57	78	172	4	198	118	47	146	128
	89%	93%	89%	93%	96%	92%	76%	80%	92%	89%	92%	92%	86%
			f	f	fg				f	f	f	f	
NET: Provider other than RM	164	2	24	6	3	7	53	1	17	14	4	12	21
	11%	7%	11%	7%	4%	8%	24%	20%	8%	11%	8%	8%	14%
							bcdhijk	d					
NET: RM/Parcelforce	1291	24	207	89	57	82	185	4	200	118	48	147	130
	90%	93%	90%	93%	96%	96%	82%	80%	93%	89%	92%	93%	87%
					g				f			f	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
Royal Mail	1268	319	308	320	322	627	641
	89%	91%	83%	91%	90%	87%	90%
				b			
DHL	29	13	5	4	8	18	11
	2%	4%	1%	1%	2%	2%	2%
Evri	27	*	7	10	9	8	19
	2%	*%	2%	3%	2%	1%	3%
UK Mail	25	9	12	2	2	20	4
	2%	2%	3%	1%	1%	3%	1%
						b	
Parcelforce	23	1	17	3	3	17	6
	2%	*%	5%	1%	1%	2%	1%
			acd				
Yodel	13	1	4	1	7	5	8
	1%	*%	1%	*%	2%	1%	1%
DPD/DPD Local	11	*	6	2	3	6	5
	1%	*%	2%	1%	1%	1%	1%
Secured Mail	11	-	8	3	*	8	3
	1%	-%	2%	1%	*%	1%	*%
Amazon logistics	9	4	2	1	2	6	3
	1%	1%	*%	*%	1%	1%	*%
UPS	5	1	2	*	2	3	2
	*%	*%	*%	*%	*%	*%	*%
FedEx	4	1	*	2	*	1	3
	*%	*%	*%	1%	*%	*%	*%
Pitney Bowes	3	1	*	2	-	2	2
	*%	*%	*%	1%	-%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
TNT Express	*	*	-	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%

Table 91 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
DX	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	2	*	-	2	2	2
	*%	1%	*%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1268	319	308	320	322	627	641
	89%	91%	83%	91%	90%	87%	90%
				b			
NET: Provider other than RM	164	33	63	32	37	95	69
	11%	9%	17%	9%	10%	13%	10%
			c				
NET: RM/Parcelforce	1291	320	324	322	325	644	647
	90%	91%	88%	92%	90%	89%	91%

Columns Tested:: a,b,c,d - a,b

Table 92

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Royal Mail	846	81	766	807	33	4	2	39
	61%	78%	60%	62%	55%	50%	47%	54%
		b		d				
Evri	126	4	122	121	4	-	*	4
	9%	4%	10%	9%	7%	-%	5%	6%
Parcelforce	102	3	99	97	5	1	*	6
	7%	3%	8%	7%	8%	7%	5%	8%
DPD/DPD Local	93	5	88	86	6	*	*	7
	7%	5%	7%	7%	11%	6%	8%	10%
DHL	71	2	69	65	4	2	1	6
	5%	2%	5%	5%	6%	24%	13%	9%
						abe	a	
UK Mail	36	-	36	33	3	*	*	3
	3%	-%	3%	3%	4%	5%	3%	4%
UPS	32	3	29	30	2	*	*	3
	2%	3%	2%	2%	4%	2%	4%	3%
Yodel	26	-	26	25	*	-	*	*
	2%	-%	2%	2%	*%	-%	3%	1%
FedEx	18	1	17	17	*	*	*	1
	1%	1%	1%	1%	*%	6%	7%	1%
						ab	abe	
Amazon logistics	8	*	8	8	*	-	*	*
	1%	*%	1%	1%	*%	-%	*%	*%
Secured Mail	8	-	8	8	*	*	-	*
	1%	-%	1%	1%	1%	*%	-%	*%
DX	5	1	4	5	1	-	-	1
	*%	1%	*%	*%	1%	-%	-%	1%
Pitney Bowes	2	-	2	1	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	2%
					a			a
MHI (Mail Handling International)	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	*	*	*	*	-	*	*
	*%	*%	*%	*%	1%	-%	1%	1%
							a	
Whistl/ TNT Post UK	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	1%	*%
							a	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	5	*	*	*	1
	*%	3%	*%	*%	1%	1%	*%	1%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	81	766	807	33	4	2	39
	61%	78%	60%	62%	55%	50%	47%	54%
		b		d				
NET: Provider other than RM	537	23	514	503	28	4	2	34
	39%	22%	40%	38%	45%	50%	53%	46%
			a				a	
NET: RM/Parcelforce	949	84	865	904	38	4	2	45
	69%	81%	68%	69%	62%	57%	53%	61%
		b		d				

Columns Tested:: a,b - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Royal Mail	846	468	285	54	22	15	2	807	33	6
	61%	70%	52%	55%	51%	58%	47%	62%	55%	49%
		bcdfghi						bfi		
Evri	126	76	43	3	4	*	*	121	4	*
	9%	11%	8%	3%	9%	1%	5%	9%	7%	2%
		cei	e		e			ei		
Parcelforce	102	37	53	7	3	2	*	97	5	1
	7%	6%	10%	7%	8%	8%	5%	7%	8%	7%
DPD/DPD Local	93	26	51	8	5	2	*	86	6	1
	7%	4%	9%	8%	12%	7%	8%	7%	11%	7%
			a		a				a	
DHL	71	15	41	10	3	3	1	65	4	2
	5%	2%	7%	10%	8%	10%	13%	5%	6%	20%
			a	a	a	a	ag		a	abdgh
UK Mail	36	11	21	1	1	2	*	33	3	1
	3%	2%	4%	1%	3%	7%	3%	3%	4%	4%
						acg				
UPS	32	10	16	3	2	1	*	30	2	*
	2%	2%	3%	3%	4%	2%	4%	2%	4%	3%
Yodel	26	8	9	8	*	*	*	25	*	*
	2%	1%	2%	8%	*%	*%	3%	2%	*%	1%
				abdeghi						
FedEx	18	8	6	3	*	*	*	17	*	1
	1%	1%	1%	3%	1%	2%	7%	1%	*%	6%
							abdgh			abgh
Amazon logistics	8	2	5	1	*	*	*	8	*	*
	1%	*%	1%	1%	*%	*%	*%	1%	*%	*%
Secured Mail	8	-	8	-	*	*	-	8	*	*
	1%	-%	1%	-%	*%	1%	-%	1%	1%	*%
DX	5	*	4	*	1	*	-	5	1	-
	*%	*%	1%	*%	1%	*%	-%	*%	1%	-%
Pitney Bowes	2	-	-	1	1	-	*	1	1	*
	*%	-%	-%	1%	3%	-%	1%	*%	2%	*%
					abg				abg	

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
MHI (Mail Handling International)	2	1	1	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Citipost	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	1% g	1% g	*%	1%	*%
Whistl/ TNT Post UK	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	1% g	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	*	*	*	*	5	*	*
	*%	*%	*%	*%	*%	2%	*%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	468	285	54	22	15	2	807	33	6
	61%	70% bcdfghi	52%	55%	51%	58%	47%	62% bfi	55%	49%
NET: Provider other than RM	537	197	262	44	20	11	2	503	28	6
	39%	30%	48% ag	45% a	49% a	42%	53% ag	38% a	45% a	51% ag
NET: RM/Parcelforce	949	505	338	61	25	17	2	904	38	7
	69%	76% bcdfghi	62%	62%	59%	66%	53%	69% fi	62%	55%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Royal Mail	846	671	136	33	4	2	571	105	26	11	22
	61%	63%	55%	55%	50%	47%	66%	47%	49%	40%	52%
		be					bcd				
Evri	126	112	10	4	-	*	100	12	3	1	2
	9%	11%	4%	7%	-%	5%	11%	5%	6%	3%	4%
		bd					b				
Parcelforce	102	79	17	5	1	*	70	12	6	1	3
	7%	7%	7%	8%	7%	5%	8%	6%	10%	5%	7%
DPD/DPD Local	93	61	25	6	*	*	48	23	8	4	3
	7%	6%	10%	11%	6%	8%	6%	10%	15%	14%	6%
									a		
DHL	71	46	19	4	2	1	28	23	3	5	3
	5%	4%	8%	6%	24%	13%	3%	10%	5%	18%	8%
					abc	a		a		a	
UK Mail	36	29	4	3	*	*	14	19	*	*	1
	3%	3%	2%	4%	5%	3%	2%	9%	*%	1%	2%
								a			
UPS	32	18	12	2	*	*	15	9	2	*	1
	2%	2%	5%	4%	2%	4%	2%	4%	3%	*%	1%
			a								
Yodel	26	13	13	*	-	*	12	7	*	*	1
	2%	1%	5%	*%	-%	3%	1%	3%	*%	1%	2%
			ac								
FedEx	18	10	7	*	*	*	7	3	2	1	1
	1%	1%	3%	*%	6%	7%	1%	1%	4%	5%	3%
					ac	ac					
Amazon logistics	8	6	2	*	-	*	*	2	*	3	*
	1%	1%	1%	*%	-%	*%	*%	1%	*%	11%	*%
										abe	
Secured Mail	8	8	-	*	*	-	4	*	4	-	*
	1%	1%	-%	1%	*%	-%	*%	*%	8%	-%	*%
									abe		
DX	5	4	*	1	-	-	*	*	-	-	4
	*%	*%	*%	1%	-%	-%	*%	*%	-%	-%	10%
											ab

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Pitney Bowes	2	-	1	1	-	*	1	1	-	-	*
	*%	-%	*%	2% a	-%	1%	*%	*%	-%	-%	*%
MHI (Mail Handling International)	2	2	-	-	-	-	-	1	-	-	1
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	3% a
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	*	*	-	*	-	*	-	*	*
	*%	-%	*%	1%	-%	1%	-%	*%	-%	1%	*%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	*	*	*	-	4	-	*	*
	*%	*%	1%	1%	1%	*%	-%	2% a	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	671	136	33	4	2	571	105	26	11	22
	61%	63% be	55%	55%	50%	47%	66% bcd	47%	49%	40%	52%
NET: Provider other than RM	537	390	113	28	4	2	299	117	28	16	20
	39%	37%	45% a	45%	50%	53% a	34%	53% a	51% a	60% a	48%
NET: RM/Parcelforce	949	750	154	38	4	2	641	118	32	12	25
	69%	71% be	62%	62%	57%	53%	74% bd	53%	59%	45%	59%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Royal Mail	846	69	49	135	24	76	157	100	74	67
	61%	53%	52%	58%	47%	63%	68%	62%	64%	64%
Evri	126	15	12	17	8	11	16	13	18	9
	9%	12%	12%	7%	16%	9%	7%	8%	16%	9%
Parcelforce	102	11	10	8	5	12	20	12	10	10
	7%	9%	11%	3%	10%	10%	9%	7%	9%	10%
DPD/DPD Local	93	6	10	9	1	9	23	14	7	3
	7%	5%	11%	4%	2%	8%	10%	9%	6%	3%
DHL	71	10	9	15	3	1	8	8	4	5
	5%	8%	10% e	6%	6%	*%	4%	5%	3%	5%
UK Mail	36	4	1	19	2	*	4	1	*	3
	3%	3%	1%	8% efgh	3%	*%	2%	*%	*%	3%
UPS	32	2	*	11	4	1	*	-	2	4
	2%	2%	*%	5%	8% fg	1%	*%	-%	2%	4%
Yodel	26	6	-	7	-	*	-	6	-	3
	2%	5%	-%	3%	-%	*%	-%	4%	-%	3%
FedEx	18	*	*	9	-	1	2	3	*	1
	1%	*%	*%	4%	-%	1%	1%	2%	*%	1%
Amazon logistics	8	4	2	1	-	-	-	-	-	-
	1%	3%	2%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	8	-	-	*	4	4	-	-	-	-
	1%	-%	-%	*%	7% acf	3%	-%	-%	-%	-%
DX	5	-	-	1	-	4	-	*	-	-
	*%	-%	-%	*%	-%	3%	-%	*%	-%	-%
Pitney Bowes	2	1	-	1	-	-	-	-	-	-
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
TNT Express	1	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	1	-	-	1	*	3	-	-
	*%	-%	1%	-%	-%	1%	*%	2%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	69	49	135	24	76	157	100	74	67
	61%	53%	52%	58%	47%	63%	68%	62%	64%	64%
NET: Provider other than RM	537	61	45	98	27	44	74	60	41	38
	39%	47%	48%	42%	53%	37%	32%	38%	36%	36%
NET: RM/Parcelforce	949	81	60	143	29	88	177	112	83	77
	69%	62%	63%	61%	57%	73%	77%	70%	73%	73%
							c			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Royal Mail	846	166	193	392	751	95	44	37	14
	61%	60%	57%	63%	61%	67%	62%	74%	64%
								bd	
Evri	126	29	45	46	120	6	3	2	*
	9%	10%	13%	7%	10%	4%	4%	5%	2%
		eh	efh		e				
Parcelforce	102	27	32	39	98	4	1	1	1
	7%	10%	9%	6%	8%	3%	2%	3%	6%
		ef	ef		e				
DPD/DPD Local	93	13	23	46	82	11	7	4	*
	7%	5%	7%	7%	7%	8%	10%	7%	2%
DHL	71	9	23	31	62	9	5	3	2
	5%	3%	7%	5%	5%	6%	7%	6%	8%
UK Mail	36	5	5	24	33	3	2	1	*
	3%	2%	1%	4%	3%	2%	2%	1%	2%
UPS	32	9	4	11	24	8	8	*	*
	2%	3%	1%	2%	2%	5%	11%	*%	*%
						d	bcdgh		
Yodel	26	3	6	13	23	3	1	1	1
	2%	1%	2%	2%	2%	2%	1%	1%	6%
FedEx	18	2	1	14	17	1	1	*	*
	1%	1%	*%	2%	1%	1%	1%	*%	2%
Amazon logistics	8	-	6	1	7	1	*	*	1
	1%	-%	2%	*%	1%	1%	*%	*%	6%
									acdef
Secured Mail	8	8	-	*	8	*	-	*	-
	1%	3%	-%	*%	1%	*%	-%	*%	-%
		bcde							
DX	5	4	-	1	5	1	*	*	*
	*%	1%	-%	*%	*%	*%	*%	*%	1%
Pitney Bowes	2	-	1	1	2	*	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	*%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
MHI (Mail Handling International)	2	-	1	-	1	1	-	1	-
	*%	-%	*%	-%	*%	*%	-%	1%	-%
Citipost	1	-	-	1	1	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	*	*	-	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	*%	1%	*%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	1	3	5	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	166	193	392	751	95	44	37	14
	61%	60%	57%	63%	61%	67%	62%	74% bd	64%
NET: Provider other than RM	537	109	147	232	489	48	27	13	8
	39%	40%	43% g	37%	39% g	33%	38%	26%	36%
NET: RM/Parcelforce	949	193	224	432	850	99	45	38	16
	69%	70%	66%	69%	69%	69%	64%	77%	69%

Columns Tested:: a,b,c,d,e,f,g,h

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Royal Mail	846	32	44	57	89	146	34	20	25	444
	61%	72%	40%	45%	46%	56%	62%	66%	70%	69%
		bcd							b	bcde
Evri	126	*	13	16	13	48	3	-	3	43
	9%	*%	12%	13%	7%	18%	5%	-%	10%	7%
						adi				
Parcelforce	102	*	7	7	29	11	2	6	1	44
	7%	1%	6%	6%	15%	4%	4%	21%	3%	7%
					aei			aei		
DPD/DPD Local	93	4	7	7	18	14	8	3	*	40
	7%	9%	6%	5%	9%	5%	14%	11%	*%	6%
DHL	71	4	14	14	10	20	1	*	1	20
	5%	9%	13%	11%	5%	8%	3%	*%	4%	3%
			i	i		i				
UK Mail	36	*	2	2	13	7	*	-	3	10
	3%	*%	2%	2%	7%	3%	1%	-%	7%	2%
					i					
UPS	32	3	3	3	2	8	1	-	2	14
	2%	7%	3%	2%	1%	3%	1%	-%	5%	2%
Yodel	26	-	3	3	9	2	-	-	-	13
	2%	-%	2%	2%	4%	1%	-%	-%	-%	2%
FedEx	18	-	2	2	8	1	*	*	-	6
	1%	-%	1%	1%	4%	1%	*%	*%	-%	1%
Amazon logistics	8	*	3	3	1	*	1	-	*	3
	1%	*%	3%	2%	1%	*%	2%	-%	*%	*%
Secured Mail	8	-	4	4	-	*	4	*	-	-
	1%	-%	4%	3%	-%	*%	8%	*%	-%	-%
			ei	i			dei			
DX	5	-	4	4	1	*	-	-	*	1
	*%	-%	3%	3%	*%	*%	-%	-%	*%	*%
			i	i						

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Pitney Bowes	2	-	2	2	-	-	-	-	-	-
	*%	-%	2%	2%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT Express	1	*	*	*	*	*	*	-	-	*
	*%	1%	*%	*%	*%	*%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	3	3	1	1	*	*	-	*
	*%	-%	3%	2%	*%	*%	*%	1%	-%	*%
			i	i						
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	32	44	57	89	146	34	20	25	444
	61%	72%	40%	45%	46%	56%	62%	66%	70%	69%
		bcd							b	bcde
NET: Provider other than RM	537	13	66	69	105	113	21	10	11	195
	39%	28%	60%	55%	54%	44%	38%	34%	30%	31%
			ahi	ai	ai	i				
NET: RM/Parcelforce	949	33	50	65	118	157	36	26	26	488
	69%	73%	46%	51%	61%	61%	66%	88%	73%	76%
		b						bcde		bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Royal Mail	846	178	179	489	720	127	782	65	816	31
	61%	49%	57%	69% ab	62%	57%	62%	52%	61%	83%
Evri	126	29	50	47	101	24	123	3	126	-
	9%	8%	16% ac	7%	9%	11%	10% b	2%	9%	-%
Parcelforce	102	37	14	51	79	23	92	10	100	2
	7%	10%	4%	7%	7%	11%	7%	8%	7%	6%
DPD/DPD Local	93	29	21	43	72	21	82	11	92	1
	7%	8%	7%	6%	6%	9%	7%	9%	7%	4%
DHL	71	28	22	21	62	9	63	9	70	1
	5%	8% c	7%	3%	5%	4%	5%	7%	5%	4%
UK Mail	36	15	7	13	36	*	32	4	36	-
	3%	4%	2%	2%	3%	*%	3%	3%	3%	-%
UPS	32	8	9	16	30	2	23	9	32	*
	2%	2%	3%	2%	3%	1%	2%	7% a	2%	*%
Yodel	26	11	2	13	14	11	21	5	26	-
	2%	3%	*%	2%	1%	5% a	2%	4%	2%	-%
FedEx	18	10	2	7	18	-	15	3	18	-
	1%	3%	1%	1%	2%	-%	1%	3%	1%	-%
Amazon logistics	8	4	1	3	7	2	7	1	8	-
	1%	1%	*%	*%	1%	1%	1%	1%	1%	-%
Secured Mail	8	4	4	*	8	-	8	*	8	-
	1%	1%	1%	*%	1%	-%	1%	*%	1%	-%
DX	5	4	*	1	5	-	2	4	5	-
	*%	1%	*%	*%	*%	-%	*%	3% a	*%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Pitney Bowes	2	2	-	-	2	*	2	-	2	-
	*%	1%	-%	-%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	2	-	1	1	2	-	2	-	2	-
	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
Citipost	1	-	-	1	1	-	-	1	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%
TNT Express	1	*	*	*	1	*	*	1	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	4	1	*	5	*	4	1	4	1
	*%	1%	*%	*%	*%	*%	*%	1%	*%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	178	179	489	720	127	782	65	816	31
	61%	49%	57%	69% ab	62%	57%	62%	52%	61%	83%
NET: Provider other than RM	537	187	134	216	443	94	476	60	530	6
	39%	51% c	43% c	31%	38%	43%	38%	48%	39%	17%
NET: RM/Parcelforce	949	215	193	540	798	150	874	75	916	33
	69%	59%	62%	77% ab	69%	68%	69%	60%	68%	90%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Royal Mail	846	460	138	242	702	95	23	26	797	50
	61%	64%	51%	63%	64%	49%	50%	52%	62%	51%
		b		b	b				b	
Evri	126	43	27	56	87	32	6	*	119	7
	9%	6%	10%	14%	8%	16%	14%	*%	9%	7%
				a		ade				
Parcelforce	102	56	22	23	90	11	1	*	101	1
	7%	8%	8%	6%	8%	6%	2%	1%	8%	2%
DPD/DPD Local	93	40	35	18	64	22	7	1	85	8
	7%	6%	13%	5%	6%	11%	15%	2%	7%	8%
			ac							
DHL	71	39	15	17	53	11	1	6	64	7
	5%	5%	6%	4%	5%	6%	2%	12%	5%	7%
UK Mail	36	15	11	10	25	5	1	6	29	7
	3%	2%	4%	3%	2%	2%	2%	12%	2%	7%
								ae		
UPS	32	23	5	5	27	3	2	*	30	2
	2%	3%	2%	1%	2%	2%	4%	*%	2%	2%
Yodel	26	19	5	2	24	*	*	1	25	1
	2%	3%	2%	*%	2%	*%	*%	2%	2%	1%
FedEx	18	12	5	1	12	6	*	*	18	*
	1%	2%	2%	*%	1%	3%	*%	*%	1%	*%
Amazon logistics	8	1	4	3	4	1	-	3	5	3
	1%	*%	2%	1%	*%	1%	-%	6%	*%	3%
								ae		e
Secured Mail	8	4	*	4	*	4	4	*	4	4
	1%	1%	*%	1%	*%	2%	9%	*%	*%	4%
						ae	ae			ae
DX	5	4	*	1	*	1	-	4	2	4
	*%	1%	*%	*%	*%	1%	-%	7%	*%	4%
								ae		ae
Pitney Bowes	2	1	1	-	1	1	-	-	2	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
MHI (Mail Handling International)	2	1	-	1	-	-	-	2	-	2
	*%	*%	-%	*%	-%	-%	-%	4%	-%	2%
								ae		ae
Citipost	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
TNT Express	1	*	*	*	*	*	-	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	3	1	2	3	1	*	5	1
	*%	*%	1%	*%	*%	2%	2%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	460	138	242	702	95	23	26	797	50
	61%	64%	51%	63%	64%	49%	50%	52%	62%	51%
		b		b	b				b	
NET: Provider other than RM	537	260	134	142	389	100	23	24	490	47
	39%	36%	49%	37%	36%	51%	50%	48%	38%	49%
			ac			ae				
NET: RM/Parcelforce	949	516	161	265	792	105	24	27	897	51
	69%	72%	59%	69%	73%	54%	53%	53%	70%	53%
		b			bcf				bf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Royal Mail	846	372	330	144	739	711	791	846	487	259
	61%	72%	58%	49%	60%	61%	61%	61%	56%	47%
		bc			f	f	f	f	f	
Evri	126	30	58	39	110	106	118	126	71	53
	9%	6%	10%	13%	9%	9%	9%	9%	8%	10%
				a						
Parcelforce	102	35	55	12	97	87	100	102	71	49
	7%	7%	10%	4%	8%	7%	8%	7%	8%	9%
DPD/DPD Local	93	30	34	30	85	87	88	93	72	54
	7%	6%	6%	10%	7%	7%	7%	7%	8%	10%
DHL	71	20	34	18	65	59	65	71	49	38
	5%	4%	6%	6%	5%	5%	5%	5%	6%	7%
UK Mail	36	5	19	11	33	29	34	36	29	30
	3%	1%	3%	4%	3%	3%	3%	3%	3%	6%
										bcd
UPS	32	14	13	5	28	23	28	32	25	12
	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%
Yodel	26	5	19	1	25	19	26	26	25	21
	2%	1%	3%	*%	2%	2%	2%	2%	3%	4%
FedEx	18	7	5	6	14	15	15	18	13	10
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%
Amazon logistics	8	2	3	4	8	7	8	8	7	6
	1%	*%	*%	1%	1%	1%	1%	1%	1%	1%
Secured Mail	8	*	-	8	4	8	8	8	8	4
	1%	*%	-%	3%	*%	1%	1%	1%	1%	1%
				ab						
DX	5	*	*	5	5	5	5	5	4	5
	*%	*%	*%	2%	*%	*%	*%	*%	*%	1%
Pitney Bowes	2	-	1	1	2	2	2	2	2	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	-	2	1	2	2	2	2	2
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Citipost	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	1	-	*	*	1	*	1	1	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	1	4	5	5	5	5	1	2
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	372	330	144	739	711	791	846	487	259
	61%	72%	58%	49%	60%	61%	61%	61%	56%	47%
		bc			f	f	f	f	f	
NET: Provider other than RM	537	147	242	147	485	456	506	537	381	287
	39%	28%	42%	51%	40%	39%	39%	39%	44%	53%
			a	a						abcde
NET: RM/Parcelforce	949	407	385	157	837	798	891	949	558	308
	69%	78%	67%	54%	68%	68%	69%	69%	64%	56%
		bc	c		f	f	f	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Royal Mail	846	95	553	38	37	24	20	23	67
	61%	65%	64% c	47%	51%	55%	51%	49%	52%
Evri	126	17	78	10	3	5	*	5	10
	9%	11%	9%	12%	4%	10%	1%	11%	8%
Parcelforce	102	11	72	6	7	1	2	1	4
	7%	7%	8%	8%	9%	3%	5%	1%	3%
DPD/DPD Local	93	3	50	11	13	4	6	2	12
	7%	2%	6%	14% a	17% ab	9%	15%	4%	9%
DHL	71	6	40	5	6	3	6	1	9
	5%	4%	5%	6%	8%	6%	14%	2%	7%
UK Mail	36	4	16	*	2	4	2	5	12
	3%	3%	2%	*%	2%	10% b	6%	10% b	9% b
UPS	32	4	17	3	1	*	*	2	2
	2%	3%	2%	4%	1%	1%	*%	4%	2%
Yodel	26	4	16	1	3	*	*	1	2
	2%	3%	2%	1%	4%	1%	*%	2%	1%
FedEx	18	1	11	*	2	-	*	*	1
	1%	*%	1%	*%	3%	-%	1%	*%	*%
Amazon logistics	8	1	1	3	*	*	-	3	3
	1%	1%	*%	3% b	*%	*%	-%	7% b	2%
Secured Mail	8	-	4	4	-	-	-	*	*
	1%	-%	1%	5% b	-%	-%	-%	*%	*%
DX	5	-	-	-	*	1	1	4	5
	*%	-%	-%	-%	*%	1%	2%	8% b	4% b
Pitney Bowes	2	-	1	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3% b	-%	1%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
MHI (Mail Handling International)	2	-	-	-	-	1	-	1	2
	*%	-%	-%	-%	-%	3% b	-%	1%	1%
Citipost	1	-	-	-	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	2% b	-%	1%
TNT Express	1	-	*	-	*	*	*	-	1
	*%	-%	*%	-%	*%	1%	1%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	5	-	-	*	*	*	*
	*%	*%	1%	-%	-%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	95	553	38	37	24	20	23	67
	61%	65%	64% c	47%	51%	55%	51%	49%	52%
NET: Provider other than RM	537	51	311	43	36	20	20	24	63
	39%	35%	36%	53% b	49%	45%	49%	51%	48%
NET: RM/Parcelforce	949	106	626	44	44	26	22	24	71
	69%	72% h	72% cgh	54%	60%	58%	56%	50%	54%

Columns Tested:: a,b,c,d,e,f,g,h

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Royal Mail	846	583	67	39	16	15	12	7	545	80	31	17	17	9	12
	61%	63%	52%	63%	35%	75%	43%	54%	65%	50%	50%	68%	41%	59%	44%
		d				d			b						
Evri	126	91	13	3	1	1	1	*	70	19	6	2	4	1	5
	9%	10%	10%	5%	2%	4%	2%	1%	8%	12%	10%	8%	9%	4%	16%
Parcelforce	102	71	13	6	5	1	2	*	68	14	3	*	1	1	*
	7%	8%	10%	10%	11%	3%	6%	1%	8%	8%	4%	2%	2%	7%	*%
DPD/DPD Local	93	48	15	7	12	*	4	*	55	18	4	*	8	1	1
	7%	5%	12%	11%	26%	2%	13%	*%	7%	11%	7%	1%	20%	5%	4%
					a										
DHL	71	44	7	3	3	2	5	1	36	13	4	1	5	1	*
	5%	5%	6%	5%	7%	12%	17%	7%	4%	8%	6%	2%	13%	5%	*%
							a								
UK Mail	36	24	2	*	5	*	2	*	8	8	2	1	4	1	5
	3%	3%	1%	*%	11%	*%	6%	1%	1%	5%	4%	5%	10%	5%	16%
					a					a			a		a
UPS	32	22	1	2	1	*	1	*	18	2	1	*	*	1	1
	2%	2%	1%	4%	2%	*%	4%	*%	2%	2%	2%	*%	*%	8%	2%
Yodel	26	19	1	*	3	*	*	1	15	3	*	*	*	-	1
	2%	2%	1%	1%	6%	2%	*%	7%	2%	2%	1%	*%	*%	-%	3%
FedEx	18	10	3	1	-	-	*	*	11	2	-	2	-	*	*
	1%	1%	2%	1%	-%	-%	1%	*%	1%	1%	-%	7%	-%	2%	1%
Amazon logistics	8	3	5	*	*	-	-	*	*	3	1	*	-	-	3
	1%	*%	4%	*%	*%	-%	-%	1%	*%	2%	2%	*%	-%	-%	11%
			a							a	a				a
Secured Mail	8	4	*	-	-	-	-	*	4	*	4	-	-	-	*
	1%	*%	*%	-%	-%	-%	-%	*%	1%	*%	6%	-%	-%	-%	*%
											ab				
DX	5	-	1	-	*	*	1	4	-	*	4	*	1	-	-
	*%	-%	*%	-%	*%	*%	2%	27%	-%	*%	7%	*%	1%	-%	-%
							a				ab				
Pitney Bowes	2	1	-	-	-	-	1	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4%	-%	*%	-%	-%	5%	-%	-%	-%
							a					a			

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% a	-%	2% a
Citipost	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6% ab	-%
TNT Express	1	*	*	-	*	*	*	-	*	*	*	-	*	-	-
	*%	*%	*%	-%	*%	1%	1%	-%	*%	*%	*%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	*	-	*	*	-	*	-	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	5	-	-	*	-	*	-	5	*	-	*	-	*	-
	*%	1%	-%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	583	67	39	16	15	12	7	545	80	31	17	17	9	12
	61%	63% d	52%	63%	35%	75% d	43%	54%	65% b	50%	50%	68%	41%	59%	44%
NET: Provider other than RM	537	342	63	23	29	5	16	6	291	81	30	8	24	6	16
	39%	37%	48%	37%	65% ae	25%	57%	46%	35%	50% a	50%	32%	59%	41%	56%
NET: RM/Parcelforce	949	654	80	45	21	16	14	7	614	94	33	17	18	10	13
	69%	71% d	62%	72%	46%	77%	49%	55%	73% bceg	58%	55%	70%	43%	66%	44%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Royal Mail	846	642	73	61	26	13	11	20	45	351	178	157	67	37
	61%	68% bdefh	46%	55%	42%	41%	35%	47%	41%	67%	57%	56%	62%	54%
Evri	126	78	14	10	9	6	9	*	15	42	31	32	3	10
	9%	8%	8%	9%	14%	18%	29% abg	*%	14%	8%	10%	11%	3%	15%
Parcelforce	102	65	19	10	4	2	1	1	3	33	37	19	8	3
	7%	7%	12%	9%	6%	7%	2%	1%	3%	6%	12%	7%	8%	5%
DPD/DPD Local	93	51	18	6	6	1	4	8	13	33	15	25	12	3
	7%	5%	11%	5%	9%	4%	11%	18% a	12%	6%	5%	9%	11%	5%
DHL	71	40	16	2	5	1	2	6	9	26	9	21	8	2
	5%	4%	10%	2%	7%	3%	6%	13%	8%	5%	3%	7%	7%	3%
UK Mail	36	15	1	11	5	2	-	2	4	8	15	3	2	4
	3%	2%	*%	10% ab	9% ab	5%	-%	5%	4%	2%	5%	1%	2%	6%
UPS	32	23	2	5	1	1	*	*	1	11	6	8	3	*
	2%	2%	1%	4%	2%	3%	*%	*%	1%	2%	2%	3%	3%	*%
Yodel	26	10	11	1	2	*	-	1	1	11	8	4	2	1
	2%	1%	7% a	1%	3%	1%	-%	2%	1%	2%	3%	1%	2%	1%
FedEx	18	13	3	2	*	-	*	*	*	3	3	7	1	*
	1%	1%	2%	2%	1%	-%	*%	1%	*%	1%	1%	3%	*%	*%
Amazon logistics	8	3	*	1	*	1	-	3	4	1	3	1	*	3
	1%	*%	*%	1%	*%	3%	-%	7% ab	4% a	*%	1%	*%	*%	4% a
Secured Mail	8	*	4	-	*	4	-	-	4	4	4	-	*	*
	1%	*%	2% a	-%	*%	13% acd	-%	-%	4% a	1%	1%	-%	*%	*%
DX	5	*	*	1	-	-	4	-	4	-	*	1	1	4
	*%	*%	*%	*%	-%	-%	14% abc	-%	4% a	-%	*%	*%	*%	5% abc

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Pitney Bowes	2	1	-	-	1	-	-	-	-	-	*	1	1	-
	*%	*%	-%	-%	2% a	-%	-%	-%	-%	-%	*%	*%	1%	-%
MHI (Mail Handling International)	2	-	-	1	-	-	-	1	1	-	1	-	1	-
	*%	-%	-%	*%	-%	-%	-%	3% a	1%	-%	*%	-%	1%	-%
Citipost	1	-	-	-	-	-	1	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	3% a	-%	1%	-%	*%	-%	-%	-%
TNT Express	1	*	*	*	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	-	-	-	-	*	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	-	3	-	*	1	1	4	*	1	*	-
	*%	*%	*%	-%	5% a	-%	*%	2%	1%	1%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	642	73	61	26	13	11	20	45	351	178	157	67	37
	61%	68% bdefh	46%	55%	42%	41%	35%	47%	41%	67%	57%	56%	62%	54%
NET: Provider other than RM	537	300	87	51	36	19	21	23	63	175	134	123	42	31
	39%	32%	54% a	45%	58% a	59% a	65% a	53%	59% a	33%	43%	44%	38%	46%
NET: RM/Parcelforce	949	707	93	71	30	15	12	21	48	383	215	176	75	40
	69%	75% bdefgh	58%	64%	48%	47%	37%	48%	45%	73%	69%	63%	69%	59%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Royal Mail	846	404	150	109	52	22	382	128	119	45	35
	61%	66%	55%	50%	61%	60%	64%	56%	58%	54%	60%
		bc									
Evri	126	53	23	26	3	5	46	26	25	3	6
	9%	9%	9%	12%	4%	14%	8%	11%	12%	4%	11%
Parcelforce	102	36	35	16	8	3	46	20	12	6	3
	7%	6%	13%	7%	9%	8%	8%	9%	6%	7%	5%
			a								
DPD/DPD Local	93	35	16	25	9	*	49	10	14	11	3
	7%	6%	6%	11%	10%	*%	8%	4%	7%	13%	6%
DHL	71	27	13	16	7	2	21	14	17	6	1
	5%	4%	5%	7%	9%	5%	4%	6%	8%	7%	2%
UK Mail	36	22	7	2	2	-	10	11	3	1	4
	3%	4%	3%	1%	2%	-%	2%	5%	2%	1%	8%
UPS	32	11	6	7	3	*	15	2	3	3	*
	2%	2%	2%	3%	3%	1%	3%	1%	2%	4%	*%
Yodel	26	11	10	4	*	1	12	4	*	2	1
	2%	2%	4%	2%	*%	3%	2%	2%	*%	2%	2%
FedEx	18	3	5	6	1	*	3	4	7	*	*
	1%	*%	2%	3%	1%	*%	1%	2%	3%	*%	*%
Amazon logistics	8	1	3	4	*	*	*	3	1	*	3
	1%	*%	1%	2%	*%	*%	*%	1%	1%	*%	5%
											a
Secured Mail	8	4	-	*	*	*	4	4	*	*	*
	1%	1%	-%	*%	*%	*%	1%	2%	*%	*%	*%
DX	5	-	1	-	1	4	*	*	1	4	*
	*%	-%	*%	-%	1%	10%	*%	*%	*%	5%	*%
						abc				ab	
Pitney Bowes	2	1	*	1	-	-	-	*	1	1	-
	*%	*%	*%	1%	-%	-%	-%	*%	1%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
MHI (Mail Handling International)	2	1	-	-	-	-	-	1	-	1	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	2%	-%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	*	*	*	-	*	-	*	*	-
	*%	-%	*%	*%	1%	-%	*%	-%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	-	-	-	*	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	4	*	1	*	-	4	*	1	*	-
	*%	1%	*%	1%	*%	-%	1%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	404	150	109	52	22	382	128	119	45	35
	61%	66% bc	55%	50%	61%	60%	64%	56%	58%	54%	60%
NET: Provider other than RM	537	207	121	109	33	15	210	100	85	38	23
	39%	34%	45% a	50% a	39%	40%	36%	44%	42%	46%	40%
NET: RM/Parcelforce	949	440	185	125	59	24	428	148	131	50	37
	69%	72% c	68%	57%	70%	67%	72%	65%	64%	61%	65%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Royal Mail	846 61%	497 71% bcde	101 50%	156 52%	57 50%	20 38%	463 57%	62 51%	314 72% ab	839 74% b	7 3%	738 65% b	2 2%
Evri	126 9%	47 7%	17 9%	40 13% a	7 6%	15 29% abd	106 13% c	8 6%	12 3%	69 6%	57 23% a	102 9%	7 8%
Parcelforce	102 7%	51 7%	18 9%	19 6%	12 10%	3 6%	52 6%	10 8%	38 9%	82 7%	20 8%	90 8%	7 8%
DPD/DPD Local	93 7%	35 5%	14 7%	27 9%	13 12%	2 5%	58 7%	11 9%	24 5%	48 4%	45 18% a	76 7%	9 9%
DHL	71 5%	31 4%	12 6%	15 5%	13 11%	1 2%	43 5%	11 9%	18 4%	29 3%	42 17% a	45 4%	20 22% a
UK Mail	36 3%	10 1%	5 2%	14 5%	4 4%	3 6%	22 3%	5 4%	9 2%	11 1%	25 10% a	11 1%	22 24% a
UPS	32 2%	17 2%	8 4%	5 2%	2 1%	1 2%	25 3%	1 1%	6 1%	19 2%	13 5% a	21 2%	6 7%
Yodel	26 2%	6 1%	12 6% a	4 1%	2 1%	2 4%	16 2%	1 1%	8 2%	18 2%	8 3%	24 2%	2 2%
FedEx	18 1%	7 1%	3 2%	6 2%	1 1%	* *%	9 1%	2 1%	7 2%	13 1%	5 2%	13 1%	1 1%
Amazon logistics	8 1%	* *%	2 1%	6 2% a	1 1%	- -%	6 1%	1 1%	1 *%	2 *%	6 2% a	5 *%	3 3%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Secured Mail	8	*	8	-	-	*	*	8	*	*	8	*	4
	1%	*%	4%	-%	-%	*%	*%	7%	*%	*%	3%	*%	4%
			ac					ac			a		a
DX	5	*	1	*	1	4	4	1	*	5	1	1	4
	*%	*%	*%	*%	1%	7%	*%	1%	*%	*%	*%	*%	4%
						abc							a
Pitney Bowes	2	*	-	1	1	-	2	*	-	1	1	1	1
	*%	*%	-%	*%	1%	-%	*%	*%	-%	*%	1%	*%	1%
MHI (Mail Handling International)	2	-	-	1	-	1	1	1	-	-	2	-	1
	*%	-%	-%	*%	-%	1%	*%	*%	-%	-%	1%	-%	1%
Citipost	1	1	-	-	-	-	1	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1%
TNT Express	1	*	*	-	*	*	*	-	*	*	*	*	1
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	1%
Whistl/ TNT Post UK	*	-	*	*	-	-	*	*	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	*	4	1	*	5	-	*	3	2	3	2
	*%	*%	*%	1%	1%	*%	1%	-%	*%	*%	1%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	497	101	156	57	20	463	62	314	839	7	738	2
	61%	71%	50%	52%	50%	38%	57%	51%	72%	74%	3%	65%	2%
		bcde							ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
NET: Provider other than RM	537	205	100	144	57	31	351	60	124	300	237	394	91
	39%	29%	50%	48%	50%	62%	43%	49%	28%	26%	97%	35%	98%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	949	547	118	175	69	23	515	72	352	921	28	828	9
	69%	78%	59%	58%	61%	44%	63%	60%	80%	81%	11%	73%	10%
		bcde							ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Royal Mail	846	697	14	846	-	736	3	699	12	822	24
	61%	68% b	10%	100% b	-%	65% b	3%	68% b	8%	95% b	5%
Evri	126	75	31	-	126	102	7	83	24	13	113
	9%	7%	22% a	-%	23% a	9%	8%	8%	16% a	2%	22% a
Parcelforce	102	71	16	-	102	86	11	70	16	16	86
	7%	7%	11%	-%	19% a	8%	12%	7%	11%	2%	17% a
DPD/DPD Local	93	74	13	-	93	75	10	71	16	3	90
	7%	7%	9%	-%	17% a	7%	11%	7%	11%	*%	17% a
DHL	71	41	18	-	71	46	19	40	19	3	68
	5%	4%	13% a	-%	13% a	4%	20% a	4%	13% a	*%	13% a
UK Mail	36	11	18	-	36	13	21	7	22	1	35
	3%	1%	13% a	-%	7% a	1%	22% a	1%	15% a	*%	7% a
UPS	32	19	4	-	32	22	6	19	4	*	32
	2%	2%	3%	-%	6% a	2%	6%	2%	3%	*%	6% a
Yodel	26	14	5	-	26	22	3	9	10	2	23
	2%	1%	4%	-%	5% a	2%	4%	1%	7% a	*%	4% a
FedEx	18	12	2	-	18	14	1	13	2	*	18
	1%	1%	2%	-%	3% a	1%	1%	1%	1%	*%	3% a
Amazon logistics	8	3	4	-	8	5	3	3	4	2	7
	1%	*%	3% a	-%	2% a	*%	3%	*%	3% a	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Secured Mail	8	*	8	-	8	*	4	*	8	*	8
	1%	*%	6%	-%	2%	*%	4%	*%	5%	*%	2%
			a		a		a		a		a
DX	5	1	4	-	5	5	*	1	4	-	5
	*%	*%	3%	-%	1%	*%	*%	*%	2%	-%	1%
			a						a		
Pitney Bowes	2	1	1	-	2	1	1	1	1	-	2
	*%	*%	1%	-%	*%	*%	1%	*%	1%	-%	*%
MHI (Mail Handling International)	2	-	2	-	2	-	1	-	2	-	2
	*%	-%	1%	-%	*%	-%	1%	-%	1%	-%	*%
			a						a		
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1%	-%	1%	-%	*%
TNT Express	1	*	*	-	1	*	*	*	*	*	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	-	5	3	2	3	2	-	5
	*%	*%	1%	-%	1%	*%	2%	*%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	697	14	846	-	736	3	699	12	822	24
	61%	68%	10%	100%	-%	65%	3%	68%	8%	95%	5%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
NET: Provider other than RM	537	327	130	-	537	394	91	322	135	40	497
	39%	32%	90% a	-%	100% a	35%	97% a	32%	92% a	5%	95% a
NET: RM/Parcelforce	949	768	30	846	102	822	15	769	28	839	110
	69%	75% b	21%	100% b	19%	73% b	15%	75% b	19%	97% b	21%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Royal Mail	846	413	553	114	-	419	480	92	1	536	497	132	-
	61%	54%	60%	55%	-%	56%	61%	54%	100%	54%	65% ac	53%	-%
Evri	126	71	90	27	4	70	80	28	-	114	78	31	-
	9%	9%	10%	13%	100%	9%	10%	16%	-%	11%	10%	13%	-%
Parcelforce	102	71	83	12	-	60	63	14	-	87	55	20	-
	7%	9%	9%	6%	-%	8%	8%	8%	-%	9%	7%	8%	-%
DPD/DPD Local	93	64	60	19	-	66	49	13	-	80	38	20	-
	7%	8%	7%	9%	-%	9%	6%	8%	-%	8%	5%	8%	-%
DHL	71	44	41	16	-	45	31	13	-	56	25	23	-
	5%	6%	4%	8%	-%	6%	4%	8%	-%	6%	3%	9% b	-%
UK Mail	36	30	22	2	-	25	16	*	-	32	18	1	-
	3%	4%	2%	1%	-%	3%	2%	*%	-%	3%	2%	*%	-%
UPS	32	26	20	4	-	16	19	1	-	31	16	2	-
	2%	3%	2%	2%	-%	2%	2%	1%	-%	3%	2%	1%	-%
Yodel	26	15	21	*	-	7	13	2	-	19	10	2	-
	2%	2%	2%	*%	-%	1%	2%	1%	-%	2%	1%	1%	-%
FedEx	18	11	6	4	-	12	7	2	-	17	4	7	-
	1%	1%	1%	2%	-%	2%	1%	1%	-%	2%	*%	3% b	-%
Amazon logistics	8	8	5	1	-	7	7	*	-	7	8	4	-
	1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	1%	2%	-%
Secured Mail	8	4	*	4	-	8	8	4	-	8	8	4	-
	1%	1%	*%	2% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
DX	5	5	4	-	-	5	4	-	-	5	4	*	*
	*%	1%	*%	-%	-%	1%	*%	-%	-%	1%	*%	*%	100%
Pitney Bowes	2	1	2	1	-	1	2	1	-	1	2	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
MHI (Mail Handling International)	2	1	1	1	-	2	-	-	-	2	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Citipost	1	-	1	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT Express	1	*	1	*	-	*	*	*	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	4	*	-	*	5	-	-	4	1	*	-
	*%	*%	*%	*%	-%	*%	1%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	413	553	114	-	419	480	92	1	536	497	132	-
	61%	54%	60%	55%	-%	56%	61%	54%	100%	54%	65% ac	53%	-%
NET: Provider other than RM	537	353	361	92	4	324	306	79	-	463	269	117	*
	39%	46%	40%	45%	100%	44%	39%	46%	-%	46% b	35%	47% b	100%
NET: RM/Parcelforce	949	483	635	126	-	479	543	106	1	623	552	152	-
	69%	63%	70%	61%	-%	64%	69%	62%	100%	62%	72% ac	61%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Royal Mail	846	690	640	724	587	440	10	474	373	346	93	57
	61%	64%	65%	77% ab	63% c	63% c	26%	77% c	70%	67%	69%	73%
Evri	126	101	88	65	76	87	5	41	46	53	16	9
	9%	9%	9%	7%	8%	12%	13%	7%	9%	10%	12%	12%
Parcelforce	102	90	71	49	80	67	5	38	40	40	7	4
	7%	8%	7%	5%	9%	9%	14%	6%	7%	8%	5%	5%
DPD/DPD Local	93	72	76	37	68	45	7	23	28	27	3	3
	7%	7%	8% c	4%	7%	6%	20%	4%	5%	5%	2%	4%
DHL	71	46	40	16	39	18	5	7	11	15	6	*
	5%	4% c	4% c	2%	4%	3%	13% b	1%	2%	3%	4%	*%
UK Mail	36	11	12	7	12	5	*	4	5	5	*	*
	3%	1%	1%	1%	1%	1%	*%	1%	1%	1%	*%	*%
UPS	32	22	20	17	14	10	*	15	13	11	*	*
	2%	2%	2%	2%	1%	1%	*%	2%	2%	2%	*%	*%
Yodel	26	21	15	15	21	13	*	9	11	13	2	2
	2%	2%	2%	2%	2%	2%	*%	2%	2%	3%	1%	2%
FedEx	18	13	11	7	13	1	*	2	3	2	4	3
	1%	1%	1%	1%	1%	*%	*%	*%	1%	*%	3% a	4% a
Amazon logistics	8	5	3	3	5	2	1	3	*	3	*	*
	1%	*%	*%	*%	1%	*%	3%	*%	*%	1%	*%	*%
Secured Mail	8	4	4	4	4	4	4	-	4	4	4	-
	1%	*%	*%	*%	*%	1%	11% ab	-%	1%	1%	3% a	-%
DX	5	1	4	1	5	5	-	-	-	-	-	-
	*%	*%	*%	*%	1%	1%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	1	1	1	1	1	-	-	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
MHI (Mail Handling International)	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	1	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	3	*	*	3	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	690	640	724	587	440	10	474	373	346	93	57
	61%	64%	65%	77%	63%	63%	26%	77%	70%	67%	69%	73%
				ab	c	c		c				
NET: Provider other than RM	537	392	350	221	339	260	28	142	162	174	42	21
	39%	36%	35%	23%	37%	37%	74%	23%	30%	33%	31%	27%
		c	c				ab			a		
NET: RM/Parcelforce	949	780	710	773	667	507	15	512	413	386	100	61
	69%	72%	72%	82%	72%	72%	40%	83%	77%	74%	74%	78%
				ab	c	c		c				

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Royal Mail	846	124	49	35	23	677	465	711	537	391	381	638	84	-	644	85
	61%	70% c	58% c	31%	55%	61% e	60%	60%	59%	53%	51%	60% ac	44%	-%	67%	67%
Evri	126	17	2	43	5	101	82	109	100	84	92	100	40	-	78	10
	9%	10%	3%	38% abd	11%	9%	11%	9%	11%	11%	12%	9%	21% ab	-%	8%	8%
Parcelforce	102	8	7	11	3	96	57	96	74	61	64	92	13	-	61	11
	7%	5%	8%	10%	8%	9%	7%	8%	8%	8%	9%	9%	7%	-%	6%	9%
DPD/DPD Local	93	8	1	12	4	84	55	88	53	53	54	79	10	-	67	5
	7%	4%	1%	10%	9%	8%	7%	7%	6%	7%	7%	7%	5%	-%	7%	4%
DHL	71	11	8	1	1	58	32	61	59	39	56	60	17	-	38	8
	5%	6%	9%	1%	3%	5%	4%	5%	6%	5%	8%	6%	9%	-%	4%	6%
UK Mail	36	*	6	3	-	22	16	27	8	23	23	19	*	-	8	5
	3%	*%	7%	3%	-%	2%	2%	2%	1%	3% d	3%	2%	*%	-%	1%	4%
UPS	32	1	1	*	1	28	18	29	27	26	23	24	6	-	17	*
	2%	1%	1%	*%	3%	3%	2%	2%	3%	3%	3%	2%	3%	-%	2%	*%
Yodel	26	6	3	6	4	17	13	21	17	22	14	12	1	-	16	4
	2%	4%	4%	6%	9%	2%	2%	2%	2%	3%	2%	1%	1%	-%	2%	3%
FedEx	18	*	3	*	1	16	10	17	13	5	11	14	7	-	15	*
	1%	*%	4%	*%	3%	1%	1%	1%	1%	1%	1%	1%	4%	-%	2%	*%
Amazon logistics	8	*	-	*	-	5	6	8	7	8	7	8	4	-	1	-
	1%	*%	-%	*%	-%	*%	1%	1%	1%	1%	1%	1%	2%	-%	*%	-%
Secured Mail	8	-	-	-	-	*	8	8	4	8	8	8	4	-	4	-
	1%	-%	-%	-%	-%	*%	1% a	1%	*%	1% a	1%	1%	2%	-%	*%	-%
DX	5	-	4	1	-	1	5	5	1	4	4	2	*	-	4	-
	*%	-%	4%	1%	-%	*%	1%	*%	*%	1%	1%	*%	*%	-%	*%	-%
Pitney Bowes	2	1	-	-	-	2	2	2	2	1	2	2	1	-	1	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
MHI (Mail Handling International)	2	-	-	-	-	-	2	2	-	1	2	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%	1%	-%	-%	-%
Citipost	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
TNT Express	1	-	-	*	-	1	1	1	1	*	*	*	*	-	*	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	-	*	-	4	3	4	4	5	*	4	*	1	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%	*%	*%	*%	100%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	124	49	35	23	677	465	711	537	391	381	638	84	-	644	85
	61%	70% c	58% c	31%	55%	61% e	60%	60%	59%	53%	51%	60% ac	44%	-%	67%	67%
NET: Provider other than RM	537	53	35	78	19	435	311	479	370	343	359	425	107	1	313	42
	39%	30%	42%	69% ab	45%	39%	40%	40%	41%	47% a	49% b	40%	56% b	100%	33%	33%
NET: RM/Parcelforce	949	132	56	46	26	773	522	807	611	452	445	729	97	-	705	96
	69%	75% c	66% c	41%	63%	70% e	67%	68%	67%	62%	60%	69% ac	51%	-%	74%	76%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Royal Mail	846 61%	364 61%	482 70% a	148 25%	5 10%	53 19%	124 29%	124 52%	580 63% a	131 61%	117 39%	188 62% a	522 70% a
Evri	126 9%	67 11%	49 7%	103 18%	12 25%	45 16%	80 18%	24 10%	76 8%	26 12%	67 23% bc	19 6%	40 5%
Parcelforce	102 7%	47 8%	49 7%	83 14%	7 14%	37 13%	66 15%	12 5%	77 8%	13 6%	19 6%	11 3%	68 9% b
DPD/DPD Local	93 7%	46 8%	36 5%	74 13%	9 18%	36 13%	57 13%	22 9%	62 7%	9 4%	24 8%	21 7%	43 6%
DHL	71 5%	20 3%	30 4%	55 9%	10 20%	30 11%	41 9%	26 11% bc	39 4%	7 3%	22 7%	18 6%	30 4%
UK Mail	36 3%	11 2%	3 *%	34 6%	* 1%	24 9% b	12 3%	15 6% b	16 2%	5 2%	16 6% c	13 4% c	6 1%
UPS	32 2%	3 1%	19 3% a	28 5%	1 2%	12 4%	20 5%	3 1%	18 2%	11 5%	11 4%	10 3%	11 1%
Yodel	26 2%	24 4% b	* *%	15 3%	4 8%	18 6% b	8 2%	2 1%	15 2%	8 4%	11 4% c	13 4% c	2 *%
FedEx	18 1%	5 1%	13 2%	18 3%	- -%	2 1%	16 4%	4 2%	14 2%	* *%	2 1%	4 1%	13 2%
Amazon logistics	8 1%	2 *%	3 *%	6 1%	- -%	5 2%	3 1%	1 *%	7 1%	- -%	2 1%	1 *%	3 *%
Secured Mail	8 1%	4 1%	* *%	8 1%	- -%	8 3% b	* *%	- -%	4 *%	* *%	- -%	- -%	4 1%
DX	5 *%	4 1%	1 *%	1 *%	- -%	4 1%	1 *%	4 2% b	1 *%	* *%	1 *%	4 1%	1 *%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Pitney Bowes	2	-	1	1	-	1	1	-	2	*	-	1	1
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	-	-	1	2	-	-	2	-	1	1	-
	*%	-%	-%	-%	3% a	1%	-%	-%	*%	-%	*%	*%	-%
Citipost	1	-	-	1	-	-	1	-	-	1	1	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%
TNT Express	1	*	*	1	-	*	*	*	1	*	1	-	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	*	-	*	-	*	-	*	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	3	5	-	1	4	1	1	3	3	1	*
	*%	*%	*%	1%	-%	*%	1%	*%	*%	2%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	364	482	148	5	53	124	124	580	131	117	188	522
	61%	61%	70% a	25%	10%	19%	29%	52%	63% a	61%	39%	62% a	70% a
NET: Provider other than RM	537	234	207	433	43	226	311	115	335	82	181	117	222
	39%	39% b	30%	75%	90%	81%	71%	48% b	37%	39%	61% bc	38%	30%
NET: RM/Parcelforce	949	411	531	231	11	90	190	136	657	144	136	199	590
	69%	69%	77% a	40%	24%	32%	44% a	57%	72% a	67%	46%	65% a	79% ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Royal Mail	846	329	517
	61%	54%	67%
			a
Evri	126	55	71
	9%	9%	9%
Parcelforce	102	46	56
	7%	7%	7%
DPD/DPD Local	93	50	43
	7%	8%	6%
DHL	71	39	32
	5%	6%	4%
UK Mail	36	30	5
	3%	5%	1%
		b	
UPS	32	22	10
	2%	4%	1%
Yodel	26	17	9
	2%	3%	1%
FedEx	18	5	13
	1%	1%	2%
Amazon logistics	8	6	3
	1%	1%	*%
Secured Mail	8	4	4
	1%	1%	1%
DX	5	1	4
	*%	*%	1%
Pitney Bowes	2	*	2
	*%	*%	*%
MHI (Mail Handling International)	2	2	-
	*%	*%	-%

Columns Tested:: a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Citipost	1	1	-
	*%	*%	-%
TNT Express	1	*	*
	*%	*%	*%
Whistl/ TNT Post UK	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	5	5	*
	*%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	846	329	517
	61%	54%	67%
			a
NET: Provider other than RM	537	284	253
	39%	46%	33%
		b	
NET: RM/Parcelforce	949	375	573
	69%	61%	74%
			a

Columns Tested:: a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Royal Mail	846	15	117	77	40	55	113	8	129	74	38	111	71
	61%	79%	60%	70%	80%	57%	51%	68%	62%	56%	80%	73%	50%
		fl		fl	fil						befhil	fil	
Evri	126	*	23	10	*	11	18	*	19	13	*	12	19
	9%	*%	12%	9%	1%	11%	8%	3%	9%	10%	1%	8%	13%
			j							j			dj
Parcelforce	102	*	17	2	*	13	16	*	17	13	4	6	13
	7%	2%	9%	2%	1%	13%	7%	2%	8%	10%	9%	4%	9%
						c							
DPD/DPD Local	93	1	8	4	5	2	24	2	18	11	1	7	10
	7%	4%	4%	4%	10%	2%	11%	16%	9%	9%	3%	4%	7%
								e					
DHL	71	1	1	4	3	2	23	*	8	10	2	4	14
	5%	8%	1%	3%	5%	2%	10%	3%	4%	7%	4%	2%	10%
							bk			b			bk
UK Mail	36	-	17	5	1	1	4	-	3	1	*	2	2
	3%	-%	9%	5%	1%	2%	2%	-%	1%	1%	*%	1%	1%
			hkl										
UPS	32	*	8	5	*	5	3	*	3	*	*	4	3
	2%	1%	4%	5%	*%	6%	1%	*%	1%	*%	1%	2%	2%
Yodel	26	*	3	*	*	6	8	1	4	*	-	1	2
	2%	*%	2%	*%	*%	6%	4%	5%	2%	*%	-%	1%	2%
FedEx	18	*	*	1	*	-	2	*	3	4	*	1	6
	1%	*%	*%	*%	*%	-%	1%	*%	2%	3%	1%	1%	4%
Amazon logistics	8	1	-	-	-	*	*	*	3	1	*	3	*
	1%	5%	-%	-%	-%	*%	*%	2%	1%	1%	*%	2%	*%
Secured Mail	8	-	-	-	*	-	8	-	-	-	-	*	-
	1%	-%	-%	-%	*%	-%	4%	-%	-%	-%	-%	*%	-%
DX	5	-	*	1	-	1	4	-	*	-	*	-	*
	*%	-%	*%	*%	-%	1%	2%	-%	*%	-%	*%	-%	*%
Pitney Bowes	2	-	-	1	-	-	-	-	*	-	-	1	-
	*%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	1%	-%
MHI (Mail Handling International)	2	-	-	-	-	-	-	-	1	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Citipost	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
TNT Express	1	-	-	*	*	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	*	-	*	-	*	*	-	3	*	-	2
	*%	*%	*%	-%	*%	-%	*%	*%	-%	2%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	15	117	77	40	55	113	8	129	74	38	111	71
	61%	79%	60%	70%	80%	57%	51%	68%	62%	56%	80%	73%	50%
		fl		fl	fil						befhil	fil	
NET: Provider other than RM	537	4	78	32	10	41	111	3	78	59	9	41	71
	39%	21%	40%	30%	20%	43%	49%	32%	38%	44%	20%	27%	50%
			j			j	acdjk		j	djk			acdjk
NET: RM/Parcelforce	949	16	134	79	40	67	129	8	146	87	42	117	84
	69%	82%	69%	72%	81%	70%	58%	70%	70%	66%	89%	77%	59%
					fl						bcefhil	fl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Royal Mail	846	209	207	210	220	416	430
	61%	65%	56%	60%	65%	60%	62%
Evri	126	33	29	32	31	62	63
	9%	10%	8%	9%	9%	9%	9%
Parcelforce	102	20	29	31	23	49	53
	7%	6%	8%	9%	7%	7%	8%
DPD/DPD Local	93	13	31	31	18	44	49
	7%	4%	9%	9%	5%	6%	7%
DHL	71	6	27	18	20	34	38
	5%	2%	7%	5%	6%	5%	5%
UK Mail	36	22	6	4	4	28	8
	3%	7%	2%	1%	1%	4%	1%
		bcd				b	
UPS	32	13	9	3	7	22	10
	2%	4%	2%	1%	2%	3%	1%
Yodel	26	3	15	5	3	18	8
	2%	1%	4%	1%	1%	3%	1%
FedEx	18	1	2	7	7	3	15
	1%	*%	1%	2%	2%	*%	2%
Amazon logistics	8	1	*	4	3	1	7
	1%	*%	*%	1%	1%	*%	1%
Secured Mail	8	-	8	-	*	8	*
	1%	-%	2%	-%	*%	1%	*%
DX	5	1	4	*	*	5	*
	*%	*%	1%	*%	*%	1%	*%
Pitney Bowes	2	1	-	*	1	1	1
	*%	*%	-%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	-	1	1	-	2
	*%	-%	-%	*%	*%	-%	*%
Citipost	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d - a,b

Table 92 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
TNT Express	1	*	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	5	*	*	3	2	*	5
	*%	*%	*%	1%	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	846	209	207	210	220	416	430
	61%	65%	56%	60%	65%	60%	62%
NET: Provider other than RM	537	114	162	141	121	275	261
	39%	35%	44%	40%	35%	40%	38%
NET: RM/Parcelforce	949	228	236	240	243	465	484
	69%	71%	64%	69%	71%	67%	70%

Columns Tested:: a,b,c,d - a,b

Table 93

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
Royal Mail	533	6	527	506	23	3	1	27
	60%	97%	60%	61% de	50%	44%	47%	49%
DPD/DPD Local	68	*	68	62	5	*	*	6
	8%	3%	8%	7%	10%	7%	9%	10%
Parcelforce	67	-	67	62	4	1	*	5
	8%	-%	8%	7%	8%	10%	10%	9%
Evri	59	-	59	58	1	*	*	1
	7%	-%	7%	7% be	1%	3%	5%	2%
DHL	48	-	48	43	4	1	*	5
	5%	-%	5%	5%	8%	10%	11%	9%
Yodel	28	-	28	27	1	*	*	1
	3%	-%	3%	3%	1%	4%	*%	2%
UK Mail	19	-	19	16	3	*	*	3
	2%	-%	2%	2%	5%	2%	6%	5%
FedEx	17	-	17	16	*	*	*	1
	2%	-%	2%	2%	1%	7% b	3%	1%
Amazon logistics	15	-	15	15	*	-	*	*
	2%	-%	2%	2%	1%	-%	2%	1%
UPS	12	-	12	9	2	*	*	3
	1%	-%	1%	1%	5% a	2%	2%	5% a
Pitney Bowes	5	-	5	4	1	-	-	1
	1%	-%	1%	*%	3%	-%	-%	2%
Secured Mail	4	-	4	4	1	-	*	1
	*%	-%	*%	*%	1%	-%	*%	1%
TNT Express	3	-	3	1	2	1	*	2
	*%	-%	*%	*%	3% a	10% a	3% a	4% a
Whistl/ TNT Post UK	2	-	2	2	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
Citipost	1	-	1	1	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
DX	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	7	6	*	*	*	*
	1%	-%	1%	1%	1%	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	6	527	506	23	3	1	27
	60%	97%	60%	61% de	50%	44%	47%	49%
NET: Provider other than RM	355	*	355	327	23	4	2	28
	40%	3%	40%	39%	50%	56%	53% a	51% a
NET: RM/Parcelforce	600	6	594	568	27	3	2	32
	68%	97%	67%	68% e	59%	54%	57%	58%

Columns Tested:: a,b - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
Royal Mail	533	279	187	40	14	12	1	506	23	4
	60%	74%	49%	53%	44%	57%	47%	61%	50%	45%
		bcdefghi						bdfi		
DPD/DPD Local	68	18	39	5	5	1	*	62	5	1
	8%	5%	10%	7%	15%	3%	9%	7%	10%	7%
					ae					
Parcelforce	67	29	29	4	2	3	*	62	4	1
	8%	8%	8%	5%	5%	14%	10%	7%	8%	10%
Evri	59	23	28	7	*	*	*	58	1	*
	7%	6%	7%	10%	1%	2%	5%	7%	1%	4%
			h	h				h		
DHL	48	9	29	5	3	1	*	43	4	1
	5%	2%	8%	7%	10%	5%	11%	5%	8%	11%
			a		a		a			a
Yodel	28	8	15	4	1	*	*	27	1	*
	3%	2%	4%	6%	2%	2%	*%	3%	1%	3%
UK Mail	19	4	12	*	1	1	*	16	3	*
	2%	1%	3%	*%	4%	6%	6%	2%	5%	3%
FedEx	17	6	8	3	*	*	*	16	*	1
	2%	1%	2%	4%	1%	2%	3%	2%	1%	6%
Amazon logistics	15	1	12	2	*	-	*	15	*	*
	2%	*%	3%	2%	1%	-%	2%	2%	1%	1%
UPS	12	3	4	2	2	*	*	9	2	*
	1%	1%	1%	3%	7%	2%	2%	1%	5%	2%
					abg				g	
Pitney Bowes	5	-	4	-	1	-	-	4	1	-
	1%	-%	1%	-%	4%	-%	-%	*%	3%	-%
					ag					
Secured Mail	4	-	4	-	*	*	*	4	1	*
	*%	-%	1%	-%	1%	2%	*%	*%	1%	*%
TNT Express	3	-	*	*	1	1	*	1	2	1
	*%	-%	*%	*%	4%	4%	3%	*%	3%	8%
					abg	abg	g		bg	abg

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
Whistl/ TNT Post UK	2	-	-	2	*	-	*	2	*	*
	*%	-%	-%	2% g	*%	-%	*%	*%	*%	*%
Citipost	1	*	1	-	-	-	*	1	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
DX	*	-	*	*	-	*	*	*	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	6	-	*	*	*	6	*	*
	1%	-%	2%	-%	1%	1%	*%	1%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	279	187	40	14	12	1	506	23	4
	60%	74% bcdefghi	49%	53%	44%	57%	47%	61% bdfi	50%	45%
NET: Provider other than RM	355	100	192	35	18	9	2	327	23	5
	40%	26%	51% ag	47% a	56% ag	43% a	53% ag	39% a	50% a	55% ag
NET: RM/Parcelforce	600	308	216	44	16	15	2	568	27	5
	68%	81% bcdfghi	57%	58%	50%	71% d	57%	68% bd	59%	55%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
Royal Mail	533	406	99	23	3	1	363	82	19	9	15
	60%	62% e	55%	50%	44%	47%	65% b	50%	47%	42%	49%
DPD/DPD Local	68	39	24	5	*	*	39	15	1	3	3
	8%	6%	13% a	10%	7%	9%	7%	9%	3%	15%	9%
Parcelforce	67	55	7	4	1	*	46	6	2	1	3
	8%	8%	4%	8%	10%	10%	8%	4%	6%	4%	8%
Evri	59	47	12	1	*	*	46	10	2	-	1
	7%	7% c	6%	1%	3%	5%	8%	6%	5%	-%	4%
DHL	48	35	8	4	1	*	19	16	7	3	2
	5%	5%	4%	8%	10%	11%	3%	10% a	17% a	14%	7%
Yodel	28	19	8	1	*	*	18	4	-	1	4
	3%	3%	5%	1%	4%	*%	3%	2%	-%	4%	11%
UK Mail	19	13	3	3	*	*	4	12	-	1	2
	2%	2%	2%	5%	2%	6%	1%	7% a	-%	3%	6%
FedEx	17	13	3	*	*	*	7	3	*	3	*
	2%	2%	2%	1%	7% c	3%	1%	2%	1%	15% abe	1%
Amazon logistics	15	12	3	*	-	*	5	8	2	*	-
	2%	2%	2%	1%	-%	2%	1%	5% a	4%	1%	-%
UPS	12	3	6	2	*	*	6	2	2	*	1
	1%	1%	3% a	5% a	2%	2%	1%	1%	5%	1%	2%
Pitney Bowes	5	4	-	1	-	-	1	-	4	-	-
	1%	1%	-%	3%	-%	-%	*%	-%	9% ab	-%	-%
Secured Mail	4	4	-	1	-	*	4	*	-	-	-
	*%	1%	-%	1%	-%	*%	1%	*%	-%	-%	-%
TNT Express	3	-	1	2	1	*	*	*	1	-	1
	*%	-%	*%	3% a	10% ab	3% a	*%	*%	3%	-%	3%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
Whistl/ TNT Post UK	2	-	2	*	-	*	-	2	*	-	-
	*%	-%	1%	*%	-%	*%	-%	1%	*%	-%	-%
Citipost	1	*	1	-	-	*	-	1	*	-	-
	*%	*%	1%	-%	-%	*%	-%	1%	*%	-%	-%
DX	*	-	*	*	-	*	*	*	-	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	2	4	*	*	*	2	3	-	*	*
	1%	*%	2%	1%	1%	*%	*%	2%	-%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	406	99	23	3	1	363	82	19	9	15
	60%	62%	55%	50%	44%	47%	65%	50%	47%	42%	49%
		e					b				
NET: Provider other than RM	355	245	82	23	4	2	197	83	21	12	16
	40%	38%	45%	50%	56%	53%	35%	50%	53%	58%	51%
						a		a			
NET: RM/Parcelforce	600	462	106	27	3	2	409	88	21	10	18
	68%	71%	59%	59%	54%	57%	73%	54%	53%	46%	57%
		bce					bcd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
Royal Mail	533	44	24	101	20	51	96	76	58	34
	60%	45%	46%	60%	62%	64%	66%	63%	69%	66%
							a		a	
DPD/DPD Local	68	13	6	9	1	5	16	7	3	3
	8%	13%	11%	6%	3%	6%	11%	6%	3%	5%
Parcelforce	67	9	2	14	4	3	11	9	11	3
	8%	9%	4%	8%	12%	3%	7%	7%	13%	6%
Evri	59	12	9	2	3	7	9	9	2	2
	7%	13%	18%	1%	10%	9%	6%	8%	3%	4%
		c	ch							
DHL	48	1	2	6	-	5	10	9	3	4
	5%	1%	4%	4%	-%	6%	7%	8%	4%	8%
Yodel	28	7	6	3	-	5	-	3	-	1
	3%	7%	12%	2%	-%	6%	-%	3%	-%	2%
			cfh							
UK Mail	19	4	1	10	*	*	-	3	-	1
	2%	4%	1%	6%	*%	*%	-%	3%	-%	1%
FedEx	17	3	*	7	-	-	-	3	*	3
	2%	3%	*%	4%	-%	-%	-%	2%	*%	6%
Amazon logistics	15	-	-	7	-	-	*	*	6	*
	2%	-%	-%	4%	-%	-%	*%	*%	7%	*%
UPS	12	1	1	4	-	-	4	-	1	*
	1%	2%	3%	2%	-%	-%	3%	-%	1%	1%
Pitney Bowes	5	-	-	1	-	4	-	-	-	-
	1%	-%	-%	1%	-%	5%	-%	-%	-%	-%
Secured Mail	4	-	-	*	4	-	-	-	-	-
	*%	-%	-%	*%	12%	-%	-%	-%	-%	-%
TNT Express	3	-	*	2	*	-	-	*	*	*
	*%	-%	1%	1%	1%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
DX	*	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	*	-	-	1	-	-	-	-
	1%	3%	*%	-%	-%	1%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	44	24	101	20	51	96	76	58	34
	60%	45%	46%	60%	62%	64%	66%	63%	69%	66%
							a		a	
NET: Provider other than RM	355	54	28	67	12	28	50	45	27	18
	40%	55%	54%	40%	38%	36%	34%	37%	31%	34%
		fh								
NET: RM/Parcelforce	600	53	26	115	24	54	107	85	69	37
	68%	54%	49%	69%	74%	68%	73%	70%	82%	72%
							b		ab	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
Royal Mail	533	105	126	273	504	29	8	15	5
	60%	64%	54%	63%	60%	53%	34%	69%	63%
		f		f	f			f	
DPD/DPD Local	68	8	22	32	62	6	5	1	*
	8%	5%	9%	7%	7%	11%	19%	6%	3%
Parcelforce	67	10	22	33	66	2	*	1	*
	8%	6%	10%	8%	8%	3%	2%	3%	5%
Evri	59	12	24	20	56	3	2	1	*
	7%	8%	10%	5%	7%	5%	6%	5%	1%
DHL	48	9	6	26	41	7	5	1	1
	5%	6%	3%	6%	5%	13%	20%	6%	10%
						bd	bcd		
Yodel	28	5	13	7	25	3	1	*	1
	3%	3%	6%	2%	3%	5%	5%	2%	14%
									cd
UK Mail	19	1	4	13	18	1	*	1	*
	2%	1%	2%	3%	2%	1%	*%	3%	*%
FedEx	17	3	3	10	16	1	*	*	*
	2%	2%	1%	2%	2%	1%	1%	*%	2%
Amazon logistics	15	*	6	7	14	1	1	1	-
	2%	*%	3%	2%	2%	2%	3%	2%	-%
UPS	12	*	4	8	12	*	*	*	*
	1%	*%	1%	2%	1%	1%	*%	1%	*%
Pitney Bowes	5	4	-	1	5	-	-	-	-
	1%	2%	-%	*%	1%	-%	-%	-%	-%
Secured Mail	4	4	-	*	4	*	-	*	*
	*%	2%	-%	*%	*%	*%	-%	1%	*%
TNT Express	3	*	1	2	3	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%
Whistl/ TNT Post UK	2	-	-	2	2	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	1%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
Citipost	1	-	-	1	1	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%
DX	*	*	-	*	*	*	*	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	4	-	4	2	2	*	*
	1%	1%	2%	-%	1%	4%	9%	1%	*%
							cd		
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	105	126	273	504	29	8	15	5
	60%	64%	54%	63%	60%	53%	34%	69%	63%
		f		f	f			f	
NET: Provider other than RM	355	59	109	162	329	26	16	7	3
	40%	36%	46%	37%	40%	47%	66%	31%	37%
							acdg		
NET: RM/Parcelforce	600	115	148	307	569	31	9	16	6
	68%	70%	63%	71%	68%	56%	36%	72%	68%
		f	f	f	f			f	f

Columns Tested:: a,b,c,d,e,f,g,h

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
Royal Mail	533	18	30	44	77	62	20	11	22	278
	60%	57%	42%	49%	53%	48%	51%	54%	80%	69%
									be	bcde
DPD/DPD Local	68	4	7	7	10	9	6	1	-	31
	8%	13%	9%	8%	7%	7%	14%	4%	-%	8%
Parcelforce	67	1	6	7	7	10	*	*	2	41
	8%	4%	8%	7%	5%	8%	*%	*%	7%	10%
Evri	59	*	8	10	17	12	3	3	-	13
	7%	2%	11%	12%	12%	9%	9%	16%	-%	3%
				i	i					
DHL	48	3	12	12	5	10	6	*	2	10
	5%	9%	17%	14%	4%	8%	15%	*%	7%	3%
			di	i			i			
Yodel	28	1	4	4	7	7	*	-	-	9
	3%	3%	5%	4%	5%	6%	1%	-%	-%	2%
UK Mail	19	*	1	1	6	6	*	*	-	5
	2%	*%	1%	1%	4%	5%	*%	*%	-%	1%
FedEx	17	-	3	3	4	1	*	2	*	6
	2%	-%	4%	3%	3%	1%	*%	11%	*%	1%
Amazon logistics	15	-	-	-	5	5	*	3	1	*
	2%	-%	-%	-%	4%	4%	*%	14%	5%	*%
					i	i			i	
UPS	12	3	*	*	2	2	-	-	*	4
	1%	10%	*%	*%	1%	2%	-%	-%	*%	1%
		bci								
Pitney Bowes	5	-	1	1	4	-	-	-	-	-
	1%	-%	2%	1%	3%	-%	-%	-%	-%	-%
					i					
Secured Mail	4	-	*	*	-	*	4	*	-	-
	*%	-%	*%	*%	-%	*%	10%	*%	-%	-%
							dei			

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
TNT Express	3	*	*	*	-	2	*	-	-	*
	*%	1%	*%	*%	-%	1%	1%	-%	-%	*%
Whistl/ TNT Post UK	2	-	-	-	-	*	-	-	-	2
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	*	-	-	-	-	1
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%
DX	*	-	*	*	*	*	-	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	*	*	1	2	-	-	*	3
	1%	-%	*%	*%	1%	2%	-%	-%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	18	30	44	77	62	20	11	22	278
	60%	57%	42%	49%	53%	48%	51%	54%	80%	69%
									be	bcde
NET: Provider other than RM	355	13	42	45	69	67	20	9	6	127
	40%	43%	58%	51%	47%	52%	49%	46%	20%	31%
			hi	i	i	hi				
NET: RM/Parcelforce	600	19	36	51	84	72	20	11	24	319
	68%	62%	50%	57%	57%	56%	51%	54%	87%	79%
									bef	bcdef

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
Royal Mail	533	139	83	311	464	69	479	54	525	8
	60%	52%	49%	69% ab	62%	49%	61%	53%	60%	52%
DPD/DPD Local	68	21	15	32	56	12	57	11	67	1
	8%	8%	9%	7%	7%	9%	7%	11%	8%	10%
Parcelforce	67	15	10	43	45	22	60	7	67	-
	8%	5%	6%	9%	6%	16% a	8%	7%	8%	-%
Evri	59	28	15	16	36	23	59	1	57	2
	7%	11% c	9%	4%	5%	16% a	7% b	*%	7%	14%
DHL	48	20	16	12	45	3	40	8	47	1
	5%	8%	9% c	3%	6%	2%	5%	8%	5%	7%
Yodel	28	12	8	9	21	7	22	7	28	-
	3%	4%	4%	2%	3%	5%	3%	7%	3%	-%
UK Mail	19	7	6	5	17	2	16	3	18	1
	2%	3%	4%	1%	2%	2%	2%	3%	2%	10%
FedEx	17	7	1	8	17	*	15	1	17	-
	2%	3%	1%	2%	2%	*%	2%	1%	2%	-%
Amazon logistics	15	5	5	5	15	-	11	4	15	-
	2%	2%	3%	1%	2%	-%	1%	4%	2%	-%
UPS	12	5	2	5	11	1	8	4	12	-
	1%	2%	1%	1%	1%	1%	1%	3%	1%	-%
Pitney Bowes	5	5	-	-	5	-	5	-	5	-
	1%	2%	-%	-%	1%	-%	1%	-%	1%	-%
Secured Mail	4	*	4	*	4	-	4	*	4	-
	*%	*%	2% c	*%	1%	-%	1%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
TNT Express	3	1	2	*	3	-	3	*	3	-
	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	-	*	2	2	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	*	-	1	1	-	*	1	1	-
	*%	*%	-%	*%	*%	-%	*%	1%	*%	-%
DX	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	2	4	5	2	6	1	6	1
	1%	*%	1%	1%	1%	2%	1%	1%	1%	6%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	139	83	311	464	69	479	54	525	8
	60%	52%	49%	69% ab	62%	49%	61%	53%	60%	52%
NET: Provider other than RM	355	127	86	142	282	73	308	48	348	7
	40%	48% c	51% c	31%	38%	51%	39%	47%	40%	48%
NET: RM/Parcelforce	600	154	92	354	509	92	539	61	593	8
	68%	58%	55%	78% ab	68%	64%	69%	60%	68%	52%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
Royal Mail	533	321	94	113	455	50	14	15	504	29
	60%	66%	53%	51%	66%	41%	38%	34%	62%	36%
		bc			bcdf				bdf	
DPD/DPD Local	68	25	27	16	43	16	7	1	60	8
	8%	5%	15%	7%	6%	14%	19%	3%	7%	10%
			a							
Parcelforce	67	33	11	23	44	16	2	5	60	7
	8%	7%	6%	10%	6%	13%	5%	12%	7%	8%
Evri	59	21	10	28	46	10	2	1	56	3
	7%	4%	6%	13%	7%	8%	4%	3%	7%	3%
				a						
DHL	48	22	7	18	25	9	9	5	34	14
	5%	5%	4%	8%	4%	7%	23%	12%	4%	17%
							ae			ae
Yodel	28	18	7	4	22	2	1	4	24	5
	3%	4%	4%	2%	3%	2%	3%	8%	3%	6%
UK Mail	19	5	7	7	11	4	1	3	15	4
	2%	1%	4%	3%	2%	4%	2%	7%	2%	5%
FedEx	17	11	6	*	12	1	*	3	14	3
	2%	2%	3%	*%	2%	1%	*%	7%	2%	4%
Amazon logistics	15	9	2	4	7	2	*	6	9	6
	2%	2%	1%	2%	1%	2%	*%	13%	1%	8%
								ae		ae
UPS	12	7	5	*	10	1	1	*	11	1
	1%	1%	3%	*%	1%	1%	2%	*%	1%	1%
Pitney Bowes	5	1	-	4	1	4	-	-	5	-
	1%	*%	-%	2%	*%	3%	-%	-%	1%	-%
						a				
Secured Mail	4	4	*	*	*	4	-	-	4	-
	*%	1%	*%	*%	*%	4%	-%	-%	1%	-%
						a				
TNT Express	3	1	1	1	1	1	1	*	1	2
	*%	*%	*%	1%	*%	1%	4%	1%	*%	2%
							ae			

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
Whistl/ TNT Post UK	2	2	*	-	2	*	-	*	2	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%
Citipost	1	-	*	1	*	1	-	-	1	-
	*%	-%	*%	*%	*%	1%	-%	-%	*%	-%
DX	*	*	-	-	*	-	-	*	*	*
	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	2	1	7	-	*	*	7	*
	1%	1%	1%	1%	1%	-%	*%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	321	94	113	455	50	14	15	504	29
	60%	66%	53%	51%	66%	41%	38%	34%	62%	36%
		bc			bcdf				bdf	
NET: Provider other than RM	355	163	84	108	232	72	22	29	304	51
	40%	34%	47%	49%	34%	59%	62%	66%	38%	64%
			a	a		ae	a	ae		ae
NET: RM/Parcelforce	600	354	105	135	499	66	16	20	565	36
	68%	73%	59%	61%	73%	54%	43%	45%	70%	44%
		bc			bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
Royal Mail	533	244	211	78	519	525	530	518	533	229
	60%	76%	58%	39%	60%	61%	60%	60%	60%	52%
		bc	c							
DPD/DPD Local	68	14	29	24	68	67	68	67	68	47
	8%	4%	8%	12%	8%	8%	8%	8%	8%	11%
Parcelforce	67	13	31	23	66	67	67	67	67	30
	8%	4%	8%	11%	8%	8%	8%	8%	8%	7%
Evri	59	23	24	13	58	55	59	58	59	20
	7%	7%	7%	6%	7%	6%	7%	7%	7%	4%
DHL	48	11	15	22	45	45	45	47	48	28
	5%	3%	4%	11%	5%	5%	5%	5%	5%	6%
				ab						
Yodel	28	2	20	7	28	28	28	28	28	22
	3%	1%	5%	3%	3%	3%	3%	3%	3%	5%
			a							
UK Mail	19	5	6	8	18	19	19	19	19	19
	2%	1%	2%	4%	2%	2%	2%	2%	2%	4%
FedEx	17	3	9	5	16	13	16	17	17	13
	2%	1%	3%	2%	2%	2%	2%	2%	2%	3%
Amazon logistics	15	-	7	8	15	15	15	15	15	12
	2%	-%	2%	4%	2%	2%	2%	2%	2%	3%
UPS	12	4	6	2	12	9	12	12	12	9
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
Pitney Bowes	5	-	1	4	5	5	5	5	5	4
	1%	-%	*%	2%	1%	1%	1%	1%	1%	1%
Secured Mail	4	*	*	4	1	4	4	4	4	1
	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%
TNT Express	3	-	1	2	3	3	3	3	3	1
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	2
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
DX	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	3	*	3	7	7	3	7	3
	1%	1%	1%	*%	*%	1%	1%	*%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	244	211	78	519	525	530	518	533	229
	60%	76%	58%	39%	60%	61%	60%	60%	60%	52%
		bc	c							
NET: Provider other than RM	355	78	154	124	340	340	351	350	355	212
	40%	24%	42%	61%	40%	39%	40%	40%	40%	48%
			a	ab						
NET: RM/Parcelforce	600	257	242	101	585	592	597	585	600	258
	68%	80%	66%	50%	68%	68%	68%	67%	68%	59%
		bc	c		f	f	f	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
Royal Mail	533	4	423	26	37	14	15	10	39
	60%	24%	66% cgh	40%	60%	47%	43%	32%	41%
DPD/DPD Local	68	1	37	17	5	5	1	2	8
	8%	3%	6%	27% bh	9%	16%	4%	6%	8%
Parcelforce	67	1	57	1	*	2	1	5	8
	8%	3%	9%	2%	*%	6%	4%	16% d	8%
Evri	59	6	46	4	2	1	*	1	2
	7%	32%	7%	6%	3%	3%	*%	3%	2%
DHL	48	-	28	3	5	1	7	1	9
	5%	-%	4%	5%	8%	3%	22% b	3%	10%
Yodel	28	1	19	4	*	*	*	4	5
	3%	4%	3%	6%	*%	1%	*%	13%	5%
UK Mail	19	-	7	2	*	2	4	5	10
	2%	-%	1%	3%	1%	7%	10% b	15% b	11% b
FedEx	17	-	6	1	5	*	*	3	3
	2%	-%	1%	2%	8% b	*%	*%	10% b	4%
Amazon logistics	15	-	6	1	*	4	3	1	8
	2%	-%	1%	2%	*%	14% b	8% b	2%	8% b
UPS	12	3	5	1	2	*	*	*	*
	1%	16%	1%	2%	4%	*%	1%	*%	*%
Pitney Bowes	5	-	-	-	4	-	1	-	1
	1%	-%	-%	-%	6% b	-%	4% b	-%	1%
Secured Mail	4	-	*	4	-	*	-	-	*
	*%	-%	*%	6% b	-%	1%	-%	-%	*%
TNT Express	3	-	2	-	*	*	*	-	*
	*%	-%	*%	-%	*%	1%	1%	-%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
Whistl/ TNT Post UK	2	-	2	-	-	*	-	*	*
	*%	-%	*%	-%	-%	*%	-%	*%	*%
Citipost	1	-	*	-	*	-	1	-	1
	*%	-%	*%	-%	*%	-%	3%	-%	1%
DX	*	-	-	-	*	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	3	-	-	*	-	-	*
	1%	18%	1%	-%	-%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	4	423	26	37	14	15	10	39
	60%	24%	66%	40%	60%	47%	43%	32%	41%
			cgh						
NET: Provider other than RM	355	14	218	38	24	16	19	21	57
	40%	76%	34%	60%	40%	53%	57%	68%	59%
				b				b	b
NET: RM/Parcelforce	600	5	480	27	37	16	16	15	47
	68%	27%	75%	42%	61%	53%	47%	48%	49%
			cfgh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
Royal Mail	533	397	48	38	14	11	8	3	393	76	25	9	12	2	8
	60%	63%	52%	68%	38%	63%	39%	33%	66% e	54%	53%	56%	36%	33%	37%
DPD/DPD Local	68	41	12	7	6	*	2	*	37	20	2	*	6	1	1
	8%	7%	13%	13%	15%	3%	7%	1%	6%	15% a	4%	*%	17%	17%	5%
Parcelforce	67	62	1	*	1	1	2	*	53	7	1	*	*	*	5
	8%	10%	1%	*%	3%	3%	7%	1%	9%	5%	3%	1%	*%	6%	20%
Evri	59	44	10	1	*	1	*	1	39	13	2	1	-	-	*
	7%	7%	11%	2%	1%	4%	*%	11%	7%	9%	4%	7%	-%	-%	*%
DHL	48	27	6	2	2	3	5	1	25	7	5	3	5	*	*
	5%	4%	7%	3%	4%	16%	22% a	11%	4%	5%	10%	15%	14%	5%	1%
Yodel	28	19	4	*	-	*	1	4	19	1	7	*	-	1	-
	3%	3%	5%	1%	-%	2%	3%	41%	3%	1%	14% ab	*%	-%	9%	-%
UK Mail	19	6	2	2	8	1	-	-	7	1	1	*	4	1	5
	2%	1%	2%	3%	21% ab	6%	-%	-%	1%	1%	2%	1%	12% ab	14%	21%
FedEx	17	6	4	*	5	*	*	*	8	2	*	*	-	-	3
	2%	1%	4%	*%	14% a	1%	*%	1%	1%	2%	*%	1%	-%	-%	14%
Amazon logistics	15	11	1	*	-	-	3	-	5	3	*	*	7	-	1
	2%	2%	1%	*%	-%	-%	13% a	-%	1%	2%	*%	1%	21% abc	-%	2%
UPS	12	8	2	*	1	*	-	*	5	2	1	1	-	*	*
	1%	1%	2%	*%	4%	*%	-%	2%	1%	1%	2%	8% a	-%	3%	*%
Pitney Bowes	5	-	-	4	-	-	1	-	-	4	-	1	-	-	-
	1%	-%	-%	7% a	-%	-%	6% a	-%	-%	3% a	-%	8% a	-%	-%	-%
Secured Mail	4	*	*	*	-	-	-	-	*	*	4	-	*	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	8% ab	-%	*%	-%	-%
TNT Express	3	2	1	*	*	-	*	-	1	2	*	*	*	-	-
	*%	*%	1%	*%	*%	-%	1%	-%	*%	1%	1%	1%	*%	-%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
Whistl/ TNT Post UK	2	2	-	-	-	*	-	*	-	2	*	-	*	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	-%
Citipost	1	*	1	-	*	-	-	-	*	*	-	-	-	1	-
	*%	*%	1%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	14%	-%
DX	*	*	-	-	*	-	*	-	-	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	-	-	*	-	-	7	*	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	397	48	38	14	11	8	3	393	76	25	9	12	2	8
	60%	63%	52%	68%	38%	63%	39%	33%	66% e	54%	53%	56%	36%	33%	37%
NET: Provider other than RM	355	231	44	17	23	7	13	6	206	64	22	7	21	5	14
	40%	37%	48%	32%	62%	37%	61%	67%	34%	46%	47%	44%	64% a	67%	63%
NET: RM/Parcelforce	600	458	49	38	15	12	10	3	447	83	26	9	12	3	13
	68%	73% bd	54%	69%	41%	67%	46%	34%	75% bce	59%	56%	57%	36%	39%	57%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
Royal Mail	533	378	59	50	11	6	2	12	20	227	131	108	38	25
	60%	69% cdefgh	54% fh	52% fh	28%	32%	10%	37%	28%	68% cde	61%	55%	47%	45%
DPD/DPD Local	68	29	14	14	1	-	5	5	10	24	17	18	8	1
	8%	5%	13%	14% a	2%	-%	24% a	14%	14%	7%	8%	9%	10%	1%
Parcelforce	67	47	5	5	*	4	5	*	9	28	14	13	3	9
	8%	9%	5%	5%	*%	22%	23% d	1%	13%	8%	7%	6%	4%	16%
Evri	59	33	14	8	4	-	*	*	*	17	11	23	4	3
	7%	6%	13%	8%	9%	-%	1%	1%	1%	5%	5%	12%	5%	6%
DHL	48	24	3	3	3	6	3	5	14	17	8	9	10	1
	5%	4%	3%	4%	7%	31% abc	16%	16%	20% abc	5%	4%	5%	12%	1%
Yodel	28	18	1	2	1	1	4	*	5	6	10	6	1	5
	3%	3%	1%	3%	2%	6%	20% ab	*%	8%	2%	5%	3%	1%	8%
UK Mail	19	5	1	2	9	-	*	2	2	5	6	3	4	1
	2%	1%	1%	2%	23% abch	-%	1%	6%	3%	1%	3%	1%	5%	2%
FedEx	17	6	5	2	*	*	-	3	3	*	1	11	*	3
	2%	1%	5%	3%	*%	*%	-%	10% a	4%	*%	1%	6% a	*%	5%
Amazon logistics	15	*	1	7	5	1	-	1	2	1	5	*	1	8
	2%	*%	1%	7% a	13% ab	8% a	-%	2%	3% a	*%	2%	*%	1%	14% abcd
UPS	12	7	2	1	1	*	*	*	*	3	4	4	1	1
	1%	1%	2%	2%	2%	*%	*%	1%	1%	1%	2%	2%	1%	1%
Pitney Bowes	5	-	-	-	1	-	-	4	4	-	-	1	4	-
	1%	-%	-%	-%	3% a	-%	-%	11% abc	5% a	-%	-%	1%	5%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
Secured Mail	4	*	4	-	*	-	-	-	-	-	4	-	1	*
	*%	*%	3% a	-%	*%	-%	-%	-%	-%	-%	2%	-%	1%	*%
TNT Express	3	*	*	1	2	-	-	*	*	-	1	*	2	*
	*%	*%	*%	1%	4% a	-%	-%	*%	*%	-%	*%	*%	2%	*%
Whistl/ TNT Post UK	2	-	-	-	2	-	-	-	-	-	*	*	2	-
	*%	-%	-%	-%	5% a	-%	-%	-%	-%	-%	*%	*%	2%	-%
Citipost	1	*	-	-	-	-	1	-	1	-	1	-	*	-
	*%	*%	-%	-%	-%	-%	5% a	-%	1%	-%	*%	-%	*%	-%
DX	*	*	*	-	*	-	-	-	-	-	*	-	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	*	*	-	*	-	*	3	*	1	2	-
	1%	1%	-%	*%	*%	-%	*%	-%	*%	1%	*%	1%	3%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	378	59	50	11	6	2	12	20	227	131	108	38	25
	60%	69% cdefgh	54% fh	52% fh	28%	32%	10%	37%	28%	68% cde	61%	55%	47%	45%
NET: Provider other than RM	355	173	50	47	29	12	19	20	51	105	83	90	43	31
	40%	31%	46%	48% a	72% a	68% a	90% abc	63% a	72% abc	32%	39%	45% a	53% a	55% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
NET: RM/Parcelforce	600	426	64	55	11	10	7	12	29	255	145	121	42	35
	68%	77% bcdfgh	59% d	57% d	29%	54%	34%	38%	41%	77% cd	68%	61%	51%	61%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
Royal Mail	533	264	110	90	34	19	304	95	74	27	23
	60%	66%	57%	54%	51%	59%	68% cd	58%	52%	42%	51%
DPD/DPD Local	68	24	18	17	8	*	41	6	12	7	*
	8%	6%	10%	10%	12%	*%	9%	4%	8%	11%	1%
Parcelforce	67	33	18	8	3	5	33	16	12	1	5
	8%	8%	9%	5%	4%	15%	7%	10%	9%	1%	11%
Evri	59	31	8	16	2	*	18	13	17	3	3
	7%	8%	4%	10%	3%	*%	4%	8%	12% a	5%	7%
DHL	48	19	7	9	10	*	20	8	8	9	1
	5%	5%	4%	5%	15%	*%	4%	5%	6%	13%	1%
Yodel	28	8	10	5	1	5	13	6	4	4	1
	3%	2%	5%	3%	1%	14% a	3%	4%	3%	7%	2%
UK Mail	19	10	5	2	-	1	6	5	3	4	1
	2%	2%	3%	1%	-%	3%	1%	3%	2%	6%	2%
FedEx	17	*	3	12	*	-	*	3	7	*	3
	2%	*%	2%	7% a	*%	-%	*%	2%	5% a	*%	7% a
Amazon logistics	15	6	5	2	1	2	3	4	*	1	8
	2%	1%	2%	1%	1%	5%	1%	2%	*%	1%	17% abcd
UPS	12	3	4	4	*	1	3	2	2	1	*
	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	*%
Pitney Bowes	5	-	-	1	4	-	-	-	1	4	-
	1%	-%	-%	1%	5% a	-%	-%	-%	1%	6% a	-%
Secured Mail	4	-	-	*	*	*	-	4	*	*	*
	*%	-%	-%	*%	*%	*%	-%	2%	*%	*%	*%
TNT Express	3	-	1	1	2	*	1	1	*	1	*
	*%	-%	*%	*%	2%	*%	*%	*%	*%	2%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
Whistl/ TNT Post UK	2	-	2	*	-	-	-	*	*	2	-
	*%	-%	1%	*%	-%	-%	-%	*%	*%	3%	-%
Citipost	1	-	1	*	-	-	-	1	-	*	-
	*%	-%	*%	*%	-%	-%	-%	1%	-%	*%	-%
DX	*	-	*	*	-	*	-	*	-	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	*	1	2	-	6	*	1	-	-
	1%	*%	*%	1%	3%	-%	1%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	264	110	90	34	19	304	95	74	27	23
	60%	66%	57%	54%	51%	59%	68% cd	58%	52%	42%	51%
NET: Provider other than RM	355	135	82	78	33	13	143	68	68	38	22
	40%	34%	43%	46%	49%	41%	32%	42%	48% a	58% a	49%
NET: RM/Parcelforce	600	297	128	97	37	24	337	111	86	28	28
	68%	75% cd	67%	58%	55%	74%	75% cd	68% d	61%	43%	62%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
Royal Mail	533 60%	307 75% bcde	68 49%	89 45%	33 44%	16 37%	271 54%	60 60%	181 70% a	516 71% b	17 10%	510 66% b	9 10%
DPD/DPD Local	68 8%	25 6%	13 9%	16 8%	12 17%	2 4%	47 9%	10 10%	11 4%	34 5%	33 20% a	60 8%	7 9%
Parcelforce	67 8%	25 6%	11 8%	21 10%	1 1%	10 23% ad	41 8%	4 4%	22 9%	54 7%	13 8%	62 8%	5 6%
Evri	59 7%	11 3%	15 10% a	20 10% a	9 12% a	4 9%	35 7%	9 9%	14 5%	43 6%	16 10%	45 6%	12 15% a
DHL	48 5%	15 4%	12 9%	10 5%	10 13% a	* *%	31 6%	7 7%	9 3%	16 2%	32 19% a	29 4%	16 19% a
Yodel	28 3%	9 2%	6 4%	6 3%	2 3%	5 11%	22 4%	2 2%	4 2%	23 3%	5 3%	21 3%	7 8%
UK Mail	19 2%	6 1%	* *%	11 5%	1 1%	1 3%	12 2%	1 1%	6 2%	6 1%	13 8% a	10 1%	8 10% a
FedEx	17 2%	3 1%	2 1%	11 6% a	1 1%	* *%	10 2%	2 2%	5 2%	11 2%	6 3%	12 1%	4 5%
Amazon logistics	15 2%	1 *%	* *%	11 5% a	1 1%	2 5%	12 2%	1 1%	3 1%	7 1%	8 5% a	9 1%	6 7% a
UPS	12 1%	* *%	9 6% a	1 1%	* *%	1 2%	12 2%	* *%	* *%	8 1%	4 3%	8 1%	4 5%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
Pitney Bowes	5	-	-	1	4	-	5	-	-	-	5	4	1
	1%	-%	-%	1%	5% a	-%	1%	-%	-%	-%	3% a	*%	2%
Secured Mail	4	*	4	*	-	*	*	4	-	1	4	1	*
	*%	*%	3%	*%	-%	*%	*%	4% a	-%	*%	2% a	*%	*%
TNT Express	3	*	1	*	1	*	2	*	*	2	1	3	*
	*%	*%	1%	*%	2%	1%	*%	*%	*%	*%	*%	*%	1%
Whistl/ TNT Post UK	2	-	*	*	-	2	2	-	*	-	2	2	*
	*%	-%	*%	*%	-%	4% a	*%	-%	*%	-%	1%	*%	*%
Citipost	1	1	*	-	-	-	1	*	-	*	1	-	1
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%	1%	-%	1%
DX	*	*	*	*	-	-	*	*	*	*	*	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	2	*	1	*	*	1	*	2	2	4	2	1
	1%	1%	*%	1%	*%	*%	*%	*%	1%	*%	3%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
NET: RM Only	533	307	68	89	33	16	271	60	181	516	17	510	9
	60%	75% bcde	49%	45%	44%	37%	54%	60%	70% a	71% b	10%	66% b	10%
NET: Provider other than RM	355	100	72	110	41	27	232	40	78	208	147	267	73
	40%	25%	51% a	55% a	56% a	63% a	46% c	40%	30%	29%	90% a	34%	90% a
NET: RM/Parcelforce	600	333	80	110	33	25	312	64	203	570	30	572	13
	68%	82% bcde	57%	55%	45%	60%	62%	64%	78% a	79% b	18%	74% b	16%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
Royal Mail	533	499	26	438	80	517	2	509	16	440	78
	60%	69% b	18%	90% b	21%	66% b	2%	70% b	12%	88% b	21%
DPD/DPD Local	68	47	20	1	67	55	13	41	26	7	60
	8%	6%	14% a	*%	17% a	7%	17% a	6%	19% a	1%	16% a
Parcelforce	67	52	15	15	52	61	5	52	15	18	49
	8%	7%	10%	3%	14% a	8%	6%	7%	11%	4%	13% a
Evri	59	41	13	11	47	45	12	43	12	16	43
	7%	6%	9%	2%	12% a	6%	16% a	6%	8%	3%	12% a
DHL	48	22	23	10	37	29	16	22	22	6	41
	5%	3%	16% a	2%	10% a	4%	20% a	3%	16% a	1%	11% a
Yodel	28	17	10	5	24	25	3	17	11	2	26
	3%	2%	7%	1%	6% a	3%	4%	2%	8% a	*%	7% a
UK Mail	19	7	12	2	18	10	8	9	10	*	19
	2%	1%	8% a	*%	5% a	1%	10% a	1%	7% a	*%	5% a
FedEx	17	9	5	*	17	13	3	9	5	*	17
	2%	1%	3%	*%	4% a	2%	4%	1%	3%	*%	5% a
Amazon logistics	15	7	8	2	13	9	6	7	8	4	11
	2%	1%	6% a	*%	3% a	1%	8% a	1%	6% a	1%	3%
UPS	12	7	2	1	11	8	4	4	5	1	11
	1%	1%	2%	*%	3% a	1%	5%	1%	3%	*%	3% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
Pitney Bowes	5	4	1	-	5	4	1	4	1	-	5
	1%	1%	1%	-%	1%	*%	2%	1%	1%	-%	1%
Secured Mail	4	*	4	-	4	1	*	*	4	-	4
	*%	*%	3% a	-%	1%	*%	*%	*%	3% a	-%	1%
TNT Express	3	3	*	*	3	3	*	3	*	-	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Whistl/ TNT Post UK	2	2	*	-	2	-	2	-	2	2	*
	*%	*%	*%	-%	*%	-%	2% a	-%	1%	*%	*%
Citipost	1	-	1	*	1	-	1	-	1	*	1
	*%	-%	1%	*%	*%	-%	1%	-%	1%	*%	*%
DX	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	6	1	2	1	2	1	6	1	2	1
	1%	1%	1%	*%	*%	*%	1%	1%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	499	26	438	80	517	2	509	16	440	78
	60%	69% b	18%	90% b	21%	66% b	2%	70% b	12%	88% b	21%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
NET: Provider other than RM	355	224	116	49	301	263	77	217	123	59	291
	40%	31%	82% a	10%	79% a	34%	98% a	30%	88% a	12%	79% a
NET: RM/Parcelforce	600	552	41	453	132	579	7	562	31	458	127
	68%	76% b	29%	93% b	35%	74% b	8%	77% b	22%	92% b	34%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
Royal Mail	533	316	359	65	-	311	326	50	1	347	269	77	*
	60%	53%	60%	40%	-%	54%	59%	39%	100%	54%	60%	45%	100%
			c				c				c		
DPD/DPD Local	68	57	42	17	-	50	37	14	-	58	26	16	-
	8%	10%	7%	10%	-%	9%	7%	11%	-%	9%	6%	9%	-%
Parcelforce	67	49	56	29	4	47	51	29	-	57	42	21	-
	8%	8%	9%	18%	100%	8%	9%	23%	-%	9%	9%	12%	-%
				a				ab					
Evri	59	50	46	10	-	48	34	10	-	52	31	16	-
	7%	8%	8%	6%	-%	8%	6%	8%	-%	8%	7%	9%	-%
DHL	48	40	23	23	-	40	28	14	-	37	21	20	-
	5%	7%	4%	15%	-%	7%	5%	11%	-%	6%	5%	12%	-%
				ab								b	
Yodel	28	14	26	4	-	16	22	4	-	19	22	4	-
	3%	2%	4%	2%	-%	3%	4%	3%	-%	3%	5%	2%	-%
UK Mail	19	18	9	2	-	18	9	1	-	19	7	2	-
	2%	3%	2%	1%	-%	3%	2%	1%	-%	3%	1%	1%	-%
FedEx	17	16	7	2	-	13	8	2	-	16	8	5	-
	2%	3%	1%	2%	-%	2%	2%	2%	-%	2%	2%	3%	-%
Amazon logistics	15	13	13	3	-	13	13	2	-	15	8	9	-
	2%	2%	2%	2%	-%	2%	2%	2%	-%	2%	2%	5%	-%
UPS	12	9	7	1	-	6	8	*	-	12	4	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	2%	1%	*%	-%
Pitney Bowes	5	4	1	5	-	4	1	1	-	4	1	1	-
	1%	1%	*%	3%	-%	1%	*%	1%	-%	1%	*%	1%	-%
				b									
Secured Mail	4	*	1	1	-	4	4	*	-	4	4	*	-
	*%	*%	*%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
TNT Express	3	3	3	1	-	3	3	1	-	3	3	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	1%	1%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Citipost	1	*	1	-	-	*	1	-	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
DX	*	*	*	*	-	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	2	-	-	*	7	-	-	3	*	-	-
	1%	*%	*%	-%	-%	*%	1%	-%	-%	1%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	316	359	65	-	311	326	50	1	347	269	77	*
	60%	53%	60% c	40%	-%	54%	59% c	39%	100%	54%	60% c	45%	100%
NET: Provider other than RM	355	275	237	96	4	263	226	77	-	300	178	95	-
	40%	47%	40%	60% b	100%	46%	41%	61% b	-%	46%	40%	55% b	-%
NET: RM/Parcelforce	600	364	415	93	4	358	377	79	1	404	311	97	*
	68%	62%	70%	58%	100%	62%	68%	62%	100%	62%	70%	57%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
Royal Mail	533	480	441	376	425	277	9	268	220	211	42	31
	60%	65%	63%	70%	65% c	61% c	25%	72% cd	65%	60%	49%	71%
DPD/DPD Local	68	56	54	30	50	35	2	18	20	21	4	-
	8%	8%	8%	6%	8%	8%	6%	5%	6%	6%	5%	-%
Parcelforce	67	62	58	45	54	43	5	38	40	44	13	5
	8%	8%	8%	8%	8%	9%	14%	10%	12%	13%	15%	12%
Evri	59	43	43	36	34	40	4	18	27	33	14	4
	7%	6%	6%	7%	5%	9%	10%	5%	8%	9%	17% a	9%
DHL	48	31	32	13	26	12	9	4	9	13	7	*
	5%	4%	5%	3%	4%	3%	24% ab	1%	3%	4%	8% a	*%
Yodel	28	21	20	12	18	20	1	11	6	10	4	3
	3%	3%	3%	2%	3%	4%	2%	3%	2%	3%	5%	6%
UK Mail	19	10	9	2	10	3	3	*	2	1	*	*
	2%	1%	1%	*%	1%	1%	7% b	*%	1%	*%	*%	*%
FedEx	17	12	9	7	11	6	*	6	7	5	-	*
	2%	2%	1%	1%	2%	1%	*%	2%	2%	1%	-%	*%
Amazon logistics	15	8	7	1	8	3	*	1	*	1	-	*
	2%	1%	1%	*%	1%	1%	*%	*%	*%	*%	-%	*%
UPS	12	8	7	5	7	2	*	2	4	3	*	-
	1%	1%	1%	1%	1%	1%	*%	*%	1%	1%	*%	-%
Pitney Bowes	5	4	4	4	4	4	4	4	4	4	-	-
	1%	*%	1%	1%	1%	1%	10% ab	1%	1%	1%	-%	-%
Secured Mail	4	1	1	*	1	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
TNT Express	3	3	3	2	3	2	*	1	2	2	1	*
	*%	*%	*%	*%	*%	*%	1%	*%	1%	1%	1%	1%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
Whistl/ TNT Post UK	2	-	2	-	2	2	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Citipost	1	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
DX	*	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	6	2	4	2	-	2	-	2	-	-
	1%	*%	1%	*%	1%	1%	-%	1%	-%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	480	441	376	425	277	9	268	220	211	42	31
	60%	65%	63%	70%	65% c	61% c	25%	72% cd	65%	60%	49%	71%
NET: Provider other than RM	355	261	254	161	231	176	27	105	121	139	44	13
	40%	35%	37%	30%	35%	39%	75% ab	28%	35%	40% a	51% a	29%
NET: RM/Parcelforce	600	542	499	422	479	320	14	305	260	254	55	36
	68%	73%	72%	78%	73% c	71% c	39%	82% d	76%	73%	65%	83%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
Royal Mail	533	78	40	36	15	423	289	447	325	193	277	380	56	-	383	64
	60%	64% c	57%	43%	41%	60% e	56% e	58% e	57% e	45%	52%	59% c	40%	-%	63%	67%
DPD/DPD Local	68	9	2	15	-	60	42	64	48	43	51	51	7	-	49	3
	8%	8%	2%	17% b	-%	8%	8%	8%	8%	10%	10%	8%	5%	-%	8%	3%
Parcelforce	67	6	*	8	6	58	47	62	52	39	44	62	18	-	42	6
	8%	5%	*%	10%	17% b	8%	9%	8%	9%	9%	8%	10%	13%	-%	7%	7%
Evri	59	6	6	13	5	46	35	57	44	40	48	45	17	-	37	6
	7%	5%	8%	15%	14%	7%	7%	7%	8%	9%	9%	7%	12%	-%	6%	6%
DHL	48	7	6	3	*	37	33	44	37	36	40	37	24	-	30	4
	5%	6%	9%	4%	1%	5%	6%	6%	6%	8%	7%	6%	17% ab	-%	5%	4%
Yodel	28	10	5	2	1	20	22	26	20	24	20	19	3	-	19	6
	3%	8%	7%	3%	4%	3%	4%	3%	4%	5%	4%	3%	2%	-%	3%	7%
UK Mail	19	*	5	3	*	11	14	14	11	12	14	10	2	-	5	5
	2%	*%	8%	3%	*%	2%	3%	2%	2%	3%	3%	2%	2%	-%	1%	5%
FedEx	17	*	3	*	1	12	13	17	11	10	12	11	8	-	11	*
	2%	*%	4%	*%	3%	2%	2%	2%	2%	2%	2%	2%	5%	-%	2%	*%
Amazon logistics	15	2	1	3	3	14	7	15	8	9	9	7	2	-	6	1
	2%	2%	1%	3%	8%	2%	1%	2%	1%	2%	2%	1%	2%	-%	1%	1%
UPS	12	1	1	1	*	9	5	10	4	7	8	5	1	-	7	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	-%	1%	1%
Pitney Bowes	5	-	-	-	4	5	5	5	1	4	5	5	1	-	4	-
	1%	-%	-%	-%	10% a	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	-%
Secured Mail	4	-	*	-	-	1	4	4	4	4	4	4	*	-	1	-
	*%	-%	*%	-%	-%	*%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
TNT Express	3	1	*	*	-	3	2	3	3	3	3	3	2	-	3	-
	*%	1%	*%	*%	-%	*%	*%	*%	1%	1%	1%	*%	2%	-%	*%	-%
Whistl/ TNT Post UK	2	-	2	-	-	*	*	*	*	2	*	*	*	-	2	-
	*%	-%	3%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	-	-	*	1	1	-	1	*	1	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%
DX	*	*	-	-	-	*	*	*	*	*	*	*	-	-	*	*
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	-	*	-	6	*	6	2	4	*	6	*	-	6	*
	1%	-%	-%	*%	-%	1%	*%	1%	*%	1%	*%	1%	*%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	78	40	36	15	423	289	447	325	193	277	380	56	-	383	64
	60%	64% c	57%	43%	41%	60% e	56% e	58% e	57% e	45%	52%	59% c	40%	-%	63%	67%
NET: Provider other than RM	355	43	29	48	21	283	230	326	246	238	260	267	86	-	221	32
	40%	36%	43%	57% a	59%	40%	44%	42%	43%	55% abcd	48%	41%	60% b	-%	37%	33%
NET: RM/Parcelforce	600	83	40	44	21	481	335	509	377	232	322	442	74	-	425	71
	68%	69%	58%	53%	58%	68% e	65% e	66% e	66% e	54%	60%	68% c	52%	-%	70%	73%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
Royal Mail	533	247	287	123	12	50	106	70	388	65	65	121	328
	60%	58%	72%	31%	26%	22%	38%	43%	66%	53%	36%	58%	69%
			a				a		a			a	a
DPD/DPD Local	68	30	30	57	8	20	48	19	39	10	23	15	24
	8%	7%	8%	14%	17%	9%	17%	12%	7%	8%	13%	7%	5%
											c		
Parcelforce	67	32	31	53	4	29	38	11	44	11	18	20	29
	8%	7%	8%	13%	10%	13%	14%	7%	8%	9%	10%	10%	6%
Evri	59	36	15	39	14	34	25	12	35	12	25	11	22
	7%	8%	4%	10%	30%	15%	9%	8%	6%	10%	14%	5%	5%
					a						c		
DHL	48	16	18	38	4	24	23	16	25	2	12	10	21
	5%	4%	4%	9%	8%	11%	8%	10%	4%	2%	7%	5%	4%
Yodel	28	25	1	17	*	23	5	6	14	8	8	9	11
	3%	6%	*%	4%	*%	10%	2%	4%	2%	7%	5%	4%	2%
		b				b							
UK Mail	19	10	1	17	1	16	3	9	5	5	8	10	1
	2%	2%	*%	4%	3%	7%	1%	6%	1%	4%	5%	5%	*%
						b		b			c	c	
FedEx	17	7	6	14	*	6	11	5	12	*	2	6	8
	2%	2%	2%	3%	*%	3%	4%	3%	2%	*%	1%	3%	2%
Amazon logistics	15	9	*	12	2	11	4	6	6	3	9	1	5
	2%	2%	*%	3%	5%	5%	1%	3%	1%	2%	5%	*%	1%
											bc		
UPS	12	4	4	11	*	6	6	3	8	1	3	3	7
	1%	1%	1%	3%	*%	3%	2%	2%	1%	1%	2%	1%	1%
Pitney Bowes	5	4	-	4	-	1	4	-	5	-	-	-	5
	1%	1%	-%	1%	-%	1%	1%	-%	1%	-%	-%	-%	1%
Secured Mail	4	-	1	4	-	4	1	*	4	*	-	-	4
	*%	-%	*%	1%	-%	2%	*%	*%	1%	*%	-%	-%	1%
TNT Express	3	2	1	3	*	2	1	2	1	*	1	*	2
	*%	*%	*%	1%	1%	1%	*%	1%	*%	*%	1%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
Whistl/ TNT Post UK	2	2	-	2	-	2	-	2	*	-	2	*	-
	*%	*%	-%	*%	-%	1%	-%	1%	*%	-%	1%	*%	-%
Citipost	1	-	*	1	-	*	1	*	*	1	1	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	*%	1%	1%	*%	-%
DX	*	*	*	*	-	*	*	-	*	*	*	-	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	6	7	-	1	6	*	3	3	*	-	6
	1%	*%	1%	2%	-%	1%	2%	*%	1%	3%	*%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	247	287	123	12	50	106	70	388	65	65	121	328
	60%	58%	72%	31%	26%	22%	38%	43%	66%	53%	36%	58%	69%
			a				a		a			a	a
NET: Provider other than RM	355	176	113	278	34	179	176	92	202	57	113	86	144
	40%	42%	28%	69%	74%	78%	62%	57%	34%	47%	64%	42%	31%
		b				b		b			bc		
NET: RM/Parcelforce	600	278	317	176	16	79	144	82	432	77	83	141	357
	68%	66%	79%	44%	35%	34%	51%	50%	73%	62%	47%	68%	76%
			a				a		a			a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
Royal Mail	533	236	297
	60%	56%	64%
DPD/DPD Local	68	30	38
	8%	7%	8%
Parcelforce	67	29	38
	8%	7%	8%
Evri	59	30	29
	7%	7%	6%
DHL	48	29	18
	5%	7%	4%
Yodel	28	12	16
	3%	3%	3%
UK Mail	19	17	3
	2%	4%	1%
		b	
FedEx	17	9	8
	2%	2%	2%
Amazon logistics	15	11	4
	2%	3%	1%
UPS	12	9	3
	1%	2%	1%
Pitney Bowes	5	4	1
	1%	1%	*%
Secured Mail	4	-	4
	*%	-%	1%
TNT Express	3	1	2
	*%	*%	*%
Whistl/ TNT Post UK	2	2	-
	*%	*%	-%
Citipost	1	1	*
	*%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
DX	*	*	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	7	4	2
	1%	1%	1%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	533	236	297
	60%	56%	64%
NET: Provider other than RM	355	188	167
	40%	44%	36%
NET: RM/Parcelforce	600	265	336
	68%	62%	72%
			a

Columns Tested:: a,b

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
Royal Mail	533	6	84	37	18	35	98	1	67	47	19	57	64
	60%	64%	59%	62%	68%	52%	58%	39%	60%	63%	66%	61%	61%
DPD/DPD Local	68	*	11	4	5	3	15	1	8	5	*	6	9
	8%	4%	8%	6%	18%	4%	9%	46%	7%	7%	1%	6%	9%
Parcelforce	67	*	19	5	*	12	12	*	5	3	3	5	3
	8%	*%	13%	9%	1%	18%	7%	1%	4%	4%	11%	5%	3%
			l			hl							
Evri	59	1	6	*	*	5	10	-	8	8	*	10	11
	7%	8%	4%	*%	*%	7%	6%	-%	7%	11%	1%	10%	11%
DHL	48	1	6	3	*	*	13	*	3	2	2	8	9
	5%	15%	4%	5%	*%	*%	8%	12%	3%	2%	5%	9%	9%
Yodel	28	*	-	*	2	6	7	-	5	1	3	1	3
	3%	*%	-%	*%	6%	9%	4%	-%	5%	2%	12%	1%	3%
											b		
UK Mail	19	-	5	5	*	*	2	-	4	*	*	3	*
	2%	-%	3%	9%	1%	*%	1%	-%	3%	1%	1%	3%	*%
FedEx	17	-	*	*	1	-	*	*	9	4	*	1	2
	2%	-%	*%	*%	2%	-%	*%	2%	8%	6%	*%	1%	2%
									f				
Amazon logistics	15	-	7	2	-	1	*	-	2	2	*	1	-
	2%	-%	5%	3%	-%	2%	*%	-%	1%	3%	*%	1%	-%
UPS	12	1	*	*	-	5	1	-	3	1	1	*	1
	1%	8%	*%	1%	-%	7%	1%	-%	2%	1%	2%	*%	1%
Pitney Bowes	5	-	-	1	-	-	4	-	-	-	-	-	-
	1%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Secured Mail	4	-	-	-	*	-	4	-	-	-	*	*	-
	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	*%	*%	-%
TNT Express	3	-	*	1	*	-	1	-	*	-	-	*	*
	*%	-%	*%	2%	1%	-%	1%	-%	*%	-%	-%	*%	*%
Whistl/ TNT Post UK	2	-	-	-	-	-	2	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%
Citipost	1	-	-	-	-	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
DX	*	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	3	-	*	-	*	-	-	-	-	2	1
	1%	*%	2%	-%	1%	-%	*%	-%	-%	-%	-%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	6	84	37	18	35	98	1	67	47	19	57	64
	60%	64%	59%	62%	68%	52%	58%	39%	60%	63%	66%	61%	61%
NET: Provider other than RM	355	3	57	22	9	32	70	2	46	28	10	37	41
	40%	36%	41%	38%	32%	48%	42%	61%	40%	37%	34%	39%	39%
NET: RM/Parcelforce	600	6	102	42	19	47	110	1	72	50	23	62	67
	68%	65%	73%	71%	69%	70%	66%	40%	64%	67%	78%	66%	64%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
Royal Mail	533	126	152	115	140	278	255
	60%	60%	58%	61%	62%	59%	61%
DPD/DPD Local	68	15	23	15	16	38	30
	8%	7%	9%	8%	7%	8%	7%
Parcelforce	67	24	24	8	11	48	19
	8%	12%	9%	4%	5%	10%	5%
						b	
Evri	59	7	15	16	21	22	37
	7%	4%	6%	8%	9%	5%	9%
DHL	48	11	13	5	19	24	24
	5%	5%	5%	3%	8%	5%	6%
Yodel	28	*	15	6	7	15	14
	3%	*%	6%	3%	3%	3%	3%
UK Mail	19	10	2	4	4	12	8
	2%	5%	1%	2%	2%	2%	2%
FedEx	17	*	1	13	3	1	16
	2%	*%	*%	7%	1%	*%	4%
				abd			a
Amazon logistics	15	9	2	4	1	11	4
	2%	4%	1%	2%	*%	2%	1%
UPS	12	1	6	3	2	7	5
	1%	1%	2%	2%	1%	2%	1%
Pitney Bowes	5	1	4	-	-	5	-
	1%	1%	1%	-%	-%	1%	-%
Secured Mail	4	-	4	-	*	4	*
	*%	-%	2%	-%	*%	1%	*%
TNT Express	3	1	1	*	*	3	*
	*%	1%	1%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	-	2	-	*	2	*
	*%	-%	1%	-%	*%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%

Table 93 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
DX	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	7	3	*	-	3	4	3
	1%	2%	*%	-%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	533	126	152	115	140	278	255
	60%	60%	58%	61%	62%	59%	61%
NET: Provider other than RM	355	83	111	75	87	193	162
	40%	40%	42%	39%	38%	41%	39%
NET: RM/Parcelforce	600	150	176	123	151	326	274
	68%	72%	67%	65%	67%	69%	66%

Columns Tested:: a,b,c,d - a,b

Table 96

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
Royal Mail	1629	133	1496	1555	64	7	4	74
	94%	99%	94%	94% bcde	88%	76%	87%	87%
DHL	31	*	31	29	1	1	*	2
	2%	*%	2%	2%	1%	10% abe	3%	2%
UK Mail	23	-	23	20	3	*	*	3
	1%	-%	1%	1%	4% a	2%	2%	3%
DPD/DPD Local	13	*	13	12	1	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%
Evri	8	-	8	8	1	-	*	1
	*%	-%	1%	*%	1%	-%	1%	1%
Yodel	6	-	6	6	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
UPS	5	*	5	4	1	*	*	1
	*%	*%	*%	*%	1%	2%	3% a	1%
Parcelforce	4	1	4	4	-	*	*	1
	*%	*%	*%	*%	-%	6% abe	1%	1%
Secured Mail	3	-	3	3	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Pitney Bowes	3	-	3	1	1	-	*	1
	*%	-%	*%	*%	2% a	-%	1%	2% a
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	*	*	1	*	-	*	*
	*%	*%	*%	*%	*%	-%	*%	*%
Amazon logistics	1	*	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
FedEx	*	*	*	-	*	*	-	*
	*%	*%	*%	-%	*%	2% a	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
Whistl/ TNT Post UK	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%
DX	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	4	1	-	-	1
	*%	*%	*%	*%	1%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	133	1496	1555	64	7	4	74
	94%	99%	94%	94%	88%	76%	87%	87%
				bcde				
NET: Provider other than RM	105	2	103	94	9	2	1	11
	6%	1%	6%	6%	12%	24%	13%	13%
					a	a	a	a
NET: RM/Parcelforce	1633	134	1499	1558	64	7	4	75
	94%	99%	94%	95%	88%	82%	88%	88%
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
Royal Mail	1629	835	608	111	44	27	4	1555	64	11
	94%	97% bcdefghi	92% i	88%	88%	86%	87%	94% cdefhi	88%	80%
DHL	31	6	19	4	1	1	*	29	1	1
	2%	1%	3% a	3%	2%	3%	3%	2%	1%	7% agh
UK Mail	23	8	11	1	1	1	*	20	3	*
	1%	1%	2%	1%	3%	4% ag	2%	1%	4% g	2%
DPD/DPD Local	13	6	5	2	1	*	*	12	1	*
	1%	1%	1%	2%	2%	*%	1%	1%	1%	1%
Evri	8	1	5	1	1	-	*	8	1	*
	*%	*%	1%	1%	2%	-%	1%	*%	1%	*%
Yodel	6	-	3	2	-	-	-	6	-	-
	*%	-%	1%	2% a	-%	-%	-%	*%	-%	-%
UPS	5	*	3	1	*	*	*	4	1	*
	*%	*%	*%	1%	1%	1%	3% abg	*%	1%	2% ag
Parcelforce	4	3	1	*	-	*	*	4	-	1
	*%	*%	*%	*%	-%	2%	1%	*%	-%	4% abgh
Secured Mail	3	-	3	-	*	-	-	3	*	-
	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
Pitney Bowes	3	-	*	1	1	-	*	1	1	*
	*%	-%	*%	1%	3% abg	-%	1%	*%	2% abg	*%
Citipost	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	1	-	-	*	*	1	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%
Amazon logistics	1	-	1	-	-	-	*	1	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
FedEx	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	*%	1% g	-%	-%	*%	2% g
Whistl/ TNT Post UK	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%
DX	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	2	2	*	1	-	4	1	-
	*%	-%	*%	1%	*%	2% ag	-%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	835	608	111	44	27	4	1555	64	11
	94%	97% bcdefghi	92% i	88%	88%	86%	87%	94% cdefhi	88%	80%
NET: Provider other than RM	105	24	55	15	6	4	1	94	9	3
	6%	3%	8% a	12% ag	12% ag	14% ag	13% ag	6% a	12% ag	20% abg
NET: RM/Parcelforce	1633	838	609	112	44	27	4	1558	64	11
	94%	98% bcdefghi	92%	88%	88%	87%	88%	95% cdefhi	88%	84%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Royal Mail	1629	1270	285	64	7	4	1054	244	55	22	51
	94%	96%	89%	88%	76%	87%	96%	89%	87%	79%	91%
		bcde	d				bcd				
DHL	31	19	10	1	1	*	10	9	4	3	2
	2%	1%	3%	1%	10%	3%	1%	3%	7%	12%	3%
					ac			a	a	a	
UK Mail	23	18	2	3	*	*	9	11	*	1	2
	1%	1%	1%	4%	2%	2%	1%	4%	*%	4%	4%
				b				a			
DPD/DPD Local	13	6	6	1	*	*	9	3	1	*	*
	1%	*%	2%	1%	1%	1%	1%	1%	2%	*%	1%
Evri	8	6	2	1	-	*	7	1	*	*	*
	*%	*%	1%	1%	-%	1%	1%	*%	1%	1%	*%
Yodel	6	3	3	-	-	-	3	2	-	-	-
	*%	*%	1%	-%	-%	-%	*%	1%	-%	-%	-%
UPS	5	*	4	1	*	*	3	2	*	*	*
	*%	*%	1%	1%	2%	3%	*%	1%	1%	*%	*%
			a		a	a					
Parcelforce	4	4	*	-	*	*	3	1	-	-	*
	*%	*%	*%	-%	6%	1%	*%	*%	-%	-%	*%
					abc						
Secured Mail	3	3	-	*	-	-	3	*	-	-	-
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	-%
Pitney Bowes	3	-	1	1	-	*	1	-	-	1	*
	*%	-%	*%	2%	-%	1%	*%	-%	-%	3%	*%
				a						a	
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	1	*	-	*	-	*	-	-	-
	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%
Amazon logistics	1	1	*	-	-	*	-	1	*	-	-
	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%
FedEx	*	-	-	*	*	-	*	-	-	*	*
	*%	-%	-%	*%	2%	-%	*%	-%	-%	*%	*%
					ab						

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Whistl/ TNT Post UK	*	-	-	*	*	*	-	-	*	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%	*%
DX	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	4	1	-	-	-	1	2	-	*
	*%	-%	1%	1%	-%	-%	-%	*%	3%	-%	*%
			a	a					a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	1270	285	64	7	4	1054	244	55	22	51
	94%	96%	89%	88%	76%	87%	96%	89%	87%	79%	91%
		bcde	d				bcd				
NET: Provider other than RM	105	60	34	9	2	1	48	31	8	6	5
	6%	4%	11%	12%	24%	13%	4%	11%	13%	21%	9%
			a	a	ab	a		a	a	a	
NET: RM/Parcelforce	1633	1273	285	64	7	4	1057	245	55	22	51
	94%	96%	89%	88%	82%	88%	96%	89%	87%	79%	91%
		bcde					bcd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
Royal Mail	1629	135	122	249	59	164	256	218	136	121
	94%	88%	95%	89%	100%	96%	93%	98%	99%	97%
								ac	ac	
DHL	31	9	*	4	-	5	3	2	1	1
	2%	6%	*%	2%	-%	3%	1%	1%	1%	1%
UK Mail	23	4	1	15	-	1	-	1	*	1
	1%	2%	*%	5%	-%	1%	-%	*%	*%	1%
				f						
DPD/DPD Local	13	6	-	3	-	-	3	-	*	-
	1%	4%	-%	1%	-%	-%	1%	-%	*%	-%
Evri	8	-	2	1	*	1	4	-	*	-
	*%	-%	1%	*%	*%	*%	2%	-%	*%	-%
Yodel	6	-	-	2	-	-	3	-	-	1
	*%	-%	-%	1%	-%	-%	1%	-%	-%	1%
UPS	5	*	*	4	-	-	*	-	-	*
	*%	*%	*%	1%	-%	-%	*%	-%	-%	*%
Parcelforce	4	-	-	-	-	-	3	-	-	1
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Secured Mail	3	-	3	-	-	-	-	-	-	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	-	-	1	-	-	1	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon logistics	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
FedEx	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
DX	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	1	2	-	1	*	-	-	-
	*%	-%	1%	1%	-%	1%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	135	122	249	59	164	256	218	136	121
	94%	88%	95%	89%	100%	96%	93%	98%	99%	97%
								ac	ac	
NET: Provider other than RM	105	19	7	32	*	8	18	4	1	3
	6%	12%	5%	11%	*%	4%	7%	2%	1%	3%
		gh		gh						
NET: RM/Parcelforce	1633	135	122	249	59	164	259	218	136	122
	94%	88%	95%	89%	100%	96%	95%	98%	99%	98%
								ac	ac	ac

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
Royal Mail	1629	343	393	723	1460	169	81	61	27
	94%	97%	94%	93%	94%	93%	91%	94%	95%
DHL	31	6	10	10	26	5	3	1	*
	2%	2%	2%	1%	2%	3%	4%	2%	2%
UK Mail	23	2	4	15	22	1	1	*	*
	1%	1%	1%	2%	1%	1%	1%	*%	1%
DPD/DPD Local	13	-	6	6	12	1	1	1	*
	1%	-%	1%	1%	1%	1%	1%	1%	*%
Evri	8	1	2	5	8	1	1	*	*
	*%	*%	*%	1%	1%	*%	1%	*%	*%
Yodel	6	1	-	4	5	*	-	*	-
	*%	*%	-%	1%	*%	*%	-%	*%	-%
UPS	5	*	*	5	5	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%
Parcelforce	4	1	-	3	4	1	1	*	*
	*%	*%	-%	*%	*%	*%	1%	*%	*%
Secured Mail	3	-	3	-	3	*	-	*	-
	*%	-%	1%	-%	*%	*%	-%	*%	-%
Pitney Bowes	3	-	-	2	2	*	*	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%
Citipost	1	-	-	1	1	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	-	-	-	-	1	*	*	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%
Amazon logistics	1	-	-	*	*	1	*	1	-
	*%	-%	-%	*%	*%	*%	*%	1%	-%
FedEx	*	-	-	*	*	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
DX	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	1	2	4	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	343	393	723	1460	169	81	61	27
	94%	97%	94%	93%	94%	93%	91%	94%	95%
NET: Provider other than RM	105	11	27	54	92	13	8	4	1
	6%	3%	6%	7%	6%	7%	9%	6%	5%
NET: RM/Parcelforce	1633	344	393	726	1463	170	82	61	27
	94%	97%	94%	93%	94%	94%	92%	94%	95%

Columns Tested:: a,b,c,d,e,f,g,h

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Royal Mail	1629	56	93	117	224	225	71	40	57	838
	94%	91%	89%	89%	91%	92%	92%	90%	93%	97%
										bcde
DHL	31	1	9	9	6	7	4	1	2	2
	2%	2%	9%	7%	2%	3%	5%	2%	3%	*%
			i	i	i	i	i		i	
UK Mail	23	1	*	*	14	1	-	-	1	6
	1%	1%	*%	*%	6%	*%	-%	-%	2%	1%
					ei					
DPD/DPD Local	13	-	-	-	1	*	2	-	-	10
	1%	-%	-%	-%	1%	*%	2%	-%	-%	1%
Evri	8	*	*	3	*	3	1	-	-	2
	*%	*%	*%	2%	*%	1%	1%	-%	-%	*%
Yodel	6	-	-	-	-	3	-	-	-	2
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%
UPS	5	3	*	*	*	2	*	-	-	*
	*%	5%	*%	*%	*%	1%	*%	-%	-%	*%
		di								
Parcelforce	4	-	*	1	*	*	-	*	-	3
	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%
Secured Mail	3	-	-	-	-	-	-	3	-	-
	*%	-%	-%	-%	-%	-%	-%	7%	-%	-%
								bcdei		
Pitney Bowes	3	-	1	1	-	-	-	-	1	*
	*%	-%	1%	1%	-%	-%	-%	-%	2%	*%
Citipost	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT Express	1	*	*	*	-	*	*	-	-	*
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Amazon logistics	1	-	-	-	-	1	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%
FedEx	*	-	*	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
DX	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	*	1	3	-	*	*	*
	*%	-%	*%	*%	*%	1%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	56	93	117	224	225	71	40	57	838
	94%	91%	89%	89%	91%	92%	92%	90%	93%	97% bcde
NET: Provider other than RM	105	5	12	15	23	19	6	4	4	27
	6%	9%	11% i	11% i	9% i	8% i	8%	10%	7%	3%
NET: RM/Parcelforce	1633	56	93	118	224	225	71	40	57	841
	94%	91%	89%	89%	91%	92%	92%	90%	93%	97% bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
Royal Mail	1629	398	296	935	1329	300	1496	133	1582	47
	94%	90%	92%	96% ab	93%	98%	94%	89%	94%	96%
DHL	31	17	10	4	30	1	25	6	30	1
	2%	4% c	3% c	*%	2%	*%	2%	4%	2%	2%
UK Mail	23	15	1	7	23	-	22	1	23	-
	1%	3% bc	*%	1%	2%	-%	1%	1%	1%	-%
DPD/DPD Local	13	1	2	10	13	-	13	1	13	-
	1%	*%	1%	1%	1%	-%	1%	1%	1%	-%
Evri	8	3	4	2	8	*	8	*	8	-
	*%	1%	1%	*%	1%	*%	1%	*%	*%	-%
Yodel	6	-	3	2	3	3	4	1	6	-
	*%	-%	1%	*%	*%	1%	*%	1%	*%	-%
UPS	5	3	2	*	5	-	2	3	5	-
	*%	1%	1%	*%	*%	-%	*%	2% a	*%	-%
Parcelforce	4	1	*	3	4	*	4	1	4	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Secured Mail	3	-	-	3	*	3	3	*	3	-
	*%	-%	-%	*%	*%	1% a	*%	*%	*%	-%
Pitney Bowes	3	1	-	1	3	*	3	-	3	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	1	1	-	-	1	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%
TNT Express	1	*	*	*	1	*	*	*	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
Amazon logistics	1	-	1	*	1	-	1	*	1	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
FedEx	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
DX	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	3	1	4	*	3	1	4	1
	*%	*%	1%	*%	*%	*%	*%	1%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	398	296	935	1329	300	1496	133	1582	47
	94%	90%	92%	96% ab	93%	98%	94%	89%	94%	96%
NET: Provider other than RM	105	43	25	36	97	7	89	16	103	2
	6%	10% c	8% c	4%	7%	2%	6%	11%	6%	4%
NET: RM/Parcelforce	1633	399	297	938	1333	300	1499	134	1586	47
	94%	90%	92%	97% ab	93%	98%	95%	90%	94%	96%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
Royal Mail	1629	1028	264	327	1394	165	36	34	1559	70
	94%	95%	89%	94%	95%	90%	80%	79%	95%	80%
		b			bcdf				cdf	
DHL	31	15	8	9	19	3	6	3	22	9
	2%	1%	3%	3%	1%	2%	13%	8%	1%	11%
							abe	ae		abe
UK Mail	23	10	9	4	16	2	1	5	18	5
	1%	1%	3%	1%	1%	1%	2%	10%	1%	6%
								ae		ae
DPD/DPD Local	13	3	10	*	4	9	-	*	13	*
	1%	*%	3%	*%	*%	5%	-%	*%	1%	*%
			a			ae				
Evri	8	4	2	2	6	3	*	*	8	*
	*%	*%	1%	1%	*%	1%	*%	*%	1%	*%
Yodel	6	4	1	*	6	-	-	-	6	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
UPS	5	4	2	*	4	*	1	*	4	1
	*%	*%	1%	*%	*%	*%	2%	1%	*%	1%
Parcelforce	4	3	1	*	4	*	*	*	4	1
	*%	*%	*%	*%	*%	*%	1%	1%	*%	1%
Secured Mail	3	3	*	-	3	-	-	-	3	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Pitney Bowes	3	2	*	-	3	-	-	-	3	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Citipost	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%
TNT Express	1	*	*	*	*	*	-	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Amazon logistics	1	*	*	1	*	-	-	1	*	1
	*%	*%	*%	*%	*%	-%	-%	1%	*%	1%
								e		
FedEx	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%
DX	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	*	2	4	*	1	-	4	1
	*%	*%	*%	*%	*%	*%	2%	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	1028	264	327	1394	165	36	34	1559	70
	94%	95%	89%	94%	95%	90%	80%	79%	95%	80%
		b			bcdf				cdf	
NET: Provider other than RM	105	51	34	20	68	19	9	9	87	18
	6%	5%	11%	6%	5%	10%	20%	21%	5%	20%
			a			a	ae	ae		ae
NET: RM/Parcelforce	1633	1031	265	327	1398	165	36	35	1562	71
	94%	96%	89%	94%	96%	90%	81%	80%	95%	80%
		b			bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
Royal Mail	1629	838	556	235	1629	1251	1629	1130	780	535
	94%	97%	93%	86%	94%	94%	94%	92%	91%	87%
		bc	c		f	f	f	f		
DHL	31	10	8	12	31	23	31	28	22	27
	2%	1%	1%	5%	2%	2%	2%	2%	3%	4%
				a						abc
UK Mail	23	*	16	7	23	18	23	22	18	22
	1%	*%	3%	3%	1%	1%	1%	2%	2%	4%
			a	a						abc
DPD/DPD Local	13	2	2	9	13	13	13	13	12	12
	1%	*%	*%	3%	1%	1%	1%	1%	1%	2%
				ab						
Evri	8	2	4	3	8	8	8	7	6	3
	*%	*%	1%	1%	*%	1%	*%	1%	1%	*%
Yodel	6	3	3	-	6	3	6	3	3	5
	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
UPS	5	4	*	1	5	2	5	5	5	5
	*%	*%	*%	1%	*%	*%	*%	*%	1%	1%
Parcelforce	4	*	3	1	4	4	4	4	4	3
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Secured Mail	3	3	-	-	3	3	3	3	3	*
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%
Pitney Bowes	3	-	3	-	3	3	3	2	2	1
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	1	-	*	*	1	*	1	1	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Amazon logistics	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
FedEx	*	*	-	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
DX	*	*	-	-	*	*	*	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	3	1	5	4	5	2	1	2
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	838	556	235	1629	1251	1629	1130	780	535
	94%	97%	93%	86%	94%	94%	94%	92%	91%	87%
		bc	c		f	f	f	f		
NET: Provider other than RM	105	24	43	37	105	84	105	94	79	83
	6%	3%	7%	14%	6%	6%	6%	8%	9%	13%
			a	ab						abcd
NET: RM/Parcelforce	1633	838	559	236	1633	1255	1633	1135	784	538
	94%	97%	93%	87%	94%	94%	94%	93%	91%	87%
		bc	c		f	f	f	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
Royal Mail	1629	331	1023	81	83	39	39	33	112
	94%	95% gh	95% egh	89%	90%	85%	93%	78%	85%
DHL	31	8	14	3	3	*	*	4	4
	2%	2%	1%	3%	3%	1%	1%	9% b	3%
UK Mail	23	4	8	1	1	4	*	5	10
	1%	1%	1%	1%	1%	9% b	1%	12% abd	7% b
DPD/DPD Local	13	*	4	3	5	*	*	-	*
	1%	*%	*%	4% b	6% ab	1%	*%	-%	*%
Evri	8	1	6	1	-	1	-	*	1
	*%	*%	1%	1%	-%	2%	-%	*%	1%
Yodel	6	-	4	1	-	-	-	-	-
	*%	-%	*%	1%	-%	-%	-%	-%	-%
UPS	5	3	2	*	*	-	-	*	*
	*%	1%	*%	*%	*%	-%	-%	*%	*%
Parcelforce	4	1	3	1	*	1	*	-	1
	*%	*%	*%	1%	*%	1%	*%	-%	*%
Secured Mail	3	-	3	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	-	1	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3% b	-%	1%
Citipost	1	-	-	-	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	2% b	-%	1%
TNT Express	1	-	-	*	*	*	*	-	*
	*%	-%	-%	*%	*%	1%	*%	-%	*%
Amazon logistics	1	-	-	-	*	*	*	1	1
	*%	-%	-%	-%	*%	*%	*%	1%	*%
FedEx	*	*	-	-	*	-	*	-	*
	*%	*%	-%	-%	*%	-%	*%	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%
DX	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	-	-	*	*	-	*
	*%	*%	*%	-%	-%	*%	*%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	331	1023	81	83	39	39	33	112
	94%	95% gh	95% egh	89%	90%	85%	93%	78%	85%
NET: Provider other than RM	105	18	49	10	9	7	3	9	19
	6%	5%	5%	11%	10%	15% b	7%	22% ab	15% ab
NET: RM/Parcelforce	1633	331	1025	81	83	40	39	33	112
	94%	95% gh	96% gh	90%	90%	87%	93%	78%	86%

Columns Tested:: a,b,c,d,e,f,g,h

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
Royal Mail	1629	1310	131	76	49	22	29	12	964	137	63	24	35	14	15
	94%	95%	86%	95%	83%	92%	95%	91%	96%	83%	94%	94%	88%	91%	64%
		bd							bg		g	g			
DHL	31	21	7	2	1	*	*	1	10	8	1	*	*	*	3
	2%	2%	4%	2%	2%	1%	*%	6%	1%	5%	2%	1%	1%	*%	13%
										a					a
UK Mail	23	16	2	*	5	-	-	*	1	6	1	-	4	*	5
	1%	1%	1%	*%	8%	-%	-%	3%	*%	4%	2%	-%	10%	2%	21%
					a					a	a		a	a	abcd
DPD/DPD Local	13	3	5	1	4	*	-	-	4	8	1	-	*	-	-
	1%	*%	3%	1%	7%	*%	-%	-%	*%	5%	1%	-%	1%	-%	-%
			a		a					a					
Evri	8	7	-	1	-	1	-	*	7	*	*	-	*	-	*
	*%	1%	-%	1%	-%	3%	-%	*%	1%	*%	*%	-%	1%	-%	*%
Yodel	6	2	3	*	-	-	-	-	*	3	-	-	-	-	-
	*%	*%	2%	*%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
			a							a					
UPS	5	4	1	*	-	-	-	*	2	*	-	-	-	-	*
	*%	*%	1%	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	*%
Parcelforce	4	3	1	*	*	*	-	-	3	1	-	*	-	*	-
	*%	*%	1%	*%	*%	2%	-%	-%	*%	1%	-%	*%	-%	*%	-%
Secured Mail	3	3	-	-	-	-	-	-	3	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Pitney Bowes	3	1	-	-	-	-	1	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4%	-%	*%	-%	-%	5%	-%	-%	-%
							a					a			
Citipost	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
														ab	
TNT Express	1	*	-	-	*	*	*	-	-	-	*	-	*	-	-
	*%	*%	-%	-%	*%	1%	*%	-%	-%	-%	1%	-%	*%	-%	-%
Amazon logistics	1	1	*	-	*	*	-	-	-	-	*	*	-	-	1
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	2%
															a

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
FedEx	*	*	*	*	-	-	-	-	-	*	*	-	-	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	*	-	-	*	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%
DX	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	3	2	-	*	*	*	-	4	*	-	*	-	-	-
	*%	*%	1%	-%	*%	1%	*%	-%	*%	*%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	1310	131	76	49	22	29	12	964	137	63	24	35	14	15
	94%	95%	86%	95%	83%	92%	95%	91%	96%	83%	94%	94%	88%	91%	64%
		bd							bg		g	g			
NET: Provider other than RM	105	64	22	4	10	2	1	1	35	28	4	2	5	1	8
	6%	5%	14%	5%	17%	8%	5%	9%	4%	17%	6%	6%	12%	9%	36%
			a		a					a					acd
NET: RM/Parcelforce	1633	1313	132	76	49	23	29	12	966	138	63	24	35	14	15
	94%	96%	86%	95%	83%	93%	95%	91%	97%	84%	94%	94%	88%	91%	64%
		bd							bg		g	g			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
Royal Mail	1629	800	127	85	43	21	23	31	75	828	321	320	94	61
	94%	95% cdeh	95% cde	79%	78%	75%	94%	86%	85%	97% bde	89%	94%	88%	88%
DHL	31	12	2	3	3	5	*	3	8	12	9	6	2	3
	2%	1%	1%	3%	5%	18% abc	1%	8% a	9% a	1%	2%	2%	2%	4%
UK Mail	23	5	1	9	6	2	-	*	2	-	14	2	3	4
	1%	1%	1%	8% ab	10% ab	6% a	-%	1%	2%	-%	4% ac	1%	3% a	6% ac
DPD/DPD Local	13	5	2	6	*	-	-	*	*	3	3	2	5	*
	1%	1%	2%	5% a	*%	-%	-%	1%	*%	*%	1%	1%	4% a	*%
Evri	8	5	2	*	*	-	*	*	*	4	3	*	1	*
	*%	1%	1%	*%	1%	-%	*%	*%	*%	1%	1%	*%	*%	*%
Yodel	6	*	-	1	2	-	-	-	-	-	3	1	2	-
	*%	*%	-%	1%	3% a	-%	-%	-%	-%	-%	1%	*%	2%	-%
UPS	5	4	*	2	*	-	-	*	*	*	3	1	*	*
	*%	*%	*%	1%	*%	-%	-%	*%	*%	*%	1%	*%	*%	*%
Parcelforce	4	3	*	1	*	*	*	-	*	3	1	*	*	-
	*%	*%	*%	1%	*%	*%	1%	-%	*%	*%	*%	*%	*%	-%
Secured Mail	3	3	-	-	*	-	-	-	-	-	-	3	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%
Pitney Bowes	3	1	-	-	1	-	-	-	-	-	1	2	-	-
	*%	*%	-%	-%	2%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Citipost	1	-	-	-	-	-	1	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	4% a	-%	1%	-%	*%	-%	-%	-%
TNT Express	1	-	-	-	*	*	-	*	1	-	*	*	-	-
	*%	-%	-%	-%	*%	1%	-%	1%	1%	-%	*%	*%	-%	-%
Amazon logistics	1	*	*	1	*	-	*	-	*	-	1	*	*	-
	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
FedEx	*	-	*	-	*	-	-	*	*	*	-	*	*	*
	*%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	-	*	*	-	-	*	-	*	*	-	*
	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%
DX	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	*	-	-	*	1	1	1	*	3	*	-
	*%	*%	*%	*%	-%	-%	*%	2%	1%	*%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	800	127	85	43	21	23	31	75	828	321	320	94	61
	94%	95% cdeh	95% cde	79%	78%	75%	94%	86%	85%	97% bde	89%	94%	88%	88%
NET: Provider other than RM	105	39	7	22	12	7	1	5	13	24	39	21	13	8
	6%	5%	5%	21% ab	22% ab	25% ab	6%	14%	15% a	3%	11% a	6%	12% a	12% a
NET: RM/Parcelforce	1633	803	127	86	43	21	24	31	75	831	322	320	95	61
	94%	96% cdeh	95% cde	80%	78%	75%	95%	86%	85%	98% bcde	89%	94%	88%	88%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
Royal Mail	1629	923	308	273	80	38	714	217	199	68	50
	94%	96% b	90%	94%	90%	99%	96% de	92%	92%	88%	86%
DHL	31	12	10	7	1	*	11	4	5	*	3
	2%	1%	3%	3%	2%	*%	1%	2%	2%	1%	5%
UK Mail	23	12	7	1	2	-	1	8	3	2	4
	1%	1%	2%	*%	2%	-%	*%	4% a	1%	2%	8% a
DPD/DPD Local	13	2	5	1	4	-	6	1	2	5	*
	1%	*%	1%	*%	5% a	-%	1%	*%	1%	6% a	1%
Evri	8	7	*	*	*	*	4	3	*	1	*
	*%	1%	*%	*%	*%	1%	*%	1%	*%	1%	*%
Yodel	6	-	4	1	-	-	1	*	-	2	-
	*%	-%	1% a	*%	-%	-%	*%	*%	-%	2%	-%
UPS	5	*	3	2	-	-	*	1	*	*	*
	*%	*%	1%	1%	-%	-%	*%	*%	*%	1%	*%
Parcelforce	4	3	1	*	*	-	3	1	*	*	-
	*%	*%	*%	*%	1%	-%	*%	*%	*%	*%	-%
Secured Mail	3	3	-	*	-	-	-	-	3	*	-
	*%	*%	-%	*%	-%	-%	-%	-%	1%	*%	-%
Pitney Bowes	3	-	1	2	-	-	1	*	1	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	1%	-%	-%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	1	-	*	*	-	-	*	-	*	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Amazon logistics	1	1	*	-	*	-	-	1	*	*	-
	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%
FedEx	*	*	*	-	*	-	-	*	*	-	*
	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
Whistl/ TNT Post UK	*	-	*	*	-	*	-	*	*	-	*
	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%
DX	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	3	*	-	1	*	3	-	-
	*%	*%	*%	1%	1%	-%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	923	308	273	80	38	714	217	199	68	50
	94%	96%	90%	94%	90%	99%	96%	92%	92%	88%	86%
		b					de				
NET: Provider other than RM	105	42	33	18	9	*	29	20	17	10	8
	6%	4%	10%	6%	10%	1%	4%	8%	8%	12%	14%
			a							a	a
NET: RM/Parcelforce	1633	926	309	273	80	38	717	217	199	68	50
	94%	96%	90%	94%	90%	99%	97%	92%	92%	88%	86%
		b					de				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
Royal Mail	1629 94%	611 96% cd	160 93%	221 87%	81 83%	46 90%	639 92% b	83 75%	400 97% b	1512 99% b	117 55%	1615 99% b	14 13%
DHL	31 2%	11 2%	7 4%	8 3%	2 2%	* 1%	14 2%	12 11% ac	2 1%	1 *%	30 14% a	1 *%	30 28% a
UK Mail	23 1%	5 1%	* *%	11 4% a	5 5% a	1 2%	13 2%	5 4%	4 1%	* *%	23 11% a	* *%	23 21% a
DPD/DPD Local	13 1%	3 1%	* *%	5 2%	5 5% a	* 1%	7 1%	5 4% c	2 *%	4 *%	9 4% a	6 *%	8 7% a
Evri	8 *%	4 1%	* *%	1 *%	3 3%	* *%	4 1%	2 2%	1 *%	1 *%	8 4% a	* *%	8 8% a
Yodel	6 *%	- -%	- -%	1 *%	- -%	2 4% a	2 *%	1 1%	- -%	* *%	5 2% a	2 *%	3 3% a
UPS	5 *%	* *%	3 2%	* *%	1 1%	1 1%	5 1%	* *%	- -%	* *%	5 3% a	* *%	5 5% a
Parcelforce	4 *%	3 *%	* *%	1 *%	* *%	- -%	4 1%	1 1%	* *%	* *%	4 2% a	* *%	4 4% a
Secured Mail	3 *%	- -%	- -%	3 1%	- -%	* *%	* *%	- -%	3 1%	3 *%	* *%	- -%	3 3% a
Pitney Bowes	3 *%	1 *%	- -%	1 1%	- -%	- -%	1 *%	* *%	1 *%	- -%	3 1% a	- -%	3 2% a

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
Citipost	1	1	-	-	-	-	1	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1% a
TNT Express	1	-	*	-	*	-	*	-	*	*	1	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	1%
Amazon logistics	1	-	*	*	-	1	*	1	-	-	1	-	1
	*%	-%	*%	*%	-%	1%	*%	*%	-%	-%	*%	-%	1%
FedEx	*	*	-	*	-	-	*	*	-	-	*	*	*
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	-	*	-	*	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	-	1	1	-	2	*	*	*	5	-	5
	*%	*%	-%	1%	1%	-%	*%	*%	*%	*%	2% a	-%	4% a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	611	160	221	81	46	639	83	400	1512	117	1615	14
	94%	96% cd	93%	87%	83%	90%	92% b	75%	97% b	99% b	55%	99% b	13%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
NET: Provider other than RM	105	28	12	33	16	5	53	27	14	11	94	10	95
	6%	4%	7%	13%	17%	10%	8%	25%	3%	1%	45%	1%	87%
				a	a			ac			a		a
NET: RM/Parcelforce	1633	614	160	222	81	46	643	83	400	1512	121	1616	18
	94%	96%	93%	87%	84%	90%	93%	76%	97%	99%	57%	99%	16%
		cd					b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
Royal Mail	1629	1171	81	736	394	1629	-	1178	74	749	381
	94%	99%	53%	100%	81%	100%	-%	100%	49%	99%	81%
		b		b		b		b		b	
DHL	31	1	22	1	27	-	31	*	23	1	28
	2%	*%	14%	*%	6%	-%	30%	*%	15%	*%	6%
			a		a		a		a		a
UK Mail	23	-	18	*	22	-	23	*	18	*	22
	1%	-%	12%	*%	4%	-%	22%	*%	12%	*%	5%
			a		a		a		a		a
DPD/DPD Local	13	4	9	-	13	-	13	-	13	-	13
	1%	*%	6%	-%	3%	-%	13%	-%	9%	-%	3%
			a		a		a		a		a
Evri	8	*	7	*	7	-	8	1	7	*	7
	*%	*%	5%	*%	2%	-%	8%	*%	5%	*%	2%
			a		a		a		a		a
Yodel	6	2	1	*	3	-	6	*	3	2	1
	*%	*%	1%	*%	1%	-%	5%	*%	2%	*%	*%
							a		a		
UPS	5	*	2	1	4	-	5	1	1	-	5
	*%	*%	1%	*%	1%	-%	5%	*%	1%	-%	1%
			a				a				
Parcelforce	4	-	4	*	4	-	4	-	4	*	4
	*%	-%	2%	*%	1%	-%	4%	-%	3%	*%	1%
			a				a		a		
Secured Mail	3	3	*	-	3	-	3	3	*	-	3
	*%	*%	*%	-%	1%	-%	3%	*%	*%	-%	1%
							a				
Pitney Bowes	3	-	3	-	2	-	3	-	3	1	1
	*%	-%	2%	-%	*%	-%	2%	-%	2%	*%	*%
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1% a	-%	1%	-%	*%
TNT Express	1	*	*	-	1	-	1	*	*	-	1
	*%	*%	*%	-%	*%	-%	1%	*%	*%	-%	*%
Amazon logistics	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	*%	-%	*%	-%	1%	-%	*%	-%	*%
FedEx	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	*	*	-	*	-	*	-	*	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
DX	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	*	4	*	2	-	5	*	4	-	2
	*%	*%	3% a	*%	*%	-%	5% a	*%	3% a	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	1171	81	736	394	1629	-	1178	74	749	381
	94%	99% b	53%	100% b	81%	100% b	-%	100% b	49%	99% b	81%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
NET: Provider other than RM	105	11	73	3	91	-	105	6	78	4	90
	6%	1%	47%	*%	19%	-%	100%	*%	51%	1%	19%
			a		a		a		a		a
NET: RM/Parcelforce	1633	1171	85	737	398	1629	4	1178	78	750	385
	94%	99%	55%	100%	82%	100%	4%	100%	51%	99%	82%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Royal Mail	1629	848	1280	216	4	732	864	158	-	801	634	190	*
	94%	91%	96% ac	90%	100%	91%	94%	90%	-%	92%	92%	89%	100%
DHL	31	24	12	8	-	23	14	6	-	20	20	12	-
	2%	3% b	1%	3%	-%	3%	2%	4%	-%	2%	3%	6%	-%
UK Mail	23	23	17	*	-	17	11	*	-	18	15	*	-
	1%	2%	1%	*%	-%	2%	1%	*%	-%	2%	2%	*%	-%
DPD/DPD Local	13	9	7	5	-	10	11	3	-	13	8	3	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	2%	1%	2%	-%
Evri	8	8	7	3	-	7	6	4	-	7	2	2	-
	*%	1%	1%	1%	-%	1%	1%	2%	-%	1%	*%	1%	-%
Yodel	6	3	1	3	-	3	1	*	-	3	1	-	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	-%	-%
UPS	5	5	*	*	-	2	1	*	-	5	1	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	1%	*%	*%	-%
Parcelforce	4	1	4	3	-	1	4	3	-	1	4	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	1%	1%	-%
Secured Mail	3	3	3	-	-	3	-	-	-	3	*	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Pitney Bowes	3	1	3	2	-	1	3	2	-	1	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Citipost	1	-	1	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT Express	1	*	1	-	-	*	*	-	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Amazon logistics	1	1	1	1	-	1	*	*	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
FedEx	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
DX	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	2	3	*	-	*	4	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	848	1280	216	4	732	864	158	-	801	634	190	*
	94%	91%	96% ac	90%	100%	91%	94%	90%	-%	92%	92%	89%	100%
NET: Provider other than RM	105	79	60	24	-	68	56	19	-	74	56	24	-
	6%	9% b	4%	10% b	-%	9%	6%	10%	-%	8%	8%	11%	-%
NET: RM/Parcelforce	1633	849	1284	219	4	733	867	161	-	802	638	193	*
	94%	92%	96% a	91%	100%	92%	94%	91%	-%	92%	92%	90%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
Royal Mail	1629	1566	1142	809	1191	987	32	549	477	454	114	71
	94%	99%	99%	98%	99%	99%	88%	99%	98%	97%	96%	99%
					c	c						
DHL	31	5	5	5	5	5	4	1	5	5	5	-
	2%	*%	*%	1%	*%	*%	11%	*%	1%	1%	4%	-%
							ab				a	
UK Mail	23	*	*	1	*	*	-	*	*	*	-	-
	1%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
DPD/DPD Local	13	6	4	4	4	4	-	4	4	4	-	-
	1%	*%	*%	1%	*%	*%	-%	1%	1%	1%	-%	-%
Evri	8	*	1	*	1	*	-	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%
Yodel	6	*	2	*	2	2	-	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%
UPS	5	-	*	1	-	*	*	1	-	1	-	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%
Parcelforce	4	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	3	-	-	3	-	-	-	-	-	3	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%	-%
Pitney Bowes	3	1	*	1	1	1	-	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	1	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Amazon logistics	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
FedEx	*	-	*	*	-	*	*	-	-	*	-	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	1	*	*	1	*	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	1566	1142	809	1191	987	32	549	477	454	114	71
	94%	99%	99%	98%	99% c	99% c	88%	99%	98%	97%	96%	99%
NET: Provider other than RM	105	15	13	16	15	14	4	7	11	16	5	1
	6%	1%	1%	2%	1%	1%	12% ab	1%	2%	3%	4%	1%
NET: RM/Parcelforce	1633	1566	1143	809	1191	987	32	549	477	454	114	71
	94%	99%	99%	98%	99% c	99% c	88%	99%	98%	97%	96%	99%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
Royal Mail	1629	204	81	95	40	1382	852	1430	931	779	734	1308	171	-	1191	135
	94%	100% b	92%	96%	100%	95% e	95%	95%	94%	92%	91%	96% ac	88%	-%	99%	98%
DHL	31	-	-	1	*	16	16	24	19	18	21	20	12	-	6	-
	2%	-%	-%	1%	*%	1%	2%	2%	2%	2%	3%	1%	6% b	-%	*%	-%
UK Mail	23	-	*	*	-	12	9	18	2	20	19	11	*	-	1	-
	1%	-%	*%	*%	-%	1%	1%	1%	*%	2% d	2%	1%	*%	-%	*%	-%
DPD/DPD Local	13	-	-	2	-	13	7	13	8	7	11	9	*	-	4	-
	1%	-%	-%	2%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
Evri	8	*	*	*	-	8	5	8	8	5	7	7	5	-	1	-
	*%	*%	*%	*%	-%	1%	1%	1%	1%	1%	1%	*%	2%	-%	*%	-%
Yodel	6	-	2	*	-	1	1	1	1	4	1	-	1	-	2	-
	*%	-%	2%	*%	-%	*%	*%	*%	*%	1%	*%	-%	1%	-%	*%	-%
UPS	5	-	1	-	-	4	1	5	2	4	5	2	-	-	1	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%
Parcelforce	4	-	-	-	-	1	1	1	4	4	1	4	3	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	-%
Secured Mail	3	-	3	-	-	3	-	3	3	3	3	-	-	-	-	3
	*%	-%	4%	-%	-%	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	2% a
Pitney Bowes	3	-	-	1	-	3	3	3	3	1	2	3	1	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Citipost	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
TNT Express	1	-	-	-	-	1	1	1	*	1	*	1	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Amazon logistics	1	-	-	-	-	*	1	1	*	*	1	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
FedEx	*	*	*	-	-	*	*	*	*	*	*	*	-	-	-	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	-	-	-	3	3	3	4	2	1	3	*	1	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	100%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	204	81	95	40	1382	852	1430	931	779	734	1308	171	-	1191	135
	94%	100% b	92%	96%	100%	95% e	95%	95%	94%	92%	91%	96% ac	88%	-%	99%	98%
NET: Provider other than RM	105	*	7	4	*	66	48	83	54	69	72	61	22	1	17	3
	6%	*%	8% a	4%	*%	5%	5%	5%	6%	8% a	9% b	4%	12% b	100%	1%	2%
NET: RM/Parcelforce	1633	204	81	95	40	1384	853	1431	935	783	734	1312	174	-	1191	135
	94%	100% b	92%	96%	100%	96% e	95%	95%	95%	92%	91%	96% ac	90%	-%	99%	98%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
Royal Mail	1629	679	950	455	37	194	370	184	1140	293	219	315	1056
	94%	98%	99%	84%	81%	74%	91%	81%	96%	96%	86%	91%	97%
							a		a	a			ab
DHL	31	5	1	25	1	19	12	10	12	5	7	12	8
	2%	1%	*%	5%	3%	7%	3%	4%	1%	2%	3%	3%	1%
								b				c	
UK Mail	23	1	*	23	*	18	6	13	10	*	12	10	2
	1%	*%	*%	4%	*%	7%	1%	6%	1%	*%	5%	3%	*%
						b		bc			c	c	
DPD/DPD Local	13	2	4	10	3	5	8	6	5	2	3	5	5
	1%	*%	*%	2%	7%	2%	2%	3%	*%	1%	1%	1%	*%
								b					
Evri	8	*	*	5	1	6	3	1	5	2	5	1	2
	*%	*%	*%	1%	2%	2%	1%	*%	*%	1%	2%	*%	*%
											c		
Yodel	6	2	-	6	-	6	-	4	1	-	4	1	-
	*%	*%	-%	1%	-%	2%	-%	2%	*%	-%	2%	*%	-%
								b			c		
UPS	5	1	*	5	-	5	1	2	4	*	*	*	5
	*%	*%	*%	1%	-%	2%	*%	1%	*%	*%	*%	*%	*%
Parcelforce	4	*	*	4	-	3	1	3	1	*	1	*	4
	*%	*%	*%	1%	-%	1%	*%	1%	*%	*%	*%	*%	*%
Secured Mail	3	3	-	-	3	3	-	3	*	-	-	-	3
	*%	*%	-%	-%	7%	1%	-%	1%	*%	-%	-%	-%	*%
					a			b					
Pitney Bowes	3	-	1	1	-	1	1	-	3	*	1	*	2
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	-	-	1	-	-	1	1	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%
TNT Express	1	*	-	1	-	*	*	*	*	*	1	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
Amazon logistics	1	-	-	*	-	1	*	*	1	-	1	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
FedEx	*	*	-	*	-	*	*	*	*	-	*	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	*	*	*	-	-	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
DX	*	-	-	*	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	1	5	-	1	3	1	2	2	*	1	2
	*%	-%	*%	1%	-%	1%	1%	1%	*%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	679	950	455	37	194	370	184	1140	293	219	315	1056
	94%	98%	99%	84%	81%	74%	91%	81%	96%	96%	86%	91%	97%
							a		a	a			ab
NET: Provider other than RM	105	14	7	86	9	68	37	43	44	13	35	30	32
	6%	2%	1%	16%	19%	26%	9%	19%	4%	4%	14%	9%	3%
						b		bc			c	c	
NET: RM/Parcelforce	1633	679	950	459	37	197	371	186	1141	293	220	316	1059
	94%	98%	99%	85%	81%	75%	91%	82%	96%	96%	86%	91%	97%
							a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Royal Mail	1629	741	888
	94%	91%	97%
			a
DHL	31	24	7
	2%	3%	1%
		b	
UK Mail	23	21	2
	1%	3%	*%
		b	
DPD/DPD Local	13	7	6
	1%	1%	1%
Evri	8	4	5
	*%	*%	1%
Yodel	6	5	1
	*%	1%	*%
UPS	5	4	2
	*%	*%	*%
Parcelforce	4	1	4
	*%	*%	*%
Secured Mail	3	3	*
	*%	*%	*%
Pitney Bowes	3	1	2
	*%	*%	*%
Citipost	1	1	-
	*%	*%	-%
TNT Express	1	1	-
	*%	*%	-%
Amazon logistics	1	1	*
	*%	*%	*%
FedEx	*	*	-
	*%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Whistl/ TNT Post UK	*	*	*
	*%	*%	*%
DX	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	5	4	1
	*%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1629	741	888
	94%	91%	97%
			a
NET: Provider other than RM	105	76	29
	6%	9%	3%
		b	
NET: RM/Parcelforce	1633	741	892
	94%	91%	97%
			a

Columns Tested:: a,b

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
Royal Mail	1629	29	261	110	78	99	234	12	242	145	61	184	174
	94%	95%	92%	95%	97%	92%	91%	93%	96%	93%	94%	98%	94%
DHL	31	1	2	1	*	*	13	*	4	2	1	1	4
	2%	4%	1%	1%	*%	*%	5%	1%	2%	1%	2%	1%	2%
UK Mail	23	-	17	*	-	1	2	-	-	2	*	-	*
	1%	-%	6%	*%	-%	1%	1%	-%	-%	1%	1%	-%	*%
			hkl										
DPD/DPD Local	13	*	4	*	1	*	4	1	1	-	-	2	*
	1%	*%	2%	*%	1%	*%	1%	5%	*%	-%	-%	1%	*%
								l					
Evri	8	*	*	*	*	-	1	-	1	2	*	-	4
	*%	*%	*%	*%	*%	-%	*%	-%	*%	1%	*%	-%	2%
Yodel	6	-	-	-	-	-	2	-	*	3	-	1	-
	*%	-%	-%	-%	-%	-%	1%	-%	*%	2%	-%	*%	-%
UPS	5	*	*	-	*	3	1	*	-	*	1	*	*
	*%	*%	*%	-%	*%	3%	*%	*%	-%	*%	2%	*%	*%
Parcelforce	4	-	*	*	*	-	1	*	3	-	*	-	*
	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%	*%	-%	*%
Secured Mail	3	-	-	-	*	3	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	3%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	-	-	1	*	-	-	-	*	1	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	*%	1%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
TNT Express	1	*	-	-	*	-	-	-	*	-	-	-	*
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%
Amazon logistics	1	-	-	-	-	*	*	-	1	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*%	-%
FedEx	*	-	-	-	*	-	-	-	-	-	*	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
DX	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	-	*	2	-	-	*	*	-	-	1	-	2
	*%	-%	*%	2%	-%	-%	*%	*%	-%	-%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	29	261	110	78	99	234	12	242	145	61	184	174
	94%	95%	92%	95%	97%	92%	91%	93%	96%	93%	94%	98%	94%
NET: Provider other than RM	105	1	23	6	2	8	23	1	10	10	4	5	12
	6%	5%	8%	5%	3%	8%	9%	7%	4%	7%	6%	2%	6%
NET: RM/Parcelforce	1633	29	261	110	78	99	235	12	245	145	61	184	174
	94%	95%	92%	95%	98%	92%	91%	93%	97%	93%	94%	98%	94%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
Royal Mail	1629	400	411	399	419	811	818
	94%	93%	93%	95%	95%	93%	95%
DHL	31	4	13	7	7	18	14
	2%	1%	3%	2%	2%	2%	2%
UK Mail	23	17	4	2	1	21	2
	1%	4%	1%	*%	*%	2%	*%
		cd				b	
DPD/DPD Local	13	4	5	2	3	9	5
	1%	1%	1%	*%	1%	1%	1%
Evri	8	*	1	3	4	1	7
	*%	*%	*%	1%	1%	*%	1%
Yodel	6	-	2	3	1	2	4
	*%	-%	*%	1%	*%	*%	*%
UPS	5	*	4	*	1	4	2
	*%	*%	1%	*%	*%	*%	*%
Parcelforce	4	*	1	3	*	2	3
	*%	*%	*%	1%	*%	*%	*%
Secured Mail	3	-	3	-	-	3	-
	*%	-%	1%	-%	-%	*%	-%
Pitney Bowes	3	1	*	1	-	2	1
	*%	*%	*%	*%	-%	*%	*%
Citipost	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
TNT Express	1	*	*	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%
Amazon logistics	1	-	*	1	*	*	1
	*%	-%	*%	*%	*%	*%	*%
FedEx	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
DX	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%

Table 96 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	5	2	*	*	3	2	3
	*%	1%	*%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1629	400	411	399	419	811	818
	94%	93%	93%	95%	95%	93%	95%
NET: Provider other than RM	105	30	33	21	20	63	42
	6%	7%	7%	5%	5%	7%	5%
NET: RM/Parcelforce	1633	400	412	402	419	812	821
	94%	93%	93%	96%	95%	93%	96%

Columns Tested:: a,b,c,d - a,b

Table 97

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
Royal Mail	1270	75	1195	1214	48	5	3	56
	89%	99%	88%	89%	76%	64%	71%	74%
		b		bcde				
DHL	32	*	31	27	3	1	*	5
	2%	*%	2%	2%	5%	13%	6%	6%
					a	a	a	a
Evri	25	-	25	24	2	-	*	2
	2%	-%	2%	2%	3%	-%	1%	2%
Parcelforce	20	-	20	18	1	1	*	2
	1%	-%	1%	1%	1%	8%	3%	2%
						abe		
UK Mail	19	-	19	15	2	1	*	3
	1%	-%	1%	1%	3%	7%	8%	4%
						a	a	a
DPD/DPD Local	18	*	18	16	2	*	*	2
	1%	*%	1%	1%	3%	2%	1%	3%
Yodel	12	-	12	11	1	-	*	1
	1%	-%	1%	1%	1%	-%	3%	1%
UPS	11	*	11	8	3	-	*	3
	1%	*%	1%	1%	4%	-%	3%	4%
					a		a	a
Amazon logistics	8	*	8	8	-	-	*	*
	1%	*%	1%	1%	-%	-%	*%	*%
Secured Mail	8	-	8	8	*	-	-	*
	1%	-%	1%	1%	*%	-%	-%	*%
Pitney Bowes	3	-	3	2	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	2%
					a			a
FedEx	2	-	2	1	*	*	*	1
	*%	-%	*%	*%	*%	5%	1%	1%
						abe		
Citipost	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	1%	*%
							a	

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
DX	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
TNT Express	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	4	4	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	75	1195	1214	48	5	3	56
	89%	99%	88%	89%	76%	64%	71%	74%
		b		bcde				
NET: Provider other than RM	163	1	162	143	15	3	1	19
	11%	1%	12%	11%	24%	36%	29%	26%
			a		a	a	a	a
NET: RM/Parcelforce	1290	75	1214	1232	49	6	3	58
	90%	99%	90%	91%	77%	73%	75%	77%
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Royal Mail	1270	635	498	80	33	20	3	1214	48	8
	89%	93%	86%	82%	75%	73%	71%	89%	76%	67%
		bcdefhi	defhi	i				defhi		
DHL	32	7	13	7	3	2	*	27	3	1
	2%	1%	2%	7%	6%	6%	6%	2%	5%	10%
				abg	ag	ag	ag		ag	abg
Evri	25	15	9	*	1	*	*	24	2	*
	2%	2%	1%	*%	3%	1%	1%	2%	3%	*%
Parcelforce	20	7	11	*	1	1	*	18	1	1
	1%	1%	2%	*%	2%	3%	3%	1%	1%	7%
										acg
UK Mail	19	4	10	1	1	1	*	15	2	1
	1%	1%	2%	1%	3%	5%	8%	1%	3%	7%
						ag	abcg		a	abg
DPD/DPD Local	18	6	8	3	1	1	*	16	2	*
	1%	1%	1%	3%	2%	4%	1%	1%	3%	1%
						ag				
Yodel	12	4	4	3	*	*	*	11	1	*
	1%	1%	1%	3%	*%	2%	3%	1%	1%	1%
UPS	11	3	6	-	2	*	*	8	3	*
	1%	*%	1%	-%	5%	2%	3%	1%	4%	1%
					abcg		ag		abg	
Amazon logistics	8	1	7	1	-	-	*	8	-	*
	1%	*%	1%	1%	-%	-%	*%	1%	-%	*%
Secured Mail	8	-	8	-	*	-	-	8	*	-
	1%	-%	1%	-%	*%	-%	-%	1%	*%	-%
Pitney Bowes	3	-	1	1	1	-	*	2	1	*
	*%	-%	*%	1%	3%	-%	1%	*%	2%	*%
					abg				ag	
FedEx	2	*	1	-	-	1	*	1	*	*
	*%	*%	*%	-%	-%	2%	1%	*%	*%	4%
						ag				abg
Citipost	1	*	1	-	-	*	*	1	-	*
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Whistl/ TNT Post UK	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	1% g	-%	*%	*%
DX	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%
TNT Express	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	2	2	-	*	-	4	*	-
	*%	-%	*%	2%	-%	1%	-%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	635	498	80	33	20	3	1214	48	8
	89%	93% bcdefhi	86% defhi	82% i	75%	73%	71%	89% defhi	76%	67%
NET: Provider other than RM	163	46	79	17	11	7	1	143	15	4
	11%	7%	14% a	18% a	25% abg	27% abg	29% abg	11%	24% abg	33% abcg
NET: RM/Parcelforce	1290	642	509	80	34	21	3	1232	49	9
	90%	94% bcdefhi	88% defhi	82%	77%	76%	75%	91% cdefhi	77%	73%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Royal Mail	1270	990	224	48	5	3	830	205	43	21	31
	89%	91% bcde	82% de	76%	64%	71%	92% bcde	82%	76%	72%	71%
DHL	32	13	14	3	1	*	12	12	1	1	3
	2%	1%	5% a	5% a	13% a	6% a	1%	5% a	1%	5%	8% a
Evri	25	23	1	2	-	*	19	*	1	3	1
	2%	2%	*%	3%	-%	1%	2%	*%	2%	11% ab	3%
Parcelforce	20	15	3	1	1	*	10	4	*	-	1
	1%	1%	1%	1%	8% abc	3%	1%	2%	1%	-%	2%
UK Mail	19	14	1	2	1	*	5	7	*	*	6
	1%	1%	1%	3% b	7% ab	8% ab	1%	3% a	*%	1%	13% ab
DPD/DPD Local	18	6	10	2	*	*	9	5	2	2	*
	1%	1%	4% a	3% a	2%	1%	1%	2%	4%	6% a	1%
Yodel	12	4	7	1	-	*	4	3	*	*	*
	1%	*%	2% a	1%	-%	3% a	*%	1%	*%	1%	*%
UPS	11	5	3	3	-	*	3	3	3	-	*
	1%	*%	1%	4% a	-%	3% a	*%	1%	5% a	-%	*%
Amazon logistics	8	6	2	-	-	*	2	7	*	-	-
	1%	1%	1%	-%	-%	*%	*%	3% a	*%	-%	-%
Secured Mail	8	8	-	*	-	-	4	*	4	-	-
	1%	1%	-%	*%	-%	-%	*%	*%	7% ab	-%	-%
Pitney Bowes	3	1	1	1	-	*	1	1	-	1	*
	*%	*%	*%	2% a	-%	1%	*%	*%	-%	3% a	*%
FedEx	2	*	1	*	*	*	*	1	*	-	*
	*%	*%	*%	*%	5% abc	1%	*%	1%	*%	-%	1%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Citipost	1	*	1	-	*	*	-	1	*	-	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%	*%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%
DX	*	-	*	-	-	*	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
TNT Express	*	-	-	*	-	*	*	*	-	-	-
	*%	-%	-%	*%	-%	*%	*%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	*	-	-	-	1	2	-	*
	*%	-%	1%	*%	-%	-%	-%	*%	3%	-%	1%
			a						a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	990	224	48	5	3	830	205	43	21	31
	89%	91%	82%	76%	64%	71%	92%	82%	76%	72%	71%
		bcde	de				bcde				
NET: Provider other than RM	163	94	49	15	3	1	70	44	13	8	13
	11%	9%	18%	24%	36%	29%	8%	18%	24%	28%	29%
			a	a	ab	ab		a	a	a	a
NET: RM/Parcelforce	1290	1005	227	49	6	3	840	209	43	21	31
	90%	93%	83%	77%	73%	75%	93%	84%	77%	72%	73%
		bcde					bcde				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
Royal Mail	1270	123	107	185	50	117	207	168	108	87
	89%	87%	93%	85%	89%	86%	88%	90%	91%	92%
DHL	32	1	3	8	-	1	1	8	3	*
	2%	1%	3%	4%	-%	*%	1%	4%	2%	*%
Evri	25	8	2	1	*	3	4	4	3	*
	2%	6%	2%	*%	*%	2%	2%	2%	2%	*%
		c								
Parcelforce	20	*	*	1	-	4	8	1	-	5
	1%	*%	*%	1%	-%	3%	3%	1%	-%	5%
UK Mail	19	-	*	5	-	5	-	1	4	1
	1%	-%	*%	2%	-%	4%	-%	*%	3%	1%
DPD/DPD Local	18	6	-	3	-	-	6	1	*	1
	1%	4%	-%	2%	-%	-%	2%	*%	*%	1%
Yodel	12	3	1	4	-	*	-	2	-	1
	1%	2%	1%	2%	-%	*%	-%	1%	-%	1%
UPS	11	*	-	-	2	1	7	*	1	-
	1%	*%	-%	-%	4%	1%	3%	*%	1%	-%
Amazon logistics	8	-	-	7	-	-	-	-	1	-
	1%	-%	-%	3%	-%	-%	-%	-%	1%	-%
Secured Mail	8	-	-	-	4	4	-	-	-	-
	1%	-%	-%	-%	7%	3%	-%	-%	-%	-%
					acf					
Pitney Bowes	3	-	-	1	-	-	1	-	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%
FedEx	2	-	*	*	-	*	-	1	*	*
	*%	-%	*%	*%	-%	*%	-%	1%	*%	*%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
DX	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
TNT Express	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	1	2	-	1	*	-	-	-
	*%	-%	1%	1%	-%	1%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	123	107	185	50	117	207	168	108	87
	89%	87%	93%	85%	89%	86%	88%	90%	91%	92%
NET: Provider other than RM	163	18	8	32	6	18	27	19	11	8
	11%	13%	7%	15%	11%	14%	12%	10%	9%	8%
NET: RM/Parcelforce	1290	124	107	186	50	121	215	169	108	91
	90%	87%	94%	86%	89%	89%	92%	90%	91%	97%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Royal Mail	1270	254	338	560	1153	117	57	41	20
	89%	89%	90%	88%	89%	89%	86%	90%	96%
DHL	32	1	7	18	25	6	4	2	*
	2%	*%	2%	3%	2%	5%	6%	4%	2%
						a	ad		
Evri	25	3	13	9	25	*	*	*	*
	2%	1%	3%	1%	2%	*%	*%	*%	*%
			e						
Parcelforce	20	8	*	10	19	1	*	*	*
	1%	3%	*%	2%	1%	1%	*%	1%	1%
		b							
UK Mail	19	6	4	6	16	3	2	1	*
	1%	2%	1%	1%	1%	2%	3%	1%	1%
DPD/DPD Local	18	1	6	10	17	1	1	1	*
	1%	*%	2%	2%	1%	1%	1%	1%	*%
Yodel	12	1	3	6	11	1	*	*	-
	1%	*%	1%	1%	1%	*%	1%	1%	-%
UPS	11	3	1	7	11	*	*	*	*
	1%	1%	*%	1%	1%	*%	*%	*%	*%
Amazon logistics	8	-	1	7	8	1	1	*	-
	1%	-%	*%	1%	1%	1%	1%	*%	-%
Secured Mail	8	8	-	-	8	*	-	*	-
	1%	3%	-%	-%	1%	*%	-%	*%	-%
		bcde							
Pitney Bowes	3	-	-	2	2	1	*	1	*
	*%	-%	-%	*%	*%	1%	*%	1%	*%
FedEx	2	*	*	1	2	*	*	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%
Citipost	1	-	-	1	1	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%
DX	*	*	-	-	*	*	*	-	-
	*%	*%	-%	-%	*%	*%	*%	-%	-%
TNT Express	*	-	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	1	2	4	*	*	*	-
	*%	*%	*%	*%	*%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	254	338	560	1153	117	57	41	20
	89%	89%	90%	88%	89%	89%	86%	90%	96%
NET: Provider other than RM	163	32	37	79	147	15	10	5	1
	11%	11%	10%	12%	11%	11%	14%	10%	4%
NET: RM/Parcelforce	1290	262	339	570	1171	118	57	41	20
	90%	92%	90%	89%	90%	89%	86%	91%	96%

Columns Tested:: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Royal Mail	1270	36	86	103	159	196	58	28	46	644
	89%	93%	82%	82%	82%	89%	76%	94%	89%	92%
										bcdf
DHL	32	2	2	2	5	8	6	*	1	7
	2%	6%	2%	1%	3%	4%	7%	*%	2%	1%
		i					i			
Evri	25	*	3	5	4	5	4	-	-	7
	2%	*%	3%	4%	2%	2%	5%	-%	-%	1%
							i			
Parcelforce	20	*	1	2	8	*	-	1	-	8
	1%	1%	1%	1%	4%	*%	-%	3%	-%	1%
					e					
UK Mail	19	*	4	4	6	4	1	*	2	1
	1%	1%	4%	3%	3%	2%	1%	*%	3%	*%
			i	i	i				i	
DPD/DPD Local	18	-	*	*	1	*	2	*	-	14
	1%	-%	*%	*%	1%	*%	3%	*%	-%	2%
Yodel	12	-	3	3	3	2	-	-	-	4
	1%	-%	3%	2%	1%	1%	-%	-%	-%	1%
UPS	11	-	*	*	*	1	1	-	*	10
	1%	-%	*%	*%	*%	*%	1%	-%	*%	1%
Amazon logistics	8	-	-	-	5	1	1	-	1	*
	1%	-%	-%	-%	3%	*%	1%	-%	3%	*%
					i				i	
Secured Mail	8	-	4	4	-	-	4	*	-	-
	1%	-%	4%	3%	-%	-%	5%	*%	-%	-%
			i	i			ei			
Pitney Bowes	3	-	1	1	-	1	-	-	1	*
	*%	-%	1%	1%	-%	*%	-%	-%	2%	*%
FedEx	2	-	*	*	*	1	*	*	-	-
	*%	-%	*%	*%	*%	1%	*%	1%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Citipost	1	-	-	-	*	*	-	-	-	1
	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
DX	*	-	*	*	-	-	-	-	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%
TNT Express	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	*	1	3	-	*	-	-
	*%	-%	*%	*%	*%	1%	-%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	36	86	103	159	196	58	28	46	644
	89%	93%	82%	82%	82%	89%	76%	94%	89%	92% bcdf
NET: Provider other than RM	163	3	19	22	34	25	18	2	5	53
	11%	7%	18% i	18% i	18% i	11%	24% i	6%	11%	8%
NET: RM/Parcelforce	1290	37	87	105	167	197	58	29	46	652
	90%	93%	83%	84%	87%	89%	76%	98%	89%	94% bcdf

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Royal Mail	1270	298	254	718	1025	245	1171	99	1238	32
	89%	84%	85%	92% ab	87%	97% a	90% b	76%	89%	94%
DHL	32	9	14	9	31	1	22	9	30	1
	2%	3%	5% c	1%	3%	*%	2%	7% a	2%	3%
Evri	25	9	9	7	23	2	25	1	25	-
	2%	3%	3%	1%	2%	1%	2%	1%	2%	-%
Parcelforce	20	10	*	9	20	*	19	1	20	-
	1%	3%	*%	1%	2%	*%	1%	1%	1%	-%
UK Mail	19	10	5	3	19	-	13	5	19	*
	1%	3% c	2%	*%	2%	-%	1%	4% a	1%	*%
DPD/DPD Local	18	2	2	14	17	1	15	3	18	-
	1%	*%	1%	2%	1%	*%	1%	2%	1%	-%
Yodel	12	6	2	4	9	3	8	4	12	-
	1%	2%	1%	1%	1%	1%	1%	3% a	1%	-%
UPS	11	*	1	10	11	-	7	4	11	-
	1%	*%	*%	1%	1%	-%	1%	3% a	1%	-%
Amazon logistics	8	5	2	1	8	-	6	2	8	-
	1%	1%	1%	*%	1%	-%	*%	2%	1%	-%
Secured Mail	8	4	4	*	8	-	8	*	8	-
	1%	1%	1% c	*%	1%	-%	1%	*%	1%	-%
Pitney Bowes	3	1	1	1	3	*	3	-	3	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
FedEx	2	*	2	*	1	1	2	*	2	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
Citipost	1	*	*	1	1	-	*	1	1	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
DX	*	*	-	*	*	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%
TNT Express	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	3	*	4	-	3	1	3	1
	*%	*%	1%	*%	*%	-%	*%	1%	*%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	298	254	718	1025	245	1171	99	1238	32
	89%	84%	85%	92%	87%	97%	90%	76%	89%	94%
				ab		a	b			
NET: Provider other than RM	163	59	44	60	155	8	131	32	160	2
	11%	16%	15%	8%	13%	3%	10%	24%	11%	6%
		c	c		b			a		

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
NET: RM/Parcelforce	1290	308	254	727	1045	245	1190	100	1257	32
	90%	86%	85%	93%	89%	97%	91%	76%	90%	94%
				ab		a	b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Royal Mail	1270	706	223	332	1059	145	36	30	1204	66
	89%	90%	79%	93%	91%	80%	80%	61%	90%	70%
		b		b	bdf				bdf	
DHL	32	19	9	4	24	4	1	3	28	3
	2%	2%	3%	1%	2%	2%	1%	6%	2%	4%
Evri	25	12	7	6	18	2	*	4	21	5
	2%	1%	3%	2%	2%	1%	*%	9%	2%	5%
								ae		
Parcelforce	20	12	4	4	17	1	*	1	19	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	19	5	11	2	5	7	2	4	12	6
	1%	1%	4%	1%	*%	4%	4%	9%	1%	7%
			a			ae	a	ae		ae
DPD/DPD Local	18	4	14	*	6	11	*	1	17	1
	1%	*%	5%	*%	1%	6%	*%	1%	1%	1%
			ac			ae				
Yodel	12	9	2	*	11	*	-	*	12	*
	1%	1%	1%	*%	1%	*%	-%	*%	1%	*%
UPS	11	3	8	1	7	3	1	*	10	1
	1%	*%	3%	*%	1%	2%	2%	*%	1%	1%
			a							
Amazon logistics	8	4	3	2	3	1	-	5	3	5
	1%	1%	1%	1%	*%	*%	-%	11%	*%	6%
								abe		ae
Secured Mail	8	4	*	4	*	4	4	-	4	4
	1%	*%	*%	1%	*%	2%	9%	-%	*%	4%
						ae	ae			ae
Pitney Bowes	3	2	*	1	3	-	-	1	3	1
	*%	*%	*%	*%	*%	-%	-%	1%	*%	1%
FedEx	2	1	1	*	1	*	-	*	2	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Citipost	1	-	*	1	*	1	-	*	1	*
	*%	-%	*%	*%	*%	1%	-%	*%	*%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Whistl/ TNT Post UK	*	-	*	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%
DX	*	*	-	-	*	-	-	*	*	*
	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%
TNT Express	*	*	*	-	-	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	-	1	3	*	1	-	3	1
	*%	*%	-%	*%	*%	*%	2%	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	706	223	332	1059	145	36	30	1204	66
	89%	90%	79%	93%	91%	80%	80%	61%	90%	70%
		b		b	bdf				bdf	
NET: Provider other than RM	163	78	59	25	99	35	9	19	135	28
	11%	10%	21%	7%	9%	20%	20%	39%	10%	30%
			ac			ae		ae		ae
NET: RM/Parcelforce	1290	718	227	336	1076	147	37	30	1223	67
	90%	92%	80%	94%	93%	81%	81%	62%	91%	71%
		b		b	bcdf				bdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
Royal Mail	1270	549	510	211	1183	1270	1270	1021	727	419
	89%	94%	89%	77%	89%	89%	89%	87%	84%	78%
		c	c		ef	ef	ef	f		
DHL	32	11	13	8	32	32	32	30	30	22
	2%	2%	2%	3%	2%	2%	2%	3%	3%	4%
Evri	25	8	10	7	24	25	25	21	17	14
	2%	1%	2%	3%	2%	2%	2%	2%	2%	3%
Parcelforce	20	8	9	2	16	20	20	15	15	14
	1%	1%	2%	1%	1%	1%	1%	1%	2%	3%
UK Mail	19	-	5	13	19	19	19	18	17	17
	1%	-%	1%	5%	1%	1%	1%	2%	2%	3%
				ab						
DPD/DPD Local	18	2	4	12	16	18	18	16	15	16
	1%	*%	1%	4%	1%	1%	1%	1%	2%	3%
				ab						
Yodel	12	2	9	*	12	12	12	11	11	8
	1%	*%	2%	*%	1%	1%	1%	1%	1%	2%
UPS	11	3	4	4	11	11	11	11	11	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon logistics	8	-	3	6	8	8	8	8	8	8
	1%	-%	*%	2%	1%	1%	1%	1%	1%	1%
Secured Mail	8	*	-	8	4	8	8	8	8	4
	1%	*%	-%	3%	*%	1%	1%	1%	1%	1%
				ab						
Pitney Bowes	3	-	3	1	3	3	3	3	3	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
FedEx	2	-	1	1	2	2	2	2	2	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
DX	*	*	-	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
TNT Express	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	1	4	4	4	2	1	2
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	549	510	211	1183	1270	1270	1021	727	419
	89%	94%	89%	77%	89%	89%	89%	87%	84%	78%
		c	c		ef	ef	ef	f		
NET: Provider other than RM	163	36	64	63	152	163	163	147	139	117
	11%	6%	11%	23%	11%	11%	11%	13%	16%	22%
				ab					abc	abcd
NET: RM/Parcelforce	1290	558	518	213	1199	1290	1290	1036	741	433
	90%	95%	90%	78%	90%	90%	90%	89%	86%	81%
		bc	c		f	ef	ef	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Royal Mail	1270	61	977	67	68	34	35	28	97
	89%	94% gh	92% cegh	77%	84%	73%	84%	63%	73%
DHL	32	-	18	5	5	1	1	2	3
	2%	-%	2%	6%	6%	1%	2%	4%	2%
Evri	25	-	20	*	*	2	*	3	5
	2%	-%	2%	*%	*%	4%	*%	7%	4%
Parcelforce	20	4	10	4	1	1	*	*	1
	1%	6% b	1%	4%	2%	2%	*%	*%	1%
UK Mail	19	-	8	*	*	*	*	9	10
	1%	-%	1%	*%	*%	1%	1%	20% abcdef	7% b
DPD/DPD Local	18	-	6	4	5	1	*	1	2
	1%	-%	1%	5% b	6% b	3%	*%	2%	2%
Yodel	12	-	9	1	*	*	*	1	1
	1%	-%	1%	1%	*%	1%	1%	1%	1%
UPS	11	-	5	*	1	3	2	1	6
	1%	-%	*%	*%	1%	7% b	4%	1%	4% b
Amazon logistics	8	-	3	1	*	4	1	-	5
	1%	-%	*%	1%	*%	9% b	2%	-%	4% b
Secured Mail	8	-	4	4	-	-	-	-	-
	1%	-%	*%	4% b	-%	-%	-%	-%	-%
Pitney Bowes	3	-	1	-	-	-	1	1	2
	*%	-%	*%	-%	-%	-%	3% b	1%	1%
FedEx	2	-	1	*	*	*	*	*	*
	*%	-%	*%	*%	1%	*%	*%	*%	*%
Citipost	1	-	*	-	*	-	1	*	1
	*%	-%	*%	-%	*%	-%	2% b	*%	1%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Whistl/ TNT Post UK	*	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%
DX	*	-	-	-	*	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%
TNT Express	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	-	-	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	61	977	67	68	34	35	28	97
	89%	94%	92%	77%	84%	73%	84%	63%	73%
		gh	cegh						
NET: Provider other than RM	163	4	89	21	13	13	7	16	36
	11%	6%	8%	23%	16%	27%	16%	37%	27%
				b		b		ab	ab
NET: RM/Parcelforce	1290	65	987	71	70	35	35	28	98
	90%	100%	93%	81%	86%	75%	84%	63%	74%
		cegh	cegh		g				

Columns Tested:: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Royal Mail	1270	937	106	62	31	20	24	4	989	136	55	25	34	13	18
	89%	91% bd	80%	88%	68%	86%	84%	37%	93% bceg	76%	75%	90%	78%	84%	61%
DHL	32	20	4	3	1	1	*	2	14	11	4	1	*	1	1
	2%	2%	3%	4%	3%	4%	*%	19%	1%	6% a	5%	4%	1%	3%	4%
Evri	25	15	8	*	-	1	-	*	16	4	*	*	1	-	3
	2%	1%	6% a	*%	-%	3%	-%	*%	2%	2%	*%	1%	3%	-%	11% ac
Parcelforce	20	10	1	3	2	*	-	*	16	3	1	*	-	*	*
	1%	1%	1%	4%	3%	2%	-%	1%	1%	2%	1%	*%	-%	*%	*%
UK Mail	19	7	2	*	5	*	*	4	1	7	5	*	*	*	5
	1%	1%	1%	1%	10% a	*%	*%	42%	*%	4% a	6% a	1%	*%	2%	17% a
DPD/DPD Local	18	4	5	1	6	*	-	-	4	10	3	-	*	-	1
	1%	*%	4% a	1%	13% a	*%	-%	-%	*%	6% a	4% a	-%	1%	-%	2%
Yodel	12	9	1	-	*	*	1	*	7	3	-	-	*	1	*
	1%	1%	1%	-%	1%	2%	3%	*%	1%	2%	-%	-%	*%	4%	*%
UPS	11	7	1	*	1	1	2	-	5	*	2	*	3	*	1
	1%	1%	*%	*%	2%	3%	6%	-%	*%	*%	3%	*%	6% a	*%	2%
Amazon logistics	8	7	1	-	*	-	1	-	-	4	*	*	5	-	-
	1%	1%	1%	-%	*%	-%	2%	-%	-%	2% a	*%	*%	11% ac	-%	-%
Secured Mail	8	4	-	-	-	-	-	-	4	*	4	-	-	-	-
	1%	*%	-%	-%	-%	-%	-%	-%	*%	*%	5% a	-%	-%	-%	-%
Pitney Bowes	3	2	-	-	-	-	1	-	1	-	-	1	-	-	1
	*%	*%	-%	-%	-%	-%	4% a	-%	*%	-%	-%	5% a	-%	-%	2%
FedEx	2	1	1	*	*	*	*	*	1	*	1	-	-	-	*
	*%	*%	1%	1%	*%	*%	*%	*%	*%	*%	1%	-%	-%	-%	*%
Citipost	1	*	1	-	*	-	-	*	*	*	-	-	-	1	*
	*%	*%	1%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	6% ab	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Whistl/ TNT Post UK	*	-	-	*	-	*	-	*	-	*	*	-	*	-	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%
DX	*	*	-	-	*	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
TNT Express	*	-	-	*	*	-	-	-	-	-	-	-	*	*	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	-	*	-	-	-	4	-	-	*	-	-	-
	*%	*%	1%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	937	106	62	31	20	24	4	989	136	55	25	34	13	18
	89%	91%	80%	88%	68%	86%	84%	37%	93%	76%	75%	90%	78%	84%	61%
		bd							bceg						
NET: Provider other than RM	163	88	26	8	15	3	5	6	75	43	19	3	10	3	11
	11%	9%	20%	12%	32%	14%	16%	63%	7%	24%	25%	10%	22%	16%	39%
			a		a					a	a		a		a
NET: RM/Parcelforce	1290	947	108	64	33	20	24	4	1005	139	56	25	34	13	18
	90%	92%	81%	92%	71%	88%	84%	38%	94%	78%	75%	90%	78%	84%	62%
		bd		d					bceg			g			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Royal Mail	1270	725	114	76	46	14	18	29	60	559	276	291	93	50
	89%	94% bcdefgh	83% e	72%	78%	56%	75%	67%	66%	92% be	85%	91% e	85%	70%
DHL	32	15	6	2	4	1	*	2	3	13	8	5	3	4
	2%	2%	4%	2%	6%	6%	1%	4%	4%	2%	2%	2%	3%	5%
Evri	25	10	2	4	*	-	*	4	5	8	7	5	1	3
	2%	1%	2%	4%	*%	-%	1%	10% a	5%	1%	2%	2%	1%	5%
Parcelforce	20	9	2	4	*	*	-	*	*	7	7	5	1	-
	1%	1%	1%	4%	*%	*%	-%	*%	*%	1%	2%	2%	1%	-%
UK Mail	19	*	*	3	5	4	4	1	8	*	6	2	2	8
	1%	*%	*%	3% a	9% ab	15% ab	15% ab	2%	9% ab	*%	2% a	1%	2%	11% abc
DPD/DPD Local	18	5	3	6	*	-	*	1	1	3	5	3	5	1
	1%	1%	2%	6% a	*%	-%	1%	2%	1%	1%	2%	1%	4%	2%
Yodel	12	4	3	1	2	-	1	*	1	5	3	2	2	1
	1%	1%	2%	1%	3%	-%	3%	*%	1%	1%	1%	*%	2%	1%
UPS	11	3	2	2	-	*	*	4	4	5	2	2	2	*
	1%	*%	1%	2%	-%	*%	*%	10% a	5% a	1%	*%	1%	2%	*%
Amazon logistics	8	*	1	5	*	1	-	1	2	1	3	-	1	4
	1%	*%	1%	5% a	*%	6% a	-%	2% a	2% a	*%	1%	-%	1%	6% ac
Secured Mail	8	-	4	-	*	4	-	-	4	4	4	-	*	-
	1%	-%	3% a	-%	*%	17% acd	-%	-%	5% a	1%	1%	-%	*%	-%
Pitney Bowes	3	1	-	1	1	-	-	-	-	-	1	2	-	-
	*%	*%	-%	*%	2%	-%	-%	-%	-%	-%	*%	*%	-%	-%
FedEx	2	*	*	1	*	-	*	*	*	*	*	1	*	*
	*%	*%	*%	1%	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Citipost	1	*	-	-	-	*	1	-	1	-	1	-	*	*
	*%	*%	-%	-%	-%	*%	4% a	-%	1%	-%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	-	-	-	-	-	*	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%
DX	*	*	-	-	*	-	-	-	-	-	-	-	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%
TNT Express	*	-	-	-	-	-	-	*	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	*	-	-	-	*	1	1	1	*	3	-	-
	*%	*%	*%	-%	-%	-%	*%	2%	1%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	725	114	76	46	14	18	29	60	559	276	291	93	50
	89%	94% bcdefgh	83% e	72%	78%	56%	75%	67%	66%	92% be	85%	91% e	85%	70%
NET: Provider other than RM	163	49	24	30	13	11	6	14	31	48	47	30	16	21
	11%	6%	17% a	28% a	22% a	44% ab	25% a	33% a	34% a	8%	15% a	9%	15%	30% ac
NET: RM/Parcelforce	1290	734	116	80	46	14	18	29	60	566	283	296	93	50
	90%	95% bcdefgh	84% eh	76%	78%	56%	75%	67%	66%	93% e	88% e	92% e	86%	70%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Royal Mail	1270	619	246	218	71	26	713	221	214	70	47
	89%	90%	89%	88%	86%	69%	92%	83%	90%	82%	79%
		e	e				b				
DHL	32	15	6	5	3	3	15	7	4	2	3
	2%	2%	2%	2%	3%	9%	2%	3%	2%	2%	5%
Evri	25	15	*	8	*	*	9	7	5	1	3
	2%	2%	*%	3%	*%	1%	1%	3%	2%	1%	5%
Parcelforce	20	7	4	4	1	-	13	5	2	*	-
	1%	1%	2%	1%	1%	-%	2%	2%	1%	*%	-%
UK Mail	19	5	3	2	1	7	2	9	3	4	*
	1%	1%	1%	1%	1%	20%	*%	3%	1%	5%	*%
						abcd		a		a	
DPD/DPD Local	18	3	5	2	4	-	7	4	2	5	1
	1%	*%	2%	1%	5%	-%	1%	1%	1%	5%	2%
					a					a	
Yodel	12	5	4	2	*	*	6	3	1	2	*
	1%	1%	2%	1%	*%	*%	1%	1%	*%	2%	1%
UPS	11	6	2	2	2	*	5	3	2	*	*
	1%	1%	1%	1%	2%	*%	1%	1%	1%	*%	*%
Amazon logistics	8	5	3	-	1	-	3	1	-	1	4
	1%	1%	1%	-%	1%	-%	*%	*%	-%	1%	7%
											abc
Secured Mail	8	4	-	*	-	-	4	4	-	*	-
	1%	1%	-%	*%	-%	-%	1%	1%	-%	*%	-%
Pitney Bowes	3	1	1	2	-	-	1	1	1	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	-%
FedEx	2	*	*	1	*	*	*	*	1	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%	*%
Citipost	1	-	1	*	-	*	-	1	-	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	*	-	-	-	*	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
DX	*	-	-	*	-	*	-	-	-	*	*
	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%
TNT Express	*	*	*	-	-	-	-	-	*	-	*
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	*	3	-	-	1	*	3	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	619	246	218	71	26	713	221	214	70	47
	89%	90% e	89% e	88%	86%	69%	92% b	83%	90%	82%	79%
NET: Provider other than RM	163	68	29	31	11	12	65	45	24	16	12
	11%	10%	11%	12%	14%	31% ab	8%	17% a	10%	18%	21%
NET: RM/Parcelforce	1290	626	251	222	71	26	725	226	216	71	47
	90%	91% e	91% e	89% e	87%	69%	93% bde	85%	91%	82%	79%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Royal Mail	1270	529	146	220	79	36	586	84	345	1186	84	1173	10
	89%	93% bcde	84%	83%	81%	73%	86% b	73%	94% ab	95% b	44%	94% b	11%
DHL	32	15	4	6	3	2	19	4	8	13	18	19	12
	2%	3%	3%	2%	3%	4%	3%	3%	2%	1%	10% a	2%	14% a
Evri	25	8	1	6	6	*	14	6	1	7	18	11	14
	2%	1%	*%	2%	6% b	*%	2%	5% c	*%	1%	10% a	1%	16% a
Parcelforce	20	7	1	3	3	-	8	2	5	11	9	10	6
	1%	1%	*%	1%	3%	-%	1%	2%	1%	1%	5% a	1%	7% a
UK Mail	19	*	2	10	*	5	16	1	*	8	10	5	13
	1%	*%	1%	4% a	*%	10% ab	2%	1%	*%	1%	5% a	*%	15% a
DPD/DPD Local	18	3	2	5	5	1	8	6	3	6	12	9	7
	1%	1%	1%	2%	5% a	3%	1%	5%	1%	*%	6% a	1%	8% a
Yodel	12	2	5	2	*	2	8	1	2	2	9	10	2
	1%	*%	3%	1%	*%	4%	1%	1%	1%	*%	5% a	1%	2%
UPS	11	*	4	5	*	2	8	3	*	6	5	8	3
	1%	*%	2% a	2%	*%	4% a	1%	3%	*%	1%	2%	1%	3%
Amazon logistics	8	1	-	7	1	-	7	-	1	3	6	3	6
	1%	*%	-%	3% a	1%	-%	1%	-%	*%	*%	3% a	*%	6% a
Secured Mail	8	-	8	-	-	*	*	8	-	-	8	-	4
	1%	-%	5% ac	-%	-%	*%	*%	7% ac	-%	-%	4% a	-%	5% a

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Pitney Bowes	3	1	-	1	-	1	1	1	1	-	3	-	3
	*%	*%	-%	*%	-%	1%	*%	*%	*%	-%	2% a	-%	4% a
FedEx	2	1	1	*	*	*	2	*	-	*	2	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1% a	*%	2% a
Citipost	1	1	*	-	-	*	1	*	*	*	1	-	1
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	1%	-%	1% a
Whistl/ TNT Post UK	*	-	*	*	-	-	*	*	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
DX	*	-	*	*	-	-	*	*	-	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	-%	*%	*%	*%	*%
TNT Express	*	-	*	*	-	-	*	-	-	-	*	*	*
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	1	1	-	2	-	-	-	4	-	4
	*%	-%	-%	*%	1%	-%	*%	-%	-%	-%	2% a	-%	5% a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
NET: RM Only	1270	529	146	220	79	36	586	84	345	1186	84	1173	10
	89%	93% bcde	84%	83%	81%	73%	86% b	73%	94% ab	95% b	44%	94% b	11%
NET: Provider other than RM	163	41	27	46	19	13	93	32	21	57	105	75	77
	11%	7%	16% a	17% a	19% a	27% a	14% c	27% ac	6%	5%	56% a	6%	89% a
NET: RM/Parcelforce	1290	537	146	223	82	36	594	86	349	1196	93	1183	16
	90%	94% bcde	85%	84%	84%	73%	87% b	74%	95% ab	96% b	49%	95% b	18%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Royal Mail	1270	1245	25	699	322	1178	6	1270	-	718	303
	89%	98%	15%	98%	71%	94%	7%	100%	-%	99%	69%
		b		b		b		b		b	
DHL	32	5	27	7	23	20	12	-	32	2	28
	2%	*%	16%	1%	5%	2%	14%	-%	19%	*%	6%
			a		a		a		a		a
Evri	25	-	25	1	20	11	14	-	25	1	21
	2%	-%	15%	*%	4%	1%	16%	-%	16%	*%	5%
			a		a		a		a		a
Parcelforce	20	*	20	1	14	10	6	-	20	1	14
	1%	*%	12%	*%	3%	1%	8%	-%	12%	*%	3%
			a		a		a		a		a
UK Mail	19	*	18	*	17	9	10	-	19	1	17
	1%	*%	11%	*%	4%	1%	11%	-%	11%	*%	4%
			a		a		a		a		a
DPD/DPD Local	18	5	13	1	15	3	13	-	18	1	15
	1%	*%	8%	*%	3%	*%	16%	-%	11%	*%	3%
			a		a		a		a		a
Yodel	12	5	7	*	11	8	3	-	12	2	9
	1%	*%	4%	*%	2%	1%	4%	-%	7%	*%	2%
			a		a				a		
UPS	11	7	4	*	11	10	1	-	11	*	11
	1%	1%	2%	*%	2%	1%	1%	-%	7%	*%	2%
					a				a		a
Amazon logistics	8	-	8	2	7	3	6	-	8	2	7
	1%	-%	5%	*%	1%	*%	7%	-%	5%	*%	2%
			a				a		a		
Secured Mail	8	-	8	-	8	-	4	-	8	-	8
	1%	-%	5%	-%	2%	-%	5%	-%	5%	-%	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Pitney Bowes	3	-	3	-	3	-	3	-	3	1	2
	*%	-%	2% a	-%	1%	-%	4% a	-%	2% a	*%	*%
FedEx	2	*	2	-	2	*	2	-	2	*	2
	*%	*%	1% a	-%	*%	*%	2% a	-%	1% a	*%	*%
Citipost	1	*	1	*	1	-	1	-	1	*	1
	*%	*%	1%	*%	*%	-%	1% a	-%	1%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
DX	*	-	*	*	*	*	*	-	*	*	*
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%
TNT Express	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	4	-	2	-	4	-	4	-	2
	*%	-%	2% a	-%	*%	-%	5% a	-%	3% a	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	1245	25	699	322	1178	6	1270	-	718	303
	89%	98% b	15%	98% b	71%	94% b	7%	100% b	-%	99% b	69%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
NET: Provider other than RM	163	23	140	12	135	74	78	-	163	10	136
	11%	2%	85%	2%	29%	6%	93%	-%	100%	1%	31%
			a		a		a		a		a
NET: RM/Parcelforce	1290	1245	45	700	336	1187	12	1270	20	718	317
	90%	98%	27%	98%	74%	95%	15%	100%	12%	99%	72%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
Royal Mail	1270	665	906	181	4	735	891	159	1	737	568	183	*
	89%	84%	90% ac	82%	100%	86%	90%	83%	100%	87%	87%	84%	100%
DHL	32	27	13	9	-	26	9	5	-	19	13	7	-
	2%	3%	1%	4%	-%	3% b	1%	2%	-%	2%	2%	3%	-%
Evri	25	24	16	3	-	22	14	3	-	18	12	6	-
	2%	3%	2%	1%	-%	3%	1%	2%	-%	2%	2%	3%	-%
Parcelforce	20	11	14	7	-	12	11	7	-	6	11	3	-
	1%	1%	1%	3%	-%	1%	1%	4%	-%	1%	2%	1%	-%
UK Mail	19	18	14	4	-	17	10	4	-	17	9	*	-
	1%	2%	1%	2%	-%	2%	1%	2%	-%	2%	1%	*%	-%
DPD/DPD Local	18	11	10	5	-	12	16	3	-	14	11	3	-
	1%	1%	1%	2%	-%	1%	2%	2%	-%	2%	2%	2%	-%
Yodel	12	9	9	*	-	7	8	*	-	9	6	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
UPS	11	8	8	3	-	8	8	2	-	11	4	5	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	2%	-%
Amazon logistics	8	8	7	-	-	8	7	*	-	7	3	1	-
	1%	1%	1%	-%	-%	1%	1%	*%	-%	1%	*%	1%	-%
Secured Mail	8	4	-	4	-	8	8	4	-	8	8	4	-
	1%	1%	-%	2% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	3	1	3	3	-	1	3	2	-	1	2	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
FedEx	2	2	2	1	-	2	2	1	-	2	2	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%
Citipost	1	*	1	-	-	*	1	*	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
DX	*	*	*	*	-	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
TNT Express	*	*	-	*	-	*	*	-	-	*	-	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	3	*	-	*	4	-	-	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	665	906	181	4	735	891	159	1	737	568	183	*
	89%	84%	90% ac	82%	100%	86%	90%	83%	100%	87%	87%	84%	100%
NET: Provider other than RM	163	127	100	40	-	124	100	32	-	114	82	34	-
	11%	16% b	10%	18% b	-%	14%	10%	17%	-%	13%	13%	16%	-%
NET: RM/Parcelforce	1290	677	920	188	4	747	902	166	1	743	579	186	*
	90%	85%	91% a	85%	100%	87%	91%	87%	100%	87%	89%	86%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
Royal Mail	1270	1131	1178	746	962	759	26	513	447	421	112	73
	89%	93%	95%	96%	93%	94%	72%	96%	95%	94%	94%	99%
					c	c						
DHL	32	19	12	8	17	8	*	5	7	5	2	*
	2%	2%	1%	1%	2%	1%	*%	1%	2%	1%	2%	*%
Evri	25	11	8	3	4	7	-	2	2	3	*	*
	2%	1%	1%	*%	*%	1%	-%	*%	1%	1%	*%	*%
Parcelforce	20	10	8	*	14	5	*	*	*	*	-	*
	1%	1%	1%	*%	1%	1%	1%	*%	*%	*%	-%	*%
UK Mail	19	5	8	5	9	8	4	5	1	5	*	*
	1%	*%	1%	1%	1%	1%	10%	1%	*%	1%	*%	*%
							ab					
DPD/DPD Local	18	9	7	7	7	6	1	7	6	6	-	-
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-%	-%
Yodel	12	8	8	*	8	4	*	-	*	*	-	-
	1%	1%	1%	*%	1%	1%	*%	-%	*%	*%	-%	-%
UPS	11	9	9	3	10	4	*	1	3	3	1	-
	1%	1%	1%	*%	1%	*%	*%	*%	1%	1%	1%	-%
Amazon logistics	8	2	2	1	2	1	1	1	-	1	-	-
	1%	*%	*%	*%	*%	*%	3%	*%	-%	*%	-%	-%
Secured Mail	8	4	4	4	4	4	4	-	4	4	4	-
	1%	*%	*%	1%	*%	1%	11%	-%	1%	1%	3%	-%
							ab				a	
Pitney Bowes	3	1	*	1	1	1	-	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
FedEx	2	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Citipost	1	*	-	*	*	*	-	*	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
DX	*	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	1131	1178	746	962	759	26	513	447	421	112	73
	89%	93%	95%	96%	93% c	94% c	72%	96%	95%	94%	94%	99%
NET: Provider other than RM	163	79	67	32	76	50	10	21	25	28	7	*
	11%	7%	5%	4%	7%	6%	28% ab	4%	5%	6%	6%	1%
NET: RM/Parcelforce	1290	1141	1186	747	976	764	27	513	447	421	112	73
	90%	94%	95%	96%	94% c	95% c	73%	96%	95%	94%	94%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Royal Mail	1270	182	66	85	29	1058	752	1102	771	609	623	1001	151	-	935	130
	89%	91%	84%	81%	88%	91%	90%	89%	90%	86%	85%	91% ac	80%	-%	93%	99%
DHL	32	2	3	2	3	26	20	29	19	16	21	22	9	-	21	*
	2%	1%	4%	1%	9%	2%	2%	2%	2%	2%	3%	2%	5%	-%	2%	*%
Evri	25	5	-	1	*	17	15	25	16	18	19	21	11	-	10	*
	2%	3%	-%	1%	*%	1%	2%	2%	2%	3%	3%	2%	6% b	-%	1%	*%
Parcelforce	20	4	-	3	*	15	5	15	14	11	11	18	5	-	6	*
	1%	2%	-%	3%	1%	1%	1%	1%	2%	2%	1%	2%	3%	-%	1%	*%
UK Mail	19	1	4	4	-	9	13	14	8	11	14	7	4	-	6	-
	1%	*%	5%	4%	-%	1%	2%	1%	1%	2%	2%	1%	2%	-%	1%	-%
DPD/DPD Local	18	*	-	2	-	16	8	16	10	8	14	11	*	-	7	-
	1%	*%	-%	2%	-%	1%	1%	1%	1%	1%	2%	1%	*%	-%	1%	-%
Yodel	12	2	2	5	-	5	2	5	7	9	8	5	1	-	7	1
	1%	1%	3%	4%	-%	*%	*%	*%	1%	1%	1%	*%	*%	-%	1%	*%
UPS	11	3	2	2	1	4	5	7	3	5	7	3	2	-	10	-
	1%	2%	3%	2%	2%	*%	1%	1%	*%	1%	1%	*%	1%	-%	1%	-%
Amazon logistics	8	-	1	1	-	8	1	8	1	5	8	1	*	-	1	1
	1%	-%	1%	1%	-%	1%	*%	1%	*%	1%	1%	*%	*%	-%	*%	1%
Secured Mail	8	-	-	-	-	-	8	8	4	8	8	8	4	-	4	-
	1%	-%	-%	-%	-%	-%	1% a	1%	*%	1% a	1%	1%	2%	-%	*%	-%
Pitney Bowes	3	-	-	1	-	3	3	3	3	1	2	3	1	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
FedEx	2	-	*	-	-	2	2	2	2	2	2	2	1	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Citipost	1	-	-	-	-	*	1	1	-	1	*	1	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Whistl/ TNT Post UK	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	*	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
TNT Express	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	2	2	2	3	2	*	2	*	1	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	100%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	182	66	85	29	1058	752	1102	771	609	623	1001	151	-	935	130
	89%	91%	84%	81%	88%	91%	90%	89%	90%	86%	85%	91% ac	80%	-%	93%	99%
NET: Provider other than RM	163	18	13	20	4	107	85	135	88	96	113	104	39	1	75	2
	11%	9%	16%	19%	12%	9%	10%	11%	10%	14%	15% b	9%	20% b	100%	7%	1%
NET: RM/Parcelforce	1290	186	66	87	30	1073	756	1117	785	620	633	1019	156	-	942	130
	90%	93%	84%	84%	89%	92% e	90%	90%	91%	88%	86%	92% ac	82%	-%	93%	99%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Royal Mail	1270	581	689	384	34	152	321	177	846	233	204	251	779
	89%	91%	95%	74%	79%	59%	85%	78%	91%	91%	79%	85%	93%
							a		a	a			ab
DHL	32	9	12	26	1	15	16	11	16	5	5	10	17
	2%	1%	2%	5%	3%	6%	4%	5%	2%	2%	2%	3%	2%
Evri	25	8	3	21	1	21	5	2	19	5	15	2	8
	2%	1%	*%	4%	3%	8%	1%	1%	2%	2%	6%	1%	1%
						b					bc		
Parcelforce	20	7	7	20	-	12	8	3	15	1	4	5	10
	1%	1%	1%	4%	-%	5%	2%	2%	2%	1%	2%	2%	1%
UK Mail	19	9	1	10	*	16	2	12	6	*	4	13	2
	1%	1%	*%	2%	1%	6%	1%	5%	1%	*%	1%	4%	*%
						b		bc				c	
DPD/DPD Local	18	2	6	14	3	7	11	6	10	2	4	6	8
	1%	*%	1%	3%	8%	3%	3%	3%	1%	1%	1%	2%	1%
Yodel	12	10	1	11	*	6	6	2	4	5	8	3	1
	1%	2%	*%	2%	*%	2%	2%	1%	*%	2%	3%	1%	*%
		b									c		
UPS	11	5	5	7	3	8	3	7	3	1	3	3	5
	1%	1%	1%	1%	6%	3%	1%	3%	*%	*%	1%	1%	1%
								b					
Amazon logistics	8	3	-	8	-	7	2	6	2	1	7	2	-
	1%	*%	-%	2%	-%	3%	*%	2%	*%	*%	3%	1%	-%
								b			c		
Secured Mail	8	4	-	8	-	8	-	-	4	-	-	-	4
	1%	1%	-%	2%	-%	3%	-%	-%	*%	-%	-%	-%	*%
						b							
Pitney Bowes	3	-	1	1	-	2	1	-	3	*	1	*	2
	*%	-%	*%	*%	-%	1%	*%	-%	*%	*%	1%	*%	*%
FedEx	2	*	*	2	-	2	*	*	2	-	2	*	*
	*%	*%	*%	*%	-%	1%	*%	*%	*%	-%	1%	*%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Citipost	1	-	*	1	-	*	1	*	*	1	1	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	*	-	*	-	*	-	*	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%
DX	*	*	-	*	-	*	*	-	*	-	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%
TNT Express	*	*	-	*	-	*	-	*	-	*	-	*	*
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	4	-	1	3	1	1	2	*	1	2
	*%	-%	*%	1%	-%	*%	1%	*%	*%	1%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	581	689	384	34	152	321	177	846	233	204	251	779
	89%	91%	95%	74%	79%	59%	85%	78%	91%	91%	79%	85%	93%
							a		a	a			ab
NET: Provider other than RM	163	58	36	134	9	105	58	50	84	24	54	46	57
	11%	9%	5%	26%	21%	41%	15%	22%	9%	9%	21%	15%	7%
						b		bc			c	c	
NET: RM/Parcelforce	1290	588	695	404	34	164	329	181	861	234	209	255	789
	90%	92%	96%	78%	79%	64%	87%	80%	93%	91%	81%	86%	94%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
Royal Mail	1270	540	730
	89%	84%	93%
			a
DHL	32	16	16
	2%	2%	2%
Evri	25	21	5
	2%	3%	1%
		b	
Parcelforce	20	9	11
	1%	1%	1%
UK Mail	19	12	6
	1%	2%	1%
DPD/DPD Local	18	8	10
	1%	1%	1%
Yodel	12	8	4
	1%	1%	*%
UPS	11	9	2
	1%	1%	*%
Amazon logistics	8	8	1
	1%	1%	*%
Secured Mail	8	4	4
	1%	1%	*%
Pitney Bowes	3	1	2
	*%	*%	*%
FedEx	2	2	*
	*%	*%	*%
Citipost	1	1	*
	*%	*%	*%
Whistl/ TNT Post UK	*	*	-
	*%	*%	-%
DX	*	*	-
	*%	*%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
TNT Express	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	4	4	-
	*%	1%	-%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1270	540	730
	89%	84%	93%
			a
NET: Provider other than RM	163	104	59
	11%	16%	7%
		b	
NET: RM/Parcelforce	1290	549	740
	90%	85%	94%
			a

Columns Tested:: a,b

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
Royal Mail	1270	24	203	89	57	78	175	4	197	117	48	147	130
	89%	93%	88%	94%	95%	92%	78%	77%	92%	89%	93%	93%	87%
				f	fg				f		f	fg	
DHL	32	2	6	2	*	*	8	-	3	3	2	2	5
	2%	6%	3%	2%	*%	*%	3%	-%	1%	3%	3%	1%	4%
Evri	25	*	4	*	*	-	8	-	3	5	*	1	5
	2%	*%	2%	*%	*%	-%	3%	-%	1%	4%	*%	1%	3%
Parcelforce	20	*	1	*	*	4	7	*	3	3	*	*	2
	1%	*%	*%	*%	1%	4%	3%	*%	1%	2%	1%	*%	2%
UK Mail	19	-	5	*	1	-	11	*	-	1	*	-	1
	1%	-%	2%	*%	1%	-%	5%	6%	-%	1%	*%	-%	*%
							h	hkl					
DPD/DPD Local	18	*	4	*	1	2	5	1	2	-	-	3	*
	1%	*%	2%	*%	1%	2%	2%	17%	1%	-%	-%	2%	*%
								abcdefhijkl					
Yodel	12	-	3	*	*	-	2	-	*	-	-	3	3
	1%	-%	1%	*%	*%	-%	1%	-%	*%	-%	-%	2%	2%
UPS	11	-	*	1	*	-	3	*	5	*	1	-	1
	1%	-%	*%	1%	*%	-%	1%	*%	2%	*%	1%	-%	*%
Amazon logistics	8	-	4	-	-	1	-	-	1	-	-	2	-
	1%	-%	2%	-%	-%	2%	-%	-%	1%	-%	-%	1%	-%
Secured Mail	8	-	-	-	*	-	8	-	-	-	-	-	-
	1%	-%	-%	-%	*%	-%	4%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	-	-	1	*	-	-	-	1	1	-	-	-
	*%	-%	-%	1%	1%	-%	-%	-%	*%	1%	-%	-%	-%
FedEx	2	*	-	-	*	-	*	-	1	-	*	-	*
	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Citipost	1	-	-	-	-	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
DX	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
TNT Express	*	-	-	-	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	2	-	-	*	-	-	-	1	-	2
	*%	-%	-%	2%	-%	-%	*%	-%	-%	-%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	24	203	89	57	78	175	4	197	117	48	147	130
	89%	93%	88%	94%	95%	92%	78%	77%	92%	89%	93%	93%	87%
				f	fg				f		f	fg	
NET: Provider other than RM	163	2	27	6	3	7	50	1	18	15	3	12	19
	11%	7%	12%	6%	5%	8%	22%	23%	8%	11%	7%	7%	13%
							cdhjk	dk					
NET: RM/Parcelforce	1290	24	204	89	57	82	182	4	199	120	49	147	132
	90%	94%	89%	94%	96%	96%	81%	77%	93%	91%	94%	93%	89%
					fg	fg			fg		fg	fg	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
Royal Mail	1270	317	310	318	325	627	642
	89%	90%	84%	90%	90%	87%	90%
DHL	32	9	8	6	8	17	15
	2%	3%	2%	2%	2%	2%	2%
Evri	25	4	8	8	6	12	14
	2%	1%	2%	2%	2%	2%	2%
Parcelforce	20	1	11	5	3	12	8
	1%	*%	3%	1%	1%	2%	1%
UK Mail	19	5	11	2	1	16	2
	1%	1%	3%	*%	*%	2%	*%
			d			b	
DPD/DPD Local	18	4	7	3	4	11	6
	1%	1%	2%	1%	1%	2%	1%
Yodel	12	3	2	*	6	5	6
	1%	1%	1%	*%	2%	1%	1%
UPS	11	1	3	5	1	4	7
	1%	*%	1%	2%	*%	1%	1%
Amazon logistics	8	4	1	1	2	6	3
	1%	1%	*%	*%	1%	1%	*%
Secured Mail	8	-	8	-	-	8	-
	1%	-%	2%	-%	-%	1%	-%
Pitney Bowes	3	1	*	1	-	2	1
	*%	*%	*%	*%	-%	*%	*%
FedEx	2	*	1	1	1	1	2
	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
DX	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
TNT Express	*	-	-	*	*	-	*
	*%	-%	-%	*%	*%	-%	*%

Table 97 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	2	*	-	2	2	2
	*%	1%	*%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1270	317	310	318	325	627	642
	89%	90%	84%	90%	90%	87%	90%
NET: Provider other than RM	163	35	60	34	34	95	68
	11%	10%	16%	10%	10%	13%	10%
NET: RM/Parcelforce	1290	318	321	323	328	639	651
	90%	90%	87%	92%	91%	88%	92%

Columns Tested:: a,b,c,d - a,b

Table 98

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Royal Mail	862	81	782	824	33	4	2	39
	62%	78%	61%	63%	54%	54%	48%	54%
		b		de				
Evri	114	4	110	110	4	-	*	4
	8%	4%	9%	8%	6%	-%	4%	5%
Parcelforce	96	3	93	88	7	1	*	8
	7%	3%	7%	7%	12%	7%	5%	11%
DPD/DPD Local	92	5	86	86	5	1	1	6
	7%	5%	7%	7%	8%	9%	13%	8%
							a	
DHL	83	2	81	78	4	1	*	5
	6%	2%	6%	6%	6%	18%	9%	7%
						ab		
UK Mail	32	-	32	30	2	*	*	2
	2%	-%	3%	2%	4%	*%	5%	3%
UPS	32	3	29	29	3	*	*	3
	2%	3%	2%	2%	4%	3%	5%	4%
Yodel	28	-	28	27	1	-	*	1
	2%	-%	2%	2%	1%	-%	1%	1%
FedEx	19	1	18	18	*	*	*	1
	1%	1%	1%	1%	*%	5%	7%	1%
						b	abe	
Amazon logistics	6	*	6	6	*	-	*	*
	*%	*%	*%	*%	*%	-%	1%	*%
Secured Mail	4	-	4	4	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
TNT Express	3	*	3	2	*	*	*	1
	*%	*%	*%	*%	1%	3%	1%	1%
						a		
Pitney Bowes	2	-	2	1	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	2%
					a			a
MHI (Mail Handling International)	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
DX	2	1	1	1	1	-	-	1
	*%	1%	*%	*%	1%	-%	-%	1%
Citipost	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	1% a	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	5	1	*	*	1
	*%	3% b	*%	*%	1%	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	81	782	824	33	4	2	39
	62%	78% b	61%	63% de	54%	54%	48%	54%
NET: Provider other than RM	521	23	498	487	28	4	2	34
	38%	22%	39% a	37%	46%	46%	52% a	46% a
NET: RM/Parcelforce	958	84	875	911	40	5	2	47
	69%	81% b	68%	70% d	66% d	61%	52%	65%

Columns Tested:: a,b - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Royal Mail	862	473	298	53	21	16	2	824	33	6
	62%	71% bcdfghi	54%	54%	50%	60%	48%	63% bdf	54%	52%
Evri	114	61	42	6	4	*	*	110	4	*
	8%	9% ei	8% ei	6%	8% ei	1%	4%	8% ei	6%	2%
Parcelforce	96	39	39	10	4	4	*	88	7	1
	7%	6%	7%	10%	10%	13% afg	5%	7%	12% a	6%
DPD/DPD Local	92	26	54	5	4	1	1	86	5	1
	7%	4%	10% a	5%	10% a	4%	13% aeg	7%	8%	10%
DHL	83	20	42	15	3	2	*	78	4	2
	6%	3%	8% a	15% agh	7%	8%	9% a	6%	6%	15% ag
UK Mail	32	7	23	*	1	1	*	30	2	*
	2%	1%	4% a	*%	2%	5%	5% a	2%	4%	2%
UPS	32	11	16	2	2	1	*	29	3	*
	2%	2%	3%	2%	5%	4%	5%	2%	4%	4%
Yodel	28	15	9	3	1	-	*	27	1	*
	2%	2%	2%	3%	1%	-%	1%	2%	1%	*%
FedEx	19	8	9	1	*	*	*	18	*	1
	1%	1%	2%	1%	1%	2%	7% abdgh	1%	*%	6% agh
Amazon logistics	6	*	5	1	-	*	*	6	*	*
	*%	*%	1%	1%	-%	*%	1%	*%	*%	*%
Secured Mail	4	-	4	-	*	-	-	4	*	-
	*%	-%	1%	-%	*%	-%	-%	*%	*%	-%
TNT Express	3	-	2	-	*	1	*	2	*	*
	*%	-%	*%	-%	*%	2% g	1%	*%	1%	2% g
Pitney Bowes	2	-	-	1	1	-	*	1	1	*
	*%	-%	-%	1%	3% abg	-%	1%	*%	2% abg	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
MHI (Mail Handling International)	2	1	1	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
DX	2	*	1	*	1	*	-	1	1	-
	*%	*%	*%	*%	1%	*%	-%	*%	1%	-%
Citipost	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	1% g	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	*	*	*	*	5	1	*
	*%	*%	*%	*%	1%	2%	*%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	473	298	53	21	16	2	824	33	6
	62%	71% bcdfghi	54%	54%	50%	60%	48%	63% bdf	54%	52%
NET: Provider other than RM	521	193	249	45	21	11	2	487	28	6
	38%	29%	46% ag	46% a	50% ag	40%	52% ag	37% a	46% a	48% a
NET: RM/Parcelforce	958	512	337	62	26	19	2	911	40	7
	69%	77% bcdfghi	62%	64%	61%	73% f	52%	70% bfi	66% f	58%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Royal Mail	862	690	133	33	4	2	581	109	26	12	21
	62%	65% bce	54%	54%	54%	48%	67% bcde	49%	49%	45%	50%
Evri	114	97	12	4	-	*	86	15	3	*	1
	8%	9%	5%	6%	-%	4%	10%	7%	6%	1%	3%
Parcelforce	96	72	16	7	1	*	59	15	7	1	5
	7%	7%	6%	12%	7%	5%	7%	7%	12%	5%	11%
DPD/DPD Local	92	59	27	5	1	1	52	18	7	4	3
	7%	6%	11% a	8%	9%	13% a	6%	8%	13%	15%	6%
DHL	83	55	23	4	1	*	35	26	7	3	3
	6%	5%	9%	6%	18% ac	9%	4%	12% a	13% a	12%	8%
UK Mail	32	24	6	2	*	*	10	17	-	4	1
	2%	2%	3%	4%	*%	5%	1%	7% a	-%	15% ace	2%
UPS	32	17	12	3	*	*	14	9	2	*	1
	2%	2%	5% a	4%	3%	5% a	2%	4%	3%	1%	1%
Yodel	28	19	8	1	-	*	15	2	*	-	5
	2%	2%	3%	1%	-%	1%	2%	1%	*%	-%	11% ab
FedEx	19	13	5	*	*	*	8	4	2	1	*
	1%	1%	2%	*%	5% c	7% ac	1%	2%	4%	5%	1%
Amazon logistics	6	4	2	*	-	*	3	2	*	-	-
	*%	*%	1%	*%	-%	1%	*%	1%	*%	-%	-%
Secured Mail	4	4	-	*	-	-	4	*	-	-	-
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	-%
TNT Express	3	2	*	*	*	*	2	*	-	*	*
	*%	*%	*%	1%	3% ab	1%	*%	*%	-%	*%	1%
Pitney Bowes	2	-	1	1	-	*	1	1	-	-	*
	*%	-%	*%	2% a	-%	1%	*%	*%	-%	-%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
MHI (Mail Handling International)	2	2	-	-	-	-	-	1	-	-	1
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	3% a
DX	2	1	*	1	-	-	*	*	-	-	1
	*%	*%	*%	1%	-%	-%	*%	*%	-%	-%	1%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	1	*	*	-	4	-	*	*
	*%	*%	1%	1%	1%	*%	-%	2% a	-%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	690	133	33	4	2	581	109	26	12	21
	62%	65% bce	54%	54%	54%	48%	67% bcde	49%	49%	45%	50%
NET: Provider other than RM	521	371	116	28	4	2	289	114	28	15	21
	38%	35%	46% a	46% a	46%	52% a	33%	51% a	51% a	55% a	50% a
NET: RM/Parcelforce	958	762	149	40	5	2	640	124	33	14	26
	69%	72% be	60%	66% e	61%	52%	73% bd	56%	61%	50%	61%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Royal Mail	862	73	53	142	22	76	164	97	74	67
	62%	56%	55%	61%	43%	63%	71%	60%	65%	64%
							d			
Evri	114	19	6	10	8	18	11	16	7	12
	8%	14%	6%	4%	16%	15%	5%	10%	7%	11%
		cf				cf				
Parcelforce	96	7	11	14	5	6	20	7	15	7
	7%	5%	12%	6%	10%	5%	9%	4%	13%	7%
DPD/DPD Local	92	11	10	8	1	9	19	14	5	3
	7%	8%	11%	3%	2%	8%	8%	9%	4%	3%
DHL	83	10	8	15	5	5	11	13	4	4
	6%	7%	9%	6%	9%	4%	5%	8%	3%	4%
UK Mail	32	3	1	15	2	*	4	2	*	3
	2%	2%	1%	6%	3%	*%	2%	1%	*%	3%
UPS	32	2	*	8	4	1	*	1	2	5
	2%	2%	*%	3%	8%	1%	*%	1%	2%	5%
					f					
Yodel	28	3	5	6	*	4	-	2	4	3
	2%	2%	5%	2%	*%	3%	-%	1%	3%	3%
FedEx	19	*	*	11	-	*	2	4	*	1
	1%	*%	*%	5%	-%	*%	1%	2%	*%	1%
Amazon logistics	6	1	-	1	-	-	-	*	3	-
	*%	1%	-%	*%	-%	-%	-%	*%	3%	-%
Secured Mail	4	-	-	-	4	-	-	-	-	-
	*%	-%	-%	-%	7%	-%	-%	-%	-%	-%
					acf					
TNT Express	3	-	-	2	-	*	-	*	*	-
	*%	-%	-%	1%	-%	*%	-%	*%	*%	-%
Pitney Bowes	2	1	-	1	-	-	-	-	-	-
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
DX	2	-	-	1	-	1	-	*	-	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Citipost	1	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	1	-	-	1	*	3	-	-
	*%	-%	1%	-%	-%	1%	*%	2%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	73	53	142	22	76	164	97	74	67
	62%	56%	55%	61%	43%	63%	71% d	60%	65%	64%
NET: Provider other than RM	521	58	42	91	29	45	67	64	40	38
	38%	44%	45%	39%	57% f	37%	29%	40%	35%	36%
NET: RM/Parcelforce	958	80	64	156	27	81	183	104	89	74
	69%	61%	67%	67%	54%	68%	79% ad	65%	78%	71%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Royal Mail	862	165	200	402	766	96	44	37	15
	62%	60%	59%	64%	62%	67%	62%	74% b	66%
Evri	114	38	32	37	107	6	3	3	*
	8%	14% cefh	9%	6%	9%	4%	5%	6%	2%
Parcelforce	96	19	33	41	92	4	1	1	1
	7%	7%	10% ef	7% e	7% e	3%	2%	3%	4%
DPD/DPD Local	92	13	26	41	80	11	7	4	1
	7%	5%	8%	7%	6%	8%	10%	7%	3%
DHL	83	14	22	39	75	8	4	3	2
	6%	5%	6%	6%	6%	6%	5%	6%	8%
UK Mail	32	5	4	21	30	3	2	*	*
	2%	2%	1%	3%	2%	2%	3%	1%	*%
UPS	32	10	5	9	24	8	8	*	*
	2%	4%	1%	1%	2%	6% cd	11% bcdgh	*%	1%
Yodel	28	6	11	8	26	2	*	*	1
	2%	2%	3%	1%	2%	1%	*%	1%	7% cef
FedEx	19	1	*	16	18	1	1	*	*
	1%	*%	*%	3%	1%	1%	1%	*%	2%
Amazon logistics	6	-	4	1	5	1	-	*	1
	*%	-%	1%	*%	*%	1%	-%	*%	4% cd
Secured Mail	4	4	-	-	4	*	-	*	-
	*%	1%	-%	-%	*%	*%	-%	*%	-%
TNT Express	3	*	*	2	3	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%
Pitney Bowes	2	-	1	1	2	*	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
MHI (Mail Handling International)	2	-	1	-	1	1	-	1	-
	*%	-%	*%	-%	*%	*%	-%	1%	-%
DX	2	1	-	1	1	1	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	1%
Citipost	1	-	-	1	1	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	1	1	3	5	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	165	200	402	766	96	44	37	15
	62%	60%	59%	64%	62%	67%	62%	74% b	66%
NET: Provider other than RM	521	111	140	222	474	47	26	13	8
	38%	40%	41% g	36%	38%	33%	38%	26%	34%
NET: RM/Parcelforce	958	183	233	443	859	100	45	39	16
	69%	66%	68%	71%	69%	70%	64%	77%	70%

Columns Tested:: a,b,c,d,e,f,g,h

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Royal Mail	862	32	46	60	93	154	29	20	24	449
	62%	72%	42%	48%	48%	60%	54%	66%	68%	70%
		bcd				b				bcde
Evri	114	*	14	16	28	30	2	-	2	34
	8%	*%	12%	13%	14%	12%	5%	-%	7%	5%
					ai	i				
Parcelforce	96	*	4	5	27	15	3	3	2	40
	7%	1%	4%	4%	14%	6%	5%	12%	7%	6%
					acei					
DPD/DPD Local	92	4	7	7	18	8	8	3	*	43
	7%	9%	6%	5%	9%	3%	14%	11%	1%	7%
							e			
DHL	83	3	18	18	10	20	6	*	1	24
	6%	7%	16%	14%	5%	8%	11%	*%	4%	4%
			i	i						
UK Mail	32	1	5	5	6	7	-	-	3	10
	2%	2%	5%	4%	3%	3%	-%	-%	7%	2%
UPS	32	4	3	3	1	7	1	-	2	15
	2%	8%	3%	3%	1%	3%	1%	-%	5%	2%
		d								
Yodel	28	-	6	6	1	7	*	-	-	14
	2%	-%	6%	5%	*%	3%	*%	-%	-%	2%
FedEx	19	-	1	1	7	5	*	*	-	6
	1%	-%	1%	1%	4%	2%	*%	*%	-%	1%
Amazon logistics	6	-	-	-	1	*	1	3	*	1
	*%	-%	-%	-%	1%	*%	2%	10%	*%	*%
								bcdei		
Secured Mail	4	-	-	-	-	-	4	*	-	-
	*%	-%	-%	-%	-%	-%	7%	*%	-%	-%
							cdei			

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
TNT Express	3	*	*	*	-	2	*	-	-	*
	*%	1%	*%	*%	-%	1%	*%	-%	-%	*%
Pitney Bowes	2	-	2	2	-	-	-	-	-	-
	*%	-%	2%	2%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
DX	2	-	-	-	1	*	-	-	*	1
	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%
Citipost	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	*	-	*	-	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	3	3	1	1	*	*	*	*
	*%	-%	3%	2%	*%	*%	*%	1%	1%	*%
			i	i						
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	32	46	60	93	154	29	20	24	449
	62%	72%	42%	48%	48%	60%	54%	66%	68%	70%
		bcd				b				bcde
NET: Provider other than RM	521	13	63	66	100	104	25	10	11	190
	38%	28%	58%	52%	52%	40%	46%	34%	32%	30%
			aei	ai	ai	i				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
NET: RM/Parcelforce	958	33	50	65	120	169	32	23	27	490
	69%	73%	46%	51%	62%	65%	59%	78%	75%	77%
		b				b		b	b	bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Royal Mail	862	186	184	493	738	125	796	66	834	29
	62%	51%	59%	70% ab	63%	57%	63%	53%	62%	79%
Evri	114	44	33	37	84	29	111	2	114	-
	8%	12% c	11% c	5%	7%	13%	9% b	2%	8%	-%
Parcelforce	96	32	18	46	69	27	83	13	94	2
	7%	9%	6%	7%	6%	12% a	7%	10%	7%	6%
DPD/DPD Local	92	29	16	46	72	20	84	8	90	2
	7%	8%	5%	7%	6%	9%	7%	6%	7%	5%
DHL	83	31	26	26	75	8	74	9	82	1
	6%	9% c	8% c	4%	6%	4%	6%	7%	6%	3%
UK Mail	32	12	7	13	31	1	28	4	31	1
	2%	3%	2%	2%	3%	1%	2%	3%	2%	4%
UPS	32	8	8	16	30	2	25	8	32	*
	2%	2%	3%	2%	3%	1%	2%	6% a	2%	*%
Yodel	28	7	7	14	21	7	20	8	28	*
	2%	2%	2%	2%	2%	3%	2%	6% a	2%	*%
FedEx	19	8	5	6	18	1	15	4	19	-
	1%	2%	2%	1%	2%	*%	1%	3%	1%	-%
Amazon logistics	6	1	1	4	6	-	5	1	6	-
	*%	*%	*%	1%	1%	-%	*%	1%	*%	-%
Secured Mail	4	-	4	*	4	-	4	*	4	-
	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
TNT Express	3	*	2	*	3	*	2	1	3	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
Pitney Bowes	2	2	-	-	2	*	2	-	2	-
	*%	1%	-%	-%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	2	-	1	1	2	-	2	-	2	-
	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
DX	2	1	*	1	2	-	2	-	2	-
	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
Citipost	1	-	-	1	1	-	-	1	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	*%	-%
Whistl/ TNT Post UK	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	1	1	5	*	4	1	5	1
	*%	1%	*%	*%	*%	*%	*%	1%	*%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	186	184	493	738	125	796	66	834	29
	62%	51%	59%	70% ab	63%	57%	63%	53%	62%	79%
NET: Provider other than RM	521	179	129	212	425	96	461	59	513	8
	38%	49% c	41% c	30%	37%	43%	37%	47%	38%	21%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
NET: RM/Parcelforce	958	218	201	540	807	151	880	79	927	31
	69%	60%	64%	77% ab	69%	69%	70%	63%	69%	85%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Royal Mail	862	471	138	247	718	92	26	25	811	52
	62%	65%	51%	64%	66%	47%	57%	50%	63%	53%
		b		b	b				b	
Evri	114	39	24	51	84	27	2	*	111	2
	8%	5%	9%	13%	8%	14%	4%	*%	9%	2%
				a		f				
Parcelforce	96	57	20	19	74	17	1	4	91	5
	7%	8%	7%	5%	7%	8%	2%	8%	7%	5%
DPD/DPD Local	92	38	38	16	61	25	4	1	86	6
	7%	5%	14%	4%	6%	13%	9%	3%	7%	6%
			ac			ae				
DHL	83	39	19	25	58	11	9	5	69	14
	6%	5%	7%	7%	5%	6%	19%	10%	5%	15%
							abe			ae
UK Mail	32	13	14	6	22	4	1	6	26	7
	2%	2%	5%	2%	2%	2%	2%	12%	2%	7%
								abe		ae
UPS	32	21	6	5	26	3	2	1	29	3
	2%	3%	2%	1%	2%	2%	4%	3%	2%	3%
Yodel	28	16	5	7	23	*	*	5	23	5
	2%	2%	2%	2%	2%	*%	*%	9%	2%	5%
								be		
FedEx	19	14	4	1	14	5	*	*	18	*
	1%	2%	1%	*%	1%	2%	*%	*%	1%	*%
Amazon logistics	6	4	1	1	5	1	-	*	6	*
	*%	1%	*%	*%	*%	*%	-%	*%	*%	*%
Secured Mail	4	4	*	-	*	4	-	-	4	-
	*%	1%	*%	-%	*%	2%	-%	-%	*%	-%
						a				
TNT Express	3	*	1	2	2	1	-	*	3	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%
Pitney Bowes	2	1	1	-	1	1	-	-	2	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
MHI (Mail Handling International)	2	1	-	1	-	-	-	2	-	2
	*%	*%	-%	*%	-%	-%	-%	4%	-%	2%
								ae		ae
DX	2	1	*	1	*	1	-	-	2	-
	*%	*%	*%	*%	*%	1%	-%	-%	*%	-%
Citipost	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Whistl/ TNT Post UK	*	-	*	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	1	3	1	2	3	1	*	5	1
	*%	*%	1%	*%	*%	2%	2%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	471	138	247	718	92	26	25	811	52
	62%	65%	51%	64%	66%	47%	57%	50%	63%	53%
		b		b	b				b	
NET: Provider other than RM	521	249	135	136	373	102	20	25	476	45
	38%	35%	49%	36%	34%	53%	43%	50%	37%	47%
			ac			ae				
NET: RM/Parcelforce	958	528	157	266	793	109	27	29	901	57
	69%	73%	58%	69%	73%	56%	59%	59%	70%	59%
		b		b	b				b	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Royal Mail	862	380	339	144	754	728	806	862	499	275
	62%	73%	59%	49%	62%	62%	62%	62%	57%	50%
		bc			f	f	f	f		
Evri	114	32	53	29	104	90	106	114	70	47
	8%	6%	9%	10%	9%	8%	8%	8%	8%	9%
Parcelforce	96	29	46	22	91	80	94	96	64	47
	7%	6%	8%	7%	7%	7%	7%	7%	7%	9%
DPD/DPD Local	92	29	32	30	83	85	86	92	70	55
	7%	6%	6%	10%	7%	7%	7%	7%	8%	10%
DHL	83	23	35	25	79	74	79	83	63	42
	6%	4%	6%	9%	6%	6%	6%	6%	7%	8%
UK Mail	32	5	17	11	30	26	30	32	25	27
	2%	1%	3%	4%	2%	2%	2%	2%	3%	5%
										b
UPS	32	14	12	6	30	25	30	32	25	15
	2%	3%	2%	2%	2%	2%	2%	2%	3%	3%
Yodel	28	2	21	5	21	25	28	28	21	17
	2%	*%	4%	2%	2%	2%	2%	2%	2%	3%
			a							
FedEx	19	7	7	5	13	13	13	19	15	8
	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
Amazon logistics	6	*	5	1	6	5	6	6	5	5
	*%	*%	1%	*%	1%	*%	*%	*%	1%	1%
Secured Mail	4	*	-	4	*	4	4	4	4	*
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%
TNT Express	3	-	2	1	3	1	3	3	1	3
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	2	-	1	1	2	2	2	2	2	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	-	2	1	2	2	2	2	2
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
DX	2	*	*	1	1	1	1	2	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	-	1	1	1	1	1	1	1
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	2	4	6	5	6	6	1	2
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	380	339	144	754	728	806	862	499	275
	62%	73%	59%	49%	62%	62%	62%	62%	57%	50%
		bc			f	f	f	f		
NET: Provider other than RM	521	140	233	148	471	439	491	521	369	271
	38%	27%	41%	51%	38%	38%	38%	38%	43%	50%
			a	a						abcd
NET: RM/Parcelforce	958	408	384	166	844	808	899	958	563	322
	69%	79%	67%	57%	69%	69%	69%	69%	65%	59%
		bc	c		f	f	f	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Royal Mail	862	92	564	39	38	24	21	28	73
	62%	63%	65% c	47%	51%	55%	53%	59%	56%
Evri	114	16	69	11	3	5	*	1	6
	8%	11%	8%	14%	4%	11%	*%	2%	5%
Parcelforce	96	11	67	4	2	7	2	*	9
	7%	8%	8%	4%	3%	15%	5%	1%	7%
DPD/DPD Local	92	3	46	11	17	3	4	2	9
	7%	2%	5%	13% ab	23% abh	7%	9%	4%	7%
DHL	83	6	55	4	5	1	7	1	9
	6%	4%	6%	5%	7%	3%	18%	2%	7%
UK Mail	32	4	12	3	2	*	2	8	10
	2%	3%	1%	3%	2%	1%	5%	17% bd	8% b
UPS	32	4	17	4	1	2	1	2	4
	2%	3%	2%	5%	1%	3%	1%	4%	3%
Yodel	28	7	12	1	3	*	*	5	5
	2%	5%	1%	2%	3%	*%	*%	10% b	4%
FedEx	19	1	10	*	2	-	*	*	*
	1%	*%	1%	*%	3%	-%	*%	*%	*%
Amazon logistics	6	1	4	1	*	*	-	-	*
	*%	1%	*%	1%	*%	*%	-%	-%	*%
Secured Mail	4	-	*	4	-	-	-	-	-
	*%	-%	*%	5% b	-%	-%	-%	-%	-%
TNT Express	3	-	2	-	*	*	*	-	1
	*%	-%	*%	-%	1%	1%	1%	-%	*%
Pitney Bowes	2	-	1	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3% b	-%	1%
MHI (Mail Handling International)	2	-	-	-	-	1	-	1	2
	*%	-%	-%	-%	-%	3% b	-%	1%	1%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
DX	2	-	-	-	*	1	1	-	1
	*%	-%	-%	-%	*%	1%	2%	-%	1%
Citipost	1	-	-	-	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	2%	-%	1%
							b		
Whistl/ TNT Post UK	*	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	5	-	-	*	*	*	*
	*%	*%	1%	-%	-%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	92	564	39	38	24	21	28	73
	62%	63%	65%	47%	51%	55%	53%	59%	56%
			c						
NET: Provider other than RM	521	54	301	43	36	20	19	19	58
	38%	37%	35%	53%	49%	45%	47%	41%	44%
				b					
NET: RM/Parcelforce	958	104	632	42	40	31	23	28	82
	69%	71%	73%	52%	55%	70%	58%	60%	62%
			cd						

Columns Tested:: a,b,c,d,e,f,g,h

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Royal Mail	862	597	68	37	15	14	15	7	546	90	31	16	19	9	17
	62%	64% d	52%	60%	34%	69%	52%	55%	65%	56%	51%	65%	46%	59%	60%
Evri	114	80	16	6	1	1	1	*	64	15	5	2	4	1	*
	8%	9%	12%	10%	2%	7%	2%	1%	8%	9%	8%	8%	9%	4%	*%
Parcelforce	96	73	11	4	2	1	2	-	59	11	4	*	5	1	-
	7%	8%	8%	6%	4%	3%	6%	-%	7%	7%	6%	2%	12%	7%	-%
DPD/DPD Local	92	45	15	7	15	*	2	*	54	19	3	*	6	1	1
	7%	5%	11% a	11%	33% abef	1%	5%	1%	7%	12%	5%	1%	15%	5%	4%
DHL	83	57	7	3	3	2	5	1	47	16	3	1	5	1	*
	6%	6%	6%	4%	7%	11%	17%	7%	6%	10%	5%	6%	11%	7%	1%
UK Mail	32	17	5	2	5	*	2	*	10	3	3	1	-	*	8
	2%	2%	4%	3%	11% a	1%	6%	*%	1%	2%	5%	5%	-%	2%	27% abce
UPS	32	23	1	3	2	1	1	*	17	3	2	*	1	1	1
	2%	2%	1%	4%	3%	5%	4%	1%	2%	2%	4%	1%	1%	8%	2%
Yodel	28	12	1	*	3	*	*	5	19	1	4	-	-	-	1
	2%	1%	1%	*%	6%	*%	*%	34%	2%	1%	6%	-%	-%	-%	3%
FedEx	19	9	3	1	-	-	*	*	11	*	-	2	-	*	*
	1%	1%	2%	1%	-%	-%	*%	*%	1%	*%	-%	7%	-%	1%	1%
Amazon logistics	6	6	*	-	*	-	-	-	3	1	1	*	-	-	-
	*%	1%	*%	-%	*%	-%	-%	-%	*%	1%	2%	*%	-%	-%	-%
Secured Mail	4	*	-	-	-	-	-	-	-	*	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	6% ab	-%	-%	-%	-%
TNT Express	3	*	2	-	*	*	*	-	*	*	*	-	*	-	-
	*%	*%	2% a	-%	*%	1%	1%	-%	*%	*%	1%	-%	*%	-%	-%
Pitney Bowes	2	1	-	-	-	-	1	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	4% a	-%	*%	-%	-%	5% a	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% a	-%	2% a

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
DX	2	-	1	-	*	*	1	-	-	*	1	*	1	-	-
	*%	-%	*%	-%	*%	*%	2% a	-%	-%	*%	1%	*%	1%	-%	-%
Citipost	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6% ab	-%
Whistl/ TNT Post UK	*	-	-	*	-	*	-	*	-	*	*	-	*	-	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	5	-	-	*	*	*	-	5	*	-	*	-	*	-
	*%	1%	-%	-%	*%	1%	*%	-%	1%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	597	68	37	15	14	15	7	546	90	31	16	19	9	17
	62%	64% d	52%	60%	34%	69%	52%	55%	65%	56%	51%	65%	46%	59%	60%
NET: Provider other than RM	521	329	62	24	30	6	14	6	290	71	30	8	22	6	12
	38%	36%	48%	40%	66% a	31%	48%	45%	35%	44%	49%	35%	54%	41%	40%
NET: RM/Parcelforce	958	670	78	41	17	15	16	7	606	101	35	17	24	10	17
	69%	72% d	60%	66%	38%	72%	57%	55%	72% c	63%	57%	67%	58%	66%	60%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Royal Mail	862	651	75	63	29	14	11	20	45	345	189	163	69	38
	62%	69% bdefgh	47%	56%	47%	42%	34%	47%	42%	66%	60%	58%	63%	56%
Evri	114	65	16	12	9	2	9	*	11	32	31	33	4	6
	8%	7%	10%	11%	15%	7%	28% ag	*%	10%	6%	10%	12%	3%	8%
Parcelforce	96	62	19	8	1	6	1	1	7	37	30	12	4	11
	7%	7%	12%	7%	2%	18% d	2%	1%	7%	7%	9%	4%	4%	16% c
DPD/DPD Local	92	51	14	10	4	1	4	8	13	34	16	23	13	1
	7%	5%	9%	9%	6%	4%	11%	18% a	12%	6%	5%	8%	12%	2%
DHL	83	44	20	4	3	5	1	6	12	35	11	21	9	3
	6%	5%	12% a	3%	5%	17% a	2%	14%	11%	7%	3%	8%	9%	5%
UK Mail	32	14	1	3	7	1	*	5	7	8	13	3	3	3
	2%	2%	*%	3%	12% ab	5%	1%	12% ab	6% a	1%	4%	1%	3%	5%
UPS	32	21	3	5	1	1	1	*	3	12	6	8	3	1
	2%	2%	2%	5%	2%	3%	5%	1%	3%	2%	2%	3%	3%	2%
Yodel	28	15	7	1	-	-	4	1	5	14	5	4	*	5
	2%	2%	5%	1%	-%	-%	11% a	2%	4%	3%	2%	2%	*%	7%
FedEx	19	14	2	3	*	-	*	*	*	3	1	8	*	*
	1%	2%	1%	2%	*%	-%	*%	*%	*%	1%	*%	3%	*%	*%
Amazon logistics	6	1	*	1	3	1	-	-	1	1	4	1	*	-
	*%	*%	*%	1%	5% a	4% a	-%	-%	1%	*%	1%	*%	*%	-%
Secured Mail	4	-	4	-	*	-	-	-	-	-	4	-	*	-
	*%	-%	2% a	-%	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
TNT Express	3	2	-	1	*	*	-	*	*	2	*	1	*	-
	*%	*%	-%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%	-%
Pitney Bowes	2	1	-	-	1	-	-	-	-	-	*	1	1	-
	*%	*%	-%	-%	2% a	-%	-%	-%	-%	-%	*%	*%	1%	-%
MHI (Mail Handling International)	2	-	-	1	-	-	-	1	1	-	1	-	1	-
	*%	-%	-%	*%	-%	-%	-%	3% a	1%	-%	*%	-%	1%	-%
DX	2	*	*	1	-	-	1	-	1	-	*	1	1	*
	*%	*%	*%	*%	-%	-%	3% a	-%	1%	-%	*%	*%	*%	*%
Citipost	1	-	-	-	-	-	1	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	3% a	-%	1%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	-	*	-	-	-	-	-	*	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	1	*	*	3	-	*	1	1	4	*	1	*	-
	*%	*%	*%	*%	5% a	-%	*%	2%	1%	1%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	651	75	63	29	14	11	20	45	345	189	163	69	38
	62%	69% bdefgh	47%	56%	47%	42%	34%	47%	42%	66%	60%	58%	63%	56%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
NET: Provider other than RM	521	291	85	49	33	19	21	23	63	181	123	117	40	30
	38%	31%	53%	44%	53%	58%	66%	53%	58%	34%	40%	42%	37%	44%
			a		a	a	a	a	a					
NET: RM/Parcelforce	958	712	94	70	30	19	12	21	52	382	218	175	73	49
	69%	76%	59%	63%	49%	60%	36%	48%	48%	73%	70%	62%	68%	71%
		bdfgh												

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Royal Mail	862	403	162	116	52	20	381	133	127	47	37
	62%	66% c	60%	53%	61%	56%	64%	58%	62%	56%	64%
Evri	114	49	23	29	4	*	38	25	19	3	5
	8%	8%	8%	13%	4%	1%	6%	11%	9%	4%	10%
Parcelforce	96	44	28	8	4	6	42	21	9	2	7
	7%	7%	11%	4%	4%	18% c	7%	9%	4%	2%	12%
DPD/DPD Local	92	35	16	21	10	*	50	9	13	13	1
	7%	6%	6%	10%	12%	1%	8%	4%	6%	15% b	2%
DHL	83	34	15	16	9	3	32	15	17	8	2
	6%	6%	5%	7%	11%	8%	5%	7%	8%	10%	3%
UK Mail	32	14	9	5	2	-	11	7	3	1	3
	2%	2%	3%	2%	3%	-%	2%	3%	1%	1%	5%
UPS	32	12	6	7	3	1	15	1	4	3	1
	2%	2%	2%	3%	3%	4%	3%	1%	2%	4%	2%
Yodel	28	10	2	4	-	5	17	4	*	4	1
	2%	2%	1%	2%	-%	13% abd	3%	2%	*%	4%	2%
FedEx	19	3	3	6	*	*	3	2	8	*	*
	1%	*%	1%	3%	*%	*%	1%	1%	4% a	*%	*%
Amazon logistics	6	1	4	1	*	-	*	4	1	*	-
	*%	*%	1%	1%	*%	-%	*%	2%	1%	*%	-%
Secured Mail	4	-	-	*	-	-	-	4	-	*	-
	*%	-%	-%	*%	-%	-%	-%	2%	-%	*%	-%
TNT Express	3	2	*	1	*	-	*	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
Pitney Bowes	2	1	*	1	-	-	-	*	1	1	-
	*%	*%	*%	1%	-%	-%	-%	*%	1%	1%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
MHI (Mail Handling International)	2	1	-	-	-	-	-	1	-	1	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	2%	-%
DX	2	-	1	-	1	*	*	*	1	1	*
	*%	-%	*%	-%	1%	*%	*%	*%	*%	1%	*%
Citipost	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl/ TNT Post UK	*	-	*	*	-	-	-	*	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	4	*	1	*	-	4	1	1	*	-
	*%	1%	*%	1%	*%	-%	1%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	403	162	116	52	20	381	133	127	47	37
	62%	66% c	60%	53%	61%	56%	64%	58%	62%	56%	64%
NET: Provider other than RM	521	209	109	102	33	16	211	95	77	36	21
	38%	34%	40%	47% a	39%	44%	36%	42%	38%	44%	36%
NET: RM/Parcelforce	958	447	190	124	56	27	423	154	136	48	43
	69%	73% c	70% c	57%	65%	74%	71%	68%	67%	58%	76%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Royal Mail	862	501	106	162	56	22	479	67	310	845	18	751	2
	62%	71% bcde	53%	54%	49%	42%	59%	55%	71% ab	74% b	7%	66% b	2%
Evri	114	43	15	29	13	14	88	12	14	62	51	93	11
	8%	6%	7%	10%	12%	27% abc	11% c	10%	3%	5%	21% a	8%	12%
Parcelforce	96	46	20	21	5	4	52	7	35	71	25	79	12
	7%	7%	10%	7%	4%	7%	6%	6%	8%	6%	10%	7%	13%
DPD/DPD Local	92	35	12	26	15	3	57	11	23	49	42	75	9
	7%	5%	6%	9%	13% a	5%	7%	9%	5%	4%	17% a	7%	9%
DHL	83	33	17	16	16	1	47	14	22	37	46	57	22
	6%	5%	8%	5%	14% a	2%	6%	12%	5%	3%	19% a	5%	23% a
UK Mail	32	10	4	14	1	3	21	1	10	11	21	12	18
	2%	1%	2%	5% a	1%	6%	3%	1%	2%	1%	9% a	1%	20% a
UPS	32	14	8	6	2	2	24	2	6	22	10	23	7
	2%	2%	4%	2%	2%	3%	3%	1%	1%	2%	4%	2%	8% a
Yodel	28	6	9	8	2	4	22	1	4	19	9	16	5
	2%	1%	4% a	3%	1%	7% a	3%	1%	1%	2%	4%	1%	5%
FedEx	19	11	2	5	1	*	11	1	7	12	7	11	1
	1%	2%	1%	2%	1%	*%	1%	1%	2%	1%	3%	1%	1%
Amazon logistics	6	*	*	5	1	-	1	1	4	5	1	6	*
	*%	*%	*%	2% a	1%	-%	*%	1%	1%	*%	*%	1%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Secured Mail	4	-	4	-	-	*	*	4	-	-	4	-	*
	*%	-%	2% a	-%	-%	*%	*%	3% ac	-%	-%	2% a	-%	*%
TNT Express	3	*	3	-	*	-	3	-	1	1	2	2	1
	*%	*%	1%	-%	*%	-%	*%	-%	*%	*%	1%	*%	1%
Pitney Bowes	2	*	-	1	1	-	2	*	-	1	1	1	1
	*%	*%	-%	*%	1%	-%	*%	*%	-%	*%	1%	*%	1%
MHI (Mail Handling International)	2	-	-	1	-	1	1	1	-	-	2	-	1
	*%	-%	-%	*%	-%	1%	*%	*%	-%	-%	1%	-%	1%
DX	2	*	1	*	1	-	*	1	*	1	1	1	*
	*%	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	*%	*%
Citipost	1	1	-	-	-	-	1	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1%
Whistl/ TNT Post UK	*	-	*	*	-	-	*	*	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	*	4	1	*	5	*	*	3	2	3	2
	*%	*%	*%	1% a	1%	*%	1%	*%	*%	*%	1%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	501	106	162	56	22	479	67	310	845	18	751	2
	62%	71% bcde	53%	54%	49%	42%	59%	55%	71% ab	74% b	7%	66% b	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
NET: Provider other than RM	521	200	95	138	58	29	335	55	128	294	227	380	91
	38%	29%	47% a	46% a	51% a	58% a	41% c	45% c	29%	26%	93% a	34%	98% a
NET: RM/Parcelforce	958	548	126	183	61	25	530	74	345	915	43	830	14
	69%	78% bcde	63%	61%	54%	49%	65%	61%	79% ab	80% b	18%	73% b	15%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Royal Mail	862	711	17	822	40	749	4	718	10	862	-
	62%	69% b	12%	97% b	7%	66% b	5%	70% b	7%	100% b	-%
Evri	114	61	29	4	110	93	11	66	25	-	114
	8%	6%	20% a	*%	21% a	8%	12%	6%	17% a	-%	22% a
Parcelforce	96	61	19	4	92	80	11	61	20	-	96
	7%	6%	13% a	1%	17% a	7%	12%	6%	13% a	-%	18% a
DPD/DPD Local	92	74	11	*	91	69	15	66	19	-	92
	7%	7%	8%	*%	17% a	6%	15% a	6%	13%	-%	18% a
DHL	83	48	26	11	72	57	22	49	25	-	83
	6%	5%	18% a	1%	13% a	5%	24% a	5%	17% a	-%	16% a
UK Mail	32	11	15	2	31	14	17	8	18	-	32
	2%	1%	11% a	*%	6% a	1%	18% a	1%	12% a	-%	6% a
UPS	32	20	5	1	32	24	6	19	6	-	32
	2%	2%	3%	*%	6% a	2%	6%	2%	4%	-%	6% a
Yodel	28	16	9	2	26	19	1	13	12	-	28
	2%	2%	6% a	*%	5% a	2%	2%	1%	8% a	-%	5% a
FedEx	19	12	2	-	19	11	1	12	1	-	19
	1%	1%	1%	-%	4% a	1%	1%	1%	1%	-%	4% a
Amazon logistics	6	4	1	-	6	6	*	4	1	-	6
	*%	*%	1%	-%	1% a	1%	*%	*%	1%	-%	1% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Secured Mail	4	-	4	-	4	-	*	-	4	-	4
	*%	-%	3% a	-%	1%	-%	*%	-%	3% a	-%	1%
TNT Express	3	*	*	*	3	3	*	1	*	-	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Pitney Bowes	2	1	1	-	2	1	1	1	1	-	2
	*%	*%	1%	-%	*%	*%	1%	*%	1%	-%	*%
MHI (Mail Handling International)	2	-	2	-	2	-	1	-	2	-	2
	*%	-%	1% a	-%	*%	-%	1%	-%	1% a	-%	*%
DX	2	1	*	-	2	1	*	1	*	-	2
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%
Citipost	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1%	-%	1%	-%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	2	*	5	3	2	3	2	-	6
	*%	*%	1%	*%	1%	*%	2%	*%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	711	17	822	40	749	4	718	10	862	-
	62%	69% b	12%	97% b	7%	66% b	5%	70% b	7%	100% b	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
NET: Provider other than RM	521	313	127	24	497	381	90	303	136	-	521
	38%	31%	88%	3%	93%	34%	95%	30%	93%	-%	100%
			a		a		a		a		a
NET: RM/Parcelforce	958	772	36	827	132	829	15	778	30	862	96
	69%	75%	25%	98%	25%	73%	16%	76%	20%	100%	18%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Royal Mail	862	428	561	114	-	431	496	102	1	557	509	142	-
	62%	56%	61%	56%	-%	58%	63%	59%	100%	56%	66% a	57%	-%
Evri	114	70	83	18	4	67	64	19	-	99	63	26	-
	8%	9%	9%	9%	100%	9%	8%	11%	-%	10%	8%	11%	-%
Parcelforce	96	59	83	15	-	49	60	13	-	77	49	12	-
	7%	8%	9%	7%	-%	7%	8%	8%	-%	8%	6%	5%	-%
DPD/DPD Local	92	58	58	14	-	67	48	9	-	81	36	15	-
	7%	8%	6%	7%	-%	9%	6%	5%	-%	8%	5%	6%	-%
DHL	83	59	45	28	-	57	36	19	-	60	34	29	-
	6%	8%	5%	14% b	-%	8%	5%	11% b	-%	6%	4%	12% ab	-%
UK Mail	32	27	18	2	-	21	15	*	-	32	18	4	-
	2%	3%	2%	1%	-%	3%	2%	*%	-%	3%	2%	1%	-%
UPS	32	27	22	4	-	16	21	2	-	30	18	3	-
	2%	4%	2%	2%	-%	2%	3%	1%	-%	3%	2%	1%	-%
Yodel	28	15	19	2	-	11	21	3	-	26	18	3	-
	2%	2%	2%	1%	-%	1%	3%	2%	-%	3%	2%	1%	-%
FedEx	19	10	6	5	-	10	7	3	-	18	4	8	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	2%	1%	3% b	-%
Amazon logistics	6	6	6	1	-	5	5	*	-	5	6	4	-
	*%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	2%	-%
Secured Mail	4	*	-	-	-	4	4	-	-	4	4	-	-
	*%	*%	-%	-%	-%	1%	*%	-%	-%	*%	*%	-%	-%
TNT Express	3	3	3	*	-	1	*	*	-	3	3	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	2	1	2	1	-	1	2	1	-	1	2	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
MHI (Mail Handling International)	2	1	1	1	-	2	-	-	-	2	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
DX	2	1	*	-	-	1	*	-	-	2	*	*	*
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	100%
Citipost	1	-	1	-	-	-	1	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Whistl/ TNT Post UK	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	2	4	*	-	1	5	-	-	5	1	*	-
	*%	*%	*%	*%	-%	*%	1%	-%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	428	561	114	-	431	496	102	1	557	509	142	-
	62%	56%	61%	56%	-%	58%	63%	59%	100%	56%	66% a	57%	-%
NET: Provider other than RM	521	338	353	91	4	313	290	70	-	442	257	107	*
	38%	44%	39%	44%	100%	42%	37%	41%	-%	44% b	34%	43%	100%
NET: RM/Parcelforce	958	487	644	130	-	479	557	115	1	634	558	154	-
	69%	64%	70%	63%	-%	64%	71%	67%	100%	63%	73% ac	62%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Royal Mail	862	702	658	739	599	463	11	488	381	359	100	63
	62%	65%	66%	78%	65%	66%	31%	79%	71%	69%	74%	81%
				ab	c	c		bc				
Evri	114	91	68	57	73	65	1	35	45	45	12	5
	8%	8%	7%	6%	8%	9%	2%	6%	8%	9%	9%	7%
Parcelforce	96	79	59	43	67	62	6	31	30	36	3	1
	7%	7%	6%	5%	7%	9%	15%	5%	6%	7%	2%	2%
DPD/DPD Local	92	71	74	37	69	44	8	25	32	28	3	*
	7%	7%	7%	4%	7%	6%	21%	4%	6%	5%	2%	*%
			c				b					
DHL	83	61	56	23	52	25	10	7	17	23	9	3
	6%	6%	6%	2%	6%	4%	27%	1%	3%	4%	7%	4%
		c	c				ab			a	a	
UK Mail	32	12	14	8	14	5	*	3	6	5	*	*
	2%	1%	1%	1%	1%	1%	*%	1%	1%	1%	*%	*%
UPS	32	23	21	18	14	12	*	14	13	12	1	*
	2%	2%	2%	2%	2%	2%	*%	2%	2%	2%	1%	*%
Yodel	28	16	20	8	16	16	-	7	6	7	3	2
	2%	1%	2%	1%	2%	2%	-%	1%	1%	1%	3%	2%
FedEx	19	11	10	5	12	1	*	1	1	2	3	2
	1%	1%	1%	1%	1%	*%	*%	*%	*%	*%	3%	3%
											a	ab
Amazon logistics	6	6	4	1	6	*	1	1	*	1	-	-
	*%	1%	*%	*%	1%	*%	3%	*%	*%	*%	-%	-%
							b					
Secured Mail	4	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	3	3	1	3	3	3	*	2	2	3	1	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	1%	*%	*%
Pitney Bowes	2	1	1	1	1	1	-	-	1	1	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
MHI (Mail Handling International)	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	2	1	1	1	1	1	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	3	3	*	*	3	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	702	658	739	599	463	11	488	381	359	100	63
	62%	65%	66%	78%	65%	66%	31%	79%	71%	69%	74%	81%
				ab	c	c		bc				
NET: Provider other than RM	521	379	332	205	327	238	26	128	154	161	35	15
	38%	35%	34%	22%	35%	34%	69%	21%	29%	31%	26%	19%
		c	c				ab		a	a		
NET: RM/Parcelforce	958	781	717	782	666	524	17	519	412	395	103	65
	69%	72%	72%	83%	72%	75%	46%	84%	77%	76%	76%	83%
				ab	c	c		bc				

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Royal Mail	862	128	49	43	18	696	480	729	552	398	397	653	90	-	650	88
	62%	72% cd	58%	38%	44%	63% e	62%	61% e	61%	54%	54%	61% ac	47%	-%	68%	70%
Evri	114	14	2	35	8	87	67	100	89	74	84	91	34	-	61	9
	8%	8%	3%	31% ab	20% b	8%	9%	8%	10%	10%	11%	9%	18% b	-%	6%	7%
Parcelforce	96	12	7	6	5	87	54	88	65	63	57	81	10	-	58	13
	7%	7%	8%	5%	13%	8%	7%	7%	7%	9%	8%	8%	5%	-%	6%	10%
DPD/DPD Local	92	6	1	12	4	82	53	86	51	53	57	77	8	-	66	5
	7%	3%	1%	10%	9%	7%	7%	7%	6%	7%	8%	7%	4%	-%	7%	4%
DHL	83	10	10	1	1	64	44	71	63	48	60	70	25	-	52	7
	6%	6%	11% c	1%	3%	6%	6%	6%	7%	7%	8%	7%	13% b	-%	5%	6%
UK Mail	32	*	6	3	-	18	17	24	12	19	20	18	3	-	9	5
	2%	*%	7% a	2%	-%	2%	2%	2%	1%	3%	3%	2%	2%	-%	1%	4%
UPS	32	4	1	*	1	30	20	31	26	24	24	25	4	-	19	1
	2%	2%	1%	*%	1%	3%	3%	3%	3%	3%	3%	2%	2%	-%	2%	1%
Yodel	28	3	5	10	1	15	14	22	14	25	18	14	3	-	22	*
	2%	2%	6%	9%	4%	1%	2%	2%	2%	3%	2%	1%	1%	-%	2%	*%
FedEx	19	*	3	-	*	15	9	15	15	8	10	12	10	-	13	-
	1%	*%	4%	-%	*%	1%	1%	1%	2%	1%	1%	1%	5% ab	-%	1%	-%
Amazon logistics	6	-	-	-	3	6	4	6	5	6	2	6	1	-	4	-
	*%	-%	-%	-%	7% a	1%	1%	1%	1%	1%	*%	1%	1%	-%	*%	-%
Secured Mail	4	-	-	-	-	-	4	4	4	4	4	4	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	1%	1%	*%	-%	-%	-%	-%
TNT Express	3	-	-	2	-	3	1	3	3	3	3	3	1	-	1	-
	*%	-%	-%	2%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Pitney Bowes	2	1	-	-	-	2	2	2	2	1	2	2	1	-	1	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
MHI (Mail Handling International)	2	-	-	-	-	-	2	2	-	1	2	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%	1%	-%	-%	-%
DX	2	-	-	1	-	1	1	2	1	1	*	2	*	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	-	-	*	-	4	3	4	4	5	*	4	*	1	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%	*%	*%	*%	100%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	128	49	43	18	696	480	729	552	398	397	653	90	-	650	88
	62%	72% cd	58%	38%	44%	63% e	62%	61% e	61%	54%	54%	61% ac	47%	-%	68%	70%
NET: Provider other than RM	521	49	35	70	23	415	296	461	355	335	343	409	100	1	307	39
	38%	28%	42%	62% a	56% a	37%	38%	39%	39%	46% ac	46% b	39%	53% b	100%	32%	30%
NET: RM/Parcelforce	958	140	56	49	24	783	533	817	617	461	454	734	100	-	708	101
	69%	79% c	66% c	43%	57%	70% e	69%	69%	68%	63%	61%	69% ac	52%	-%	74%	80%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Royal Mail	862	371	492	152	14	64	129	129	590	132	135	186	516
	62%	62%	71% a	26%	30%	23%	30%	54%	64%	62%	45%	61% a	69% a
Evri	114	63	37	95	11	47	67	17	73	24	54	20	40
	8%	11% b	5%	16%	23%	17%	15%	7%	8%	11%	18% bc	7%	5%
Parcelforce	96	45	41	72	4	40	56	16	66	13	22	16	58
	7%	8%	6%	12%	9%	14%	13%	7%	7%	6%	8%	5%	8%
DPD/DPD Local	92	40	40	77	6	32	60	22	61	9	21	21	44
	7%	7%	6%	13%	14%	11%	14%	9%	7%	4%	7%	7%	6%
DHL	83	28	36	64	10	34	49	26	47	6	19	17	42
	6%	5%	5%	11%	20%	12%	11%	11% bc	5%	3%	6%	6%	6%
UK Mail	32	11	3	32	*	21	11	11	16	5	10	14	8
	2%	2%	*%	6%	*%	8% b	3%	5%	2%	2%	3%	5% c	1%
UPS	32	5	19	30	*	11	21	4	17	12	11	10	12
	2%	1%	3%	5%	*%	4%	5%	2%	2%	6% b	4%	3%	2%
Yodel	28	22	4	22	-	13	15	8	14	6	12	13	3
	2%	4% b	1%	4%	-%	5%	3%	3%	2%	3%	4% c	4% c	*%
FedEx	19	3	12	16	-	5	14	4	15	-	4	2	13
	1%	*%	2%	3%	-%	2%	3%	2%	2%	-%	1%	1%	2%
Amazon logistics	6	5	1	5	-	2	4	1	5	-	2	1	3
	*%	1%	*%	1%	-%	1%	1%	*%	1%	-%	1%	*%	*%
Secured Mail	4	-	-	4	-	4	-	-	4	-	-	-	4
	*%	-%	-%	1%	-%	1%	-%	-%	*%	-%	-%	-%	1%
TNT Express	3	3	*	3	-	1	2	*	1	2	3	*	*
	*%	*%	*%	1%	-%	*%	1%	*%	*%	1%	1%	*%	*%
Pitney Bowes	2	-	1	1	-	1	1	-	2	*	-	1	1
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
MHI (Mail Handling International)	2	-	-	-	1	2	-	-	2	-	1	1	-
	*%	-%	-%	-%	3% a	1%	-%	-%	*%	-%	*%	*%	-%
DX	2	1	1	1	-	1	1	1	1	*	1	-	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%
Citipost	1	-	-	1	-	-	1	-	-	1	1	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%
Whistl/ TNT Post UK	*	*	-	*	-	*	-	*	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	3	5	-	1	4	1	1	3	3	1	*
	*%	*%	*%	1%	-%	1%	1%	*%	*%	2%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	371	492	152	14	64	129	129	590	132	135	186	516
	62%	62%	71% a	26%	30%	23%	30%	54%	64%	62%	45%	61% a	69% a
NET: Provider other than RM	521	227	197	429	33	215	306	109	325	82	163	118	228
	38%	38% b	29%	74%	70%	77%	70%	46%	36%	38%	55% bc	39%	31%
NET: RM/Parcelforce	958	416	532	224	19	104	185	145	656	145	157	202	574
	69%	70%	77% a	39%	39%	37%	43%	61%	72% a	68%	53%	66% a	77% ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Royal Mail	862	337	525
	62%	55%	68%
			a
Evri	114	56	57
	8%	9%	7%
Parcelforce	96	52	44
	7%	8%	6%
DPD/DPD Local	92	48	43
	7%	8%	6%
DHL	83	43	40
	6%	7%	5%
UK Mail	32	26	6
	2%	4%	1%
		b	
UPS	32	21	11
	2%	3%	1%
Yodel	28	8	20
	2%	1%	3%
FedEx	19	7	12
	1%	1%	2%
Amazon logistics	6	2	4
	*%	*%	1%
Secured Mail	4	-	4
	*%	-%	*%
TNT Express	3	2	1
	*%	*%	*%
Pitney Bowes	2	*	2
	*%	*%	*%
MHI (Mail Handling International)	2	2	-
	*%	*%	-%

Columns Tested:: a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
DX	2	1	1
	*%	*%	*%
Citipost	1	1	-
	*%	*%	-%
Whistl/ TNT Post UK	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	6	5	*
	*%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	862	337	525
	62%	55%	68%
			a
NET: Provider other than RM	521	276	245
	38%	45%	32%
		b	
NET: RM/Parcelforce	958	389	570
	69%	63%	74%
			a

Columns Tested:: a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Royal Mail	862	15	116	78	40	56	122	8	134	79	37	110	68
	62%	79%	60%	71%	81%	59%	55%	68%	64%	59%	78%	73%	48%
		l		l	fil				l		fl	fl	
Evri	114	*	17	9	*	9	14	1	16	15	*	13	19
	8%	*%	9%	8%	1%	9%	6%	7%	8%	11%	1%	9%	13%
										j			dj
Parcelforce	96	*	19	4	*	15	12	*	13	9	4	6	13
	7%	2%	10%	3%	1%	16%	5%	2%	6%	7%	9%	4%	9%
						dk							
DPD/DPD Local	92	1	12	4	5	2	21	2	18	9	1	7	10
	7%	4%	6%	4%	10%	2%	9%	18%	9%	7%	3%	4%	7%
								cejk					
DHL	83	1	6	4	3	3	28	1	5	10	3	4	17
	6%	6%	3%	3%	6%	3%	12%	5%	2%	8%	6%	2%	12%
							hk						bhk
UK Mail	32	-	9	5	*	1	5	-	6	1	*	3	2
	2%	-%	5%	4%	*%	2%	2%	-%	3%	1%	1%	2%	1%
UPS	32	*	9	4	*	5	5	*	3	*	1	1	3
	2%	2%	5%	4%	*%	6%	2%	*%	1%	*%	1%	1%	2%
Yodel	28	*	3	*	*	2	11	-	8	*	-	1	2
	2%	1%	2%	*%	*%	2%	5%	-%	4%	*%	-%	1%	1%
FedEx	19	*	*	*	*	-	2	-	3	3	*	3	6
	1%	*%	*%	*%	*%	-%	1%	-%	2%	2%	1%	2%	4%
Amazon logistics	6	1	3	-	-	*	*	-	-	1	-	1	-
	*%	5%	2%	-%	-%	*%	*%	-%	-%	1%	-%	1%	-%
Secured Mail	4	-	-	-	*	-	4	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%
TNT Express	3	*	-	*	*	-	1	-	2	-	-	-	-
	*%	*%	-%	*%	*%	-%	*%	-%	1%	-%	-%	-%	-%
Pitney Bowes	2	-	-	1	-	-	-	-	*	-	-	1	-
	*%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	1%	-%
MHI (Mail Handling International)	2	-	-	-	-	-	-	-	1	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
DX	2	-	*	1	-	1	-	-	*	-	*	-	*
	*%	-%	*%	*%	-%	1%	-%	-%	*%	-%	*%	-%	*%
Citipost	1	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Whistl/ TNT Post UK	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	6	*	*	-	*	-	*	*	-	3	*	-	2
	*%	*%	*%	-%	*%	-%	*%	*%	-%	2%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	15	116	78	40	56	122	8	134	79	37	110	68
	62%	79%	60%	71%	81%	59%	55%	68%	64%	59%	78%	73%	48%
		l		l	fil				l		fl	fl	
NET: Provider other than RM	521	4	78	31	9	40	101	3	74	54	11	42	74
	38%	21%	40%	29%	19%	41%	45%	32%	36%	41%	22%	27%	52%
							djk			d			acdhjk
NET: RM/Parcelforce	958	16	135	82	41	72	134	8	147	88	41	116	81
	69%	82%	69%	75%	82%	75%	60%	70%	71%	66%	86%	76%	57%
				l	fl						fhil	fl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Royal Mail	862	209	219	220	215	428	435
	62%	65%	59%	63%	63%	62%	63%
Evri	114	26	23	31	33	50	64
	8%	8%	6%	9%	10%	7%	9%
Parcelforce	96	23	27	23	23	50	46
	7%	7%	7%	6%	7%	7%	7%
DPD/DPD Local	92	17	28	29	18	45	47
	7%	5%	8%	8%	5%	6%	7%
DHL	83	10	34	16	24	44	39
	6%	3%	9%	4%	7%	6%	6%
UK Mail	32	14	6	7	6	20	13
	2%	4%	2%	2%	2%	3%	2%
UPS	32	13	11	3	5	24	8
	2%	4%	3%	1%	1%	3%	1%
Yodel	28	3	14	8	3	17	11
	2%	1%	4%	2%	1%	2%	2%
FedEx	19	1	2	6	10	3	16
	1%	*%	1%	2%	3%	*%	2%
							a
Amazon logistics	6	4	*	1	1	4	2
	*%	1%	*%	*%	*%	1%	*%
Secured Mail	4	-	4	-	-	4	-
	*%	-%	1%	-%	-%	1%	-%
TNT Express	3	*	1	2	-	1	2
	*%	*%	*%	1%	-%	*%	*%
Pitney Bowes	2	1	-	*	1	1	1
	*%	*%	-%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	-	1	1	-	2
	*%	-%	-%	*%	*%	-%	*%
DX	2	1	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 98 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Citipost	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
Whistl/ TNT Post UK	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	6	*	*	3	2	*	5
	*%	*%	*%	1%	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	862	209	219	220	215	428	435
	62%	65%	59%	63%	63%	62%	63%
NET: Provider other than RM	521	113	150	131	126	264	257
	38%	35%	41%	37%	37%	38%	37%
NET: RM/Parcelforce	958	232	246	242	238	478	480
	69%	72%	67%	69%	70%	69%	69%

Columns Tested:: a,b,c,d - a,b

Table 99

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
Royal Mail	542	6	536	516	22	3	1	26
	61%	97%	61%	62% bde	47%	43%	45%	46%
Parcelforce	70	-	70	65	4	1	*	5
	8%	-%	8%	8%	9%	10%	9%	9%
DPD/DPD Local	59	*	59	53	5	*	*	6
	7%	3%	7%	6%	12%	7%	8%	11%
Evri	58	-	58	57	1	*	*	1
	7%	-%	7%	7% e	2%	3%	4%	2%
DHL	44	-	44	39	4	1	*	5
	5%	-%	5%	5%	9%	13%	13% a	9%
Yodel	26	-	26	25	*	*	*	1
	3%	-%	3%	3%	*%	7% be	2%	1%
UK Mail	25	-	25	22	3	*	*	3
	3%	-%	3%	3%	6%	1%	8% a	5%
FedEx	18	-	18	17	*	*	*	1
	2%	-%	2%	2%	1%	4%	3%	1%
UPS	14	-	14	10	3	*	*	3
	2%	-%	2%	1%	7% a	4%	1%	6% a
Secured Mail	9	-	9	8	1	*	*	1
	1%	-%	1%	1%	1%	*%	*%	1%
Amazon logistics	7	-	7	7	*	-	*	*
	1%	-%	1%	1%	1%	-%	2%	1%
Pitney Bowes	5	-	5	4	1	-	-	1
	1%	-%	1%	*%	3%	-%	-%	2%
TNT Express	3	-	3	1	1	*	*	2
	*%	-%	*%	*%	3% a	6% a	4% a	3% a
Whistl/ TNT Post UK	2	-	2	2	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	948	5	943	563	199	59	127	385
Effective base	362	2	361	322	85	25	63	114
Weighted Base	888	7	882	833	46	6	3	56
Citipost	1	-	1	1	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
DX	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	7	6	*	*	*	*
	1%	-%	1%	1%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	6	536	516	22	3	1	26
	61%	97%	61%	62% bde	47%	43%	45%	46%
NET: Provider other than RM	346	*	346	317	25	4	2	30
	39%	3%	39%	38%	53% a	57%	55% a	54% a
NET: RM/Parcelforce	612	6	606	581	26	3	2	31
	69%	97%	69%	70% bde	56%	53%	54%	56%

Columns Tested:: a,b - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
Royal Mail	542	282	196	39	13	12	1	516	22	4
	61%	74% bcdefghi	52%	52%	40%	57%	45%	62% bdfhi	47%	44%
Parcelforce	70	24	34	7	3	2	*	65	4	1
	8%	6%	9%	9%	10%	9%	9%	8%	9%	10%
DPD/DPD Local	59	17	30	6	4	2	*	53	5	1
	7%	4%	8%	8%	13% a	8%	8%	6%	12%	8%
Evri	58	30	24	3	1	*	*	57	1	*
	7%	8% h	6%	5%	2%	2%	4%	7%	2%	3%
DHL	44	9	25	6	4	1	*	39	4	1
	5%	2%	6%	8%	11% a	6%	13% ag	5%	9% a	13% ag
Yodel	26	8	12	5	*	*	*	25	*	1
	3%	2%	3%	7% h	*%	2%	2%	3%	*%	6%
UK Mail	25	4	17	1	1	1	*	22	3	*
	3%	1%	5%	1%	4%	6%	8% ag	3%	6%	3%
FedEx	18	6	8	3	*	*	*	17	*	*
	2%	2%	2%	4%	1%	1%	3%	2%	1%	4%
UPS	14	*	7	3	3	1	*	10	3	*
	2%	*%	2%	4% a	8% abg	3%	1%	1%	7% ag	3%
Secured Mail	9	-	8	-	*	*	*	8	1	*
	1%	-%	2%	-%	1%	2%	*%	1%	1%	*%
Amazon logistics	7	1	6	-	*	*	*	7	*	*
	1%	*%	2%	-%	1%	*%	2%	1%	1%	1%
Pitney Bowes	5	-	4	-	1	-	-	4	1	-
	1%	-%	1%	-%	4% ag	-%	-%	*%	3%	-%
TNT Express	3	-	*	*	1	*	*	1	1	*
	*%	-%	*%	*%	4% abg	2%	4% abg	*%	3% g	5% abg

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	948	198	268	97	122	136	127	563	199	186
Effective base	362	134	148	53	55	53	63	322	85	49
Weighted Base	888	379	378	75	32	21	3	833	46	9
Whistl/ TNT Post UK	2	-	-	2	*	-	*	2	*	*
	*%	-%	-%	2%	*%	-%	*%	*%	*%	*%
				g						
Citipost	1	*	1	-	-	*	-	1	*	-
	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%
DX	*	-	*	*	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	6	-	*	*	*	6	*	*
	1%	-%	2%	-%	*%	1%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	282	196	39	13	12	1	516	22	4
	61%	74%	52%	52%	40%	57%	45%	62%	47%	44%
		bcdefghi						bdfhi		
NET: Provider other than RM	346	98	183	36	19	9	2	317	25	5
	39%	26%	48%	48%	60%	43%	55%	38%	53%	56%
			ag	a	ag	a	ag	a	ag	ag
NET: RM/Parcelforce	612	305	230	46	16	14	2	581	26	5
	69%	81%	61%	61%	49%	66%	54%	70%	56%	54%
		bcdefghi						dfhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
Royal Mail	542	420	96	22	3	1	378	81	18	8	19
	61%	64% bcde	53%	47%	43%	45%	67% bcd	49%	45%	39%	60%
Parcelforce	70	53	12	4	1	*	42	9	3	2	3
	8%	8%	7%	9%	10%	9%	7%	6%	8%	7%	8%
DPD/DPD Local	59	33	20	5	*	*	35	13	2	3	3
	7%	5%	11% a	12% a	7%	8%	6%	8%	6%	15%	9%
Evri	58	48	9	1	*	*	49	6	2	*	1
	7%	7% c	5%	2%	3%	4%	9%	4%	4%	2%	4%
DHL	44	31	8	4	1	*	14	17	2	3	2
	5%	5%	4%	9%	13%	13% ab	2%	10% a	6%	15% a	6%
Yodel	26	16	9	*	*	*	16	5	*	-	*
	3%	3%	5% c	*%	7% c	2%	3%	3%	*%	-%	1%
UK Mail	25	17	4	3	*	*	3	17	*	1	2
	3%	3%	2%	6%	1%	8%	1%	11% a	*%	5%	7%
FedEx	18	13	4	*	*	*	7	4	1	3	*
	2%	2%	2%	1%	4%	3%	1%	2%	2%	14% abe	1%
UPS	14	*	10	3	*	*	3	4	2	*	1
	2%	*%	5% a	7% a	4% a	1%	1%	2%	6% a	2%	2%
Secured Mail	9	8	-	1	*	*	4	*	4	-	*
	1%	1%	-%	1%	*%	*%	1%	*%	11% abe	-%	*%
Amazon logistics	7	5	1	*	-	*	5	2	*	*	*
	1%	1%	1%	1%	-%	2%	1%	1%	*%	1%	*%
Pitney Bowes	5	4	-	1	-	-	1	-	4	-	-
	1%	1%	-%	3%	-%	-%	*%	-%	9% ab	-%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	332	231	199	59	127	360	212	78	56	160
Effective base	362	225	124	85	25	63	201	87	24	16	27
Weighted Base	888	652	181	46	6	3	560	165	40	22	32
TNT Express	3	-	1	1	*	*	*	*	1	-	1
	*%	-%	*%	3%	6%	4%	*%	*%	3%	-%	2%
				a	ab	a					
Whistl/ TNT Post UK	2	-	2	*	-	*	-	2	*	-	-
	*%	-%	1%	*%	-%	*%	-%	1%	*%	-%	-%
Citipost	1	*	1	*	-	-	-	1	-	-	-
	*%	*%	1%	*%	-%	-%	-%	1%	-%	-%	-%
DX	*	-	*	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	2	4	*	*	*	2	3	-	*	*
	1%	*%	2%	*%	1%	*%	*%	2%	-%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	420	96	22	3	1	378	81	18	8	19
	61%	64%	53%	47%	43%	45%	67%	49%	45%	39%	60%
		bcde					bcd				
NET: Provider other than RM	346	232	85	25	4	2	182	84	22	13	13
	39%	36%	47%	53%	57%	55%	33%	51%	55%	61%	40%
			a	a	a	a		a	a	a	
NET: RM/Parcelforce	612	473	108	26	3	2	420	90	21	10	22
	69%	73%	60%	56%	53%	54%	75%	55%	53%	46%	68%
		bcde					bcd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
Royal Mail	542	47	26	101	20	52	100	81	53	35
	61%	48%	49%	60%	60%	65%	69% a	67%	62%	68%
Parcelforce	70	11	4	13	4	3	12	9	9	4
	8%	12%	7%	8%	12%	4%	8%	7%	10%	7%
DPD/DPD Local	59	8	6	10	1	5	14	6	3	3
	7%	8%	11%	6%	3%	6%	9%	5%	3%	5%
Evri	58	13	8	5	3	5	7	6	8	-
	7%	13% c	16% ci	3%	10%	6%	5%	5%	10%	-%
DHL	44	1	2	7	-	*	11	5	7	4
	5%	1%	4%	4%	-%	*%	8%	4%	9%	9%
Yodel	26	6	5	2	-	5	-	6	-	*
	3%	6%	9% f	1%	-%	6%	-%	5%	-%	*%
UK Mail	25	4	*	14	-	*	-	3	*	1
	3%	4%	*%	8% f	-%	*%	-%	3%	*%	1%
FedEx	18	3	*	7	-	*	-	3	1	3
	2%	3%	*%	4%	-%	*%	-%	2%	1%	6%
UPS	14	1	1	5	*	1	2	1	*	1
	2%	2%	3%	3%	1%	1%	1%	1%	*%	3%
Secured Mail	9	-	-	*	4	4	*	-	-	-
	1%	-%	-%	*%	12%	5%	*%	-%	-%	-%
Amazon logistics	7	-	-	2	-	-	*	-	4	*
	1%	-%	-%	1%	-%	-%	*%	-%	5%	*%
Pitney Bowes	5	-	-	1	-	4	-	-	-	-
	1%	-%	-%	1%	-%	5%	-%	-%	-%	-%
TNT Express	3	-	*	2	*	-	-	*	-	*
	*%	-%	1%	1%	1%	-%	-%	*%	-%	*%
Whistl/ TNT Post UK	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	948	83	59	119	27	68	90	72	70	53
Effective base	362	42	32	64	12	30	55	42	33	23
Weighted Base	888	98	52	168	33	80	146	121	85	51
Citipost	1	*	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%
DX	*	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	*	-	-	1	-	-	-	-
	1%	3%	*%	-%	-%	1%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	47	26	101	20	52	100	81	53	35
	61%	48%	49%	60%	60%	65%	69% a	67%	62%	68%
NET: Provider other than RM	346	51	27	67	13	28	46	40	32	16
	39%	52% f	51%	40%	40%	35%	31%	33%	38%	32%
NET: RM/Parcelforce	612	58	29	114	24	55	112	90	61	39
	69%	59%	56%	68%	73%	69%	77% b	74%	72%	75%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
Royal Mail	542	106	125	282	513	29	8	16	5
	61%	65%	53%	65%	62%	53%	33%	73%	55%
		f		f	f			f	
Parcelforce	70	11	24	34	69	2	*	1	1
	8%	7%	10%	8%	8%	3%	2%	4%	6%
DPD/DPD Local	59	8	16	29	54	6	4	1	*
	7%	5%	7%	7%	6%	10%	18%	5%	*%
							h		
Evri	58	8	29	18	55	3	2	1	*
	7%	5%	12%	4%	7%	5%	6%	5%	1%
			c						
DHL	44	5	10	23	38	7	4	2	1
	5%	3%	4%	5%	5%	12%	18%	7%	8%
						d	abd		
Yodel	26	5	11	8	24	2	1	*	1
	3%	3%	5%	2%	3%	4%	3%	1%	14%
									cd
UK Mail	25	1	4	17	22	3	2	1	*
	3%	1%	2%	4%	3%	5%	6%	3%	3%
FedEx	18	3	4	10	17	1	*	*	*
	2%	2%	2%	2%	2%	1%	1%	*%	5%
UPS	14	3	3	7	14	*	*	*	*
	2%	2%	1%	2%	2%	*%	*%	*%	1%
Secured Mail	9	8	-	1	9	*	-	*	*
	1%	5%	-%	*%	1%	*%	-%	*%	*%
		bcde							
Amazon logistics	7	*	4	2	6	1	1	-	*
	1%	*%	2%	*%	1%	2%	3%	-%	5%
Pitney Bowes	5	4	-	1	5	-	-	-	-
	1%	2%	-%	*%	1%	-%	-%	-%	-%
TNT Express	3	*	*	2	3	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	948	148	212	281	641	307	92	100	115
Effective base	362	65	105	160	327	54	20	21	22
Weighted Base	888	164	235	435	833	55	24	22	9
Whistl/ TNT Post UK	2	-	-	2	2	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	1%
Citipost	1	-	*	1	1	*	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	*%
DX	*	*	-	*	*	*	*	*	-
	*%	*%	-%	*%	*%	1%	*%	1%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	3	-	4	2	2	*	*
	1%	1%	1%	-%	1%	4%	9%	1%	*%
							cd		
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	106	125	282	513	29	8	16	5
	61%	65%	53%	65%	62%	53%	33%	73%	55%
		f		f	f			f	
NET: Provider other than RM	346	57	110	153	320	26	16	6	4
	39%	35%	47%	35%	38%	47%	67%	27%	45%
							acdg		
NET: RM/Parcelforce	612	117	149	316	581	31	8	17	5
	69%	72%	63%	73%	70%	56%	35%	77%	61%
		f	f	ef	ef			f	

Columns Tested:: a,b,c,d,e,f,g,h

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
Royal Mail	542	18	33	46	77	68	24	11	20	278
	61%	58%	45%	52%	53%	53%	60%	54%	71%	69% bde
Parcelforce	70	1	8	8	11	8	2	*	2	36
	8%	4%	11%	9%	8%	6%	6%	*%	9%	9%
DPD/DPD Local	59	4	2	2	10	7	6	-	-	31
	7%	12%	3%	3%	7%	5%	14%	-%	-%	8%
Evri	58	*	7	10	9	18	1	3	2	15
	7%	*%	10%	11%	6%	14% i	3%	16%	8%	4%
DHL	44	3	9	9	5	10	1	*	2	15
	5%	9%	13% i	10%	3%	7%	3%	*%	7%	4%
Yodel	26	-	3	3	12	2	*	-	-	9
	3%	-%	4%	3%	8% i	1%	1%	-%	-%	2%
UK Mail	25	1	1	1	11	7	-	*	-	5
	3%	4%	1%	1%	7% i	5%	-%	*%	-%	1%
FedEx	18	*	3	3	3	2	*	2	*	6
	2%	*%	5%	4%	2%	2%	*%	11%	*%	1%
UPS	14	3	*	*	2	3	1	1	*	4
	2%	10% bci	*%	*%	1%	2%	2%	4%	*%	1%
Secured Mail	9	*	4	4	-	*	4	*	-	-
	1%	1%	6% i	5% i	-%	*%	10% dei	*%	-%	-%
Amazon logistics	7	*	-	-	1	1	*	3	1	*
	1%	1%	-%	-%	1%	1%	1%	14%	5% i	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
Pitney Bowes	5	-	1	1	4	-	-	-	-	-
	1%	-%	2%	1%	3% i	-%	-%	-%	-%	-%
TNT Express	3	*	*	*	-	1	*	-	-	*
	*%	1%	*%	*%	-%	1%	1%	-%	-%	*%
Whistl/ TNT Post UK	2	-	-	-	-	*	-	-	-	2
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	*	-	-	-	-	1
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%
DX	*	-	*	*	*	*	-	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	*	*	1	2	-	-	-	3
	1%	-%	*%	*%	1%	2%	-%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	18	33	46	77	68	24	11	20	278
	61%	58%	45%	52%	53%	53%	60%	54%	71%	69% bde
NET: Provider other than RM	346	13	40	43	69	61	16	9	8	127
	39%	42%	55% i	48%	47% i	47% i	40%	46%	29%	31%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	*g	h	i
Unweighted Base	948	34	94	106	136	172	51	29	35	385
Effective base	362	20	28	33	54	63	17	9	12	161
Weighted Base	888	31	72	89	146	129	40	20	28	405
NET: RM/Parcelforce	612	19	40	54	88	77	26	11	22	314
	69%	62%	56%	61%	60%	59%	66%	54%	80%	78%
										bcde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
Royal Mail	542	141	92	309	480	62	482	60	532	10
	61%	53%	55%	68% ab	64% b	43%	61%	59%	61%	66%
Parcelforce	70	21	11	39	43	27	62	8	70	-
	8%	8%	6%	9%	6%	19% a	8%	8%	8%	-%
DPD/DPD Local	59	16	13	31	51	8	49	10	58	1
	7%	6%	8%	7%	7%	6%	6%	10%	7%	10%
Evri	58	19	19	20	41	17	57	1	58	-
	7%	7%	11% c	4%	5%	12%	7%	1%	7%	-%
DHL	44	17	11	17	37	7	37	8	43	1
	5%	6%	6%	4%	5%	5%	5%	8%	5%	8%
Yodel	26	15	2	9	12	14	23	3	26	-
	3%	6%	1%	2%	2%	10% a	3%	3%	3%	-%
UK Mail	25	13	7	5	22	3	22	3	23	1
	3%	5%	4%	1%	3%	2%	3%	3%	3%	10%
FedEx	18	7	2	8	18	*	17	1	18	-
	2%	3%	1%	2%	2%	*%	2%	1%	2%	-%
UPS	14	5	4	5	13	1	9	4	14	-
	2%	2%	2%	1%	2%	1%	1%	4%	2%	-%
Secured Mail	9	4	4	*	9	-	9	*	9	-
	1%	2%	2% c	*%	1%	-%	1%	*%	1%	-%
Amazon logistics	7	1	1	5	7	-	5	2	7	-
	1%	1%	1%	1%	1%	-%	1%	2%	1%	-%
Pitney Bowes	5	5	-	-	5	-	5	-	5	-
	1%	2%	-%	-%	1%	-%	1%	-%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	948	276	223	449	840	108	730	218	933	15
Effective base	362	104	80	181	308	54	308	60	355	7
Weighted Base	888	266	169	453	746	142	787	102	874	15
TNT Express	3	1	2	*	3	-	2	*	3	-
	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	-	*	2	2	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	*	-	1	1	-	*	1	1	-
	*%	*%	-%	*%	*%	-%	*%	1%	*%	-%
DX	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	*	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	2	3	4	2	6	1	6	1
	1%	*%	1%	1%	1%	2%	1%	1%	1%	6%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	141	92	309	480	62	482	60	532	10
	61%	53%	55%	68%	64%	43%	61%	59%	61%	66%
				ab	b					
NET: Provider other than RM	346	125	77	145	266	81	305	41	341	5
	39%	47%	45%	32%	36%	57%	39%	41%	39%	34%
		c	c			a				
NET: RM/Parcelforce	612	162	103	347	523	89	544	68	603	10
	69%	61%	61%	77%	70%	62%	69%	67%	69%	66%
				ab						

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
Royal Mail	542	329	91	116	457	49	18	18	506	36
	61%	68%	51%	53%	67%	40%	49%	41%	63%	45%
		bc			bdf				bf	
Parcelforce	70	35	8	27	49	14	2	5	63	7
	8%	7%	5%	12%	7%	11%	6%	12%	8%	9%
DPD/DPD Local	59	23	26	11	39	17	2	1	56	3
	7%	5%	14%	5%	6%	14%	6%	3%	7%	4%
			ac			a				
Evri	58	19	16	23	43	12	2	1	55	3
	7%	4%	9%	10%	6%	10%	5%	2%	7%	3%
				a						
DHL	44	23	7	15	26	8	4	6	34	10
	5%	5%	4%	7%	4%	7%	12%	13%	4%	13%
										ae
Yodel	26	16	4	6	23	3	*	*	26	*
	3%	3%	2%	3%	3%	2%	*%	*%	3%	*%
UK Mail	25	9	7	8	12	4	1	8	16	9
	3%	2%	4%	4%	2%	3%	2%	18%	2%	11%
								abe		ae
FedEx	18	9	8	*	12	2	1	3	13	4
	2%	2%	4%	*%	2%	1%	3%	7%	2%	5%
UPS	14	5	8	1	9	4	1	*	13	1
	2%	1%	4%	1%	1%	3%	1%	*%	2%	1%
Secured Mail	9	4	*	4	*	4	4	*	4	4
	1%	1%	*%	2%	*%	4%	11%	*%	1%	5%
						ae	ae			ae
Amazon logistics	7	3	2	2	5	1	*	1	6	1
	1%	1%	1%	1%	1%	1%	*%	3%	1%	2%
Pitney Bowes	5	1	-	4	1	4	-	-	5	-
	1%	*%	-%	2%	*%	3%	-%	-%	1%	-%
						a				
TNT Express	3	1	*	1	*	1	1	*	1	2
	*%	*%	*%	1%	*%	*%	4%	1%	*%	2%
							ae			

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	444	283	217	618	185	56	89	803	145
Effective base	362	195	82	85	277	52	15	18	329	33
Weighted Base	888	483	178	221	686	122	36	44	808	80
Whistl/ TNT Post UK	2	2	*	-	2	*	-	*	2	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%
Citipost	1	-	*	1	*	1	-	*	1	*
	*%	-%	*%	*%	*%	1%	-%	*%	*%	*%
DX	*	*	*	-	*	-	-	*	*	*
	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	-	*	-	-	-	*	-
	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	2	1	7	-	*	*	7	*
	1%	1%	1%	*%	1%	-%	*%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	329	91	116	457	49	18	18	506	36
	61%	68%	51%	53%	67%	40%	49%	41%	63%	45%
		bc			bdf				bf	
NET: Provider other than RM	346	154	88	104	229	73	18	26	302	44
	39%	32%	49%	47%	33%	60%	51%	59%	37%	55%
			a	a		ae		a		ae
NET: RM/Parcelforce	612	364	99	143	506	63	20	23	569	43
	69%	75%	55%	65%	74%	52%	55%	53%	70%	54%
		b			bf				b	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
Royal Mail	542	246	211	85	528	534	539	531	542	241
	61%	76%	58%	42%	61%	62%	61%	61%	61%	55%
		bc	c							
Parcelforce	70	17	32	21	70	70	70	70	70	27
	8%	5%	9%	10%	8%	8%	8%	8%	8%	6%
DPD/DPD Local	59	13	26	20	59	58	59	59	59	38
	7%	4%	7%	10%	7%	7%	7%	7%	7%	9%
Evri	58	14	29	15	56	57	58	57	58	22
	7%	4%	8%	7%	7%	7%	7%	7%	7%	5%
DHL	44	10	15	18	41	41	41	39	44	25
	5%	3%	4%	9%	5%	5%	5%	5%	5%	6%
Yodel	26	5	18	3	26	22	26	26	26	16
	3%	2%	5%	1%	3%	3%	3%	3%	3%	4%
UK Mail	25	5	7	12	23	24	25	25	25	24
	3%	2%	2%	6%	3%	3%	3%	3%	3%	6%
FedEx	18	3	8	6	17	14	17	18	18	14
	2%	1%	2%	3%	2%	2%	2%	2%	2%	3%
UPS	14	4	5	5	14	11	14	14	14	12
	2%	1%	1%	2%	2%	1%	2%	2%	2%	3%
Secured Mail	9	*	*	9	5	9	9	9	9	5
	1%	*%	*%	4%	1%	1%	1%	1%	1%	1%
				b						
Amazon logistics	7	-	5	2	7	7	7	7	7	6
	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%
Pitney Bowes	5	-	1	4	5	5	5	5	5	4
	1%	-%	*%	2%	1%	1%	1%	1%	1%	1%
TNT Express	3	-	*	2	3	3	3	3	3	*
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	2
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	948	219	399	330	922	920	935	932	948	582
Effective base	362	122	156	86	351	351	358	355	362	182
Weighted Base	888	321	365	202	859	865	881	868	888	441
DX	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	3	*	3	7	7	3	7	3
	1%	1%	1%	*%	*%	1%	1%	*%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	246	211	85	528	534	539	531	542	241
	61%	76%	58%	42%	61%	62%	61%	61%	61%	55%
		bc	c							
NET: Provider other than RM	346	76	154	117	331	331	342	337	346	200
	39%	24%	42%	58%	39%	38%	39%	39%	39%	45%
			a	ab						
NET: RM/Parcelforce	612	263	243	106	598	604	609	602	612	268
	69%	82%	67%	52%	70%	70%	69%	69%	69%	61%
		bc	c		f	f		f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
Royal Mail	542	4	425	26	37	13	16	17	46
	61%	24%	66% ch	41%	60%	45%	46%	54%	49%
Parcelforce	70	1	62	3	*	1	2	1	3
	8%	7%	10%	5%	*%	4%	5%	2%	3%
DPD/DPD Local	59	1	32	13	5	6	1	2	9
	7%	3%	5%	20% b	9%	19% b	3%	6%	9%
Evri	58	2	45	7	2	1	*	1	2
	7%	12%	7%	11%	3%	4%	*%	3%	2%
DHL	44	-	25	3	4	1	7	1	9
	5%	-%	4%	5%	7%	5%	21% b	2%	10%
Yodel	26	4	19	1	1	1	*	1	1
	3%	20%	3%	2%	1%	2%	*%	2%	1%
UK Mail	25	-	7	3	*	5	4	6	15
	3%	-%	1%	4%	1%	18% b	11% b	17% bd	15% b
FedEx	18	-	6	1	5	*	*	3	4
	2%	-%	1%	2%	8% b	*%	1%	10% b	4%
UPS	14	3	4	2	3	*	2	1	2
	2%	16%	1%	3%	5%	*%	4%	2%	2%
Secured Mail	9	-	4	4	-	*	-	*	*
	1%	-%	1%	6% b	-%	1%	-%	*%	*%
Amazon logistics	7	-	5	1	*	*	1	*	1
	1%	-%	1%	2%	*%	*%	2%	1%	1%
Pitney Bowes	5	-	-	-	4	-	1	-	1
	1%	-%	-%	-%	6% b	-%	4% b	-%	1%
TNT Express	3	-	2	-	*	*	*	-	*
	*%	-%	*%	-%	*%	1%	*%	-%	*%
Whistl/ TNT Post UK	2	-	2	-	-	*	-	*	*
	*%	-%	*%	-%	-%	*%	-%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	948	14	546	82	96	81	72	44	197
Effective base	362	8	254	31	25	15	15	13	42
Weighted Base	888	19	641	64	61	30	34	32	96
Citipost	1	-	*	-	-	-	1	-	1
	*%	-%	*%	-%	-%	-%	3%	-%	1%
DX	*	-	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	3	-	-	-	-	-	-
	1%	18%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	4	425	26	37	13	16	17	46
	61%	24%	66% ch	41%	60%	45%	46%	54%	49%
NET: Provider other than RM	346	14	216	38	25	16	18	14	49
	39%	76%	34%	59% b	40%	55%	54%	46%	51% b
NET: RM/Parcelforce	612	6	487	29	37	15	17	18	50
	69%	31%	76% cefh	46%	60%	49%	51%	56%	52%

Columns Tested:: a,b,c,d,e,f,g,h

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
Royal Mail	542	405	45	37	14	10	10	6	388	82	29	8	13	2	12
	61%	64%	49%	68%	37%	56%	49%	71%	65%	59%	61%	48%	40%	34%	52%
		d													
Parcelforce	70	63	4	1	*	1	2	*	61	7	*	*	1	1	*
	8%	10%	4%	1%	*%	6%	7%	2%	10%	5%	1%	1%	2%	11%	1%
DPD/DPD Local	59	36	10	5	7	-	2	-	34	14	3	-	6	1	1
	7%	6%	11%	9%	18%	-%	7%	-%	6%	10%	6%	-%	17%	11%	5%
Evri	58	43	8	3	-	1	*	1	40	14	3	1	-	-	*
	7%	7%	8%	6%	-%	6%	*%	11%	7%	10%	6%	7%	-%	-%	*%
DHL	44	24	6	2	2	3	5	1	22	7	4	3	5	*	-
	5%	4%	6%	3%	4%	16%	22%	9%	4%	5%	9%	16%	15%	*%	-%
							a					a			
Yodel	26	18	7	1	-	1	1	*	20	*	2	*	-	1	*
	3%	3%	7%	1%	-%	4%	3%	*%	3%	*%	4%	*%	-%	9%	*%
UK Mail	25	11	2	2	7	1	*	*	8	1	1	*	8	1	6
	3%	2%	2%	4%	20%	3%	*%	2%	1%	1%	2%	*%	24%	18%	24%
					ab								abcd		
FedEx	18	5	5	*	5	*	*	*	9	1	*	*	-	-	3
	2%	1%	6%	1%	14%	1%	1%	2%	2%	1%	*%	2%	-%	-%	14%
			a		a										
UPS	14	7	3	*	2	1	-	*	3	3	1	2	-	*	1
	2%	1%	4%	*%	5%	7%	-%	*%	1%	2%	2%	15%	-%	3%	3%
												a			
Secured Mail	9	4	*	-	*	-	-	*	4	*	4	-	-	-	*
	1%	1%	*%	-%	1%	-%	-%	*%	1%	*%	9%	-%	-%	-%	*%
											ab				
Amazon logistics	7	5	1	*	*	*	1	*	3	3	*	*	1	-	*
	1%	1%	1%	*%	*%	*%	3%	2%	1%	2%	*%	1%	2%	-%	1%
Pitney Bowes	5	-	-	4	-	-	1	-	-	4	-	1	-	-	-
	1%	-%	-%	7%	-%	-%	6%	-%	-%	3%	-%	8%	-%	-%	-%
				a			a			a		a			
TNT Express	3	2	*	*	*	-	-	-	1	2	*	*	*	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	1%	*%	1%	*%	-%	-%
Whistl/ TNT Post UK	2	2	-	-	-	*	-	*	-	2	*	-	*	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	948	535	123	82	70	51	39	22	512	171	97	56	34	24	26
Effective base	362	251	40	22	15	9	10	5	241	53	27	14	11	11	8
Weighted Base	888	628	92	55	37	18	21	9	600	140	47	16	33	7	23
Citipost	1	*	1	-	-	*	-	-	*	-	-	*	-	1	-
	*%	*%	1%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	14%	-%
DX	*	*	-	-	*	-	*	*	*	*	*	-	-	*	*
	*%	*%	-%	-%	*%	-%	*%	1%	*%	*%	*%	-%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	-	-	-	-	-	7	*	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	405	45	37	14	10	10	6	388	82	29	8	13	2	12
	61%	64% d	49%	68%	37%	56%	49%	71%	65%	59%	61%	48%	40%	34%	52%
NET: Provider other than RM	346	223	47	18	23	8	11	2	212	58	18	8	20	5	11
	39%	36%	51%	32%	63% a	44%	51%	29%	35%	41%	39%	52%	60%	66%	48%
NET: RM/Parcelforce	612	468	48	38	14	11	12	6	449	89	29	8	14	3	12
	69%	74% bd	53%	69%	37%	62%	57%	73%	75% de	64%	62%	49%	41%	45%	52%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
Royal Mail	542	382	61	52	13	6	6	12	23	226	130	115	37	30
	61%	69% defgh	56%	54%	32%	31%	27%	37%	33%	68% d	61%	58%	46%	53%
Parcelforce	70	52	5	7	1	*	5	1	6	30	16	13	4	7
	8%	9%	5%	7%	2%	1%	23%	2%	8%	9%	8%	7%	5%	13%
DPD/DPD Local	59	28	11	10	1	-	5	4	9	23	12	15	8	*
	7%	5%	10%	10%	2%	-%	24% a	13%	13%	7%	5%	8%	10%	1%
Evri	58	38	4	8	3	4	*	*	4	17	15	14	4	8
	7%	7%	4%	8%	8%	21%	1%	1%	6%	5%	7%	7%	5%	15%
DHL	44	19	4	3	3	1	3	5	9	13	9	9	10	*
	5%	4%	4%	3%	8%	6%	15%	15%	13% a	4%	4%	4%	13%	1%
Yodel	26	12	11	*	*	2	1	*	2	8	9	8	*	*
	3%	2%	10% a	*%	1%	9%	3%	*%	3%	3%	4%	4%	*%	*%
UK Mail	25	5	1	7	10	-	*	2	2	5	7	3	5	5
	3%	1%	*%	7% a	24% abh	-%	1%	7%	4%	2%	3%	1%	6%	9%
FedEx	18	6	4	4	*	*	-	3	3	*	*	13	1	3
	2%	1%	4%	4%	1%	*%	-%	10% a	5%	*%	*%	6% ab	1%	6% a
UPS	14	5	2	5	1	*	*	*	*	*	5	6	1	2
	2%	1%	2%	5%	3%	*%	*%	1%	*%	*%	2%	3%	1%	3%
Secured Mail	9	*	4	*	*	4	-	-	4	4	4	*	*	*
	1%	*%	3% a	*%	*%	23% acd	-%	-%	6% a	1%	2%	*%	*%	*%
Amazon logistics	7	*	1	*	3	1	*	1	2	1	5	*	1	-
	1%	*%	1%	*%	8% a	8% a	*%	3% a	3% a	*%	2%	*%	1%	-%
Pitney Bowes	5	-	-	-	1	-	-	4	4	-	-	1	4	-
	1%	-%	-%	-%	3% a	-%	-%	11% abc	5% a	-%	-%	1%	5%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	948	488	141	119	71	37	37	39	113	253	213	254	136	79
Effective base	362	224	43	38	21	8	9	12	29	127	89	88	35	20
Weighted Base	888	552	109	97	40	18	21	32	71	332	213	198	81	56
TNT Express	3	*	*	*	2	-	*	*	*	-	1	*	1	*
	*%	*%	*%	*%	4% a	-%	*%	*%	*%	-%	*%	*%	2%	*%
Whistl/ TNT Post UK	2	-	-	-	2	-	-	-	-	-	*	*	2	-
	*%	-%	-%	-%	5% a	-%	-%	-%	-%	-%	*%	*%	2%	-%
Citipost	1	*	-	-	-	-	1	*	1	-	1	-	-	*
	*%	*%	-%	-%	-%	-%	5% a	*%	1%	-%	*%	-%	-%	*%
DX	*	*	*	-	*	-	-	*	*	-	*	*	*	*
	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%	*%	*%	*%	*%
MHI (Mail Handling International)	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	-	*	-	*	-	*	3	-	1	2	-
	1%	1%	-%	-%	*%	-%	*%	-%	*%	1%	-%	1%	3%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	382	61	52	13	6	6	12	23	226	130	115	37	30
	61%	69% defgh	56%	54%	32%	31%	27%	37%	33%	68% d	61%	58%	46%	53%
NET: Provider other than RM	346	170	48	44	27	12	15	20	48	106	83	83	44	27
	39%	31%	44%	46%	68% a	69% a	73% a	63% a	67% a	32%	39%	42%	54% a	47%
NET: RM/Parcelforce	612	434	66	59	14	6	10	13	29	256	147	128	42	37
	69%	79% bcdegh	61% d	61% d	34%	32%	50%	39%	41%	77% cd	69%	65%	51%	65%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
Royal Mail	542	263	109	99	34	21	301	97	79	30	26
	61%	66%	57%	59%	50%	66%	67% d	59%	56%	46%	56%
Parcelforce	70	35	20	8	3	3	35	13	13	1	7
	8%	9%	10%	5%	5%	8%	8%	8%	9%	2%	15%
DPD/DPD Local	59	23	13	14	8	*	39	5	7	7	*
	7%	6%	7%	8%	12%	*%	9%	3%	5%	11%	1%
Evri	58	31	12	6	2	5	22	15	13	3	4
	7%	8%	6%	4%	3%	16%	5%	9%	9%	5%	9%
DHL	44	15	8	8	10	*	15	9	8	9	*
	5%	4%	4%	5%	15% a	1%	3%	5%	6%	14% a	1%
Yodel	26	11	9	7	*	*	13	5	4	*	*
	3%	3%	4%	4%	*%	*%	3%	3%	3%	*%	*%
UK Mail	25	14	5	2	1	1	7	5	2	5	5
	3%	4%	3%	1%	1%	2%	1%	3%	2%	8%	12% a
FedEx	18	*	2	14	1	*	*	3	7	*	3
	2%	*%	1%	8% ab	1%	*%	*%	2%	5% a	*%	7% a
UPS	14	1	5	6	*	2	3	2	5	1	-
	2%	*%	3%	3%	1%	6%	1%	1%	3%	2%	-%
Secured Mail	9	4	-	*	*	*	4	4	*	*	*
	1%	1%	-%	*%	*%	*%	1%	3%	*%	*%	*%
Amazon logistics	7	1	5	*	1	-	3	3	*	1	-
	1%	*%	2%	*%	1%	-%	1%	2%	*%	1%	-%
Pitney Bowes	5	-	-	1	4	-	-	-	1	4	-
	1%	-%	-%	1%	5% a	-%	-%	-%	1%	6% a	-%
TNT Express	3	-	1	*	1	*	*	*	*	1	*
	*%	-%	*%	*%	2%	*%	*%	*%	*%	2%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	948	334	198	225	107	56	355	201	196	99	60
Effective base	362	154	84	74	27	12	174	69	67	26	16
Weighted Base	888	399	191	167	67	32	448	163	142	65	46
Whistl/ TNT Post UK	2	-	2	*	-	-	-	*	*	2	-
	*%	-%	1%	*%	-%	-%	-%	*%	*%	3%	-%
Citipost	1	-	1	-	-	*	-	1	-	-	*
	*%	-%	*%	-%	-%	*%	-%	1%	-%	-%	*%
DX	*	-	*	*	-	*	*	*	*	*	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	*	1	2	-	6	*	1	-	-
	1%	-%	*%	1%	3%	-%	1%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	263	109	99	34	21	301	97	79	30	26
	61%	66%	57%	59%	50%	66%	67% d	59%	56%	46%	56%
NET: Provider other than RM	346	136	82	69	33	11	147	66	62	35	20
	39%	34%	43%	41%	50%	34%	33%	41%	44%	54% a	44%
NET: RM/Parcelforce	612	298	129	107	37	24	336	110	92	31	32
	69%	75% d	67%	64%	56%	74%	75% d	67%	65%	48%	71%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
Royal Mail	542 61%	308 76% bcde	63 45%	104 52%	32 44%	19 45%	282 56%	58 58%	184 71% a	528 73% b	14 9%	521 67% b	7 9%
Parcelforce	70 8%	26 6%	19 14%	12 6%	1 1%	12 28% acd	42 8%	6 6%	22 9%	54 7%	16 10%	64 8%	6 7%
DPD/DPD Local	59 7%	21 5%	12 9%	12 6%	12 17% a	1 3%	37 7%	10 10%	12 5%	31 4%	28 17% a	53 7%	6 8%
Evri	58 7%	17 4%	12 9%	14 7%	9 12%	5 11%	39 8%	9 9%	9 4%	37 5%	20 12% a	44 6%	12 15% a
DHL	44 5%	11 3%	8 5%	10 5%	10 13% a	* 1%	32 6%	3 3%	5 2%	17 2%	28 17% a	25 3%	17 20% a
Yodel	26 3%	9 2%	8 6%	9 4%	* *%	* *%	16 3%	2 2%	8 3%	21 3%	5 3%	26 3%	* 1%
UK Mail	25 3%	6 1%	1 1%	15 7% ab	2 2%	2 4%	17 3%	2 2%	6 2%	7 1%	18 11% a	10 1%	13 16% a
FedEx	18 2%	3 1%	1 *%	11 6% a	2 3%	* *%	12 2%	* *%	5 2%	12 2%	6 3%	12 2%	4 5%
UPS	14 2%	* *%	8 6% a	4 2%	* *%	1 2%	10 2%	1 1%	2 1%	8 1%	6 4%	7 1%	6 8% a
Secured Mail	9 1%	* *%	8 6% ac	* *%	- -%	* *%	* *%	8 8% ac	* *%	1 *%	8 5% a	1 *%	4 5% a

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
Amazon logistics	7	1	*	5	1	-	4	*	3	5	2	5	1
	1%	*%	*%	2%	1%	-%	1%	*%	1%	1%	1%	1%	2%
Pitney Bowes	5	-	-	1	4	-	5	-	-	-	5	4	1
	1%	-%	-%	1%	5% a	-%	1%	-%	-%	-%	3% a	*%	2%
TNT Express	3	*	*	*	1	*	2	*	*	2	1	2	*
	*%	*%	*%	*%	2%	1%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	*	*	-	2	2	-	*	-	2	2	*
	*%	-%	*%	*%	-%	4% a	*%	-%	*%	-%	1%	*%	*%
Citipost	1	1	*	-	-	*	1	*	-	*	1	*	1
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	1%	*%	1%
DX	*	*	*	*	-	-	*	*	*	*	*	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	-	-	*	-	-	*
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	2	*	1	*	*	1	-	2	2	4	2	1
	1%	1%	*%	*%	*%	*%	*%	-%	1%	*%	3%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	308	63	104	32	19	282	58	184	528	14	521	7
	61%	76% bcde	45%	52%	44%	45%	56%	58%	71% a	73% b	9%	67% b	9%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	948	353	186	220	94	70	534	132	255	728	220	799	123
Effective base	362	163	61	82	29	17	206	40	105	289	74	315	36
Weighted Base	888	407	140	199	74	42	502	100	259	725	164	777	82
NET: Provider other than RM	346	99	78	95	42	23	220	42	75	197	149	257	75
	39%	24%	55% a	48% a	56% a	55% a	44% c	42%	29%	27%	91% a	33%	91% a
NET: RM/Parcelforce	612	334	82	117	33	31	324	64	207	581	31	584	13
	69%	82% bcd	58%	59%	45%	73%	64%	64%	80% a	80% b	19%	75% b	16%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
Royal Mail	542	504	30	441	91	526	1	514	20	454	78
	61%	70% b	21%	91% b	24%	67% b	2%	71% b	15%	91% b	21%
Parcelforce	70	58	11	15	55	65	5	59	11	16	55
	8%	8%	8%	3%	14% a	8%	6%	8%	8%	3%	15% a
DPD/DPD Local	59	42	16	2	56	47	12	31	27	1	57
	7%	6%	11%	*%	15% a	6%	15% a	4%	19% a	*%	15% a
Evri	58	38	19	12	45	44	12	38	19	12	45
	7%	5%	14% a	3%	12% a	6%	16% a	5%	14% a	2%	12% a
DHL	44	23	18	5	34	29	12	28	14	6	33
	5%	3%	13% a	1%	9% a	4%	16% a	4%	10% a	1%	9% a
Yodel	26	19	3	2	24	26	*	16	6	2	24
	3%	3%	2%	*%	6% a	3%	1%	2%	4%	*%	6% a
UK Mail	25	7	17	2	23	10	13	9	15	*	24
	3%	1%	12% a	*%	6% a	1%	17% a	1%	11% a	*%	7% a
FedEx	18	8	6	1	16	12	5	10	4	*	17
	2%	1%	4%	*%	4% a	2%	6%	1%	3%	*%	5% a
UPS	14	5	5	2	11	8	6	5	5	1	13
	2%	1%	4%	1%	3%	1%	8% a	1%	4%	*%	3% a
Secured Mail	9	*	8	-	9	1	4	*	8	*	9
	1%	*%	6% a	-%	2% a	*%	5% a	*%	6% a	*%	2% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
Amazon logistics	7	3	4	2	5	5	1	3	4	2	5
	1%	*%	3%	*%	1%	1%	2%	*%	3%	*%	1%
Pitney Bowes	5	4	1	-	5	4	1	4	1	-	5
	1%	1%	1%	-%	1%	*%	2%	1%	1%	-%	1%
TNT Express	3	2	*	*	3	2	*	2	*	-	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Whistl/ TNT Post UK	2	2	*	-	2	-	2	-	2	2	*
	*%	*%	*%	-%	*%	-%	2% a	-%	1%	*%	*%
Citipost	1	*	1	-	1	*	1	*	1	-	1
	*%	*%	1%	-%	*%	*%	1%	*%	1%	-%	*%
DX	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	*	-	-	*	-	*	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	6	1	2	1	2	1	6	1	2	1
	1%	1%	1%	*%	*%	*%	1%	1%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	504	30	441	91	526	1	514	20	454	78
	61%	70% b	21%	91% b	24%	67% b	2%	71% b	15%	91% b	21%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	948	704	216	498	434	800	122	703	217	510	422
Effective base	362	291	60	203	152	316	35	290	63	205	150
Weighted Base	888	723	142	487	381	780	79	727	139	499	369
NET: Provider other than RM	346	219	112	46	290	254	77	213	118	45	292
	39%	30%	79% a	9%	76% a	33%	98% a	29%	85% a	9%	79% a
NET: RM/Parcelforce	612	563	41	456	146	591	7	572	31	469	132
	69%	78% b	29%	94% b	38%	76% b	8%	79% b	23%	94% b	36%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
Royal Mail	542	326	364	74	-	324	332	59	1	357	283	86	*
	61%	55%	61% c	46%	-%	56%	60%	46%	100%	55%	63%	50%	100%
Parcelforce	70	46	58	21	4	43	54	21	-	55	46	19	-
	8%	8%	10%	13%	100%	8%	10%	16%	-%	9%	10%	11%	-%
DPD/DPD Local	59	47	39	16	-	42	34	12	-	50	26	17	-
	7%	8%	6%	10%	-%	7%	6%	10%	-%	8%	6%	10%	-%
Evri	58	46	47	17	-	46	35	14	-	50	27	13	-
	7%	8%	8%	11%	-%	8%	6%	11%	-%	8%	6%	8%	-%
DHL	44	37	23	15	-	36	24	10	-	33	12	15	-
	5%	6%	4%	9%	-%	6%	4%	7%	-%	5%	3%	9% b	-%
Yodel	26	16	25	2	-	12	18	2	-	22	14	2	-
	3%	3%	4%	1%	-%	2%	3%	2%	-%	3%	3%	1%	-%
UK Mail	25	23	14	2	-	23	13	1	-	24	7	2	-
	3%	4%	2%	1%	-%	4%	2%	1%	-%	4%	2%	1%	-%
FedEx	18	16	7	3	-	14	9	2	-	16	9	6	-
	2%	3%	1%	2%	-%	2%	2%	2%	-%	3%	2%	3%	-%
UPS	14	13	7	1	-	10	7	1	-	13	6	1	-
	2%	2%	1%	1%	-%	2%	1%	1%	-%	2%	1%	*%	-%
Secured Mail	9	5	*	4	-	9	8	4	-	8	9	4	-
	1%	1%	*%	3% b	-%	2%	2%	3%	-%	1%	2%	3%	-%
Amazon logistics	7	7	5	*	-	7	5	*	-	7	5	4	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	3%	-%
Pitney Bowes	5	4	1	5	-	4	1	1	-	4	1	1	-
	1%	1%	*%	3% b	-%	1%	*%	1%	-%	1%	*%	1%	-%
TNT Express	3	2	2	*	-	2	2	*	-	2	2	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	1%	*%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	948	655	609	180	1	643	563	140	1	723	469	191	1
Effective base	362	237	247	64	1	229	230	49	1	266	188	72	1
Weighted Base	888	591	596	161	4	574	552	127	1	647	448	171	*
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Citipost	1	*	1	-	-	*	1	-	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
DX	*	*	*	*	-	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	*	*	*	-	-	*	-	-	-	*	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	2	-	-	*	7	-	-	3	*	-	-
	1%	*%	*%	-%	-%	*%	1%	-%	-%	1%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	326	364	74	-	324	332	59	1	357	283	86	*
	61%	55%	61% c	46%	-%	56%	60%	46%	100%	55%	63%	50%	100%
NET: Provider other than RM	346	264	232	86	4	250	219	68	-	290	165	86	-
	39%	45%	39%	54% b	100%	44%	40%	54%	-%	45%	37%	50%	-%
NET: RM/Parcelforce	612	372	421	96	4	367	386	80	1	412	329	105	*
	69%	63%	71%	60%	100%	64%	70%	63%	100%	64%	74% a	61%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
Royal Mail	542	486	454	388	432	290	11	272	228	222	50	33
	61%	66%	65%	72%	66% c	64% c	30%	73%	67%	64%	58%	75%
Parcelforce	70	64	57	47	56	40	2	38	42	44	9	1
	8%	9%	8%	9%	9%	9%	5%	10%	12%	13%	11%	3%
DPD/DPD Local	59	48	45	29	45	28	2	19	24	20	6	*
	7%	7%	6%	5%	7%	6%	6%	5%	7%	6%	6%	*%
Evri	58	42	41	25	29	42	4	15	13	22	12	7
	7%	6%	6%	5%	4%	9% a	12%	4%	4%	6%	14% ab	16% ab
DHL	44	28	29	9	23	9	4	4	5	8	3	*
	5%	4%	4%	2%	3%	2%	12% b	1%	1%	2%	3%	*%
Yodel	26	25	19	14	21	15	-	8	9	12	2	2
	3%	3%	3%	3%	3%	3%	-%	2%	3%	3%	2%	4%
UK Mail	25	10	10	2	10	3	3	*	2	*	*	*
	3%	1%	1%	*%	2%	1%	7% b	*%	1%	*%	*%	*%
FedEx	18	12	9	8	12	6	*	7	6	7	*	*
	2%	2%	1%	1%	2%	1%	*%	2%	2%	2%	*%	1%
UPS	14	8	7	2	7	3	1	1	1	1	-	-
	2%	1%	1%	*%	1%	1%	4%	*%	*%	*%	-%	-%
Secured Mail	9	5	4	4	5	4	4	-	4	4	4	-
	1%	1%	1%	1%	1%	1%	11% ab	-%	1%	1%	5% a	-%
Amazon logistics	7	4	5	1	4	1	*	1	*	1	*	*
	1%	1%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	5	4	4	4	4	4	4	4	4	4	-	-
	1%	*%	1%	1%	1%	1%	10% ab	1%	1%	1%	-%	-%
TNT Express	3	2	2	2	2	2	*	1	2	2	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	948	745	689	529	674	450	47	346	340	343	85	46
Effective base	362	295	276	218	256	183	14	154	134	138	37	18
Weighted Base	888	741	695	537	656	453	36	372	341	349	86	44
Whistl/ TNT Post UK	2	-	2	-	2	2	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Citipost	1	*	*	-	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
DX	*	*	*	*	*	*	*	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	2	6	2	3	2	-	2	-	2	-	-
	1%	*%	1%	*%	1%	*%	-%	1%	-%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	486	454	388	432	290	11	272	228	222	50	33
	61%	66%	65%	72%	66% c	64% c	30%	73%	67%	64%	58%	75%
NET: Provider other than RM	346	255	240	149	224	163	25	101	113	127	36	11
	39%	34%	35%	28%	34%	36%	70% ab	27%	33%	36%	42%	25%
NET: RM/Parcelforce	612	550	512	435	488	330	13	310	271	266	59	35
	69%	74%	74%	81%	74% c	73% c	35%	83%	79%	76%	69%	78%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
Royal Mail	542	81	41	43	14	432	308	459	333	207	293	383	68	-	391	65
	61%	67%	59%	51%	41%	61% e	59% e	59% e	58% e	48%	55%	59%	48%	-%	65%	68%
Parcelforce	70	10	1	2	7	60	46	65	51	46	40	63	10	-	46	6
	8%	8%	1%	2%	20% bc	8%	9%	8%	9%	11%	7%	10%	7%	-%	8%	6%
DPD/DPD Local	59	4	1	12	1	49	35	53	37	30	40	45	5	-	45	1
	7%	3%	2%	14%	4%	7%	7%	7%	6%	7%	8%	7%	4%	-%	8%	1%
Evri	58	9	6	10	1	46	35	53	44	32	44	48	22	-	30	12
	7%	8%	8%	12%	3%	7%	7%	7%	8%	7%	8%	7%	16% b	-%	5%	12%
DHL	44	8	6	3	*	38	25	40	38	29	32	33	15	-	27	3
	5%	7%	9%	4%	1%	5%	5%	5%	7%	7%	6%	5%	11%	-%	4%	3%
Yodel	26	5	*	9	4	20	13	24	23	25	22	19	*	-	17	3
	3%	4%	*%	11%	11%	3%	2%	3%	4%	6%	4%	3%	*%	-%	3%	3%
UK Mail	25	*	6	3	-	16	15	20	11	16	20	10	2	-	6	5
	3%	*%	8%	4%	-%	2%	3%	3%	2%	4%	4%	2%	2%	-%	1%	5% a
FedEx	18	*	4	*	*	13	13	17	13	11	14	11	8	-	12	-
	2%	*%	6%	*%	*%	2%	3%	2%	2%	3%	3%	2%	6%	-%	2%	-%
UPS	14	1	2	1	*	13	8	14	6	10	12	8	3	-	6	1
	2%	1%	4%	1%	1%	2%	2%	2%	1%	2%	2%	1%	2%	-%	1%	1%
Secured Mail	9	*	-	-	-	1	8	9	4	9	8	8	4	-	5	-
	1%	*%	-%	-%	-%	*%	2%	1%	1%	2% a	2%	1%	3%	-%	1%	-%
Amazon logistics	7	*	1	2	3	7	5	7	5	3	3	3	*	-	5	1
	1%	*%	1%	2%	8%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	1%
Pitney Bowes	5	-	-	-	4	5	5	5	1	4	5	5	1	-	4	-
	1%	-%	-%	-%	10% a	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	948	121	96	79	42	759	562	835	622	507	633	678	164	-	674	67
Effective base	362	52	28	35	15	293	209	317	229	179	220	260	57	-	254	34
Weighted Base	888	121	69	84	35	707	519	774	572	431	537	646	142	-	604	97
TNT Express	3	1	*	-	-	2	2	2	3	3	3	3	2	-	2	-
	*%	1%	*%	-%	-%	*%	*%	*%	*%	1%	*%	*%	1%	-%	*%	-%
Whistl/ TNT Post UK	2	-	2	-	-	*	*	*	*	2	*	*	*	-	2	-
	*%	-%	3%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	*	-	-	-	*	1	1	-	1	*	1	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
DX	*	*	-	-	*	*	*	*	*	*	*	*	*	-	*	*
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	*	-	*	-	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	-	*	-	6	*	6	2	4	*	6	*	-	6	*
	1%	-%	-%	*%	-%	1%	*%	1%	*%	1%	*%	1%	*%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	81	41	43	14	432	308	459	333	207	293	383	68	-	391	65
	61%	67%	59%	51%	41%	61% e	59% e	59% e	58% e	48%	55%	59%	48%	-%	65%	68%
NET: Provider other than RM	346	40	29	41	21	275	212	315	238	225	244	263	74	-	213	31
	39%	33%	41%	49%	59%	39%	41%	41%	42%	52% abcd	45%	41%	52%	-%	35%	32%
NET: RM/Parcelforce	612	91	41	45	22	492	354	524	384	253	333	446	78	-	437	71
	69%	75% c	60%	53%	61%	70% e	68%	68% e	67%	59%	62%	69% c	55%	-%	72%	74%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
Royal Mail	542	254	288	122	22	60	104	74	395	64	72	124	326
	61%	60%	72%	30%	46%	26%	37%	46%	67%	52%	41%	60%	69%
			a						ac			a	a
Parcelforce	70	32	34	56	*	28	42	12	42	17	19	18	31
	8%	8%	8%	14%	1%	12%	15%	7%	7%	14%	11%	9%	7%
DPD/DPD Local	59	21	32	50	8	19	40	15	36	7	15	14	25
	7%	5%	8%	13%	17%	9%	14%	10%	6%	6%	8%	7%	5%
Evri	58	36	13	40	7	33	24	15	33	9	22	11	24
	7%	8%	3%	10%	15%	15%	9%	9%	6%	8%	12%	5%	5%
		b									c		
DHL	44	17	13	34	4	21	23	17	24	3	12	10	21
	5%	4%	3%	9%	8%	9%	8%	10%	4%	3%	7%	5%	5%
Yodel	26	25	1	19	4	13	13	*	16	9	11	8	7
	3%	6%	*%	5%	8%	6%	5%	*%	3%	8%	6%	4%	1%
		b								a			
UK Mail	25	10	1	22	1	21	4	14	6	5	13	10	1
	3%	2%	*%	5%	3%	9%	1%	8%	1%	4%	7%	5%	*%
						b		b			c	c	
FedEx	18	8	7	15	*	8	10	7	11	*	2	5	10
	2%	2%	2%	4%	*%	3%	4%	4%	2%	*%	1%	3%	2%
UPS	14	5	3	12	-	8	6	3	9	2	4	3	6
	2%	1%	1%	3%	-%	3%	2%	2%	2%	1%	2%	2%	1%
Secured Mail	9	4	1	9	-	8	1	*	4	*	*	-	4
	1%	1%	*%	2%	-%	3%	*%	*%	1%	*%	*%	-%	1%
Amazon logistics	7	5	*	7	-	3	4	2	4	1	3	1	3
	1%	1%	*%	2%	-%	1%	1%	1%	1%	1%	2%	*%	1%
Pitney Bowes	5	4	-	4	-	1	4	-	5	-	-	-	5
	1%	1%	-%	1%	-%	1%	1%	-%	1%	-%	-%	-%	1%
TNT Express	3	1	1	2	*	2	1	1	1	*	1	*	2
	*%	*%	*%	1%	1%	1%	*%	1%	*%	*%	1%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	948	435	413	475	31	281	291	196	600	139	188	261	467
Effective base	362	170	162	165	17	96	114	64	240	52	73	89	188
Weighted Base	888	423	399	401	46	229	282	162	589	123	177	207	472
Whistl/ TNT Post UK	2	2	-	2	-	2	-	2	*	-	2	*	-
	*%	*%	-%	*%	-%	1%	-%	1%	*%	-%	1%	*%	-%
Citipost	1	*	-	1	-	*	1	*	-	1	1	*	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	1%	1%	*%	-%
DX	*	*	*	*	-	*	*	-	*	*	*	-	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	6	7	-	1	6	*	3	3	*	-	6
	1%	*%	1%	2%	-%	*%	2%	*%	1%	3%	*%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	254	288	122	22	60	104	74	395	64	72	124	326
	61%	60%	72%	30%	46%	26%	37%	46%	67%	52%	41%	60%	69%
			a						ac			a	a
NET: Provider other than RM	346	169	111	279	25	169	177	88	195	59	105	83	146
	39%	40%	28%	70%	54%	74%	63%	54%	33%	48%	59%	40%	31%
		b						b		b	bc		
NET: RM/Parcelforce	612	286	322	178	22	88	147	86	436	81	91	143	357
	69%	68%	81%	44%	47%	38%	52%	53%	74%	66%	51%	69%	76%
			a				a		a			a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
Royal Mail	542	235	307
	61%	55%	66%
			a
Parcelforce	70	29	41
	8%	7%	9%
DPD/DPD Local	59	25	34
	7%	6%	7%
Evri	58	31	27
	7%	7%	6%
DHL	44	26	18
	5%	6%	4%
Yodel	26	18	8
	3%	4%	2%
UK Mail	25	22	2
	3%	5%	1%
		b	
FedEx	18	9	8
	2%	2%	2%
UPS	14	9	5
	2%	2%	1%
Secured Mail	9	4	4
	1%	1%	1%
Amazon logistics	7	3	4
	1%	1%	1%
Pitney Bowes	5	4	1
	1%	1%	*%
TNT Express	3	1	2
	*%	*%	*%
Whistl/ TNT Post UK	2	2	-
	*%	*%	-%
Citipost	1	1	*
	*%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	948	486	462
Effective base	362	172	190
Weighted Base	888	424	465
DX	*	*	*
	*%	*%	*%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	7	4	2
	1%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	542	235	307
	61%	55%	66%
			a
NET: Provider other than RM	346	189	158
	39%	45%	34%
		b	
NET: RM/Parcelforce	612	264	348
	69%	62%	75%
			a

Columns Tested:: a,b

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
Royal Mail	542	6	86	36	18	36	104	1	68	47	19	59	62
	61%	66%	61%	62%	68%	53%	62%	39%	60%	64%	66%	63%	59%
Parcelforce	70	*	15	7	*	16	7	*	5	5	3	9	2
	8%	5%	11%	12%	1%	23%	4%	1%	5%	7%	11%	10%	2%
			l			dfhl						l	
DPD/DPD Local	59	-	6	3	5	3	13	1	11	5	*	4	7
	7%	-%	4%	6%	18%	4%	8%	48%	10%	7%	1%	4%	7%
Evri	58	1	9	*	*	3	9	-	8	8	*	5	15
	7%	8%	6%	*%	1%	5%	5%	-%	7%	11%	1%	5%	14%
													c
DHL	44	1	6	3	*	*	9	*	3	2	1	8	10
	5%	16%	4%	5%	1%	*%	5%	5%	3%	2%	4%	9%	10%
Yodel	26	*	3	*	2	2	8	-	4	1	3	*	3
	3%	*%	2%	*%	6%	4%	5%	-%	3%	2%	9%	*%	3%
UK Mail	25	-	9	5	*	-	2	-	4	1	*	3	1
	3%	-%	6%	9%	*%	-%	1%	-%	4%	1%	1%	3%	1%
FedEx	18	-	1	*	*	-	*	-	9	3	1	1	2
	2%	-%	*%	1%	2%	-%	*%	-%	8%	4%	4%	1%	2%
									f				
UPS	14	*	*	*	*	6	2	-	*	1	1	1	2
	2%	5%	*%	1%	*%	9%	1%	-%	*%	1%	3%	1%	2%
						bfh							
Secured Mail	9	-	-	-	*	-	8	-	-	-	*	1	-
	1%	-%	-%	-%	*%	-%	5%	-%	-%	-%	*%	1%	-%
Amazon logistics	7	-	3	-	-	1	*	*	1	-	*	1	*
	1%	-%	2%	-%	-%	2%	*%	7%	1%	-%	*%	1%	*%
Pitney Bowes	5	-	-	1	-	-	4	-	-	-	-	-	-
	1%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	-%
TNT Express	3	-	*	1	*	-	1	-	*	-	*	*	*
	*%	-%	*%	2%	1%	-%	*%	-%	*%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	-	-	-	-	-	2	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%
Citipost	1	-	-	-	*	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%	-%	-%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	948	45	91	64	81	50	148	16	105	65	74	84	125
Effective base	362	6	40	23	14	24	54	7	53	37	25	55	66
Weighted Base	888	9	141	59	27	68	168	3	113	75	29	93	104
DX	*	-	*	-	-	-	*	-	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	3	-	*	-	*	-	-	-	-	2	1
	1%	*%	2%	-%	1%	-%	*%	-%	-%	-%	-%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	6	86	36	18	36	104	1	68	47	19	59	62
	61%	66%	61%	62%	68%	53%	62%	39%	60%	64%	66%	63%	59%
NET: Provider other than RM	346	3	54	23	9	32	65	2	46	27	10	35	43
	39%	34%	39%	38%	32%	47%	38%	61%	40%	36%	34%	37%	41%
NET: RM/Parcelforce	612	6	102	43	19	51	111	1	73	53	23	68	64
	69%	71%	72%	73%	69%	76%	66%	40%	64%	71%	77%	73%	61%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
Royal Mail	542	129	157	116	140	286	256
	61%	62%	60%	61%	62%	61%	61%
Parcelforce	70	23	23	11	14	46	25
	8%	11%	9%	6%	6%	10%	6%
DPD/DPD Local	59	9	21	18	11	30	29
	7%	4%	8%	9%	5%	6%	7%
Evri	58	9	13	16	20	22	36
	7%	5%	5%	8%	9%	5%	9%
DHL	44	11	9	5	20	20	24
	5%	5%	3%	3%	9%	4%	6%
Yodel	26	3	12	5	5	15	11
	3%	1%	5%	3%	2%	3%	3%
UK Mail	25	14	2	5	4	16	9
	3%	7%	1%	3%	2%	3%	2%
		b					
FedEx	18	1	1	12	4	2	16
	2%	*%	*%	6%	2%	*%	4%
				ab			a
UPS	14	1	8	1	4	9	5
	2%	*%	3%	1%	2%	2%	1%
Secured Mail	9	-	8	-	1	8	1
	1%	-%	3%	-%	*%	2%	*%
Amazon logistics	7	3	2	1	1	5	2
	1%	1%	1%	1%	*%	1%	1%
Pitney Bowes	5	1	4	-	-	5	-
	1%	1%	1%	-%	-%	1%	-%
TNT Express	3	1	1	*	*	2	*
	*%	1%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	*	2	*
	*%	-%	1%	-%	*%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%

Table 99 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	948	200	279	186	283	479	469
Effective base	362	66	90	92	143	156	232
Weighted Base	888	209	262	190	227	471	417
DX	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	7	3	*	-	3	4	3
	1%	2%	*%	-%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	542	129	157	116	140	286	256
	61%	62%	60%	61%	62%	61%	61%
NET: Provider other than RM	346	80	105	74	87	185	161
	39%	38%	40%	39%	38%	39%	39%
NET: RM/Parcelforce	612	151	180	127	154	332	281
	69%	73%	69%	67%	68%	70%	67%

Columns Tested:: a,b,c,d - a,b

Table 101

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2113	463	1650	1433	358	93	229	680
Effective base	806	113	706	739	152	40	107	200
Weighted Base	1917	180	1737	1828	75	9	5	89
Royal Mail	1783	166	1617	1705	67	8	4	79
	93%	92%	93%	93%	89%	85%	89%	89%
				ce				
Evri	147	4	143	142	5	*	*	5
	8%	2%	8%	8%	6%	2%	5%	6%
			a					
Parcelforce	137	3	133	127	8	1	*	10
	7%	2%	8%	7%	11%	14%	8%	11%
			a					
DHL	122	2	120	112	7	2	1	10
	6%	1%	7%	6%	10%	23%	15%	11%
			a			abe	a	a
DPD/DPD Local	113	6	108	104	8	1	1	9
	6%	3%	6%	6%	10%	8%	13%	10%
					a		a	a
UK Mail	60	-	60	55	4	1	*	5
	3%	-%	3%	3%	5%	7%	10%	6%
			a				a	
Yodel	53	-	53	51	1	*	*	2
	3%	-%	3%	3%	1%	5%	4%	2%
			a					
UPS	50	3	47	43	6	1	*	6
	3%	2%	3%	2%	7%	7%	8%	7%
					a		a	a
FedEx	31	1	30	29	1	1	*	2
	2%	*%	2%	2%	1%	8%	7%	2%
						abe	abe	
Amazon logistics	15	*	15	15	*	-	*	*
	1%	*%	1%	1%	*%	-%	2%	*%
Secured Mail	12	-	12	11	1	*	*	1
	1%	-%	1%	1%	1%	*%	*%	1%
Pitney Bowes	8	-	8	6	1	-	*	1
	*%	-%	*%	*%	2%	-%	1%	1%
TNT Express	6	*	6	3	2	1	*	3
	*%	*%	*%	*%	2%	7%	3%	3%
					a	a	a	a

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2113	463	1650	1433	358	93	229	680
Effective base	806	113	706	739	152	40	107	200
Weighted Base	1917	180	1737	1828	75	9	5	89
DX	2	1	1	1	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
					a			
Whistl/ TNT Post UK	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
MHI (Mail Handling International)	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Citipost	1	-	1	1	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	10	12	1	*	*	1
	1%	2%	1%	1%	1%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	157	1160	1269	42	4	2	48
	69%	87%	67%	69%	55%	44%	46%	54%
		b		bcde				
NET: RM and other	466	9	457	435	25	4	2	31
	24%	5%	26%	24%	34%	41%	43%	35%
			a		a	a	a	a
NET: Provider other than RM	134	14	120	124	8	1	1	10
	7%	8%	7%	7%	11%	15%	11%	11%
						a		a
NET: RM/Parcelforce	1800	169	1631	1721	68	8	4	79
	94%	94%	94%	94%	90%	86%	90%	89%
				bce				

Columns Tested:: a,b - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	616	609	208	224	227	229	1433	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Weighted Base	1917	974	719	135	52	32	5	1828	75	14
Royal Mail	1783	930	652	123	47	28	4	1705	67	12
	93%	95% bdefhi	91%	91%	89%	88%	89%	93% i	89%	86%
Evri	147	78	55	9	4	1	*	142	5	*
	8%	8% e	8%	7%	8%	2%	5%	8% e	6%	3%
Parcelforce	137	56	60	11	5	4	*	127	8	2
	7%	6%	8%	8%	10%	13% ag	8%	7%	11% a	12%
DHL	122	27	67	18	6	3	1	112	7	3
	6%	3%	9% a	13% ag	12% ag	10% a	15% ag	6% a	10% a	20% abgh
DPD/DPD Local	113	33	62	9	6	2	1	104	8	1
	6%	3%	9% a	7%	12% ag	7%	13% ag	6%	10% ag	10% a
UK Mail	60	19	35	1	2	2	*	55	4	1
	3%	2%	5% a	1%	4%	7% acg	10% acg	3%	5% a	8% acg
Yodel	53	20	21	10	1	1	*	51	1	1
	3%	2%	3%	8% abdgh	1%	3%	4%	3%	1%	5%
UPS	50	13	24	6	5	1	*	43	6	1
	3%	1%	3%	4%	9% abg	4%	8% ag	2%	7% ag	7% ag
FedEx	31	11	15	3	1	1	*	29	1	1
	2%	1%	2%	2%	1%	3%	7% abdgh	2%	1%	8% abdgh
Amazon logistics	15	1	13	1	*	*	*	15	*	*
	1%	*%	2% a	1%	*%	*%	2% a	1%	*%	1%
Secured Mail	12	-	11	-	*	*	*	11	1	*
	1%	-%	2% a	-%	1%	1%	*%	1%	1%	*%
Pitney Bowes	8	-	5	2	1	-	*	6	1	*
	*%	-%	1%	1%	2% ag	-%	1%	*%	2% a	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	616	609	208	224	227	229	1433	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Weighted Base	1917	974	719	135	52	32	5	1828	75	14
TNT Express	6	-	3	*	2	1	*	3	2	1
	*%	-%	*%	*%	3% abg	3% abg	3% abg	*%	2% ag	6% abg
DX	2	*	1	*	1	*	*	1	1	*
	*%	*%	*%	*%	1% g	*%	*%	*%	1% g	*%
Whistl/ TNT Post UK	2	-	-	2	*	*	*	2	*	*
	*%	-%	-%	1% ag	*%	*%	1%	*%	*%	*%
MHI (Mail Handling International)	2	1	1	-	-	-	*	2	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
Citipost	1	*	1	-	-	*	*	1	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	8	2	*	1	*	12	1	*
	1%	*%	1%	1%	*%	3% a	*%	1%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	753	437	79	28	18	2	1269	42	6
	69%	77% bcdefghi	61% fi	59%	53%	57%	46%	69% bcdefhi	55%	44%
NET: RM and other	466	177	215	44	19	10	2	435	25	6
	24%	18%	30% ag	32% a	36% ag	32% a	43% abg	24% a	34% ag	42% abg
NET: Provider other than RM	134	45	67	12	6	4	1	124	8	2
	7%	5%	9% a	9%	11% a	12% a	11% a	7%	11% a	14% ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	616	609	208	224	227	229	1433	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Weighted Base	1917	974	719	135	52	32	5	1828	75	14
NET: RM/Parcelforce	1800	939	659	123	47	28	4	1721	68	12
	94%	96% bdefhi	92%	92%	90%	88%	90%	94% ehi	90%	87%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	906	527	358	93	229	779	365	126	85	237
Effective base	806	544	253	152	40	107	446	166	37	25	42
Weighted Base	1917	1485	343	75	9	5	1218	292	67	30	58
Royal Mail	1783	1397	308	67	8	4	1152	263	58	24	51
	93%	94%	90%	89%	85%	89%	95%	90%	87%	79%	89%
		bcd					d				
Evri	147	122	20	5	*	*	109	18	5	3	4
	8%	8%	6%	6%	2%	5%	9%	6%	7%	11%	6%
Parcelforce	137	105	22	8	1	*	85	22	7	2	6
	7%	7%	6%	11%	14%	8%	7%	7%	10%	6%	10%
DHL	122	78	34	7	2	1	50	39	8	8	5
	6%	5%	10%	10%	23%	15%	4%	13%	11%	25%	9%
			a	a	abc	a		a	a	a	
DPD/DPD Local	113	70	35	8	1	1	64	24	8	6	4
	6%	5%	10%	10%	8%	13%	5%	8%	12%	19%	6%
			a	a		a				a	
UK Mail	60	45	9	4	1	*	21	26	*	4	8
	3%	3%	3%	5%	7%	10%	2%	9%	*%	14%	13%
						ab		a		ac	ac
Yodel	53	35	16	1	*	*	31	9	*	*	5
	3%	2%	5%	1%	5%	4%	3%	3%	*%	1%	8%
UPS	50	23	21	6	1	*	17	15	4	1	1
	3%	2%	6%	7%	7%	8%	1%	5%	6%	2%	2%
			a	a	a	a		a	a		
FedEx	31	21	8	1	1	*	12	5	2	4	1
	2%	1%	2%	1%	8%	7%	1%	2%	4%	15%	1%
					ac	abc				abe	
Amazon logistics	15	11	3	*	-	*	5	8	*	*	*
	1%	1%	1%	*%	-%	2%	*%	3%	*%	*%	*%
								a			
Secured Mail	12	11	-	1	*	*	7	*	4	-	*
	1%	1%	-%	1%	*%	*%	1%	*%	7%	-%	*%
									ab		
Pitney Bowes	8	4	2	1	-	*	1	1	4	1	*
	*%	*%	1%	2%	-%	1%	*%	*%	6%	3%	*%
									ab	a	
TNT Express	6	2	1	2	1	*	3	1	1	*	1
	*%	*%	*%	2%	7%	3%	*%	*%	2%	*%	1%
				a	ab	ab					

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	906	527	358	93	229	779	365	126	85	237
Effective base	806	544	253	152	40	107	446	166	37	25	42
Weighted Base	1917	1485	343	75	9	5	1218	292	67	30	58
DX	2	1	1	1	-	*	*	*	-	*	1
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	1%
Whistl/ TNT Post UK	2	-	2	*	*	*	-	2	*	-	*
	*%	-%	1%	*%	*%	1%	-%	1%	*%	-%	*%
MHI (Mail Handling International)	2	2	-	-	-	*	-	1	*	-	1
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	2%
Citipost	1	*	1	*	*	*	-	1	*	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	5	7	1	*	*	2	7	2	*	*
	1%	*%	2%	1%	*%	*%	*%	2%	3%	*%	1%
			a					a	a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1066	203	42	4	2	885	161	35	12	34
	69%	72%	59%	55%	44%	46%	73%	55%	53%	39%	59%
		bcde	e				bcd				
NET: RM and other	466	330	105	25	4	2	267	102	23	12	17
	24%	22%	31%	34%	41%	43%	22%	35%	35%	40%	30%
			a	a	a	ab		a		a	
NET: Provider other than RM	134	88	35	8	1	1	66	29	8	6	7
	7%	6%	10%	11%	15%	11%	5%	10%	13%	21%	11%
			a	a	a					a	
NET: RM/Parcelforce	1800	1410	310	68	8	4	1161	270	58	24	52
	94%	95%	90%	90%	86%	90%	95%	93%	87%	79%	89%
		bcde					cd	d			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	138	112	209	56	144	174	131	117	119
Effective base	806	73	61	119	27	73	109	83	59	61
Weighted Base	1917	173	138	309	69	182	301	237	154	142
Royal Mail	1783	149	135	275	63	171	281	230	151	136
	93%	87%	98%	89%	92%	94%	93%	97%	98%	96%
			ac					ac	ac	
Evri	147	26	11	15	9	21	12	21	13	12
	8%	15%	8%	5%	13%	11%	4%	9%	8%	8%
		cf								
Parcelforce	137	14	13	20	9	11	21	14	18	12
	7%	8%	9%	7%	13%	6%	7%	6%	12%	8%
DHL	122	13	11	22	5	5	19	16	10	6
	6%	7%	8%	7%	7%	3%	6%	7%	6%	4%
DPD/DPD Local	113	11	13	13	1	11	26	14	5	6
	6%	6%	10%	4%	1%	6%	9%	6%	4%	4%
UK Mail	60	11	1	20	2	5	4	3	4	3
	3%	6%	1%	7%	3%	3%	1%	1%	3%	2%
				f						
Yodel	53	6	9	8	*	9	3	9	4	3
	3%	3%	7%	3%	*%	5%	1%	4%	2%	2%
			f							
UPS	50	2	2	11	6	1	8	2	3	7
	3%	1%	1%	3%	9%	*%	3%	1%	2%	5%
					eg					
FedEx	31	3	*	15	-	1	2	4	1	3
	2%	2%	*%	5%	-%	*%	1%	2%	*%	2%
Amazon logistics	15	1	-	7	-	-	*	*	4	*
	1%	1%	-%	2%	-%	-%	*%	*%	3%	*%
Secured Mail	12	-	3	*	4	4	*	-	-	-
	1%	-%	2%	*%	5%	2%	*%	-%	-%	-%
					cf					
Pitney Bowes	8	1	-	1	-	4	1	-	-	-
	*%	*%	-%	*%	-%	2%	*%	-%	-%	-%
TNT Express	6	-	*	4	*	*	-	*	*	*
	*%	-%	*%	1%	1%	*%	-%	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	138	112	209	56	144	174	131	117	119
Effective base	806	73	61	119	27	73	109	83	59	61
Weighted Base	1917	173	138	309	69	182	301	237	154	142
DX	2	-	-	1	*	1	-	*	-	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%	-%
Whistl/ TNT Post UK	2	-	-	2	-	*	-	-	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	1	*	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	1	2	-	1	*	3	-	-
	1%	2%	1%	1%	-%	1%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	102	92	206	40	128	222	167	102	101
	69%	59%	66%	67%	57%	70%	74%	70%	66%	71%
							a			
NET: RM and other	466	47	43	69	24	43	58	64	49	35
	24%	27%	31%	22%	34%	24%	19%	27%	32%	24%
NET: Provider other than RM	134	23	3	34	6	11	20	6	3	6
	7%	13%	2%	11%	8%	6%	7%	3%	2%	4%
		bgh		bgh						
NET: RM/Parcelforce	1800	149	135	279	63	175	283	233	151	138
	94%	87%	98%	90%	92%	96%	94%	99%	98%	97%
			a			a		ac	a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	319	367	514	1200	913	326	303	284
Effective base	806	161	193	311	662	260	114	82	92
Weighted Base	1917	394	464	846	1704	213	104	74	35
Royal Mail	1783	371	435	786	1592	192	92	68	32
	93%	94%	94%	93%	93%	90%	89%	92%	91%
Evri	147	42	50	49	140	7	3	3	1
	8%	11%	11%	6%	8%	3%	3%	4%	2%
		efh	cefh		eh				
Parcelforce	137	32	45	55	132	5	2	2	1
	7%	8%	10%	7%	8%	2%	2%	3%	3%
		ef	efgh	ef	ef				
DHL	122	16	34	57	107	15	9	3	2
	6%	4%	7%	7%	6%	7%	9%	5%	7%
DPD/DPD Local	113	18	29	53	101	12	8	4	1
	6%	5%	6%	6%	6%	6%	8%	5%	2%
UK Mail	60	10	16	27	53	7	5	1	1
	3%	2%	3%	3%	3%	3%	5%	2%	2%
Yodel	53	12	19	19	50	3	1	1	1
	3%	3%	4%	2%	3%	1%	1%	1%	4%
UPS	50	13	7	21	41	8	8	*	*
	3%	3%	2%	2%	2%	4%	8%	*%	1%
							bcdgh		
FedEx	31	4	4	21	29	2	1	*	*
	2%	1%	1%	2%	2%	1%	1%	*%	1%
Amazon logistics	15	*	5	7	12	3	1	1	1
	1%	*%	1%	1%	1%	1%	1%	1%	4%
									ad
Secured Mail	12	8	3	1	12	*	-	*	*
	1%	2%	1%	*%	1%	*%	-%	*%	*%
		ce							
Pitney Bowes	8	4	1	2	7	1	*	1	*
	*%	1%	*%	*%	*%	*%	*%	1%	*%
TNT Express	6	*	1	4	5	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	319	367	514	1200	913	326	303	284
Effective base	806	161	193	311	662	260	114	82	92
Weighted Base	1917	394	464	846	1704	213	104	74	35
DX	2	1	-	1	1	1	*	*	*
	*%	*%	-%	*%	*%	*%	*%	1%	1%
Whistl/ TNT Post UK	2	*	-	2	2	*	-	*	*
	*%	*%	-%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	1	-	1	1	*	1	-
	*%	-%	*%	-%	*%	*%	*%	1%	-%
Citipost	1	-	*	1	1	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	1	4	5	10	3	3	*	1
	1%	*%	1%	1%	1%	2%	2%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	269	296	595	1160	158	72	60	26
	69%	68%	64%	70%	68%	74%	69%	80%	76%
						b		abd	b
NET: RM and other	466	102	139	191	432	34	20	8	5
	24%	26%	30%	23%	25%	16%	20%	11%	16%
		eg	efgh	eg	egh				
NET: Provider other than RM	134	23	30	60	113	21	12	6	3
	7%	6%	6%	7%	7%	10%	11%	8%	9%
NET: RM/Parcelforce	1800	376	435	796	1607	193	93	68	32
	94%	96%	94%	94%	94%	91%	89%	92%	92%

Columns Tested:: a,b,c,d,e,f,g,h

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	82	190	212	236	400	96	70	96	921
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
Royal Mail	1783	64	101	126	235	275	79	46	60	898
	93%	92%	87%	87%	89%	89%	87%	97%	94%	97%
										bcdef
Evri	147	*	21	24	28	45	8	3	2	37
	8%	*%	18%	16%	11%	14%	8%	7%	4%	4%
			ai	ai	i	ai				
Parcelforce	137	2	10	10	36	21	3	4	2	59
	7%	2%	8%	7%	13%	7%	3%	9%	4%	6%
					i					
DHL	122	4	21	21	17	30	8	1	4	35
	6%	6%	18%	15%	7%	10%	9%	2%	7%	4%
			di	i		i				
DPD/DPD Local	113	4	7	7	22	13	11	3	*	53
	6%	6%	6%	5%	8%	4%	12%	7%	*%	6%
							h			
UK Mail	60	1	9	10	16	13	1	*	4	15
	3%	2%	8%	7%	6%	4%	1%	*%	7%	2%
			i	i	i				i	
Yodel	53	-	7	7	15	12	*	-	-	19
	3%	-%	6%	5%	6%	4%	*%	-%	-%	2%
UPS	50	4	3	3	2	11	1	1	2	26
	3%	5%	3%	2%	1%	3%	1%	2%	3%	3%
FedEx	31	*	5	5	7	6	*	3	*	9
	2%	*%	4%	3%	3%	2%	1%	5%	*%	1%
Amazon logistics	15	*	-	-	6	1	1	3	1	1
	1%	*%	-%	-%	2%	*%	1%	6%	2%	*%
					i			cei	i	
Secured Mail	12	*	4	4	-	*	4	3	-	-
	1%	*%	4%	3%	-%	*%	5%	7%	-%	-%
			ei	i			dei	dei		

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	82	190	212	236	400	96	70	96	921
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
Pitney Bowes	8	-	2	2	4	1	-	-	1	*
	*%	-%	2%	1%	1%	*%	-%	-%	1%	*%
			i		i					
TNT Express	6	1	*	*	-	4	*	-	-	1
	*%	1%	*%	*%	-%	1%	*%	-%	-%	*%
						i				
DX	2	-	*	*	1	1	-	-	*	1
	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
Whistl/ TNT Post UK	2	-	*	*	-	*	-	-	-	2
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
MHI (Mail Handling International)	2	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	*	*	-	-	-	1
	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	-	3	3	1	5	*	*	*	4
	1%	-%	3%	2%	*%	2%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	56	49	74	154	179	56	37	51	710
	69%	80%	42%	51%	58%	58%	62%	78%	81%	77%
		bcde						bc	bcde	bcdef
NET: RM and other	466	9	52	52	81	96	23	9	9	187
	24%	12%	45%	36%	31%	31%	25%	19%	14%	20%
			aghi	ahi	ai	ahi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2113	82	190	212	236	400	96	70	96	921
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
NET: Provider other than RM	134	5	15	18	29	34	12	1	4	30
	7%	8%	13%	13%	11%	11%	13%	3%	6%	3%
			i	i	i	i	i			
NET: RM/Parcelforce	1800	64	102	128	243	278	79	47	60	901
	94%	92%	88%	89%	92%	90%	87%	99%	94%	97%
										bcdef

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2113	530	496	1087	1854	259	1739	374	2067	46
Effective base	806	196	189	424	685	124	720	98	785	22
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
Royal Mail	1783	426	354	1003	1459	324	1645	139	1733	51
	93%	89%	89%	97% ab	92%	98% a	93%	89%	93%	96%
Evri	147	52	52	43	112	35	143	4	147	-
	8%	11% c	13% c	4%	7%	11%	8% b	2%	8%	-%
Parcelforce	137	48	23	66	98	39	123	14	134	2
	7%	10%	6%	6%	6%	12% a	7%	9%	7%	4%
DHL	122	43	38	40	107	14	106	16	120	1
	6%	9% c	10% c	4%	7%	4%	6%	10%	6%	2%
DPD/DPD Local	113	33	24	56	93	21	101	12	112	2
	6%	7%	6%	5%	6%	6%	6%	8%	6%	3%
UK Mail	60	27	13	20	57	3	50	9	58	2
	3%	6% c	3%	2%	4%	1%	3%	6%	3%	3%
Yodel	53	22	12	19	33	20	45	8	53	*
	3%	5%	3%	2%	2%	6% a	3%	5%	3%	*%
UPS	50	9	11	29	47	2	36	13	50	*
	3%	2%	3%	3%	3%	1%	2%	9% a	3%	*%
FedEx	31	12	6	12	30	1	26	5	31	-
	2%	3%	2%	1%	2%	*%	1%	3%	2%	-%
Amazon logistics	15	7	3	6	15	-	12	3	15	-
	1%	1%	1%	1%	1%	-%	1%	2%	1%	-%
Secured Mail	12	4	4	3	9	3	12	*	12	-
	1%	1%	1%	*%	1%	1%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2113	530	496	1087	1854	259	1739	374	2067	46
Effective base	806	196	189	424	685	124	720	98	785	22
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
Pitney Bowes	8	6	1	1	8	*	8	-	8	-
	*%	1%	*%	*%	*%	*%	*%	-%	*%	-%
TNT Express	6	1	4	1	6	*	5	1	6	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
DX	2	1	1	1	2	-	2	*	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	*	*	2	2	-	2	*	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	2	-	1	1	2	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	*	*	1	1	-	*	1	1	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	5	4	11	3	12	2	13	1
	1%	1%	1%	*%	1%	1%	1%	1%	1%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	283	235	799	1099	218	1225	92	1272	45
	69%	59%	59%	77%	69%	66%	70%	59%	68%	85%
				ab			b			
NET: RM and other	466	142	119	205	360	106	419	47	461	5
	24%	30%	30%	20%	23%	32%	24%	30%	25%	10%
		c	c			a				

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2113	530	496	1087	1854	259	1739	374	2067	46
Effective base	806	196	189	424	685	124	720	98	785	22
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
NET: Provider other than RM	134	53	46	35	127	6	116	18	131	2
	7%	11%	11%	3%	8%	2%	7%	11%	7%	4%
		c	c		b					
NET: RM/Parcelforce	1800	436	357	1008	1476	324	1661	139	1749	51
	94%	91%	89%	97%	93%	98%	94%	89%	94%	96%
				ab		a	b			

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	1155	521	430	1586	337	81	109	1923	190
Effective base	806	473	157	176	663	100	23	22	762	45
Weighted Base	1917	1162	327	419	1610	210	47	50	1820	97
Royal Mail	1783	1095	283	396	1520	184	39	40	1704	79
	93%	94%	87%	95%	94%	87%	84%	80%	94%	82%
		b		b	bcdf				bdf	
Evri	147	50	34	63	102	36	3	6	138	9
	8%	4%	10%	15%	6%	17%	7%	11%	8%	9%
			a	a		ae				
Parcelforce	137	69	22	45	97	28	3	9	124	12
	7%	6%	7%	11%	6%	13%	6%	19%	7%	13%
				a		ae		ae		
DHL	122	57	29	35	81	16	13	12	97	25
	6%	5%	9%	8%	5%	7%	28%	23%	5%	26%
							abe	abe		abe
DPD/DPD Local	113	49	42	22	80	27	4	2	107	6
	6%	4%	13%	5%	5%	13%	9%	4%	6%	6%
			ac			ae				
UK Mail	60	24	21	15	28	12	4	16	40	20
	3%	2%	6%	4%	2%	6%	8%	32%	2%	21%
			a			ae	a	abe		abe
Yodel	53	33	6	14	45	3	*	5	48	5
	3%	3%	2%	3%	3%	1%	*%	9%	3%	5%
UPS	50	24	19	7	34	10	4	2	44	6
	3%	2%	6%	2%	2%	5%	9%	3%	2%	6%
			a				a			
FedEx	31	18	12	1	21	5	1	4	26	5
	2%	2%	4%	*%	1%	2%	3%	7%	1%	5%
			c					ae		
Amazon logistics	15	9	3	3	7	2	*	6	9	6
	1%	1%	1%	1%	*%	1%	*%	12%	*%	6%
								abe		ae
Secured Mail	12	7	*	4	3	4	4	*	8	4
	1%	1%	*%	1%	*%	2%	9%	*%	*%	4%
						a	ae			ae
Pitney Bowes	8	2	1	4	3	4	-	1	7	1
	*%	*%	*%	1%	*%	2%	-%	1%	*%	1%
						ae				

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	1155	521	430	1586	337	81	109	1923	190
Effective base	806	473	157	176	663	100	23	22	762	45
Weighted Base	1917	1162	327	419	1610	210	47	50	1820	97
TNT Express	6	1	1	4	3	1	1	*	4	2
	*%	*%	*%	1%	*%	1%	3%	*%	*%	2%
							ae			
DX	2	1	1	1	1	1	-	*	2	*
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	*	2	*	*	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	1	*	1	*	-	-	2	*	2
	*%	*%	*%	*%	*%	-%	-%	4%	*%	2%
								ae		ae
Citipost	1	-	*	1	*	1	-	*	1	*
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	7	5	2	9	3	1	*	13	1
	1%	1%	2%	*%	1%	2%	2%	*%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	879	182	247	1185	94	22	16	1279	38
	69%	76%	56%	59%	74%	45%	47%	32%	70%	39%
		bc			bcdf				bcdf	
NET: RM and other	466	216	101	149	334	90	17	24	425	41
	24%	19%	31%	36%	21%	43%	37%	48%	23%	43%
			a	a		ae		ae		ae
NET: Provider other than RM	134	67	44	23	90	26	8	10	116	18
	7%	6%	13%	5%	6%	13%	16%	20%	6%	18%
			ac			ae	a	ae		ae
NET: RM/Parcelforce	1800	1106	288	396	1531	185	40	45	1716	84
	94%	95%	88%	95%	95%	88%	85%	88%	94%	87%
		b		b	bcf				bf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	754	832	527	1930	1618	2004	1569	948	842
Effective base	806	363	304	145	719	603	761	590	362	282
Weighted Base	1917	929	680	307	1734	1432	1831	1383	888	652
Royal Mail	1783	895	625	263	1639	1348	1725	1265	811	568
	93%	96%	92%	86%	95%	94%	94%	91%	91%	87%
		bc	c		def	f	df	f		
Evri	147	40	63	45	135	123	139	142	99	60
	8%	4%	9%	14%	8%	9%	8%	10%	11%	9%
			a	a					c	
Parcelforce	137	39	58	40	127	121	134	132	100	63
	7%	4%	9%	13%	7%	8%	7%	10%	11%	10%
			a	a					ac	
DHL	122	35	46	40	115	107	115	114	99	66
	6%	4%	7%	13%	7%	7%	6%	8%	11%	10%
				ab					ac	c
DPD/DPD Local	113	32	48	33	103	106	108	111	89	71
	6%	3%	7%	11%	6%	7%	6%	8%	10%	11%
			a	a					ac	ac
UK Mail	60	5	22	32	56	53	58	59	51	53
	3%	1%	3%	10%	3%	4%	3%	4%	6%	8%
			a	ab					ac	abcd
Yodel	53	10	35	8	46	44	53	50	43	31
	3%	1%	5%	3%	3%	3%	3%	4%	5%	5%
			a							
UPS	50	17	18	15	48	42	48	50	43	28
	3%	2%	3%	5%	3%	3%	3%	4%	5%	4%
FedEx	31	8	13	10	24	23	25	31	26	20
	2%	1%	2%	3%	1%	2%	1%	2%	3%	3%
Amazon logistics	15	*	7	8	15	14	15	15	14	13
	1%	*%	1%	3%	1%	1%	1%	1%	2%	2%
				a						
Secured Mail	12	3	*	9	8	12	12	12	12	5
	1%	*%	*%	3%	*%	1%	1%	1%	1%	1%
				ab						
Pitney Bowes	8	-	3	5	8	8	8	7	7	5
	*%	-%	*%	2%	*%	1%	*%	1%	1%	1%
				a						

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2113	754	832	527	1930	1618	2004	1569	948	842
Effective base	806	363	304	145	719	603	761	590	362	282
Weighted Base	1917	929	680	307	1734	1432	1831	1383	888	652
TNT Express	6	-	3	3	6	4	6	6	3	3
	*%	-%	*%	1%	*%	*%	*%	*%	*%	1%
DX	2	*	1	1	2	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	*	2	1	2	2	2	2	2
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	6	4	10	13	14	8	7	5
	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	765	421	132	1195	921	1261	814	461	353
	69%	82%	62%	43%	69%	64%	69%	59%	52%	54%
		bc	c		def	ef	def	e		
NET: RM and other	466	130	205	132	444	427	465	451	350	215
	24%	14%	30%	43%	26%	30%	25%	33%	39%	33%
			a	ab				ac	abcd	ac
NET: Provider other than RM	134	34	55	44	95	85	105	118	78	84
	7%	4%	8%	14%	5%	6%	6%	9%	9%	13%
			a	ab				ac	a	abcd
NET: RM/Parcelforce	1800	901	630	269	1649	1362	1740	1278	821	581
	94%	97%	93%	88%	95%	95%	95%	92%	92%	89%
		bc			df	f	df			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	352	1027	151	170	122	106	76	304
Effective base	806	163	443	50	44	24	22	20	66
Weighted Base	1917	413	1086	98	94	49	43	48	139
Royal Mail	1783	392	1043	85	85	42	40	39	121
	93%	95%	96%	86%	91%	86%	94%	81%	87%
		g	cegh						
Evri	147	19	91	14	4	7	*	5	12
	8%	5%	8%	14%	5%	14%	1%	10%	8%
				a					
Parcelforce	137	15	97	9	4	7	2	1	10
	7%	4%	9%	9%	4%	15%	4%	1%	7%
			a			a			
DHL	122	8	75	7	8	2	10	5	17
	6%	2%	7%	7%	9%	4%	23%	11%	12%
			a		a		ab	a	a
DPD/DPD Local	113	4	60	15	17	6	4	3	12
	6%	1%	5%	15%	18%	12%	9%	6%	9%
			a	ab	ab	a	a		a
UK Mail	60	4	24	3	2	6	5	13	24
	3%	1%	2%	3%	2%	13%	13%	26%	17%
						ab	ab	abcd	abcd
Yodel	53	11	30	3	3	1	*	5	6
	3%	3%	3%	3%	4%	1%	1%	11%	4%
								b	
UPS	50	4	24	5	3	5	4	2	10
	3%	1%	2%	5%	4%	10%	9%	4%	7%
						ab	a		ab
FedEx	31	1	11	2	7	*	1	3	4
	2%	*%	1%	2%	8%	*%	1%	7%	3%
					ab			ab	
Amazon logistics	15	1	6	2	*	4	1	1	6
	1%	*%	1%	2%	*%	9%	2%	1%	4%
						ab			b
Secured Mail	12	-	8	4	-	*	-	*	*
	1%	-%	1%	4%	-%	1%	-%	*%	*%
				ab					
Pitney Bowes	8	-	2	-	4	-	1	1	2
	*%	-%	*%	-%	4%	-%	3%	1%	1%
					ab				

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2113	352	1027	151	170	122	106	76	304
Effective base	806	163	443	50	44	24	22	20	66
Weighted Base	1917	413	1086	98	94	49	43	48	139
TNT Express	6	-	4	*	*	*	*	-	1
	*%	-%	*%	*%	*%	1%	1%	-%	1%
DX	2	-	*	-	*	1	1	*	1
	*%	-%	*%	-%	*%	1%	2%	*%	1%
Whistl/ TNT Post UK	2	-	2	-	*	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	-	-	*	1	-	1	2
	*%	-%	-%	-%	*%	3% b	-%	1%	1%
Citipost	1	-	*	-	*	-	1	*	1
	*%	-%	*%	-%	*%	-%	2% b	*%	1%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	9	-	-	*	*	*	*
	1%	1%	1%	-%	-%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	346	736	51	53	27	21	27	74
	69%	84% bcdefgh	68% ch	52%	56%	56%	48%	55%	53%
NET: RM and other	466	46	307	33	32	15	20	12	46
	24%	11%	28% a	34% a	34% a	30% a	46% a	26%	33% a
NET: Provider other than RM	134	21	44	13	9	7	3	9	19
	7%	5%	4%	14% b	9%	14% b	6%	19% ab	13% b
NET: RM/Parcelforce	1800	396	1048	85	85	46	40	39	125
	94%	96% cg	96% cgh	87%	91%	94%	94%	81%	90%

Columns Tested:: a,b,c,d,e,f,g,h

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2113	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	806	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1917	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1783	1317	132	77	49	23	29	13	1030	152	66	26	37	15	20
	93%	96%	86%	96%	83%	95%	96%	94%	97%	85%	90%	95%	87%	92%	71%
		bd							bceg			g			
Evri	147	99	26	6	1	2	1	1	82	22	6	3	5	1	3
	8%	7%	17%	8%	1%	7%	2%	8%	8%	12%	9%	12%	12%	4%	11%
			ad												
Parcelforce	137	102	13	6	3	1	2	*	95	15	4	*	5	1	*
	7%	7%	8%	8%	5%	5%	5%	2%	9%	8%	6%	2%	11%	6%	1%
DHL	122	81	14	4	4	5	5	2	63	22	7	5	5	1	4
	6%	6%	9%	5%	6%	21%	16%	15%	6%	12%	10%	17%	12%	6%	15%
						a						a			
DPD/DPD Local	113	60	15	10	17	*	2	*	67	22	5	*	8	1	2
	6%	4%	10%	12%	28%	1%	5%	1%	6%	13%	7%	1%	19%	5%	6%
			a	a	abe								d		
UK Mail	60	32	7	2	8	1	2	4	12	14	8	2	8	1	9
	3%	2%	5%	3%	13%	3%	5%	32%	1%	8%	10%	6%	19%	8%	30%
					a			abc		a	a		a	a	abd
Yodel	53	26	11	1	3	1	1	5	33	4	5	*	*	1	1
	3%	2%	7%	1%	5%	3%	3%	34%	3%	2%	7%	*%	*%	4%	4%
			a					abcdf							
UPS	50	31	5	3	3	3	3	*	24	6	5	3	3	1	1
	3%	2%	3%	3%	5%	13%	9%	1%	2%	3%	6%	9%	7%	9%	2%
						a						a			
FedEx	31	10	8	1	5	*	*	*	15	2	1	2	-	*	3
	2%	1%	5%	1%	9%	1%	1%	1%	1%	1%	1%	8%	-%	1%	11%
			a		a							a			ab
Amazon logistics	15	13	1	*	*	*	1	*	3	4	1	*	5	-	1
	1%	1%	1%	*%	*%	*%	2%	1%	*%	2%	2%	*%	11%	-%	2%
													a		
Secured Mail	12	7	*	-	*	-	-	*	8	*	4	-	-	-	*
	1%	1%	*%	-%	1%	-%	-%	*%	1%	*%	6%	-%	-%	-%	*%
											ab				
Pitney Bowes	8	3	-	4	-	-	1	-	2	4	-	1	-	-	1
	*%	*%	-%	5%	-%	-%	4%	-%	*%	2%	-%	5%	-%	-%	2%
				a			a			a		a			

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2113	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	806	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1917	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
TNT Express	6	2	3	*	*	*	*	-	1	2	1	*	*	*	-
	*%	*%	2% a	*%	*%	1%	1%	-%	*%	1%	1%	1%	*%	*%	-%
DX	2	*	1	-	*	*	1	*	*	*	1	*	1	*	*
	*%	*%	*%	-%	*%	*%	2% a	1%	*%	*%	1%	*%	1%	*%	*%
Whistl/ TNT Post UK	2	2	-	*	-	*	-	*	-	2	*	-	*	-	*
	*%	*%	-%	*%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	2	1	-	-	*	-	-	-	-	*	-	-	1	-	1
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	3% a	-%	2% a
Citipost	1	*	1	-	*	*	-	*	*	*	-	*	-	1	*
	*%	*%	1%	-%	*%	*%	-%	*%	*%	*%	-%	*%	-%	6% ab	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	8	2	-	*	*	*	-	13	*	-	*	-	*	-
	1%	1%	1%	-%	*%	1%	*%	-%	1%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1002	75	55	27	15	15	6	722	97	41	15	20	10	16
	69%	73% bdf	49%	69% b	45%	61%	51%	46%	68% b	54%	56%	53%	46%	61%	56%
NET: RM and other	466	315	57	22	22	8	13	6	308	55	25	12	18	5	4
	24%	23%	38% a	27%	38%	35%	44% a	48%	29%	31%	34%	42%	41%	30%	15%
NET: Provider other than RM	134	57	21	3	10	1	1	1	33	27	8	1	6	1	8
	7%	4%	14% a	4%	17% a	5%	4%	6%	3%	15% a	10% a	5%	13% a	8%	29% ad
NET: RM/Parcelforce	1800	1326	133	77	49	23	29	13	1038	155	66	26	42	15	20
	94%	97% bd	87%	96%	83%	95%	96%	94%	98% bcg	86%	90%	95% g	96%	92%	71%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2113	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1917	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1783	894	141	89	51	25	28	37	91	863	342	348	105	64
	93%	95% bcdeh	88%	80%	82%	78%	88%	86%	84%	97% bde	88%	96% b	90%	89%
Evri	147	78	18	15	10	6	9	5	20	35	35	47	9	14
	8%	8%	11%	14%	17%	18%	29% a	11%	18% a	4%	9% a	13% a	8%	19% a
Parcelforce	137	83	21	15	1	6	5	1	12	51	38	25	5	16
	7%	9%	13%	13%	2%	18% d	16%	1%	11%	6%	10%	7%	5%	22% acd
DHL	122	56	23	10	5	6	3	10	20	45	22	24	14	9
	6%	6%	15% a	9%	8%	18% a	10%	24% a	18% a	5%	6%	7%	12% a	13%
DPD/DPD Local	113	61	16	15	4	1	5	9	16	42	20	28	16	2
	6%	6%	10%	13%	6%	4%	17%	20% a	14%	5%	5%	8%	14% ab	2%
UK Mail	60	16	1	15	10	5	4	8	17	9	20	5	8	16
	3%	2%	1%	13% ab	17% ab	17% ab	12% ab	18% ab	16% ab	1%	5% a	1%	7% ac	22% abc
Yodel	53	24	16	2	2	2	4	1	7	14	19	13	2	5
	3%	3%	10% a	1%	3%	5%	13% a	3%	7%	2%	5% a	4%	2%	7%
UPS	50	25	6	10	1	1	1	5	7	17	9	14	5	3
	3%	3%	4%	9% a	2%	3%	5%	11%	7%	2%	2%	4%	4%	5%
FedEx	31	15	5	6	1	*	*	4	4	3	2	16	1	4
	2%	2%	3%	6%	1%	*%	*%	9% a	4%	*%	1%	4% ab	*%	5% a
Amazon logistics	15	1	1	6	3	3	*	1	4	2	7	1	1	4
	1%	*%	1%	5% a	5% a	8% a	*%	2%	3% a	*%	2%	*%	1%	6% ac
Secured Mail	12	4	4	*	*	4	-	-	4	4	4	4	*	*
	1%	*%	2%	*%	*%	13% acd	-%	-%	4% a	*%	1%	1%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2113	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1917	941	161	112	61	32	32	44	108	886	389	363	116	72
Pitney Bowes	8	2	-	1	1	-	-	4	4	-	1	2	4	-
	*%	*%	-%	*%	2%	-%	-%	8% ab	3% a	-%	*%	*%	4% a	-%
TNT Express	6	2	*	1	2	*	*	*	1	2	1	1	2	*
	*%	*%	*%	1%	3%	1%	*%	1%	1%	*%	*%	*%	2%	*%
DX	2	*	*	1	*	-	1	*	1	-	*	1	1	*
	*%	*%	*%	*%	*%	-%	3% a	*%	1%	-%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	*	-	2	*	-	-	*	-	*	*	2	*
	*%	-%	*%	-%	3% a	*%	-%	-%	*%	-%	*%	*%	2%	*%
MHI (Mail Handling International)	2	*	-	1	-	-	-	1	1	-	1	-	1	-
	*%	*%	-%	*%	-%	-%	-%	3% a	1%	-%	*%	-%	1%	-%
Citipost	1	*	-	-	-	*	1	*	1	-	1	-	*	*
	*%	*%	-%	-%	-%	*%	3% a	*%	1%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	*	*	3	-	*	1	1	7	*	3	3	-
	1%	*%	*%	*%	5% a	-%	*%	2%	1%	1%	*%	1%	2%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	623	72	54	25	13	8	19	40	687	247	227	60	35
	69%	66% bcdefgh	45%	48%	41%	40%	25%	43%	37%	78% bcde	63%	62%	52%	49%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2113	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1917	941	161	112	61	32	32	44	108	886	389	363	116	72
NET: RM and other	466	271	68	35	25	12	20	19	51	176	95	121	45	28
	24%	29%	43%	32%	41%	38%	63%	43%	47%	20%	24%	33%	39%	40%
			a				ac		a			a	ab	a
NET: Provider other than RM	134	48	20	22	11	7	4	6	17	23	47	16	11	8
	7%	5%	12%	20%	18%	22%	12%	14%	16%	3%	12%	4%	10%	11%
			a	a	a	a			a		ac		a	a
NET: RM/Parcelforce	1800	898	144	94	51	25	28	37	91	866	347	349	105	68
	94%	95%	90%	84%	82%	78%	89%	86%	84%	98%	89%	96%	91%	94%
		cdeh								bd		b		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	868	370	410	197	77	689	329	341	165	81
Effective base	806	376	151	136	39	16	311	117	114	39	22
Weighted Base	1917	966	341	291	89	39	778	266	238	86	60
Royal Mail	1783	928	311	275	81	38	750	238	225	78	52
	93%	96% b	91%	94%	90%	99%	96% be	90%	94%	91%	87%
Evri	147	58	28	38	6	5	40	32	33	8	10
	8%	6%	8%	13% a	6%	14%	5%	12% a	14% a	9%	16% a
Parcelforce	137	64	36	16	5	7	62	27	19	2	11
	7%	7%	11%	6%	5%	17%	8%	10%	8%	3%	19% d
DHL	122	47	24	22	14	5	47	19	20	14	7
	6%	5%	7%	8%	16% a	14%	6%	7%	8%	16% a	12%
DPD/DPD Local	113	43	19	27	13	*	62	13	15	15	1
	6%	5%	5%	9%	15% a	1%	8%	5%	6%	18% bc	2%
UK Mail	60	23	14	7	4	8	14	16	6	9	8
	3%	2%	4%	2%	4%	21% abc	2%	6% a	2%	11% ac	14% ac
Yodel	53	12	17	12	*	5	21	11	4	6	1
	3%	1%	5% a	4%	*%	12% ad	3%	4%	2%	6%	2%
UPS	50	18	9	13	5	3	23	7	7	4	1
	3%	2%	3%	4%	5%	8%	3%	3%	3%	5%	2%
FedEx	31	3	4	17	1	*	4	5	11	*	3
	2%	*%	1%	6% ab	1%	*%	*%	2%	4% a	*%	6% a
Amazon logistics	15	7	6	1	1	-	3	5	1	1	4
	1%	1%	2%	*%	1%	-%	*%	2%	1%	1%	7% ac
Secured Mail	12	7	-	*	*	*	4	4	4	*	*
	1%	1%	-%	*%	*%	*%	1%	2%	1%	*%	*%
Pitney Bowes	8	1	1	2	4	-	1	1	1	4	-
	*%	*%	*%	1%	4% a	-%	*%	*%	1%	5% ab	-%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2113	868	370	410	197	77	689	329	341	165	81
Effective base	806	376	151	136	39	16	311	117	114	39	22
Weighted Base	1917	966	341	291	89	39	778	266	238	86	60
TNT Express	6	2	1	1	2	*	1	1	*	1	*
	*%	*%	*%	*%	2%	*%	*%	*%	*%	2%	*%
DX	2	-	1	*	1	*	*	*	1	1	*
	*%	-%	*%	*%	1%	*%	*%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	-	2	*	-	*	-	*	*	2	*
	*%	-%	1%	*%	-%	*%	-%	*%	*%	2%	*%
MHI (Mail Handling International)	2	1	-	*	-	-	-	1	-	1	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	2%	-%
Citipost	1	-	1	*	-	*	-	1	-	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	*	3	3	-	10	1	3	*	-
	1%	*%	*%	1%	3%	-%	1%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	731	214	179	44	22	544	159	140	39	34
	69%	76%	63%	62%	50%	57%	70%	60%	59%	45%	57%
		bcd					cd				
NET: RM and other	466	197	97	96	36	16	206	78	84	39	18
	24%	20%	28%	33%	41%	42%	27%	30%	35%	46%	30%
			a	a	a	a				a	
NET: Provider other than RM	134	38	30	16	9	*	27	28	13	8	8
	7%	4%	9%	6%	10%	1%	4%	10%	6%	9%	13%
			a					a			a
NET: RM/Parcelforce	1800	935	314	275	81	38	754	242	226	78	56
	94%	97%	92%	94%	91%	99%	97%	91%	95%	91%	94%
		b					b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2113	673	273	350	165	89	897	160	497	1757	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1656	261	1625	108
Royal Mail	1783 93%	658 94% cd	184 92%	261 87%	98 86%	48 94%	740 91% b	92 75%	425 97% ab	1646 99% b	137 53%	1619 100% b	20 19%
Evri	147 8%	43 6%	21 11%	44 15% a	18 16% a	15 30% ab	111 14% c	13 10%	18 4%	89 5%	58 22% a	116 7%	19 17% a
Parcelforce	137 7%	53 8%	25 12%	33 11%	8 7%	13 25% ad	81 10%	9 8%	40 9%	97 6%	39 15% a	112 7%	15 14%
DHL	122 6%	44 6%	22 11%	24 8%	21 18% a	3 5%	71 9%	16 13%	27 6%	57 3%	65 25% a	76 5%	39 36% a
DPD/DPD Local	113 6%	40 6%	17 9%	30 10%	20 18% a	3 5%	69 9%	13 11%	29 7%	63 4%	51 19% a	94 6%	9 8%
UK Mail	60 3%	12 2%	7 3%	27 9% a	6 5%	7 14% a	42 5%	6 5%	11 2%	20 1%	39 15% a	21 1%	35 32% a
Yodel	53 3%	10 1%	15 8% a	17 6% a	2 2%	6 11% a	36 4%	3 2%	11 3%	36 2%	17 7% a	38 2%	8 7% a
UPS	50 3%	15 2%	16 8% a	12 4%	3 3%	4 8%	37 5%	5 4%	8 2%	32 2%	18 7% a	35 2%	13 12% a
FedEx	31 2%	12 2%	3 1%	13 4%	2 2%	* 1%	19 2%	1 1%	11 2%	18 1%	12 5% a	19 1%	6 5% a
Amazon logistics	15 1%	1 *%	* *%	11 4% a	2 1%	1 1%	9 1%	2 2%	4 1%	7 *%	8 3% a	9 1%	6 6% a

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2113	673	273	350	165	89	897	160	497	1757	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1656	261	1625	108
Secured Mail	12	*	8	4	-	*	*	8	3	4	8	1	7
	1%	*%	4% a	1%	-%	*%	*%	7% ac	1%	*%	3% a	*%	7% a
Pitney Bowes	8	1	-	1	4	1	6	1	1	1	7	4	3
	*%	*%	-%	*%	4% a	1%	1%	*%	*%	*%	3% a	*%	3% a
TNT Express	6	*	3	*	2	*	5	*	1	3	3	5	1
	*%	*%	2%	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%
DX	2	*	1	*	1	-	1	1	*	1	1	1	*
	*%	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	*	*	-	2	2	*	*	*	2	2	*
	*%	-%	*%	*%	-%	4% a	*%	*%	*%	*%	1% a	*%	*%
MHI (Mail Handling International)	2	-	*	1	-	1	1	1	-	*	2	-	1
	*%	-%	*%	*%	-%	1%	*%	*%	-%	*%	1% a	-%	*%
Citipost	1	1	*	-	-	*	1	*	*	*	1	*	1
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1% a
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	2	*	4	1	*	5	*	2	5	8	5	5
	1%	*%	*%	1%	1%	*%	1%	*%	1%	*%	3% a	*%	4% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2113	673	273	350	165	89	897	160	497	1757	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1656	261	1625	108
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	494	94	149	48	14	436	65	306	1307	10	1195	-
	69%	70%	47%	50%	42%	27%	54%	53%	70%	79%	4%	73%	-%
		bcde		e					ab	b		b	
NET: RM and other	466	165	91	112	50	34	303	27	119	339	127	424	20
	24%	23%	45%	37%	43%	68%	37%	22%	27%	20%	49%	26%	19%
			a	a	a	ac	bc				a		
NET: Provider other than RM	134	43	16	39	16	3	74	30	13	10	124	7	88
	7%	6%	8%	13%	14%	6%	9%	25%	3%	1%	47%	*%	81%
				a	a		c	ac			a		a
NET: RM/Parcelforce	1800	664	184	268	98	48	751	94	425	1650	150	1619	31
	94%	95%	92%	89%	86%	94%	92%	77%	97%	100%	58%	100%	28%
		cd					b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2113	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Weighted Base	1917	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1783	1263	85	845	420	1629	10	1270	78	862	403
	93%	100% b	52%	100% b	78%	100% b	9%	100% b	48%	100% b	77%
Evri	147	80	43	17	125	116	19	83	40	13	129
	8%	6%	26% a	2%	23% a	7%	18% a	7%	24% a	2%	25% a
Parcelforce	137	90	31	18	113	113	14	90	31	16	116
	7%	7%	19% a	2%	21% a	7%	14%	7%	19% a	2%	22% a
DHL	122	59	48	19	95	81	34	61	46	8	106
	6%	5%	29% a	2%	18% a	5%	32% a	5%	29% a	1%	20% a
DPD/DPD Local	113	85	22	3	107	88	15	73	33	2	109
	6%	7%	13%	*%	20% a	5%	14% a	6%	20% a	*%	21% a
UK Mail	60	14	39	2	57	26	30	11	42	1	57
	3%	1%	24% a	*%	11% a	2%	29% a	1%	26% a	*%	11% a
Yodel	53	31	13	3	47	40	6	25	18	4	46
	3%	2%	8% a	*%	9% a	2%	6%	2%	11% a	*%	9% a
UPS	50	32	11	4	46	38	10	24	18	1	49
	3%	2%	7%	*%	8% a	2%	9% a	2%	11% a	*%	9% a
FedEx	31	15	7	1	29	18	6	17	6	*	30
	2%	1%	5% a	*%	5% a	1%	6% a	1%	4%	*%	6% a
Amazon logistics	15	4	9	2	13	9	6	4	9	2	13
	1%	*%	6% a	*%	2% a	1%	6% a	*%	6% a	*%	3% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2113	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Weighted Base	1917	1268	164	846	537	1629	105	1270	163	862	521
Secured Mail	12	4	8	-	12	1	7	4	8	*	12
	1%	*%	5%	-%	2%	*%	7%	*%	5%	*%	2%
			a		a		a		a		a
Pitney Bowes	8	4	3	-	7	4	3	4	3	1	6
	*%	*%	2%	-%	1%	*%	3%	*%	2%	*%	1%
					a		a				
TNT Express	6	3	1	*	6	5	1	3	1	-	6
	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	1%
											a
DX	2	1	*	*	2	1	*	1	*	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	-	2	*	2	-	2	2	*
	*%	*%	*%	-%	*%	*%	2%	-%	1%	*%	*%
							a		a		
MHI (Mail Handling International)	2	-	2	*	2	-	1	-	2	*	2
	*%	-%	1%	*%	*%	-%	1%	-%	1%	*%	*%
			a						a		
Citipost	1	*	1	*	1	*	1	*	1	*	1
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
							a				
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	9	4	2	5	5	5	9	4	2	6
	1%	1%	2%	*%	1%	*%	5%	1%	3%	*%	1%
							a				
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2113	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Weighted Base	1917	1268	164	846	537	1629	105	1270	163	862	521
NET: RM Only	1317	911	10	782	33	1195	-	921	-	814	-
	69%	72%	6%	92%	6%	73%	-%	73%	-%	94%	-%
		b		b		b		b		b	
NET: RM and other	466	352	75	64	387	434	10	349	78	48	403
	24%	28%	45%	8%	72%	27%	9%	27%	48%	6%	77%
			a		a	b			a		a
NET: Provider other than RM	134	5	80	1	117	-	95	-	85	-	118
	7%	*%	48%	*%	22%	-%	91%	-%	52%	-%	23%
			a		a		a		a		a
NET: RM/Parcelforce	1800	1263	99	845	433	1629	20	1270	92	862	416
	94%	100%	60%	100%	81%	100%	20%	100%	56%	100%	80%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2113	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	806	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	1917	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1783	858	1286	218	4	791	929	175	1	904	700	221	*
	93%	92%	96% ac	91%	100%	92%	94%	91%	100%	90%	91%	89%	100%
Evri	147	98	109	31	4	95	82	28	-	125	79	36	-
	8%	11%	8%	13%	100%	11%	8%	15%	-%	12%	10%	14%	-%
Parcelforce	137	84	109	27	4	85	92	25	-	110	74	24	-
	7%	9%	8%	11%	100%	10%	9%	13%	-%	11%	10%	10%	-%
DHL	122	90	65	35	-	86	55	24	-	86	51	38	-
	6%	10% b	5%	14% b	-%	10% b	6%	13% b	-%	9%	7%	15% ab	-%
DPD/DPD Local	113	72	76	20	-	79	63	13	-	96	48	21	-
	6%	8%	6%	8%	-%	9%	6%	7%	-%	10%	6%	8%	-%
UK Mail	60	52	35	8	-	48	27	5	-	54	27	5	-
	3%	6% b	3%	3%	-%	6% b	3%	3%	-%	5%	4%	2%	-%
Yodel	53	32	39	6	-	25	36	5	-	46	33	5	-
	3%	3%	3%	3%	-%	3%	4%	3%	-%	5%	4%	2%	-%
UPS	50	41	35	7	-	31	33	4	-	47	26	8	-
	3%	4%	3%	3%	-%	4%	3%	2%	-%	5%	3%	3%	-%
FedEx	31	21	12	5	-	19	14	3	-	29	10	11	-
	2%	2%	1%	2%	-%	2%	1%	2%	-%	3%	1%	5% b	-%
Amazon logistics	15	15	13	2	-	14	11	*	-	14	8	6	-
	1%	2%	1%	1%	-%	2%	1%	*%	-%	1%	1%	2%	-%
Secured Mail	12	8	4	4	-	12	8	4	-	11	9	4	-
	1%	1%	*%	2% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	8	6	4	6	-	6	3	2	-	6	3	3	-
	*%	1%	*%	3% b	-%	1%	*%	1%	-%	1%	*%	1%	-%
TNT Express	6	5	6	1	-	3	3	1	-	5	6	1	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	1%	1%	*%	-%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2113	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	806	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	1917	928	1340	240	4	859	991	191	1	999	766	249	*
DX	2	2	*	*	-	1	*	-	-	2	*	*	*
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	100%
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	2	1	1	1	-	2	-	-	-	2	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Citipost	1	*	1	-	-	*	1	*	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	2	9	*	-	1	13	-	-	7	1	*	-
	1%	*%	1%	*%	-%	*%	1% a	-%	-%	1%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	538	942	124	-	497	649	103	1	513	479	121	-
	69%	58%	70% ac	51%	-%	58%	65% a	54%	100%	51%	63% ac	49%	-%
NET: RM and other	466	320	344	94	4	294	280	72	-	391	221	99	*
	24%	35% b	26%	39% b	100%	34%	28%	38%	-%	39% b	29%	40% b	100%
NET: Provider other than RM	134	70	54	23	-	68	62	17	-	95	66	29	-
	7%	8% b	4%	9% b	-%	8%	6%	9%	-%	10%	9%	11%	-%
NET: RM/Parcelforce	1800	863	1296	220	4	801	941	177	1	912	706	223	*
	94%	93%	97% ac	92%	100%	93%	95%	93%	100%	91%	92%	90%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2113	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	806	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1917	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1783	1569	1231	926	1250	1027	33	609	522	506	129	76
	93%	99%	99%	98%	99%	99%	89%	99%	97%	97%	95%	97%
					c	c		d				
Evri	147	114	93	77	86	89	5	47	53	63	20	9
	8%	7%	7%	8%	7%	9%	12%	8%	10%	12%	15%	12%
Parcelforce	137	112	96	73	99	75	6	53	56	63	10	2
	7%	7%	8%	8%	8%	7%	16%	9%	11%	12%	7%	2%
DHL	122	83	75	34	70	37	10	13	25	30	14	3
	6%	5%	6%	4%	6%	4%	28%	2%	5%	6%	10%	4%
							ab			a	a	
DPD/DPD Local	113	90	88	50	85	55	10	34	42	39	7	*
	6%	6%	7%	5%	7%	5%	25%	6%	8%	7%	5%	*%
							ab					
UK Mail	60	21	25	13	26	16	6	8	7	9	*	*
	3%	1%	2%	1%	2%	2%	17%	1%	1%	2%	*%	*%
							ab					
Yodel	53	36	38	21	33	32	*	15	14	18	5	4
	3%	2%	3%	2%	3%	3%	*%	2%	3%	3%	4%	5%
UPS	50	35	34	24	27	17	1	17	16	16	1	*
	3%	2%	3%	3%	2%	2%	4%	3%	3%	3%	1%	*%
FedEx	31	18	14	12	18	7	*	8	6	8	4	3
	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	3%
Amazon logistics	15	8	6	2	8	1	1	2	1	2	*	*
	1%	*%	1%	*%	1%	*%	3%	*%	*%	*%	*%	*%
							b					
Secured Mail	12	5	4	7	5	4	4	-	4	7	4	-
	1%	*%	*%	1%	*%	*%	11%	-%	1%	1%	3%	-%
							ab				a	
Pitney Bowes	8	6	5	5	5	6	4	5	5	5	-	-
	*%	*%	*%	1%	*%	1%	10%	1%	1%	1%	-%	-%
							ab					

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2113	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	806	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1917	1581	1245	944	1264	1036	37	615	535	521	135	78
TNT Express	6	5	3	4	5	4	*	4	4	4	1	*
	*%	*%	*%	*%	*%	*%	1%	1%	1%	1%	*%	*%
DX	2	1	1	1	1	1	*	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	2	*	2	-	2	2	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	1	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	6	9	3	4	5	-	2	-	2	-	-
	1%	*%	1%	*%	*%	1%	-%	*%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1149	850	697	889	761	10	458	357	323	86	58
	69%	73%	68%	74%	70% c	73% c	28%	74% c	67%	62%	64%	74%
NET: RM and other	466	420	381	228	362	266	23	152	164	183	43	18
	24%	27%	31% c	24%	29%	26%	61% ab	25%	31%	35% a	31%	23%
NET: Provider other than RM	134	12	14	18	14	10	4	6	13	15	7	2
	7%	1%	1%	2%	1%	1%	11% ab	1%	3%	3%	5% a	3%
NET: RM/Parcelforce	1800	1569	1235	926	1254	1027	33	609	522	506	129	76
	94%	99%	99%	98%	99% c	99% c	89%	99% d	98%	97%	95%	97%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2113	209	120	104	47	1804	1310	1897	1399	1248	944	1706	236	1	1543	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1574	988	1654	1106	947	872	1509	211	1	1345	148
Royal Mail	1783	218	93	108	42	1489	922	1547	1029	861	789	1421	183	-	1323	148
	93%	98%	100%	95%	100%	95% e	93%	93%	93%	91%	90%	94% ac	87%	-%	98%	100%
Evri	147	18	6	40	10	113	87	133	114	89	106	119	48	-	78	16
	8%	8%	7%	34% ab	23%	7%	9%	8%	10%	9%	12% b	8%	23% ab	-%	6%	11%
Parcelforce	137	18	7	8	12	121	79	127	102	90	90	118	16	-	84	14
	7%	8%	7%	7%	28% abc	8%	8%	8%	9%	9%	10%	8%	8%	-%	6%	10%
DHL	122	15	13	5	4	92	68	105	91	71	86	97	35	-	77	8
	6%	7%	14%	4%	10%	6%	7%	6%	8%	8%	10% b	6%	17% b	-%	6%	5%
DPD/DPD Local	113	6	1	18	5	96	64	100	66	65	71	92	11	-	81	5
	6%	3%	1%	15% ab	12%	6%	7%	6%	6%	7%	8%	6%	5%	-%	6%	4%
UK Mail	60	1	11	10	-	36	38	51	25	37	47	33	10	-	18	5
	3%	*%	12% a	9% a	-%	2%	4%	3%	2%	4%	5% b	2%	5%	-%	1%	3%
Yodel	53	8	8	14	5	29	24	40	33	48	36	29	3	-	34	3
	3%	4%	8%	13% a	13%	2%	2%	2%	3%	5% abc	4% b	2%	1%	-%	3%	2%
UPS	50	8	5	3	1	40	32	44	33	32	36	34	8	-	33	2
	3%	4%	6%	3%	1%	3%	3%	3%	3%	3%	4%	2%	4%	-%	2%	2%
FedEx	31	*	5	*	*	23	18	27	23	18	20	21	16	-	18	*
	2%	*%	5%	*%	*%	1%	2%	2%	2%	2%	2%	1%	7% ab	-%	1%	*%
Amazon logistics	15	*	1	2	3	14	7	15	7	11	10	7	1	-	6	1
	1%	*%	1%	1%	7% a	1%	1%	1%	1%	1%	1%	*%	1%	-%	*%	*%
Secured Mail	12	*	3	-	-	4	8	12	8	12	11	8	4	-	5	3
	1%	*%	3%	-%	-%	*%	1%	1%	1%	1% a	1%	1%	2%	-%	*%	2%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2113	209	120	104	47	1804	1310	1897	1399	1248	944	1706	236	1	1543	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1574	988	1654	1106	947	872	1509	211	1	1345	148
Pitney Bowes	8	1	-	1	4	7	8	8	3	6	7	7	1	-	6	-
	*%	*%	-%	1%	9% a	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	-%
TNT Express	6	1	*	2	-	6	3	6	6	6	5	6	2	-	3	*
	*%	1%	*%	2%	-%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	*%
DX	2	*	-	1	*	1	2	2	1	1	1	2	*	-	1	*
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	*	*	*	*	*	2	*	*	*	-	2	-
	*%	-%	2%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	2	-	-	-	-	*	2	2	-	1	2	*	1	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	1% b	-%	*%	-%
Citipost	1	*	-	-	-	*	1	1	-	1	*	1	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	-	-	*	-	12	6	12	9	8	1	12	*	1	6	*
	1%	-%	-%	*%	-%	1%	1%	1%	1%	1%	*%	1%	*%	100%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	158	53	41	16	1095	652	1122	697	577	488	1037	98	-	983	101
	69%	71% cd	57%	36%	39%	70% de	66%	68% e	63%	61%	56%	69% ac	46%	-%	73%	68%
NET: RM and other	466	60	40	68	26	394	271	425	332	284	301	384	85	-	341	47
	24%	27%	43%	59% a	61% a	25%	27%	26%	30%	30%	34% b	25%	40% b	-%	25%	32%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2113	209	120	104	47	1804	1310	1897	1399	1248	944	1706	236	1	1543	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1574	988	1654	1106	947	872	1509	211	1	1345	148
NET: Provider other than RM	134	4	-	6	-	85	65	108	77	85	83	88	28	1	22	-
	7%	2%	-%	5%	-%	5%	7%	7%	7%	9% a	10% b	6%	13% b	100%	2%	-%
NET: RM/Parcelforce	1800	221	93	108	42	1501	925	1559	1040	874	799	1432	186	-	1327	148
	94%	100% c	100%	95%	100%	95% e	94%	94%	94%	92%	92%	95% ac	88%	-%	99%	100%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2113	755	1185	720	36	358	504	301	1366	426	403	408	1254
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Weighted Base	1917	756	1053	612	48	293	459	262	1295	342	314	374	1182
Royal Mail	1783	740	1044	498	41	217	401	222	1221	326	262	339	1142
	93%	98%	99%	81%	85%	74%	87%	85%	94%	95%	84%	91%	97%
							a		a	a			ab
Evri	147	86	42	114	17	73	74	28	94	25	63	30	53
	8%	11%	4%	19%	37%	25%	16%	11%	7%	7%	20%	8%	5%
		b									bc		
Parcelforce	137	69	55	107	4	58	79	25	87	24	37	34	64
	7%	9%	5%	17%	9%	20%	17%	10%	7%	7%	12%	9%	5%
		b									c		
DHL	122	46	43	97	10	53	68	35	72	10	32	26	57
	6%	6%	4%	16%	20%	18%	15%	13%	6%	3%	10%	7%	5%
								bc			c		
DPD/DPD Local	113	50	49	97	8	39	75	24	78	11	26	27	56
	6%	7%	5%	16%	17%	13%	16%	9%	6%	3%	8%	7%	5%
								c					
UK Mail	60	23	4	49	2	43	17	25	29	5	22	27	10
	3%	3%	*%	8%	3%	15%	4%	10%	2%	2%	7%	7%	1%
		b				b		bc			c	c	
Yodel	53	44	5	39	4	26	27	12	26	15	27	17	9
	3%	6%	*%	6%	8%	9%	6%	5%	2%	4%	9%	5%	1%
		b									c	c	
UPS	50	14	26	43	3	20	30	13	25	12	17	15	18
	3%	2%	2%	7%	6%	7%	6%	5%	2%	4%	5%	4%	2%
											c		
FedEx	31	10	13	26	*	12	18	8	23	*	7	5	18
	2%	1%	1%	4%	*%	4%	4%	3%	2%	*%	2%	1%	2%
								c					
Amazon logistics	15	7	1	13	-	10	5	7	7	1	10	2	3
	1%	1%	*%	2%	-%	3%	1%	3%	1%	*%	3%	*%	*%
								b			c		
Secured Mail	12	7	1	9	3	11	1	4	4	*	*	-	7
	1%	1%	*%	1%	7%	4%	*%	1%	*%	*%	*%	-%	1%
						b							

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2113	755	1185	720	36	358	504	301	1366	426	403	408	1254
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Weighted Base	1917	756	1053	612	48	293	459	262	1295	342	314	374	1182
Pitney Bowes	8	4	2	6	-	2	6	-	8	*	1	1	5
	*%	*%	*%	1%	-%	1%	1%	-%	1%	*%	*%	*%	*%
TNT Express	6	4	1	6	*	3	3	2	1	2	4	*	2
	*%	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	*%
DX	2	1	1	1	-	1	1	1	1	*	1	-	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%
Whistl/ TNT Post UK	2	2	*	2	-	2	*	2	*	-	2	*	*
	*%	*%	*%	*%	-%	1%	*%	1%	*%	-%	1%	*%	*%
MHI (Mail Handling International)	2	-	*	-	1	2	*	-	2	-	1	1	-
	*%	-%	*%	-%	3% a	1%	*%	-%	*%	-%	*%	*%	-%
Citipost	1	*	*	1	-	*	1	*	*	1	1	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	*	9	14	-	1	12	1	4	8	3	1	8
	1%	*%	1%	2%	-%	1%	3%	*%	*%	2% b	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	482	835	119	13	45	107	130	926	247	123	236	925
	69%	64%	79% a	19%	27%	15%	23%	50%	72% a	72% a	39%	63% a	78% ab
NET: RM and other	466	258	208	379	28	173	294	92	295	79	140	103	217
	24%	34% b	20%	62%	58%	59%	64%	35% bc	23%	23%	45% bc	28% c	18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2113	755	1185	720	36	358	504	301	1366	426	403	408	1254
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Weighted Base	1917	756	1053	612	48	293	459	262	1295	342	314	374	1182
NET: Provider other than RM	134	17	9	113	7	75	58	39	73	17	51	35	40
	7%	2%	1%	19%	15%	26%	13%	15%	6%	5%	16%	9%	3%
						b		bc			c	c	
NET: RM/Parcelforce	1800	743	1044	515	41	230	405	229	1229	327	270	343	1146
	94%	98%	99%	84%	85%	79%	88%	88%	95%	96%	86%	92%	97%
							a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2113	1191	922
Effective base	806	390	417
Weighted Base	1917	896	1022
Royal Mail	1783	806	977
	93%	90%	96%
			a
Evri	147	75	72
	8%	8%	7%
Parcelforce	137	73	63
	7%	8%	6%
DHL	122	67	54
	6%	8%	5%
DPD/DPD Local	113	57	56
	6%	6%	6%
UK Mail	60	48	12
	3%	5%	1%
		b	
Yodel	53	29	24
	3%	3%	2%
UPS	50	34	16
	3%	4%	2%
FedEx	31	15	15
	2%	2%	2%
Amazon logistics	15	10	5
	1%	1%	*%
Secured Mail	12	7	4
	1%	1%	*%
Pitney Bowes	8	5	2
	*%	1%	*%
TNT Express	6	4	2
	*%	*%	*%
DX	2	1	1
	*%	*%	*%
Whistl/ TNT Post UK	2	2	*
	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2113	1191	922
Effective base	806	390	417
Weighted Base	1917	896	1022
MHI (Mail Handling International)	2	2	-
	*%	*%	-%
Citipost	1	1	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	14	11	3
	1%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1317	582	735
	69%	65%	72%
			a
NET: RM and other	466	224	243
	24%	25%	24%
NET: Provider other than RM	134	90	44
	7%	10%	4%
		b	
NET: RM/Parcelforce	1800	819	981
	94%	91%	96%
			a

Columns Tested:: a,b

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2113	118	219	142	175	129	243	62	260	161	155	217	232
Effective base	806	17	85	56	35	44	86	29	137	89	60	132	127
Weighted Base	1917	34	298	137	86	118	271	18	295	175	71	216	198
Royal Mail	1783	32	273	130	83	105	246	16	278	165	68	203	183
	93%	94%	91%	95%	97%	89%	91%	89%	94%	94%	96%	94%	93%
Evri	147	1	20	9	1	12	24	1	21	20	1	17	20
	8%	2%	7%	7%	1%	10%	9%	4%	7%	11%	1%	8%	10%
						j	j			dj		j	j
Parcelforce	137	*	28	8	1	27	13	*	15	12	6	11	16
	7%	1%	10%	6%	1%	22%	5%	1%	5%	7%	9%	5%	8%
						abcdfghikl							
DHL	122	2	11	5	3	3	36	1	10	12	4	9	26
	6%	6%	4%	4%	3%	3%	13%	4%	4%	7%	5%	4%	13%
							behk						behk
DPD/DPD Local	113	1	12	6	5	5	23	3	22	14	1	8	14
	6%	2%	4%	4%	6%	4%	9%	14%	8%	8%	2%	4%	7%
								jk					
UK Mail	60	-	17	6	1	1	15	*	10	2	*	5	2
	3%	-%	6%	4%	1%	1%	5%	2%	3%	1%	1%	2%	1%
Yodel	53	*	3	*	2	2	22	-	10	4	3	3	3
	3%	*%	1%	*%	2%	2%	8%	-%	3%	2%	4%	2%	2%
							bckl						
UPS	50	1	9	6	1	8	7	*	8	1	2	2	5
	3%	3%	3%	4%	1%	7%	3%	*%	3%	1%	3%	1%	3%
FedEx	31	*	1	1	*	-	2	-	12	3	2	3	6
	2%	*%	*%	*%	1%	-%	1%	-%	4%	2%	3%	2%	3%
Amazon logistics	15	1	7	-	-	2	*	*	2	1	*	2	*
	1%	3%	2%	-%	-%	1%	*%	1%	1%	1%	*%	1%	*%
Secured Mail	12	-	-	-	*	3	8	-	-	-	*	1	-
	1%	-%	-%	-%	*%	3%	3%	-%	-%	-%	*%	*%	-%
Pitney Bowes	8	-	-	1	*	-	4	-	1	1	-	1	-
	*%	-%	-%	1%	*%	-%	1%	-%	*%	1%	-%	*%	-%
TNT Express	6	*	*	1	*	-	1	-	2	-	*	*	1
	*%	*%	*%	1%	*%	-%	*%	-%	1%	-%	*%	*%	*%
DX	2	-	*	1	-	1	*	-	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2113	118	219	142	175	129	243	62	260	161	155	217	232
Effective base	806	17	85	56	35	44	86	29	137	89	60	132	127
Weighted Base	1917	34	298	137	86	118	271	18	295	175	71	216	198
Whistl/ TNT Post UK	2	-	-	-	-	-	2	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	2	-	-	-	-	-	*	-	1	-	-	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%
Citipost	1	-	-	-	*	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	*	3	2	*	-	*	*	-	3	1	2	2
	1%	*%	1%	2%	*%	-%	*%	*%	-%	2%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	29	208	101	74	66	162	14	215	112	57	161	119
	69%	85%	70%	74%	85%	56%	60%	76%	73%	64%	81%	75%	60%
		efl			efil				efl		efil	efl	
NET: RM and other	466	3	65	29	10	39	85	2	63	52	11	42	64
	24%	9%	22%	22%	11%	33%	31%	13%	21%	30%	15%	19%	33%
						adj	djk			dj			adghjk
NET: Provider other than RM	134	2	26	7	3	13	25	2	17	10	3	13	15
	7%	6%	9%	5%	3%	11%	9%	11%	6%	6%	4%	6%	7%
NET: RM/Parcelforce	1800	32	277	130	84	109	249	16	283	165	68	203	185
	94%	94%	93%	95%	97%	92%	92%	89%	96%	94%	96%	94%	93%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2113	479	547	483	604	1026	1087
Effective base	806	152	164	241	314	316	545
Weighted Base	1917	469	475	488	485	945	973
Royal Mail	1783	435	435	459	455	870	913
	93%	93%	91%	94%	94%	92%	94%
Evri	147	30	38	42	38	67	80
	8%	6%	8%	9%	8%	7%	8%
Parcelforce	137	37	41	27	33	77	59
	7%	8%	9%	5%	7%	8%	6%
DHL	122	18	43	23	38	61	61
	6%	4%	9%	5%	8%	6%	6%
DPD/DPD Local	113	19	33	39	23	52	61
	6%	4%	7%	8%	5%	6%	6%
UK Mail	60	23	17	13	8	40	20
	3%	5%	4%	3%	2%	4%	2%
Yodel	53	4	26	14	9	30	23
	3%	1%	5%	3%	2%	3%	2%
			ad				
UPS	50	15	16	9	10	31	19
	3%	3%	3%	2%	2%	3%	2%
FedEx	31	1	3	15	12	4	27
	2%	*%	1%	3%	2%	*%	3%
				a			a
Amazon logistics	15	8	2	3	2	10	5
	1%	2%	*%	1%	*%	1%	1%
Secured Mail	12	-	11	-	1	11	1
	1%	-%	2%	-%	*%	1%	*%
			cd			b	
Pitney Bowes	8	1	4	1	1	5	2
	*%	*%	1%	*%	*%	1%	*%
TNT Express	6	1	2	2	1	3	3
	*%	*%	*%	*%	*%	*%	*%
DX	2	1	1	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	*	2	*
	*%	-%	*%	-%	*%	*%	*%

Table 101 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2113	479	547	483	604	1026	1087
Effective base	806	152	164	241	314	316	545
Weighted Base	1917	469	475	488	485	945	973
MHI (Mail Handling International)	2	-	*	1	1	*	2
	*%	-%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	14	6	*	3	5	6	8
	1%	1%	*%	1%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	337	301	341	338	638	679
	69%	72%	63%	70%	70%	68%	70%
NET: RM and other	466	98	134	118	117	232	235
	24%	21%	28%	24%	24%	25%	24%
NET: Provider other than RM	134	34	40	29	30	75	59
	7%	7%	9%	6%	6%	8%	6%
NET: RM/Parcelforce	1800	439	441	464	456	881	920
	94%	94%	93%	95%	94%	93%	95%

Columns Tested:: a,b,c,d - a,b

Table 102

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Royal Mail	1783	166	1617	1705	67	8	4	79
	89%	73%	91% a	89%	88%	83%	84%	88%
Evri	147	4	143	142	5	*	*	5
	7%	2%	8% a	7%	6%	2%	4%	6%
Parcelforce	137	3	133	127	8	1	*	10
	7%	1%	8% a	7%	11%	13%	8%	11% a
DHL	122	2	120	112	7	2	1	10
	6%	1%	7% a	6%	10%	23% abe	14% a	11% a
DPD/DPD Local	113	6	108	104	8	1	1	9
	6%	2%	6%	5%	10% a	7%	12% a	10% a
UK Mail	60	-	60	55	4	1	*	5
	3%	-%	3% a	3%	5%	6%	9% a	6%
Yodel	53	-	53	51	1	*	*	2
	3%	-%	3% a	3%	1%	5%	4%	2%
UPS	50	3	47	43	6	1	*	6
	2%	1%	3%	2%	7% a	7%	7% a	7% a
FedEx	31	1	30	29	1	1	*	2
	2%	*%	2%	2%	1%	8% abe	6% abe	2%
Amazon logistics	15	*	15	15	*	-	*	*
	1%	*%	1%	1%	*%	-%	2%	*%
Secured Mail	12	-	12	11	1	*	*	1
	1%	-%	1%	1%	1%	*%	*%	1%
Pitney Bowes	8	-	8	6	1	-	*	1
	*%	-%	*%	*%	2% a	-%	1%	1%
TNT Express	6	*	6	3	2	1	*	3
	*%	*%	*%	*%	2% a	7% a	3% a	3% a

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
DX	2	1	1	1	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
					a			
Whistl/ TNT Post UK	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
MHI (Mail Handling International)	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Citipost	1	-	1	1	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	10	12	1	*	*	1
	1%	2%	1%	1%	1%	*%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	157	1160	1269	42	4	2	48
	66%	69%	65%	66%	55%	43%	43%	53%
				bcde				
NET: RM and other	466	9	457	435	25	4	2	31
	23%	4%	26%	23%	33%	40%	41%	35%
			a		a	a	a	a
NET: Provider other than RM	134	14	120	124	8	1	1	10
	7%	6%	7%	6%	11%	15%	10%	11%
						a		a
NET: RM/Parcelforce	1800	169	1631	1721	68	8	4	79
	90%	74%	92%	90%	89%	84%	85%	88%
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	48	35	82	1	*	*	1
	4%	21%	2%	4%	1%	2%	6%	1%
		b		be			be	

Columns Tested:: a,b - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Royal Mail	1783	930	652	123	47	28	4	1705	67	12
	89%	90%	88%	88%	89%	86%	84%	89%	88%	83%
Evri	147	78	55	9	4	1	*	142	5	*
	7%	8%	7%	7%	8%	2%	4%	7%	6%	3%
Parcelforce	137	56	60	11	5	4	*	127	8	2
	7%	5%	8%	8%	10%	13%	8%	7%	11%	11%
						ag			a	
DHL	122	27	67	18	6	3	1	112	7	3
	6%	3%	9%	13%	12%	10%	14%	6%	10%	20%
			a	ag	ag	a	ag	a	a	abgh
DPD/DPD Local	113	33	62	9	6	2	1	104	8	1
	6%	3%	8%	7%	12%	6%	12%	5%	10%	9%
			a		ag		ag		ag	a
UK Mail	60	19	35	1	2	2	*	55	4	1
	3%	2%	5%	1%	4%	7%	9%	3%	5%	7%
			a			acg	acg		a	acg
Yodel	53	20	21	10	1	1	*	51	1	1
	3%	2%	3%	7%	1%	3%	4%	3%	1%	5%
				abdgh						
UPS	50	13	24	6	5	1	*	43	6	1
	2%	1%	3%	4%	9%	4%	7%	2%	7%	7%
					abg		ag		ag	ag
FedEx	31	11	15	3	1	1	*	29	1	1
	2%	1%	2%	2%	1%	3%	6%	2%	1%	7%
							abdgh			abdgh
Amazon logistics	15	1	13	1	*	*	*	15	*	*
	1%	*%	2%	1%	*%	*%	2%	1%	*%	1%
			a				a			
Secured Mail	12	-	11	-	*	*	*	11	1	*
	1%	-%	2%	-%	1%	1%	*%	1%	1%	*%
			a							
Pitney Bowes	8	-	5	2	1	-	*	6	1	*
	*%	-%	1%	1%	2%	-%	1%	*%	2%	*%
					ag				ag	

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
TNT Express	6	-	3	*	2	1	*	3	2	1
	*%	-%	*%	*%	3% abg	3% abg	3% ag	*%	2% ag	5% abg
DX	2	*	1	*	1	*	*	1	1	*
	*%	*%	*%	*%	1% g	*%	*%	*%	1% g	*%
Whistl/ TNT Post UK	2	-	-	2	*	*	*	2	*	*
	*%	-%	-%	1% ag	*%	*%	1%	*%	*%	*%
MHI (Mail Handling International)	2	1	1	-	-	-	*	2	-	*
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
Citipost	1	*	1	-	-	*	*	1	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	8	2	*	1	*	12	1	*
	1%	*%	1%	1%	*%	3% ag	*%	1%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	753	437	79	28	18	2	1269	42	6
	66%	73% bcdefghi	59% fi	57%	53%	55%	43%	66% bdefhi	55%	43%
NET: RM and other	466	177	215	44	19	10	2	435	25	6
	23%	17%	29% ag	31% a	36% ag	31% a	41% abg	23% a	33% ag	41% abg
NET: Provider other than RM	134	45	67	12	6	4	1	124	8	2
	7%	4%	9% a	8%	11% a	12% a	10% a	6%	11% a	13% ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
NET: RM/Parcelforce	1800	939	659	123	47	28	4	1721	68	12
	90%	91%	89%	88%	90%	86%	85%	90%	89%	84%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	55	22	5	*	1	*	82	1	*
	4%	5%	3%	4%	*%	2%	6%	4%	1%	3%
		dh					dh	dh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Royal Mail	1783	1397	308	67	8	4	1152	263	58	24	51
	89%	90%	87%	88%	83%	84%	92%	88%	86%	69%	88%
							d	d			d
Evri	147	122	20	5	*	*	109	18	5	3	4
	7%	8%	6%	6%	2%	4%	9%	6%	7%	10%	6%
Parcelforce	137	105	22	8	1	*	85	22	7	2	6
	7%	7%	6%	11%	13%	8%	7%	7%	10%	5%	10%
DHL	122	78	34	7	2	1	50	39	8	8	5
	6%	5%	10%	10%	23%	14%	4%	13%	11%	22%	9%
			a	a	abc	a		a	a	a	
DPD/DPD Local	113	70	35	8	1	1	64	24	8	6	4
	6%	4%	10%	10%	7%	12%	5%	8%	12%	17%	6%
			a	a		a				a	
UK Mail	60	45	9	4	1	*	21	26	*	4	8
	3%	3%	3%	5%	6%	9%	2%	9%	*%	12%	13%
						ab		a		a	ac
Yodel	53	35	16	1	*	*	31	9	*	*	5
	3%	2%	5%	1%	5%	4%	2%	3%	*%	1%	8%
UPS	50	23	21	6	1	*	17	15	4	1	1
	2%	1%	6%	7%	7%	7%	1%	5%	6%	2%	2%
			a	a	a	a		a	a		
FedEx	31	21	8	1	1	*	12	5	2	4	1
	2%	1%	2%	1%	8%	6%	1%	2%	4%	13%	1%
					ac	ac				abe	
Amazon logistics	15	11	3	*	-	*	5	8	*	*	*
	1%	1%	1%	*%	-%	2%	*%	3%	*%	*%	*%
								a			
Secured Mail	12	11	-	1	*	*	7	*	4	-	*
	1%	1%	-%	1%	*%	*%	1%	*%	7%	-%	*%
									ab		
Pitney Bowes	8	4	2	1	-	*	1	1	4	1	*
	*%	*%	1%	2%	-%	1%	*%	*%	5%	3%	*%
									ab		
TNT Express	6	2	1	2	1	*	3	1	1	*	1
	*%	*%	*%	2%	7%	3%	*%	*%	2%	*%	1%
				a	ab	a					

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
DX	2	1	1	1	-	*	*	*	-	*	1
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	1%
Whistl/ TNT Post UK	2	-	2	*	*	*	-	2	*	-	*
	*%	-%	1%	*%	*%	1%	-%	1%	*%	-%	*%
MHI (Mail Handling International)	2	2	-	-	-	*	-	1	*	-	1
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	2%
Citipost	1	*	1	*	*	*	-	1	*	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	5	7	1	*	*	2	7	2	*	*
	1%	*%	2%	1%	*%	*%	*%	2%	3%	*%	1%
			a					a	a		
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1066	203	42	4	2	885	161	35	12	34
	66%	68%	58%	55%	43%	43%	71%	54%	52%	34%	59%
		bcde	e				bcd				
NET: RM and other	466	330	105	25	4	2	267	102	23	12	17
	23%	21%	30%	33%	40%	41%	21%	34%	34%	35%	30%
			a	a	a	a		a			
NET: Provider other than RM	134	88	35	8	1	1	66	29	8	6	7
	7%	6%	10%	11%	15%	10%	5%	10%	12%	18%	11%
			a	a	a					a	
NET: RM/Parcelforce	1800	1410	310	68	8	4	1161	270	58	24	52
	90%	91%	88%	89%	84%	85%	93%	91%	86%	69%	89%
							d	d			d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	73	9	1	*	*	31	7	1	5	*
	4%	5%	3%	1%	2%	6%	2%	2%	1%	13%	*%
		c				c				abe	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Royal Mail	1783	149	135	275	63	171	281	230	151	136
	89%	83%	92%	86%	92%	93%	90%	92%	97% ac	92%
Evri	147	26	11	15	9	21	12	21	13	12
	7%	14% cf	7%	5%	13%	11%	4%	8%	8%	8%
Parcelforce	137	14	13	20	9	11	21	14	18	12
	7%	8%	9%	6%	13%	6%	7%	6%	12%	8%
DHL	122	13	11	22	5	5	19	16	10	6
	6%	7%	8%	7%	7%	3%	6%	6%	6%	4%
DPD/DPD Local	113	11	13	13	1	11	26	14	5	6
	6%	6%	9%	4%	1%	6%	8%	6%	3%	4%
UK Mail	60	11	1	20	2	5	4	3	4	3
	3%	6%	1%	6% f	3%	3%	1%	1%	3%	2%
Yodel	53	6	9	8	*	9	3	9	4	3
	3%	3%	6% f	2%	*%	5%	1%	3%	2%	2%
UPS	50	2	2	11	6	1	8	2	3	7
	2%	1%	1%	3%	9% eg	*%	3%	1%	2%	4%
FedEx	31	3	*	15	-	1	2	4	1	3
	2%	2%	*%	5%	-%	*%	1%	2%	*%	2%
Amazon logistics	15	1	-	7	-	-	*	*	4	*
	1%	1%	-%	2%	-%	-%	*%	*%	3%	*%
Secured Mail	12	-	3	*	4	4	*	-	-	-
	1%	-%	2%	*%	5% cfg	2%	*%	-%	-%	-%
Pitney Bowes	8	1	-	1	-	4	1	-	-	-
	*%	*%	-%	*%	-%	2%	*%	-%	-%	-%
TNT Express	6	-	*	4	*	*	-	*	*	*
	*%	-%	*%	1%	1%	*%	-%	*%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
DX	2	-	-	1	*	1	-	*	-	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%	-%
Whistl/ TNT Post UK	2	-	-	2	-	*	-	-	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	2	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	1	*	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	1	2	-	1	*	3	-	-
	1%	2%	1%	1%	-%	1%	*%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	102	92	206	40	128	222	167	102	101
	66%	57%	63%	65%	57%	70%	71%	67%	66%	69%
							a			
NET: RM and other	466	47	43	69	24	43	58	64	49	35
	23%	26%	30%	22%	34%	24%	19%	25%	32%	24%
NET: Provider other than RM	134	23	3	34	6	11	20	6	3	6
	7%	13%	2%	11%	8%	6%	7%	2%	2%	4%
		bgh		bgh						
NET: RM/Parcelforce	1800	149	135	279	63	175	283	233	151	138
	90%	83%	93%	88%	92%	95%	91%	93%	97%	94%
						a		a	ac	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	7	8	10	*	1	11	13	1	5
	4%	4%	5%	3%	*%	1%	3%	5%	1%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1783	371	435	786	1592	192	92	68	32
	89%	93% efh	91% efh	89% efh	90% efh	80%	77%	85%	79%
Evri	147	42	50	49	140	7	3	3	1
	7%	10% efh	10% cefh	6%	8% eh	3%	3%	4%	2%
Parcelforce	137	32	45	55	132	5	2	2	1
	7%	8% ef	9% efgh	6% ef	7% ef	2%	1%	3%	3%
DHL	122	16	34	57	107	15	9	3	2
	6%	4%	7%	6%	6%	6%	8%	4%	6%
DPD/DPD Local	113	18	29	53	101	12	8	4	1
	6%	5%	6%	6%	6%	5%	7%	5%	2%
UK Mail	60	10	16	27	53	7	5	1	1
	3%	2%	3%	3%	3%	3%	4%	2%	2%
Yodel	53	12	19	19	50	3	1	1	1
	3%	3%	4% e	2%	3%	1%	1%	1%	4%
UPS	50	13	7	21	41	8	8	*	*
	2%	3%	2%	2%	2%	4%	7% bdgh	*%	1%
FedEx	31	4	4	21	29	2	1	*	*
	2%	1%	1%	2%	2%	1%	1%	*%	1%
Amazon logistics	15	*	5	7	12	3	1	1	1
	1%	*%	1%	1%	1%	1%	1%	1%	3% ad
Secured Mail	12	8	3	1	12	*	-	*	*
	1%	2% ce	1%	*%	1%	*%	-%	*%	*%
Pitney Bowes	8	4	1	2	7	1	*	1	*
	*%	1%	*%	*%	*%	*%	*%	1%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
TNT Express	6	*	1	4	5	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
DX	2	1	-	1	1	1	*	*	*
	*%	*%	-%	*%	*%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	*	-	2	2	*	-	*	*
	*%	*%	-%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	1	-	1	1	*	1	-
	*%	-%	*%	-%	*%	*%	*%	1%	-%
Citipost	1	-	*	1	1	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	1	4	5	10	3	3	*	1
	1%	*%	1%	1%	1%	1%	2%	*%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	269	296	595	1160	158	72	60	26
	66%	67%	62%	68%	66%	66%	60%	75% bf	66%
NET: RM and other	466	102	139	191	432	34	20	8	5
	23%	25% egh	29% efgh	22% eg	25% egh	14%	17%	10%	14%
NET: Provider other than RM	134	23	30	60	113	21	12	6	3
	7%	6%	6%	7%	6%	9%	10%	8%	7%
NET: RM/Parcelforce	1800	376	435	796	1607	193	93	68	32
	90%	94% efgh	91% efh	90% efh	91% efh	80%	77%	85%	80%

Columns Tested:: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	6	16	34	56	27	16	6	5
	4%	2%	3%	4%	3%	11%	13%	7%	13%
						abcd	abcd	a	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Royal Mail	1783	64	101	126	235	275	79	46	60	898
	89%	78%	84%	85%	88%	84%	85%	85%	94%	93%
										abce
Evri	147	*	21	24	28	45	8	3	2	37
	7%	*%	17%	16%	10%	14%	8%	6%	4%	4%
			ai	ai	ai	ai				
Parcelforce	137	2	10	10	36	21	3	4	2	59
	7%	2%	8%	7%	13%	6%	3%	8%	4%	6%
					i					
DHL	122	4	21	21	17	30	8	1	4	35
	6%	5%	18%	14%	6%	9%	9%	2%	7%	4%
			di	i		i				
DPD/DPD Local	113	4	7	7	22	13	11	3	*	53
	6%	5%	6%	5%	8%	4%	12%	6%	*%	5%
							h			
UK Mail	60	1	9	10	16	13	1	*	4	15
	3%	2%	8%	6%	6%	4%	1%	*%	7%	2%
			i	i	i				i	
Yodel	53	-	7	7	15	12	*	-	-	19
	3%	-%	5%	4%	6%	4%	*%	-%	-%	2%
					i					
UPS	50	4	3	3	2	11	1	1	2	26
	2%	4%	3%	2%	1%	3%	1%	2%	3%	3%
FedEx	31	*	5	5	7	6	*	3	*	9
	2%	*%	4%	3%	3%	2%	1%	5%	*%	1%
Amazon logistics	15	*	-	-	6	1	1	3	1	1
	1%	*%	-%	-%	2%	*%	1%	5%	2%	*%
					i			ei	i	
Secured Mail	12	*	4	4	-	*	4	3	-	-
	1%	*%	3%	3%	-%	*%	4%	6%	-%	-%
			ei	i			dei	dei		

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Pitney Bowes	8	-	2	2	4	1	-	-	1	*
	*%	-%	2%	1%	1%	*%	-%	-%	1%	*%
			i		i					
TNT Express	6	1	*	*	-	4	*	-	-	1
	*%	1%	*%	*%	-%	1%	*%	-%	-%	*%
						i				
DX	2	-	*	*	1	1	-	-	*	1
	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
Whistl/ TNT Post UK	2	-	*	*	-	*	-	-	-	2
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%
MHI (Mail Handling International)	2	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	*	*	-	-	-	1
	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	-	3	3	1	5	*	*	*	4
	1%	-%	3%	2%	*%	1%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	56	49	74	154	179	56	37	51	710
	66%	68%	41%	50%	57%	55%	61%	69%	80%	74%
		b			b			b	bcde	bcde
NET: RM and other	466	9	52	52	81	96	23	9	9	187
	23%	10%	43%	35%	30%	29%	25%	17%	14%	19%
			aghi	ahi	ai	ai				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
NET: Provider other than RM	134	5	15	18	29	34	12	1	4	30
	7%	7%	13%	12%	11%	10%	13%	2%	6%	3%
			i	i	i	i	i			
NET: RM/Parcelforce	1800	64	102	128	243	278	79	47	60	901
	90%	78%	85%	86%	91%	85%	85%	87%	94%	94%
										abce
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	12	4	5	4	18	2	7	*	35
	4%	15%	4%	3%	1%	6%	2%	12%	*%	4%
		bcdefhi						di		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Royal Mail	1783	426	354	1003	1459	324	1645	139	1733	51
	89%	85%	84%	93% ab	87%	98% a	90% b	82%	89%	85%
Evri	147	52	52	43	112	35	143	4	147	-
	7%	10% c	12% c	4%	7%	10%	8% b	2%	8%	-%
Parcelforce	137	48	23	66	98	39	123	14	134	2
	7%	10%	6%	6%	6%	12% a	7%	8%	7%	4%
DHL	122	43	38	40	107	14	106	16	120	1
	6%	9% c	9% c	4%	6%	4%	6%	9%	6%	2%
DPD/DPD Local	113	33	24	56	93	21	101	12	112	2
	6%	7%	6%	5%	6%	6%	6%	7%	6%	3%
UK Mail	60	27	13	20	57	3	50	9	58	2
	3%	5% c	3%	2%	3%	1%	3%	6%	3%	3%
Yodel	53	22	12	19	33	20	45	8	53	*
	3%	4%	3%	2%	2%	6% a	2%	5%	3%	*%
UPS	50	9	11	29	47	2	36	13	50	*
	2%	2%	3%	3%	3%	1%	2%	8% a	3%	*%
FedEx	31	12	6	12	30	1	26	5	31	-
	2%	2%	2%	1%	2%	*%	1%	3%	2%	-%
Amazon logistics	15	7	3	6	15	-	12	3	15	-
	1%	1%	1%	1%	1%	-%	1%	2%	1%	-%
Secured Mail	12	4	4	3	9	3	12	*	12	-
	1%	1%	1%	*%	1%	1%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Pitney Bowes	8	6	1	1	8	*	8	-	8	-
	*%	1%	*%	*%	*%	*%	*%	-%	*%	-%
TNT Express	6	1	4	1	6	*	5	1	6	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
DX	2	1	1	1	2	-	2	*	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl/ TNT Post UK	2	*	*	2	2	-	2	*	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	2	-	1	1	2	-	2	*	2	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	*	*	1	1	-	*	1	1	-
	*%	*%	*%	*%	*%	-%	*%	1%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	5	4	11	3	12	2	13	1
	1%	1%	1%	*%	1%	1%	1%	1%	1%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	283	235	799	1099	218	1225	92	1272	45
	66%	57%	56%	74%	66%	66%	67%	55%	66%	76%
				ab			b			
NET: RM and other	466	142	119	205	360	106	419	47	461	5
	23%	28%	28%	19%	22%	32%	23%	28%	24%	9%
		c	c			a				

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
NET: Provider other than RM	134	53	46	35	127	6	116	18	131	2
	7%	11%	11%	3%	8%	2%	6%	10%	7%	4%
		c	c		b					
NET: RM/Parcelforce	1800	436	357	1008	1476	324	1661	139	1749	51
	90%	87%	85%	93%	88%	98%	91%	83%	90%	85%
				ab		a	b			
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	21	20	42	81	2	71	12	76	7
	4%	4%	5%	4%	5%	*%	4%	7%	4%	11%
					b					

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Royal Mail	1783	1095	283	396	1520	184	39	40	1704	79
	89%	89%	84%	93%	90%	87%	84%	71%	90%	77%
		b		b	df				df	
Evri	147	50	34	63	102	36	3	6	138	9
	7%	4%	10%	15%	6%	17%	7%	10%	7%	9%
			a	a		ae				
Parcelforce	137	69	22	45	97	28	3	9	124	12
	7%	6%	7%	11%	6%	13%	6%	17%	7%	12%
				a		ae		a		
DHL	122	57	29	35	81	16	13	12	97	25
	6%	5%	9%	8%	5%	7%	28%	20%	5%	24%
							abe	ae		abe
DPD/DPD Local	113	49	42	22	80	27	4	2	107	6
	6%	4%	12%	5%	5%	13%	9%	4%	6%	6%
			ac			ae				
UK Mail	60	24	21	15	28	12	4	16	40	20
	3%	2%	6%	4%	2%	6%	8%	28%	2%	19%
			a			ae	a	abe		abe
Yodel	53	33	6	14	45	3	*	5	48	5
	3%	3%	2%	3%	3%	1%	*%	8%	3%	5%
UPS	50	24	19	7	34	10	4	2	44	6
	2%	2%	5%	2%	2%	5%	9%	3%	2%	6%
			a				a			
FedEx	31	18	12	1	21	5	1	4	26	5
	2%	1%	3%	*%	1%	2%	3%	6%	1%	5%
			c							
Amazon logistics	15	9	3	3	7	2	*	6	9	6
	1%	1%	1%	1%	*%	1%	*%	10%	*%	6%
								abe		ae
Secured Mail	12	7	*	4	3	4	4	*	8	4
	1%	1%	*%	1%	*%	2%	9%	*%	*%	4%
						ae	ae			ae
Pitney Bowes	8	2	1	4	3	4	-	1	7	1
	*%	*%	*%	1%	*%	2%	-%	1%	*%	1%
						ae				

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
TNT Express	6	1	1	4	3	1	1	*	4	2
	*%	*%	*%	1%	*%	1%	3%	*%	*%	2%
							ae			
DX	2	1	1	1	1	1	-	*	2	*
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	*	2	*	*	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	1	*	1	*	-	-	2	*	2
	*%	*%	*%	*%	*%	-%	-%	3%	*%	2%
								ae		ae
Citipost	1	-	*	1	*	1	-	*	1	*
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	7	5	2	9	3	1	*	13	1
	1%	1%	2%	*%	1%	2%	2%	*%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	879	182	247	1185	94	22	16	1279	38
	66%	72%	54%	58%	70%	45%	47%	29%	67%	37%
		bc			bcdf				bcdf	
NET: RM and other	466	216	101	149	334	90	17	24	425	41
	23%	18%	30%	35%	20%	43%	37%	43%	22%	40%
			a	a		ae	a	ae		ae
NET: Provider other than RM	134	67	44	23	90	26	8	10	116	18
	7%	5%	13%	5%	5%	13%	16%	17%	6%	17%
			ac			ae	ae	ae		ae
NET: RM/Parcelforce	1800	1106	288	396	1531	185	40	45	1716	84
	90%	90%	85%	93%	91%	88%	85%	78%	90%	81%
				b	df				f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	62	11	7	76	*	-	6	76	6
	4%	5%	3%	2%	5%	*%	-%	11%	4%	6%
		c			b			b	b	b

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Royal Mail	1783	895	625	263	1639	1348	1725	1265	811	568
	89%	89%	91%	84%	95%	94%	94%	91%	91%	85%
			c		def	f	df	f	f	
Evri	147	40	63	45	135	123	139	142	99	60
	7%	4%	9%	14%	8%	9%	8%	10%	11%	9%
			a	a					c	
Parcelforce	137	39	58	40	127	121	134	132	100	63
	7%	4%	8%	13%	7%	8%	7%	10%	11%	9%
			a	a					ac	
DHL	122	35	46	40	115	107	115	114	99	66
	6%	4%	7%	13%	7%	7%	6%	8%	11%	10%
				ab					ac	c
DPD/DPD Local	113	32	48	33	103	106	108	111	89	71
	6%	3%	7%	11%	6%	7%	6%	8%	10%	11%
			a	a					ac	ac
UK Mail	60	5	22	32	56	53	58	59	51	53
	3%	1%	3%	10%	3%	4%	3%	4%	6%	8%
			a	ab					ac	abcd
Yodel	53	10	35	8	46	44	53	50	43	31
	3%	1%	5%	2%	3%	3%	3%	4%	5%	5%
			a							
UPS	50	17	18	15	48	42	48	50	43	28
	2%	2%	3%	5%	3%	3%	3%	4%	5%	4%
				a						
FedEx	31	8	13	10	24	23	25	31	26	20
	2%	1%	2%	3%	1%	2%	1%	2%	3%	3%
Amazon logistics	15	*	7	8	15	14	15	15	14	13
	1%	*%	1%	2%	1%	1%	1%	1%	2%	2%
				a						
Secured Mail	12	3	*	9	8	12	12	12	12	5
	1%	*%	*%	3%	*%	1%	1%	1%	1%	1%
				ab						
Pitney Bowes	8	-	3	5	8	8	8	7	7	5
	*%	-%	*%	2%	*%	1%	*%	1%	1%	1%
				a						

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
TNT Express	6	-	3	3	6	4	6	6	3	3
	*%	-%	*%	1%	*%	*%	*%	*%	*%	1%
DX	2	*	1	1	2	2	2	2	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	*	2	2	2	2	2	2
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	2	-	*	2	1	2	2	2	2	2
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	1	1	1	1	1	1
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	6	4	10	13	14	8	7	5
	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	765	421	132	1195	921	1261	814	461	353
	66%	76%	61%	42%	69%	64%	69%	59%	52%	53%
		bc	c		def	ef	def	e		
NET: RM and other	466	130	205	132	444	427	465	451	350	215
	23%	13%	30%	42%	26%	30%	25%	33%	39%	32%
			a	ab				ac	abcd	ac
NET: Provider other than RM	134	34	55	44	95	85	105	118	78	84
	7%	3%	8%	14%	5%	6%	6%	9%	9%	13%
			a	a				ac	a	abc
NET: RM/Parcelforce	1800	901	630	269	1649	1362	1740	1278	821	581
	90%	90%	92%	86%	95%	95%	95%	92%	92%	87%
			c		df	f	df	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	72	5	7	-	-	-	-	-	13
	4%	7%	1%	2%	-%	-%	-%	-%	-%	2%
		bc								abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Royal Mail	1783	392	1043	85	85	42	40	39	121
	89%	95% g	96% cegh	86%	91%	86%	94%	81%	87%
Evri	147	19	91	14	4	7	*	5	12
	7%	5%	8%	14% a	5%	14%	1%	10%	8%
Parcelforce	137	15	97	9	4	7	2	1	10
	7%	4%	9% a	9%	4%	15% a	4%	1%	7%
DHL	122	8	75	7	8	2	10	5	17
	6%	2%	7% a	7%	9% a	4%	23% ab	11% a	12% a
DPD/DPD Local	113	4	60	15	17	6	4	3	12
	6%	1%	5% a	15% ab	18% ab	12% a	9% a	6%	9% a
UK Mail	60	4	24	3	2	6	5	13	24
	3%	1%	2%	3%	2%	13% ab	13% ab	26% abcd	17% abcd
Yodel	53	11	30	3	3	1	*	5	6
	3%	3%	3%	3%	4%	1%	1%	11% b	4%
UPS	50	4	24	5	3	5	4	2	10
	2%	1%	2%	5%	4%	10% ab	9% a	4%	7% ab
FedEx	31	1	11	2	7	*	1	3	4
	2%	*%	1%	2%	8% ab	*%	1%	7% ab	3%
Amazon logistics	15	1	6	2	*	4	1	1	6
	1%	*%	1%	2%	*%	9% ab	2%	1%	4% b
Secured Mail	12	-	8	4	-	*	-	*	*
	1%	-%	1%	4% ab	-%	1%	-%	*%	*%
Pitney Bowes	8	-	2	-	4	-	1	1	2
	*%	-%	*%	-%	4% ab	-%	3%	1%	1%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
TNT Express	6	-	4	*	*	*	*	-	1
	*%	-%	*%	*%	*%	1%	1%	-%	1%
DX	2	-	*	-	*	1	1	*	1
	*%	-%	*%	-%	*%	1%	2%	*%	1%
Whistl/ TNT Post UK	2	-	2	-	*	*	-	*	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	2	-	-	-	*	1	-	1	2
	*%	-%	-%	-%	*%	3% b	-%	1%	1%
Citipost	1	-	*	-	*	-	1	*	1
	*%	-%	*%	-%	*%	-%	2% b	*%	1%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	9	-	-	*	*	*	*
	1%	1%	1%	-%	-%	*%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	346	736	51	53	27	21	27	74
	66%	84% bcdefgh	68% ch	52%	56%	56%	48%	55%	53%
NET: RM and other	466	46	307	33	32	15	20	12	46
	23%	11%	28% a	34% a	34% a	30% a	46% a	26%	33% a
NET: Provider other than RM	134	21	44	13	9	7	3	9	19
	7%	5%	4%	14% b	9%	14% b	6%	19% ab	13% b
NET: RM/Parcelforce	1800	396	1048	85	85	46	40	39	125
	90%	96% cg	96% cgh	87%	91%	94%	94%	81%	90%

Columns Tested:: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1783	1317	132	77	49	23	29	13	1030	152	66	26	37	15	20
	89%	96% bd	86%	96%	83%	95%	96%	94%	97% bceg	85%	90%	95% g	87%	92%	71%
Evri	147	99	26	6	1	2	1	1	82	22	6	3	5	1	3
	7%	7%	17% ad	8%	1%	7%	2%	8%	8%	12%	9%	12%	12%	4%	11%
Parcelforce	137	102	13	6	3	1	2	*	95	15	4	*	5	1	*
	7%	7%	8%	8%	5%	5%	5%	2%	9%	8%	6%	2%	11%	6%	1%
DHL	122	81	14	4	4	5	5	2	63	22	7	5	5	1	4
	6%	6%	9%	5%	6%	21% a	16%	15%	6%	12%	10%	17% a	12%	6%	15%
DPD/DPD Local	113	60	15	10	17	*	2	*	67	22	5	*	8	1	2
	6%	4%	10% a	12% a	28% abe	1%	5%	1%	6%	13%	7%	1%	19% d	5%	6%
UK Mail	60	32	7	2	8	1	2	4	12	14	8	2	8	1	9
	3%	2%	5%	3%	13% a	3%	5%	32% abc	1%	8% a	10% a	6%	19% a	8% a	30% abd
Yodel	53	26	11	1	3	1	1	5	33	4	5	*	*	1	1
	3%	2%	7% a	1%	5%	3%	3%	34% abcdf	3%	2%	7%	*%	*%	4%	4%
UPS	50	31	5	3	3	3	3	*	24	6	5	3	3	1	1
	2%	2%	3%	3%	5%	13% a	9%	1%	2%	3%	6%	9% a	7%	9%	2%
FedEx	31	10	8	1	5	*	*	*	15	2	1	2	-	*	3
	2%	1%	5% a	1%	9% a	1%	1%	1%	1%	1%	1%	8% a	-%	1%	11% ab
Amazon logistics	15	13	1	*	*	*	1	*	3	4	1	*	5	-	1
	1%	1%	1%	*%	*%	*%	2%	1%	*%	2%	2%	*%	11% a	-%	2%
Secured Mail	12	7	*	-	*	-	-	*	8	*	4	-	-	-	*
	1%	1%	*%	-%	1%	-%	-%	*%	1%	*%	6% ab	-%	-%	-%	*%
Pitney Bowes	8	3	-	4	-	-	1	-	2	4	-	1	-	-	1
	*%	*%	-%	5% a	-%	-%	4% a	-%	*%	2% a	-%	5% a	-%	-%	2%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
TNT Express	6	2	3	*	*	*	*	-	1	2	1	*	*	*	-
	*%	*%	2% a	*%	*%	1%	1%	-%	*%	1%	1%	1%	*%	*%	-%
DX	2	*	1	-	*	*	1	*	*	*	1	*	1	*	*
	*%	*%	*%	-%	*%	*%	2% a	1%	*%	*%	1%	*%	1%	*%	*%
Whistl/ TNT Post UK	2	2	-	*	-	*	-	*	-	2	*	-	*	-	*
	*%	*%	-%	*%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	2	1	-	-	*	-	-	-	-	*	-	-	1	-	1
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	3% a	-%	2% a
Citipost	1	*	1	-	*	*	-	*	*	*	-	*	-	1	*
	*%	*%	1%	-%	*%	*%	-%	*%	*%	*%	-%	*%	-%	6% ab	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	8	2	-	*	*	*	-	13	*	-	*	-	*	-
	1%	1%	1%	-%	*%	1%	*%	-%	1%	*%	-%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1002	75	55	27	15	15	6	722	97	41	15	20	10	16
	66%	73% bdf	49%	69% b	45%	61%	51%	46%	68% b	54%	56%	53%	46%	61%	56%
NET: RM and other	466	315	57	22	22	8	13	6	308	55	25	12	18	5	4
	23%	23%	38% a	27%	38%	35%	44% a	48%	29%	31%	34%	42%	41%	30%	15%
NET: Provider other than RM	134	57	21	3	10	1	1	1	33	27	8	1	6	1	8
	7%	4%	14% a	4%	17% a	5%	4%	6%	3%	15% a	10% a	5%	13% a	8%	29% ad
NET: RM/Parcelforce	1800	1326	133	77	49	23	29	13	1038	155	66	26	42	15	20
	90%	97% bd	87%	96%	83%	95%	96%	94%	98% bcg	86%	90%	95% g	96%	92%	71%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1783	894	141	89	51	25	28	37	91	863	342	348	105	64
	89%	95% bcdeh	88%	80%	82%	78%	88%	86%	84%	97% bde	88%	96% b	90%	89%
Evri	147	78	18	15	10	6	9	5	20	35	35	47	9	14
	7%	8%	11%	14%	17%	18%	29% a	11%	18% a	4%	9% a	13% a	8%	19% a
Parcelforce	137	83	21	15	1	6	5	1	12	51	38	25	5	16
	7%	9%	13%	13%	2%	18% d	16%	1%	11%	6%	10%	7%	5%	22% acd
DHL	122	56	23	10	5	6	3	10	20	45	22	24	14	9
	6%	6%	15% a	9%	8%	18% a	10%	24% a	18% a	5%	6%	7%	12% a	13%
DPD/DPD Local	113	61	16	15	4	1	5	9	16	42	20	28	16	2
	6%	6%	10%	13%	6%	4%	17%	20% a	14%	5%	5%	8%	14% ab	2%
UK Mail	60	16	1	15	10	5	4	8	17	9	20	5	8	16
	3%	2%	1%	13% ab	17% ab	17% ab	12% ab	18% ab	16% ab	1%	5% a	1%	7% ac	22% abc
Yodel	53	24	16	2	2	2	4	1	7	14	19	13	2	5
	3%	3%	10% a	1%	3%	5%	13% a	3%	7%	2%	5% a	4%	2%	7%
UPS	50	25	6	10	1	1	1	5	7	17	9	14	5	3
	2%	3%	4%	9% a	2%	3%	5%	11%	7%	2%	2%	4%	4%	5%
FedEx	31	15	5	6	1	*	*	4	4	3	2	16	1	4
	2%	2%	3%	6%	1%	*%	*%	9% a	4%	*%	1%	4% ab	*%	5% a
Amazon logistics	15	1	1	6	3	3	*	1	4	2	7	1	1	4
	1%	*%	1%	5% a	5% a	8% a	*%	2%	3% a	*%	2%	*%	1%	6% ac
Secured Mail	12	4	4	*	*	4	-	-	4	4	4	4	*	*
	1%	*%	2%	*%	*%	13% acd	-%	-%	4% a	*%	1%	1%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Pitney Bowes	8	2	-	1	1	-	-	4	4	-	1	2	4	-
	*%	*%	-%	*%	2%	-%	-%	8% ab	3% a	-%	*%	*%	4% a	-%
TNT Express	6	2	*	1	2	*	*	*	1	2	1	1	2	*
	*%	*%	*%	1%	3%	1%	*%	1%	1%	*%	*%	*%	2%	*%
DX	2	*	*	1	*	-	1	*	1	-	*	1	1	*
	*%	*%	*%	*%	*%	-%	3% a	*%	1%	-%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	*	-	2	*	-	-	*	-	*	*	2	*
	*%	-%	*%	-%	3% a	*%	-%	-%	*%	-%	*%	*%	2%	*%
MHI (Mail Handling International)	2	*	-	1	-	-	-	1	1	-	1	-	1	-
	*%	*%	-%	*%	-%	-%	-%	3% a	1%	-%	*%	-%	1%	-%
Citipost	1	*	-	-	-	*	1	*	1	-	1	-	*	*
	*%	*%	-%	-%	-%	*%	3% a	*%	1%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	3	*	*	3	-	*	1	1	7	*	3	3	-
	1%	*%	*%	*%	5% a	-%	*%	2%	1%	1%	*%	1%	2%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	623	72	54	25	13	8	19	40	687	247	227	60	35
	66%	66% bcdefgh	45%	48%	41%	40%	25%	43%	37%	78% bcde	63%	62%	52%	49%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
NET: RM and other	466	271	68	35	25	12	20	19	51	176	95	121	45	28
	23%	29%	43%	32%	41%	38%	63%	43%	47%	20%	24%	33%	39%	40%
			a				ac		a			a	ab	a
NET: Provider other than RM	134	48	20	22	11	7	4	6	17	23	47	16	11	8
	7%	5%	12%	20%	18%	22%	12%	14%	16%	3%	12%	4%	10%	11%
			a	a	a	a			a		ac		a	a
NET: RM/Parcelforce	1800	898	144	94	51	25	28	37	91	866	347	349	105	68
	90%	95%	90%	84%	82%	78%	89%	86%	84%	98%	89%	96%	91%	94%
		cdeh								bd		b		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Royal Mail	1783	928	311	275	81	38	750	238	225	78	52
	89%	96% b	91%	94%	90%	99%	96% be	90%	94%	91%	87%
Evri	147	58	28	38	6	5	40	32	33	8	10
	7%	6%	8%	13% a	6%	14%	5%	12% a	14% a	9%	16% a
Parcelforce	137	64	36	16	5	7	62	27	19	2	11
	7%	7%	11%	6%	5%	17%	8%	10%	8%	3%	19% d
DHL	122	47	24	22	14	5	47	19	20	14	7
	6%	5%	7%	8%	16% a	14%	6%	7%	8%	16% a	12%
DPD/DPD Local	113	43	19	27	13	*	62	13	15	15	1
	6%	5%	5%	9%	15% a	1%	8%	5%	6%	18% bc	2%
UK Mail	60	23	14	7	4	8	14	16	6	9	8
	3%	2%	4%	2%	4%	21% abc	2%	6% a	2%	11% ac	14% ac
Yodel	53	12	17	12	*	5	21	11	4	6	1
	3%	1%	5% a	4%	*%	12% ad	3%	4%	2%	6%	2%
UPS	50	18	9	13	5	3	23	7	7	4	1
	2%	2%	3%	4%	5%	8%	3%	3%	3%	5%	2%
FedEx	31	3	4	17	1	*	4	5	11	*	3
	2%	*%	1%	6% ab	1%	*%	*%	2%	4% a	*%	6% a
Amazon logistics	15	7	6	1	1	-	3	5	1	1	4
	1%	1%	2%	*%	1%	-%	*%	2%	1%	1%	7% ac
Secured Mail	12	7	-	*	*	*	4	4	4	*	*
	1%	1%	-%	*%	*%	*%	1%	2%	1%	*%	*%
Pitney Bowes	8	1	1	2	4	-	1	1	1	4	-
	*%	*%	*%	1%	4% a	-%	*%	*%	1%	5% ab	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
TNT Express	6	2	1	1	2	*	1	1	*	1	*
	*%	*%	*%	*%	2%	*%	*%	*%	*%	2%	*%
DX	2	-	1	*	1	*	*	*	1	1	*
	*%	-%	*%	*%	1%	*%	*%	*%	*%	1%	*%
Whistl/ TNT Post UK	2	-	2	*	-	*	-	*	*	2	*
	*%	-%	1%	*%	-%	*%	-%	*%	*%	2%	*%
MHI (Mail Handling International)	2	1	-	*	-	-	-	1	-	1	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	2%	-%
Citipost	1	-	1	*	-	*	-	1	-	*	*
	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	4	*	3	3	-	10	1	3	*	-
	1%	*%	*%	1%	3%	-%	1%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	731	214	179	44	22	544	159	140	39	34
	66%	76% bcd	63%	62%	50%	57%	70% cd	60%	59%	45%	57%
NET: RM and other	466	197	97	96	36	16	206	78	84	39	18
	23%	20%	28% a	33% a	41% a	42% a	27%	30%	35%	46% a	30%
NET: Provider other than RM	134	38	30	16	9	*	27	28	13	8	8
	7%	4%	9% a	6%	10%	1%	4%	10% a	6%	9%	13% a
NET: RM/Parcelforce	1800	935	314	275	81	38	754	242	226	78	56
	90%	97% b	92%	94%	91%	99%	97% b	91%	95%	91%	94%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Royal Mail	1783 89%	658 94% cd	184 92%	261 87%	98 86%	48 94%	740 91% b	92 75%	425 97% ab	1646 95% b	137 50%	1619 100% b	20 19%
Evri	147 7%	43 6%	21 11%	44 15% a	18 16% a	15 30% ab	111 14% c	13 10%	18 4%	89 5%	58 21% a	116 7%	19 17% a
Parcelforce	137 7%	53 8%	25 12%	33 11%	8 7%	13 25% ad	81 10%	9 8%	40 9%	97 6%	39 14% a	112 7%	15 14%
DHL	122 6%	44 6%	22 11%	24 8%	21 18% a	3 5%	71 9%	16 13%	27 6%	57 3%	65 24% a	76 5%	39 36% a
DPD/DPD Local	113 6%	40 6%	17 9%	30 10%	20 18% a	3 5%	69 9%	13 11%	29 7%	63 4%	51 19% a	94 6%	9 8%
UK Mail	60 3%	12 2%	7 3%	27 9% a	6 5%	7 14% a	42 5%	6 5%	11 2%	20 1%	39 14% a	21 1%	35 32% a
Yodel	53 3%	10 1%	15 8% a	17 6% a	2 2%	6 11% a	36 4%	3 2%	11 3%	36 2%	17 6% a	38 2%	8 7% a
UPS	50 2%	15 2%	16 8% a	12 4%	3 3%	4 8%	37 5%	5 4%	8 2%	32 2%	18 6% a	35 2%	13 12% a
FedEx	31 2%	12 2%	3 1%	13 4%	2 2%	* 1%	19 2%	1 1%	11 2%	18 1%	12 5% a	19 1%	6 5% a
Amazon logistics	15 1%	1 *%	* *%	11 4% a	2 1%	1 1%	9 1%	2 2%	4 1%	7 *%	8 3% a	9 1%	6 6% a

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Secured Mail	12	*	8	4	-	*	*	8	3	4	8	1	7
	1%	*%	4% a	1%	-%	*%	*%	7% ac	1%	*%	3% a	*%	7% a
Pitney Bowes	8	1	-	1	4	1	6	1	1	1	7	4	3
	*%	*%	-%	*%	4% a	1%	1%	*%	*%	*%	2% a	*%	3% a
TNT Express	6	*	3	*	2	*	5	*	1	3	3	5	1
	*%	*%	2%	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%
DX	2	*	1	*	1	-	1	1	*	1	1	1	*
	*%	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	*	*	-	2	2	*	*	*	2	2	*
	*%	-%	*%	*%	-%	4% a	*%	*%	*%	*%	1% a	*%	*%
MHI (Mail Handling International)	2	-	*	1	-	1	1	1	-	*	2	-	1
	*%	-%	*%	*%	-%	1%	*%	*%	-%	*%	1% a	-%	*%
Citipost	1	1	*	-	-	*	1	*	*	*	1	*	1
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1% a
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	2	*	4	1	*	5	*	2	5	8	5	5
	1%	*%	*%	1%	1%	*%	1%	*%	1%	*%	3% a	*%	4% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	494	94	149	48	14	436	65	306	1307	10	1195	-
	66%	70%	47%	50%	42%	27%	54%	53%	70%	76%	4%	73%	-%
		bcde		e					ab	b		b	
NET: RM and other	466	165	91	112	50	34	303	27	119	339	127	424	20
	23%	23%	45%	37%	43%	68%	37%	22%	27%	20%	46%	26%	19%
			a	a	a	ac	bc				a		
NET: Provider other than RM	134	43	16	39	16	3	74	30	13	10	124	7	88
	7%	6%	8%	13%	14%	6%	9%	25%	3%	1%	45%	*%	81%
				a	a		c	ac			a		a
NET: RM/Parcelforce	1800	664	184	268	98	48	751	94	425	1650	150	1619	31
	90%	95%	92%	89%	86%	94%	92%	77%	97%	96%	55%	100%	28%
		cd					b		ab	b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	71	12	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	5%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1783	1263	85	845	420	1629	10	1270	78	862	403
	89%	100% b	52%	100% b	78%	100% b	9%	100% b	48%	100% b	77%
Evri	147	80	43	17	125	116	19	83	40	13	129
	7%	6%	26% a	2%	23% a	7%	18% a	7%	24% a	2%	25% a
Parcelforce	137	90	31	18	113	113	14	90	31	16	116
	7%	7%	19% a	2%	21% a	7%	14%	7%	19% a	2%	22% a
DHL	122	59	48	19	95	81	34	61	46	8	106
	6%	5%	29% a	2%	18% a	5%	32% a	5%	29% a	1%	20% a
DPD/DPD Local	113	85	22	3	107	88	15	73	33	2	109
	6%	7%	13%	*%	20% a	5%	14% a	6%	20% a	*%	21% a
UK Mail	60	14	39	2	57	26	30	11	42	1	57
	3%	1%	24% a	*%	11% a	2%	29% a	1%	26% a	*%	11% a
Yodel	53	31	13	3	47	40	6	25	18	4	46
	3%	2%	8% a	*%	9% a	2%	6%	2%	11% a	*%	9% a
UPS	50	32	11	4	46	38	10	24	18	1	49
	2%	2%	7%	*%	8% a	2%	9% a	2%	11% a	*%	9% a
FedEx	31	15	7	1	29	18	6	17	6	*	30
	2%	1%	5% a	*%	5% a	1%	6% a	1%	4%	*%	6% a
Amazon logistics	15	4	9	2	13	9	6	4	9	2	13
	1%	*%	6% a	*%	2% a	1%	6% a	*%	6% a	*%	3% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Secured Mail	12	4	8	-	12	1	7	4	8	*	12
	1%	*%	5%	-%	2%	*%	7%	*%	5%	*%	2%
			a		a		a		a		a
Pitney Bowes	8	4	3	-	7	4	3	4	3	1	6
	*%	*%	2%	-%	1%	*%	3%	*%	2%	*%	1%
					a		a				
TNT Express	6	3	1	*	6	5	1	3	1	-	6
	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	1%
											a
DX	2	1	*	*	2	1	*	1	*	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	2	*	-	2	*	2	-	2	2	*
	*%	*%	*%	-%	*%	*%	2%	-%	1%	*%	*%
							a		a		
MHI (Mail Handling International)	2	-	2	*	2	-	1	-	2	*	2
	*%	-%	1%	*%	*%	-%	1%	-%	1%	*%	*%
			a						a		
Citipost	1	*	1	*	1	*	1	*	1	*	1
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
							a				
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	9	4	2	5	5	5	9	4	2	6
	1%	1%	2%	*%	1%	*%	5%	1%	3%	*%	1%
							a				
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: RM Only	1317	911	10	782	33	1195	-	921	-	814	-
	66%	72%	6%	92%	6%	73%	-%	73%	-%	94%	-%
		b		b		b		b		b	
NET: RM and other	466	352	75	64	387	434	10	349	78	48	403
	23%	28%	45%	8%	72%	27%	9%	27%	48%	6%	77%
			a		a	b			a		a
NET: Provider other than RM	134	5	80	1	117	-	95	-	85	-	118
	7%	*%	48%	*%	22%	-%	91%	-%	52%	-%	23%
			a		a		a		a		a
NET: RM/Parcelforce	1800	1263	99	845	433	1629	20	1270	92	862	416
	90%	100%	60%	100%	81%	100%	20%	100%	56%	100%	80%
		b		b		b		b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1783	858	1286	218	4	791	929	175	1	904	700	221	*
	89%	92%	96% ac	91%	100%	92%	94%	91%	100%	90%	91%	89%	100%
Evri	147	98	109	31	4	95	82	28	-	125	79	36	-
	7%	11%	8%	13%	100%	11%	8%	15%	-%	12%	10%	14%	-%
Parcelforce	137	84	109	27	4	85	92	25	-	110	74	24	-
	7%	9%	8%	11%	100%	10%	9%	13%	-%	11%	10%	10%	-%
DHL	122	90	65	35	-	86	55	24	-	86	51	38	-
	6%	10% b	5%	14% b	-%	10% b	6%	13% b	-%	9%	7%	15% ab	-%
DPD/DPD Local	113	72	76	20	-	79	63	13	-	96	48	21	-
	6%	8%	6%	8%	-%	9%	6%	7%	-%	10%	6%	8%	-%
UK Mail	60	52	35	8	-	48	27	5	-	54	27	5	-
	3%	6% b	3%	3%	-%	6% b	3%	3%	-%	5%	4%	2%	-%
Yodel	53	32	39	6	-	25	36	5	-	46	33	5	-
	3%	3%	3%	3%	-%	3%	4%	3%	-%	5%	4%	2%	-%
UPS	50	41	35	7	-	31	33	4	-	47	26	8	-
	2%	4%	3%	3%	-%	4%	3%	2%	-%	5%	3%	3%	-%
FedEx	31	21	12	5	-	19	14	3	-	29	10	11	-
	2%	2%	1%	2%	-%	2%	1%	2%	-%	3%	1%	5% b	-%
Amazon logistics	15	15	13	2	-	14	11	*	-	14	8	6	-
	1%	2%	1%	1%	-%	2%	1%	*%	-%	1%	1%	2%	-%
Secured Mail	12	8	4	4	-	12	8	4	-	11	9	4	-
	1%	1%	*%	2% b	-%	1%	1%	2%	-%	1%	1%	2%	-%
Pitney Bowes	8	6	4	6	-	6	3	2	-	6	3	3	-
	*%	1%	*%	3% b	-%	1%	*%	1%	-%	1%	*%	1%	-%
TNT Express	6	5	6	1	-	3	3	1	-	5	6	1	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	1%	1%	*%	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
DX	2	2	*	*	-	1	*	-	-	2	*	*	*
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	100%
Whistl/ TNT Post UK	2	2	*	*	-	2	*	*	-	2	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
MHI (Mail Handling International)	2	1	1	1	-	2	-	-	-	2	-	1	-
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Citipost	1	*	1	-	-	*	1	*	-	*	1	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	2	9	*	-	1	13	-	-	7	1	*	-
	1%	*%	1%	*%	-%	*%	1% a	-%	-%	1%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	538	942	124	-	497	649	103	1	513	479	121	-
	66%	58%	70% ac	51%	-%	58%	65% a	54%	100%	51%	63% ac	49%	-%
NET: RM and other	466	320	344	94	4	294	280	72	-	391	221	99	*
	23%	35% b	26%	39% b	100%	34%	28%	38%	-%	39% b	29%	40% b	100%
NET: Provider other than RM	134	70	54	23	-	68	62	17	-	95	66	29	-
	7%	8% b	4%	9% b	-%	8%	6%	9%	-%	10%	9%	11%	-%
NET: RM/Parcelforce	1800	863	1296	220	4	801	941	177	1	912	706	223	*
	90%	93%	97% ac	92%	100%	93%	95%	93%	100%	91%	92%	90%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1783	1569	1231	926	1250	1027	33	609	522	506	129	76
	89%	99%	99%	98%	99% c	99% c	89%	99% d	97%	97%	95%	97%
Evri	147	114	93	77	86	89	5	47	53	63	20	9
	7%	7%	7%	8%	7%	9%	12%	8%	10%	12%	15%	12%
Parcelforce	137	112	96	73	99	75	6	53	56	63	10	2
	7%	7%	8%	8%	8%	7%	16%	9%	11%	12%	7%	2%
DHL	122	83	75	34	70	37	10	13	25	30	14	3
	6%	5%	6%	4%	6%	4%	28% ab	2%	5%	6% a	10% a	4%
DPD/DPD Local	113	90	88	50	85	55	10	34	42	39	7	*
	6%	6%	7%	5%	7%	5%	25% ab	6%	8%	7%	5%	*%
UK Mail	60	21	25	13	26	16	6	8	7	9	*	*
	3%	1%	2%	1%	2%	2%	17% ab	1%	1%	2%	*%	*%
Yodel	53	36	38	21	33	32	*	15	14	18	5	4
	3%	2%	3%	2%	3%	3%	*%	2%	3%	3%	4%	5%
UPS	50	35	34	24	27	17	1	17	16	16	1	*
	2%	2%	3%	3%	2%	2%	4%	3%	3%	3%	1%	*%
FedEx	31	18	14	12	18	7	*	8	6	8	4	3
	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	3%
Amazon logistics	15	8	6	2	8	1	1	2	1	2	*	*
	1%	*%	1%	*%	1%	*%	3% b	*%	*%	*%	*%	*%
Secured Mail	12	5	4	7	5	4	4	-	4	7	4	-
	1%	*%	*%	1%	*%	*%	11% ab	-%	1%	1%	3% a	-%
Pitney Bowes	8	6	5	5	5	6	4	5	5	5	-	-
	*%	*%	*%	1%	*%	1%	10% ab	1%	1%	1%	-%	-%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
TNT Express	6	5	3	4	5	4	*	4	4	4	1	*
	*%	*%	*%	*%	*%	*%	1%	1%	1%	1%	*%	*%
DX	2	1	1	1	1	1	*	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Whistl/ TNT Post UK	2	*	2	-	2	2	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	2	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Citipost	1	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	6	9	3	4	5	-	2	-	2	-	-
	1%	*%	1%	*%	*%	1%	-%	*%	-%	*%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	1149	850	697	889	761	10	458	357	323	86	58
	66%	73%	68%	74%	70% c	73% c	28%	74% c	67%	62%	64%	74%
NET: RM and other	466	420	381	228	362	266	23	152	164	183	43	18
	23%	27%	31% c	24%	29%	26%	61% ab	25%	31%	35% a	31%	23%
NET: Provider other than RM	134	12	14	18	14	10	4	6	13	15	7	2
	7%	1%	1%	2%	1%	1%	11% ab	1%	3%	3%	5% a	3%
NET: RM/Parcelforce	1800	1569	1235	926	1254	1027	33	609	522	506	129	76
	90%	99%	99%	98%	99% c	99% c	89%	99% d	98%	97%	95%	97%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Royal Mail	1783	218	93	108	42	1489	922	1547	1029	861	789	1421	183	-	1323	148
	89%	97%	91%	95%	100%	91% e	89%	90%	89%	87%	90%	90%	86%	-%	94%	98%
Evri	147	18	6	40	10	113	87	133	114	89	106	119	48	-	78	16
	7%	8%	6%	34% ab	23%	7%	8%	8%	10%	9%	12% b	8%	22% ab	-%	6%	11%
Parcelforce	137	18	7	8	12	121	79	127	102	90	90	118	16	-	84	14
	7%	8%	7%	7%	28% abc	7%	8%	7%	9%	9%	10%	8%	7%	-%	6%	10%
DHL	122	15	13	5	4	92	68	105	91	71	86	97	35	-	77	8
	6%	7%	13%	4%	10%	6%	7%	6%	8%	7%	10% b	6%	17% b	-%	5%	5%
DPD/DPD Local	113	6	1	18	5	96	64	100	66	65	71	92	11	-	81	5
	6%	3%	1%	15% ab	12%	6%	6%	6%	6%	7%	8%	6%	5%	-%	6%	4%
UK Mail	60	1	11	10	-	36	38	51	25	37	47	33	10	-	18	5
	3%	*%	11% a	9% a	-%	2%	4%	3%	2%	4%	5% b	2%	5%	-%	1%	3%
Yodel	53	8	8	14	5	29	24	40	33	48	36	29	3	-	34	3
	3%	4%	8%	13% a	12%	2%	2%	2%	3%	5% abc	4% b	2%	1%	-%	2%	2%
UPS	50	8	5	3	1	40	32	44	33	32	36	34	8	-	33	2
	2%	3%	5%	3%	1%	2%	3%	3%	3%	3%	4%	2%	4%	-%	2%	1%
FedEx	31	*	5	*	*	23	18	27	23	18	20	21	16	-	18	*
	2%	*%	4%	*%	*%	1%	2%	2%	2%	2%	2%	1%	7% ab	-%	1%	*%
Amazon logistics	15	*	1	2	3	14	7	15	7	11	10	7	1	-	6	1
	1%	*%	1%	1%	7% a	1%	1%	1%	1%	1%	1%	*%	1%	-%	*%	*%
Secured Mail	12	*	3	-	-	4	8	12	8	12	11	8	4	-	5	3
	1%	*%	3%	-%	-%	*%	1%	1%	1%	1% a	1%	1%	2%	-%	*%	2%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Pitney Bowes	8	1	-	1	4	7	8	8	3	6	7	7	1	-	6	-
	*%	*%	-%	1%	9% ab	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	-%
TNT Express	6	1	*	2	-	6	3	6	6	6	5	6	2	-	3	*
	*%	1%	*%	2%	-%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	*%
DX	2	*	-	1	*	1	2	2	1	1	1	2	*	-	1	*
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	*	*	*	*	*	2	*	*	*	-	2	-
	*%	-%	2%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	2	-	-	-	-	*	2	2	-	1	2	*	1	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	1% b	-%	*%	-%
Citipost	1	*	-	-	-	*	1	1	-	1	*	1	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	-	-	*	-	12	6	12	9	8	1	12	*	1	6	*
	1%	-%	-%	*%	-%	1%	1%	1%	1%	1%	*%	1%	*%	100%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	158	53	41	16	1095	652	1122	697	577	488	1037	98	-	983	101
	66%	70% cd	52%	36%	39%	67% de	63%	65% e	60%	58%	56%	66% ac	46%	-%	70%	67%
NET: RM and other	466	60	40	68	26	394	271	425	332	284	301	384	85	-	341	47
	23%	26%	39%	59% a	61% a	24%	26%	25%	29%	29%	34% b	24%	40% b	-%	24%	31%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Provider other than RM	134	4	-	6	-	85	65	108	77	85	83	88	28	1	22	-
	7%	2%	-%	5%	-%	5%	6%	6%	7%	9% a	9% b	6%	13% b	100%	2%	-%
NET: RM/Parcelforce	1800	221	93	108	42	1501	925	1559	1040	874	799	1432	186	-	1327	148
	90%	98%	91%	95%	100%	92% e	89%	91%	90%	88%	91%	91%	87%	-%	95%	98%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	4	9	-	*	63	47	63	51	44	6	65	2	-	56	3
	4%	2%	9%	-%	*%	4%	5%	4%	4%	4%	1%	4% a	1%	-%	4%	2%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Royal Mail	1783	740	1044	498	41	217	401	222	1221	326	262	339	1142
	89%	95%	94%	80%	85%	73%	85% a	84%	90%	90%	79%	87%	93% ab
Evri	147	86	42	114	17	73	74	28	94	25	63	30	53
	7%	11% b	4%	18%	37%	24%	16%	10%	7%	7%	19% bc	8%	4%
Parcelforce	137	69	55	107	4	58	79	25	87	24	37	34	64
	7%	9% b	5%	17%	9%	19%	17%	10%	6%	7%	11% c	9%	5%
DHL	122	46	43	97	10	53	68	35	72	10	32	26	57
	6%	6%	4%	16%	20%	18%	15%	13% bc	5%	3%	10% c	7%	5%
DPD/DPD Local	113	50	49	97	8	39	75	24	78	11	26	27	56
	6%	6%	4%	16%	17%	13%	16%	9% c	6%	3%	8%	7%	5%
UK Mail	60	23	4	49	2	43	17	25	29	5	22	27	10
	3%	3% b	*%	8%	3%	14% b	4%	10% bc	2%	1%	7% c	7% c	1%
Yodel	53	44	5	39	4	26	27	12	26	15	27	17	9
	3%	6% b	*%	6%	8%	9%	6%	5%	2%	4%	8% c	4% c	1%
UPS	50	14	26	43	3	20	30	13	25	12	17	15	18
	2%	2%	2%	7%	6%	7%	6%	5%	2%	3%	5% c	4%	1%
FedEx	31	10	13	26	*	12	18	8	23	*	7	5	18
	2%	1%	1%	4%	*%	4%	4%	3% c	2%	*%	2%	1%	2%
Amazon logistics	15	7	1	13	-	10	5	7	7	1	10	2	3
	1%	1%	*%	2%	-%	3%	1%	3% b	1%	*%	3% c	*%	*%
Secured Mail	12	7	1	9	3	11	1	4	4	*	*	-	7
	1%	1%	*%	1%	7%	4% b	*%	1%	*%	*%	*%	-%	1%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Pitney Bowes	8	4	2	6	-	2	6	-	8	*	1	1	5
	*%	*%	*%	1%	-%	1%	1%	-%	1%	*%	*%	*%	*%
TNT Express	6	4	1	6	*	3	3	2	1	2	4	*	2
	*%	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	*%
DX	2	1	1	1	-	1	1	1	1	*	1	-	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%
Whistl/ TNT Post UK	2	2	*	2	-	2	*	2	*	-	2	*	*
	*%	*%	*%	*%	-%	1%	*%	1%	*%	-%	1%	*%	*%
MHI (Mail Handling International)	2	-	*	-	1	2	*	-	2	-	1	1	-
	*%	-%	*%	-%	3% a	1%	*%	-%	*%	-%	*%	*%	-%
Citipost	1	*	*	1	-	*	1	*	*	1	1	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	*	9	14	-	1	12	1	4	8	3	1	8
	1%	*%	1%	2%	-%	*%	3%	*%	*%	2% b	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	482	835	119	13	45	107	130	926	247	123	236	925
	66%	62%	75% a	19%	27%	15%	23%	49%	68% a	68% a	37%	61% a	75% ab
NET: RM and other	466	258	208	379	28	173	294	92	295	79	140	103	217
	23%	33% b	19%	61%	58%	58%	63%	35% bc	22%	22%	42% bc	26% c	18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Provider other than RM	134	17	9	113	7	75	58	39	73	17	51	35	40
	7%	2%	1%	18%	15%	25%	12%	15%	5%	5%	16%	9%	3%
						b		bc			c	c	
NET: RM/Parcelforce	1800	743	1044	515	41	230	405	229	1229	327	270	343	1146
	90%	96%	94%	83%	85%	77%	86%	87%	91%	90%	82%	88%	93%
							a						ab
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	19	55	11	-	5	10	2	59	19	17	15	45
	4%	2%	5%	2%	-%	2%	2%	1%	4%	5%	5%	4%	4%
										a			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Royal Mail	1783	806	977
	89%	84%	94%
			a
Evri	147	75	72
	7%	8%	7%
Parcelforce	137	73	63
	7%	8%	6%
DHL	122	67	54
	6%	7%	5%
DPD/DPD Local	113	57	56
	6%	6%	5%
UK Mail	60	48	12
	3%	5%	1%
		b	
Yodel	53	29	24
	3%	3%	2%
UPS	50	34	16
	2%	4%	1%
FedEx	31	15	15
	2%	2%	1%
Amazon logistics	15	10	5
	1%	1%	*%
Secured Mail	12	7	4
	1%	1%	*%
Pitney Bowes	8	5	2
	*%	1%	*%
TNT Express	6	4	2
	*%	*%	*%
DX	2	1	1
	*%	*%	*%
Whistl/ TNT Post UK	2	2	*
	*%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
MHI (Mail Handling International)	2	2	-
	*%	*%	-%
Citipost	1	1	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Other	14	11	3
	1%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1317	582	735
	66%	61%	70%
			a
NET: RM and other	466	224	243
	23%	23%	23%
NET: Provider other than RM	134	90	44
	7%	9%	4%
		b	
NET: RM/Parcelforce	1800	819	981
	90%	86%	94%
			a
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	62	21
	4%	6%	2%
		b	

Columns Tested:: a,b

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Royal Mail	1783	32	273	130	83	105	246	16	278	165	68	203	183
	89%	93%	88%	84%	95%	83%	87%	89%	92%	91%	88%	93% e	90%
Evri	147	1	20	9	1	12	24	1	21	20	1	17	20
	7%	2%	6%	6%	1%	10% j	9% j	4%	7% j	11% dj	1%	8% j	10% j
Parcelforce	137	*	28	8	1	27	13	*	15	12	6	11	16
	7%	1%	9%	5%	1%	21% acdfghikl	5%	1%	5%	7%	8%	5%	8%
DHL	122	2	11	5	3	3	36	1	10	12	4	9	26
	6%	6%	3%	3%	3%	2%	13% behk	4%	3%	7%	5%	4%	13% bcehk
DPD/DPD Local	113	1	12	6	5	5	23	3	22	14	1	8	14
	6%	2%	4%	4%	6%	4%	8%	14% bjk	7%	8%	2%	4%	7%
UK Mail	60	-	17	6	1	1	15	*	10	2	*	5	2
	3%	-%	5%	4%	1%	1%	5%	2%	3%	1%	1%	2%	1%
Yodel	53	*	3	*	2	2	22	-	10	4	3	3	3
	3%	*%	1%	*%	2%	2%	8% bckl	-%	3%	2%	3%	2%	1%
UPS	50	1	9	6	1	8	7	*	8	1	2	2	5
	2%	3%	3%	4%	1%	6%	3%	*%	3%	1%	3%	1%	3%
FedEx	31	*	1	1	*	-	2	-	12	3	2	3	6
	2%	*%	*%	*%	*%	-%	1%	-%	4%	2%	2%	2%	3%
Amazon logistics	15	1	7	-	-	2	*	*	2	1	*	2	*
	1%	3%	2%	-%	-%	1%	*%	1%	1%	1%	*%	1%	*%
Secured Mail	12	-	-	-	*	3	8	-	-	-	*	1	-
	1%	-%	-%	-%	*%	3%	3%	-%	-%	-%	*%	*%	-%
Pitney Bowes	8	-	-	1	*	-	4	-	1	1	-	1	-
	*%	-%	-%	1%	*%	-%	1%	-%	*%	1%	-%	*%	-%
TNT Express	6	*	*	1	*	-	1	-	2	-	*	*	1
	*%	*%	*%	1%	*%	-%	*%	-%	1%	-%	*%	*%	*%
DX	2	-	*	1	-	1	*	-	*	-	*	*	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Whistl/ TNT Post UK	2	-	-	-	-	-	2	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	2	-	-	-	-	-	*	-	1	-	-	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%
Citipost	1	-	-	-	*	-	*	-	-	1	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	14	*	3	2	*	-	*	*	-	3	1	2	2
	1%	*%	1%	1%	*%	-%	*%	*%	-%	2%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	29	208	101	74	66	162	14	215	112	57	161	119
	66%	83%	67%	65%	84%	52%	57%	76%	71%	62%	74%	74%	58%
		efl			cefil			e	efl		efl	efl	
NET: RM and other	466	3	65	29	10	39	85	2	63	52	11	42	64
	23%	9%	21%	19%	11%	31%	30%	13%	21%	29%	14%	19%	31%
						dj	dj			dj			adghjk
NET: Provider other than RM	134	2	26	7	3	13	25	2	17	10	3	13	15
	7%	6%	8%	4%	3%	10%	9%	11%	6%	6%	4%	6%	7%
NET: RM/Parcelforce	1800	32	277	130	84	109	249	16	283	165	68	203	185
	90%	93%	89%	84%	95%	85%	87%	89%	94%	91%	88%	93%	90%
									c				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	1	13	17	2	9	13	-	7	5	7	2	7
	4%	2%	4%	11%	2%	7%	5%	-%	2%	3%	9%	1%	3%
				hikl		k					hk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1783	435	435	459	455	870	913
	89%	87%	87%	92%	91%	87%	91%
							a
Evri	147	30	38	42	38	67	80
	7%	6%	8%	8%	8%	7%	8%
Parcelforce	137	37	41	27	33	77	59
	7%	7%	8%	5%	7%	8%	6%
DHL	122	18	43	23	38	61	61
	6%	4%	9%	5%	8%	6%	6%
DPD/DPD Local	113	19	33	39	23	52	61
	6%	4%	7%	8%	5%	5%	6%
UK Mail	60	23	17	13	8	40	20
	3%	5%	3%	3%	2%	4%	2%
Yodel	53	4	26	14	9	30	23
	3%	1%	5%	3%	2%	3%	2%
			ad				
UPS	50	15	16	9	10	31	19
	2%	3%	3%	2%	2%	3%	2%
FedEx	31	1	3	15	12	4	27
	2%	*%	1%	3%	2%	*%	3%
				a			a
Amazon logistics	15	8	2	3	2	10	5
	1%	2%	*%	1%	*%	1%	1%
Secured Mail	12	-	11	-	1	11	1
	1%	-%	2%	-%	*%	1%	*%
			cd			b	
Pitney Bowes	8	1	4	1	1	5	2
	*%	*%	1%	*%	*%	1%	*%
TNT Express	6	1	2	2	1	3	3
	*%	*%	*%	*%	*%	*%	*%
DX	2	1	1	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
Whistl/ TNT Post UK	2	-	2	-	*	2	*
	*%	-%	*%	-%	*%	*%	*%

Table 102 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
MHI (Mail Handling International)	2	-	*	1	1	*	2
	*%	-%	*%	*%	*%	*%	*%
Citipost	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	14	6	*	3	5	6	8
	1%	1%	*%	1%	1%	1%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1317	337	301	341	338	638	679
	66%	67%	60%	68%	68%	64%	68%
NET: RM and other	466	98	134	118	117	232	235
	23%	20%	27%	24%	23%	23%	23%
NET: Provider other than RM	134	34	40	29	30	75	59
	7%	7%	8%	6%	6%	7%	6%
NET: RM/Parcelforce	1800	439	441	464	456	881	920
	90%	88%	88%	93%	91%	88%	92%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	83	31	25	12	15	55	27
	4%	6%	5%	2%	3%	6%	3%
						b	

Columns Tested:: a,b,c,d - a,b

Table 103

QH. Does your business ever send Hybrid mail?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Yes	273	58	216	250	18	3	2	23
	14%	25%	12%	13%	24%	35%	35%	26%
		b			a	a	a	a
No	1727	171	1556	1660	58	6	3	67
	86%	75%	88%	87%	76%	65%	65%	74%
			a	bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Yes	273	116	117	17	10	12	2	250	18	5
	14%	11%	16%	12%	19%	36%	35%	13%	24%	35%
						abcdgh	abcdg		abcg	abcdg
No	1727	913	624	123	43	21	3	1660	58	9
	86%	89%	84%	88%	81%	64%	65%	87%	76%	65%
		efhi	efhi	efhi	efi			efhi	e	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Yes	273	198	52	18	3	2	136	49	18	8	16
	14%	13%	15%	24%	35%	35%	11%	17%	26%	22%	28%
				ab	ab	ab			a		a
No	1727	1360	300	58	6	3	1113	249	50	27	42
	86%	87%	85%	76%	65%	65%	89%	83%	74%	78%	72%
		cde	cde				ce				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Yes	273	28	11	60	10	27	27	13	36	12
	14%	16%	8%	19%	15%	14%	9%	5%	23%	8%
		g		bfgi		g			bfgi	
No	1727	151	135	258	59	157	284	237	119	136
	86%	84%	92%	81%	85%	86%	91%	95%	77%	92%
			ch				ch	aceh		ch

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	273	49	75	100	225	49	26	16	7
	14%	12%	16%	11%	13%	20%	21%	20%	18%
						acd	acd	c	
No	1727	351	405	780	1535	191	94	64	33
	86%	88%	84%	89%	87%	80%	79%	80%	82%
		ef		efg	ef				

Columns Tested:: a,b,c,d,e,f,g,h

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Yes	273	18	36	41	46	42	18	1	13	95
	14%	22%	30%	27%	17%	13%	19%	2%	21%	10%
		gi	egi	egi	gi		g		g	
No	1727	64	85	109	223	285	75	53	51	868
	86%	78%	70%	73%	83%	87%	81%	98%	79%	90%
						bc		abcdfh		abcd

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Yes	273	104	60	109	260	13	224	49	269	4
	14%	21% c	14%	10%	16% b	4%	12%	29% a	14%	6%
No	1727	396	360	971	1408	319	1608	119	1671	56
	86%	79%	86%	90% a	84%	96% a	88% b	71%	86%	94%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Yes	273	107	81	77	183	40	15	36	222	51
	14%	9%	24%	18%	11%	19%	32%	63%	12%	49%
			a	a		ae	ae	abce		abe
No	1727	1117	258	348	1503	171	32	21	1674	53
	86%	91%	76%	82%	89%	81%	68%	37%	88%	51%
		bc			bcdf	df	d		bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Yes	273	88	95	90	239	215	253	218	174	179
	14%	9%	14%	29%	14%	15%	14%	16%	20%	27%
			a	ab					ac	abcde
No	1727	913	590	224	1495	1218	1578	1165	714	487
	86%	91%	86%	71%	86%	85%	86%	84%	80%	73%
		bc	c		ef	f	ef	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Yes	273	30	122	16	28	25	9	23	57
	14%	7%	11%	17%	29%	52%	20%	49%	41%
				a	ab	abcf		abcf	abc
No	1727	384	965	81	67	23	34	25	82
	86%	93%	89%	83%	71%	48%	80%	51%	59%
		cdegh	degh	egh			eg		

Columns Tested:: a,b,c,d,e,f,g,h

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Yes	273	139	35	24	23	5	6	7	85	64	22	7	15	5	17
	14%	10%	23%	30%	38%	22%	20%	52%	8%	36%	30%	27%	34%	29%	58%
			a	a	a			a		a	a	a	a	a	a
No	1727	1235	118	56	36	19	24	6	979	115	52	20	29	11	12
	86%	90%	77%	70%	62%	78%	80%	48%	92%	64%	70%	73%	66%	71%	42%
		bcdg							bcdefg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Yes	273	95	20	36	23	15	7	23	45	85	64	51	22	31
	14%	10%	12%	32%	37%	47%	22%	52%	42%	10%	17%	14%	19%	43%
				ab	ab	ab		ab	ab		a		a	abcd
No	1727	847	141	76	39	17	25	21	63	801	325	313	94	41
	86%	90%	88%	68%	63%	53%	78%	48%	58%	90%	83%	86%	81%	57%
		cdegh	cdegh							bde	e	e	e	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Yes	273	116	49	44	17	13	79	50	45	17	22
	14%	12%	14%	15%	19%	35%	10%	19%	19%	20%	37%
						ab		a	a		a
No	1727	850	293	247	72	25	698	215	193	69	38
	86%	88%	86%	85%	81%	65%	90%	81%	81%	80%	63%
		e	e				bce				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Yes	273	68	34	65	24	24	144	47	27	201	72	186	53
	14%	10%	17%	22%	21%	48%	18%	39%	6%	12%	26%	11%	49%
				a	a	abcd	c	ac			a		a
No	1727	633	166	235	90	26	670	75	411	1526	201	1440	55
	86%	90%	83%	78%	79%	52%	82%	61%	94%	88%	74%	89%	51%
		cde	e	e	e		b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Yes	273	144	71	105	113	189	50	146	68	115	103
	14%	11%	43%	12%	21%	12%	48%	12%	42%	13%	20%
			a		a		a		a		a
No	1727	1124	93	741	424	1440	55	1124	94	748	417
	86%	89%	57%	88%	79%	88%	52%	88%	58%	87%	80%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Yes	273	177	122	34	-	164	112	28	1	181	93	47	-
	14%	19%	9%	14%	-%	19%	11%	14%	100%	18%	12%	19%	-%
		b				b				b			
No	1727	750	1218	207	4	695	879	164	-	818	673	203	*
	86%	81%	91%	86%	100%	81%	89%	86%	-%	82%	88%	81%	100%
			a				a				a		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Yes	273	173	149	105	161	118	20	56	60	70	12	3
	14%	11%	12%	11%	13%	11%	53% ab	9%	11%	14%	9%	4%
No	1727	1408	1096	839	1102	919	17	560	475	450	123	75
	86%	89%	88%	89%	87% c	89% c	47%	91%	89%	86%	91%	96%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Yes	273	40	29	23	8	197	173	235	147	168	161	158	41	-	176	18
	14%	18%	29%	20%	19%	12%	17% a	14%	13%	17% a	18% b	10%	19% b	-%	13%	12%
No	1727	186	72	91	34	1439	861	1483	1010	823	717	1416	172	1	1226	133
	86%	82%	71%	80%	81%	88% be	83%	86%	87%	83%	82%	90% ac	81%	100%	87%	88%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Yes	273	128	102	106	16	88	53	73	153	37	70	88	100
	14%	16%	9%	17%	34%	29%	11%	28%	11%	10%	21%	23%	8%
		b				b		bc			c	c	
No	1727	648	1006	517	32	210	416	190	1201	324	260	301	1127
	86%	84%	91%	83%	66%	71%	89%	72%	89%	90%	79%	77%	92%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Yes	273	218	55
	14%	23%	5%
		b	
No	1727	740	987
	86%	77%	95%
			a

Columns Tested:: a,b

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Yes	273	7	26	25	8	21	80	3	19	22	14	25	23
	14%	20%	8%	16%	9%	16%	28%	19%	6%	12%	18%	12%	11%
				h		h	bdhikl	h			h		
No	1727	27	286	130	80	107	205	15	283	158	64	192	182
	86%	80%	92%	84%	91%	84%	72%	81%	94%	88%	82%	88%	89%
			f		f				cefgj	f		f	f

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 103 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Yes	273	57	109	45	62	166	107
	14%	11%	22%	9%	12%	17%	11%
			acd			b	
No	1727	443	391	455	438	834	893
	86%	89%	78%	91%	88%	83%	89%
		b		b	b		a

Columns Tested:: a,b,c,d - a,b

Table 104

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1930	388	1542	1273	339	92	226	657
Effective base	719	91	642	655	144	39	105	191
Weighted Base	1734	135	1598	1648	72	9	5	86
Urgent delivery - on the same day or a specific time the next day	248	1	247	228	17	2	1	20
	14%	1%	15%	14%	23%	23%	28%	24%
			a		a		a	a
Tracked service	786	15	771	742	37	4	3	43
	45%	11%	48%	45%	51%	45%	64%	51%
			a				abce	
Timed delivery (i.e. to arrive by specific time/day)	195	1	194	178	14	2	1	17
	11%	*%	12%	11%	19%	23%	23%	20%
			a		a	a	a	a
Standard delivery	1340	131	1209	1274	57	6	3	66
	77%	97%	76%	77%	78%	71%	69%	77%
		b						
International delivery	237	6	232	222	13	1	1	15
	14%	4%	14%	13%	17%	16%	23%	18%
			a				a	
Cross-Border Delivery (to ROI)	4	-	4	3	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	-	4	4	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	-	25	24	1	-	*	1
	1%	-%	2%	1%	1%	-%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	2	1	*	*	*	*
	*%	*%	*%	*%	*%	2%	*%	*%
						a		
NET: Urgent / Tracked / Timed Mail	928	15	912	877	42	5	3	51
	54%	11%	57%	53%	59%	58%	73%	59%
			a				abe	

Columns Tested:: a,b - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	522	553	198	211	220	226	1273	339	318
Effective base	719	306	284	85	91	88	105	655	144	84
Weighted Base	1734	859	663	126	50	31	5	1648	72	13
Urgent delivery - on the same day or a specific time the next day	248	96	114	18	12	7	1	228	17	3
	14%	11%	17%	14%	24%	22%	28%	14%	23%	25%
			a		ag	a	abcg		ag	ag
Tracked service	786	337	348	57	24	16	3	742	37	7
	45%	39%	53%	45%	49%	52%	64%	45%	51%	51%
			ag			a	abcdgh		a	a
Timed delivery (i.e. to arrive by specific time/day)	195	74	86	18	10	5	1	178	14	3
	11%	9%	13%	14%	21%	17%	23%	11%	19%	23%
					ag	a	abg		ag	abg
Standard delivery	1340	685	493	96	40	23	3	1274	57	9
	77%	80%	74%	76%	79%	75%	69%	77%	78%	71%
		f								
International delivery	237	117	90	15	9	6	1	222	13	2
	14%	14%	14%	12%	17%	18%	23%	13%	17%	19%
							abcg			
Cross-Border Delivery (to ROI)	4	1	2	*	*	*	*	3	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	4	-	4	-	-	-	-	4	-	-
	*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	19	4	1	1	*	*	24	1	*
	1%	2%	1%	1%	1%	*%	1%	1%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	1	*	*	*	*	1	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%
NET: Urgent / Tracked / Timed Mail	928	403	408	66	28	19	3	877	42	8
	54%	47%	62%	53%	56%	63%	73%	53%	59%	63%
			ag			a	abcdgh		a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	782	491	339	92	226	697	349	117	80	233
Effective base	719	476	237	144	39	105	395	158	34	24	40
Weighted Base	1734	1329	319	72	9	5	1102	276	63	28	56
Urgent delivery - on the same day or a specific time the next day	248	189	39	17	2	1	129	62	20	6	5
	14%	14%	12%	23%	23%	28%	12%	22%	31%	23%	9%
				ab		ab		ae	ae		
Tracked service	786	598	144	37	4	3	484	161	30	19	29
	45%	45%	45%	51%	45%	64%	44%	58%	48%	67%	51%
						abcd		a		a	
Timed delivery (i.e. to arrive by specific time/ day)	195	133	45	14	2	1	111	45	10	4	9
	11%	10%	14%	19%	23%	23%	10%	16%	16%	13%	15%
				a	a	a		a			
Standard delivery	1340	1031	243	57	6	3	863	203	45	13	44
	77%	78%	76%	78%	71%	69%	78%	74%	72%	48%	78%
							d	d			d
International delivery	237	193	29	13	1	1	155	34	12	6	6
	14%	15%	9%	17%	16%	23%	14%	12%	19%	23%	12%
		b		b		ab					
Cross-Border Delivery (to ROI)	4	2	1	*	*	*	2	1	1	*	*
	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	23	1	1	-	*	22	*	*	*	*
	1%	2%	*%	1%	-%	1%	2%	*%	*%	*%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	1	*	*	*	1	-	-	-	*
	*%	*%	*%	*%	2%	*%	*%	-%	-%	-%	*%
					a						
NET: Urgent / Tracked / Timed Mail	928	705	172	42	5	3	561	191	35	21	31
	54%	53%	54%	59%	58%	73%	51%	69%	56%	75%	55%
						abc		a		a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	126	106	194	52	135	160	122	108	107
Effective base	719	64	57	108	24	68	98	77	53	52
Weighted Base	1734	154	129	282	59	171	274	222	137	125
Urgent delivery - on the same day or a specific time the next day	248	28	15	57	3	21	31	35	19	20
	14%	18%	12%	20%	6%	12%	11%	16%	14%	16%
Tracked service	786	70	59	135	41	68	133	119	49	46
	45%	45%	46%	48%	70%	40%	49%	53%	36%	37%
					aehi					
Timed delivery (i.e. to arrive by specific time/day)	195	16	15	33	6	16	29	23	23	21
	11%	10%	12%	12%	11%	9%	11%	10%	17%	17%
Standard delivery	1340	120	98	208	38	129	218	168	104	106
	77%	78%	76%	74%	65%	75%	80%	76%	76%	85%
International delivery	237	28	12	46	6	25	47	30	11	20
	14%	18%	9%	16%	10%	15%	17%	13%	8%	16%
Cross-Border Delivery (to ROI)	4	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	4	-	-	-	4	-	-	-	-	-
	*%	-%	-%	-%	7%	-%	-%	-%	-%	-%
					acefg					
None of these (CATI ONLY: DO NOT READ OUT)	25	4	*	3	-	2	7	-	4	3
	1%	3%	*%	1%	-%	1%	2%	-%	3%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	-	*	*	-	*	-	-	*	-
	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	928	82	63	167	44	78	150	135	74	62
	54%	53%	49%	59%	75%	46%	55%	61%	54%	50%
					bei					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	294	340	476	1110	820	297	269	254
Effective base	719	144	173	283	598	215	96	68	80
Weighted Base	1734	354	420	777	1552	182	88	65	29
Urgent delivery - on the same day or a specific time the next day	248	45	62	122	229	19	7	10	3
	14%	13%	15%	16% f	15%	11%	8%	15%	9%
Tracked service	786	156	178	387	721	65	34	20	11
	45%	44%	42%	50% egh	46% eg	36%	39%	31%	37%
Timed delivery (i.e. to arrive by specific time/day)	195	43	54	85	182	13	9	3	1
	11%	12% h	13% egh	11% h	12% h	7%	11% h	4%	3%
Standard delivery	1340	273	322	595	1190	150	69	56	25
	77%	77%	77%	77%	77%	82%	79%	86%	87% cd
International delivery	237	51	52	122	225	12	6	5	2
	14%	14% eh	12% e	16% efh	15% efh	7%	7%	7%	6%
Cross-Border Delivery (to ROI)	4	-	-	-	-	4	-	-	4
	*%	-%	-%	-%	-%	2% d	-%	-%	12% abcdefg
Other (PLEASE SPECIFY)	4	4	-	-	4	-	-	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	5	8	9	23	2	1	1	*
	1%	1%	2%	1%	1%	1%	1%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	*	*	1	1	1	-	-
	*%	*%	*%	*%	*%	*%	1%	-%	-%
NET: Urgent / Tracked / Timed Mail	928	184	219	452	855	73	37	24	11
	54%	52% eg	52% egh	58% efgh	55% efgh	40%	42%	37%	39%

Columns Tested:: a,b,c,d,e,f,g,h

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1930	74	177	197	221	333	89	63	93	860
Effective base	719	30	45	54	95	123	32	21	32	340
Weighted Base	1734	62	105	132	247	244	78	44	62	865
Urgent delivery - on the same day or a specific time the next day	248	6	22	25	44	26	9	9	10	119
	14%	10%	21%	19%	18%	11%	12%	20%	16%	14%
Tracked service	786	15	55	66	129	122	42	25	27	360
	45%	24%	53%	49%	52%	50%	54%	57%	44%	42%
			a	a	a	a	a	a		
Timed delivery (i.e. to arrive by specific time/day)	195	7	17	24	19	30	7	5	7	95
	11%	12%	16%	18%	8%	12%	9%	12%	11%	11%
Standard delivery	1340	46	68	91	172	196	51	36	44	703
	77%	75%	65%	69%	69%	80%	66%	82%	71%	81%
						b				bcdf
International delivery	237	4	25	25	8	56	14	5	3	122
	14%	6%	24%	19%	3%	23%	18%	12%	5%	14%
			dh	d		adhi	d			d
Cross-Border Delivery (to ROI)	4	*	*	*	-	*	*	*	*	2
	*%	1%	*%	*%	-%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	-	-	-	-	4
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	25	-	*	1	2	5	7	-	*	9
	1%	-%	*%	1%	1%	2%	10%	-%	*%	1%
							bcdei			
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	*	*	-	*	*	-	-	*
	*%	1%	*%	*%	-%	*%	*%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	928	25	66	80	159	135	48	25	32	423
	54%	41%	63%	60%	64%	55%	62%	57%	51%	49%
					ai					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
Urgent delivery - on the same day or a specific time the next day	248	75	35	138	212	36	218	30	246	3
	14%	17%	11%	14%	15%	12%	14%	20%	15%	5%
Tracked service	786	210	164	412	667	118	703	83	764	22
	45%	48%	51%	42%	47%	39%	44%	56% a	45%	44%
Timed delivery (i.e. to arrive by specific time/ day)	195	50	37	107	165	29	177	18	189	6
	11%	11%	12%	11%	12%	10%	11%	12%	11%	13%
Standard delivery	1340	309	247	784	1081	259	1237	103	1299	41
	77%	70%	77%	81% a	76%	84% a	78%	69%	77%	82%
International delivery	237	37	69	130	199	38	225	12	228	9
	14%	8%	22% ac	13%	14%	12%	14%	8%	14%	18%
Cross-Border Delivery (to ROI)	4	1	*	3	2	2	3	*	4	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	4	-	-	4	4	-	4	-	4	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	3	12	9	19	6	25	*	25	-
	1%	1%	4% c	1%	1%	2%	2%	*%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	*	*	1	1	2	*	2	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1930	492	422	1016	1696	234	1575	355	1889	41
Effective base	719	178	154	390	609	112	637	92	699	20
Weighted Base	1734	441	322	971	1426	307	1585	149	1684	49
NET: Urgent / Tracked / Timed Mail	928	264	183	480	776	152	832	95	903	24
	54%	60% c	57%	49%	54%	49%	53%	64% a	54%	50%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	1080	483	360	1443	309	76	102	1752	178
Effective base	719	437	141	140	594	88	21	18	680	39
Weighted Base	1734	1080	298	347	1462	184	45	43	1645	88
Urgent delivery - on the same day or a specific time the next day	248	124	53	65	178	33	15	23	210	38
	14%	11%	18%	19%	12%	18%	34%	52%	13%	43%
				a			ae	abe		abe
Tracked service	786	417	150	215	605	114	35	32	719	67
	45%	39%	50%	62%	41%	62%	77%	74%	44%	76%
			a	ab		ae	ae	ae		ae
Timed delivery (i.e. to arrive by specific time/day)	195	92	48	56	142	25	14	13	167	27
	11%	8%	16%	16%	10%	14%	32%	31%	10%	31%
			a	a			ae	ae		abe
Standard delivery	1340	859	226	253	1160	134	28	17	1295	45
	77%	80%	76%	73%	79%	73%	63%	40%	79%	51%
					df	df			df	
International delivery	237	88	46	103	148	56	21	12	204	33
	14%	8%	16%	30%	10%	31%	47%	27%	12%	37%
			a	ab		ae	ae	a		ae
Cross-Border Delivery (to ROI)	4	1	1	1	2	2	*	*	3	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	4	-	4	-	-	4	-
	*%	-%	-%	1%	-%	2%	-%	-%	*%	-%
				a		ae				
None of these (CATI ONLY: DO NOT READ OUT)	25	23	2	*	25	-	-	-	25	-
	1%	2%	1%	*%	2%	-%	-%	-%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	1	*	2	-	-	*	2	*
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	928	503	185	230	725	122	39	41	848	80
	54%	47%	62%	66%	50%	66%	86%	95%	52%	91%
			a	a		ae	ae	abe		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1930	691	752	487	1930	1544	1930	1409	922	810
Effective base	719	331	265	127	719	561	719	512	351	265
Weighted Base	1734	862	599	272	1734	1335	1734	1225	859	617
Urgent delivery - on the same day or a specific time the next day	248	90	87	70	248	228	248	216	191	150
	14%	10%	15%	26%	14%	17%	14%	18%	22%	24%
				ab					ac	abcd
Tracked service	786	310	294	181	786	682	786	657	506	346
	45%	36%	49%	66%	45%	51%	45%	54%	59%	56%
			a	ab		ac		ac	abc	ac
Timed delivery (i.e. to arrive by specific time/day)	195	70	72	53	195	164	195	166	129	110
	11%	8%	12%	19%	11%	12%	11%	14%	15%	18%
				a						abc
Standard delivery	1340	684	477	180	1340	1006	1340	914	596	384
	77%	79%	80%	66%	77%	75%	77%	75%	69%	62%
		c	c		ef	ef	ef	f		
International delivery	237	54	94	89	237	219	237	203	160	91
	14%	6%	16%	33%	14%	16%	14%	17%	19%	15%
			a	ab					ac	
Cross-Border Delivery (to ROI)	4	*	2	2	4	2	4	2	1	2
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	4	4	4	4	4	4	-
	*%	-%	-%	1%	*%	*%	*%	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	23	2	-	25	12	25	10	3	4
	1%	3%	*%	-%	1%	1%	1%	1%	*%	1%
		bc								
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	1	*	2	1	2	1	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	928	375	351	202	928	792	928	766	591	432
	54%	43%	59%	74%	54%	59%	54%	63%	69%	70%
			a	ab		ac		ac	abc	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1930	302	1016	147	167	120	104	74	298
Effective base	719	134	437	48	43	22	21	19	62
Weighted Base	1734	349	1072	91	92	46	42	43	131
Urgent delivery - on the same day or a specific time the next day	248	19	144	20	24	11	19	11	41
	14%	6%	13%	22%	26%	23%	44%	26%	31%
			a	a	ab	a	ab	a	ab
Tracked service	786	88	507	60	50	27	22	32	81
	45%	25%	47%	67%	54%	59%	52%	74%	62%
			a	ab	a	a	a	ab	ab
Timed delivery (i.e. to arrive by specific time/day)	195	23	132	11	12	5	9	4	17
	11%	7%	12%	12%	13%	10%	20%	10%	13%
Standard delivery	1340	294	839	58	54	35	29	33	96
	77%	84%	78%	64%	58%	76%	67%	77%	73%
		cd	cd						
International delivery	237	14	172	10	8	8	13	12	32
	14%	4%	16%	12%	9%	17%	30%	27%	25%
			a			a	ad	a	ad
Cross-Border Delivery (to ROI)	4	1	2	*	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	4	-	4	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	12	12	-	-	-	-	*	*
	1%	4%	1%	-%	-%	-%	-%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	1	-	-	-	*	-	*
	*%	*%	*%	-%	-%	-%	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	928	118	590	67	58	33	27	34	94
	54%	34%	55%	75%	63%	72%	64%	79%	72%
			a	ab	a	a	a	ab	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1930	1253	219	149	126	73	79	31	955	238	139	85	48	48	31
Effective base	719	549	72	38	27	14	18	6	409	68	39	21	13	19	9
Weighted Base	1734	1374	153	80	59	24	30	13	999	164	67	25	40	15	24
Urgent delivery - on the same day or a specific time the next day	248	174	19	24	11	5	12	2	137	42	16	6	17	2	9
	14%	13%	12%	30%	19%	22%	41%	13%	14%	25%	24%	22%	42%	13%	39%
				ab			ab			a			a		a
Tracked service	786	572	95	53	28	11	19	9	461	111	42	16	26	6	21
	45%	42%	62%	66%	47%	45%	62%	67%	46%	67%	62%	62%	65%	41%	88%
			a	a						af					af
Timed delivery (i.e. to arrive by specific time/day)	195	147	22	8	3	5	8	2	106	35	9	3	6	3	1
	11%	11%	14%	10%	6%	19%	27%	11%	11%	21%	14%	12%	15%	22%	6%
							ad			a					
Standard delivery	1340	1097	103	40	51	20	19	10	797	86	48	17	29	13	16
	77%	80%	68%	50%	86%	82%	62%	77%	80%	52%	71%	66%	72%	84%	66%
		bc			c	c			b					b	
International delivery	237	183	17	10	5	7	14	1	153	29	13	6	7	4	7
	14%	13%	11%	12%	9%	28%	46%	7%	15%	18%	19%	23%	18%	26%	30%
							abcd								
Cross-Border Delivery (to ROI)	4	2	1	*	*	*	-	*	2	*	*	*	-	*	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	25	-	-	-	-	-	*	12	-	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	2	-	-	-	*	*	-	1	-	-	-	*	-	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	928	684	109	59	32	12	22	9	531	138	44	17	31	8	23
	54%	50%	71%	74%	54%	51%	73%	68%	53%	84%	66%	66%	78%	50%	97%
			a	a						acf					af

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1930	822	191	141	100	53	56	46	155	757	384	448	233	103
Effective base	719	345	56	43	31	14	12	15	40	332	155	157	50	26
Weighted Base	1734	840	134	107	56	28	25	36	88	851	360	341	107	70
Urgent delivery - on the same day or a specific time the next day	248	114	31	26	17	8	7	13	28	85	57	57	25	24
	14%	14%	23%	25%	31%	28%	28%	36%	31%	10%	16%	17%	23%	35%
					a			a	a			a	a	abc
Tracked service	786	397	100	57	34	23	16	30	69	316	171	190	70	38
	45%	47%	75%	53%	61%	83%	63%	84%	78%	37%	47%	56%	65%	54%
			ac			a		ac	ac		a	a	ab	
Timed delivery (i.e. to arrive by specific time/ day)	195	99	18	20	10	10	2	7	19	60	51	44	24	15
	11%	12%	14%	19%	18%	36%	6%	21%	22%	7%	14%	13%	23%	22%
						a					a	a	a	a
Standard delivery	1340	675	88	62	35	17	22	16	55	691	261	263	70	52
	77%	80%	65%	58%	63%	62%	87%	44%	62%	81%	72%	77%	65%	74%
		bcdgh					g			bd				
International delivery	237	136	14	13	7	11	9	13	32	81	46	62	33	16
	14%	16%	11%	13%	13%	40%	35%	35%	37%	10%	13%	18%	30%	23%
						abcd	b	b	abcd			a	ab	a
Cross-Border Delivery (to ROI)	4	2	*	*	*	-	-	-	-	1	*	1	1	*
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	-	-	-	4	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	9	-	-	-	1	-	*	1	20	3	1	-	-
	1%	1%	-%	-%	-%	4%	-%	*%	1%	2%	1%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	*	-	-	-	*	-	*	*	-	1	*	*
	*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	1%
NET: Urgent / Tracked / Timed Mail	928	462	107	79	45	23	18	32	73	362	214	222	78	51
	54%	55%	80%	74%	81%	83%	74%	89%	83%	43%	59%	65%	73%	73%
			a	a	a	a		a	a		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1930	868	370	410	197	77	660	311	325	158	77
Effective base	719	376	151	136	39	16	295	106	105	34	21
Weighted Base	1734	966	341	291	89	39	743	237	216	77	58
Urgent delivery - on the same day or a specific time the next day	248	105	58	50	21	11	100	41	43	23	22
	14%	11%	17%	17%	24%	28%	13%	17%	20%	30%	39%
					a	a				a	ab
Tracked service	786	374	164	162	61	20	336	128	132	54	28
	45%	39%	48%	56%	68%	52%	45%	54%	61%	69%	48%
			a	a	ab				a	a	
Timed delivery (i.e. to arrive by specific time/ day)	195	89	44	30	19	10	67	32	31	19	13
	11%	9%	13%	10%	21%	27%	9%	14%	15%	24%	22%
					a	a				a	
Standard delivery	1340	772	256	221	56	32	592	157	156	54	43
	77%	80%	75%	76%	63%	83%	80%	66%	72%	69%	74%
		d					b				
International delivery	237	101	46	51	30	7	94	39	48	26	12
	14%	10%	14%	17%	34%	18%	13%	17%	22%	33%	21%
				a	abc				a	ab	
Cross-Border Delivery (to ROI)	4	1	*	1	1	*	*	1	*	*	*
	*%	*%	*%	*%	1%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	4	-	-	-	-	4	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	2%	-%	-%
				a					a		
None of these (CATI ONLY: DO NOT READ OUT)	25	20	3	1	-	-	12	*	-	-	-
	1%	2%	1%	*%	-%	-%	2%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	-	1	*	*	1	-	*	*	*
	*%	*%	-%	*%	*%	1%	*%	-%	*%	*%	1%
NET: Urgent / Tracked / Timed Mail	928	444	195	192	67	26	375	166	150	57	40
	54%	46%	57%	66%	75%	68%	51%	70%	69%	74%	69%
			a	a	ab			a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
Urgent delivery - on the same day or a specific time the next day	248	81	30	65	27	10	132	25	59	190	58	215	34
	14%	13%	18%	25% a	28% a	20%	19%	23%	14%	12%	28% a	13%	31% a
Tracked service	786	292	108	149	66	32	393	70	189	654	132	726	60
	45%	46%	63% a	59% a	68% a	64%	57% c	63% c	46%	43%	62% a	45%	56%
Timed delivery (i.e. to arrive by specific time/day)	195	60	27	44	20	15	113	24	30	149	45	170	25
	11%	9%	16%	17% a	21% a	30% a	16% c	22% c	7%	10%	22% a	10%	23% a
Standard delivery	1340	502	126	185	58	34	504	50	356	1202	138	1275	65
	77%	79% d	73%	73%	60%	68%	73% b	45%	86% ab	79% b	65%	78% b	60%
International delivery	237	75	34	49	30	16	154	13	36	188	50	213	24
	14%	12%	20%	19%	31% a	32% a	22% c	12%	9%	12%	23% a	13%	22%
Cross-Border Delivery (to ROI)	4	1	1	*	1	*	2	-	1	2	1	3	*
	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	4	-	-	4	-	-	4	-	4	-
	*%	-%	-%	2%	-%	-%	1%	-%	-%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	8	*	*	-	1	4	*	6	22	3	25	*
	1%	1%	*%	*%	-%	2%	1%	*%	1%	1%	1%	2%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	-	*	*	-	*	-	1	2	-	2	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1930	612	244	305	145	87	777	154	463	1628	302	1758	172
Effective base	719	255	77	112	43	23	291	46	171	623	97	672	47
Weighted Base	1734	639	172	254	97	51	692	110	414	1523	211	1625	108
NET: Urgent / Tracked / Timed Mail	928	336	120	187	72	39	464	88	209	766	161	841	87
	54%	53%	70% a	74% a	74% a	77% a	67% c	80% c	50%	50%	76% a	52%	80% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
Urgent delivery - on the same day or a specific time the next day	248	178	51	98	119	218	30	182	46	106	110
	14%	15%	33% a	13%	24% a	13%	28% a	15%	30% a	14%	23% a
Tracked service	786	576	107	355	302	730	56	574	108	359	298
	45%	49%	69% a	48%	62% a	45%	53%	49%	71% a	48%	63% a
Timed delivery (i.e. to arrive by specific time/day)	195	131	33	82	84	168	27	132	32	82	84
	11%	11%	22% a	11%	17% a	10%	25% a	11%	21% a	11%	18% a
Standard delivery	1340	917	88	553	361	1280	60	906	100	561	353
	77%	78% b	58%	75%	74%	79% b	58%	77%	66%	74%	75%
International delivery	237	183	36	113	90	213	24	179	40	114	89
	14%	15%	24%	15%	19%	13%	23%	15%	26% a	15%	19%
Cross-Border Delivery (to ROI)	4	2	*	1	2	3	*	2	*	1	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	4	4	-	4	-	-	4
	*%	*%	-%	-%	1%	*%	-%	*%	-%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	25	11	1	7	3	25	*	12	*	7	3
	1%	1%	1%	1%	1%	2%	*%	1%	*%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	-	1	*	2	-	1	-	1	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1930	1295	249	828	581	1758	172	1290	254	839	570
Effective base	719	494	67	316	197	673	46	491	71	318	194
Weighted Base	1734	1182	154	739	485	1629	105	1183	152	754	471
NET: Urgent / Tracked / Timed Mail	928	656	136	413	353	848	79	665	127	428	338
	54%	56%	89% a	56%	73% a	52%	76% a	56%	83% a	57%	72% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1930	1019	1492	265	1	921	1078	192	-	1008	810	241	1
Effective base	719	382	559	91	1	331	399	67	-	365	299	90	1
Weighted Base	1734	928	1340	240	4	801	919	177	-	875	690	214	*
Urgent delivery - on the same day or a specific time the next day	248	248	161	79	-	208	137	41	-	190	109	65	-
	14%	27%	12%	33%	-%	26%	15%	23%	-%	22%	16%	30%	-%
		b		b		b				b		b	
Tracked service	786	786	504	179	-	604	399	124	-	587	323	156	*
	45%	85%	38%	74%	-%	75%	43%	70%	-%	67%	47%	73%	100%
		bc		b		b		b		b		b	
Timed delivery (i.e. to arrive by specific time/day)	195	195	120	59	-	144	119	35	-	148	98	62	-
	11%	21%	9%	24%	-%	18%	13%	20%	-%	17%	14%	29%	-%
		b		b								ab	
Standard delivery	1340	569	1340	201	-	500	849	149	-	607	632	158	-
	77%	61%	100%	84%	-%	62%	92%	84%	-%	69%	92%	74%	-%
			ac	a			ac	a			ac		
International delivery	237	193	198	237	-	162	169	143	-	162	154	144	-
	14%	21%	15%	99%	-%	20%	18%	81%	-%	19%	22%	67%	-%
		b		ab				ab				ab	
Cross-Border Delivery (to ROI)	4	3	3	4	-	1	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	4	-	-	-	4	4	-	-	-	4	-	-	-
	*%	-%	-%	-%	100%	*%	-%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	-	-	-	-	1	1	-	-	1	3	*	-
	1%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	-	-	-	-	*	1	*	-	*	1	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	928	928	569	196	-	691	448	131	-	675	370	176	*
	54%	100%	42%	81%	-%	86%	49%	74%	-%	77%	54%	82%	100%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1930	1695	1280	886	1348	1007	53	512	461	462	110	61
Effective base	719	648	478	344	498	402	14	230	195	190	50	27
Weighted Base	1734	1581	1156	826	1205	1000	37	557	488	470	119	71
Urgent delivery - on the same day or a specific time the next day	248	213	191	130	197	118	24	86	96	114	30	18
	14%	14%	17%	16%	16%	12%	65%	15%	20%	24%	26%	25%
							ab			a		
Tracked service	786	711	587	456	617	426	29	287	330	348	93	46
	45%	45%	51%	55%	51%	43%	80%	52%	68%	74%	78%	65%
				a	b		ab		a	a	a	
Timed delivery (i.e. to arrive by specific time/day)	195	166	138	101	155	107	13	74	70	72	31	15
	11%	11%	12%	12%	13%	11%	34%	13%	14%	15%	26%	21%
							ab				ab	
Standard delivery	1340	1263	906	645	919	867	18	476	368	350	102	71
	77%	80%	78%	78%	76%	87%	50%	85%	75%	75%	86%	99%
					c	ac		bc				abcd
International delivery	237	216	195	154	162	150	21	120	110	118	93	51
	14%	14%	17%	19%	13%	15%	57%	22%	22%	25%	78%	71%
				a			ab				abc	abc
Cross-Border Delivery (to ROI)	4	3	2	2	3	2	*	2	1	2	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	4	4	-	-	-	-	4	4	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	24	12	7	20	10	-	6	2	-	-	-
	1%	1%	1%	1%	2%	1%	-%	1%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	2	1	1	1	1	-	1	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	928	812	666	508	719	475	34	328	354	374	103	56
	54%	51%	58%	62%	60%	47%	92%	59%	73%	80%	86%	79%
			a	a	b		ab		a	a	ab	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1930	195	115	96	44	1666	1213	1750	1270	1138	893	1559	219	1	1417	114
Effective base	719	85	34	44	17	617	400	641	431	375	334	574	79	1	516	55
Weighted Base	1734	204	88	99	40	1448	899	1512	985	849	806	1369	193	1	1207	138
Urgent delivery - on the same day or a specific time the next day	248	47	16	27	13	214	163	231	165	136	182	193	71	-	173	29
	14%	23%	19%	27%	33%	15%	18%	15%	17%	16%	23% b	14%	37% ab	-%	14%	21%
Tracked service	786	105	64	58	27	644	459	695	498	417	506	600	141	-	570	57
	45%	51%	72% a	59%	66%	44%	51% a	46%	51%	49%	63% b	44%	73% b	-%	47%	41%
Timed delivery (i.e. to arrive by specific time/day)	195	26	27	10	7	153	117	171	123	126	140	142	42	1	152	14
	11%	13%	30% ac	10%	17%	11%	13%	11%	13%	15% a	17% b	10%	22% b	100%	13%	10%
Standard delivery	1340	154	33	75	31	1169	704	1196	782	706	560	1148	142	1	940	105
	77%	75% b	38%	76% b	77% b	81%	78%	79%	79%	83%	69%	84% ac	74%	100%	78%	76%
International delivery	237	37	8	23	13	191	148	203	162	158	158	195	111	-	168	25
	14%	18%	9%	23%	33% b	13%	16%	13%	16%	19% ac	20% b	14%	58% ab	-%	14%	18%
Cross-Border Delivery (to ROI)	4	*	*	*	-	4	2	4	3	3	2	4	3	-	3	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	4	4	4	4	4	4	4	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	-	-	-	-	12	6	12	7	6	2	12	1	-	13	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	-	-	-	-	1	*	1	1	*	*	1	*	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	928	129	75	69	28	759	526	819	567	483	597	689	154	1	659	72
	54%	63%	85% a	69%	70%	52%	59%	54%	58%	57%	74% b	50%	80% b	100%	55%	52%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1930	704	1089	654	33	331	451	274	1252	386	341	385	1158
Effective base	719	286	395	228	16	111	170	91	482	140	111	144	446
Weighted Base	1734	693	958	541	46	262	406	227	1184	306	254	345	1088
Urgent delivery - on the same day or a specific time the next day	248	138	91	123	19	65	90	52	146	45	52	58	123
	14%	20%	10%	23%	42%	25%	22%	23%	12%	15%	21%	17%	11%
		b						b			c		
Tracked service	786	371	372	330	27	169	237	143	511	122	144	184	432
	45%	53%	39%	61%	58%	64%	58%	63%	43%	40%	57%	53%	40%
		b						bc			c	c	
Timed delivery (i.e. to arrive by specific time/day)	195	105	74	98	11	57	62	48	115	27	28	46	113
	11%	15%	8%	18%	23%	22%	15%	21%	10%	9%	11%	13%	10%
		b						bc					
Standard delivery	1340	504	789	404	31	183	321	143	937	252	199	240	874
	77%	73%	82%	75%	67%	70%	79%	63%	79%	82%	78%	70%	80%
			a						a	a			b
International delivery	237	128	93	113	11	65	81	62	125	41	59	55	116
	14%	18%	10%	21%	24%	25%	20%	28%	11%	13%	23%	16%	11%
		b						bc			c		
Cross-Border Delivery (to ROI)	4	*	3	2	*	1	*	1	2	*	1	*	2
	*%	*%	*%	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	4	-	-	4	-	4	-	-	4	-
	*%	1%	-%	1%	-%	-%	1%	-%	*%	-%	-%	1%	-%
												c	
None of these (CATI ONLY: DO NOT READ OUT)	25	3	22	3	*	1	3	-	22	3	1	4	20
	1%	*%	2%	*%	*%	*%	1%	-%	2%	1%	*%	1%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	1	-	-	-	*	*	1	*	-	*	1
	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%
NET: Urgent / Tracked / Timed Mail	928	442	423	382	35	198	274	178	594	145	168	224	505
	54%	64%	44%	71%	76%	76%	67%	78%	50%	47%	66%	65%	46%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1930	1090	840
Effective base	719	353	367
Weighted Base	1734	816	917
Urgent delivery - on the same day or a specific time the next day	248	148	100
	14%	18%	11%
		b	
Tracked service	786	360	425
	45%	44%	46%
Timed delivery (i.e. to arrive by specific time/day)	195	105	90
	11%	13%	10%
Standard delivery	1340	610	730
	77%	75%	80%
International delivery	237	101	136
	14%	12%	15%
Cross-Border Delivery (to ROI)	4	2	2
	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	4
	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	25	8	17
	1%	1%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	*	1
	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	928	442	486
	54%	54%	53%

Columns Tested:: a,b

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1930	109	208	126	157	112	232	55	235	147	142	195	212
Effective base	719	15	80	47	31	39	82	26	119	80	55	115	118
Weighted Base	1734	30	284	116	80	107	257	13	253	155	64	189	186
Urgent delivery - on the same day or a specific time the next day	248	5	52	7	5	19	56	1	30	21	6	20	26
	14%	16%	18%	6%	6%	18%	22%	9%	12%	13%	9%	11%	14%
			c				cdjk						
Tracked service	786	15	108	39	37	60	121	3	111	77	25	102	87
	45%	50%	38%	34%	46%	56%	47%	26%	44%	50%	39%	54%	47%
						cg				g		bcg	
Timed delivery (i.e. to arrive by specific time/day)	195	1	12	15	8	17	51	1	32	17	5	14	22
	11%	2%	4%	13%	11%	16%	20%	5%	13%	11%	8%	7%	12%
						b	bk		b				b
Standard delivery	1340	28	244	81	58	84	181	12	198	125	50	145	134
	77%	94%	86%	70%	72%	78%	71%	91%	78%	81%	78%	77%	72%
		cfl	cfl					cfl					
International delivery	237	1	40	17	5	19	52	2	31	22	4	27	17
	14%	4%	14%	15%	6%	17%	20%	12%	12%	14%	7%	14%	9%
							jl						
Cross-Border Delivery (to ROI)	4	1	1	1	*	*	*	*	-	-	1	-	*
	*%	3%	*%	*%	*%	*%	*%	*%	-%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	4	-	-	4	-	-	-	-	-	-	-	-	-
	*%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	*	11	*	*	1	*	-	5	-	1	2	3
	1%	*%	4%	*%	*%	1%	*%	-%	2%	-%	2%	1%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	-	*	*	-	-	1	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	928	16	137	52	43	67	151	4	125	90	31	110	103
	54%	52%	48%	45%	54%	62%	59%	31%	49%	58%	47%	58%	56%
						g	g			g		g	g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 104 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1930	443	501	437	549	944	986
Effective base	719	137	151	210	283	287	485
Weighted Base	1734	430	444	421	439	874	860
Urgent delivery - on the same day or a specific time the next day	248	64	81	51	52	144	104
	14%	15%	18%	12%	12%	17%	12%
Tracked service	786	162	218	192	214	380	406
	45%	38%	49%	46%	49%	43%	47%
					a		
Timed delivery (i.e. to arrive by specific time/day)	195	27	77	50	41	104	91
	11%	6%	17%	12%	9%	12%	11%
			ad				
Standard delivery	1340	353	323	335	329	676	664
	77%	82%	73%	80%	75%	77%	77%
International delivery	237	59	76	54	48	135	102
	14%	14%	17%	13%	11%	15%	12%
Cross-Border Delivery (to ROI)	4	2	1	*	1	3	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	4	-
	*%	1%	-%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	25	12	1	5	7	13	12
	1%	3%	*%	1%	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	1	-	*	2	*
	*%	*%	*%	-%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	928	205	261	219	244	465	462
	54%	48%	59%	52%	55%	53%	54%

Columns Tested:: a,b,c,d - a,b

Table 105

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1618	245	1373	1034	297	82	205	584
Effective base	603	56	558	547	124	36	98	167
Weighted Base	1432	76	1357	1357	63	8	4	76
Urgent delivery - on the same day or a specific time the next day	206	3	203	188	15	2	1	18
	14%	4%	15%	14%	23%	23%	29%	23%
			a		a		a	a
Tracked service	713	13	699	673	34	3	2	40
	50%	18%	52%	50%	54%	39%	53%	52%
			a					
Timed delivery (i.e. to arrive by specific time/day)	173	*	172	155	15	2	1	18
	12%	*%	13%	11%	24%	20%	31%	24%
			a		a		a	a
Standard delivery	991	71	921	938	46	5	3	54
	69%	93%	68%	69%	73%	67%	58%	71%
		b		d	d			d
International delivery	190	5	184	180	7	2	1	10
	13%	7%	14%	13%	12%	19%	24%	13%
							abe	
Cross-Border Delivery (to ROI)	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	-	17	17	*	-	*	*
	1%	-%	1%	1%	1%	-%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	4	4	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
NET: Urgent / Tracked / Timed Mail	859	16	843	809	41	5	3	49
	60%	21%	62%	60%	65%	57%	77%	65%
			a				ace	

Columns Tested:: a,b - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	400	466	168	183	196	205	1034	297	287
Effective base	603	244	247	83	78	78	98	547	124	77
Weighted Base	1432	682	578	98	44	28	4	1357	63	12
Urgent delivery - on the same day or a specific time the next day	206	83	98	8	11	5	1	188	15	3
	14%	12%	17%	8%	25%	20%	29%	14%	23%	25%
			c		acg	c	abcg		acg	acg
Tracked service	713	311	315	48	23	14	2	673	34	5
	50%	46%	54%	49%	53%	51%	53%	50%	54%	44%
			a							
Timed delivery (i.e. to arrive by specific time/day)	173	83	56	16	11	5	1	155	15	3
	12%	12%	10%	16%	25%	20%	31%	11%	24%	24%
					abg	bg	abcg		abg	abg
Standard delivery	991	472	399	66	32	19	3	938	46	8
	69%	69%	69%	68%	75%	68%	58%	69%	73%	64%
		f			f			f	f	
International delivery	190	91	78	11	6	3	1	180	7	3
	13%	13%	13%	11%	13%	12%	24%	13%	12%	21%
							abcegh			
Cross-Border Delivery (to ROI)	2	1	1	-	*	*	*	2	*	*
	*%	*%	*%	-%	*%	*%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	15	1	-	*	-	*	17	*	*
	1%	2%	*%	-%	1%	-%	1%	1%	1%	*%
		b								
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	4	-	-	-	*	4	-	*
	*%	-%	1%	-%	-%	-%	*%	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	859	385	365	59	27	19	3	809	41	8
	60%	57%	63%	60%	62%	68%	77%	60%	65%	64%
							abcdg			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	614	420	297	82	205	577	314	112	75	216
Effective base	603	388	219	124	36	98	328	140	31	24	37
Weighted Base	1432	1085	272	63	8	4	899	249	56	30	43
Urgent delivery - on the same day or a specific time the next day	206	162	26	15	2	1	100	52	14	10	6
	14%	15%	10%	23%	23%	29%	11%	21%	26%	35%	14%
				ab	b	ab		a	a	ae	
Tracked service	713	546	127	34	3	2	443	143	31	17	23
	50%	50%	47%	54%	39%	53%	49%	58%	54%	59%	53%
Timed delivery (i.e. to arrive by specific time/ day)	173	108	47	15	2	1	98	40	11	3	9
	12%	10%	17%	24%	20%	31%	11%	16%	20%	9%	20%
			a	a		ab					
Standard delivery	991	751	186	46	5	3	624	161	43	18	29
	69%	69%	68%	73%	67%	58%	69%	65%	77%	62%	67%
		e		e							
International delivery	190	159	21	7	2	1	125	31	10	3	4
	13%	15%	8%	12%	19%	24%	14%	13%	17%	9%	9%
		b			b	abc					
Cross-Border Delivery (to ROI)	2	1	*	*	*	*	1	*	*	-	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	17	-	*	-	*	15	-	*	-	*
	1%	2%	-%	1%	-%	1%	2%	-%	*%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	4	-	-	*	4	-	-	-	-
	*%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%
			a								
NET: Urgent / Tracked / Timed Mail	859	655	155	41	5	3	520	178	37	21	29
	60%	60%	57%	65%	57%	77%	58%	72%	66%	71%	67%
						abd		a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	115	96	164	46	115	146	109	97	88
Effective base	603	59	50	87	22	55	87	67	47	41
Weighted Base	1432	141	115	217	56	136	235	187	119	94
Urgent delivery - on the same day or a specific time the next day	206	22	15	43	7	19	29	20	23	12
	14%	15%	13%	20%	13%	14%	12%	11%	19%	12%
Tracked service	713	69	57	105	27	67	123	106	50	51
	50%	49%	49%	48%	49%	50%	53%	57%	42%	54%
Timed delivery (i.e. to arrive by specific time/day)	173	22	9	27	14	18	21	15	19	12
	12%	16%	8%	12%	24% g	13%	9%	8%	16%	12%
Standard delivery	991	105	78	151	35	98	168	117	74	69
	69%	75%	69%	69%	62%	72%	71%	62%	62%	73%
International delivery	190	20	11	32	3	21	42	23	9	22
	13%	14%	9%	15%	5%	15%	18%	12%	8%	23% h
Cross-Border Delivery (to ROI)	2	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	6	-	*	-	-	6	-	4	-
	1%	4%	-%	*%	-%	-%	2%	-%	4%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	*	-	-	-	-	4	-	-
	*%	*%	*%	-%	-%	-%	-%	2%	-%	-%
NET: Urgent / Tracked / Timed Mail	859	82	60	138	40	83	140	120	75	56
	60%	58%	52%	63%	72%	61%	60%	64%	63%	60%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	249	308	419	976	642	239	209	194
Effective base	603	118	156	241	514	156	68	52	54
Weighted Base	1432	286	375	639	1300	132	66	46	20
Urgent delivery - on the same day or a specific time the next day	206	39	59	92	190	16	4	10	2
	14%	14%	16%	14%	15%	12%	7%	21% f	12%
Tracked service	713	146	175	335	656	57	31	17	8
	50%	51%	47%	52%	50%	43%	47%	38%	40%
Timed delivery (i.e. to arrive by specific time/day)	173	43	50	63	156	17	7	9	1
	12%	15%	13%	10%	12%	13%	10%	19% h	5%
Standard delivery	991	202	258	435	895	96	46	35	15
	69%	71%	69%	68%	69%	73%	69%	78%	74%
International delivery	190	45	40	97	182	7	4	2	1
	13%	16% efg	11%	15% efg	14% ef	6%	6%	5%	7%
Cross-Border Delivery (to ROI)	2	-	-	-	-	2	-	-	2
	*%	-%	-%	-%	-%	1% d	-%	-%	9% abcdefg
Other (PLEASE SPECIFY)	1	-	1	-	1	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	-	10	6	16	1	-	1	-
	1%	-%	3%	1%	1%	1%	-%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	*	4	4	-	-	-	-
	*%	-%	*%	1%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	859	179	217	398	794	65	32	23	9
	60%	63% eh	58%	62% efh	61% eh	49%	49%	50%	45%

Columns Tested:: a,b,c,d,e,f,g,h

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1618	56	161	176	188	290	77	47	82	702
Effective base	603	28	44	50	76	110	28	14	28	279
Weighted Base	1432	39	104	125	192	222	76	30	51	697
Urgent delivery - on the same day or a specific time the next day	206	3	24	31	29	23	13	5	12	91
	14%	8%	23%	25%	15%	10%	17%	18%	23%	13%
			e	ei						
Tracked service	713	11	63	72	106	115	33	21	19	336
	50%	29%	61%	58%	55%	52%	43%	70%	38%	48%
			a	a	a	a		a		
Timed delivery (i.e. to arrive by specific time/day)	173	3	21	21	21	32	13	*	9	74
	12%	8%	20%	17%	11%	14%	17%	1%	17%	11%
Standard delivery	991	29	73	86	109	167	39	18	33	510
	69%	73%	70%	69%	57%	75%	51%	61%	65%	73%
						df				df
International delivery	190	1	35	35	*	53	10	3	2	84
	13%	3%	34%	28%	*%	24%	14%	10%	4%	12%
			adhi	adhi		adhi	d	d		d
Cross-Border Delivery (to ROI)	2	*	*	*	*	*	-	*	*	1
	*%	1%	*%	*%	*%	*%	-%	1%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	-	*	*	4	1	5	-	*	7
	1%	-%	*%	*%	2%	1%	6%	-%	*%	1%
							ei			
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	-	-	-	*	-	-	-	4
	*%	-%	-%	-%	-%	*%	-%	-%	-%	1%
NET: Urgent / Tracked / Timed Mail	859	16	76	91	133	128	47	23	29	392
	60%	40%	73%	73%	69%	58%	61%	78%	56%	56%
			ai	ai	ai			a		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1618	420	367	831	1428	190	1307	311	1588	30
Effective base	603	150	136	318	514	92	529	86	590	14
Weighted Base	1432	357	298	778	1180	253	1302	131	1398	34
Urgent delivery - on the same day or a specific time the next day	206	63	36	108	181	26	188	18	204	2
	14%	18%	12%	14%	15%	10%	14%	14%	15%	5%
Tracked service	713	189	147	376	596	116	637	76	695	17
	50%	53%	49%	48%	51%	46%	49%	58%	50%	50%
Timed delivery (i.e. to arrive by specific time/ day)	173	45	45	83	156	17	153	19	170	3
	12%	13%	15%	11%	13%	7%	12%	15%	12%	9%
Standard delivery	991	224	206	561	805	186	904	88	966	26
	69%	63%	69%	72% a	68%	74%	69%	67%	69%	74%
International delivery	190	37	64	89	157	33	183	7	183	7
	13%	10%	21% ac	11%	13%	13%	14% b	5%	13%	19%
Cross-Border Delivery (to ROI)	2	1	*	1	1	1	2	*	2	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	1	-	1	-	-	1	1	-	1	-
	*%	-%	*%	-%	-%	*%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	5	6	7	12	5	17	*	17	-
	1%	1%	2%	1%	1%	2%	1%	*%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	*	4	4	-	4	-	4	-
	*%	-%	*%	1%	*%	-%	*%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	859	240	175	443	726	133	773	85	840	19
	60%	67% c	59%	57%	62%	53%	59%	65%	60%	55%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	823	434	356	1157	285	74	102	1442	176
Effective base	603	327	130	145	479	83	21	21	561	42
Weighted Base	1432	784	283	357	1158	181	45	48	1339	93
Urgent delivery - on the same day or a specific time the next day	206	83	56	62	135	30	14	27	165	41
	14%	11%	20%	17%	12%	16%	31%	57%	12%	44%
			a	a			ae	abe		abe
Tracked service	713	353	129	228	552	100	28	32	652	60
	50%	45%	46%	64%	48%	56%	62%	67%	49%	64%
				ab						ae
Timed delivery (i.e. to arrive by specific time/day)	173	67	51	52	112	33	16	13	144	28
	12%	9%	18%	15%	10%	18%	35%	27%	11%	30%
			a	a		a	ae	ae		ae
Standard delivery	991	536	197	256	799	130	33	30	928	63
	69%	68%	70%	72%	69%	72%	73%	63%	69%	68%
International delivery	190	49	26	114	106	49	19	15	155	35
	13%	6%	9%	32%	9%	27%	43%	32%	12%	37%
				ab		ae	ae	ae		ae
Cross-Border Delivery (to ROI)	2	1	*	1	2	*	*	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	1	-	-	-	1	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	16	*	1	16	-	1	-	16	1
	1%	2%	*%	*%	1%	-%	3%	-%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	4	*	*	4	-	*	4	*
	*%	*%	1%	*%	*%	2%	-%	*%	*%	*%
						ae				
NET: Urgent / Tracked / Timed Mail	859	427	176	247	648	130	34	46	779	80
	60%	54%	62%	69%	56%	72%	76%	94%	58%	86%
				a		ae		abe		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1618	464	693	461	1544	1618	1618	1329	920	738
Effective base	603	227	255	125	561	603	603	495	351	233
Weighted Base	1432	585	574	274	1335	1432	1432	1167	865	536
Urgent delivery - on the same day or a specific time the next day	206	73	62	71	200	206	206	180	160	127
	14%	13%	11%	26%	15%	14%	14%	15%	19%	24%
				ab						abcd
Tracked service	713	237	316	161	664	713	713	618	458	312
	50%	40%	55%	59%	50%	50%	50%	53%	53%	58%
			a	a						abc
Timed delivery (i.e. to arrive by specific time/day)	173	47	65	61	160	173	173	151	122	97
	12%	8%	11%	22%	12%	12%	12%	13%	14%	18%
				ab						abc
Standard delivery	991	394	405	193	919	991	991	786	552	304
	69%	67%	71%	70%	69%	69%	69%	67%	64%	57%
					f	f	f	f		
International delivery	190	22	84	84	176	190	190	170	126	67
	13%	4%	15%	30%	13%	13%	13%	15%	15%	12%
			a	ab						
Cross-Border Delivery (to ROI)	2	*	1	*	2	2	2	1	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	1	1	1	1	1
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%
None of these (CATI ONLY: DO NOT READ OUT)	17	16	-	1	17	17	17	12	7	*
	1%	3%	-%	*%	1%	1%	1%	1%	1%	*%
		b								
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	*	4	4	4	4	4	4	-
	*%	-%	*%	1%	*%	*%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	859	286	362	210	801	859	859	743	574	410
	60%	49%	63%	77%	60%	60%	60%	64%	66%	77%
			a	ab					bc	abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1618	50	998	127	154	116	99	74	289
Effective base	603	29	432	43	39	23	20	20	63
Weighted Base	1432	65	1066	88	82	47	41	44	132
Urgent delivery - on the same day or a specific time the next day	206	4	118	17	24	12	16	14	42
	14%	7%	11%	20%	30%	25%	39%	32%	32%
					ab	b	ab	ab	ab
Tracked service	713	33	510	55	44	15	24	32	71
	50%	51%	48%	62%	54%	33%	57%	73%	54%
				e				be	
Timed delivery (i.e. to arrive by specific time/day)	173	7	117	12	12	11	7	7	25
	12%	10%	11%	13%	15%	24%	16%	16%	19%
Standard delivery	991	51	743	58	46	32	30	32	94
	69%	78%	70%	67%	56%	69%	72%	73%	71%
International delivery	190	10	132	12	4	7	12	12	31
	13%	16%	12%	14%	5%	15%	28%	28%	24%
							bd	bd	bd
Cross-Border Delivery (to ROI)	2	*	1	-	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%
		b							
None of these (CATI ONLY: DO NOT READ OUT)	17	-	16	-	1	-	-	-	-
	1%	-%	1%	-%	2%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	*	4	-	-	*	-	*
	*%	-%	*%	5%	-%	-%	*%	-%	*%
				bh					
NET: Urgent / Tracked / Timed Mail	859	36	595	69	61	30	29	39	99
	60%	56%	56%	78%	74%	64%	70%	89%	75%
				ab	b			ab	b

Columns Tested:: a,b,c,d,e,f,g,h

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1618	951	190	125	110	67	72	29	1005	249	143	88	50	50	33
Effective base	603	415	62	32	22	12	17	6	438	74	41	23	15	19	11
Weighted Base	1432	1026	133	70	47	23	28	10	1064	179	74	28	43	16	29
Urgent delivery - on the same day or a specific time the next day	206	127	18	21	11	9	12	2	108	50	13	5	16	2	12
	14%	12%	14%	30%	25%	38%	43%	18%	10%	28%	17%	18%	37%	15%	43%
				a		a	ab			a			a		a
Tracked service	713	493	77	36	22	11	18	8	508	100	41	15	18	9	22
	50%	48%	58%	52%	47%	48%	62%	84%	48%	56%	55%	54%	41%	60%	75%
Timed delivery (i.e. to arrive by specific time/day)	173	106	20	12	9	4	6	2	95	43	16	3	8	4	3
	12%	10%	15%	17%	19%	17%	22%	24%	9%	24%	22%	11%	18%	26%	10%
										a	a			a	
Standard delivery	991	720	85	36	34	18	20	6	752	102	55	18	33	12	20
	69%	70%	64%	52%	74%	79%	69%	63%	71%	57%	74%	65%	76%	78%	68%
		c							b						
International delivery	190	140	8	5	4	8	10	1	122	30	10	5	10	2	10
	13%	14%	6%	7%	9%	36%	34%	10%	11%	17%	14%	18%	23%	14%	36%
						abc	abc								a
Cross-Border Delivery (to ROI)	2	*	1	*	*	*	*	*	1	*	*	*	-	-	*
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	16	-	1	-	-	-	-	16	-	1	-	-	-	-
	1%	2%	-%	2%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	4	-	-	*	-	-	*	4	-	-	*	-	-
	*%	*%	3%	-%	-%	*%	-%	-%	*%	2%	-%	-%	*%	-%	-%
			a							a					
NET: Urgent / Tracked / Timed Mail	859	574	95	52	35	13	22	9	581	142	51	15	30	11	28
	60%	56%	72%	75%	76%	58%	76%	97%	55%	79%	69%	56%	69%	69%	97%
			a	a						ad					ad

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1618	759	183	137	96	50	54	50	154	535	348	417	213	104
Effective base	603	326	56	42	31	12	11	18	41	239	143	147	50	26
Weighted Base	1432	775	138	105	58	25	24	43	91	607	324	321	109	71
Urgent delivery - on the same day or a specific time the next day	206	75	31	25	19	8	5	18	30	68	41	49	22	26
	14%	10%	22%	23%	33%	31%	21%	41%	33%	11%	13%	15%	20%	37%
			a	a	a	a		a	a					abc
Tracked service	713	395	84	45	35	11	17	31	60	247	180	188	57	39
	50%	51%	61%	43%	60%	46%	71%	74%	65%	41%	56%	59%	52%	55%
								c	c		a	a		
Timed delivery (i.e. to arrive by specific time/ day)	173	69	22	26	9	13	2	11	25	44	44	46	23	15
	12%	9%	16%	25%	15%	50%	9%	25%	28%	7%	14%	14%	21%	22%
				a		abdf		a	a		a	a	a	a
Standard delivery	991	553	79	62	35	13	21	23	57	411	226	224	81	48
	69%	71%	57%	59%	60%	51%	88%	55%	62%	68%	70%	70%	75%	68%
		b												
International delivery	190	105	22	6	9	9	9	11	29	48	38	58	28	17
	13%	14%	16%	5%	16%	37%	38%	25%	32%	8%	12%	18%	25%	24%
						ac	ac	c	ac			a	ab	a
Cross-Border Delivery (to ROI)	2	1	*	*	-	-	*	*	*	*	1	*	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	11	-	-	-	1	-	-	1	16	1	-	-	-
	1%	1%	-%	-%	-%	5%	-%	-%	1%	3%	*%	-%	-%	-%
										c				
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	4	-	-	-	*	-	*	4	-	*	-	-
	*%	*%	3%	-%	-%	-%	*%	-%	*%	1%	-%	*%	-%	-%
			a											
NET: Urgent / Tracked / Timed Mail	859	443	102	74	48	20	17	40	77	289	224	219	76	50
	60%	57%	74%	70%	82%	82%	72%	93%	85%	48%	69%	68%	70%	70%
			a		a			a	a		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1618	617	316	363	170	74	689	329	341	165	81
Effective base	603	267	128	117	35	15	311	117	114	39	22
Weighted Base	1432	687	276	249	82	38	778	266	238	86	60
Urgent delivery - on the same day or a specific time the next day	206	87	37	45	21	8	88	32	42	20	24
	14%	13%	13%	18%	26%	21%	11%	12%	17%	23%	40%
					a					a	abc
Tracked service	713	291	161	147	42	20	343	143	142	52	29
	50%	42%	58%	59%	52%	54%	44%	54%	60%	60%	49%
			a	a					a		
Timed delivery (i.e. to arrive by specific time/ day)	173	69	29	30	18	10	66	42	39	15	9
	12%	10%	11%	12%	22%	27%	9%	16%	16%	17%	15%
					a	a		a	a		
Standard delivery	991	473	192	165	61	26	535	172	168	69	44
	69%	69%	70%	66%	74%	70%	69%	65%	70%	80%	74%
International delivery	190	70	40	38	19	8	63	35	51	27	13
	13%	10%	15%	15%	23%	21%	8%	13%	22%	32%	22%
					a				a	ab	a
Cross-Border Delivery (to ROI)	2	*	*	*	*	*	*	1	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	16	1	-	-	-	15	1	-	-	-
	1%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	4	-	*	-	-	4	-	*	-	-
	*%	1%	-%	*%	-%	-%	1%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	859	360	188	170	59	22	402	186	164	65	39
	60%	52%	68%	68%	72%	59%	52%	70%	69%	75%	65%
			a	a	a			a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
Urgent delivery - on the same day or a specific time the next day	206	53	25	59	26	12	120	30	29	150	56	162	39
	14%	9%	14%	22% a	27% a	25% a	18% c	26% c	8%	12%	30% a	13%	45% a
Tracked service	713	279	90	157	55	35	388	60	166	625	87	629	36
	50%	49%	52%	59%	56%	72% a	57% c	52%	45%	50%	46%	50%	41%
Timed delivery (i.e. to arrive by specific time/day)	173	48	25	42	19	17	94	27	30	137	36	140	19
	12%	8%	14%	16% a	19% a	34% ab	14%	23% c	8%	11%	19% a	11%	22% a
Standard delivery	991	380	123	185	59	32	464	57	262	858	134	866	53
	69%	67%	71%	69%	61%	66%	68% b	50%	72% b	69%	71%	69%	61%
International delivery	190	48	25	53	27	17	145	12	14	149	41	157	19
	13%	8%	15%	20% a	28% a	34% ab	21% c	10%	4%	12%	22% a	13%	21%
Cross-Border Delivery (to ROI)	2	1	*	*	*	*	*	*	1	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	10	1	-	-	-	1	*	10	17	-	17	-
	1%	2%	1%	-%	-%	-%	*%	*%	3% a	1%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	4	*	-	*	-	4	-	-	4	*	4	-
	*%	1%	*%	-%	*%	-%	1%	-%	-%	*%	*%	*%	-%

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1618	551	239	299	141	85	745	153	418	1350	268	1400	144
Effective base	603	236	78	114	42	22	285	48	158	517	87	521	40
Weighted Base	1432	570	173	266	98	49	679	115	366	1243	189	1249	87
NET: Urgent / Tracked / Timed Mail	859	313	111	196	75	42	456	95	187	731	128	728	73
	60%	55%	64%	74% a	76% a	86% a	67% c	82% ac	51%	59%	68%	58%	84% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1618	1364	254	777	552	1400	144	1360	258	790	539
Effective base	603	533	70	308	188	522	40	530	74	311	183
Weighted Base	1432	1268	164	711	456	1251	84	1270	163	728	439
Urgent delivery - on the same day or a specific time the next day	206	152	54	87	93	167	34	155	52	85	94
	14%	12%	33% a	12%	20% a	13%	40% a	12%	32% a	12%	21% a
Tracked service	713	633	79	350	269	635	29	641	72	366	253
	50%	50%	48%	49%	59% a	51%	35%	50%	44%	50%	58%
Timed delivery (i.e. to arrive by specific time/day)	173	128	45	77	74	136	24	125	48	82	69
	12%	10%	27% a	11%	16%	11%	29% a	10%	29% a	11%	16%
Standard delivery	991	901	91	480	306	864	56	891	100	496	290
	69%	71% b	55%	67%	67%	69%	66%	70%	62%	68%	66%
International delivery	190	159	31	91	79	157	19	157	32	101	69
	13%	13%	19%	13%	17%	13%	22%	12%	20%	14%	16%
Cross-Border Delivery (to ROI)	2	2	*	1	1	2	*	2	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	1	-	-	-	1	-	1	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	17	-	12	-	17	-	17	-	12	-
	1%	1%	-%	2%	-%	1%	-%	1%	-%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	4	-	-	4	4	-	4	-	-	4
	*%	*%	-%	-%	1%	*%	-%	*%	-%	-%	1%
NET: Urgent / Tracked / Timed Mail	859	725	133	419	324	732	68	735	124	431	313
	60%	57%	81% a	59%	71% a	59%	81% a	58%	76% a	59%	71% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1618	920	1160	245	1	964	1131	205	1	980	747	245	1
Effective base	603	329	430	83	1	358	428	74	1	360	283	93	1
Weighted Base	1432	792	1006	221	4	859	991	191	1	850	650	217	*
Urgent delivery - on the same day or a specific time the next day	206	193	110	56	-	206	121	43	-	166	91	64	-
	14%	24%	11%	26%	-%	24%	12%	23%	-%	20%	14%	30%	-%
		b		b		b		b				ab	
Tracked service	713	572	430	135	4	713	375	133	-	580	292	146	*
	50%	72%	43%	61%	100%	83%	38%	69%	-%	68%	45%	67%	100%
		bc		b		bc		b		b		b	
Timed delivery (i.e. to arrive by specific time/day)	173	135	106	43	-	173	113	36	-	135	85	53	-
	12%	17%	11%	20%	-%	20%	11%	19%	-%	16%	13%	24%	-%
		b		b		b						b	
Standard delivery	991	448	849	171	-	446	991	164	-	524	605	173	-
	69%	57%	84%	77%	-%	52%	100%	86%	-%	62%	93%	80%	-%
			a	a			ac	a			ac	a	
International delivery	190	129	148	143	-	146	162	190	-	147	139	140	-
	13%	16%	15%	65%	-%	17%	16%	99%	-%	17%	21%	65%	-%
				ab				ab				ab	
Cross-Border Delivery (to ROI)	2	1	2	2	-	1	2	2	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	1	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	100%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	2	5	1	-	-	-	-	-	2	5	1	-
	1%	*%	1%	1%	-%	-%	-%	-%	-%	*%	1%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	4	4	*	-	-	-	-	-	*	*	*	-
	*%	1%	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	859	691	500	163	4	859	446	146	-	688	339	176	*
	60%	87%	50%	74%	100%	100%	45%	76%	-%	81%	52%	81%	100%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1618	1343	1349	829	1166	841	54	495	452	448	112	63
Effective base	603	500	517	331	429	331	14	224	193	184	51	28
Weighted Base	1432	1210	1245	779	1038	809	37	534	472	448	119	73
Urgent delivery - on the same day or a specific time the next day	206	158	165	98	162	86	21	57	79	89	25	6
	14%	13%	13%	13%	16% b	11%	58% ab	11%	17%	20% a	21%	8%
Tracked service	713	609	646	430	571	382	28	275	329	319	90	47
	50%	50%	52%	55%	55% b	47%	75% b	51%	70% a	71% a	76% a	64%
Timed delivery (i.e. to arrive by specific time/day)	173	139	141	102	145	89	16	74	77	82	30	14
	12%	12%	11%	13%	14%	11%	43% ab	14%	16%	18%	25% a	19%
Standard delivery	991	857	891	558	701	643	24	448	322	302	91	67
	69%	71%	72%	72%	68%	80% a	65%	84% bc	68%	67%	77%	91% bc
International delivery	190	162	167	133	132	120	22	107	94	106	84	52
	13%	13%	13%	17%	13%	15%	60% ab	20%	20%	24%	70% abc	70% abc
Cross-Border Delivery (to ROI)	2	2	2	1	1	2	*	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	1	-	1	-	-	1	1	-	-
	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	17	13	7	16	6	-	7	3	1	1	1
	1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	1%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	*	4	4	4	4	-	-	4	-	-	-
	*%	*%	*%	1%	*%	1%	-%	-%	1%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	859	702	739	485	672	426	33	303	365	357	103	52
	60%	58%	59%	62%	65% b	53%	91% ab	57%	77% a	80% a	87% a	71%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1618	187	108	94	43	1365	1069	1452	1080	945	833	1274	211	1	1202	105
Effective base	603	82	31	44	16	503	368	530	375	311	309	469	77	1	438	52
Weighted Base	1432	200	79	104	33	1165	837	1237	859	705	735	1105	190	1	1010	132
Urgent delivery - on the same day or a specific time the next day	206	46	19	11	8	162	127	187	127	108	152	147	55	-	151	17
	14%	23%	24%	11%	23%	14%	15%	15%	15%	15%	21% b	13%	29% b	-%	15%	13%
Tracked service	713	111	60	55	23	590	457	629	474	376	489	537	135	-	505	72
	50%	55%	76% ac	53%	70%	51%	55%	51%	55%	53%	67% b	49%	71% b	-%	50%	55%
Timed delivery (i.e. to arrive by specific time/day)	173	30	12	15	4	124	106	146	109	93	137	122	40	-	135	7
	12%	15%	15%	15%	12%	11%	13%	12%	13%	13%	19% b	11%	21% b	-%	13%	6%
Standard delivery	991	129	35	73	23	826	609	876	611	526	458	844	135	1	705	89
	69%	65%	44%	70% b	70%	71%	73%	71%	71%	75%	62%	76% a	71%	100%	70%	67%
International delivery	190	32	9	24	8	149	122	163	143	116	121	158	88	-	126	26
	13%	16%	12%	23%	25%	13%	15%	13%	17%	17%	16%	14%	47% ab	-%	13%	20%
Cross-Border Delivery (to ROI)	2	*	*	*	-	2	1	2	1	1	1	2	1	-	2	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	1	-	1	1	-	1	1	-	-	1	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	-	-	-	-	12	6	12	10	5	-	11	-	-	8	*
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	-%	-%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	-	-	-	4	4	4	*	*	*	4	*	-	4	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	859	146	69	64	26	691	531	749	546	449	587	618	157	-	607	81
	60%	73%	87% c	61%	78%	59%	63%	61%	64%	64%	80% b	56%	83% b	-%	60%	61%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1618	661	843	621	33	328	415	261	1020	319	313	355	908
Effective base	603	266	304	218	16	109	159	89	391	116	107	130	350
Weighted Base	1432	639	725	518	43	256	379	227	931	257	258	296	836
Urgent delivery - on the same day or a specific time the next day	206	108	71	107	14	61	68	64	107	27	51	53	91
	14%	17%	10%	21%	32%	24%	18%	28%	11%	11%	20%	18%	11%
		b						bc			c	c	
Tracked service	713	370	319	306	26	161	218	138	449	122	138	170	388
	50%	58%	44%	59%	60%	63%	57%	61%	48%	47%	54%	57%	46%
		b						b				c	
Timed delivery (i.e. to arrive by specific time/day)	173	94	62	90	9	58	54	36	100	32	26	50	90
	12%	15%	9%	17%	22%	22%	14%	16%	11%	13%	10%	17%	11%
		b											
Standard delivery	991	402	541	350	30	160	272	132	658	189	185	191	591
	69%	63%	75%	67%	71%	62%	72%	58%	71%	74%	72%	64%	71%
			a						a	a			
International delivery	190	106	71	92	15	60	70	53	94	34	64	48	71
	13%	17%	10%	18%	34%	24%	19%	23%	10%	13%	25%	16%	8%
		b						b			c	c	
Cross-Border Delivery (to ROI)	2	*	2	1	-	*	*	*	2	*	*	*	2
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	-	1	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	*	17	-	-	-	-	-	17	-	1	1	15
	1%	*%	2%	-%	-%	-%	-%	-%	2%	-%	*%	*%	2%
			a										
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	4	4	-	-	4	-	4	-	-	*	-
	*%	-%	1%	1%	-%	-%	1%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	859	458	346	365	34	210	243	186	518	142	171	210	453
	60%	72%	48%	71%	80%	82%	64%	82%	56%	55%	66%	71%	54%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1618	880	738
Effective base	603	280	324
Weighted Base	1432	644	788
Urgent delivery - on the same day or a specific time the next day	206	130	77
	14%	20%	10%
		b	
Tracked service	713	303	410
	50%	47%	52%
Timed delivery (i.e. to arrive by specific time/day)	173	96	77
	12%	15%	10%
Standard delivery	991	435	556
	69%	68%	71%
International delivery	190	66	124
	13%	10%	16%
			a
Cross-Border Delivery (to ROI)	2	1	1
	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-
	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	6	11
	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	4
	*%	-%	1%
NET: Urgent / Tracked / Timed Mail	859	402	457
	60%	62%	58%

Columns Tested:: a,b

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1618	94	176	108	136	89	201	33	197	123	124	163	174
Effective base	603	12	67	39	28	32	73	17	101	68	43	96	95
Weighted Base	1432	26	230	95	60	85	226	5	214	132	52	158	149
Urgent delivery - on the same day or a specific time the next day	206	6	39	9	2	15	43	1	32	15	7	12	24
	14%	24%	17%	9%	4%	18%	19%	24%	15%	12%	13%	8%	16%
							dk	dk					
Tracked service	713	12	97	50	33	39	100	2	119	74	20	95	72
	50%	44%	42%	52%	55%	45%	44%	39%	55%	57%	39%	60%	48%
												bfj	
Timed delivery (i.e. to arrive by specific time/day)	173	4	21	5	4	14	44	1	29	12	5	19	14
	12%	17%	9%	6%	7%	16%	20%	11%	14%	9%	10%	12%	9%
							c						
Standard delivery	991	21	164	58	36	63	136	5	163	91	38	111	105
	69%	81%	71%	61%	60%	74%	60%	94%	76%	69%	73%	70%	70%
								bcdfikl	f				
International delivery	190	1	22	16	4	16	34	*	32	21	2	28	12
	13%	5%	10%	16%	7%	19%	15%	4%	15%	16%	3%	18%	8%
				j		j	j		j	j		jl	
Cross-Border Delivery (to ROI)	2	*	*	*	*	*	*	*	*	-	1	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	2%	-%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	*	10	-	-	1	5	-	-	-	1	-	-
	1%	*%	5%	-%	-%	1%	2%	-%	-%	-%	2%	-%	-%
			h										
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	-	-	4	*	*	-	-	-	-	-	-
	*%	-%	-%	-%	7%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	859	14	137	54	36	46	138	3	134	81	26	103	88
	60%	54%	59%	57%	60%	54%	61%	51%	62%	61%	50%	65%	59%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 105 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1618	378	426	353	461	804	814
Effective base	603	114	131	174	231	244	398
Weighted Base	1432	352	371	351	359	722	710
Urgent delivery - on the same day or a specific time the next day	206	54	61	48	42	115	91
	14%	15%	16%	14%	12%	16%	13%
Tracked service	713	158	172	195	188	330	383
	50%	45%	46%	56%	52%	46%	54%
							a
Timed delivery (i.e. to arrive by specific time/day)	173	31	62	42	38	93	80
	12%	9%	17%	12%	11%	13%	11%
Standard delivery	991	243	235	259	254	478	513
	69%	69%	63%	74%	71%	66%	72%
International delivery	190	39	55	53	42	94	96
	13%	11%	15%	15%	12%	13%	14%
Cross-Border Delivery (to ROI)	2	*	1	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	17	11	5	-	1	16	1
	1%	3%	1%	-%	*%	2%	*%
		c				b	
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	4	-	-	4	-
	*%	-%	1%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	859	205	220	217	217	425	434
	60%	58%	59%	62%	60%	59%	61%

Columns Tested:: a,b,c,d - a,b

Table 106

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Urgent delivery - on the same day or a specific time the next day	224	5	219	205	15	2	1	19
	16%	5%	17%	16%	25%	29%	34%	26%
			a		a		a	a
Tracked service	873	47	826	829	37	4	3	44
	63%	45%	65%	63%	60%	55%	65%	60%
			a					
Timed delivery (i.e. to arrive by specific time/day)	233	3	230	213	18	2	1	21
	17%	3%	18%	16%	29%	23%	30%	29%
			a		a		a	a
Standard delivery	766	66	700	720	39	4	2	46
	55%	64%	55%	55%	65%	53%	52%	63%
					a			
International delivery	246	12	235	229	14	2	1	17
	18%	11%	18%	18%	23%	21%	28%	23%
							a	
Cross-Border Delivery (to ROI)	4	-	4	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	-	19	18	1	-	-	1
	1%	-%	1%	1%	1%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	8	8	-	-	*	*
	1%	-%	1%	1%	-%	-%	*%	*%
NET: Urgent / Tracked / Timed Mail	999	50	949	948	42	6	3	51
	72%	49%	74%	72%	69%	72%	82%	70%
			a				be	

Columns Tested:: a,b - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Urgent delivery - on the same day or a specific time the next day	224	74	116	15	11	6	1	205	15	4
	16%	11%	21%	15%	27%	23%	34%	16%	25%	30%
			a		ag	a	abcg		ag	acg
Tracked service	873	399	366	64	26	15	3	829	37	7
	63%	60%	67%	65%	61%	58%	65%	63%	60%	59%
Timed delivery (i.e. to arrive by specific time/day)	233	79	113	21	13	6	1	213	18	3
	17%	12%	21%	21%	31%	25%	30%	16%	29%	26%
			a	a	ag	a	ag		ag	ag
Standard delivery	766	394	287	39	28	16	2	720	39	6
	55%	59%	52%	40%	65%	61%	52%	55%	65%	53%
		c			bc	c		c	bcg	
International delivery	246	109	103	17	10	6	1	229	14	3
	18%	16%	19%	17%	23%	23%	28%	18%	23%	24%
							ag			
Cross-Border Delivery (to ROI)	4	2	1	*	*	*	*	4	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	13	4	1	*	*	-	18	1	-
	1%	2%	1%	1%	1%	1%	-%	1%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	3	6	-	-	-	*	8	-	*
	1%	*%	1%	-%	-%	-%	*%	1%	-%	*%
NET: Urgent / Tracked / Timed Mail	999	443	426	79	29	18	3	948	42	9
	72%	67%	78%	81%	69%	70%	82%	72%	69%	76%
			a	a			ah			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Urgent delivery - on the same day or a specific time the next day	224	165	40	15	2	1	104	66	20	7	11
	16%	16%	16%	25%	29%	34%	12%	30%	37%	26%	27%
				a		ab		a	a		a
Tracked service	873	675	154	37	4	3	561	138	41	16	28
	63%	64%	62%	60%	55%	65%	64%	62%	75%	58%	68%
Timed delivery (i.e. to arrive by specific time/ day)	233	159	53	18	2	1	124	60	14	5	8
	17%	15%	21%	29%	23%	30%	14%	27%	27%	18%	19%
				a		a		a			
Standard delivery	766	597	123	39	4	2	496	111	29	13	24
	55%	56%	50%	65%	53%	52%	57%	50%	53%	48%	58%
				b							
International delivery	246	199	31	14	2	1	147	43	14	9	7
	18%	19%	12%	23%	21%	28%	17%	19%	27%	35%	17%
		b		b		ab				a	
Cross-Border Delivery (to ROI)	4	4	*	*	-	*	2	2	*	-	*
	*%	*%	*%	*%	-%	*%	*%	1%	1%	-%	*%
Other (PLEASE SPECIFY)	*	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	17	2	1	-	-	16	1	-	-	*
	1%	2%	1%	1%	-%	-%	2%	1%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	3	6	-	-	*	7	1	-	-	-
	1%	*%	2%	-%	-%	*%	1%	1%	-%	-%	-%
			a								
NET: Urgent / Tracked / Timed Mail	999	759	189	42	6	3	621	178	45	18	34
	72%	72%	76%	69%	72%	82%	71%	80%	83%	67%	81%
						ac					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Urgent delivery - on the same day or a specific time the next day	224	21	19	47	5	24	34	19	25	12
	16%	16%	20%	20%	9%	20%	15%	12%	22%	12%
Tracked service	873	81	66	164	38	81	153	97	63	52
	63%	62%	69% i	70% i	76%	67%	66%	61%	55%	49%
Timed delivery (i.e. to arrive by specific time/day)	233	24	11	44	12	27	42	35	10	14
	17%	19%	11%	19%	24%	22%	18%	22%	9%	13%
Standard delivery	766	84	56	108	24	70	126	81	64	70
	55%	64% c	59%	46%	48%	58%	55%	50%	56%	67% c
International delivery	246	21	11	41	11	21	58	20	21	24
	18%	16%	12%	17%	22%	18%	25%	13%	18%	23%
Cross-Border Delivery (to ROI)	4	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	2	-	2	-	-	5	-	4	5
	1%	1%	-%	1%	-%	-%	2%	-%	4%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	*	-	-	-	-	8	-	-
	1%	-%	*%	-%	-%	-%	-%	5% cf	-%	-%
NET: Urgent / Tracked / Timed Mail	999	88	71	193	42	88	174	115	82	61
	72%	67%	75%	83% ai	82%	73%	75% i	72%	72%	58%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Urgent delivery - on the same day or a specific time the next day	224	41	65	100	206	18	10	4	3
	16%	15%	19%	16%	17%	13%	15%	9%	15%
Tracked service	873	171	210	414	795	78	44	20	14
	63%	62%	62%	66%	64%	54%	62%	40%	61%
		g	g	eg	eg		g		g
Timed delivery (i.e. to arrive by specific time/day)	233	53	45	121	219	15	9	2	3
	17%	19%	13%	19%	18%	10%	13%	4%	14%
		eg		eg	eg				
Standard delivery	766	164	204	315	682	83	32	38	14
	55%	59%	60%	50%	55%	58%	45%	75%	61%
			f					abcdef	
International delivery	246	57	54	119	230	17	6	6	4
	18%	21%	16%	19%	19%	12%	9%	13%	18%
		ef		ef	ef				
Cross-Border Delivery (to ROI)	4	-	-	-	-	4	-	-	4
	*%	-%	-%	-%	-%	3%	-%	-%	19%
						cd			abcdefg
Other (PLEASE SPECIFY)	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	5	6	7	18	*	*	*	-
	1%	2%	2%	1%	1%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	*	8	8	-	-	-	-
	1%	-%	*%	1%	1%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	999	191	240	482	913	86	49	22	15
	72%	69%	71%	77%	74%	60%	70%	45%	66%
		g	g	eg	eg	g	g		g

Columns Tested:: a,b,c,d,e,f,g,h

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Urgent delivery - on the same day or a specific time the next day	224	4	36	40	38	33	8	2	8	91
	16%	8%	33%	32%	20%	13%	14%	7%	24%	14%
			aegi	aegi						
Tracked service	873	18	78	83	116	186	33	22	16	400
	63%	41%	71%	66%	60%	72%	61%	72%	44%	62%
			ah	a		ah		a		a
Timed delivery (i.e. to arrive by specific time/day)	233	7	23	25	37	51	16	4	4	88
	17%	16%	21%	20%	19%	20%	30%	14%	12%	14%
							i			
Standard delivery	766	27	58	60	76	155	29	17	21	380
	55%	60%	53%	47%	39%	60%	54%	58%	60%	59%
						d				d
International delivery	246	3	50	50	7	65	6	6	8	102
	18%	6%	45%	39%	4%	25%	11%	21%	22%	16%
			adefi	adfi		adi		d	d	d
Cross-Border Delivery (to ROI)	4	1	*	*	*	*	*	*	*	2
	*%	2%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	-	*	5	1	*	-	*	-	12
	1%	-%	*%	4%	1%	*%	-%	*%	-%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	1	-	-	-	*	-	-	-	7
	1%	3%	-%	-%	-%	*%	-%	-%	-%	1%
		e								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
NET: Urgent / Tracked / Timed Mail	999	25	89	100	150	204	40	22	20	438
	72%	56%	81%	79%	78%	79%	73%	74%	56%	68%
			ah	a	a	ahi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Urgent delivery - on the same day or a specific time the next day	224	82	41	102	199	25	194	30	218	7
	16%	22%	13%	14%	17%	11%	15%	24%	16%	18%
		bc								
Tracked service	873	217	219	437	727	146	794	79	850	22
	63%	59%	70%	62%	63%	66%	63%	63%	63%	60%
Timed delivery (i.e. to arrive by specific time/ day)	233	70	67	96	195	38	211	22	227	6
	17%	19%	21%	14%	17%	17%	17%	18%	17%	17%
			c							
Standard delivery	766	163	184	419	640	125	708	58	746	20
	55%	45%	59%	59%	55%	57%	56%	46%	55%	53%
			a	a						
International delivery	246	59	71	116	215	31	226	20	244	2
	18%	16%	23%	16%	19%	14%	18%	16%	18%	6%
Cross-Border Delivery (to ROI)	4	1	*	3	3	1	4	*	4	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	*	-	-	*	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	6	*	12	14	5	17	2	19	-
	1%	2%	*%	2%	1%	2%	1%	2%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	1	*	7	7	1	7	1	8	-
	1%	*%	*%	1%	1%	1%	1%	1%	1%	-%
NET: Urgent / Tracked / Timed Mail	999	276	244	480	840	159	903	96	972	28
	72%	76%	78%	68%	72%	72%	72%	77%	72%	75%
			c							

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Urgent delivery - on the same day or a specific time the next day	224	76	65	78	139	36	16	33	175	49
	16%	11%	24%	20%	13%	18%	34%	67%	14%	51%
			a	a			ae	abce		abe
Tracked service	873	426	156	290	646	156	36	34	803	70
	63%	59%	57%	76%	59%	80%	78%	67%	62%	72%
				ab		ae				
Timed delivery (i.e. to arrive by specific time/day)	233	98	48	87	150	42	18	24	192	41
	17%	14%	17%	23%	14%	22%	38%	47%	15%	43%
				a			ae	abe		abe
Standard delivery	766	382	140	243	601	113	30	22	714	51
	55%	53%	51%	63%	55%	58%	64%	43%	56%	53%
				ab						
International delivery	246	68	45	133	151	51	25	20	202	45
	18%	9%	16%	35%	14%	26%	53%	40%	16%	46%
			a	ab		ae	abe	ae		abe
Cross-Border Delivery (to ROI)	4	1	*	2	2	2	1	*	3	1
	*%	*%	*%	1%	*%	1%	2%	*%	*%	1%
Other (PLEASE SPECIFY)	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	*	*	19	*	-	-	19	-
	1%	3%	*%	*%	2%	*%	-%	-%	1%	-%
		c								
Don't Know (CATI ONLY: DO NOT READ OUT)	8	4	4	*	4	4	-	*	8	*
	1%	1%	1%	*%	*%	2%	-%	*%	1%	*%
NET: Urgent / Tracked / Timed Mail	999	477	201	314	747	164	41	47	911	89
	72%	66%	74%	82%	68%	84%	89%	94%	71%	92%
				a		ae	a	ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Urgent delivery - on the same day or a specific time the next day	224	55	84	85	212	200	220	224	169	149
	16%	11%	15%	29%	17%	17%	17%	16%	20%	27%
				ab						abcde
Tracked service	873	280	366	226	764	743	816	873	555	339
	63%	54%	64%	78%	62%	64%	63%	63%	64%	62%
			a	ab						
Timed delivery (i.e. to arrive by specific time/day)	233	41	109	84	208	201	217	233	170	133
	17%	8%	19%	29%	17%	17%	17%	17%	20%	24%
			a	ab						abcd
Standard delivery	766	279	323	164	690	650	728	766	448	236
	55%	54%	56%	56%	56%	56%	56%	55%	52%	43%
					f	f	f	f	f	
International delivery	246	49	101	96	211	215	229	246	169	97
	18%	9%	18%	33%	17%	18%	18%	18%	20%	18%
			a	ab						
Cross-Border Delivery (to ROI)	4	1	*	3	4	3	4	4	2	1
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	18	1	*	19	19	19	19	14	*
	1%	3%	*%	*%	2%	2%	1%	1%	2%	*%
		bc								
Don't Know (CATI ONLY: DO NOT READ OUT)	8	4	-	4	8	8	8	8	8	3
	1%	1%	-%	1%	1%	1%	1%	1%	1%	*%
NET: Urgent / Tracked / Timed Mail	999	313	434	252	875	850	934	999	647	431
	72%	60%	76%	86%	71%	73%	72%	72%	75%	79%
			a	ab						acd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Urgent delivery - on the same day or a specific time the next day	224	19	117	15	17	16	15	21	52
	16%	13%	14%	18%	24%	36%	38%	45%	40%
						ab	ab	abc	abc
Tracked service	873	90	545	61	45	19	26	29	74
	63%	61%	63%	75%	62%	44%	65%	61%	57%
				e					
Timed delivery (i.e. to arrive by specific time/day)	233	14	129	14	22	10	14	14	38
	17%	9%	15%	17%	31%	23%	36%	30%	29%
					ab		ab	a	ab
Standard delivery	766	91	488	45	32	16	21	34	71
	55%	62%	56%	56%	44%	36%	53%	72%	54%
		e						de	
International delivery	246	26	143	15	6	10	13	16	39
	18%	18%	17%	18%	8%	23%	32%	34%	30%
							d	d	bd
Cross-Border Delivery (to ROI)	4	1	3	-	*	*	*	*	*
	*%	1%	*%	-%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	-	19	-	-	-	*	-	*
	1%	-%	2%	-%	-%	-%	*%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	4	4	-	-	*	-	*
	1%	-%	*%	5%	-%	-%	*%	-%	*%
				bh					
NET: Urgent / Tracked / Timed Mail	999	101	604	70	58	31	30	41	102
	72%	69%	70%	86%	79%	70%	75%	88%	78%
				ab					

Columns Tested:: a,b,c,d,e,f,g,h

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Urgent delivery - on the same day or a specific time the next day	224	137	20	19	13	7	9	7	101	42	14	6	20	1	16
	16%	15%	15%	31%	29%	34%	32%	52%	12%	26%	23%	23%	49%	5%	57%
				a						a			af		abcf
Tracked service	873	572	91	39	23	11	21	8	526	117	36	14	22	10	18
	63%	62%	70%	63%	51%	54%	73%	56%	63%	72%	60%	58%	53%	64%	64%
Timed delivery (i.e. to arrive by specific time/day)	233	133	28	12	16	6	11	2	124	30	12	4	16	5	9
	17%	14%	21%	19%	36%	31%	39%	17%	15%	19%	21%	15%	40%	36%	32%
					a		a						a	a	
Standard delivery	766	531	72	20	29	14	14	10	485	66	41	15	13	11	20
	55%	57%	56%	33%	65%	69%	48%	71%	58%	41%	68%	62%	31%	71%	69%
		c	c		c	c			be		be			be	
International delivery	246	166	13	10	5	6	11	1	135	32	12	5	15	2	14
	18%	18%	10%	16%	10%	29%	37%	8%	16%	20%	20%	20%	36%	15%	48%
							bd								ab
Cross-Border Delivery (to ROI)	4	4	*	*	*	*	*	*	3	*	*	-	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	-	-	*	-	-	-	19	*	-	-	*	-	-
	1%	2%	-%	-%	*%	-%	-%	-%	2%	*%	-%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	4	4	-	-	*	-	-	4	4	-	-	*	-	-
	1%	*%	3%	-%	-%	*%	-%	-%	*%	3%	-%	-%	*%	-%	-%
			a												
NET: Urgent / Tracked / Timed Mail	999	642	101	48	36	14	25	10	585	134	47	15	29	12	28
	72%	69%	78%	77%	80%	67%	86%	71%	70%	83%	77%	62%	72%	80%	97%
										ad					d

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Urgent delivery - on the same day or a specific time the next day	224	92	37	32	20	8	10	24	43	63	55	48	28	26
	16%	10%	23%	28%	33%	25%	32%	56%	40%	12%	18%	17%	26%	38%
			a	a	a	a	a	abc	a				a	abc
Tracked service	873	577	119	58	44	21	27	27	75	299	194	201	75	45
	63%	61%	74%	51%	72%	65%	83%	63%	70%	57%	62%	72%	69%	65%
			ac				c					a		
Timed delivery (i.e. to arrive by specific time/ day)	233	129	33	26	15	14	5	12	31	57	49	54	35	22
	17%	14%	20%	23%	24%	42%	15%	28%	28%	11%	16%	19%	32%	32%
						a			a			a	ab	a
Standard delivery	766	563	66	56	28	16	18	17	52	281	191	156	63	38
	55%	60%	41%	51%	46%	49%	57%	40%	48%	53%	61%	56%	57%	55%
		b												
International delivery	246	149	26	15	13	9	14	21	43	69	54	53	34	19
	18%	16%	16%	13%	21%	26%	43%	48%	40%	13%	17%	19%	32%	27%
							abc	abcd	abc				ab	
Cross-Border Delivery (to ROI)	4	3	*	*	*	-	-	*	*	2	1	1	1	*
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	-	-	*	-	-	-	-	17	-	1	*	-
	1%	2%	-%	-%	*%	-%	-%	-%	-%	3%	-%	*%	*%	-%
										b				
Don't Know (CATI ONLY: DO NOT READ OUT)	8	1	7	-	-	-	*	-	*	8	-	*	-	-
	1%	*%	4%	-%	-%	-%	*%	-%	*%	2%	-%	*%	-%	-%
			a											
NET: Urgent / Tracked / Timed Mail	999	636	134	79	57	29	28	37	94	328	241	227	82	55
	72%	68%	84%	70%	92%	90%	89%	84%	87%	62%	77%	81%	75%	80%
			a		ac				ac		a	a		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Urgent delivery - on the same day or a specific time the next day	224	90	47	41	24	8	73	41	35	29	22
	16%	15%	18%	19%	28%	23%	12%	18%	17%	35% abc	39% abc
Tracked service	873	346	181	155	57	22	353	136	156	64	34
	63%	57%	67%	71% a	67%	61%	60%	59%	77% ab	77% a	60%
Timed delivery (i.e. to arrive by specific time/ day)	233	84	48	38	27	9	77	40	34	29	20
	17%	14%	18%	18%	31% a	25%	13%	18%	17%	35% abc	36% ac
Standard delivery	766	334	165	119	48	25	319	131	113	53	33
	55%	55%	61%	55%	56%	68%	54%	58%	55%	64%	59%
International delivery	246	89	44	41	28	7	76	43	52	25	19
	18%	15%	16%	19%	33% ab	18%	13%	19%	26% a	30% a	33% a
Cross-Border Delivery (to ROI)	4	2	1	1	1	*	1	1	*	1	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	17	-	1	*	-	17	-	1	*	-
	1%	3%	-%	1%	*%	-%	3%	-%	1%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	8	-	*	-	-	7	-	*	-	-
	1%	1%	-%	*%	-%	-%	1%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	999	401	207	178	61	24	394	177	166	68	44
	72%	66%	77% a	82% a	72%	66%	67%	78% a	81% a	82%	77%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Urgent delivery - on the same day or a specific time the next day	224	66	30	68	35	22	168	27	29	152	72	173	40
	16%	9%	15%	23%	31%	44%	21%	22%	7%	13%	29%	15%	43%
				a	ab	abc	c	c			a		a
Tracked service	873	395	135	215	77	38	569	71	226	717	156	719	45
	63%	56%	67%	72%	68%	75%	70%	58%	52%	63%	64%	64%	48%
				a			c						
Timed delivery (i.e. to arrive by specific time/day)	233	77	39	67	33	17	157	35	42	163	70	181	27
	17%	11%	20%	22%	29%	33%	19%	29%	10%	14%	29%	16%	29%
			a	a	a	a	c	c			a		a
Standard delivery	766	388	117	173	57	30	450	58	256	634	132	634	56
	55%	55%	58%	58%	50%	58%	55%	47%	58%	56%	54%	56%	60%
International delivery	246	73	29	77	42	25	192	24	30	171	75	187	24
	18%	10%	15%	26%	37%	50%	24%	20%	7%	15%	31%	17%	26%
				ab	ab	abc	c	c			a		
Cross-Border Delivery (to ROI)	4	1	*	*	2	*	3	*	*	3	1	4	*
	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	*	-	-	-	-	-	-	*	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	*	-	-	-	-	1	18	19	-	19	-
	1%	3%	*%	-%	-%	-%	-%	1%	4%	2%	-%	2%	-%
									a				
Don't Know (CATI ONLY: DO NOT READ OUT)	8	7	-	-	*	-	4	3	1	8	-	8	-
	1%	1%	-%	-%	*%	-%	*%	2%	*%	1%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
NET: Urgent / Tracked / Timed Mail	999	439	156	254	89	47	652	96	245	801	198	802	73
	72%	63%	78% a	85% a	78% a	91% a	80% c	79% c	56%	70%	81% a	71%	79%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Urgent delivery - on the same day or a specific time the next day	224	146	54	96	128	179	33	145	55	98	126
	16%	14%	37% a	11%	24% a	16%	35% a	14%	37% a	11%	24% a
Tracked service	873	668	75	480	392	717	47	660	83	495	377
	63%	65% b	52%	57%	73% a	63%	50%	65%	56%	57%	72% a
Timed delivery (i.e. to arrive by specific time/day)	233	154	47	97	136	177	31	157	44	110	123
	17%	15%	33% a	11%	25% a	16%	33% a	15%	30% a	13%	24% a
Standard delivery	766	575	75	497	269	634	56	568	82	509	257
	55%	56%	52%	59% b	50%	56%	60%	56%	56%	59% b	49%
International delivery	246	180	35	130	116	187	24	181	34	140	106
	18%	18%	24%	15%	22%	17%	25%	18%	23%	16%	20%
Cross-Border Delivery (to ROI)	4	3	*	3	2	4	*	3	*	3	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	*	-	-	*	*	-	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	-	19	-	19	-	19	-	19	-
	1%	2%	-%	2% b	-%	2%	-%	2%	-%	2% b	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	8	-	4	4	8	-	8	-	4	4
	1%	1%	-%	*%	1%	1%	-%	1%	-%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
NET: Urgent / Tracked / Timed Mail	999	737	114	536	463	801	74	737	114	557	442
	72%	72%	79%	63%	86% a	71%	79%	72%	78%	65%	85% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Urgent delivery - on the same day or a specific time the next day	224	191	127	46	-	189	122	39	-	224	105	65	-
	16%	25%	14%	23%	-%	25%	16%	23%	-%	22%	14%	26%	-%
		b				b				b		b	
Tracked service	873	582	551	151	4	593	481	140	1	873	388	195	-
	63%	76%	60%	74%	100%	80%	61%	82%	100%	87%	51%	78%	-%
		b		b		b		b		bc		b	
Timed delivery (i.e. to arrive by specific time/day)	233	170	139	57	-	181	146	52	-	233	118	80	-
	17%	22%	15%	28%	-%	24%	19%	31%	-%	23%	15%	32%	-%
		b		b				b		b		b	
Standard delivery	766	370	632	155	-	339	605	140	-	419	766	181	-
	55%	48%	69%	76%	-%	46%	77%	81%	-%	42%	100%	73%	-%
			a	a			a	a			ac	a	
International delivery	246	174	156	144	-	175	172	141	-	213	179	246	-
	18%	23%	17%	70%	-%	24%	22%	82%	-%	21%	23%	99%	-%
				ab				ab				ab	
Cross-Border Delivery (to ROI)	4	3	3	2	-	2	1	1	-	3	3	4	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	2%	-%
Other (PLEASE SPECIFY)	*	*	-	-	-	*	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	100%
None of these (CATI ONLY: DO NOT READ OUT)	19	*	13	-	-	5	8	-	-	-	-	-	-
	1%	*%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
			a										
Don't Know (CATI ONLY: DO NOT READ OUT)	8	8	6	-	-	4	1	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	999	675	607	164	4	688	524	148	1	999	419	215	-
	72%	88%	66%	80%	100%	93%	67%	86%	100%	100%	55%	86%	-%
		b		b		b		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Urgent delivery - on the same day or a specific time the next day	224	167	159	124	175	100	23	68	99	114	29	10
	16%	15%	16%	13%	19%	14%	61% ab	11%	18% a	22% a	22% a	12%
Tracked service	873	699	664	632	611	455	32	385	436	458	116	57
	63%	65%	67%	67%	66%	65%	86%	63%	82% a	88% ae	86% a	73%
Timed delivery (i.e. to arrive by specific time/day)	233	179	168	140	182	113	18	94	110	120	48	27
	17%	17%	17%	15%	20%	16%	48% ab	15%	20%	23% a	36% ab	35% a
Standard delivery	766	618	570	572	503	477	14	469	301	262	104	73
	55%	57%	58%	61%	54%	68% ac	38%	76% bc	56%	50%	77% bc	93% abc
International delivery	246	187	186	178	169	134	19	131	129	127	126	66
	18%	17%	19%	19%	18%	19%	51% ab	21%	24%	24%	93% abc	85% abc
Cross-Border Delivery (to ROI)	4	4	3	4	3	3	*	4	2	3	1	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	*	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	19	12	6	18	9	-	6	1	-	-	-
	1%	2%	1%	1%	2%	1%	-%	1%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	4	6	4	8	4	-	-	4	-	-	-
	1%	*%	1%	*%	1%	1%	-%	-%	1%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	999	769	732	677	694	479	34	411	465	489	128	67
	72%	71%	74%	72%	75%	68%	91%	67%	87% a	94% ab	95% a	86% a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Urgent delivery - on the same day or a specific time the next day	224	50	28	17	16	157	133	195	143	132	170	144	57	-	161	11
	16%	28%	33%	15%	39% c	14%	17%	16%	16%	18%	23% b	14%	30% b	-%	17%	8%
Tracked service	873	127	52	95	27	719	505	767	614	495	547	685	147	-	627	71
	63%	72%	62%	84% b	64%	65%	65%	64%	68%	68%	74% b	64%	77% b	-%	66%	56%
Timed delivery (i.e. to arrive by specific time/day)	233	37	23	19	12	189	139	214	180	141	182	177	55	-	160	20
	17%	21%	28%	17%	28%	17%	18%	18%	20%	19%	25% b	17%	29% b	-%	17%	16%
Standard delivery	766	83	36	62	27	621	467	667	529	438	378	651	127	1	529	71
	55%	47%	43%	55%	65%	56%	60%	56%	58%	60%	51%	61% a	67% a	100%	55%	56%
International delivery	246	36	12	26	15	188	150	212	184	153	167	195	112	-	178	26
	18%	21%	15%	23%	35%	17%	19%	18%	20%	21%	23%	18%	59% ab	-%	19%	21%
Cross-Border Delivery (to ROI)	4	*	*	*	-	4	3	4	4	3	3	4	3	-	4	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	*	*	*	*	*	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	*	-	-	-	9	8	10	6	7	*	9	-	-	11	-
	1%	*%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	3	-	-	4	6	6	-	-	-	6	-	-	6	3
	1%	-%	3%	-%	-%	*%	1%	*%	-%	-%	-%	1%	-%	-%	1%	2%
NET: Urgent / Tracked / Timed Mail	999	144	68	104	35	809	571	874	678	566	634	745	165	-	692	89
	72%	82%	81%	92%	83%	73%	74%	73%	75%	77%	86% b	70%	86% b	-%	72%	70%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Urgent delivery - on the same day or a specific time the next day	224	130	63	131	19	82	79	71	112	35	60	72	81
	16%	22%	9%	23%	40%	30%	18%	30%	12%	16%	20%	24%	11%
		b				b		bc			c	c	
Tracked service	873	417	409	439	33	183	344	166	556	141	203	198	452
	63%	70%	59%	76%	70%	66%	79%	70%	61%	66%	68%	65%	61%
		b					a						
Timed delivery (i.e. to arrive by specific time/day)	233	132	71	147	21	84	97	54	134	41	64	72	85
	17%	22%	10%	25%	44%	30%	22%	23%	15%	19%	22%	24%	11%
		b									c	c	
Standard delivery	766	311	403	316	16	131	249	103	524	132	183	155	412
	55%	52%	58%	54%	34%	47%	57%	43%	57%	62%	61%	51%	55%
									a	a			
International delivery	246	133	93	134	23	81	99	62	135	42	85	56	99
	18%	22%	13%	23%	48%	29%	23%	26%	15%	20%	29%	18%	13%
		b			a			b			c		
Cross-Border Delivery (to ROI)	4	1	3	3	*	2	*	1	1	2	1	*	3
	*%	*%	1%	*%	*%	1%	*%	1%	*%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	*	*	-	*	-	-	*	-	-	*	-	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	2	17	-	2	2	-	-	17	*	-	*	17
	1%	*%	2%	-%	4%	1%	-%	-%	2%	*%	-%	*%	2%
					a								
Don't Know (CATI ONLY: DO NOT READ OUT)	8	3	6	4	-	-	4	3	6	-	-	-	4
	1%	*%	1%	1%	-%	-%	1%	1%	1%	-%	-%	-%	1%
NET: Urgent / Tracked / Timed Mail	999	487	437	504	43	239	372	209	617	162	247	244	482
	72%	81%	63%	87%	91%	86%	85%	88%	67%	76%	83%	80%	65%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Urgent delivery - on the same day or a specific time the next day	224	139	85
	16%	23%	11%
		b	
Tracked service	873	373	499
	63%	61%	65%
Timed delivery (i.e. to arrive by specific time/day)	233	133	100
	17%	22%	13%
		b	
Standard delivery	766	303	463
	55%	49%	60%
			a
International delivery	246	96	150
	18%	16%	19%
Cross-Border Delivery (to ROI)	4	2	2
	*%	*%	*%
Other (PLEASE SPECIFY)	*	*	-
	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	2	16
	1%	*%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	8
	1%	-%	1%
NET: Urgent / Tracked / Timed Mail	999	465	534
	72%	76%	69%

Columns Tested:: a,b

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Urgent delivery - on the same day or a specific time the next day	224	1	24	14	3	12	57	2	40	26	6	17	22
	16%	7%	12%	13%	5%	13%	26%	23%	19%	20%	13%	11%	15%
							dk						
Tracked service	873	13	121	70	28	59	131	5	137	90	22	103	95
	63%	67%	62%	64%	57%	61%	59%	41%	66%	68%	46%	68%	67%
									gj	gj		gj	gj
Timed delivery (i.e. to arrive by specific time/day)	233	1	31	13	4	17	54	1	35	25	4	20	29
	17%	7%	16%	12%	9%	18%	24%	6%	17%	19%	7%	13%	21%
							j						
Standard delivery	766	13	128	53	25	50	118	8	116	72	21	92	69
	55%	69%	66%	49%	51%	52%	53%	74%	56%	54%	45%	60%	49%
			jl					j					
International delivery	246	3	21	13	5	21	50	3	52	25	3	31	20
	18%	15%	11%	12%	10%	22%	22%	26%	25%	19%	6%	20%	14%
							j	j	bj			j	
Cross-Border Delivery (to ROI)	4	1	1	1	*	*	1	-	*	-	*	-	*
	*%	5%	*%	1%	*%	*%	*%	-%	*%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	19	-	9	*	-	-	5	*	-	-	3	1	*
	1%	-%	5%	*%	-%	-%	2%	1%	-%	-%	7%	1%	*%
			h								hl		
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	-	-	4	-	2	-	3	-	-	-	-
	1%	-%	-%	-%	8%	-%	1%	-%	1%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	999	13	140	82	29	70	155	6	150	104	26	113	109
	72%	70%	72%	75%	59%	74%	69%	58%	72%	79%	56%	74%	77%
										j		j	j

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 106 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Urgent delivery - on the same day or a specific time the next day	224	39	72	69	45	111	113
	16%	12%	19%	20%	13%	16%	16%
Tracked service	873	204	218	231	220	422	451
	63%	63%	59%	66%	64%	61%	65%
Timed delivery (i.e. to arrive by specific time/day)	233	45	75	61	52	120	113
	17%	14%	20%	17%	15%	17%	16%
Standard delivery	766	195	193	195	182	388	377
	55%	60%	52%	56%	53%	56%	55%
International delivery	246	36	75	81	54	112	135
	18%	11%	20%	23%	16%	16%	19%
				a			
Cross-Border Delivery (to ROI)	4	2	1	*	*	4	1
	*%	1%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	19	9	5	*	4	14	4
	1%	3%	1%	*%	1%	2%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	8	-	6	3	-	6	3
	1%	-%	2%	1%	-%	1%	*%
NET: Urgent / Tracked / Timed Mail	999	236	255	261	248	490	509
	72%	73%	69%	74%	73%	71%	74%

Columns Tested:: a,b,c,d - a,b

Table 107

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2111	461	1650	1431	358	93	229	680
Effective base	806	113	706	739	152	40	107	200
Weighted Base	1917	180	1737	1828	75	9	5	89
Standard delivery	1539	155	1383	1464	64	7	4	75
	80%	86%	80%	80%	85%	77%	81%	84%
Tracked service	1157	54	1104	1100	49	5	4	58
	60%	30%	64%	60%	65%	60%	78%	65%
			a				abce	
Timed delivery (i.e. to arrive by specific time/day)	375	4	371	346	24	3	2	29
	20%	2%	21%	19%	32%	31%	42%	32%
			a		a		a	a
Urgent delivery - on the same day or a specific time the next day	362	8	354	333	24	3	2	28
	19%	4%	20%	18%	31%	31%	43%	32%
			a		a	a	abe	a
International delivery	352	16	336	329	19	2	2	23
	18%	9%	19%	18%	26%	20%	38%	26%
			a		a		abce	a
Cross-Border Delivery (to ROI)	6	-	6	6	*	*	*	*
	*%	-%	*%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	5	-	5	5	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	-	20	20	1	-	-	1
	1%	-%	1%	1%	1%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	1	*	-	*	*	*
	*%	-%	*%	*%	-%	2%	*%	*%
						a		
NET: Urgent / Tracked / Timed Mail	1292	58	1234	1228	54	6	4	64
	67%	32%	71%	67%	71%	71%	84%	72%
			a				abe	

Columns Tested:: a,b - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2111	615	608	208	224	227	229	1431	358	322
Effective base	806	357	312	90	98	91	107	739	152	86
Weighted Base	1917	974	719	135	52	32	5	1828	75	14
Standard delivery	1539	786	569	109	45	26	4	1464	64	11
	80%	81%	79%	81%	85%	82%	81%	80%	85%	79%
Tracked service	1157	528	488	84	33	22	4	1100	49	9
	60%	54%	68%	63%	62%	68%	78%	60%	65%	66%
			ag			a	abcdgh		a	a
Timed delivery (i.e. to arrive by specific time/day)	375	154	157	35	17	10	2	346	24	5
	20%	16%	22%	26%	32%	30%	42%	19%	32%	35%
			a	a	abg	ag	abcg		abg	abg
Urgent delivery - on the same day or a specific time the next day	362	147	163	24	17	9	2	333	24	5
	19%	15%	23%	18%	32%	30%	43%	18%	31%	36%
			a		acg	ag	abcegh		abcg	abcg
International delivery	352	169	142	19	13	8	2	329	19	4
	18%	17%	20%	14%	25%	25%	38%	18%	26%	26%
							abcegh		acg	
Cross-Border Delivery (to ROI)	6	3	2	*	*	*	*	6	*	*
	*%	*%	*%	*%	*%	1%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	5	1	4	-	-	*	-	5	*	-
	*%	*%	1%	-%	-%	*%	-%	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	16	4	-	1	-	-	20	1	-
	1%	2%	*%	-%	1%	-%	-%	1%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	-	*	*	*	-	*
	*%	*%	-%	-%	-%	1%	*%	*%	-%	1%
										g
NET: Urgent / Tracked / Timed Mail	1292	592	539	97	36	24	4	1228	54	10
	67%	61%	75%	72%	68%	76%	84%	67%	71%	75%
			ag	a		a	abcdgh	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2111	904	527	358	93	229	778	365	126	85	237
Effective base	806	544	253	152	40	107	446	166	37	25	42
Weighted Base	1917	1485	343	75	9	5	1218	292	67	30	58
Standard delivery	1539	1186	278	64	7	4	978	233	54	21	46
	80%	80%	81%	85%	77%	81%	80%	80%	81%	68%	80%
Tracked service	1157	890	209	49	5	4	738	206	45	21	35
	60%	60%	61%	65%	60%	78%	61%	71%	68%	70%	60%
						abcd		a			
Timed delivery (i.e. to arrive by specific time/ day)	375	261	85	24	3	2	217	87	17	6	14
	20%	18%	25%	32%	31%	42%	18%	30%	26%	20%	25%
			a	a	a	ab		a			
Urgent delivery - on the same day or a specific time the next day	362	274	60	24	3	2	190	83	24	11	15
	19%	18%	17%	31%	31%	43%	16%	28%	36%	35%	26%
				ab	ab	abc		a	a	a	
International delivery	352	287	42	19	2	2	218	51	19	10	9
	18%	19%	12%	26%	20%	38%	18%	17%	28%	34%	16%
		b		b		abcd				ab	
Cross-Border Delivery (to ROI)	6	4	1	*	*	*	3	2	1	*	*
	*%	*%	*%	*%	1%	1%	*%	1%	1%	*%	*%
Other (PLEASE SPECIFY)	5	5	-	*	-	-	5	-	-	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	20	-	1	-	-	18	-	*	-	*
	1%	1%	-%	1%	-%	-%	2%	-%	*%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	*	*	*	-	-	-	-
	*%	*%	-%	-%	2%	*%	*%	-%	-%	-%	-%
					ab						
NET: Urgent / Tracked / Timed Mail	1292	988	240	54	6	4	808	232	48	23	38
	67%	67%	70%	71%	71%	84%	66%	80%	73%	75%	66%
						abc		a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2111	138	112	209	56	144	174	131	117	119
Effective base	806	73	61	119	27	73	109	83	59	61
Weighted Base	1917	173	138	309	69	182	301	237	154	142
Standard delivery	1539	154	112	233	48	146	241	185	125	124
	80%	89% cd	81%	76%	69%	80%	80%	78%	81%	87%
Tracked service	1157	107	88	203	56	109	194	151	77	72
	60%	62%	63%	66%	80% hi	60%	65%	64%	50%	51%
Timed delivery (i.e. to arrive by specific time/day)	375	37	21	66	21	35	56	41	36	33
	20%	21%	15%	21%	30%	19%	19%	18%	24%	23%
Urgent delivery - on the same day or a specific time the next day	362	34	31	79	10	29	50	40	35	25
	19%	19%	22%	26%	14%	16%	16%	17%	23%	18%
International delivery	352	36	17	59	15	31	75	35	28	33
	18%	21%	12%	19%	22%	17%	25% b	15%	18%	23%
Cross-Border Delivery (to ROI)	6	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	5	1	-	-	4	-	-	-	-	-
	*%	*%	-%	-%	6% cefg	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	2	-	3	-	2	7	-	4	2
	1%	1%	-%	1%	-%	1%	2%	-%	3%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	*	-	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	1292	115	90	226	56	116	216	169	104	91
	67%	67%	65%	73%	80%	63%	72%	71%	68%	64%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2111	319	367	514	1200	911	325	303	283
Effective base	806	161	193	311	662	259	114	82	91
Weighted Base	1917	394	464	846	1704	212	104	74	35
Standard delivery	1539	317	391	660	1369	170	78	63	30
	80%	81%	84% f	78%	80%	80%	75%	85%	86%
Tracked service	1157	237	272	548	1056	101	55	29	17
	60%	60% eg	58% eg	65% efgh	62% egh	48%	53%	39%	48%
Timed delivery (i.e. to arrive by specific time/day)	375	89	94	164	346	28	15	10	4
	20%	23% eh	20% eh	19% e	20% eh	13%	14%	13%	11%
Urgent delivery - on the same day or a specific time the next day	362	64	100	169	333	29	12	13	5
	19%	16%	22% ef	20% ef	20% ef	14%	12%	17%	13%
International delivery	352	79	80	169	329	23	9	9	5
	18%	20% ef	17% ef	20% ef	19% ef	11%	9%	12%	14%
Cross-Border Delivery (to ROI)	6	-	-	-	-	6	-	-	6
	*%	-%	-%	-%	-%	3% abcd	-%	-%	17% abcdefg
Other (PLEASE SPECIFY)	5	4	1	-	5	*	*	-	-
	*%	1%	*%	-%	*%	*%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	4	6	9	19	1	-	1	-
	1%	1%	1%	1%	1%	*%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	*	-	1	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	263	309	611	1182	110	61	31	18
	67%	67% egh	66% egh	72% efgh	69% efgh	52%	59% g	42%	51%

Columns Tested:: a,b,c,d,e,f,g,h

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2111	82	190	211	236	400	96	70	96	920
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
Standard delivery	1539	58	93	116	190	247	62	38	46	782
	80%	84%	80%	81%	72%	80%	68%	81%	72%	84% df
Tracked service	1157	24	84	99	174	209	56	29	30	536
	60%	35%	72% ahi	69% ah	66% a	68% ahi	62% a	61%	47%	58% a
Timed delivery (i.e. to arrive by specific time/day)	375	9	32	42	61	75	23	8	12	146
	20%	13%	28% i	29% i	23%	24% i	25%	16%	19%	16%
Urgent delivery - on the same day or a specific time the next day	362	9	42	48	60	46	17	11	13	158
	19%	13%	36% aei	33% aei	23%	15%	19%	23%	20%	17%
International delivery	352	6	57	57	12	82	19	8	9	159
	18%	8%	49% adefghi	40% adhi	5%	26% adi	20% d	18% d	14%	17% d
Cross-Border Delivery (to ROI)	6	1	*	*	*	1	*	*	*	3
	*%	2%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	5	-	-	-	-	1	-	-	*	4
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	-	*	*	2	2	6	-	-	9
	1%	-%	*%	*%	1%	1%	7% cdei	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2111	82	190	211	236	400	96	70	96	920
Effective base	806	34	52	61	102	154	37	23	33	370
Weighted Base	1917	70	116	145	265	309	91	47	63	927
NET: Urgent / Tracked / Timed Mail	1292	33	97	116	199	225	62	29	35	593
	67%	48%	83%	80%	75%	73%	68%	61%	55%	64%
			aghi	ahi	ahi	ahi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2111	529	496	1086	1852	259	1737	374	2066	45
Effective base	806	196	189	424	685	124	719	98	784	21
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
Standard delivery	1539	365	309	865	1257	282	1421	117	1497	42
	80%	76%	77%	83% a	79%	85%	81%	75%	80%	79%
Tracked service	1157	298	265	595	978	179	1056	102	1129	29
	60%	62%	66% c	57%	62%	54%	60%	65%	61%	55%
Timed delivery (i.e. to arrive by specific time/ day)	375	111	97	166	314	61	342	33	368	6
	20%	23% c	24% c	16%	20%	18%	19%	21%	20%	12%
Urgent delivery - on the same day or a specific time the next day	362	117	63	182	310	52	316	46	354	8
	19%	25% bc	16%	18%	20%	16%	18%	30% a	19%	16%
International delivery	352	75	100	177	299	53	327	25	343	9
	18%	16%	25% ac	17%	19%	16%	19%	16%	18%	17%
Cross-Border Delivery (to ROI)	6	2	1	4	3	3	6	*	6	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	5	-	1	4	4	1	5	-	5	-
	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	2	9	9	16	5	20	-	20	-
	1%	*%	2%	1%	1%	1%	1%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	*	*	1	-	*	*	1	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2111	529	496	1086	1852	259	1737	374	2066	45
Effective base	806	196	189	424	685	124	719	98	784	21
Weighted Base	1917	479	400	1038	1586	331	1761	156	1864	53
NET: Urgent / Tracked / Timed Mail	1292	348	287	656	1082	210	1178	114	1260	32
	67%	73%	72%	63%	68%	63%	67%	73%	68%	60%
		c	c							

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2111	1155	519	430	1584	337	81	109	1921	190
Effective base	806	473	157	176	663	100	23	22	762	45
Weighted Base	1917	1162	327	419	1609	210	47	50	1820	97
Standard delivery	1539	939	269	328	1304	164	38	33	1468	71
	80%	81%	82%	78%	81%	78%	81%	66%	81%	73%
Tracked service	1157	605	216	333	901	176	42	38	1077	80
	60%	52%	66%	79%	56%	84%	91%	76%	59%	83%
			a	ab		ae	ae			ae
Timed delivery (i.e. to arrive by specific time/day)	375	174	88	111	267	61	22	25	328	47
	20%	15%	27%	26%	17%	29%	47%	50%	18%	48%
			a	a		ae	ae	ae		abe
Urgent delivery - on the same day or a specific time the next day	362	163	95	98	253	53	20	36	306	56
	19%	14%	29%	23%	16%	25%	43%	71%	17%	58%
			a	a		ae	ae	abe		abe
International delivery	352	114	71	167	225	80	26	21	305	47
	18%	10%	22%	40%	14%	38%	56%	41%	17%	48%
			a	ab		ae	ae	ae		ae
Cross-Border Delivery (to ROI)	6	3	1	3	3	2	1	*	5	1
	*%	*%	*%	1%	*%	1%	2%	*%	*%	1%
Other (PLEASE SPECIFY)	5	1	-	4	1	4	-	-	5	-
	*%	*%	-%	1%	*%	2%	-%	-%	*%	-%
						ae				
None of these (CATI ONLY: DO NOT READ OUT)	20	20	-	-	20	-	-	-	20	-
	1%	2%	-%	-%	1%	-%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	*	*	-	-	*	*	*
	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1292	683	247	351	1013	183	46	49	1197	95
	67%	59%	76%	84%	63%	87%	99%	98%	66%	98%
			a	a		ae	ae	ae		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2111	754	830	527	1930	1618	2004	1569	946	840
Effective base	806	363	304	145	719	603	761	590	362	282
Weighted Base	1917	929	680	307	1734	1432	1831	1383	888	652
Standard delivery	1539	754	550	235	1429	1163	1501	1083	684	456
	80%	81%	81%	76%	82%	81%	82%	78%	77%	70%
					ef	f	f	f	f	
Tracked service	1157	431	470	257	1034	970	1101	1007	673	467
	60%	46%	69%	84%	60%	68%	60%	73%	76%	72%
			a	ab		ac		ac	abc	ac
Timed delivery (i.e. to arrive by specific time/day)	375	112	155	108	344	322	358	334	257	213
	20%	12%	23%	35%	20%	23%	20%	24%	29%	33%
			a	ab				c	abc	abcd
Urgent delivery - on the same day or a specific time the next day	362	119	134	109	347	332	358	324	265	215
	19%	13%	20%	35%	20%	23%	20%	23%	30%	33%
			a	ab					abcd	abcd
International delivery	352	87	138	127	314	313	335	316	214	132
	18%	9%	20%	41%	18%	22%	18%	23%	24%	20%
			a	ab				ac	ac	
Cross-Border Delivery (to ROI)	6	1	2	3	6	4	6	5	2	2
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	1	*	4	4	5	5	5	5	1
	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	20	-	-	20	11	20	6	2	2
	1%	2%	-%	-%	1%	1%	1%	*%	*%	*%
		bc								
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	*	*	1	*	1	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	1292	492	521	279	1154	1069	1227	1104	736	529
	67%	53%	77%	91%	67%	75%	67%	80%	83%	81%
			a	ab		ac		abc	abc	abc

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2111	352	1027	151	170	122	106	76	304
Effective base	806	163	443	50	44	24	22	20	66
Weighted Base	1917	413	1086	98	94	49	43	48	139
Standard delivery	1539	348	901	76	66	37	35	39	110
	80%	84%	83%	78%	70%	76%	81%	81%	79%
		d	d						
Tracked service	1157	155	705	79	62	29	30	42	100
	60%	37%	65%	81%	66%	59%	70%	87%	72%
			a	abe	a	a	a	abe	a
Timed delivery (i.e. to arrive by specific time/day)	375	37	226	19	28	17	18	15	50
	20%	9%	21%	19%	30%	36%	41%	31%	36%
			a		a	a	ab	a	ab
Urgent delivery - on the same day or a specific time the next day	362	28	207	27	28	17	21	29	68
	19%	7%	19%	28%	30%	36%	49%	62%	49%
			a	a	a	ab	ab	abcd	abcd
International delivery	352	33	222	18	10	18	15	19	52
	18%	8%	20%	18%	11%	37%	35%	40%	37%
			a	a		ad	ad	abd	abcd
Cross-Border Delivery (to ROI)	6	2	4	*	*	*	*	*	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	1	4	-	-	-	*	-	*
	*%	*%	*%	-%	-%	-%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	9	11	-	-	-	-	-	-
	1%	2%	1%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	-	-	*	-	*
	*%	*%	-%	-%	-%	-%	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	1292	183	779	84	68	39	31	43	113
	67%	44%	72%	86%	73%	79%	73%	89%	81%
			a	ab	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2111	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	806	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	1917	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Standard delivery	1539	1155	115	49	54	22	25	11	892	122	61	19	34	14	21
	80%	84%	75%	61%	91%	89%	82%	78%	84%	68%	83%	70%	78%	90%	73%
		c			c				b						
Tracked service	1157	779	113	57	39	12	25	10	681	151	54	17	27	11	29
	60%	57%	74%	71%	66%	51%	82%	72%	64%	84%	73%	63%	62%	72%	100%
			a				a			ade					ade
Timed delivery (i.e. to arrive by specific time/day)	375	239	41	21	18	8	14	3	197	62	23	4	21	6	10
	20%	17%	27%	26%	31%	34%	46%	19%	19%	34%	30%	15%	49%	36%	34%
							a			a			ad		
Urgent delivery - on the same day or a specific time the next day	362	235	37	27	17	10	14	7	191	64	24	8	20	3	23
	19%	17%	24%	33%	28%	43%	47%	53%	18%	36%	32%	29%	47%	16%	80%
				a		a	a	a		a	a		a		abcdf
International delivery	352	239	26	17	7	10	15	1	205	49	17	7	17	5	15
	18%	17%	17%	21%	11%	39%	49%	9%	19%	27%	22%	26%	39%	29%	51%
						ad	abcd								a
Cross-Border Delivery (to ROI)	6	4	1	*	*	*	*	*	4	1	*	*	-	*	*
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	5	4	-	-	-	*	-	-	5	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	20	-	-	-	-	-	-	11	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	-	*	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	876	123	61	43	15	26	10	751	167	57	18	34	13	29
	67%	64%	81%	77%	73%	60%	87%	72%	71%	93%	77%	64%	79%	83%	100%
			a				a			acd					ad

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2111	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	806	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	1917	941	161	112	61	32	32	44	108	886	389	363	116	72
Standard delivery	1539	779	113	78	39	23	24	26	74	741	301	300	94	62
	80%	83% bcdgh	70%	70%	64%	71%	76%	60%	68%	84%	77%	83%	81%	86%
Tracked service	1157	644	143	77	51	27	27	38	92	438	250	271	92	48
	60%	68%	89% ac	69%	82%	83%	85%	88%	85% a	49%	64% a	75% ab	79% ab	67%
Timed delivery (i.e. to arrive by specific time/ day)	375	183	43	44	20	19	5	19	43	93	94	88	49	33
	20%	19%	27%	39% a	33%	59% abf	16%	44% a	40% a	11%	24% a	24% a	42% abc	46% abc
Urgent delivery - on the same day or a specific time the next day	362	162	43	44	27	10	13	25	48	118	90	84	30	36
	19%	17%	27%	40% a	44% a	29%	40% a	58% ab	44% a	13%	23% a	23% a	26% a	49% abcd
International delivery	352	195	31	20	15	13	14	27	54	112	64	89	46	25
	18%	21%	20%	18%	25%	39%	45% abc	63% abcd	50% abcd	13%	16%	24% a	39% abc	35% ab
Cross-Border Delivery (to ROI)	6	4	*	*	*	-	*	*	*	2	1	1	2	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	5	5	-	-	-	-	-	-	-	1	*	4	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	6	-	-	-	-	-	-	-	18	3	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	-	*	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	702	151	94	57	29	29	43	100	487	281	295	99	62
	67%	75%	94% a	84%	93% a	90%	89%	98% a	93% a	55%	72% a	81% a	85% ab	86% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2111	868	370	410	197	77	689	329	341	165	81
Effective base	806	376	151	136	39	16	311	117	114	39	22
Weighted Base	1917	966	341	291	89	39	778	266	238	86	60
Standard delivery	1539	818	266	235	72	34	646	199	189	73	52
	80%	85%	78%	81%	81%	87%	83%	75%	80%	84%	87%
Tracked service	1157	498	220	214	73	24	480	187	192	70	37
	60%	52%	64%	74%	82%	63%	62%	70%	81%	82%	62%
			a	a	ab				a	a	
Timed delivery (i.e. to arrive by specific time/ day)	375	138	81	63	38	20	127	77	58	32	26
	20%	14%	24%	22%	43%	50%	16%	29%	24%	37%	44%
			a		abc	abc		a		a	a
Urgent delivery - on the same day or a specific time the next day	362	153	78	71	25	17	142	66	64	30	29
	19%	16%	23%	25%	29%	44%	18%	25%	27%	34%	49%
				a	a	a				a	abc
International delivery	352	139	62	62	37	12	123	57	79	34	21
	18%	14%	18%	21%	41%	32%	16%	21%	33%	39%	34%
					abc				ab	ab	a
Cross-Border Delivery (to ROI)	6	2	1	1	2	*	1	1	*	1	*
	*%	*%	*%	*%	2%	1%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	5	-	*	4	-	-	1	-	4	-	-
	*%	-%	*%	1%	-%	-%	*%	-%	2%	-%	-%
				a							
None of these (CATI ONLY: DO NOT READ OUT)	20	18	3	-	-	-	11	-	-	-	-
	1%	2%	1%	-%	-%	-%	1%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	*	-	-	-	-	*	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	566	240	235	78	30	523	215	203	73	50
	67%	59%	70%	81%	87%	78%	67%	81%	85%	85%	84%
			a	ab	ab			a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2111	673	273	350	165	89	897	160	497	1755	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1655	261	1625	108
Standard delivery	1539	561	156	229	82	45	620	76	383	1344	195	1344	85
	80%	80%	78%	76%	72%	88%	76% b	62%	87% ab	81%	75%	83%	79%
Tracked service	1157	468	152	235	95	43	629	101	269	964	194	966	68
	60%	67%	76%	78% a	84% a	85%	77% c	83% c	61%	58%	74% a	59%	63%
Timed delivery (i.e. to arrive by specific time/day)	375	113	50	104	41	25	218	49	66	285	89	300	44
	20%	16%	25%	35% a	36% a	48% ab	27% c	41% ac	15%	17%	34% a	18%	40% a
Urgent delivery - on the same day or a specific time the next day	362	109	42	107	39	23	214	48	62	271	91	289	58
	19%	15%	21%	36% ab	34% a	45% ab	26% c	39% c	14%	16%	35% a	18%	53% a
International delivery	352	113	41	88	47	27	236	27	53	266	86	283	31
	18%	16%	20%	29% a	41% ab	54% abc	29% c	22%	12%	16%	33% a	17%	29%
Cross-Border Delivery (to ROI)	6	2	1	1	2	*	4	*	1	5	1	6	*
	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	1	-	4	-	-	5	-	*	5	*	4	-
	*%	*%	-%	1%	-%	-%	1%	-%	*%	*%	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	6	-	-	-	-	-	*	6	20	-	20	-
	1%	1%	-%	-%	-%	-%	-%	*%	1% a	1%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	-	-	*	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%	-%

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2111	673	273	350	165	89	897	160	497	1755	356	1758	172
Effective base	806	286	90	134	51	23	350	50	185	686	122	672	47
Weighted Base	1917	702	200	300	114	51	814	122	438	1655	261	1625	108
NET: Urgent / Tracked / Timed Mail	1292	501	164	274	101	48	703	110	283	1067	225	1063	92
	67%	71%	82%	91% ab	89% a	94% a	86% c	91% c	65%	64%	86% a	65%	85% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2111	1364	254	930	639	1758	172	1360	258	941	628
Effective base	806	533	70	367	222	673	46	530	74	371	219
Weighted Base	1917	1268	164	846	537	1629	105	1270	163	862	521
Standard delivery	1539	1037	127	652	431	1348	81	1029	134	662	421
	80%	82%	77%	77%	80%	83%	78%	81%	82%	77%	81%
Tracked service	1157	844	126	548	459	965	69	841	129	562	445
	60%	67%	77%	65%	86%	59%	66%	66%	79%	65%	86%
					a				a		a
Timed delivery (i.e. to arrive by specific time/day)	375	252	71	154	180	295	48	253	69	170	164
	20%	20%	43%	18%	34%	18%	46%	20%	42%	20%	31%
			a		a		a		a		a
Urgent delivery - on the same day or a specific time the next day	362	248	84	141	183	298	49	257	75	149	175
	19%	20%	51%	17%	34%	18%	47%	20%	46%	17%	34%
			a		a		a		a		a
International delivery	352	260	53	171	144	283	31	259	54	177	139
	18%	21%	32%	20%	27%	17%	30%	20%	33%	21%	27%
			a				a		a		
Cross-Border Delivery (to ROI)	6	4	*	3	2	6	*	4	*	3	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	5	-	1	4	4	-	5	-	1	4
	*%	*%	-%	*%	1%	*%	-%	*%	-%	*%	1%
None of these (CATI ONLY: DO NOT READ OUT)	20	11	-	6	-	20	-	11	-	6	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	*	1	-	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	1292	918	151	608	496	1066	88	922	147	623	480
	67%	72%	92%	72%	92%	65%	84%	73%	91%	72%	92%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2111	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	806	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	1917	928	1340	240	4	859	991	191	1	999	766	249	*
Standard delivery	1539	653	1340	221	-	604	991	182	-	718	766	213	-
	80%	70%	100% ac	92% a	-%	70%	100% ac	95% a	-%	72%	100% ac	85% a	-%
Tracked service	1157	827	719	198	4	789	591	165	1	928	457	216	*
	60%	89% b	54%	82% b	100%	92% b	60%	86% b	100%	93% bc	60%	87% b	100%
Timed delivery (i.e. to arrive by specific time/day)	375	295	229	79	-	288	218	66	-	304	167	103	-
	20%	32% b	17%	33% b	-%	34% b	22%	34% b	-%	30% b	22%	41% ab	-%
Urgent delivery - on the same day or a specific time the next day	362	324	223	90	-	302	200	53	-	297	161	90	-
	19%	35% b	17%	38% b	-%	35% b	20%	28%	-%	30% b	21%	36% b	-%
International delivery	352	246	247	237	-	240	236	190	-	260	220	246	-
	18%	27% b	18%	99% ab	-%	28%	24%	99% ab	-%	26%	29%	99% ab	-%
Cross-Border Delivery (to ROI)	6	4	4	4	-	3	3	2	-	4	4	4	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	1%	2%	-%
Other (PLEASE SPECIFY)	5	*	-	-	4	4	-	-	1	5	-	-	*
	*%	*%	-%	-%	100%	*%	-%	-%	100%	*%	-%	-%	100%
None of these (CATI ONLY: DO NOT READ OUT)	20	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	928	787	212	4	859	644	172	1	999	501	234	*
	67%	100% bc	59%	88% b	100%	100% bc	65%	90% b	100%	100% bc	65%	94% b	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2111	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	806	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1917	1581	1245	944	1264	1036	37	615	535	521	135	78
Standard delivery	1539	1327	1029	761	1024	938	29	547	424	408	120	76
	80%	84%	83%	81%	81%	90%	77%	89%	79%	78%	89%	97%
						a		bc				bc
Tracked service	1157	935	847	683	832	586	35	408	465	488	122	61
	60%	59%	68%	72%	66%	56%	93%	66%	87%	94%	90%	78%
			a	a	b		ab		a	abe	a	
Timed delivery (i.e. to arrive by specific time/day)	375	290	267	204	290	184	27	143	144	163	61	30
	20%	18%	21%	22%	23%	18%	72%	23%	27%	31%	45%	39%
							ab			a	abc	
Urgent delivery - on the same day or a specific time the next day	362	279	267	182	281	167	27	115	134	163	38	22
	19%	18%	21%	19%	22%	16%	71%	19%	25%	31%	28%	28%
					b		ab			a		
International delivery	352	283	276	226	241	204	28	164	152	164	135	78
	18%	18%	22%	24%	19%	20%	75%	27%	28%	32%	100%	100%
				a			ab				abc	abc
Cross-Border Delivery (to ROI)	6	6	4	5	4	4	*	4	2	3	1	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	5	4	5	5	*	1	-	-	5	5	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	1%	1%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	20	11	6	17	7	-	6	1	-	-	-
	1%	1%	1%	1%	1%	1%	-%	1%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	-	-	*	*	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1292	1027	917	732	926	623	37	444	487	511	132	75
	67%	65%	74%	77%	73%	60%	98%	72%	91%	98%	98%	97%
			a	a	b		ab		a	ab	a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2111	209	120	104	47	1803	1309	1896	1398	1248	944	1705	236	1	1541	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1573	987	1654	1106	947	872	1509	211	1	1345	148
Standard delivery	1539	175	49	95	34	1293	814	1357	901	811	655	1300	180	1	1092	115
	80%	79% b	53%	83% b	81%	82%	82%	82%	81%	86%	75%	86% a	85% a	100%	81%	78%
Tracked service	1157	153	79	102	33	942	636	1009	737	603	698	895	178	-	817	93
	60%	69%	85%	89% a	79%	60%	64%	61%	67% ac	64%	80% b	59%	84% b	-%	61%	63%
Timed delivery (i.e. to arrive by specific time/day)	375	64	36	32	14	299	213	333	257	218	279	276	75	1	269	33
	20%	29%	39%	28%	33%	19%	22%	20%	23%	23%	32% b	18%	36% b	100%	20%	22%
Urgent delivery - on the same day or a specific time the next day	362	72	37	34	18	288	220	327	231	203	271	257	87	-	243	32
	19%	33%	39%	30%	42%	18%	22%	20%	21%	21%	31% b	17%	41% b	-%	18%	22%
International delivery	352	52	14	35	19	276	213	302	244	222	232	285	142	-	252	36
	18%	23%	15%	30%	46% b	18%	22%	18%	22%	23% ac	27% b	19%	67% ab	-%	19%	24%
Cross-Border Delivery (to ROI)	6	*	*	*	-	6	4	6	5	4	4	6	5	-	6	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	2% b	-%	*%	*%
Other (PLEASE SPECIFY)	5	1	-	-	-	5	4	5	5	4	5	5	-	-	1	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	-	-	-	-	11	5	11	5	5	-	10	-	-	9	-
	1%	-%	-%	-%	-%	1%	*%	1%	*%	1%	-%	1%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	*	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2111	209	120	104	47	1803	1309	1896	1398	1248	944	1705	236	1	1541	124
Effective base	806	93	36	49	18	678	442	709	490	421	365	641	88	1	581	60
Weighted Base	1917	221	93	115	42	1573	987	1654	1106	947	872	1509	211	1	1345	148
NET: Urgent / Tracked / Timed Mail	1292	178	87	107	36	1048	700	1124	799	674	771	977	190	1	903	107
	67%	80%	94%	94% a	86%	67%	71%	68%	72% a	71%	88% b	65%	90% b	100%	67%	72%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2111	755	1183	720	36	358	504	301	1364	426	402	408	1253
Effective base	806	314	441	259	18	126	194	105	536	158	138	157	492
Weighted Base	1917	756	1053	612	48	293	459	262	1294	342	314	374	1182
Standard delivery	1539	584	883	489	40	227	378	177	1068	281	246	283	977
	80%	77%	84%	80%	83%	78%	82%	68%	82%	82%	78%	76%	83%
			a						a	a			
Tracked service	1157	528	563	513	40	236	384	200	761	184	241	275	610
	60%	70%	54%	84%	83%	81%	84%	77%	59%	54%	77%	73%	52%
		b						bc			c	c	
Timed delivery (i.e. to arrive by specific time/day)	375	201	134	194	30	124	125	82	224	64	79	108	175
	20%	27%	13%	32%	63%	42%	27%	31%	17%	19%	25%	29%	15%
		b			a	b		bc			c	c	
Urgent delivery - on the same day or a specific time the next day	362	201	120	181	33	111	124	89	199	66	84	97	163
	19%	27%	11%	30%	68%	38%	27%	34%	15%	19%	27%	26%	14%
		b			a	b		bc			c	c	
International delivery	352	187	140	173	23	97	129	84	197	63	96	85	164
	18%	25%	13%	28%	48%	33%	28%	32%	15%	18%	30%	23%	14%
		b						bc			c	c	
Cross-Border Delivery (to ROI)	6	1	5	3	*	2	1	1	3	2	1	*	5
	*%	*%	*%	*%	*%	1%	*%	1%	*%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	5	4	1	4	-	-	4	-	5	*	1	4	*
	*%	1%	*%	1%	-%	-%	1%	-%	*%	*%	*%	1%	*%
												c	
None of these (CATI ONLY: DO NOT READ OUT)	20	2	18	-	-	-	-	-	18	3	1	2	18
	1%	*%	2%	-%	-%	-%	-%	-%	1%	1%	*%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	1	-	-	-	*	-	*	-	-	-	*
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	1292	592	612	560	44	264	415	232	836	210	270	307	681
	67%	78%	58%	91%	92%	90%	90%	89%	65%	61%	86%	82%	58%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2111	1189	922
Effective base	806	390	417
Weighted Base	1917	895	1022
Standard delivery	1539	703	836
	80%	78%	82%
Tracked service	1157	519	638
	60%	58%	62%
Timed delivery (i.e. to arrive by specific time/day)	375	212	163
	20%	24%	16%
		b	
Urgent delivery - on the same day or a specific time the next day	362	222	140
	19%	25%	14%
		b	
International delivery	352	143	209
	18%	16%	20%
Cross-Border Delivery (to ROI)	6	3	3
	*%	*%	*%
Other (PLEASE SPECIFY)	5	1	4
	*%	*%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	8	12
	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	1
	*%	-%	*%
NET: Urgent / Tracked / Timed Mail	1292	594	698
	67%	66%	68%

Columns Tested:: a,b

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2111	118	219	141	174	129	243	62	260	161	155	217	232
Effective base	806	17	85	55	35	44	86	29	137	89	60	132	127
Weighted Base	1917	34	298	137	86	118	271	18	295	175	71	216	198
Standard delivery	1539	31	266	94	70	96	216	15	233	141	56	165	156
	80%	91%	89%	69%	82%	82%	80%	84%	79%	80%	78%	76%	79%
		c	chkl										
Tracked service	1157	18	157	84	48	78	170	6	182	109	38	143	124
	60%	53%	53%	61%	56%	66%	63%	36%	62%	62%	53%	66%	62%
				g		g	g		g	g		g	g
Timed delivery (i.e. to arrive by specific time/day)	375	5	44	25	11	29	86	1	56	32	10	34	42
	20%	15%	15%	18%	12%	25%	32%	4%	19%	18%	14%	16%	21%
						g	bdghijk		g				g
Urgent delivery - on the same day or a specific time the next day	362	7	62	17	6	26	76	3	53	30	9	33	39
	19%	21%	21%	12%	7%	22%	28%	14%	18%	17%	13%	15%	20%
							cdjk						
International delivery	352	3	48	25	7	22	70	4	65	31	5	44	27
	18%	9%	16%	18%	8%	19%	26%	20%	22%	18%	8%	20%	14%
							djl		dj			j	
Cross-Border Delivery (to ROI)	6	1	1	1	*	*	1	*	*	-	1	-	*
	*%	3%	*%	1%	*%	*%	*%	*%	*%	-%	2%	-%	*%
Other (PLEASE SPECIFY)	5	-	-	4	-	1	-	-	-	-	*	-	-
	*%	-%	-%	3%	-%	*%	-%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	20	-	9	*	-	1	*	-	4	-	1	2	2
	1%	-%	3%	*%	-%	1%	*%	-%	1%	-%	2%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	-	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	1292	19	182	93	52	86	193	8	204	122	42	152	138
	67%	55%	61%	68%	61%	73%	71%	46%	69%	70%	60%	70%	70%
						g	g		g	g		g	g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 107 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2111	478	546	483	604	1024	1087
Effective base	806	152	164	241	314	316	545
Weighted Base	1917	469	475	488	485	944	973
Standard delivery	1539	391	383	389	376	774	765
	80%	83%	81%	80%	78%	82%	79%
Tracked service	1157	259	297	298	304	556	601
	60%	55%	62%	61%	63%	59%	62%
Timed delivery (i.e. to arrive by specific time/day)	375	74	126	89	86	200	175
	20%	16%	26%	18%	18%	21%	18%
			ad				
Urgent delivery - on the same day or a specific time the next day	362	86	109	86	81	195	167
	19%	18%	23%	18%	17%	21%	17%
International delivery	352	76	100	99	77	176	176
	18%	16%	21%	20%	16%	19%	18%
Cross-Border Delivery (to ROI)	6	3	2	*	1	5	1
	*%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	5	4	1	-	*	5	*
	*%	1%	*%	-%	*%	*%	*%
None of these (CATI ONLY: DO NOT READ OUT)	20	9	1	4	6	10	10
	1%	2%	*%	1%	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	1	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1292	293	331	335	333	624	668
	67%	63%	70%	69%	69%	66%	69%

Columns Tested:: a,b,c,d - a,b

Table 108

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	436	135	301	220	98	38	80	216
Effective base	122	29	93	104	49	18	38	73
Weighted Base	273	58	216	250	18	3	2	23
Urgent delivery - on the same day or a specific time the next day	74	*	74	69	4	1	1	6
	27%	*%	34%	28%	23%	21%	47%	24%
			a				abe	
Tracked service	116	3	113	107	7	1	1	9
	43%	4%	53%	43%	39%	46%	34%	40%
			a					
Timed delivery (i.e. to arrive by specific time/day)	57	*	57	52	4	*	*	5
	21%	*%	27%	21%	24%	10%	24%	22%
			a					
Standard delivery	130	56	74	119	9	2	1	11
	48%	97%	34%	48%	50%	48%	51%	50%
		b						
International delivery	46	*	45	41	3	1	*	4
	17%	*%	21%	17%	18%	16%	17%	18%
			a					
Cross-Border Delivery (to ROI)	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	1%	-%	*%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	6	6	-	*	*	*
	2%	-%	3%	2%	-%	1%	3%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	3	3	-	*	-	*
	1%	-%	2%	1%	-%	2%	-%	*%
NET: Urgent / Tracked / Timed Mail	171	3	168	156	11	2	1	15
	63%	5%	78%	62%	63%	60%	71%	63%
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	436	84	104	32	57	79	80	220	98	118
Effective base	122	43	50	16	31	32	38	104	49	37
Weighted Base	273	116	117	17	10	12	2	250	18	5
Urgent delivery - on the same day or a specific time the next day	74	31	37	1	2	2	1	69	4	1
	27%	27%	31%	6%	24%	21%	47%	28%	23%	30%
			c				cdegh			
Tracked service	116	45	56	6	4	4	1	107	7	2
	43%	39%	48%	34%	42%	39%	34%	43%	39%	42%
Timed delivery (i.e. to arrive by specific time/day)	57	8	41	3	2	2	*	52	4	1
	21%	7%	35%	19%	22%	21%	24%	21%	24%	15%
			ai		a		a	a	a	
Standard delivery	130	56	51	12	4	6	1	119	9	2
	48%	48%	44%	68%	42%	56%	51%	48%	50%	49%
International delivery	46	8	29	4	2	2	*	41	3	1
	17%	7%	25%	24%	19%	18%	17%	17%	18%	16%
			a							
Cross-Border Delivery (to ROI)	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	1%	2%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	1	5	-	-	*	*	6	-	*
	2%	*%	4%	-%	-%	*%	3%	2%	-%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1	-	-	*	-	3	-	*
	1%	2%	1%	-%	-%	1%	-%	1%	-%	1%
NET: Urgent / Tracked / Timed Mail	171	69	79	8	6	7	1	156	11	3
	63%	59%	68%	49%	65%	61%	71%	62%	63%	64%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted Base	436	133	87	98	38	80	112	84	32	20	60
Effective base	122	72	46	49	18	38	50	28	8	4	11
Weighted Base	273	198	52	18	3	2	136	49	18	8	16
Urgent delivery - on the same day or a specific time the next day	74	63	6	4	1	1	39	15	6	4	5
	27%	32%	12%	23%	21%	47%	29%	31%	33%	48%	33%
		b				bc					
Tracked service	116	89	18	7	1	1	59	28	11	4	6
	43%	45%	34%	39%	46%	34%	44%	57%	61%	54%	36%
Timed delivery (i.e. to arrive by specific time/ day)	57	37	15	4	*	*	23	17	3	3	8
	21%	19%	29%	24%	10%	24%	17%	34%	17%	41%	50%
											a
Standard delivery	130	91	28	9	2	1	59	19	4	5	6
	48%	46%	54%	50%	48%	51%	43%	39%	23%	72%	37%
International delivery	46	34	8	3	1	*	20	17	1	1	7
	17%	17%	15%	18%	16%	17%	15%	34%	6%	11%	42%
								a			
Cross-Border Delivery (to ROI)	*	-	*	*	-	*	*	*	*	-	*
	*%	-%	*%	1%	-%	*%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	5	1	-	*	*	2	2	1	-	*
	2%	2%	2%	-%	1%	3%	2%	5%	6%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1	-	*	-	3	-	-	-	*
	1%	1%	3%	-%	2%	-%	2%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	171	127	29	11	2	1	88	37	15	5	12
	63%	64%	55%	63%	60%	71%	65%	76%	85%	61%	76%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	436	29	17	45	10	24	22	11	22	23
Effective base	122	12	6	22	4	10	12	6	11	10
Weighted Base	273	28	11	60	10	27	27	13	36	12
Urgent delivery - on the same day or a specific time the next day	74	15	3	13	*	7	1	*	22	5
	27%	54%	25%	22%	3%	25%	4%	1%	60%	43%
Tracked service	116	18	4	21	8	14	15	11	9	6
	43%	63%	31%	35%	79%	52%	54%	85%	24%	47%
Timed delivery (i.e. to arrive by specific time/day)	57	13	*	13	4	7	4	4	3	3
	21%	47%	2%	22%	38%	25%	13%	29%	9%	28%
Standard delivery	130	16	5	32	2	10	5	5	14	10
	48%	56%	43%	53%	21%	39%	20%	39%	38%	81%
International delivery	46	10	2	17	2	5	-	1	2	3
	17%	36%	21%	28%	23%	17%	-%	11%	6%	27%
Cross-Border Delivery (to ROI)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	*	2	-	-	3	-	-	-
	2%	-%	*%	3%	-%	-%	12%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	-	2	-	*	-	-	-	-
	1%	4%	-%	3%	-%	1%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	171	22	7	32	10	19	19	13	23	8
	63%	79%	58%	53%	99%	72%	69%	100%	66%	64%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	436	57	68	78	203	233	85	80	68
Effective base	122	21	28	40	89	53	22	22	20
Weighted Base	273	49	75	100	225	49	26	16	7
Urgent delivery - on the same day or a specific time the next day	74	12	40	14	66	9	4	3	1
	27%	25%	53%	14%	29%	18%	15%	21%	19%
			cdefgh						
Tracked service	116	28	30	47	104	12	7	3	2
	43%	57%	40%	46%	46%	24%	27%	18%	27%
		eg		eg	eg				
Timed delivery (i.e. to arrive by specific time/day)	57	14	17	20	51	7	4	2	1
	21%	29%	22%	20%	23%	13%	15%	14%	7%
Standard delivery	130	22	34	42	99	32	18	9	4
	48%	45%	45%	42%	44%	65%	71%	58%	60%
						cd	cd		
International delivery	46	10	15	18	43	3	*	2	1
	17%	21%	19%	18%	19%	5%	2%	10%	9%
		ef	ef	ef	ef				
Cross-Border Delivery (to ROI)	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	5%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	*	5	5	1	1	*	-
	2%	-%	*%	5%	2%	1%	2%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	1	2	3	*	*	-	-
	1%	1%	1%	2%	1%	*%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	171	37	52	64	153	17	8	7	3
	63%	76%	70%	63%	68%	36%	31%	42%	42%
		efgh	ef	ef	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	436	27	50	55	42	71	28	11	24	178
Effective base	122	11	13	15	15	19	13	3	6	50
Weighted Base	273	18	36	41	46	42	18	1	13	95
Urgent delivery - on the same day or a specific time the next day	74	2	13	17	15	9	1	*	5	24
	27%	13%	37%	42%	33%	22%	6%	15%	36%	26%
Tracked service	116	3	19	19	25	19	4	*	9	37
	43%	16%	53%	47%	55%	45%	22%	32%	67%	39%
Timed delivery (i.e. to arrive by specific time/day)	57	3	12	12	6	5	3	*	3	24
	21%	17%	34%	30%	13%	13%	17%	27%	24%	26%
Standard delivery	130	10	20	21	10	22	9	1	5	53
	48%	59%	55%	51%	21%	51%	53%	72%	38%	56% d
International delivery	46	*	9	9	9	5	3	-	2	18
	17%	1%	24%	21%	21%	12%	16%	-%	12%	19%
Cross-Border Delivery (to ROI)	*	-	-	-	-	*	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	*	*	-	*	3	-	-	2
	2%	-%	*%	*%	-%	*%	19%	-%	-%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	*	1	*	-	-	-	2
	1%	-%	1%	1%	2%	*%	-%	-%	-%	2%
NET: Urgent / Tracked / Timed Mail	171	8	25	28	36	24	7	*	10	57
	63%	44%	68%	70%	79%	56%	39%	42%	79%	60%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	436	124	99	213	412	24	315	121	433	3
Effective base	122	39	30	57	116	6	95	29	121	2
Weighted Base	273	104	60	109	260	13	224	49	269	4
Urgent delivery - on the same day or a specific time the next day	74	35	10	29	70	5	69	6	71	3
	27%	33%	18%	27%	27%	35%	31% b	11%	27%	79%
Tracked service	116	47	23	46	114	3	101	15	116	-
	43%	45%	38%	42%	44%	19%	45%	31%	43%	-%
Timed delivery (i.e. to arrive by specific time/ day)	57	21	8	28	55	2	44	14	57	-
	21%	21%	14%	25%	21%	17%	19%	28%	21%	-%
Standard delivery	130	41	31	59	124	6	110	21	129	1
	48%	39%	52%	54%	48%	46%	49%	42%	48%	21%
International delivery	46	18	8	19	43	2	36	10	46	-
	17%	17%	14%	18%	17%	19%	16%	20%	17%	-%
Cross-Border Delivery (to ROI)	*	-	*	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	1%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	*	3	2	6	-	1	5	6	-
	2%	*%	6%	2%	2%	-%	*%	11% a	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	*	2	3	-	3	*	3	-
	1%	1%	*%	2%	1%	-%	1%	1%	1%	-%
NET: Urgent / Tracked / Timed Mail	171	72	30	68	162	9	144	27	168	3
	63%	69%	51%	62%	62%	71%	64%	55%	62%	79%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	436	174	170	88	270	89	23	54	359	77
Effective base	122	54	40	28	80	22	6	15	102	21
Weighted Base	273	107	81	77	183	40	15	36	222	51
Urgent delivery - on the same day or a specific time the next day	74	20	32	18	32	18	4	21	50	25
	27%	19%	39%	23%	17%	46%	23%	60%	22%	49%
			a			ae		ae		ae
Tracked service	116	31	37	44	66	23	12	15	89	27
	43%	29%	47%	57%	36%	58%	82%	42%	40%	54%
				a						
Timed delivery (i.e. to arrive by specific time/day)	57	20	16	19	21	9	4	23	30	27
	21%	19%	20%	24%	12%	23%	25%	65%	14%	53%
								abe		abe
Standard delivery	130	47	45	37	96	18	3	13	114	16
	48%	44%	56%	47%	53%	45%	17%	38%	51%	32%
International delivery	46	16	21	9	22	7	2	15	29	17
	17%	15%	26%	11%	12%	17%	14%	42%	13%	33%
								ae		ae
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	5	1	-	5	-	1	-	5	1
	2%	5%	1%	-%	3%	-%	7%	-%	2%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*	-	3	*	-	-	3	-
	1%	3%	*%	-%	2%	*%	-%	-%	2%	-%
NET: Urgent / Tracked / Timed Mail	171	57	54	52	96	29	13	32	125	45
	63%	53%	67%	67%	53%	73%	89%	90%	56%	90%
								ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	436	96	174	166	398	353	408	352	252	280
Effective base	122	37	43	42	107	95	113	98	73	78
Weighted Base	273	88	95	90	239	215	253	218	174	179
Urgent delivery - on the same day or a specific time the next day	74	22	10	43	68	72	74	74	64	68
	27%	25%	10%	48%	29%	33%	29%	34%	37%	38%
				ab						
Tracked service	116	23	43	50	105	102	107	107	94	90
	43%	26%	45%	56%	44%	48%	42%	49%	54%	50%
				a						
Timed delivery (i.e. to arrive by specific time/day)	57	14	7	36	54	48	55	53	48	50
	21%	16%	8%	40%	23%	22%	22%	24%	27%	28%
				ab						
Standard delivery	130	48	49	34	110	92	117	85	58	59
	48%	54%	51%	38%	46%	43%	46%	39%	33%	33%
International delivery	46	7	14	24	41	43	44	44	43	39
	17%	9%	15%	26%	17%	20%	17%	20%	24%	22%
				a						
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	4	1	1	6	5	6	3	3	2
	2%	5%	1%	1%	2%	2%	2%	1%	2%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1	*	3	1	3	3	1	1
	1%	2%	1%	*%	1%	1%	1%	2%	1%	1%
NET: Urgent / Tracked / Timed Mail	171	43	53	74	154	149	162	160	138	142
	63%	49%	56%	82%	64%	69%	64%	73%	79%	79%
				ab					ac	ac

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	436	33	143	38	56	61	42	35	138
Effective base	122	14	49	11	14	12	13	9	27
Weighted Base	273	30	122	16	28	25	9	23	57
Urgent delivery - on the same day or a specific time the next day	74	1	41	6	7	10	1	8	20
	27%	2%	34%	37%	25%	40%	17%	35%	34%
			a	a		a			a
Tracked service	116	6	58	8	10	11	3	11	25
	43%	21%	48%	46%	37%	43%	35%	49%	44%
Timed delivery (i.e. to arrive by specific time/day)	57	6	24	4	1	8	4	8	20
	21%	20%	20%	23%	5%	32%	45%	34%	35%
							d		d
Standard delivery	130	18	52	14	16	7	3	7	17
	48%	60%	42%	83%	60%	27%	40%	29%	30%
				befgh					
International delivery	46	1	15	7	2	8	1	10	19
	17%	2%	12%	43%	6%	31%	17%	43%	34%
				abd				abd	ab
Cross-Border Delivery (to ROI)	*	-	*	*	*	*	*	-	*
	*%	-%	*%	*%	1%	*%	1%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	1	4	-	-	-	-	1	1
	2%	2%	4%	-%	-%	-%	-%	4%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1	*	-	*	-	-	*
	1%	6%	1%	2%	-%	*%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	171	12	80	11	13	20	6	20	45
	63%	41%	66%	69%	46%	79%	66%	84%	79%
						a		a	ad

Columns Tested:: a,b,c,d,e,f,g,h

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	436	160	62	51	50	32	27	16	115	86	56	35	22	20	19
Effective base	122	56	20	11	9	13	8	3	35	28	16	7	5	8	6
Weighted Base	273	139	35	24	23	5	6	7	85	64	22	7	15	5	17
Urgent delivery - on the same day or a specific time the next day	74	45	13	4	2	2	1	1	17	34	4	1	7	*	8
	27%	32%	38%	18%	11%	29%	10%	20%	20%	52% ac	19%	14%	51%	8%	49%
Tracked service	116	61	14	14	11	2	2	1	33	41	7	4	5	1	11
	43%	44%	40%	58%	47%	41%	34%	18%	39%	63%	33%	47%	37%	19%	66%
Timed delivery (i.e. to arrive by specific time/day)	57	34	10	1	2	1	2	4	14	14	8	1	6	1	4
	21%	24%	30%	3%	10%	18%	32%	62%	17%	22%	37%	11%	41%	30%	22%
Standard delivery	130	57	22	11	14	2	3	1	44	24	10	6	1	2	4
	48%	41%	64%	46%	63%	34%	58%	14%	52%	38%	44%	83% b	10%	43%	24%
International delivery	46	20	7	2	7	1	1	5	10	14	6	1	6	1	5
	17%	14%	19%	7%	29%	13%	18%	64%	12%	21%	26%	15%	43%	20%	32%
Cross-Border Delivery (to ROI)	*	*	*	-	-	*	*	-	-	*	*	*	-	-	-
	*%	*%	1%	-%	-%	1%	1%	-%	-%	*%	1%	1%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	5	-	-	-	-	-	1	4	*	-	-	-	-	1
	2%	4%	-%	-%	-%	-%	-%	14%	5%	*%	-%	-%	-%	-%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	-	-	-	-	1	-	-	*	-	-	-
	1%	2%	-%	1%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	171	92	23	15	12	4	3	6	46	54 a	14	4	13	3	15
	63%	67%	66%	61%	51%	65%	47%	82%	55%	84%	63%	51%	87%	57%	90%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	436	139	49	55	42	20	21	26	67	107	92	103	51	55
Effective base	122	43	13	14	11	6	3	9	18	36	29	30	10	11
Weighted Base	273	95	20	36	23	15	7	23	45	85	64	51	22	31
Urgent delivery - on the same day or a specific time the next day	74	20	11	19	5	6	1	13	20	8	23	16	7	20
	27%	21%	57% a	53% a	22%	37%	20%	55%	44%	9%	36% a	32% a	33%	66% a
Tracked service	116	41	8	19	11	11	1	15	27	21	30	23	16	17
	43%	44%	43%	54%	49%	72%	10%	68%	60%	25%	47%	45%	73% a	54%
Timed delivery (i.e. to arrive by specific time/ day)	57	18	9	10	4	1	5	7	13	5	14	16	5	16
	21%	19%	46%	27%	16%	4%	76%	29%	28%	6%	21%	31% a	22%	52% a
Standard delivery	130	49	11	6	9	5	*	5	10	50	25	27	4	11
	48%	51% ch	56% c	17%	38%	33%	6%	21%	23%	59% d	40%	53% d	16%	35%
International delivery	46	15	5	5	9	2	4	3	9	7	11	9	3	14
	17%	16%	27%	14%	38%	16%	60%	12%	21%	8%	18%	17%	11%	47% a
Cross-Border Delivery (to ROI)	*	-	*	*	-	*	-	-	*	-	*	*	*	*
	*%	-%	1%	*%	-%	1%	-%	-%	*%	-%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	2	*	-	-	-	-	1	1	5	-	*	1	*
	2%	2%	*%	-%	-%	-%	-%	4%	2%	6%	-%	*%	5%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*	-	*	-	-	-	-	3	-	*	*	-
	1%	3%	*%	-%	1%	-%	-%	-%	-%	4%	-%	*%	1%	-%
NET: Urgent / Tracked / Timed Mail	171	56	15	32	17	13	7	20	40	31	49	36	19	28
	63%	59%	75%	90% a	75%	83%	97%	90%	89% a	37%	76% a	70% a	86% a	90% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	436	150	81	94	39	34	99	85	80	39	46
Effective base	122	46	28	24	7	6	33	23	22	8	9
Weighted Base	273	116	49	44	17	13	79	50	45	17	22
Urgent delivery - on the same day or a specific time the next day	74	29	12	15	6	6	19	21	8	7	16
	27%	25%	24%	35%	36%	43%	24%	41%	19%	44%	72% ac
Tracked service	116	43	21	21	14	6	29	28	24	8	13
	43%	37%	43%	48%	81% a	48%	36%	56%	52%	50%	57%
Timed delivery (i.e. to arrive by specific time/ day)	57	18	14	14	3	4	9	7	13	7	12
	21%	16%	28%	33%	17%	33%	11%	13%	29%	42%	55% ab
Standard delivery	130	51	30	23	3	3	44	10	25	2	11
	48%	44%	61% d	54%	19%	19%	55% bd	20%	55% bd	12%	48%
International delivery	46	20	9	6	1	6	12	6	9	6	10
	17%	17%	17%	13%	7%	41%	14%	12%	19%	37%	47% b
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	6	*	-	*	-	4	-	*	1	*
	2%	5%	*%	-%	*%	-%	5%	-%	*%	6%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	*	-	1	-	*	*	-
	1%	3%	-%	*%	2%	-%	1%	-%	*%	2%	-%
NET: Urgent / Tracked / Timed Mail	171	65	31	32	15	11	42	42	30	15	20
	63%	56%	62%	74%	88%	79%	52%	84% a	66%	89%	89% a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	436	111	67	97	34	39	225	56	70	329	107	323	75
Effective base	122	33	17	27	10	10	65	19	15	91	31	87	21
Weighted Base	273	68	34	65	24	24	144	47	27	201	72	186	53
Urgent delivery - on the same day or a specific time the next day	74	16	7	32	7	11	57	17	1	48	26	51	18
	27%	23%	21%	50% a	28%	44%	39% c	36% c	3%	24%	36%	27%	33%
Tracked service	116	21	17	34	20	15	78	23	7	76	40	78	28
	43%	31%	49%	53%	84% a	61%	54%	48%	27%	38%	55%	42%	52%
Timed delivery (i.e. to arrive by specific time/day)	57	8	8	19	3	15	48	4	1	33	24	30	24
	21%	12%	23%	30%	11%	60% ad	33% bc	8%	4%	16%	34% a	16%	45% a
Standard delivery	130	33	12	26	4	10	49	15	20	105	25	96	14
	48%	48%	34%	40%	17%	40%	34%	32%	76% ab	52%	35%	52% b	26%
International delivery	46	5	3	23	2	11	33	9	1	25	21	20	21
	17%	7%	9%	36% ab	7%	43% ab	23%	19%	4%	12%	28% a	11%	39% a
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	2	-	*	*	1	*	1	2	5	1	6	-
	2%	3%	-%	*%	*%	4%	*%	2%	7%	3%	1%	3%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	*	-	3	-	*	3	*	3	*
	1%	4%	-%	*%	1%	-%	2%	-%	*%	2%	*%	2%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	436	111	67	97	34	39	225	56	70	329	107	323	75
Effective base	122	33	17	27	10	10	65	19	15	91	31	87	21
Weighted Base	273	68	34	65	24	24	144	47	27	201	72	186	53
NET: Urgent / Tracked / Timed Mail	171	35	26	55	21	21	115	37	8	113	58	107	47
	63%	51%	75%	85% a	88% a	86% a	79% c	79% c	30%	56%	80% a	57%	89% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	436	242	111	181	171	325	73	240	113	185	167
Effective base	122	66	29	52	46	88	20	65	30	54	44
Weighted Base	273	144	71	105	113	189	50	146	68	115	103
Urgent delivery - on the same day or a specific time the next day	74	41	31	32	42	52	16	44	28	35	39
	27%	28%	44%	31%	38%	28%	32%	30%	41%	31%	38%
Tracked service	116	60	42	42	65	78	28	60	42	52	56
	43%	42%	59%	40%	57%	41%	55%	41%	62%	45%	54%
Timed delivery (i.e. to arrive by specific time/day)	57	23	25	15	37	36	18	23	25	19	34
	21%	16%	35% a	15%	33% a	19%	36%	16%	37% a	16%	33%
Standard delivery	130	71	20	45	40	95	15	73	18	47	38
	48%	50%	29%	42%	35%	50%	30%	50% b	27%	41%	36%
International delivery	46	17	26	12	31	24	17	19	24	15	28
	17%	12%	36% a	12%	28% a	13%	34% a	13%	35% a	13%	27%
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	5	-	3	-	6	-	5	-	3	-
	2%	4%	-%	3%	-%	3%	-%	4%	-%	3%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	*	3	*	3	*	1	*	3	*
	1%	1%	1%	3%	*%	2%	1%	1%	*%	3%	*%
NET: Urgent / Tracked / Timed Mail	171	86	62	70	90	111	43	89	60	79	81
	63%	60%	87% a	66%	80%	59%	85% a	61%	87% a	69%	78%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	436	260	238	60	-	250	196	51	1	271	178	70	-
Effective base	122	74	60	13	-	69	52	10	1	78	46	18	-
Weighted Base	273	177	122	34	-	164	112	28	1	181	93	47	-
Urgent delivery - on the same day or a specific time the next day	74	67	21	19	-	71	30	17	-	74	25	24	-
	27%	38%	17%	57%	-%	44%	27%	63%	-%	41%	26%	52%	-%
		b		b				b				b	
Tracked service	116	101	31	26	-	96	45	24	1	96	44	36	-
	43%	57%	25%	78%	-%	59%	40%	86%	100%	53%	47%	77%	-%
		b		b		b		b				b	
Timed delivery (i.e. to arrive by specific time/day)	57	51	25	12	-	45	31	10	-	51	28	21	-
	21%	29%	20%	35%	-%	28%	28%	37%	-%	28%	30%	44%	-%
Standard delivery	130	59	85	16	-	50	76	17	-	61	61	28	-
	48%	33%	69%	47%	-%	30%	67%	62%	-%	33%	66%	59%	-%
			a				a				a	a	
International delivery	46	38	22	14	-	41	33	18	-	38	31	24	-
	17%	22%	18%	42%	-%	25%	29%	65%	-%	21%	33%	52%	-%
								ab				a	
Cross-Border Delivery (to ROI)	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	4	3	-	-	3	3	-	-	1	1	-	-
	2%	2%	2%	-%	-%	2%	3%	-%	-%	1%	1%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	2	-	-	1	*	-	-	3	2	*	-
	1%	2%	2%	-%	-%	1%	*%	-%	-%	2%	2%	1%	-%
NET: Urgent / Tracked / Timed Mail	171	146	49	29	-	140	62	25	1	147	58	42	-
	63%	82%	40%	87%	-%	85%	55%	92%	100%	81%	62%	89%	-%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	436	301	245	189	260	182	23	76	90	107	25	14
Effective base	122	80	66	50	72	50	7	26	25	28	5	5
Weighted Base	273	173	149	105	161	118	20	56	60	70	12	3
Urgent delivery - on the same day or a specific time the next day	74	44	41	32	52	26	13	22	24	27	6	2
	27%	25%	27%	30%	32%	22%	65%	40%	41%	38%	45%	67%
Tracked service	116	77	72	57	73	51	16	33	38	47	9	2
	43%	45%	48%	54%	45%	43%	82%	59%	63%	66%	77%	57%
Timed delivery (i.e. to arrive by specific time/day)	57	25	33	19	32	25	5	13	17	17	5	2
	21%	15%	22%	18%	20%	22%	25%	23%	29%	25%	43%	69%
Standard delivery	130	93	72	53	74	60	8	29	32	32	6	3
	48%	54%	48%	51%	46%	51%	39%	52%	53%	46%	46%	78%
International delivery	46	19	23	18	24	17	7	14	14	16	7	2
	17%	11%	15%	17%	15%	14%	34%	25%	24%	22%	58%	69%
Cross-Border Delivery (to ROI)	*	*	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	6	3	1	6	3	-	1	*	1	-	-
	2%	3%	2%	1%	4%	3%	-%	2%	*%	1%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*	2	3	2	-	2	*	*	*	*
	1%	2%	*%	2%	2%	2%	-%	3%	*%	*%	2%	9%
NET: Urgent / Tracked / Timed Mail	171	95	97	68	105	65	17	39	45	54	11	3
	63%	55%	65%	65%	65%	56%	87%	69%	75%	77%	88%	91%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	436	53	54	33	17	342	306	387	302	294	238	296	65	-	304	22
Effective base	122	18	15	11	4	97	80	109	73	75	71	76	17	-	80	8
Weighted Base	273	40	29	23	8	197	173	235	147	168	161	158	41	-	176	18
Urgent delivery - on the same day or a specific time the next day	74	14	9	10	6	51	45	68	36	33	66	32	26	-	42	8
	27%	34%	32%	43%	72%	26%	26%	29%	24%	20%	41% b	20%	63% b	-%	24%	45%
Tracked service	116	22	11	12	5	73	78	96	66	62	92	61	34	-	84	3
	43%	56%	37%	52%	65%	37%	45%	41%	45%	37%	57% b	38%	83% ab	-%	48%	16%
Timed delivery (i.e. to arrive by specific time/day)	57	8	9	4	2	39	38	54	31	37	52	34	18	-	33	3
	21%	20%	30%	16%	25%	20%	22%	23%	21%	22%	32%	21%	45% b	-%	19%	17%
Standard delivery	130	8	8	8	2	112	105	123	95	93	56	112	21	-	87	7
	48%	20%	28%	33%	24%	57%	61%	52%	65%	55%	35%	71% a	51%	-%	49%	39%
International delivery	46	2	8	3	1	27	27	39	17	28	38	19	17	-	20	4
	17%	6%	27%	11%	15%	14%	15%	17%	12%	17%	24%	12%	42% b	-%	11%	24%
Cross-Border Delivery (to ROI)	*	*	*	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	1	-	-	4	3	4	1	3	2	3	-	-	3	-
	2%	-%	3%	-%	-%	2%	2%	2%	1%	2%	1%	2%	-%	-%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	*	1	2	*	2	*	3	*	2	*	-	1	-
	1%	-%	-%	1%	14%	1%	*%	1%	*%	2%	*%	1%	*%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	171	37	24	15	6	108	98	144	80	90	137	73	39	-	109	14
	63%	92%	82%	65%	78%	55%	57%	61%	54%	53%	85% b	46%	94% b	-%	62%	75%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	436	193	183	178	11	136	85	105	246	77	132	121	168
Effective base	122	56	49	46	6	40	22	30	71	18	34	39	43
Weighted Base	273	128	102	106	16	88	53	73	153	37	70	88	100
Urgent delivery - on the same day or a specific time the next day	74	45	13	33	11	37	13	29	30	14	30	23	20
	27%	35%	12%	31%	66%	42%	25%	39%	19%	39%	42%	26%	20%
		b						b			c		
Tracked service	116	60	35	63	10	48	30	38	67	6	29	48	33
	43%	47%	34%	60%	60%	55%	57%	52%	44%	17%	41%	55%	33%
								c	c			c	
Timed delivery (i.e. to arrive by specific time/day)	57	26	12	34	8	37	14	21	28	9	17	23	17
	21%	21%	11%	32%	47%	42%	27%	28%	18%	25%	23%	27%	17%
Standard delivery	130	45	72	43	9	26	29	14	88	26	27	33	65
	48%	35%	70%	40%	54%	29%	55%	20%	58%	68%	39%	37%	65%
			a						a	a			ab
International delivery	46	23	5	25	10	32	9	24	13	8	13	23	9
	17%	18%	5%	24%	61%	37%	17%	33%	9%	21%	18%	26%	9%
		b						b				c	
Cross-Border Delivery (to ROI)	*	*	*	*	-	-	*	*	*	*	*	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	5	1	-	2	2	1	1	3	*	-	2	2
	2%	4%	1%	-%	12%	2%	1%	1%	2%	*%	-%	2%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	2	*	-	-	*	1	2	-	-	1	2
	1%	1%	2%	*%	-%	-%	1%	2%	1%	-%	-%	1%	2%
NET: Urgent / Tracked / Timed Mail	171	94	40	82	14	75	35	65	83	17	53	65	45
	63%	74%	39%	77%	88%	86%	66%	89%	54%	45%	76%	74%	45%
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	436	342	94
Effective base	122	97	25
Weighted Base	273	218	55
Urgent delivery - on the same day or a specific time the next day	74	61	13
	27%	28%	24%
Tracked service	116	89	27
	43%	41%	49%
Timed delivery (i.e. to arrive by specific time/day)	57	42	15
	21%	19%	27%
Standard delivery	130	100	30
	48%	46%	54%
International delivery	46	33	13
	17%	15%	23%
Cross-Border Delivery (to ROI)	*	*	*
	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-
	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	3	3
	2%	1%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*
	1%	2%	*%
NET: Urgent / Tracked / Timed Mail	171	133	38
	63%	61%	68%

Columns Tested:: a,b

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	436	24	33	27	40	20	87	14	42	37	39	36	37
Effective base	122	4	8	9	9	7	29	8	10	14	11	18	15
Weighted Base	273	7	26	25	8	21	80	3	19	22	14	25	23
Urgent delivery - on the same day or a specific time the next day	74	1	4	4	*	9	29	1	11	3	3	8	2
	27%	7%	17%	18%	3%	42%	36% dl	25%	60% dil	16%	19%	29%	7%
Tracked service	116	1	10	2	5	7	42	*	9	11	6	9	13
	43%	15%	40%	9%	59%	32%	52%	14%	47%	50%	45%	37%	58%
Timed delivery (i.e. to arrive by specific time/day)	57	1	4	1	*	8	16	1	5	7	1	5	9
	21%	20%	16%	3%	2%	41%	20%	20%	26%	30%	5%	21%	38% dj
Standard delivery	130	4	12	18	4	13	31	3	8	12	6	12	8
	48%	60%	45%	73%	46%	64%	38%	75%	44%	54%	39%	47%	37%
International delivery	46	2	9	1	1	7	14	*	2	3	1	2	3
	17%	29%	36%	3%	13%	36%	17%	5%	11%	14%	4%	9%	15%
Cross-Border Delivery (to ROI)	*	*	-	*	*	-	*	-	-	-	*	-	*
	*%	*%	-%	1%	*%	-%	*%	-%	-%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	-	-	*	-	1	-	-	*	2	2	-
	2%	-%	-%	-%	1%	-%	1%	-%	-%	*%	18%	9%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	*	-	-	-	-	-	1	-	2	*
	1%	-%	-%	1%	-%	-%	-%	-%	-%	5%	-%	7%	*%
NET: Urgent / Tracked / Timed Mail	171	2	15	6	5	14	58	1	14	14	8	14	19
	63%	35%	57%	25%	60%	67%	72%	33%	75%	64%	59%	56%	84%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 108 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	436	84	147	93	112	231	205
Effective base	122	21	41	27	44	62	70
Weighted Base	273	57	109	45	62	166	107
Urgent delivery - on the same day or a specific time the next day	74	9	38	16	12	47	27
	27%	16%	35%	35%	19%	28%	26%
Tracked service	116	13	53	21	29	67	49
	43%	23%	49%	46%	46%	40%	46%
Timed delivery (i.e. to arrive by specific time/day)	57	6	24	12	15	30	27
	21%	11%	22%	27%	24%	18%	25%
Standard delivery	130	34	47	23	26	81	49
	48%	59%	44%	51%	42%	49%	46%
International delivery	46	12	22	5	6	34	11
	17%	21%	20%	12%	10%	21%	11%
Cross-Border Delivery (to ROI)	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	6	-	1	*	5	1	5
	2%	-%	1%	*%	8%	1%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	-	1	2	*	3
	1%	*%	-%	3%	3%	*%	3%
NET: Urgent / Tracked / Timed Mail	171	23	76	30	42	99	71
	63%	40%	70%	66%	67%	60%	67%
			a		a		

Columns Tested:: a,b,c,d - a,b

Table 109

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2035	487	1548	1424	326	82	203	611
Effective base	784	118	675	724	138	34	84	181
Weighted Base	1883	211	1672	1803	68	8	5	80
Letters	1581	134	1447	1507	63	7	4	74
	84%	63%	87%	84%	93%	90%	77%	92%
			a		ad			ad
Large Letters	1245	75	1170	1186	50	5	3	59
	66%	36%	70%	66%	73%	69%	75%	73%
			a					
Parcels and packets	944	80	864	902	36	4	2	43
	50%	38%	52%	50%	53%	51%	49%	53%
			a					
None of these (CATI ONLY: DO NOT READ OUT)	67	41	26	66	1	*	*	1
	4%	20%	2%	4%	1%	2%	6%	1%
		b					be	
Don't Know (CATI ONLY: DO NOT READ OUT)	11	3	9	11	*	*	*	*
	1%	1%	1%	1%	*%	1%	2%	*%
NET: Letters+large letters	1711	144	1567	1634	65	7	4	76
	91%	68%	94%	91%	96%	91%	85%	95%
			a		ad			d

Columns Tested:: a,b - a,b,c,d,e

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	639	588	197	201	207	203	1424	326	285
Effective base	784	363	295	84	88	82	84	724	138	76
Weighted Base	1883	994	681	128	47	29	5	1803	68	12
Letters	1581	807	591	109	44	26	4	1507	63	10
	84%	81%	87%	85%	93%	92%	77%	84%	93%	85%
			f		afg	afg			afg	
Large Letters	1245	609	504	73	34	21	3	1186	50	9
	66%	61%	74%	57%	72%	75%	75%	66%	73%	71%
			acg		c	ac	ac		ac	
Parcels and packets	944	490	351	61	25	15	2	902	36	6
	50%	49%	52%	47%	53%	54%	49%	50%	53%	51%
None of these (CATI ONLY: DO NOT READ OUT)	67	45	16	4	*	1	*	66	1	*
	4%	5%	2%	3%	*%	3%	6%	4%	1%	3%
		dh					dh			
Don't Know (CATI ONLY: DO NOT READ OUT)	11	7	4	*	*	*	*	11	*	*
	1%	1%	1%	*%	*%	1%	2%	1%	*%	1%
NET: Letters+large letters	1711	880	639	115	45	27	4	1634	65	11
	91%	89%	94%	89%	96%	95%	85%	91%	96%	89%
			af		af	f			afg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	920	504	326	82	203	759	340	116	79	207
Effective base	784	541	238	138	34	84	436	158	35	26	35
Weighted Base	1883	1480	323	68	8	5	1198	273	63	24	52
Letters	1581	1236	271	63	7	4	1021	232	56	21	47
	84%	83%	84%	93% abe	90%	77%	85%	85%	89%	87%	91%
Large Letters	1245	960	227	50	5	3	801	206	47	20	33
	66%	65%	70%	73%	69%	75%	67%	76% a	74%	81%	64%
Parcels and packets	944	746	155	36	4	2	623	124	36	15	25
	50%	50%	48%	53%	51%	49%	52%	45%	56%	60%	48%
None of these (CATI ONLY: DO NOT READ OUT)	67	59	7	1	*	*	26	7	2	*	*
	4%	4%	2%	1%	2%	6% c	2%	3%	3%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	9	2	*	*	*	9	-	-	-	*
	1%	1%	*%	*%	1%	2%	1%	-%	-%	-%	*%
NET: Letters+large letters	1711	1334	301	65	7	4	1104	258	61	22	50
	91%	90%	93% e	96% ae	91%	85%	92%	94%	96%	91%	98%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	134	107	194	54	139	161	129	113	115
Effective base	784	72	61	111	25	72	102	84	59	60
Weighted Base	1883	165	142	284	63	181	289	244	153	142
Letters	1581	137	118	243	55	154	254	210	129	117
	84%	83%	83%	86%	86%	85%	88%	86%	85%	82%
Large Letters	1245	121	100	171	49	124	212	173	100	82
	66%	73%	70%	60%	78%	68%	73% ci	71%	65%	58%
Parcels and packets	944	77	67	151	27	96	175	111	66	73
	50%	47%	47%	53%	43%	53%	61% gh	46%	43%	51%
None of these (CATI ONLY: DO NOT READ OUT)	67	7	6	8	*	1	2	13	2	5
	4%	4%	4%	3%	*%	1%	1%	5% f	1%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	-	3	*	-	-	4	-	-	-
	1%	-%	2%	*%	-%	-%	2%	-%	-%	-%
NET: Letters+large letters	1711	151	125	263	63	172	272	219	149	125
	91%	91%	88%	92%	100%	95%	94%	90%	97% b	88%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Letters	1581	326	384	707	1417	164	79	58	27
	84%	84%	83%	87%	85%	75%	72%	79%	75%
		ef	ef	efh	efh				
Large Letters	1245	255	321	555	1132	113	58	37	19
	66%	66%	70%	68%	68%	52%	53%	50%	52%
		efgh	efgh	efgh	efgh				
Parcels and packets	944	196	210	438	843	101	46	38	17
	50%	51%	46%	54%	51%	46%	42%	52%	47%
				f					
None of these (CATI ONLY: DO NOT READ OUT)	67	6	15	23	44	23	15	5	3
	4%	2%	3%	3%	3%	11%	13%	7%	10%
						abcd	abcd		abcd
Don't Know (CATI ONLY: DO NOT READ OUT)	11	-	3	5	7	4	2	1	1
	1%	-%	1%	1%	*%	2%	2%	1%	3%
									ad
NET: Letters+large letters	1711	361	424	754	1539	172	81	62	29
	91%	93%	92%	92%	92%	78%	74%	84%	79%
		efgh	efh	efgh	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	85	178	197	222	366	85	75	93	912
Effective base	784	34	48	56	97	142	34	24	31	371
Weighted Base	1883	72	109	135	246	299	84	52	60	934
Letters	1581	56	88	108	209	214	70	40	59	826
	84%	77%	80%	80%	85%	71%	83%	75%	97%	88%
					e				abceg	e
Large Letters	1245	34	88	106	152	195	65	24	45	625
	66%	47%	81%	78%	62%	65%	77%	45%	74%	67%
			adegi	adg			ag		ag	ag
Parcels and packets	944	32	65	68	102	186	30	24	18	485
	50%	45%	60%	50%	42%	62%	36%	45%	29%	52%
			dfh			dfhi				h
None of these (CATI ONLY: DO NOT READ OUT)	67	8	4	4	3	17	2	6	1	26
	4%	11%	3%	3%	1%	6%	2%	12%	2%	3%
		di						di		
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	-	*	1	2	1	*	*	6
	1%	1%	-%	*%	*%	1%	1%	1%	*%	1%
NET: Letters+large letters	1711	58	101	125	228	252	78	40	59	871
	91%	80%	92%	93%	93%	84%	93%	76%	97%	93%
				g	aeg				aeg	aeg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2035	504	451	1080	1781	254	1683	352	1980	55
Effective base	784	187	175	424	665	121	703	89	762	22
Weighted Base	1883	453	383	1047	1557	326	1733	150	1826	57
Letters	1581	373	284	924	1287	294	1460	121	1533	47
	84%	82% b	74%	88% b	83%	90% a	84%	81%	84%	82%
Large Letters	1245	292	260	693	1010	235	1143	102	1216	29
	66%	65%	68%	66%	65%	72%	66%	68%	67%	50%
Parcels and packets	944	202	217	526	793	152	885	59	918	26
	50%	45%	56% a	50%	51%	46%	51% b	40%	50%	45%
None of these (CATI ONLY: DO NOT READ OUT)	67	15	19	33	66	1	59	8	61	6
	4%	3%	5%	3%	4% b	*%	3%	5%	3%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	1	3	7	11	1	7	4	11	*
	1%	*%	1%	1%	1%	*%	*%	3% a	1%	*%
NET: Letters+large letters	1711	411	330	970	1396	314	1576	135	1660	50
	91%	91%	86%	93% b	90%	96% a	91%	90%	91%	88%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	1148	461	417	1565	309	72	89	1874	161
Effective base	784	469	142	171	655	90	20	20	744	40
Weighted Base	1883	1161	303	407	1602	191	43	47	1793	90
Letters	1581	1001	250	320	1360	156	40	25	1515	65
	84%	86%	83%	79%	85%	81%	94%	53%	85%	72%
		c			df	d	d		df	
Large Letters	1245	679	233	329	1015	156	40	34	1171	74
	66%	58%	77%	81%	63%	82%	92%	73%	65%	82%
			a	a		ae	ae			ae
Parcels and packets	944	481	158	304	744	136	41	23	880	64
	50%	41%	52%	75%	46%	71%	94%	50%	49%	71%
			a	ab		ae	abdef			ae
None of these (CATI ONLY: DO NOT READ OUT)	67	56	5	3	65	*	-	2	65	2
	4%	5%	2%	1%	4%	*%	-%	4%	4%	2%
		c			b					
Don't Know (CATI ONLY: DO NOT READ OUT)	11	2	8	1	7	*	-	5	7	5
	1%	*%	3%	*%	*%	*%	-%	10%	*%	5%
			a					abe		abe
NET: Letters+large letters	1711	1050	275	376	1456	177	42	37	1632	78
	91%	90%	91%	92%	91%	92%	97%	78%	91%	87%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	804	761	470	1793	1504	1864	1407	848	756
Effective base	784	377	281	130	681	570	721	545	332	256
Weighted Base	1883	969	633	281	1651	1363	1741	1287	822	596
Letters	1581	822	538	221	1581	1210	1581	1081	741	509
	84%	85%	85%	79%	96%	89%	91%	84%	90%	86%
					bcdef	d	df		d	
Large Letters	1245	509	506	230	1156	1245	1245	990	695	418
	66%	53%	80%	82%	70%	91%	72%	77%	85%	70%
			a	a		acdef		acf	acdf	
Parcels and packets	944	361	383	200	826	779	879	944	537	284
	50%	37%	60%	71%	50%	57%	50%	73%	65%	48%
			a	ab		acf		abcef	abcf	
None of these (CATI ONLY: DO NOT READ OUT)	67	62	3	2	*	*	*	3	1	9
	4%	6%	*%	1%	*%	*%	*%	*%	*%	1%
		bc								abcd
Don't Know (CATI ONLY: DO NOT READ OUT)	11	4	3	5	1	1	1	1	*	8
	1%	*%	*%	2%	*%	*%	*%	*%	*%	1%
										abcd
NET: Letters+large letters	1711	855	600	255	1621	1340	1711	1188	795	559
	91%	88%	95%	91%	98%	98%	98%	92%	97%	94%
			a		df	df	df		d	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
Letters	1581	329	1002	73	81	38	32	25	96
	84%	83%	95%	87%	90%	91%	81%	65%	79%
			acfgh		g	g			
Large Letters	1245	64	939	67	71	38	34	32	104
	66%	16%	89%	80%	79%	92%	84%	82%	86%
			ad	a	a	a	a	a	a
Parcels and packets	944	111	609	51	47	23	14	24	60
	50%	28%	58%	60%	53%	54%	35%	61%	50%
			af	a	a	a		a	a
None of these (CATI ONLY: DO NOT READ OUT)	67	-	*	-	*	-	-	*	*
	4%	-%	*%	-%	*%	-%	-%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	*	*	-	-	*	1	1
	1%	*%	*%	*%	-%	-%	1%	2%	1%
								b	
NET: Letters+large letters	1711	393	1035	84	88	41	37	34	111
	91%	99%	99%	99%	98%	97%	91%	87%	92%
		fgh	fgh	g					

Columns Tested:: a,b,c,d,e,f,g,h

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base	784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Letters	1581	1284	122	72	52	22	24	4	953	117	55	23	35	12	14
	84%	97% bf	91%	94%	99%	94%	83%	32%	92% b	75%	83%	88%	94%	81%	71%
Large Letters	1245	907	99	62	38	21	22	7	955	135	62	26	37	12	19
	66%	69%	74%	81%	72%	89%	77%	57%	92%	86%	94%	98%	98%	82%	94%
Parcels and packets	944	650	80	41	25	11	12	7	595	102	34	15	11	9	13
	50%	49%	60%	53%	48%	46%	43%	55%	57% e	65% e	52%	58%	29%	63%	62%
None of these (CATI ONLY: DO NOT READ OUT)	67	*	-	-	*	-	-	*	*	-	-	*	-	-	-
	4%	*%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	*	-	-	*	-	1	-	*	*	-	*	*	1
	1%	*%	*%	-%	-%	*%	-%	7%	-%	*%	*%	-%	*%	2% a	4%
NET: Letters+large letters	1711	1306	132	75	53	22	26	8	1029	148	66	26	37	14	20
	91%	99% f	99%	97%	99%	96%	90%	61%	99% b	95%	99%	99%	99%	96%	96%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base	784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Letters	1581	782	119	75	37	23	19	26	68	807	306	315	94	55
	84%	87% fh	81%	79%	74%	80%	66%	70%	72%	93%	88%	90%	86%	87%
Large Letters	1245	685	111	72	43	22	22	33	77	523	269	292	101	59
	66%	76%	76%	77%	86%	76%	78%	89%	82%	60%	78% a	84% a	92% ab	92% a
Parcels and packets	944	680	111	65	26	24	22	17	62	356	205	201	80	35
	50%	75% dg	76% dg	69%	51%	82% dg	76%	45%	66%	41%	59% a	57% a	73% ac	55%
None of these (CATI ONLY: DO NOT READ OUT)	67	3	-	-	-	-	-	*	*	*	-	*	-	-
	4%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	*	*	-	-	*	1	1	1	-	*	-	*
	1%	*%	*%	*%	-%	-%	*%	3% a	1%	*%	-%	*%	-%	*%
NET: Letters+large letters	1711	837	139	83	47	25	23	35	83	852	338	345	109	63
	91%	93%	95%	88%	93%	85%	80%	93%	87%	98%	98%	99%	100%	99%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	822	332	375	184	73	659	294	317	150	73
Effective base	784	364	139	126	36	16	299	108	106	36	20
Weighted Base	1883	932	313	275	85	38	756	241	227	82	52
Letters	1581	890	302	267	82	35	701	199	194	66	47
	84%	96%	96%	97%	96%	90%	93%	82%	86%	80%	91%
							bcd				
Large Letters	1245	578	238	225	77	34	677	218	217	82	49
	66%	62%	76%	82%	91%	90%	90%	90%	96%	99%	93%
			a	a	ab	a					
Parcels and packets	944	414	181	142	65	20	395	140	153	60	30
	50%	44%	58%	52%	77%	53%	52%	58%	68%	73%	57%
			a		abc				a	a	
None of these (CATI ONLY: DO NOT READ OUT)	67	*	-	-	-	-	*	-	*	-	-
	4%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	1	-	*	-	-	*	-	*	-	*
	1%	*%	-%	*%	-%	-%	*%	-%	*%	-%	1%
NET: Letters+large letters	1711	912	308	274	85	38	746	234	223	82	51
	91%	98%	98%	99%	100%	100%	99%	97%	98%	100%	99%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Letters	1581	592	158	205	78	38	604	71	400	1457	123	1568	13
	84%	89% cd	84%	78%	76%	80%	80%	73%	93% ab	84%	79%	96% b	51%
Large Letters	1245	482	154	221	84	40	592	79	314	1143	102	1139	17
	66%	72%	82%	84% a	82%	83%	79%	81%	73%	66%	65%	70%	66%
Parcels and packets	944	488	137	205	79	24	579	54	305	877	67	812	14
	50%	73% e	72%	78% e	77% e	50%	77% b	55%	71% b	51%	43%	50%	54%
None of these (CATI ONLY: DO NOT READ OUT)	67	3	-	-	-	*	2	*	1	63	4	*	-
	4%	*%	-%	-%	-%	*%	*%	*%	*%	4%	3%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	*	-	*	1	-	1	*	9	2	1	-
	1%	*%	*%	-%	*%	2%	-%	1%	*%	1%	1%	*%	-%
NET: Letters+large letters	1711	616	181	243	92	46	690	89	403	1576	134	1603	18
	91%	92%	96%	93%	90%	95%	92%	91%	94%	91%	86%	99% b	73%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base	784	533	37	367	178	673	9	530	40	371	174
Weighted Base	1883	1268	95	846	440	1629	22	1270	93	862	424
Letters	1581	1129	81	690	392	1566	15	1131	79	702	379
	84%	89%	85%	81%	89%	96%	67%	89%	85%	81%	89%
					a	b					a
Large Letters	1245	1179	66	640	350	1142	13	1178	67	658	332
	66%	93%	69%	76%	80%	70%	61%	93%	72%	76%	78%
		b						b			
Parcels and packets	944	749	29	724	221	809	16	746	32	739	205
	50%	59%	31%	86%	50%	50%	75%	59%	35%	86%	48%
		b		b				b		b	
None of these (CATI ONLY: DO NOT READ OUT)	67	*	*	*	3	*	-	*	*	*	3
	4%	*%	*%	*%	1%	*%	-%	*%	*%	*%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	1	*	1	*	1	*	1	-	1	*
	1%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NET: Letters+large letters	1711	1248	92	768	420	1604	17	1249	91	783	405
	91%	98%	97%	91%	95%	98%	77%	98%	98%	91%	96%
						b					

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base	784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base	1883	865	1293	224	4	804	944	179	1	924	714	229	*
Letters	1581	812	1263	219	4	702	857	164	-	769	618	190	*
	84%	94%	98% a	98%	100%	87%	91%	92%	-%	83%	86%	83%	100%
Large Letters	1245	666	906	197	4	739	891	169	1	732	570	188	*
	66%	77% b	70%	88% ab	100%	92%	94%	94%	100%	79%	80%	82%	100%
Parcels and packets	944	508	645	156	4	485	558	134	1	677	572	181	-
	50%	59% b	50%	70% b	100%	60%	59%	75% ab	100%	73%	80% a	79%	-%
None of these (CATI ONLY: DO NOT READ OUT)	67	*	*	-	-	*	*	-	-	3	3	2	-
	4%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	1	*	-	-	1	-	-	-	1	*	-	-
	1%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
NET: Letters+large letters	1711	843	1282	223	4	785	938	178	1	853	670	213	*
	91%	97%	99% a	100%	100%	98%	99% a	100%	100%	92%	94%	93%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Letters	1581	1581	1115	784	1174	974	36	540	472	449	117	71
	84%	100% bc	90% c	83%	93%	94%	97%	88%	88%	86%	86%	91%
Large Letters	1245	1115	1245	746	965	768	35	522	459	432	117	73
	66%	71%	100% ac	79% a	76%	74%	92%	85%	86%	83%	86%	94%
Parcels and packets	944	784	746	944	654	538	25	615	535	521	135	78
	50%	50%	60% a	100% ab	52%	52%	66%	100%	100%	100%	100%	100%
None of these (CATI ONLY: DO NOT READ OUT)	67	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters+large letters	1711	1581	1245	850	1264	1036	37	574	512	482	130	76
	91%	100% c	100% c	90%	100%	100%	100%	93%	96%	92%	96%	97%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base	784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Letters	1581	189	69	89	37	1362	837	1402	912	769	707	1297	173	-	1155	128
	84%	84% b	68%	78%	88%	87%	85%	86%	83%	84%	87%	86%	90%	-%	82%	85%
Large Letters	1245	187	63	87	27	1055	776	1102	775	624	640	1008	163	-	941	109
	66%	83% b	63%	76%	65%	67%	79% acde	67%	71%	68%	78% b	67%	85% b	-%	67%	72%
Parcels and packets	944	120	42	73	34	784	554	818	664	504	495	752	130	-	709	88
	50%	53%	41%	64% b	81% ab	50%	56% ac	50%	61% ac	55%	61% b	50%	68% b	-%	51%	59%
None of these (CATI ONLY: DO NOT READ OUT)	67	4	4	-	*	57	42	58	40	39	5	57	1	-	52	1
	4%	2%	4%	-%	*%	4%	4%	4%	4%	4%	1%	4% a	*%	-%	4%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	-	4	*	*	6	2	6	8	5	3	8	2	-	7	2
	1%	-%	4%	*%	*%	*%	*%	*%	1%	*%	*%	1%	1%	-%	1%	1%
NET: Letters+large letters	1711	214	82	102	40	1439	899	1496	980	823	767	1379	186	-	1265	136
	91%	95% b	81%	89%	94%	92%	92%	92%	90%	90%	94%	91%	97%	-%	90%	90%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base	784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Letters	1581	646	935	457	35	188	371	172	1116	280	214	297	1037
	84%	83%	84%	86%	86%	81%	89%	77%	87% ac	80%	77%	83%	87% a
Large Letters	1245	577	668	427	29	178	338	171	834	229	214	256	741
	66%	74% b	60%	80%	70%	77%	81%	76% b	65%	66%	77% c	71% c	62%
Parcels and packets	944	423	522	306	22	120	258	140	633	161	180	203	538
	50%	55% b	47%	58%	55%	52%	62%	62% bc	49%	46%	65% c	56% c	45%
None of these (CATI ONLY: DO NOT READ OUT)	67	12	55	7	*	2	5	*	52	15	12	8	46
	4%	2%	5% a	1%	*%	1%	1%	*%	4%	4% a	4%	2%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	8	3	2	-	2	*	2	3	5	*	8	2
	1%	1%	*%	*%	-%	1%	*%	1%	*%	1%	*%	2% c	*%
NET: Letters+large letters	1711	712	999	495	37	211	394	206	1183	308	240	329	1100
	91%	92%	90%	93%	92%	91%	94%	92%	92%	88%	86%	92%	92%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2035	1140	895
Effective base	784	376	409
Weighted Base	1883	876	1007
Letters	1581	723	858
	84%	82%	85%
Large Letters	1245	534	711
	66%	61%	71%
			a
Parcels and packets	944	365	579
	50%	42%	58%
			a
None of these (CATI ONLY: DO NOT READ OUT)	67	49	18
	4%	6%	2%
		b	
Don't Know (CATI ONLY: DO NOT READ OUT)	11	10	1
	1%	1%	*%
NET: Letters+large letters	1711	771	940
	91%	88%	93%
			a

Columns Tested:: a,b

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base	784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base	1883	32	288	147	85	118	264	16	286	168	75	209	193
Letters	1581	29	261	104	73	94	226	12	236	141	61	179	164
	84%	89%	91%	71%	85%	79%	86%	76%	83%	84%	81%	86%	85%
			c				c					c	c
Large Letters	1245	24	209	85	55	72	182	3	190	118	43	141	123
	66%	76%	73%	58%	65%	61%	69%	20%	66%	70%	57%	68%	64%
		g	g	g	g	g	g		g	g	g	g	g
Parcels and packets	944	16	130	80	42	70	130	7	153	90	35	117	76
	50%	49%	45%	54%	49%	59%	49%	45%	53%	53%	46%	56%	40%
						l			l	l		l	
None of these (CATI ONLY: DO NOT READ OUT)	67	1	4	17	2	9	11	*	5	4	7	3	4
	4%	2%	1%	11%	2%	8%	4%	1%	2%	2%	9%	1%	2%
				bhikl							bhkl		
Don't Know (CATI ONLY: DO NOT READ OUT)	11	*	4	1	*	-	2	-	1	*	*	-	3
	1%	*%	2%	1%	*%	-%	1%	-%	*%	*%	*%	-%	1%
NET: Letters+large letters	1711	29	272	119	81	100	239	12	267	151	64	196	180
	91%	90%	94%	81%	95%	85%	91%	78%	93%	90%	84%	94%	94%
			cgj		cg				cg			cg	cg

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 109 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2035	469	514	463	589	983	1052
Effective base	784	151	158	232	309	309	532
Weighted Base	1883	468	468	470	477	936	947
Letters	1581	394	393	390	404	787	793
	84%	84%	84%	83%	85%	84%	84%
Large Letters	1245	319	308	310	308	627	618
	66%	68%	66%	66%	64%	67%	65%
Parcels and packets	944	226	241	250	228	467	477
	50%	48%	52%	53%	48%	50%	50%
None of these (CATI ONLY: DO NOT READ OUT)	67	22	22	9	14	44	23
	4%	5%	5%	2%	3%	5%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	11	5	2	1	3	7	4
	1%	1%	*%	*%	1%	1%	*%
NET: Letters+large letters	1711	420	420	431	439	840	871
	91%	90%	90%	92%	92%	90%	92%

Columns Tested:: a,b,c,d - a,b

Table 110

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1819	379	1440	1246	308	76	189	573
Effective base	706	91	627	650	131	31	88	169
Weighted Base	1711	144	1567	1634	65	7	4	76
Standard Stamped Mail 1st Class	1054	88	966	1005	43	5	2	49
	62%	61%	62%	62%	65%	65%	56%	65%
Standard Stamped Mail 2nd Class	879	71	808	842	31	4	1	37
	51%	49%	52%	52%	47%	59%	38%	48%
				d		d		
1st Class large letter stamps	681	2	679	647	29	3	2	34
	40%	1%	43%	40%	45%	46%	39%	45%
			a					
2nd Class large letter stamps	493	*	493	470	20	2	1	24
	29%	*%	31%	29%	31%	31%	27%	31%
			a					
Franked / metered mail 1st Class	89	3	86	78	8	1	1	11
	5%	2%	5%	5%	12%	19%	34%	14%
					a	a	abe	a
Franked / metered mail 2nd Class	64	5	59	55	6	1	1	8
	4%	3%	4%	3%	10%	15%	21%	11%
					a	a	abe	a
Standard parcels	380	-	380	358	20	1	1	22
	22%	-%	24%	22%	30%	18%	27%	29%
			a		a			
PPI - PPI 1st Class (Printed Postage Impressions)	66	-	66	62	3	*	*	3
	4%	-%	4%	4%	4%	1%	8%	4%
			a					
PPI - PPI 2nd Class (Printed Postage Impressions)	59	*	58	58	1	*	*	1
	3%	*%	4%	4%	1%	1%	1%	1%
Bulk mail	37	-	37	34	2	1	1	4
	2%	-%	2%	2%	4%	9%	15%	5%
						a	abe	

Columns Tested:: a,b - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1819	379	1440	1246	308	76	189	573
Effective base	706	91	627	650	131	31	88	169
Weighted Base	1711	144	1567	1634	65	7	4	76
None of these (CATI ONLY: DO NOT READ OUT)	31	*	30	30	*	-	-	*
	2%	*%	2%	2%	*%	-%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	*	7	6	1	*	*	1
	*%	*%	*%	*%	2%	1%	1%	2%
Refused (CATI ONLY: DO NOT READ OUT)	4	*	3	4	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	537	532	177	189	195	189	1246	308	265
Effective base	706	317	275	75	83	76	88	650	131	67
Weighted Base	1711	880	639	115	45	27	4	1634	65	11
Standard Stamped Mail 1st Class	1054	517	420	68	29	18	2	1005	43	7
	62%	59%	66%	60%	65%	66%	56%	62%	65%	62%
Standard Stamped Mail 2nd Class	879	494	306	42	21	15	1	842	31	6
	51%	56%	48%	37%	46%	53%	38%	52%	47%	51%
		bcf				cf		cf		
1st Class large letter stamps	681	313	296	38	21	12	2	647	29	5
	40%	36%	46%	34%	46%	43%	39%	40%	45%	44%
			ac							
2nd Class large letter stamps	493	250	198	22	15	8	1	470	20	3
	29%	28%	31%	19%	33%	28%	27%	29%	31%	30%
			c							
Franked / metered mail 1st Class	89	28	36	14	6	3	1	78	8	3
	5%	3%	6%	12%	14%	12%	34%	5%	12%	24%
				abg	abg	ag	abcdegh		abg	abgh
Franked / metered mail 2nd Class	64	21	28	7	5	3	1	55	6	2
	4%	2%	4%	6%	10%	10%	21%	3%	10%	17%
					abg	ag	abcgh		abg	abcg
Standard parcels	380	189	147	21	13	8	1	358	20	2
	22%	21%	23%	19%	29%	29%	27%	22%	30%	21%
									g	
PPI - PPI 1st Class (Printed Postage Impressions)	66	34	24	4	2	1	*	62	3	*
	4%	4%	4%	3%	4%	4%	8%	4%	4%	4%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	31	24	3	1	*	*	58	1	*
	3%	3%	4%	3%	1%	2%	1%	4%	1%	1%
Bulk mail	37	6	21	7	1	2	1	34	2	1
	2%	1%	3%	6%	2%	7%	15%	2%	4%	11%
			a	ag		ag	abdgh		a	abdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	537	532	177	189	195	189	1246	308	265
Effective base	706	317	275	75	83	76	88	650	131	67
Weighted Base	1711	880	639	115	45	27	4	1634	65	11
None of these (CATI ONLY: DO NOT READ OUT)	31	19	11	-	*	-	-	30	*	-
	2%	2%	2%	-%	*%	-%	-%	2%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	1	1	1	*	*	6	1	*
	*%	*%	*%	1%	2%	*%	1%	*%	2%	1%
					bg					
Refused (CATI ONLY: DO NOT READ OUT)	4	3	*	-	-	-	-	4	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1819	788	458	308	76	189	680	322	110	74	200
Effective base	706	481	220	131	31	88	398	150	32	25	34
Weighted Base	1711	1334	301	65	7	4	1104	258	61	22	50
Standard Stamped Mail 1st Class	1054	815	190	43	5	2	684	157	29	13	32
	62%	61%	63%	65%	65%	56%	62%	61%	47%	58%	64%
Standard Stamped Mail 2nd Class	879	710	132	31	4	1	603	112	30	10	22
	51%	53%	44%	47%	59%	38%	55%	44%	49%	45%	43%
		be			e		b				
1st Class large letter stamps	681	529	119	29	3	2	445	131	27	10	20
	40%	40%	39%	45%	46%	39%	40%	51%	44%	44%	39%
								a			
2nd Class large letter stamps	493	399	71	20	2	1	361	72	19	5	8
	29%	30%	24%	31%	31%	27%	33%	28%	31%	24%	16%
							e				
Franked / metered mail 1st Class	89	55	23	8	1	1	46	13	14	1	8
	5%	4%	8%	12%	19%	34%	4%	5%	23%	7%	16%
				a	ab	abc			ab		ab
Franked / metered mail 2nd Class	64	42	13	6	1	1	36	9	7	2	5
	4%	3%	4%	10%	15%	21%	3%	4%	12%	7%	10%
				ab	ab	abc			a		
Standard parcels	380	291	67	20	1	1	253	57	25	5	16
	22%	22%	22%	30%	18%	27%	23%	22%	41%	21%	31%
									ab		
PPI - PPI 1st Class (Printed Postage Impressions)	66	54	9	3	*	*	39	8	6	2	2
	4%	4%	3%	4%	1%	8%	3%	3%	11%	9%	4%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	45	13	1	*	*	36	8	5	*	2
	3%	3%	4%	1%	1%	1%	3%	3%	8%	*%	4%
Bulk mail	37	26	8	2	1	1	13	11	9	*	2
	2%	2%	3%	4%	9%	15%	1%	4%	15%	1%	5%
					a	abc		a	ab		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1819	788	458	308	76	189	680	322	110	74	200
Effective base	706	481	220	131	31	88	398	150	32	25	34
Weighted Base	1711	1334	301	65	7	4	1104	258	61	22	50
None of these (CATI ONLY: DO NOT READ OUT)	31	30	*	*	-	-	26	2	-	3	-
	2%	2%	*%	*%	-%	-%	2%	1%	-%	12%	-%
		b								abce	
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	2	1	*	*	2	2	1	1	*
	*%	*%	1%	2%	1%	1%	*%	1%	1%	2%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	4	-	-	-	-	3	*	-	-	-
	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	125	95	176	53	132	154	116	109	104
Effective base	706	65	54	102	25	69	96	75	57	52
Weighted Base	1711	151	125	263	63	172	272	219	149	125
Standard Stamped Mail 1st Class	1054	92	75	175	39	105	155	150	96	62
	62%	61%	60%	67%	61%	61%	57%	68%	64%	50%
				i				i		
Standard Stamped Mail 2nd Class	879	78	76	141	21	87	140	126	63	60
	51%	52%	61%	54%	34%	51%	52%	57%	42%	48%
			d					d		
1st Class large letter stamps	681	80	42	106	20	72	120	94	59	48
	40%	53%	33%	40%	32%	42%	44%	43%	40%	38%
		b								
2nd Class large letter stamps	493	68	42	71	15	53	78	68	38	30
	29%	45%	33%	27%	23%	31%	29%	31%	25%	24%
		cfhi								
Franked / metered mail 1st Class	89	11	5	13	5	15	14	7	5	4
	5%	7%	4%	5%	8%	9%	5%	3%	4%	3%
Franked / metered mail 2nd Class	64	6	4	8	2	6	19	4	2	1
	4%	4%	4%	3%	4%	4%	7%	2%	1%	1%
Standard parcels	380	32	34	59	16	55	66	41	27	27
	22%	21%	27%	23%	24%	32%	24%	18%	18%	22%
PPI - PPI 1st Class (Printed Postage Impressions)	66	12	8	11	1	10	4	6	4	6
	4%	8%	7%	4%	2%	6%	2%	3%	3%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	11	5	5	5	13	3	5	*	8
	3%	7%	4%	2%	8%	7%	1%	2%	*%	7%
		fh			h	fh				
Bulk mail	37	6	-	5	*	10	2	5	7	1
	2%	4%	-%	2%	*%	6%	1%	2%	4%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	125	95	176	53	132	154	116	109	104
Effective base	706	65	54	102	25	69	96	75	57	52
Weighted Base	1711	151	125	263	63	172	272	219	149	125
None of these (CATI ONLY: DO NOT READ OUT)	31	4	6	3	6	3	4	-	2	3
	2%	3%	5%	1%	9%	2%	1%	-%	2%	2%
					cg					
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	-	3	-	-	2	-	1	-
	*%	1%	-%	1%	-%	-%	1%	-%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	-	-	3	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1819	289	329	446	1064	755	272	248	235
Effective base	706	146	175	273	592	207	89	67	79
Weighted Base	1711	361	424	754	1539	172	81	62	29
Standard Stamped Mail 1st Class	1054	205	263	480	948	106	51	37	19
	62%	57%	62%	64%	62%	62%	63%	59%	65%
Standard Stamped Mail 2nd Class	879	169	216	407	792	87	36	39	12
	51%	47%	51%	54%	51%	51%	44%	63%	43%
								afh	
1st Class large letter stamps	681	140	181	320	640	41	22	13	7
	40%	39%	43%	42%	42%	24%	27%	21%	24%
		egh	efgh	efgh	efgh				
2nd Class large letter stamps	493	98	147	218	464	30	13	11	6
	29%	27%	35%	29%	30%	17%	16%	18%	20%
		ef	efgh	ef	efg				
Franked / metered mail 1st Class	89	24	22	33	79	9	4	3	2
	5%	7%	5%	4%	5%	6%	5%	4%	9%
Franked / metered mail 2nd Class	64	10	12	32	53	10	3	5	2
	4%	3%	3%	4%	3%	6%	4%	8%	6%
Standard parcels	380	97	93	166	356	23	8	9	6
	22%	27%	22%	22%	23%	14%	10%	14%	21%
		efg	ef	ef	ef				
PPI - PPI 1st Class (Printed Postage Impressions)	66	17	24	21	62	4	1	2	*
	4%	5%	6%	3%	4%	2%	2%	4%	*%
		h	h						
PPI - PPI 2nd Class (Printed Postage Impressions)	59	26	16	13	55	3	1	2	*
	3%	7%	4%	2%	4%	2%	1%	4%	1%
		cefh							

Columns Tested:: a,b,c,d,e,f,g,h

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1819	289	329	446	1064	755	272	248	235
Effective base	706	146	175	273	592	207	89	67	79
Weighted Base	1711	361	424	754	1539	172	81	62	29
Bulk mail	37	11	13	12	36	1	1	1	*
	2%	3%	3%	2%	2%	1%	1%	1%	*%
None of these (CATI ONLY: DO NOT READ OUT)	31	11	13	6	30	1	*	1	*
	2%	3%	3%	1%	2%	1%	*%	1%	*%
		e	e						
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	2	5	7	*	*	*	*
	*%	-%	*%	1%	*%	*%	*%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	-	-	3	3	1	-	1	-
	*%	-%	-%	*%	*%	1%	-%	2%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	69	158	173	202	317	78	56	89	835
Effective base	706	28	43	50	89	122	31	19	30	342
Weighted Base	1711	58	101	125	228	252	78	40	59	871
Standard Stamped Mail 1st Class	1054	29	57	81	162	129	47	31	45	530
	62%	51%	57%	65%	71% ae	51%	60%	78% e	77% ae	61%
Standard Stamped Mail 2nd Class	879	27	49	59	93	125	28	28	30	489
	51%	47%	49%	48%	41%	49%	36%	69% df	51%	56% df
1st Class large letter stamps	681	15	45	57	97	83	32	13	25	359
	40%	26%	45%	46%	42%	33%	41%	34%	43%	41%
2nd Class large letter stamps	493	11	34	39	43	89	21	17	11	262
	29%	19%	33%	32%	19%	35% d	27%	41% d	19%	30% d
Franked / metered mail 1st Class	89	1	11	11	13	11	4	*	4	44
	5%	2%	11%	9%	6%	4%	5%	*%	7%	5%
Franked / metered mail 2nd Class	64	1	6	6	6	12	2	*	1	36
	4%	2%	6%	5%	2%	5%	2%	1%	2%	4%
Standard parcels	380	12	40	40	40	76	12	7	6	186
	22%	21%	40% dfhi	32% h	18%	30% dh	16%	17%	10%	21%
PPI - PPI 1st Class (Printed Postage Impressions)	66	2	14	14	10	9	1	3	*	27
	4%	4%	14% ehi	11% i	4%	4%	1%	8%	*%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	2	6	6	8	9	5	-	-	27
	3%	4%	6%	5%	4%	4%	6%	-%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1819	69	158	173	202	317	78	56	89	835
Effective base	706	28	43	50	89	122	31	19	30	342
Weighted Base	1711	58	101	125	228	252	78	40	59	871
Bulk mail	37	-	14	14	4	6	4	*	*	9
	2%	-%	14% dehi	11% dei	2%	2%	5%	*%	*%	1%
None of these (CATI ONLY: DO NOT READ OUT)	31	-	3	3	-	9	2	-	*	17
	2%	-%	3%	2%	-%	4%	2%	-%	*%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	-	-	*	*	3	*	-	3
	*%	2%	-%	-%	*%	*%	4% ei	*%	-%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	-	-	-	-	-	-	-	3
	*%	2%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1819	444	395	980	1584	235	1506	313	1778	41
Effective base	706	167	152	389	593	115	633	82	687	20
Weighted Base	1711	411	330	970	1396	314	1576	135	1660	50
Standard Stamped Mail 1st Class	1054	272	176	606	862	192	969	86	1028	27
	62%	66%	53%	62%	62%	61%	61%	63%	62%	53%
		b								
Standard Stamped Mail 2nd Class	879	180	153	546	698	181	816	63	839	40
	51%	44%	46%	56%	50%	58%	52%	47%	51%	79%
				ab						a
1st Class large letter stamps	681	169	115	397	537	144	619	62	671	11
	40%	41%	35%	41%	38%	46%	39%	46%	40%	21%
2nd Class large letter stamps	493	93	110	290	381	112	462	31	482	12
	29%	23%	33%	30%	27%	36%	29%	23%	29%	23%
			a							
Franked / metered mail 1st Class	89	25	15	49	79	9	76	13	89	-
	5%	6%	5%	5%	6%	3%	5%	9%	5%	-%
Franked / metered mail 2nd Class	64	12	14	38	54	10	55	8	64	-
	4%	3%	4%	4%	4%	3%	4%	6%	4%	-%
Standard parcels	380	93	88	199	302	78	348	32	372	8
	22%	23%	27%	21%	22%	25%	22%	23%	22%	15%
PPI - PPI 1st Class (Printed Postage Impressions)	66	26	10	30	57	9	64	2	66	-
	4%	6%	3%	3%	4%	3%	4%	1%	4%	-%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	17	14	27	48	10	56	2	59	-
	3%	4%	4%	3%	3%	3%	4%	2%	4%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1819	444	395	980	1584	235	1506	313	1778	41
Effective base	706	167	152	389	593	115	633	82	687	20
Weighted Base	1711	411	330	970	1396	314	1576	135	1660	50
Bulk mail	37	18	10	9	36	1	32	6	37	-
	2%	4%	3%	1%	3%	*%	2%	4%	2%	-%
		c								
None of these (CATI ONLY: DO NOT READ OUT)	31	3	11	17	19	11	31	-	31	-
	2%	1%	3%	2%	1%	4%	2%	-%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	3	3	7	-	6	1	7	-
	*%	*%	1%	*%	1%	-%	*%	1%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	-	3	3	1	4	-	4	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1819	1015	421	376	1388	286	69	76	1674	145
Effective base	706	423	129	154	589	84	19	16	671	35
Weighted Base	1711	1050	275	376	1456	177	42	37	1632	78
Standard Stamped Mail 1st Class	1054	687	167	191	913	105	12	25	1018	36
	62%	65%	61%	51%	63%	59%	28%	67%	62%	46%
		c			cf	c		c	c	
Standard Stamped Mail 2nd Class	879	562	138	179	771	80	14	14	851	28
	51%	53%	50%	48%	53%	45%	34%	37%	52%	36%
					f					
1st Class large letter stamps	681	379	126	174	572	80	14	16	652	30
	40%	36%	46%	46%	39%	45%	33%	43%	40%	38%
			a	a						
2nd Class large letter stamps	493	254	79	160	405	63	19	6	468	26
	29%	24%	29%	43%	28%	36%	46%	18%	29%	33%
				ab						
Franked / metered mail 1st Class	89	30	21	38	39	35	10	5	74	15
	5%	3%	8%	10%	3%	20%	24%	14%	5%	19%
			a	a		ae	ae	a		ae
Franked / metered mail 2nd Class	64	30	13	21	33	21	9	1	54	10
	4%	3%	5%	5%	2%	12%	21%	3%	3%	13%
						ae	ae			ae
Standard parcels	380	171	55	154	292	57	25	5	349	30
	22%	16%	20%	41%	20%	32%	61%	13%	21%	39%
				ab		ae	abde			ae
PPI - PPI 1st Class (Printed Postage Impressions)	66	26	5	35	43	10	9	3	53	13
	4%	2%	2%	9%	3%	6%	23%	8%	3%	16%
				ab			abe			ae
PPI - PPI 2nd Class (Printed Postage Impressions)	59	13	7	38	39	6	12	1	45	13
	3%	1%	3%	10%	3%	3%	29%	4%	3%	17%
				ab			abde			abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1819	1015	421	376	1388	286	69	76	1674	145
Effective base	706	423	129	154	589	84	19	16	671	35
Weighted Base	1711	1050	275	376	1456	177	42	37	1632	78
Bulk mail	37	4	11	22	10	14	6	8	24	13
	2%	*%	4%	6%	1%	8%	13%	21%	1%	17%
			a	a		ae	ae	ae		ae
None of these (CATI ONLY: DO NOT READ OUT)	31	10	2	19	16	11	4	*	27	4
	2%	1%	1%	5%	1%	6%	9%	*%	2%	5%
				ab		ae	ae			
Don't Know (CATI ONLY: DO NOT READ OUT)	7	5	1	1	6	1	-	*	7	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	1	-	4	-	-	-	4	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1819	674	714	431	1750	1467	1819	1290	804	706
Effective base	706	329	263	119	667	558	706	496	318	239
Weighted Base	1711	855	600	255	1621	1340	1711	1188	795	559
Standard Stamped Mail 1st Class	1054	543	370	141	1025	839	1054	745	514	359
	62%	63%	62%	55%	63%	63%	62%	63%	65%	64%
Standard Stamped Mail 2nd Class	879	477	294	108	866	671	879	566	375	252
	51%	56%	49%	42%	53%	50%	51%	48%	47%	45%
		c			f					
1st Class large letter stamps	681	274	298	110	650	650	681	541	419	267
	40%	32%	50%	43%	40%	49%	40%	45%	53%	48%
			a	a		ac			acd	ac
2nd Class large letter stamps	493	194	211	89	473	473	493	380	261	158
	29%	23%	35%	35%	29%	35%	29%	32%	33%	28%
			a	a		ac				
Franked / metered mail 1st Class	89	21	18	50	78	87	89	78	59	41
	5%	2%	3%	20%	5%	6%	5%	7%	7%	7%
				ab						
Franked / metered mail 2nd Class	64	19	13	31	64	56	64	58	39	32
	4%	2%	2%	12%	4%	4%	4%	5%	5%	6%
				ab						
Standard parcels	380	124	169	87	365	350	380	372	252	139
	22%	14%	28%	34%	23%	26%	22%	31%	32%	25%
			a	a				ac	ac	
PPI - PPI 1st Class (Printed Postage Impressions)	66	12	31	23	58	61	66	65	43	39
	4%	1%	5%	9%	4%	5%	4%	5%	5%	7%
			a	a						ac
PPI - PPI 2nd Class (Printed Postage Impressions)	59	9	30	19	53	50	59	54	37	25
	3%	1%	5%	8%	3%	4%	3%	5%	5%	4%
			a	a						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1819	674	714	431	1750	1467	1819	1290	804	706
Effective base	706	329	263	119	667	558	706	496	318	239
Weighted Base	1711	855	600	255	1621	1340	1711	1188	795	559
Bulk mail	37	3	7	28	37	37	37	37	36	36
	2%	*%	1%	11%	2%	3%	2%	3%	5%	6%
				ab					ac	abcd
None of these (CATI ONLY: DO NOT READ OUT)	31	6	10	15	22	30	31	26	17	7
	2%	1%	2%	6%	1%	2%	2%	2%	2%	1%
				ab						
Don't Know (CATI ONLY: DO NOT READ OUT)	7	5	1	1	7	6	7	6	5	1
	*%	1%	*%	*%	*%	*%	*%	*%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	*	-	3	1	4	1	*	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1819	330	961	128	147	103	88	62	253
Effective base	706	155	416	44	39	21	18	17	56
Weighted Base	1711	393	1035	84	88	41	37	34	111
Standard Stamped Mail 1st Class	1054	208	662	53	59	30	19	23	72
	62%	53%	64%	63%	67%	74%	52%	69%	65%
			a						
Standard Stamped Mail 2nd Class	879	184	576	35	39	17	10	18	45
	51%	47%	56%	42%	45%	43%	26%	54%	41%
			fh						
1st Class large letter stamps	681	50	503	42	39	11	19	18	48
	40%	13%	49%	50%	45%	27%	52%	52%	43%
			a	a	a		a	a	a
2nd Class large letter stamps	493	32	377	24	24	15	10	11	36
	29%	8%	36%	29%	27%	37%	29%	32%	32%
			a	a	a	a	a	a	a
Franked / metered mail 1st Class	89	12	46	7	11	4	6	3	13
	5%	3%	4%	8%	12%	9%	16%	10%	12%
					ab		ab		ab
Franked / metered mail 2nd Class	64	7	36	4	10	2	1	4	7
	4%	2%	3%	5%	11%	4%	3%	12%	6%
					ab			a	
Standard parcels	380	33	276	25	25	3	10	7	19
	22%	8%	27%	30%	29%	8%	26%	19%	17%
			a	ae	a		a		
PPI - PPI 1st Class (Printed Postage Impressions)	66	7	42	5	5	3	3	1	7
	4%	2%	4%	6%	6%	7%	8%	3%	6%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	11	34	5	4	1	3	1	5
	3%	3%	3%	6%	4%	3%	9%	3%	5%
Bulk mail	37	1	14	*	5	1	11	5	17
	2%	*%	1%	*%	6%	3%	30%	15%	15%
					ab		abcde	abc	abc

Columns Tested:: a,b,c,d,e,f,g,h

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1819	330	961	128	147	103	88	62	253
Effective base	706	155	416	44	39	21	18	17	56
Weighted Base	1711	393	1035	84	88	41	37	34	111
None of these (CATI ONLY: DO NOT READ OUT)	31	8	19	-	1	-	2	-	2
	2%	2%	2%	-%	1%	-%	6%	-%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	6	-	1	-	-	*	*
	*%	*%	1%	-%	1%	-%	-%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	1	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1819	1164	190	131	110	59	75	21	951	211	119	80	40	41	25
Effective base	706	519	61	34	26	12	17	4	419	59	37	22	13	17	8
Weighted Base	1711	1306	132	75	53	22	26	8	1029	148	66	26	37	14	20
Standard Stamped Mail 1st Class	1054	814	86	53	37	15	15	6	653	80	44	17	22	10	13
	62%	62%	65%	71%	70%	66%	58%	82%	63%	54%	67%	67%	59%	71%	65%
Standard Stamped Mail 2nd Class	879	715	73	28	31	4	10	5	532	75	30	6	12	6	9
	51%	55% ce	56% e	37%	58% e	20%	37%	67%	52% d	51% d	46%	24%	34%	45%	47%
1st Class large letter stamps	681	515	54	34	20	15	10	4	502	71	37	10	14	6	11
	40%	39%	41%	45%	38%	66%	37%	49%	49%	48%	56%	38%	38%	41%	54%
2nd Class large letter stamps	493	391	35	20	17	5	5	*	365	50	23	4	18	5	8
	29%	30%	26%	26%	33%	21%	21%	2%	35% d	34%	35%	14%	49% d	39%	41%
Franked / metered mail 1st Class	89	45	6	13	6	1	4	2	57	17	5	1	4	2	1
	5%	3%	4%	17% ab	12% a	6%	17% a	23%	6%	11%	8%	5%	10%	11%	6%
Franked / metered mail 2nd Class	64	42	5	10	2	*	2	2	30	19	2	1	*	2	2
	4%	3%	4%	14% a	4%	2%	9%	22%	3%	13% a	3%	4%	1%	14% a	9%
Standard parcels	380	292	35	16	8	4	7	2	270	40	18	9	4	4	5
	22%	22%	27%	21%	16%	18%	29%	26%	26%	27%	28%	35%	10%	29%	23%
PPI - PPI 1st Class (Printed Postage Impressions)	66	45	4	*	6	2	1	*	41	10	5	2	1	3	*
	4%	3%	3%	*%	11%	8%	3%	1%	4%	7%	8%	8%	1%	22% a	*%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	36	9	*	5	1	3	*	31	10	5	2	*	2	*
	3%	3%	7%	*%	9%	3%	10%	2%	3%	7%	8%	6%	1%	12%	1%
Bulk mail	37	14	1	5	6	4	7	*	6	13	3	2	7	1	4
	2%	1%	*%	6% a	11% ab	18% ab	28% abc	3%	1%	9% a	5% a	9% a	20% a	6% a	21%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1819	1164	190	131	110	59	75	21	951	211	119	80	40	41	25
Effective base	706	519	61	34	26	12	17	4	419	59	37	22	13	17	8
Weighted Base	1711	1306	132	75	53	22	26	8	1029	148	66	26	37	14	20
None of these (CATI ONLY: DO NOT READ OUT)	31	17	2	1	-	2	-	-	27	-	1	2	-	-	-
	2%	1%	1%	2%	-%	10%	-%	-%	3%	-%	2%	9%	-%	-%	-%
						a						b			
Don't Know (CATI ONLY: DO NOT READ OUT)	7	7	1	-	*	-	*	-	6	*	-	1	-	*	-
	*%	1%	*%	-%	*%	-%	*%	-%	1%	*%	-%	3%	-%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1819	798	173	116	76	47	48	32	127	733	354	425	212	92
Effective base	706	347	55	34	28	12	10	14	35	332	148	154	49	24
Weighted Base	1711	837	139	83	47	25	23	35	83	852	338	345	109	63
Standard Stamped Mail 1st Class	1054	546	70	56	21	15	14	23	52	536	225	211	41	39
	62%	65%	50%	68%	45%	59%	62%	65%	63%	63%	67%	61%	38%	62%
		bd								d	d	d		d
Standard Stamped Mail 2nd Class	879	405	69	44	15	10	15	10	35	477	159	169	47	25
	51%	48%	49%	53%	31%	39%	66%	28%	42%	56%	47%	49%	43%	39%
1st Class large letter stamps	681	384	55	46	19	16	11	9	36	297	147	159	40	38
	40%	46%	39%	56%	41%	65%	50%	24%	44%	35%	43%	46%	37%	60%
						g						a		a
2nd Class large letter stamps	493	269	47	24	14	9	8	10	27	227	92	105	44	25
	29%	32%	34%	29%	29%	34%	37%	29%	33%	27%	27%	31%	41%	40%
													a	
Franked / metered mail 1st Class	89	39	14	4	7	5	1	8	14	21	18	20	22	8
	5%	5%	10%	5%	14%	20%	4%	23%	17%	2%	5%	6%	20%	13%
					a	a		a	a				abc	a
Franked / metered mail 2nd Class	64	31	11	5	4	2	1	6	8	17	12	17	16	2
	4%	4%	8%	6%	7%	6%	3%	16%	9%	2%	4%	5%	15%	3%
								a					abc	
Standard parcels	380	264	41	26	12	10	7	12	29	126	88	108	45	14
	22%	32%	30%	31%	25%	39%	31%	35%	35%	15%	26%	31%	41%	21%
											a	a	ab	
PPI - PPI 1st Class (Printed Postage Impressions)	66	34	9	2	9	5	4	2	11	18	19	21	7	1
	4%	4%	6%	3%	19%	18%	18%	7%	13%	2%	6%	6%	6%	1%
					ac	a	a		a		a	a		
PPI - PPI 2nd Class (Printed Postage Impressions)	59	23	13	4	4	5	4	2	10	18	8	23	9	1
	3%	3%	9%	5%	8%	18%	17%	5%	12%	2%	2%	7%	8%	1%
			a			a	a		a			a	a	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1819	798	173	116	76	47	48	32	127	733	354	425	212	92
Effective base	706	347	55	34	28	12	10	14	35	332	148	154	49	24
Weighted Base	1711	837	139	83	47	25	23	35	83	852	338	345	109	63
Bulk mail	37	2	7	3	4	9	*	13	22	8	3	5	12	9
	2%	*%	5%	4%	8%	34%	1%	37%	26%	1%	1%	2%	11%	14%
			a	a	a	abcf		abcdf	abc				abc	abc
None of these (CATI ONLY: DO NOT READ OUT)	31	21	2	-	*	1	2	-	4	2	9	14	2	3
	2%	3%	1%	-%	*%	5%	10%	-%	4%	*%	3%	4%	2%	4%
											a	a		a
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	1	-	1	-	*	-	*	5	1	1	1	-
	*%	1%	*%	-%	2%	-%	*%	-%	*%	1%	*%	*%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	*	-	-	-	-	-	-	3	1	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1819	798	329	367	181	71	646	286	311	147	69
Effective base	706	355	136	124	36	16	294	105	104	36	20
Weighted Base	1711	912	308	274	85	38	746	234	223	82	51
Standard Stamped Mail 1st Class	1054	587	205	167	40	24	487	162	128	29	30
	62%	64%	67%	61%	47%	62%	65%	69%	57%	35%	58%
		d	d				d	d	d		
Standard Stamped Mail 2nd Class	879	505	167	132	38	22	421	89	107	37	16
	51%	55%	54%	48%	45%	57%	56%	38%	48%	45%	32%
							be				
1st Class large letter stamps	681	334	127	132	31	25	360	128	100	32	28
	40%	37%	41%	48%	37%	65%	48%	55%	45%	39%	55%
				a		a					
2nd Class large letter stamps	493	253	102	73	31	14	268	56	89	34	25
	29%	28%	33%	27%	36%	36%	36%	24%	40%	41%	48%
							b		b		b
Franked / metered mail 1st Class	89	29	15	13	18	3	27	16	17	19	7
	5%	3%	5%	5%	21%	9%	4%	7%	8%	23%	14%
					abc					abc	a
Franked / metered mail 2nd Class	64	24	8	16	14	1	16	8	16	14	1
	4%	3%	3%	6%	17%	4%	2%	3%	7%	17%	2%
					abc				a	ab	
Standard parcels	380	149	89	82	34	9	155	64	84	34	13
	22%	16%	29%	30%	40%	24%	21%	27%	38%	41%	26%
			a	a	a				a	a	
PPI - PPI 1st Class (Printed Postage Impressions)	66	26	14	13	4	1	19	21	15	6	*
	4%	3%	5%	5%	5%	2%	3%	9%	7%	8%	1%
								a	a		
PPI - PPI 2nd Class (Printed Postage Impressions)	59	25	3	16	8	1	14	15	14	7	*
	3%	3%	1%	6%	10%	1%	2%	6%	6%	9%	*%
				b	ab			a	a	a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1819	798	329	367	181	71	646	286	311	147	69
Effective base	706	355	136	124	36	16	294	105	104	36	20
Weighted Base	1711	912	308	274	85	38	746	234	223	82	51
Bulk mail	37	8	6	4	10	9	8	7	6	12	4
	2%	1%	2%	2%	11%	24%	1%	3%	3%	15%	8%
					abc	abc				abc	a
None of these (CATI ONLY: DO NOT READ OUT)	31	2	9	9	2	-	5	6	14	2	3
	2%	*%	3%	3%	3%	-%	1%	3%	6%	3%	5%
			a	a					a		
Don't Know (CATI ONLY: DO NOT READ OUT)	7	6	1	1	-	-	5	1	*	1	-
	*%	1%	*%	*%	-%	-%	1%	*%	*%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	*	-	-	-	-	1	-	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1819	579	233	267	127	71	715	118	448	1658	161	1725	25
Effective base	706	247	81	106	41	19	288	37	168	647	60	661	6
Weighted Base	1711	616	181	243	92	46	690	89	403	1576	134	1603	18
Standard Stamped Mail 1st Class	1054	421	109	138	39	31	390	60	290	987	68	1018	7
	62%	68% cd	60%	57%	43%	67%	57%	67%	72% a	63%	50%	64%	39%
Standard Stamped Mail 2nd Class	879	315	77	113	41	18	328	32	205	831	48	860	6
	51%	51%	43%	46%	44%	40%	48%	36%	51%	53% b	36%	54%	31%
1st Class large letter stamps	681	272	103	115	19	30	318	35	187	619	63	635	15
	40%	44% d	57% ad	47% d	20%	66% d	46%	40%	46%	39%	47%	40%	84%
2nd Class large letter stamps	493	168	72	91	28	17	245	28	107	447	46	468	5
	29%	27%	40% a	38%	30%	38%	36% c	32%	27%	28%	34%	29%	28%
Franked / metered mail 1st Class	89	25	9	16	17	11	51	11	15	73	16	71	7
	5%	4%	5%	7%	18% abc	23% abc	7%	13% c	4%	5%	12% a	4%	37%
Franked / metered mail 2nd Class	64	25	4	12	14	3	37	4	17	56	7	62	1
	4%	4%	2%	5%	15% abc	6%	5%	5%	4%	4%	5%	4%	8%
Standard parcels	380	163	64	102	33	11	235	26	112	354	26	359	6
	22%	26%	35%	42% a	35%	24%	34%	29%	28%	22%	19%	22%	34%
PPI - PPI 1st Class (Printed Postage Impressions)	66	23	14	11	10	6	43	11	11	52	14	54	4
	4%	4%	8%	5%	10%	13%	6%	12% c	3%	3%	10% a	3%	24%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1819	579	233	267	127	71	715	118	448	1658	161	1725	25
Effective base	706	247	81	106	41	19	288	37	168	647	60	661	6
Weighted Base	1711	616	181	243	92	46	690	89	403	1576	134	1603	18
PPI - PPI 2nd Class (Printed Postage Impressions)	59	12	12	18	10	2	45	6	3	47	12	47	6
	3%	2%	7%	8%	11%	4%	7%	7%	1%	3%	9%	3%	33%
			a	a	a		c	c			a		
Bulk mail	37	2	9	12	10	3	27	5	6	22	15	32	4
	2%	*%	5%	5%	11%	7%	4%	6%	1%	1%	11%	2%	24%
			a	a	a	a					a		
None of these (CATI ONLY: DO NOT READ OUT)	31	7	2	13	2	3	22	4	-	24	6	22	-
	2%	1%	1%	5%	3%	6%	3%	5%	-%	2%	5%	1%	-%
				a			c	c					
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	1	2	1	*	3	-	*	7	-	7	-
	*%	*%	*%	1%	1%	*%	*%	-%	*%	*%	-%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	*	-	*	-	-	1	-	*	4	-	3	-
	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1819	1337	130	837	453	1724	26	1333	134	848	442
Effective base	706	523	35	328	168	661	6	520	38	332	165
Weighted Base	1711	1248	92	768	420	1604	17	1249	91	783	405
Standard Stamped Mail 1st Class	1054	782	57	474	271	1018	7	777	62	478	267
	62%	63%	62%	62%	64%	63%	44%	62%	68%	61%	66%
Standard Stamped Mail 2nd Class	879	634	38	373	194	859	7	630	41	386	180
	51%	51%	41%	49%	46%	54%	42%	50%	45%	49%	44%
1st Class large letter stamps	681	608	42	314	226	639	11	609	41	332	208
	40%	49%	45%	41%	54% a	40%	66%	49%	45%	42%	51%
2nd Class large letter stamps	493	459	14	236	144	460	12	451	22	247	133
	29%	37% b	15%	31%	34%	29%	73%	36%	24%	32%	33%
Franked / metered mail 1st Class	89	72	15	46	32	73	5	72	15	48	30
	5%	6%	16% a	6%	8%	5%	30%	6%	16% a	6%	7%
Franked / metered mail 2nd Class	64	45	10	39	19	62	1	52	4	44	14
	4%	4%	11% a	5%	5%	4%	7%	4%	4%	6%	3%
Standard parcels	380	335	15	256	116	359	6	336	14	265	107
	22%	27%	17%	33%	28%	22%	33%	27%	15%	34%	26%
PPI - PPI 1st Class (Printed Postage Impressions)	66	50	11	30	35	52	6	52	9	38	27
	4%	4%	12% a	4%	8% a	3%	37%	4%	10%	5%	7%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	43	7	23	31	48	4	42	8	26	28
	3%	3%	7%	3%	7% a	3%	25%	3%	9%	3%	7%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1819	1337	130	837	453	1724	26	1333	134	848	442
Effective base	706	523	35	328	168	661	6	520	38	332	165
Weighted Base	1711	1248	92	768	420	1604	17	1249	91	783	405
Bulk mail	37	26	11	10	28	32	4	26	10	11	26
	2%	2%	11%	1%	7%	2%	26%	2%	11%	1%	6%
			a		a				a		a
None of these (CATI ONLY: DO NOT READ OUT)	31	27	4	12	14	21	2	27	4	12	14
	2%	2%	4%	2%	3%	1%	9%	2%	4%	2%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	6	1	6	*	7	-	6	1	6	*
	*%	*%	1%	1%	*%	*%	-%	*%	1%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	-	1	*	3	-	1	-	1	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1819	897	1391	235	1	855	1054	184	1	915	767	226	1
Effective base	706	344	535	83	1	324	404	68	1	352	295	90	1
Weighted Base	1711	843	1282	223	4	785	938	178	1	853	670	213	*
Standard Stamped Mail 1st Class	1054	586	816	134	-	532	585	93	-	545	424	120	-
	62%	69%	64%	60%	-%	68% c	62%	52%	-%	64%	63%	56%	-%
Standard Stamped Mail 2nd Class	879	386	772	115	-	347	539	94	1	370	394	96	-
	51%	46%	60% a	51%	-%	44%	57% a	53%	100%	43%	59% ac	45%	-%
1st Class large letter stamps	681	445	510	111	-	451	458	99	-	429	320	110	-
	40%	53% b	40%	50%	-%	58% b	49%	56%	-%	50%	48%	52%	-%
2nd Class large letter stamps	493	268	415	107	-	273	404	89	1	286	279	91	-
	29%	32%	32%	48% ab	-%	35%	43% a	50% a	100%	34%	42% a	43%	-%
Franked / metered mail 1st Class	89	61	48	22	-	70	68	21	-	71	49	31	*
	5%	7% b	4%	10% b	-%	9%	7%	12%	-%	8%	7%	14% b	100%
Franked / metered mail 2nd Class	64	43	45	16	-	36	43	8	-	48	37	18	*
	4%	5%	3%	7%	-%	5%	5%	4%	-%	6%	6%	9%	100%
Standard parcels	380	258	300	99	-	239	268	83	-	297	264	107	-
	22%	31% b	23%	44% ab	-%	30%	29%	46% ab	-%	35%	39%	50% a	-%
PPI - PPI 1st Class (Printed Postage Impressions)	66	47	43	13	-	54	51	17	-	61	40	23	-
	4%	6%	3%	6%	-%	7%	5%	10%	-%	7%	6%	11%	-%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	42	42	20	-	35	43	16	-	45	41	17	-
	3%	5%	3%	9% b	-%	5%	5%	9%	-%	5%	6%	8%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1819	897	1391	235	1	855	1054	184	1	915	767	226	1
Effective base	706	344	535	83	1	324	404	68	1	352	295	90	1
Weighted Base	1711	843	1282	223	4	785	938	178	1	853	670	213	*
Bulk mail	37	34	18	21	-	33	24	22	-	34	14	19	-
	2%	4%	1%	9%	-%	4%	3%	12%	-%	4%	2%	9%	-%
		b		ab				ab				b	
None of these (CATI ONLY: DO NOT READ OUT)	31	18	10	13	4	22	12	10	-	24	9	11	-
	2%	2%	1%	6%	100%	3%	1%	6%	-%	3%	1%	5%	-%
				b				b				b	
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	3	-	-	4	3	*	-	6	1	*	-
	*%	1%	*%	-%	-%	1%	*%	*%	-%	1%	*%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	*	*	-	-	*	*	-	-	1	-	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1819	1695	1349	895	1391	1036	55	526	470	465	116	65
Effective base	706	648	517	356	524	419	15	239	206	197	55	30
Weighted Base	1711	1581	1245	850	1264	1036	37	574	512	482	130	76
Standard Stamped Mail 1st Class	1054	1002	784	534	1054	529	17	381	350	321	66	47
	62%	63%	63%	63%	83% bc	51%	47%	66% d	68% d	67% d	51%	63%
Standard Stamped Mail 2nd Class	879	848	633	440	534	879	13	343	275	237	67	43
	51%	54%	51%	52%	42%	85% ac	36%	60% c	54%	49%	51%	57%
1st Class large letter stamps	681	636	629	395	681	402	24	301	282	279	75	46
	40%	40%	51% a	46%	54% b	39%	65% b	52%	55%	58%	58%	61%
2nd Class large letter stamps	493	465	467	310	365	493	13	263	222	206	74	49
	29%	29%	38% a	36% a	29%	48% a	36%	46%	43%	43%	57%	65% abc
Franked / metered mail 1st Class	89	74	79	58	89	53	13	40	41	50	16	6
	5%	5%	6%	7%	7%	5%	36% ab	7%	8%	10%	12%	8%
Franked / metered mail 2nd Class	64	61	51	50	42	64	6	38	28	29	11	2
	4%	4%	4%	6%	3%	6% a	17% a	7%	6%	6%	8%	3%
Standard parcels	380	358	341	347	305	292	18	288	259	227	89	44
	22%	23%	27%	41% ab	24%	28%	48% a	50%	51%	47%	68% abc	58%
PPI - PPI 1st Class (Printed Postage Impressions)	66	54	61	50	66	38	6	33	35	44	16	5
	4%	3%	5%	6%	5%	4%	15% b	6%	7%	9%	12%	6%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	50	50	50	35	59	5	37	32	38	15	7
	3%	3%	4%	6% a	3%	6% a	15% a	6%	6%	8%	12%	10%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1819	1695	1349	895	1391	1036	55	526	470	465	116	65
Effective base	706	648	517	356	524	419	15	239	206	197	55	30
Weighted Base	1711	1581	1245	850	1264	1036	37	574	512	482	130	76
Bulk mail	37	36	35	25	35	27	37	16	16	25	13	5
	2%	2%	3%	3%	3%	3%	100%	3%	3%	5%	10%	6%
							ab				ab	
None of these (CATI ONLY: DO NOT READ OUT)	31	22	27	17	-	-	-	4	11	14	6	1
	2%	1%	2%	2%	-%	-%	-%	1%	2%	3%	5%	2%
											a	
Don't Know (CATI ONLY: DO NOT READ OUT)	7	6	6	5	-	-	-	*	*	5	-	-
	*%	*%	*%	1%	-%	-%	-%	*%	*%	1%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	3	*	*	-	-	-	-	-	*	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1819	198	109	94	38	1602	1154	1664	1195	1070	807	1508	199	-	1445	112
Effective base	706	89	32	43	16	610	394	630	425	366	317	577	75	-	541	55
Weighted Base	1711	214	82	102	40	1439	899	1496	980	823	767	1379	186	-	1265	136
Standard Stamped Mail 1st Class	1054	122	49	63	20	927	568	954	600	525	516	868	116	-	775	74
	62%	57%	59%	61%	51%	64%	63%	64%	61%	64%	67%	63%	63%	-%	61%	55%
Standard Stamped Mail 2nd Class	879	117	31	53	13	767	471	788	478	400	352	753	103	-	627	65
	51%	55%	38%	52%	33%	53%	52%	53%	49%	49%	46%	55% a	55%	-%	50%	48%
1st Class large letter stamps	681	85	38	49	14	566	436	599	418	349	413	548	101	-	518	67
	40%	40%	46%	48%	35%	39%	49% ac	40%	43%	42%	54% b	40%	55% b	-%	41%	50%
2nd Class large letter stamps	493	97	8	45	15	436	317	447	312	253	255	437	98	-	372	58
	29%	45% b	10%	44% b	37% b	30%	35%	30%	32%	31%	33%	32%	53% ab	-%	29%	43% a
Franked / metered mail 1st Class	89	14	6	7	8	66	59	76	48	49	53	71	16	-	75	5
	5%	7%	7%	7%	19%	5%	7%	5%	5%	6%	7%	5%	9%	-%	6%	3%
Franked / metered mail 2nd Class	64	15	4	2	5	54	42	54	38	37	28	47	5	-	53	4
	4%	7%	4%	2%	14%	4%	5%	4%	4%	4%	4%	3%	3%	-%	4%	3%
Standard parcels	380	67	19	22	17	325	242	337	282	222	220	314	81	-	275	50
	22%	32%	22%	21%	42%	23%	27%	23%	29% ac	27%	29% b	23%	44% ab	-%	22%	37% a
PPI - PPI 1st Class (Printed Postage Impressions)	66	12	3	4	6	55	40	61	48	48	48	50	20	-	47	7
	4%	6%	3%	4%	16%	4%	4%	4%	5%	6%	6%	4%	11% b	-%	4%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	10	*	11	3	43	37	50	37	40	35	44	15	-	44	3
	3%	5%	*%	11% b	9%	3%	4%	3%	4%	5%	5%	3%	8% b	-%	3%	2%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1819	198	109	94	38	1602	1154	1664	1195	1070	807	1508	199	-	1445	112
Effective base	706	89	32	43	16	610	394	630	425	366	317	577	75	-	541	55
Weighted Base	1711	214	82	102	40	1439	899	1496	980	823	767	1379	186	-	1265	136
Bulk mail	37	3	8	7	5	31	33	37	24	25	34	35	18	-	31	1
	2%	1%	10%	7%	14%	2%	4%	2%	2%	3%	4%	3%	10%	-%	2%	1%
			a		a								b			
None of these (CATI ONLY: DO NOT READ OUT)	31	9	-	2	-	25	24	30	30	17	21	28	3	-	18	7
	2%	4%	-%	2%	-%	2%	3%	2%	3%	2%	3%	2%	1%	-%	1%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	-	-	*	2	2	2	6	2	6	3	*	-	7	-
	*%	*%	-%	-%	*%	*%	*%	*%	1%	*%	1%	*%	*%	-%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	4	*	-	-	-	1	*	1	1	*	*	1	-	-	3	*
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1819	700	1119	537	26	251	393	232	1204	367	297	337	1148
Effective base	706	293	413	205	13	89	162	80	482	139	102	137	452
Weighted Base	1711	712	999	495	37	211	394	206	1183	308	240	329	1100
Standard Stamped Mail 1st Class	1054	435	620	293	20	122	246	127	738	183	142	199	687
	62%	61%	62%	59%	54%	58%	62%	62%	62%	59%	59%	60%	62%
Standard Stamped Mail 2nd Class	879	366	513	222	15	102	181	80	613	183	127	142	594
	51%	51%	51%	45%	40%	49%	46%	39%	52% a	59% a	53%	43%	54% b
1st Class large letter stamps	681	327	355	243	26	118	192	85	464	127	100	146	419
	40%	46% b	36%	49%	69%	56%	49%	41%	39%	41%	42%	44%	38%
2nd Class large letter stamps	493	241	252	178	8	77	141	69	319	101	96	85	301
	29%	34% b	25%	36%	21%	37%	36%	33%	27%	33%	40% bc	26%	27%
Franked / metered mail 1st Class	89	50	39	44	5	19	30	16	50	17	11	23	46
	5%	7%	4%	9%	12%	9%	8%	8%	4%	6%	5%	7%	4%
Franked / metered mail 2nd Class	64	29	35	24	4	9	20	11	40	11	12	6	41
	4%	4%	3%	5%	12%	4%	5%	5%	3%	4%	5%	2%	4%
Standard parcels	380	194	186	164	10	64	136	62	252	61	79	73	219
	22%	27% b	19%	33%	27%	30%	34%	30%	21%	20%	33% c	22%	20%
PPI - PPI 1st Class (Printed Postage Impressions)	66	34	32	36	2	12	31	10	42	10	17	14	24
	4%	5%	3%	7%	6%	6%	8%	5%	4%	3%	7% c	4%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	40	18	32	2	19	23	8	39	8	20	13	19
	3%	6% b	2%	7%	5%	9%	6%	4%	3%	2%	8% c	4%	2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1819	700	1119	537	26	251	393	232	1204	367	297	337	1148
Effective base	706	293	413	205	13	89	162	80	482	139	102	137	452
Weighted Base	1711	712	999	495	37	211	394	206	1183	308	240	329	1100
Bulk mail	37	30	7	27	3	15	19	11	21	2	5	14	14
	2%	4%	1%	5%	9%	7%	5%	5%	2%	1%	2%	4%	1%
		b						bc				c	
None of these (CATI ONLY: DO NOT READ OUT)	31	17	14	19	-	3	16	11	13	6	6	15	10
	2%	2%	1%	4%	-%	1%	4%	5%	1%	2%	2%	4%	1%
								b				c	
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	6	*	*	*	1	1	6	-	2	1	4
	*%	*%	1%	*%	1%	*%	*%	1%	1%	-%	1%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	3	*	-	-	*	-	4	-	*	-	3
	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1819	998	821
Effective base	706	332	376
Weighted Base	1711	771	940
Standard Stamped Mail 1st Class	1054	506	548
	62%	66%	58%
		b	
Standard Stamped Mail 2nd Class	879	395	484
	51%	51%	52%
1st Class large letter stamps	681	278	404
	40%	36%	43%
2nd Class large letter stamps	493	180	313
	29%	23%	33%
			a
Franked / metered mail 1st Class	89	50	39
	5%	6%	4%
Franked / metered mail 2nd Class	64	27	37
	4%	3%	4%
Standard parcels	380	125	254
	22%	16%	27%
			a
PPI - PPI 1st Class (Printed Postage Impressions)	66	19	47
	4%	2%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	24	35
	3%	3%	4%
Bulk mail	37	26	11
	2%	3%	1%
None of these (CATI ONLY: DO NOT READ OUT)	31	4	26
	2%	1%	3%
			a

Columns Tested:: a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1819	998	821
Effective base	706	332	376
Weighted Base	1711	771	940
Don't Know (CATI ONLY: DO NOT READ OUT)	7	3	4
	*%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	4	1	3
	*%	*%	*%

Columns Tested:: a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1819	106	196	119	145	106	199	50	228	141	132	194	203
Effective base	706	14	78	46	31	37	74	24	123	78	51	118	114
Weighted Base	1711	29	272	119	81	100	239	12	267	151	64	196	180
Standard Stamped Mail 1st Class	1054	19	173	73	51	67	132	7	161	89	40	122	121
	62%	66%	63%	61%	63%	67%	55%	56%	60%	59%	64%	63%	67%
Standard Stamped Mail 2nd Class	879	15	171	50	56	48	112	7	139	74	32	100	74
	51%	52%	63% cfl	42%	69% cfl	48%	47%	54%	52%	49%	51%	51%	41%
1st Class large letter stamps	681	12	137	35	33	41	104	1	109	59	21	71	58
	40%	43% g	51% cgkl	30% g	41% g	40% g	44% g	4%	41% g	39% g	34% g	36% g	32% g
2nd Class large letter stamps	493	7	83	25	27	35	74	1	89	47	18	52	36
	29%	23%	31% g	21%	33% g	35% g	31% g	4%	33% gl	31% g	29% g	26% g	20%
Franked / metered mail 1st Class	89	3	3	6	3	10	23	1	16	4	4	7	8
	5%	12%	1%	5%	3%	10% b	9% b	11% b	6%	3%	6%	4%	4%
Franked / metered mail 2nd Class	64	4	3	3	5	*	23	1	6	2	4	6	8
	4%	12%	1%	3%	6%	*%	9% bhi	8% b	2%	1%	6%	3%	5%
Standard parcels	380	3	48	24	9	21	68	1	60	45	13	55	33
	22%	10%	18%	21%	11%	21%	28% dg	5%	23% g	30% dg	20%	28% dg	19%
PPI - PPI 1st Class (Printed Postage Impressions)	66	*	10	*	3	1	24	-	11	5	1	5	6
	4%	1%	4%	*%	4%	1%	10% cj	-%	4%	3%	1%	3%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	*	8	3	1	3	19	-	5	6	*	8	4
	3%	*%	3%	3%	1%	3%	8%	-%	2%	4%	1%	4%	2%
Bulk mail	37	-	1	1	*	3	18	*	8	3	1	1	1
	2%	-%	*%	1%	*%	3%	8% bkl	1%	3%	2%	2%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1819	106	196	119	145	106	199	50	228	141	132	194	203
Effective base	706	14	78	46	31	37	74	24	123	78	51	118	114
Weighted Base	1711	29	272	119	81	100	239	12	267	151	64	196	180
None of these (CATI ONLY: DO NOT READ OUT)	31	-	1	4	*	*	2	-	12	3	-	6	2
	2%	-%	*%	3%	*%	*%	1%	-%	4%	2%	-%	3%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	-	-	-	1	-	-	1	1	*	2	2
	*%	-%	-%	-%	-%	1%	-%	-%	1%	*%	*%	1%	1%
Refused (CATI ONLY: DO NOT READ OUT)	4	-	*	-	-	-	-	-	3	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	1%	-%	1%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1819	421	450	419	529	871	948
Effective base	706	134	141	210	281	274	483
Weighted Base	1711	420	420	431	439	840	871
Standard Stamped Mail 1st Class	1054	265	249	257	284	514	541
	62%	63%	59%	60%	65%	61%	62%
Standard Stamped Mail 2nd Class	879	236	216	220	207	452	427
	51%	56%	51%	51%	47%	54%	49%
1st Class large letter stamps	681	185	178	168	150	363	318
	40%	44%	42%	39%	34%	43%	37%
2nd Class large letter stamps	493	115	135	136	106	251	243
	29%	27%	32%	32%	24%	30%	28%
Franked / metered mail 1st Class	89	12	36	21	19	48	40
	5%	3%	9%	5%	4%	6%	5%
			a				
Franked / metered mail 2nd Class	64	10	27	9	18	37	27
	4%	2%	7%	2%	4%	4%	3%
			c				
Standard parcels	380	75	97	106	101	172	207
	22%	18%	23%	25%	23%	21%	24%
PPI - PPI 1st Class (Printed Postage Impressions)	66	10	28	15	12	38	27
	4%	2%	7%	4%	3%	5%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	59	12	22	12	13	34	25
	3%	3%	5%	3%	3%	4%	3%
Bulk mail	37	2	21	11	3	23	15
	2%	*%	5%	3%	1%	3%	2%
			ad				
None of these (CATI ONLY: DO NOT READ OUT)	31	5	3	14	8	8	23
	2%	1%	1%	3%	2%	1%	3%

Columns Tested:: a,b,c,d - a,b

Table 110 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1819	421	450	419	529	871	948
Effective base	706	134	141	210	281	274	483
Weighted Base	1711	420	420	431	439	840	871
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	1	2	4	1	6
	*%	-%	*%	*%	1%	*%	1%
Refused (CATI ONLY: DO NOT READ OUT)	4	*	-	3	1	*	3
	*%	*%	-%	1%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 111

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1786	375	1411	1221	303	75	187	565
Effective base	689	91	610	633	128	30	87	166
Weighted Base	1669	143	1526	1594	64	7	4	75
0-24%	812	56	756	778	29	3	2	35
	49%	39%	50%	49%	46%	44%	56%	46%
25-49%	167	-	167	158	6	2	1	8
	10%	-%	11%	10%	9%	30%	14%	11%
			a			abe		
50-74%	225	23	203	214	10	1	*	11
	13%	16%	13%	13%	15%	8%	12%	15%
75-100%	394	63	332	377	15	1	1	17
	24%	44%	22%	24%	24%	15%	16%	23%
		b						
Don't know	71	3	68	67	4	*	*	4
	4%	2%	4%	4%	6%	4%	2%	5%
Mean Score	35.8	52.5	34.2	35.8	37.3	33.0	29.4	36.5
		b		d	d			d

Columns Tested:: a,b - a,b,c,d,e

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	521	524	176	184	194	187	1221	303	262
Effective base	689	306	270	74	80	76	87	633	128	66
Weighted Base	1669	854	626	114	44	27	4	1594	64	11
0-24%	812	428	288	61	20	12	2	778	29	5
	49%	50%	46%	54%	46%	45%	56%	49%	46%	48%
25-49%	167	87	61	10	5	3	1	158	6	3
	10%	10%	10%	9%	11%	11%	14%	10%	9%	24% abcdgh
50-74%	225	94	109	12	7	4	*	214	10	1
	13%	11%	17% a	10%	15%	14%	12%	13%	15%	9%
75-100%	394	205	144	29	9	7	1	377	15	2
	24%	24%	23%	25%	21%	27%	16%	24%	24%	16%
Don't know	71	41	24	3	3	1	*	67	4	*
	4%	5%	4%	2%	7%	3%	2%	4%	6%	3%
Mean Score	35.8	34.7	37.1 f	36.5	35.3	39.5 fi	29.4	35.8 f	37.3 f	31.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	767	454	303	75	187	664	316	109	72	198
Effective base	689	466	218	128	30	87	386	146	32	28	34
Weighted Base	1669	1295	299	64	7	4	1073	253	60	19	50
0-24%	812	634	143	29	3	2	525	127	38	9	26
	49%	49%	48%	46%	44%	56%	49%	50%	64%	45%	52%
25-49%	167	135	23	6	2	1	109	33	5	3	3
	10%	10%	8%	9%	30%	14%	10%	13%	8%	14%	6%
					abc						
50-74%	225	168	46	10	1	*	145	32	8	3	5
	13%	13%	15%	15%	8%	12%	14%	13%	13%	13%	10%
75-100%	394	305	72	15	1	1	248	52	7	3	16
	24%	24%	24%	24%	15%	16%	23%	20%	12%	16%	31%
Don't know	71	53	14	4	*	*	46	10	2	2	*
	4%	4%	5%	6%	4%	2%	4%	4%	3%	12%	1%
										e	
Mean Score	35.8	35.4	37.4	37.3	33.0	29.4	35.5	32.9	22.1	31.7	38.3
			e	e			c	c			c

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	121	93	171	51	130	150	116	107	102
Effective base	689	62	52	98	24	68	93	75	55	51
Weighted Base	1669	146	119	255	58	170	266	219	145	123
0-24%	812	74	66	100	22	92	135	103	70	78
	49%	51%	55%	39%	38%	54%	51%	47%	48%	64%
										cd
25-49%	167	12	18	35	11	10	20	24	16	10
	10%	9%	15%	14%	18%	6%	7%	11%	11%	8%
50-74%	225	23	9	38	10	19	40	38	14	9
	13%	16%	7%	15%	17%	11%	15%	17%	9%	8%
75-100%	394	30	25	76	15	41	55	45	29	23
	24%	21%	21%	30%	26%	24%	21%	20%	20%	19%
Don't know	71	6	1	6	-	8	17	9	17	2
	4%	4%	1%	2%	-%	5%	6%	4%	12%	2%
									bci	
Mean Score	35.8	32.5	31.8	43.2	42.2	33.4	32.7	35.3	33.7	27.1
				abefi	i					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	283	321	437	1041	745	270	242	233
Effective base	689	143	169	267	576	203	88	64	78
Weighted Base	1669	350	410	740	1500	169	81	60	28
0-24%	812	192	209	338	739	73	33	28	11
	49%	55% efh	51%	46%	49%	43%	41%	47%	40%
25-49%	167	30	46	78	155	12	6	2	3
	10%	9%	11%	11%	10%	7%	8%	4%	11%
50-74%	225	38	45	116	199	26	10	13	2
	13%	11%	11%	16% h	13%	15%	13%	22% abh	7%
75-100%	394	79	84	175	339	55	29	15	11
	24%	23%	21%	24%	23%	32% bcd	36% abcd	26%	37% abcd
Don't know	71	10	25	32	67	4	2	1	1
	4%	3%	6%	4%	4%	3%	3%	1%	5%
Mean Score	35.8	32.6	32.7	37.2	34.9	43.6 abcd	45.9 abcd	39.6 b	46.0 abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	66	157	172	201	309	75	55	88	820
Effective base	689	27	42	49	89	117	29	19	30	334
Weighted Base	1669	56	98	122	228	243	74	40	59	848
0-24%	812	30	59	60	83	155	32	10	18	423
	49%	54%	60%	49%	36%	64%	43%	26%	31%	50%
			dgh			dfghi				dg
25-49%	167	3	8	13	9	17	1	14	10	100
	10%	5%	8%	10%	4%	7%	1%	34%	18%	12%
								abcdefi	df	d
50-74%	225	5	8	15	50	17	4	8	8	118
	13%	8%	8%	12%	22%	7%	6%	19%	14%	14%
					bef					e
75-100%	394	15	21	29	76	41	29	8	22	175
	24%	27%	22%	23%	33%	17%	40%	20%	37%	21%
					ei		ei		ei	
Don't know	71	3	2	6	9	13	7	1	-	32
	4%	5%	2%	5%	4%	5%	10%	1%	-%	4%
Mean Score	35.8	35.2	29.6	36.1	48.1	24.7	46.2	41.7	48.9	33.5
		e		e	abcei		bei	be	abcei	e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1786	439	384	963	1557	229	1477	309	1745	41
Effective base	689	165	145	381	580	111	616	81	669	20
Weighted Base	1669	406	316	947	1367	302	1535	134	1619	50
0-24%	812	174	187	451	640	172	745	67	783	30
	49%	43%	59% ac	48%	47%	57%	49%	50%	48%	59%
25-49%	167	25	18	124	150	17	157	10	163	3
	10%	6%	6%	13% ab	11%	5%	10%	7%	10%	6%
50-74%	225	70	21	134	188	38	207	18	219	6
	13%	17% b	7%	14% b	14%	12%	13%	14%	14%	13%
75-100%	394	120	70	204	334	60	361	33	386	8
	24%	29% c	22%	22%	24%	20%	24%	25%	24%	16%
Don't know	71	18	20	33	55	16	65	6	68	3
	4%	5%	6%	3%	4%	5%	4%	4%	4%	6%
Mean Score	35.8	42.8 bc	29.5	34.9 b	36.8 b	31.1	35.7	36.3	36.1	25.9

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	1002	415	362	1365	281	66	74	1646	140
Effective base	689	415	126	146	578	80	17	16	656	33
Weighted Base	1669	1031	271	356	1430	165	38	37	1595	74
0-24%	812	435	126	251	660	96	31	26	756	56
	49%	42%	46%	70%	46%	58%	81%	70%	47%	76%
				ab		a	ae			ae
25-49%	167	103	32	32	143	19	3	1	163	4
	10%	10%	12%	9%	10%	12%	7%	3%	10%	5%
50-74%	225	152	53	18	207	14	1	3	221	4
	13%	15%	19%	5%	14%	9%	3%	7%	14%	5%
		c	c							
75-100%	394	298	48	46	358	27	2	7	385	9
	24%	29%	18%	13%	25%	17%	6%	18%	24%	12%
		bc								
Don't know	71	43	13	10	61	8	1	*	69	2
	4%	4%	5%	3%	4%	5%	4%	1%	4%	2%
Mean Score	35.8	41.5	33.5	20.4	37.7	26.9	10.8	27.1	36.6	18.9
		bc	c		bcdf	cf		c	bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	663	702	421	1723	1437	1786	1265	788	697
Effective base	689	323	257	113	653	542	689	482	309	235
Weighted Base	1669	841	588	240	1588	1302	1669	1155	773	550
0-24%	812	362	298	152	755	649	812	563	358	244
	49%	43%	51%	63%	48%	50%	49%	49%	46%	44%
				ab						
25-49%	167	69	74	23	164	140	167	110	88	60
	10%	8%	13%	10%	10%	11%	10%	10%	11%	11%
50-74%	225	130	77	18	225	179	225	163	116	99
	13%	15%	13%	8%	14%	14%	13%	14%	15%	18%
		c								
75-100%	394	242	116	36	377	274	394	259	170	118
	24%	29%	20%	15%	24%	21%	24%	22%	22%	21%
		bc								
Don't know	71	38	23	10	67	61	71	60	42	29
	4%	5%	4%	4%	4%	5%	4%	5%	5%	5%
Mean Score	35.8	41.1	32.9	24.4	36.5	33.7	35.8	35.0	36.0	36.5
		bc	c		b					

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Weighted Base	1669	381	1010	84	86	41	34	34	109
0-24%	812	184	497	45	31	14	24	17	55
	49%	48%	49%	53%	36%	35%	70% de	51%	51%
25-49%	167	26	108	4	13	7	1	7	15
	10%	7%	11%	5%	16%	17%	3%	20%	14%
50-74%	225	40	141	19	16	4	3	3	11
	13%	10%	14%	22% a	18%	9%	10%	10%	10%
75-100%	394	121	211	15	22	15	6	3	25
	24%	32% b	21%	18%	26%	38%	18%	10%	23%
Don't know	71	10	53	1	3	*	*	3	4
	4%	3%	5%	1%	4%	1%	*%	9%	3%
Mean Score	35.8	40.2 bfg	33.8	34.3	41.4 bfg	47.3 bcfgh	27.3	26.4	34.7

Columns Tested:: a,b,c,d,e,f,g,h

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base	689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base	1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
0-24%	812	620	60	25	19	7	19	5	489	81	32	9	22	9	7
	49%	48%	46%	34%	36%	37%	73%	64%	49%	55%	49%	38%	59%	62%	38%
							acd								
25-49%	167	133	11	12	7	1	1	*	100	21	6	1	5	1	6
	10%	10%	8%	16%	13%	5%	4%	2%	10%	14%	10%	5%	14%	8%	29%
50-74%	225	170	23	17	5	5	3	2	138	18	15	4	1	1	2
	13%	13%	18%	24%	10%	23%	12%	27%	14%	12%	24%	18%	3%	10%	11%
75-100%	394	295	32	19	21	7	3	*	221	23	9	8	9	3	1
	24%	23%	24%	25%	40%	35%	10%	6%	22%	16%	13%	34%	25%	21%	6%
					af										
Don't know	71	61	5	1	*	*	-	*	49	6	2	1	-	-	3
	4%	5%	3%	1%	*%	1%	-%	1%	5%	4%	4%	5%	-%	-%	15%
Mean Score	35.8	35.5	38.8	43.8	47.1	50.0	23.5	23.3	34.6	28.0	30.9	48.5	31.5	31.7	27.8
		f	f	af	af	af			b			abcef			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base	689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base	1669	811	137	83	46	24	20	35	79	842	328	330	106	61
0-24%	812	372	87	30	28	9	16	20	45	388	138	170	77	37
	49%	46%	64% ac	37%	61%	39%	77% c	57%	57%	46%	42%	51%	73% abc	62%
25-49%	167	67	18	8	2	8	2	6	16	77	33	40	8	9
	10%	8%	13%	10%	4%	33% ad	10%	16%	20% a	9%	10%	12%	7%	15%
50-74%	225	122	8	22	5	2	1	3	5	114	55	45	7	3
	13%	15%	6%	27% bh	12%	8%	3%	8%	7%	14%	17%	14%	7%	5%
75-100%	394	204	19	17	9	4	2	4	9	222	84	66	12	10
	24%	25%	14%	21%	20%	16%	10%	10%	12%	26% d	26% d	20%	11%	17%
Don't know	71	46	4	4	2	1	-	3	4	41	18	9	2	1
	4%	6%	3%	5%	3%	4%	-%	9%	5%	5%	5%	3%	2%	1%
Mean Score	35.8	38.1 bfh	23.6	38.2 bfh	28.9	30.4	16.9	24.7	24.3	38.4 cde	39.6 cde	33.5 d	17.9	25.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	786	320	362	180	71	638	277	303	144	68
Effective base	689	349	132	122	35	16	290	101	99	34	19
Weighted Base	1669	901	298	264	82	38	736	226	208	79	49
0-24%	812	420	130	128	55	21	337	95	122	63	32
	49%	47%	44%	48%	67%	54%	46%	42%	58%	80%	65%
					ab				ab	abc	
25-49%	167	82	37	30	8	8	73	31	28	2	5
	10%	9%	12%	11%	9%	21%	10%	14%	14%	3%	11%
50-74%	225	131	41	43	6	3	103	47	21	5	1
	13%	15%	14%	16%	7%	8%	14%	21%	10%	6%	3%
								cd			
75-100%	394	223	81	55	12	6	186	38	32	7	10
	24%	25%	27%	21%	14%	16%	25%	17%	15%	9%	20%
							cd				
Don't know	71	44	9	9	2	1	38	16	5	2	1
	4%	5%	3%	3%	2%	1%	5%	7%	2%	2%	2%
Mean Score	35.8	37.6	39.3	35.7	22.2	26.5	37.8	35.0	27.1	14.0	25.7
		de	de	d			cde	cd	d		d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base	689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base	1669	607	179	227	89	43	663	85	403	1541	128	1570	18
0-24%	812	245	102	123	59	29	384	30	149	732	80	739	16
	49%	40%	57% a	54% a	66% a	69% a	58% bc	35%	37%	48%	62% a	47%	87%
25-49%	167	44	23	24	12	7	66	13	31	154	12	164	1
	10%	7%	13%	11%	14%	16%	10%	15%	8%	10%	10%	10%	3%
50-74%	225	114	16	22	5	4	68	11	82	214	11	224	1
	13%	19% bcd	9%	10%	5%	10%	10%	13%	20% a	14%	8%	14%	4%
75-100%	394	166	33	44	10	2	112	18	129	375	19	376	1
	24%	27% de	19%	19%	12%	4%	17%	21%	32% a	24%	15%	24%	5%
Don't know	71	37	5	14	3	1	33	13	13	66	6	67	-
	4%	6%	3%	6%	4%	1%	5%	15% ac	3%	4%	4%	4%	-%
Mean Score	35.8	42.1 bcde	29.0 de	30.5 de	19.5	16.4	27.6	39.6 a	45.9 a	36.7 b	25.1	36.8	9.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base	689	510	33	320	163	648	6	506	36	323	159
Weighted Base	1669	1214	88	749	406	1573	15	1215	87	764	391
0-24%	812	608	40	369	194	746	9	614	34	386	176
	49%	50%	46%	49%	48%	47%	58%	51%	40%	51%	45%
25-49%	167	132	7	59	51	164	*	131	9	65	45
	10%	11%	8%	8%	13%	10%	1%	11%	10%	9%	11%
50-74%	225	158	21	93	71	225	1	164	14	96	67
	13%	13%	24%	12%	17%	14%	4%	14%	16%	13%	17%
75-100%	394	257	17	186	73	371	6	246	28	175	83
	24%	21%	20%	25%	18%	24%	37%	20%	32%	23%	21%
Don't know	71	59	1	43	17	67	-	59	1	41	19
	4%	5%	2%	6%	4%	4%	-%	5%	2%	5%	5%
Mean Score	35.8	33.6	35.5	36.1	33.0	36.5	32.6	33.0	43.0 a	34.6	35.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base	689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base	1669	820	1268	210	-	758	923	168	1	822	661	202	*
0-24%	812	340	615	123	-	349	497	119	1	395	355	123	*
	49%	41%	49%	58%	-%	46%	54%	71%	100%	48%	54%	61%	100%
			a	a			a	ab				a	
25-49%	167	120	137	31	-	112	92	18	-	95	70	31	-
	10%	15%	11%	15%	-%	15%	10%	11%	-%	11%	11%	15%	-%
						b							
50-74%	225	137	189	27	-	95	128	17	-	99	88	25	-
	13%	17%	15%	13%	-%	13%	14%	10%	-%	12%	13%	13%	-%
75-100%	394	188	287	21	-	168	175	9	-	192	128	14	-
	24%	23%	23%	10%	-%	22%	19%	5%	-%	23%	19%	7%	-%
		c	c			c	c			c	c		
Don't know	71	35	39	8	-	33	31	6	-	42	20	9	-
	4%	4%	3%	4%	-%	4%	3%	3%	-%	5%	3%	5%	-%
Mean Score	35.8	38.4	35.5	24.1	-	35.2	31.0	16.5	-	35.3	30.9	20.5	-
		c	c			bc	c			bc	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base	689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base	1669	1548	1212	828	1264	1036	37	570	501	462	124	74
0-24%	812	731	611	428	407	680	27	308	257	238	87	45
	49%	47%	50%	52%	32%	66%	71%	54%	51%	52%	70%	61%
						a	a				abc	
25-49%	167	164	136	85	167	146	8	63	59	70	17	15
	10%	11%	11%	10%	13%	14%	20%	11%	12%	15%	14%	19%
50-74%	225	221	164	104	225	136	3	69	57	38	10	7
	13%	14%	14%	13%	18%	13%	8%	12%	11%	8%	8%	10%
					b							
75-100%	394	371	252	175	394	56	*	108	106	105	7	7
	24%	24%	21%	21%	31%	5%	*%	19%	21%	23%	6%	10%
					bc			d	d	d		
Don't know	71	62	50	36	71	17	-	22	22	10	3	-
	4%	4%	4%	4%	6%	2%	-%	4%	4%	2%	3%	-%
					b							
Mean Score	35.8	36.6	33.3	32.9	48.0	18.0	13.4	30.5	32.7	33.4	16.8	22.9
		bc			bc			d	de	de		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base	689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base	1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
0-24%	812	118	44	58	26	651	424	686	461	382	321	648	98	-	614	69
	49%	58%	53%	58%	66%	46%	49%	47%	49%	48%	43%	48%	53%	-%	50%	54%
25-49%	167	29	3	10	3	153	103	153	103	82	110	145	36	-	119	11
	10%	14%	4%	10%	9%	11%	12%	10%	11%	10%	15%	11%	20% b	-%	10%	8%
50-74%	225	18	8	9	3	210	149	213	131	123	117	189	19	-	175	12
	13%	9%	10%	9%	8%	15%	17%	15%	14%	15%	16%	14%	10%	-%	14%	10%
75-100%	394	28	19	18	6	359	183	366	220	195	166	333	19	-	296	24
	24%	14%	23%	18%	15%	25%	21%	25%	23%	24%	22% c	25% c	11%	-%	24%	19%
Don't know	71	12	8	5	1	39	14	44	27	22	26	33	11	-	33	13
	4%	6%	10%	5%	3%	3%	2%	3%	3%	3%	4%	2%	6%	-%	3%	10% a
Mean Score	35.8	24.8	33.7 a	27.9	23.3	38.1 b	34.8	37.5	35.8	37.2	37.2 c	36.7 c	24.8	-	35.9	29.2

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base	689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base	1669	694	976	475	37	208	377	193	1160	301	232	313	1083
0-24%	812	360	453	257	19	121	192	108	522	173	142	148	506
	49%	52%	46%	54%	52%	58%	51%	56%	45%	58% b	61% bc	47%	47%
25-49%	167	91	75	43	4	25	34	19	119	28	17	34	116
	10%	13% b	8%	9%	12%	12%	9%	10%	10%	9%	7%	11%	11%
50-74%	225	74	151	65	8	23	56	20	179	26	15	40	161
	13%	11%	16%	14%	20%	11%	15%	10%	15% c	9%	7%	13%	15% a
75-100%	394	140	254	91	5	32	79	31	290	68	41	81	262
	24%	20%	26%	19%	14%	15%	21%	16%	25%	23%	18%	26%	24%
Don't know	71	28	43	19	1	6	17	15	50	5	16	11	38
	4%	4%	4%	4%	3%	3%	4%	8% c	4%	2%	7%	4%	3%
Mean Score	35.8	31.6	38.7 a	30.7	32.4	26.9	33.1 a	28.3	38.2 ac	31.3	26.2	37.1 a	37.1 a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1786	987	799
Effective base	689	327	363
Weighted Base	1669	763	907
0-24%	812	331	481
	49%	43%	53%
			a
25-49%	167	81	86
	10%	11%	9%
50-74%	225	98	128
	13%	13%	14%
75-100%	394	217	177
	24%	29%	19%
		b	
Don't know	71	36	36
	4%	5%	4%
Mean Score	35.8	40.5	31.9
		b	

Columns Tested:: a,b

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base	689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base	1669	29	270	115	80	99	237	12	252	148	63	187	176
0-24%	812	14	122	53	39	52	134	5	121	88	27	90	67
	49%	48%	45%	46%	48%	52%	57%	44%	48%	60%	42%	48%	38%
							l			l			
25-49%	167	2	34	6	13	5	29	*	36	4	5	17	16
	10%	5%	13%	5%	16%	5%	12%	3%	14%	3%	7%	9%	9%
			i		i		i		i				
50-74%	225	4	37	12	10	13	40	2	34	15	11	23	24
	13%	14%	14%	11%	12%	13%	17%	19%	13%	10%	17%	13%	13%
75-100%	394	8	68	36	10	24	29	4	50	37	19	49	59
	24%	29%	25%	31%	12%	24%	12%	31%	20%	25%	31%	26%	34%
			f	df				f		f	df	f	dfh
Don't know	71	1	9	8	9	6	5	*	10	3	2	7	10
	4%	4%	3%	7%	11%	6%	2%	3%	4%	2%	3%	4%	6%
Mean Score	35.8	39.5	37.2	41.1	28.9	33.9	26.8	42.5	34.3	33.2	41.6	36.9	46.8
		df	df	df				df	f		df	f	bdefhik

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 111 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1786	416	446	406	518	862	924
Effective base	689	132	139	203	275	271	469
Weighted Base	1669	414	417	412	426	831	838
0-24%	812	189	225	215	184	414	398
	49%	46%	54%	52%	43%	50%	48%
			d				
25-49%	167	42	47	41	37	88	78
	10%	10%	11%	10%	9%	11%	9%
50-74%	225	53	63	51	58	116	109
	13%	13%	15%	12%	14%	14%	13%
75-100%	394	112	63	91	128	175	219
	24%	27%	15%	22%	30%	21%	26%
		b			b		
Don't know	71	18	19	14	19	38	33
	4%	4%	5%	3%	5%	5%	4%
Mean Score	35.8	38.4	28.8	34.1	41.7	33.6	37.9
		b		b	bc		a

Columns Tested:: a,b,c,d - a,b

Table 113

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1123	225	898	774	195	46	108	349
Effective base	436	60	386	400	83	18	53	106
Weighted Base	1054	88	966	1005	43	5	2	49
0-24%	198	1	197	189	8	1	1	9
	19%	1%	20% a	19%	18%	14%	24%	18%
25-49%	167	-	167	158	6	2	1	8
	16%	-%	17% a	16%	14%	45% abe	24%	17%
50-74%	225	23	203	214	10	1	*	11
	21%	26%	21%	21%	23%	11%	21%	22%
75-100%	394	63	332	377	15	1	1	17
	37%	71% b	34%	38%	36%	23%	29%	35%
Don't know	71	3	68	67	4	*	*	4
	7%	3%	7%	7%	9%	6%	3%	8%
Mean Score	58.2	86.2 b	55.5	58.2	58.2	51.2	52.3	57.2

Columns Tested:: a,b - a,b,c,d,e

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1123	324	343	107	121	120	108	774	195	154
Effective base	436	188	176	45	52	50	53	400	83	37
Weighted Base	1054	517	420	68	29	18	2	1005	43	7
0-24%	198	91	82	16	5	3	1	189	8	1
	19%	18%	20%	23%	18%	17%	24%	19%	18%	17%
25-49%	167	87	61	10	5	3	1	158	6	3
	16%	17%	15%	14%	17%	17%	24%	16%	14%	38%
										abcdegh
50-74%	225	94	109	12	7	4	*	214	10	1
	21%	18%	26%	17%	23%	21%	21%	21%	23%	14%
75-100%	394	205	144	29	9	7	1	377	15	2
	37%	40%	34%	42%	31%	40%	29%	38%	36%	25%
Don't know	71	41	24	3	3	1	*	67	4	*
	7%	8%	6%	4%	11%	5%	3%	7%	9%	5%
Mean Score	58.2	59.3	56.4	61.5	55.4	60.7	52.3	58.2	58.2	51.6
		i		i		i		i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1123	487	287	195	46	108	427	205	68	50	114
Effective base	436	294	135	83	18	53	245	95	27	23	19
Weighted Base	1054	815	190	43	5	2	684	157	29	13	32
0-24%	198	154	34	8	1	1	136	30	7	2	8
	19%	19%	18%	18%	14%	24%	20%	19%	25%	18%	25%
25-49%	167	135	23	6	2	1	109	33	5	3	3
	16%	17%	12%	14%	45%	24%	16%	21%	17%	20%	9%
					abc	b					
50-74%	225	168	46	10	1	*	145	32	8	3	5
	21%	21%	24%	23%	11%	21%	21%	21%	27%	20%	16%
75-100%	394	305	72	15	1	1	248	52	7	3	16
	37%	37%	38%	36%	23%	29%	36%	33%	24%	24%	48%
Don't know	71	53	14	4	*	*	46	10	2	2	*
	7%	7%	7%	9%	6%	3%	7%	6%	7%	18%	1%
										e	
Mean Score	58.2	57.6	60.6	58.2	51.2	52.3	57.1	54.7	48.0	50.3	59.9
							c				c

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1123	76	57	114	37	83	94	77	73	58
Effective base	436	38	32	67	17	42	56	50	39	29
Weighted Base	1054	92	75	175	39	105	155	150	96	62
0-24%	198	20	22	20	3	27	24	34	20	18
	19%	22%	30%	12%	7%	26%	16%	22%	21%	29%
			c							c
25-49%	167	12	18	35	11	10	20	24	16	10
	16%	14%	24%	20%	28%	10%	13%	16%	16%	15%
50-74%	225	23	9	38	10	19	40	38	14	9
	21%	25%	11%	22%	26%	18%	26%	25%	14%	15%
75-100%	394	30	25	76	15	41	55	45	29	23
	37%	33%	33%	43%	39%	39%	35%	30%	31%	37%
Don't know	71	6	1	6	-	8	17	9	17	2
	7%	7%	2%	3%	-%	8%	11%	6%	18%	4%
									bc	
Mean Score	58.2	52.9	50.5	63.7	63.2	55.8	58.9	52.6	55.1	54.3
				abg						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1123	178	206	285	669	454	167	145	142
Effective base	436	87	109	172	366	125	59	34	49
Weighted Base	1054	205	263	480	948	106	51	37	19
0-24%	198	48	62	78	188	10	3	5	1
	19%	23% efh	24% efh	16%	20% efh	9%	6%	14%	8%
25-49%	167	30	46	78	155	12	6	2	3
	16%	15%	18%	16%	16%	11%	12%	6%	17%
50-74%	225	38	45	116	199	26	10	13	2
	21%	18%	17%	24% h	21%	24%	20%	37% abdh	11%
75-100%	394	79	84	175	339	55	29	15	11
	37%	39%	32%	37%	36%	52% bcd	57% abcd	42%	56% abcd
Don't know	71	10	25	32	67	4	2	1	1
	7%	5%	9%	7%	7%	4%	5%	1%	7%
Mean Score	58.2	56.8	52.9	58.7	56.7	70.6 abcd	74.1 abcdg	65.0 abd	72.2 abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1123	41	87	101	140	176	46	37	62	520
Effective base	436	20	24	31	62	63	18	13	24	212
Weighted Base	1054	29	57	81	162	129	47	31	45	530
0-24%	198	4	18	19	18	41	6	1	5	104
	19%	13%	32%	23%	11%	32%	12%	5%	11%	20%
			d			dghi				
25-49%	167	3	8	13	9	17	1	14	10	100
	16%	9%	14%	16%	6%	13%	2%	44%	23%	19%
								abcdefi	df	d
50-74%	225	5	8	15	50	17	4	8	8	118
	21%	16%	13%	18%	31%	13%	9%	25%	18%	22%
					e					
75-100%	394	15	21	29	76	41	29	8	22	175
	37%	52%	37%	36%	47%	32%	62%	25%	48%	33%
					i		egi			
Don't know	71	3	2	6	9	13	7	1	-	32
	7%	10%	4%	7%	6%	10%	16%	2%	-%	6%
							h			
Mean Score	58.2	70.8	51.6	56.2	68.7	48.8	76.7	53.9	63.6	55.0
		bcegi			bcegi		bceghi		e	e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1123	282	222	619	984	139	934	189	1097	26
Effective base	436	109	80	247	372	67	392	47	425	12
Weighted Base	1054	272	176	606	862	192	969	86	1028	27
0-24%	198	40	47	111	135	62	178	19	192	6
	19%	15%	27%	18%	16%	32%	18%	22%	19%	22%
			a			a				
25-49%	167	25	18	124	150	17	157	10	163	3
	16%	9%	10%	20%	17%	9%	16%	11%	16%	12%
				ab						
50-74%	225	70	21	134	188	38	207	18	219	6
	21%	26%	12%	22%	22%	20%	21%	21%	21%	24%
		b		b						
75-100%	394	120	70	204	334	60	361	33	386	8
	37%	44%	40%	34%	39%	31%	37%	38%	38%	31%
Don't know	71	18	20	33	55	16	65	6	68	3
	7%	7%	11%	5%	6%	8%	7%	7%	7%	12%
Mean Score	58.2	65.3	55.9	55.6	59.9	50.3	58.1	58.3	58.3	52.1
		bc			b					

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1123	664	247	206	892	155	37	39	1047	76
Effective base	436	277	78	79	372	48	14	9	420	17
Weighted Base	1054	687	167	191	913	105	12	25	1018	36
0-24%	198	90	22	85	144	36	4	14	180	18
	19%	13%	13%	45%	16%	34%	37%	56%	18%	50%
				ab		ae	a	ae		ae
25-49%	167	103	32	32	143	19	3	1	163	4
	16%	15%	19%	17%	16%	19%	23%	5%	16%	11%
50-74%	225	152	53	18	207	14	1	3	221	4
	21%	22%	32%	9%	23%	14%	9%	11%	22%	11%
		c	c							
75-100%	394	298	48	46	358	27	2	7	385	9
	37%	43%	29%	24%	39%	26%	19%	27%	38%	24%
		bc								
Don't know	71	43	13	10	61	8	1	*	69	2
	7%	6%	8%	5%	7%	8%	12%	1%	7%	5%
Mean Score	58.2	63.8	56.1	39.2	60.6	43.6	38.5	40.5	58.8	39.9
		bc	c		bcdf				bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1123	449	443	231	1101	914	1123	790	504	445
Effective base	436	214	159	65	425	346	436	302	201	153
Weighted Base	1054	543	370	141	1025	839	1054	745	514	359
0-24%	198	64	80	54	192	185	198	152	99	53
	19%	12%	22%	38%	19%	22%	19%	20%	19%	15%
			a	ab						
25-49%	167	69	74	23	164	140	167	110	88	60
	16%	13%	20%	16%	16%	17%	16%	15%	17%	17%
50-74%	225	130	77	18	225	179	225	163	116	99
	21%	24%	21%	13%	22%	21%	21%	22%	22%	28%
		c								
75-100%	394	242	116	36	377	274	394	259	170	118
	37%	45%	31%	26%	37%	33%	37%	35%	33%	33%
		bc								
Don't know	71	38	23	10	67	61	71	60	42	29
	7%	7%	6%	7%	7%	7%	7%	8%	8%	8%
Mean Score	58.2	65.4	53.5	42.7	57.9	53.7	58.2	56.0	55.8	57.6
		bc	c		b		b			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1123	182	624	78	94	71	41	33	145
Effective base	436	85	266	26	27	16	8	11	33
Weighted Base	1054	208	662	53	59	30	19	23	72
0-24%	198	11	150	14	4	4	9	7	19
	19%	5%	23%	26%	7%	12%	45%	29%	26%
			a	a			ad	a	a
25-49%	167	26	108	4	13	7	1	7	15
	16%	13%	16%	9%	23%	23%	5%	29%	20%
50-74%	225	40	141	19	16	4	3	3	11
	21%	19%	21%	35%	27%	13%	18%	15%	15%
75-100%	394	121	211	15	22	15	6	3	25
	37%	58%	32%	29%	38%	51%	32%	14%	34%
		bcgh							
Don't know	71	10	53	1	3	*	*	3	4
	7%	5%	8%	1%	6%	1%	*%	13%	5%
Mean Score	58.2	75.3	53.2	54.8	61.4	64.2	49.0	40.0	52.9
		bcdefgh	g	g	bfg	bfgh			

Columns Tested:: a,b,c,d,e,f,g,h

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1123	744	114	88	75	35	36	9	603	130	77	50	18	22	14
Effective base	436	328	38	24	19	7	8	3	262	35	22	14	7	11	5
Weighted Base	1054	814	86	53	37	15	15	6	653	80	44	17	22	10	13
0-24%	198	155	17	4	3	2	8	4	146	13	11	3	7	5	1
	19%	19%	19%	8%	9%	13%	53%	56%	22%	16%	26%	18%	30%	47%	6%
							acd								
25-49%	167	133	11	12	7	1	1	*	100	21	6	1	5	1	6
	16%	16%	12%	22%	19%	7%	8%	2%	15%	26%	14%	6%	24%	11%	45%
50-74%	225	170	23	17	5	5	3	2	138	18	15	4	1	1	2
	21%	21%	26%	33%	14%	31%	21%	33%	21%	22%	35%	24%	4%	13%	16%
75-100%	394	295	32	19	21	7	3	*	221	23	9	8	9	3	1
	37%	36%	37%	35%	57%	47%	18%	8%	34%	29%	19%	45%	42%	29%	9%
Don't know	71	61	5	1	*	*	-	*	49	6	2	1	-	-	3
	7%	8%	5%	1%	*%	1%	-%	1%	7%	7%	6%	7%	-%	-%	24%
Mean Score	58.2	57.4	59.6	61.0	67.3	68.4	40.9	28.4	54.3	53.7	46.3	64.7	53.0	44.4	47.1
		f	f	f	af	f						ac			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1123	497	107	77	39	26	25	19	70	482	225	261	100	54
Effective base	436	218	29	22	14	7	5	8	21	214	97	92	19	15
Weighted Base	1054	546	70	56	21	15	14	23	52	536	225	211	41	39
0-24%	198	107	21	4	3	*	9	8	17	82	35	51	13	16
	19%	20%	30%	7%	16%	2%	67%	33%	33%	15%	16%	24%	30%	41%
			c						c					ab
25-49%	167	67	18	8	2	8	2	6	16	77	33	40	8	9
	16%	12%	26%	15%	9%	54%	15%	25%	30%	14%	15%	19%	18%	23%
									a					
50-74%	225	122	8	22	5	2	1	3	5	114	55	45	7	3
	21%	22%	12%	40%	26%	12%	4%	13%	10%	21%	24%	21%	18%	8%
				bh										
75-100%	394	204	19	17	9	4	2	4	9	222	84	66	12	10
	37%	37%	27%	31%	43%	26%	14%	16%	18%	41%	37%	31%	28%	26%
Don't know	71	46	4	4	2	1	-	3	4	41	18	9	2	1
	7%	8%	6%	8%	7%	7%	-%	13%	8%	8%	8%	4%	5%	2%
Mean Score	58.2	58.3	47.5	57.8	65.1	50.2	24.3	40.1	38.3	62.1	59.2	53.3	47.4	38.8
		bh		bh	bh					cde	de	e		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1123	524	211	230	94	40	433	184	186	63	42
Effective base	436	232	90	76	18	9	193	69	60	12	12
Weighted Base	1054	587	205	167	40	24	487	162	128	29	30
0-24%	198	106	37	31	13	6	88	31	41	13	13
	19%	18%	18%	19%	31%	25%	18%	19%	32%	45%	42%
									a	a	a
25-49%	167	82	37	30	8	8	73	31	28	2	5
	16%	14%	18%	18%	19%	34%	15%	19%	22%	8%	18%
50-74%	225	131	41	43	6	3	103	47	21	5	1
	21%	22%	20%	26%	15%	13%	21%	29%	16%	17%	4%
75-100%	394	223	81	55	12	6	186	38	32	7	10
	37%	38%	39%	33%	29%	26%	38%	23%	25%	24%	33%
							b				
Don't know	71	44	9	9	2	1	38	16	5	2	1
	7%	8%	5%	5%	5%	2%	8%	10%	4%	5%	3%
Mean Score	58.2	59.4	58.1	57.3	47.1	43.2	58.7	50.3	44.9	39.6	42.7
		de	de	de			bcde	d			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1123	379	140	157	62	44	418	72	295	1030	93	1086	15
Effective base	436	164	50	59	15	11	159	23	118	403	34	421	3
Weighted Base	1054	421	109	138	39	31	390	60	290	987	68	1018	7
0-24%	198	59	33	34	9	17	112	5	36	178	20	188	5
	19%	14%	30% a	25%	23%	56% ac	29% bc	9%	12%	18%	29%	18%	67%
25-49%	167	44	23	24	12	7	66	13	31	154	12	164	1
	16%	11%	21%	17%	31% a	22%	17%	21%	11%	16%	18%	16%	9%
50-74%	225	114	16	22	5	4	68	11	82	214	11	224	1
	21%	27%	14%	16%	12%	14%	17%	19%	28% a	22%	16%	22%	11%
75-100%	394	166	33	44	10	2	112	18	129	375	19	376	1
	37%	39% e	31%	32%	26%	6%	29%	29%	44% a	38%	29%	37%	13%
Don't know	71	37	5	14	3	1	33	13	13	66	6	67	-
	7%	9%	4%	10%	9%	2%	8%	22% ac	4%	7%	8%	7%	-%
Mean Score	58.2	62.5 bcde	48.3 e	52.1 e	46.3 e	23.0	48.7	60.7 a	64.6 a	58.8 b	49.4	58.1	24.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1123	830	84	503	287	1090	11	825	89	504	286
Effective base	436	324	22	196	106	422	3	321	25	196	106
Weighted Base	1054	782	57	474	271	1018	7	777	62	478	267
0-24%	198	176	9	94	59	191	1	176	9	100	52
	19%	23%	17%	20%	22%	19%	13%	23%	15%	21%	20%
25-49%	167	132	7	59	51	164	*	131	9	65	45
	16%	17%	13%	12%	19%	16%	3%	17%	14%	14%	17%
50-74%	225	158	21	93	71	225	1	164	14	96	67
	21%	20%	37%	20%	26%	22%	7%	21%	23%	20%	25%
75-100%	394	257	17	186	73	371	6	246	28	175	83
	37%	33%	30%	39% b	27%	36%	77%	32%	45%	37%	31%
Don't know	71	59	1	43	17	67	-	59	1	41	19
	7%	8%	3%	9%	6%	7%	-%	8%	2%	9%	7%
Mean Score	58.2	53.6	55.5	59.2 b	50.6	57.8	67.6	53.2	60.9 a	57.3	53.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1123	612	871	142	-	567	664	98	-	585	472	130	-
Effective base	436	240	342	49	-	217	252	35	-	220	182	48	-
Weighted Base	1054	586	816	134	-	532	585	93	-	545	424	120	-
0-24%	198	106	163	46	-	123	159	43	-	118	118	41	-
	19%	18%	20%	34%	-%	23%	27%	47%	-%	22%	28%	34%	-%
				ab				ab					
25-49%	167	120	137	31	-	112	92	18	-	95	70	31	-
	16%	20%	17%	23%	-%	21%	16%	20%	-%	17%	16%	26%	-%
50-74%	225	137	189	27	-	95	128	17	-	99	88	25	-
	21%	23%	23%	20%	-%	18%	22%	18%	-%	18%	21%	21%	-%
75-100%	394	188	287	21	-	168	175	9	-	192	128	14	-
	37%	32%	35%	16%	-%	32%	30%	9%	-%	35%	30%	11%	-%
		c	c			c	c			c	c		
Don't know	71	35	39	8	-	33	31	6	-	42	20	9	-
	7%	6%	5%	6%	-%	6%	5%	6%	-%	8%	5%	8%	-%
Mean Score	58.2	54.7	56.2	38.8	-	51.1	49.9	30.7	-	54.7	49.1	35.6	-
		c	c			c	c			bc	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1123	1079	839	545	1123	497	30	333	312	309	63	39
Effective base	436	416	321	218	436	207	7	152	140	129	29	18
Weighted Base	1054	1002	784	534	1054	529	17	381	350	321	66	47
0-24%	198	184	182	134	198	173	7	119	106	97	30	18
	19%	18%	23%	25%	19%	33%	38%	31%	30%	30%	45%	39%
				a		a						
25-49%	167	164	136	85	167	146	8	63	59	70	17	15
	16%	16%	17%	16%	16%	28%	44%	17%	17%	22%	25%	31%
						a	a					
50-74%	225	221	164	104	225	136	3	69	57	38	10	7
	21%	22%	21%	19%	21%	26%	17%	18%	16%	12%	14%	16%
75-100%	394	371	252	175	394	56	*	108	106	105	7	7
	37%	37%	32%	33%	37%	11%	*%	28%	30%	33%	11%	15%
					bc			d	d	d		
Don't know	71	62	50	36	71	17	-	22	22	10	3	-
	7%	6%	6%	7%	7%	3%	-%	6%	6%	3%	5%	-%
Mean Score	58.2	58.0	52.8	52.3	58.2	35.9	28.8	46.5	47.8	48.5	32.2	36.0
		bc			bc			d	de	de		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1123	123	59	55	20	1018	718	1047	736	666	526	944	117	-	889	67
Effective base	436	50	19	24	8	388	244	398	252	233	202	360	44	-	332	31
Weighted Base	1054	122	49	63	20	927	568	954	600	525	516	868	116	-	775	74
0-24%	198	36	11	21	7	167	119	177	119	103	97	168	31	-	152	15
	19%	29%	22%	33%	33%	18%	21%	19%	20%	20%	19%	19%	27%	-%	20%	20%
25-49%	167	29	3	10	3	153	103	153	103	82	110	145	36	-	119	11
	16%	24%	6%	17%	17%	17%	18%	16%	17%	16%	21%	17%	31% b	-%	15%	15%
50-74%	225	18	8	9	3	210	149	213	131	123	117	189	19	-	175	12
	21%	15%	16%	15%	15%	23%	26%	22%	22%	23%	23%	22%	16%	-%	23%	17%
75-100%	394	28	19	18	6	359	183	366	220	195	166	333	19	-	296	24
	37%	23%	39%	28%	30%	39%	32%	38%	37%	37%	32% c	38% c	17%	-%	38%	32%
Don't know	71	12	8	5	1	39	14	44	27	22	26	33	11	-	33	13
	7%	10%	16%	7%	6%	4%	3%	5%	4%	4%	5%	4%	9%	-%	4%	17% a
Mean Score	58.2	43.3	61.2 ac	46.1	46.8	58.9 b	54.0	58.5 b	57.1	57.8 b	54.2 c	57.9 c	40.5	-	58.2	54.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1123	428	695	328	13	144	248	145	756	211	171	210	720
Effective base	436	176	260	120	6	50	98	49	303	82	59	81	288
Weighted Base	1054	435	620	293	20	122	246	127	738	183	142	199	687
0-24%	198	101	97	74	2	36	61	42	100	55	52	33	110
	19%	23%	16%	25%	11%	29%	25%	33%	14%	30%	37%	17%	16%
		b						b		b	bc		
25-49%	167	91	75	43	4	25	34	19	119	28	17	34	116
	16%	21%	12%	15%	22%	21%	14%	15%	16%	15%	12%	17%	17%
		b											
50-74%	225	74	151	65	8	23	56	20	179	26	15	40	161
	21%	17%	24%	22%	37%	19%	23%	16%	24%	14%	11%	20%	23%
													a
75-100%	394	140	254	91	5	32	79	31	290	68	41	81	262
	37%	32%	41%	31%	25%	26%	32%	24%	39%	37%	29%	41%	38%
									a				
Don't know	71	28	43	19	1	6	17	15	50	5	16	11	38
	7%	7%	7%	6%	5%	5%	7%	12%	7%	3%	12%	6%	5%
								c					
Mean Score	58.2	51.8	62.6	51.1	60.7	46.7	52.1	45.0	61.6	52.1	45.0	59.8	59.7
			a						ac			a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1123	630	493
Effective base	436	220	217
Weighted Base	1054	506	548
0-24%	198	75	123
	19%	15%	22%
			a
25-49%	167	81	86
	16%	16%	16%
50-74%	225	98	128
	21%	19%	23%
75-100%	394	217	177
	37%	43%	32%
		b	
Don't know	71	36	36
	7%	7%	6%
Mean Score	58.2	62.6	54.1
		b	

Columns Tested:: a,b

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	1123	62	125	68	93	64	121	26	145	85	83	119	132
Effective base	436	10	48	27	18	25	42	13	75	45	34	75	75
Weighted Base	1054	19	173	73	51	67	132	7	161	89	40	122	121
0-24%	198	4	24	11	9	20	29	*	30	29	4	25	12
	19%	21%	14%	15%	17%	29%	22%	1%	19%	33%	10%	20%	10%
						l				bjl			
25-49%	167	2	34	6	13	5	29	*	36	4	5	17	16
	16%	8%	20%	8%	26%	7%	22%	6%	23%	5%	12%	14%	13%
			i		i		i		i				
50-74%	225	4	37	12	10	13	40	2	34	15	11	23	24
	21%	21%	22%	17%	19%	19%	31%	33%	21%	17%	27%	19%	20%
75-100%	394	8	68	36	10	24	29	4	50	37	19	49	59
	37%	44%	39%	49%	20%	36%	22%	55%	31%	41%	48%	40%	49%
				df							df	f	dfh
Don't know	71	1	9	8	9	6	5	*	10	3	2	7	10
	7%	6%	5%	11%	18%	8%	4%	5%	6%	4%	4%	6%	9%
Mean Score	58.2	61.0	59.4	67.9	49.5	51.7	49.0	77.6	55.0	56.0	65.9	57.8	70.1
		df	df	defh							defh	f	bdefhik

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 113 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1123	255	278	256	334	533	590
Effective base	436	82	85	126	181	167	302
Weighted Base	1054	265	249	257	284	514	541
0-24%	198	40	57	60	41	97	101
	19%	15%	23%	23%	15%	19%	19%
25-49%	167	42	47	41	37	88	78
	16%	16%	19%	16%	13%	17%	14%
50-74%	225	53	63	51	58	116	109
	21%	20%	25%	20%	20%	23%	20%
75-100%	394	112	63	91	128	175	219
	37%	42%	25%	35%	45%	34%	40%
		b			b		
Don't know	71	18	19	14	19	38	33
	7%	7%	8%	5%	7%	7%	6%
Mean Score	58.2	61.7	49.8	56.0	64.1	56.0	60.2
		b		b	bc		a

Columns Tested:: a,b,c,d - a,b

Table 115

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	827	160	667	603	129	32	63	224
Effective base	348	40	311	322	52	13	28	67
Weighted Base	879	71	808	842	31	4	1	37
0-24%	176	-	176	167	8	1	1	9
	20%	-%	22%	20%	25%	20%	35%	25%
			a					
25-49%	169	*	169	161	7	1	*	8
	19%	*%	21%	19%	22%	15%	28%	21%
			a					
50-74%	177	23	154	168	7	1	*	9
	20%	33%	19%	20%	24%	35%	23%	25%
		b						
75-100%	322	46	276	314	7	1	*	8
	37%	65%	34%	37%	22%	19%	13%	21%
		b		bde				
Don't know	34	1	33	32	2	*	*	3
	4%	2%	4%	4%	7%	11%	*%	7%
Mean Score	57.0	83.1	54.7	57.4	48.9	55.9	41.4	49.4
		b		bde				

Columns Tested:: a,b - a,b,c,d,e

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	827	279	255	69	77	84	63	603	129	95
Effective base	348	170	133	29	31	33	28	322	52	23
Weighted Base	879	494	306	42	21	15	1	842	31	6
0-24%	176	81	80	7	6	3	1	167	8	1
	20%	16%	26%	16%	27%	21%	35%	20%	25%	24%
			a				a			
25-49%	169	100	54	7	4	4	*	161	7	1
	19%	20%	18%	18%	18%	25%	28%	19%	22%	18%
50-74%	177	89	68	10	5	4	*	168	7	2
	20%	18%	22%	24%	22%	29%	23%	20%	24%	32%
75-100%	322	212	86	16	5	3	*	314	7	1
	37%	43%	28%	38%	24%	18%	13%	37%	22%	18%
		bdefhi		f				efh		
Don't know	34	13	17	1	2	1	*	32	2	*
	4%	3%	6%	3%	9%	6%	*%	4%	7%	8%
Mean Score	57.0	61.9	49.6	59.0	48.9	50.9	41.4	57.4	48.9	51.8
		bdefhi		bfh				bdfh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	827	402	201	129	32	63	349	143	48	34	75
Effective base	348	249	99	52	13	28	208	68	15	16	16
Weighted Base	879	710	132	31	4	1	603	112	30	10	22
0-24%	176	146	21	8	1	1	122	22	8	2	2
	20%	21%	16%	25%	20%	35% b	20%	20%	28%	23%	10%
25-49%	169	139	22	7	1	*	124	25	2	3	4
	19%	20%	17%	22%	15%	28%	21%	22%	7%	35% c	16%
50-74%	177	137	31	7	1	*	109	20	5	1	8
	20%	19%	23%	24%	35%	23%	18%	18%	15%	12%	37%
75-100%	322	263	52	7	1	*	222	40	12	3	8
	37%	37% ce	39% ce	22%	19%	13%	37%	35%	42%	27%	35%
Don't know	34	25	7	2	*	*	25	5	2	*	*
	4%	3%	5%	7%	11%	*%	4%	4%	7%	3%	2%
Mean Score	57.0	56.9 ce	60.0 ce	48.9	55.9	41.4	56.6	56.6	59.3	45.7	62.0 d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	827	61	49	84	20	62	76	61	42	46
Effective base	348	31	32	54	8	32	50	41	23	23
Weighted Base	879	78	76	141	21	87	140	126	63	60
0-24%	176	23	20	28	1	11	29	30	15	7
	20%	29%	26%	20%	6%	12%	21%	24%	24%	12%
25-49%	169	18	12	29	6	21	26	37	8	3
	19%	24%	16%	21%	30%	24%	19%	29%	13%	4%
						i		i		
50-74%	177	15	11	31	7	20	24	13	9	20
	20%	19%	15%	22%	35%	23%	17%	10%	14%	33%
										g
75-100%	322	18	32	50	6	30	48	43	30	27
	37%	23%	42%	36%	29%	34%	35%	34%	47%	45%
Don't know	34	4	*	2	-	5	12	4	1	3
	4%	5%	*%	1%	-%	5%	8%	3%	1%	6%
Mean Score	57.0	45.0	55.7	57.4	55.5	60.2	56.0	51.3	60.1	68.7
				a		a			a	afg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	827	128	152	221	501	326	121	107	98
Effective base	348	62	86	144	292	101	55	32	32
Weighted Base	879	169	216	407	792	87	36	39	12
0-24%	176	19	58	87	165	11	4	7	1
	20%	12%	27% aefh	22% h	21% h	13%	10%	18%	5%
25-49%	169	30	39	92	161	8	4	1	3
	19%	18% g	18% g	23% eg	20% eg	9%	11%	4%	21% g
50-74%	177	48	35	68	151	27	12	12	3
	20%	28%	16%	17%	19%	30% bcd	33% bcd	30%	26%
75-100%	322	63	80	142	285	37	16	16	5
	37%	38%	37%	35%	36%	43%	43%	42%	45%
Don't know	34	8	5	17	30	4	1	3	*
	4%	5%	2%	4%	4%	5%	3%	7%	3%
Mean Score	57.0	62.6 b	53.2	55.0	56.1	65.3 bcd	66.9 bcd	62.6 b	68.7 bcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	*f	g	h	i
Unweighted Base	827	30	55	62	71	143	22	33	43	423
Effective base	348	11	18	22	36	62	9	13	14	186
Weighted Base	879	27	49	59	93	125	28	28	30	489
0-24%	176	5	22	22	7	29	3	1	5	103
	20%	19%	45%	37%	7%	24%	12%	3%	17%	21%
			dgi	dg		d				
25-49%	169	1	4	13	21	12	2	12	8	99
	19%	4%	9%	23%	22%	10%	8%	43%	27%	20%
								abe		
50-74%	177	3	14	15	24	23	10	7	5	90
	20%	12%	29%	25%	26%	19%	35%	26%	16%	18%
75-100%	322	16	8	9	34	56	8	5	12	181
	37%	60%	16%	15%	37%	45%	30%	19%	40%	37%
		bcg				bc				c
Don't know	34	2	-	-	7	4	4	2	-	15
	4%	6%	-%	-%	8%	3%	15%	8%	-%	3%
Mean Score	57.0	74.7	38.8	37.7	60.4	59.3	61.1	51.7	57.5	57.4
					bc	bc			bc	bc

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	827	163	165	499	705	122	703	124	800	27
Effective base	348	69	68	212	284	65	316	34	334	14
Weighted Base	879	180	153	546	698	181	816	63	839	40
0-24%	176	34	33	109	131	46	159	17	174	2
	20%	19%	21%	20%	19%	25%	19%	27%	21%	5%
25-49%	169	35	15	119	136	33	167	2	160	9
	19%	20%	10%	22% b	20%	18%	21% b	3%	19%	22%
50-74%	177	42	33	102	137	40	155	23	170	7
	20%	23%	22%	19%	20%	22%	19%	36% a	20%	18%
75-100%	322	59	64	199	266	56	306	16	303	19
	37%	33%	42%	36%	38%	31%	37%	26%	36%	47%
Don't know	34	9	8	18	28	6	29	6	31	3
	4%	5%	5%	3%	4%	4%	4%	9%	4%	8%
Mean Score	57.0	54.7	59.6	57.1	58.1	52.9	57.3	53.3	56.5	68.7

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	827	480	186	160	657	117	26	27	774	53
Effective base	348	214	62	73	298	36	7	7	334	15
Weighted Base	879	562	138	179	771	80	14	14	851	28
0-24%	176	65	36	76	138	32	4	2	170	6
	20%	11%	26%	42%	18%	40%	31%	11%	20%	21%
			a	ab		ae				
25-49%	169	121	29	20	155	13	*	1	168	2
	19%	22%	21%	11%	20%	16%	3%	8%	20%	6%
		c								
50-74%	177	128	23	26	153	17	*	7	170	7
	20%	23%	17%	15%	20%	22%	2%	50%	20%	25%
75-100%	322	227	44	51	294	17	6	4	311	11
	37%	40%	32%	28%	38%	21%	45%	30%	37%	38%
					b					
Don't know	34	22	6	7	31	*	3	*	32	3
	4%	4%	4%	4%	4%	*%	20%	*%	4%	10%
Mean Score	57.0	62.2	50.9	45.7	58.6	41.1	59.1	61.6	56.9	60.5
		bc			b				b	b

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	827	343	314	170	812	651	827	567	341	289
Effective base	348	175	125	51	341	269	348	239	148	108
Weighted Base	879	477	294	108	866	671	879	566	375	252
0-24%	176	54	84	38	173	172	176	164	119	70
	20%	11%	29%	35%	20%	26%	20%	29%	32%	28%
			a	a				ac	ac	
25-49%	169	100	55	15	166	148	169	111	88	66
	19%	21%	19%	14%	19%	22%	19%	20%	23%	26%
50-74%	177	97	56	24	177	135	177	110	66	43
	20%	20%	19%	23%	20%	20%	20%	19%	18%	17%
75-100%	322	211	83	28	315	186	322	155	81	63
	37%	44%	28%	26%	36%	28%	37%	27%	22%	25%
		bc			bdef		bdef			
Don't know	34	16	16	3	34	29	34	27	21	10
	4%	3%	5%	3%	4%	4%	4%	5%	6%	4%
Mean Score	57.0	64.1	49.5	45.7	56.9	49.9	57.0	48.8	44.0	46.9
		bc			bdef	e	bdef	e		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	827	147	468	47	58	45	35	27	107
Effective base	348	68	224	17	16	9	15	8	24
Weighted Base	879	184	576	35	39	17	10	18	45
0-24%	176	2	136	12	15	7	3	2	12
	20%	1%	24%	34%	39%	38%	29%	13%	26%
			a	a	a	a	a		a
25-49%	169	16	126	7	8	6	1	6	12
	19%	9%	22%	20%	21%	33%	5%	33%	27%
			a						a
50-74%	177	41	116	6	4	1	2	7	10
	20%	22%	20%	18%	9%	6%	22%	39%	23%
75-100%	322	121	170	9	11	4	4	3	10
	37%	66%	29%	27%	28%	21%	43%	14%	23%
		bcdeh							
Don't know	34	3	29	1	2	*	-	-	*
	4%	2%	5%	2%	4%	2%	-%	-%	1%
Mean Score	57.0	80.4	51.8	47.2	42.5	40.3	57.5	48.4	47.2
		bcdefh	e				e		

Columns Tested:: a,b,c,d,e,f,g,h

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	827	568	78	51	49	28	28	10	449	88	44	22	20	17	11
Effective base	348	273	32	11	15	14	12	2	211	28	13	7	5	7	3
Weighted Base	879	715	73	28	31	4	10	5	532	75	30	6	12	6	9
0-24%	176	138	11	7	13	1	4	-	121	26	15	3	3	3	*
	20%	19%	15%	25%	42%	14%	38%	-%	23%	35%	52%	50%	23%	51%	*%
					a						a				
25-49%	169	129	21	11	5	1	*	*	117	18	2	*	6	*	6
	19%	18%	29%	38%	15%	11%	4%	1%	22%	23%	5%	3%	44%	6%	61%
50-74%	177	148	13	5	1	1	4	5	110	13	8	1	-	2	1
	20%	21%	18%	17%	5%	30%	38%	92%	21%	17%	26%	21%	-%	37%	14%
75-100%	322	270	26	5	10	2	2	*	161	12	5	1	4	*	2
	37%	38%	35%	18%	33%	42%	21%	7%	30%	16%	16%	21%	33%	6%	25%
Don't know	34	30	2	1	1	*	-	-	23	6	*	*	-	-	-
	4%	4%	3%	2%	5%	3%	-%	-%	4%	8%	*%	5%	-%	-%	-%
Mean Score	57.0	58.2	57.5	39.9	44.9	66.2	45.6	53.1	52.3	39.0	37.6	41.8	46.9	35.3	54.4
		cd	c						bc						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	827	369	71	50	23	18	27	9	54	366	146	193	89	31
Effective base	348	177	26	16	8	5	6	3	14	178	67	72	22	10
Weighted Base	879	405	69	44	15	10	15	10	35	477	159	169	47	25
0-24%	176	111	22	18	4	2	7	*	9	55	48	54	15	4
	20%	27%	32%	41%	25%	22%	45%	2%	26%	12%	30%	32%	31%	17%
											a	a	a	
25-49%	169	76	11	12	*	4	2	6	12	98	29	27	8	7
	19%	19%	16%	27%	2%	44%	11%	58%	33%	21%	18%	16%	16%	30%
50-74%	177	86	12	4	*	2	4	2	8	108	19	35	4	12
	20%	21%	18%	9%	1%	19%	28%	19%	23%	23%	12%	21%	8%	47%
														bd
75-100%	322	113	22	5	9	2	2	2	6	193	61	45	19	2
	37%	28%	32%	12%	59%	16%	16%	22%	17%	41%	38%	27%	40%	7%
										ce				
Don't know	34	19	2	5	2	-	*	-	*	22	2	8	2	-
	4%	5%	2%	11%	14%	-%	*%	-%	*%	5%	1%	5%	4%	-%
Mean Score	57.0	49.7	52.3	32.3	74.2	40.6	36.2	46.0	40.2	62.5	53.2	48.2	53.8	42.3
		ch	ch							bcde				

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	827	394	149	166	75	26	325	101	139	59	23
Effective base	348	189	70	57	17	8	163	37	46	16	7
Weighted Base	879	505	167	132	38	22	421	89	107	37	16
0-24%	176	80	51	29	12	2	87	20	47	14	4
	20%	16%	31%	22%	31%	8%	21%	22%	44%	38%	25%
			a						ab		
25-49%	169	100	30	22	8	7	92	31	19	2	4
	19%	20%	18%	17%	20%	33%	22%	35%	18%	5%	22%
								d			
50-74%	177	111	17	34	4	11	84	20	19	5	8
	20%	22%	10%	25%	10%	53%	20%	22%	17%	14%	49%
		b		b							
75-100%	322	192	67	40	13	1	131	19	21	15	1
	37%	38%	40%	30%	33%	7%	31%	21%	20%	39%	4%
Don't know	34	22	2	8	2	-	27	*	1	1	-
	4%	4%	1%	6%	5%	-%	6%	*%	1%	4%	-%
Mean Score	57.0	59.4	53.6	54.8	50.0	46.0	53.7	46.3	39.0	52.4	41.8
		d					c			c	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	827	283	90	115	47	26	306	47	212	766	61	802	10
Effective base	348	135	31	49	17	6	131	14	94	326	22	339	2
Weighted Base	879	315	77	113	41	18	328	32	205	831	48	860	6
0-24%	176	80	18	50	8	7	99	8	56	157	19	171	2
	20%	25%	24%	44% a	20%	41%	30%	24%	28%	19%	40% a	20%	33%
25-49%	169	62	20	20	5	1	65	11	35	163	6	166	*
	19%	20%	26%	18%	13%	7%	20%	33%	17%	20%	12%	19%	1%
50-74%	177	67	13	16	6	9	64	2	42	169	8	173	4
	20%	21%	17%	14%	14%	47%	20%	6%	21%	20%	18%	20%	66%
75-100%	322	91	19	24	20	1	83	8	64	308	14	315	-
	37%	29%	25%	21%	50% c	4%	25%	26%	31%	37%	29%	37%	-%
Don't know	34	16	6	3	1	-	16	3	7	34	1	34	-
	4%	5%	8%	3%	3%	-%	5%	10%	4%	4%	1%	4%	-%
Mean Score	57.0	51.0 c	48.3	40.9	61.2 bc	34.8	47.5	47.6	51.0	57.5 b	48.4	57.1	37.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	827	600	51	381	186	803	9	602	49	386	181
Effective base	348	254	15	163	76	339	2	253	16	167	72
Weighted Base	879	634	38	373	194	859	7	630	41	386	180
0-24%	176	163	10	95	68	167	6	158	14	104	60
	20%	26%	25%	26%	35%	19%	91%	25%	35%	27%	33%
25-49%	169	143	5	73	38	166	*	143	5	79	32
	19%	23%	13%	19%	20%	19%	*%	23%	13%	20%	18%
50-74%	177	121	14	67	43	176	*	123	12	68	42
	20%	19%	38%	18%	22%	21%	6%	20%	30%	18%	23%
75-100%	322	178	9	115	39	315	*	177	9	116	38
	37%	28%	23%	31%	20%	37%	2%	28%	22%	30%	21%
Don't know	34	29	*	22	5	34	-	29	*	20	7
	4%	5%	*%	6%	3%	4%	-%	5%	*%	5%	4%
Mean Score	57.0	49.9	49.4	51.8 b	43.1	57.3	11.9	50.2	45.1	51.0 b	44.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	827	359	713	108	-	336	530	81	1	366	398	95	-
Effective base	348	153	303	42	-	139	222	33	1	156	166	39	-
Weighted Base	879	386	772	115	-	347	539	94	1	370	394	96	-
0-24%	176	121	154	35	-	122	148	41	-	137	115	40	-
	20%	31% b	20%	30%	-%	35%	27%	44%	-%	37%	29%	42%	-%
25-49%	169	106	135	28	-	89	102	15	-	72	66	21	-
	19%	28% b	18%	24%	-%	26%	19%	16%	-%	20%	17%	22%	-%
50-74%	177	79	157	29	-	67	110	21	1	69	84	19	-
	20%	20%	20%	25%	-%	19%	20%	23%	100%	19%	21%	20%	-%
75-100%	322	66	293	23	-	61	153	16	-	78	109	16	-
	37%	17%	38% ac	20%	-%	17%	28% a	17%	-%	21%	28%	17%	-%
Don't know	34	14	33	*	-	9	26	*	-	14	19	*	-
	4%	4%	4%	*%	-%	3%	5%	*%	-%	4%	5%	*%	-%
Mean Score	57.0	41.9	58.0 ac	44.5	-	41.0	50.3 ac	39.1	50.0	43.2	50.0 ac	39.5	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	827	789	606	425	494	827	22	291	236	201	56	35
Effective base	348	333	251	186	206	348	6	140	112	92	27	16
Weighted Base	879	848	633	440	534	879	13	343	275	237	67	43
0-24%	176	171	166	133	164	176	7	113	101	98	36	20
	20%	20%	26%	30% a	31% b	20%	50%	33%	37%	41%	54% a	47%
25-49%	169	162	144	90	160	169	5	74	58	55	9	9
	19%	19%	23%	20%	30% b	19%	38%	22%	21%	23%	14%	20%
50-74%	177	172	125	84	142	177	2	61	53	35	7	8
	20%	20%	20%	19%	27%	20%	11%	18%	19%	15%	11%	18%
75-100%	322	308	173	117	46	322	*	84	53	40	14	6
	37%	36% bc	27%	27%	9%	37% a	1%	25%	19%	17%	22%	15%
Don't know	34	34	25	16	22	34	-	11	11	8	*	-
	4%	4%	4%	4%	4%	4%	-%	3%	4%	4%	*%	-%
Mean Score	57.0	56.8 bc	49.3	47.6	36.5	57.0 a	23.5	45.4 c	41.2	38.5	35.9	36.4

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	827	104	44	44	14	738	529	764	533	478	341	721	102	-	638	57
Effective base	348	49	12	22	5	308	196	316	202	179	141	301	40	-	257	26
Weighted Base	879	117	31	53	13	767	471	788	478	400	352	753	103	-	627	65
0-24%	176	23	8	11	7	160	126	164	119	107	114	154	22	-	151	8
	20%	19%	25%	21%	54%	21%	27%	21%	25%	27%	32% b	20%	21%	-%	24%	12%
25-49%	169	27	7	12	*	152	103	153	89	57	83	144	29	-	119	18
	19%	23%	21%	23%	3%	20%	22%	19%	19%	14%	24%	19%	28%	-%	19%	28%
50-74%	177	27	7	15	*	162	93	169	102	88	68	157	24	-	111	16
	20%	23%	21%	28%	*%	21%	20%	21%	21%	22%	19%	21%	23%	-%	18%	24%
75-100%	322	32	5	14	4	276	136	281	154	139	76	277	26	-	232	19
	37%	27%	15%	26%	32%	36%	29%	36%	32%	35%	22%	37% a	25%	-%	37%	29%
Don't know	34	8	5	1	1	16	13	21	14	10	12	21	2	-	14	5
	4%	7%	17%	2%	11%	2%	3%	3%	3%	2%	3%	3%	2%	-%	2%	7%
Mean Score	57.0	52.1	43.9	50.8	39.0	56.1 b	49.8	56.0 b	52.8	54.0	44.3	56.7 ac	49.5	-	55.2	56.6

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	827	328	499	212	11	108	161	85	543	193	136	142	533
Effective base	348	153	195	91	5	43	75	31	235	81	51	58	233
Weighted Base	879	366	513	222	15	102	181	80	613	183	127	142	594
0-24%	176	73	103	77	4	31	65	30	127	19	39	39	97
	20%	20%	20%	35%	28%	31%	36%	37%	21%	10%	30%	27%	16%
								bc	c		c		
25-49%	169	90	79	33	4	21	25	12	118	39	18	26	121
	19%	25%	15%	15%	30%	21%	14%	15%	19%	21%	14%	19%	20%
		b											
50-74%	177	69	108	43	3	21	40	15	114	48	27	32	117
	20%	19%	21%	19%	21%	20%	22%	18%	19%	26%	22%	23%	20%
75-100%	322	117	205	61	2	25	45	21	225	73	40	36	242
	37%	32%	40%	27%	14%	25%	25%	27%	37%	40%	31%	25%	41%
													b
Don't know	34	17	18	9	1	4	6	2	28	4	4	9	17
	4%	5%	3%	4%	6%	4%	3%	2%	5%	2%	3%	6%	3%
Mean Score	57.0	53.8	59.3	47.5	45.3	45.9	46.8	45.2	57.0	61.9	51.3	48.9	60.2
			a						a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	827	440	387
Effective base	348	160	188
Weighted Base	879	395	484
0-24%	176	57	119
	20%	14%	25%
			a
25-49%	169	74	95
	19%	19%	20%
50-74%	177	98	79
	20%	25%	16%
75-100%	322	147	175
	37%	37%	36%
Don't know	34	19	15
	4%	5%	3%
Mean Score	57.0	60.2	54.5
		b	

Columns Tested:: a,b

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	827	52	99	57	64	51	89	27	94	70	60	86	78
Effective base	348	7	47	23	19	18	34	15	62	40	26	56	46
Weighted Base	879	15	171	50	56	48	112	7	139	74	32	100	74
0-24%	176	4	37	5	11	11	20	*	18	18	6	31	17
	20%	26%	21%	10%	19%	23%	17%	1%	13%	24%	17%	31% ch	23%
25-49%	169	1	38	2	17	10	25	*	38	10	9	9	11
	19%	7%	22%	4%	30% ck	21%	22%	2%	27% ck	13%	28% ck	9%	15%
50-74%	177	2	35	23	5	10	23	2	24	13	5	19	15
	20%	13%	21%	45% bdhijkl	9%	21%	21%	32%	17%	18%	16%	19%	20%
75-100%	322	8	58	16	18	12	44	3	54	30	11	37	31
	37%	52%	34%	31%	32%	26%	39%	43%	39%	40%	33%	37%	41%
Don't know	34	*	2	5	6	4	*	1	6	4	2	4	1
	4%	2%	1%	9%	11%	9%	*%	22%	4%	5%	6%	4%	1%
Mean Score	57.0	63.1 e	57.1	64.0 ej	53.4	47.4	58.5	76.4	58.4	57.5	51.5	54.9	58.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 115 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	827	208	204	191	224	412	415
Effective base	348	73	71	107	126	143	230
Weighted Base	879	236	216	220	207	452	427
0-24%	176	46	41	36	53	87	89
	20%	19%	19%	16%	26%	19%	21%
25-49%	169	42	51	47	29	93	76
	19%	18%	24%	22%	14%	21%	18%
50-74%	177	60	38	39	39	99	79
	20%	26%	18%	18%	19%	22%	18%
75-100%	322	82	74	87	79	156	166
	37%	35%	34%	39%	38%	35%	39%
Don't know	34	7	11	11	6	17	17
	4%	3%	5%	5%	3%	4%	4%
Mean Score	57.0	58.8	54.9	58.5	55.6	57.0	57.1

Columns Tested:: a,b,c,d - a,b

Table 117

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	647	5	642	436	119	31	61	211
Effective base	270	2	269	247	49	17	33	64
Weighted Base	681	2	679	647	29	3	2	34
0-24%	322	-	322	309	10	2	1	13
	47%	-%	47%	48%	36%	54%	41%	38%
25-49%	151	-	151	141	8	1	*	9
	22%	-%	22%	22%	28%	22%	31%	27%
50-74%	82	*	82	76	5	*	*	6
	12%	1%	12%	12%	19%	12%	16%	18%
75-100%	98	2	96	95	3	*	*	3
	14%	81%	14%	15%	9%	3%	12%	9%
Don't know	29	*	29	26	2	*	*	3
	4%	18%	4%	4%	9%	8%	1%	8%
Mean Score	33.9	99.2	33.7	33.8	35.9	26.8	36.4	35.1

Columns Tested:: a,b - a,b,c,d,e

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	647	166	206	64	80	70	61	436	119	92
Effective base	270	108	119	29	31	33	33	247	49	33
Weighted Base	681	313	296	38	21	12	2	647	29	5
0-24%	322	176	120	13	6	6	1	309	10	2
	47%	56%	41%	34%	29%	53%	41%	48%	36%	50%
		bcdh				d		d		
25-49%	151	51	81	10	6	3	*	141	8	1
	22%	16%	27%	25%	27%	28%	31%	22%	28%	25%
			a							
50-74%	82	28	44	4	5	1	*	76	5	1
	12%	9%	15%	9%	22%	11%	16%	12%	19%	13%
75-100%	98	46	38	11	2	1	*	95	3	*
	14%	15%	13%	28%	10%	6%	12%	15%	9%	6%
				behi						
Don't know	29	12	13	1	2	*	*	26	2	*
	4%	4%	4%	3%	12%	3%	1%	4%	9%	6%
Mean Score	33.9	31.2	35.2	45.2	39.4	28.0	36.4	33.8	35.9	30.0
				abegi	ei				e	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	647	272	164	119	31	61	274	158	43	36	81
Effective base	270	182	86	49	17	33	154	74	15	15	13
Weighted Base	681	529	119	29	3	2	445	131	27	10	20
0-24%	322	266	43	10	2	1	238	45	8	4	9
	47%	50% b	36%	36%	54%	41%	54% b	35%	30%	44%	43%
25-49%	151	115	26	8	1	*	101	30	5	2	7
	22%	22%	22%	28%	22%	31%	23%	23%	17%	18%	36%
50-74%	82	55	20	5	*	*	44	18	8	1	3
	12%	10%	17%	19%	12%	16%	10%	13%	31% a	8%	14%
75-100%	98	73	22	3	*	*	46	28	4	1	1
	14%	14%	18%	9%	3%	12%	10%	22% a	15%	15%	5%
Don't know	29	19	7	2	*	*	16	10	2	1	*
	4%	4%	6%	9%	8%	1%	4%	7%	6%	15% a	2%
Mean Score	33.9	32.3	40.7 ad	35.9	26.8	36.4	28.9	42.8 ae	40.7 a	37.7	33.1

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	647	57	40	70	23	48	68	56	53	40
Effective base	270	31	21	39	13	25	41	35	26	19
Weighted Base	681	80	42	106	20	72	120	94	59	48
0-24%	322	47	17	58	7	35	53	44	18	21
	47%	58% h	41%	55%	34%	49%	44%	47%	31%	43%
25-49%	151	13	15	27	9	18	21	14	19	8
	22%	17%	36%	25%	43%	26%	18%	15%	32%	17%
50-74%	82	10	3	8	3	8	19	15	9	2
	12%	13%	8%	8%	14%	11%	16%	16%	16%	4%
75-100%	98	7	5	11	2	9	13	16	12	16
	14%	8%	11%	11%	9%	13%	11%	17%	21%	33% acf
Don't know	29	3	2	2	-	1	14	5	*	1
	4%	4%	5%	2%	-%	2%	12%	5%	*%	2%
Mean Score	33.9	26.2	31.9	28.1	35.2	33.4	32.4	37.7 a	42.4 ac	45.8 ac

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	647	111	150	194	455	192	75	51	66
Effective base	270	54	77	116	246	35	16	10	17
Weighted Base	681	140	181	320	640	41	22	13	7
0-24%	322	63	82	155	299	23	11	8	4
	47%	45%	45%	48%	47%	56%	51%	66%	53%
25-49%	151	35	47	62	144	6	3	2	1
	22%	25%	26%	19%	23%	15%	14%	15%	21%
50-74%	82	12	23	43	78	4	2	1	1
	12%	9%	13%	13%	12%	9%	9%	10%	9%
75-100%	98	27	24	40	91	7	5	1	1
	14%	19%	13%	13%	14%	17%	25%	9%	10%
Don't know	29	3	5	20	28	1	*	-	1
	4%	2%	3%	6%	4%	2%	2%	-%	7%
Mean Score	33.9	37.9	32.9	32.5	33.8	35.3	42.0 cdgh	27.7	27.9

Columns Tested:: a,b,c,d,e,f,g,h

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	647	17	48	55	82	113	28	17	29	306
Effective base	270	11	15	19	36	44	11	6	13	137
Weighted Base	681	15	45	57	97	83	32	13	25	359
0-24%	322	3	20	27	41	33	20	9	15	175
	47%	19%	45%	47%	42%	40%	62%	69%	59%	49%
25-49%	151	4	13	18	21	23	2	4	7	72
	22%	25%	29%	31%	22%	28%	7%	27%	26%	20%
50-74%	82	3	9	9	11	12	*	*	2	45
	12%	20%	20%	16%	11%	14%	*%	*%	7%	13%
75-100%	98	4	3	3	16	11	*	1	2	61
	14%	26%	7%	5%	17%	14%	1%	4%	8%	17%
Don't know	29	2	*	*	9	4	10	*	-	5
	4%	10%	*%	*%	9%	5%	30%	*%	-%	1%
					i					
Mean Score	33.9	50.4	29.4	27.0	36.4	36.1	15.7	19.2	26.2	35.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	647	154	141	352	560	87	524	123	636	11
Effective base	270	63	54	155	224	48	237	37	267	4
Weighted Base	681	169	115	397	537	144	619	62	671	11
0-24%	322	70	53	199	241	81	300	22	315	7
	47%	42%	46%	50%	45%	56%	49%	35%	47%	71%
25-49%	151	42	26	82	130	20	130	20	149	1
	22%	25%	22%	21%	24%	14%	21%	33%	22%	13%
50-74%	82	23	12	47	71	11	71	11	82	*
	12%	14%	10%	12%	13%	8%	12%	17%	12%	2%
75-100%	98	23	12	63	71	27	92	6	96	1
	14%	14%	10%	16%	13%	19%	15%	9%	14%	14%
Don't know	29	10	13	5	24	5	25	4	29	-
	4%	6%	12%	1%	5%	3%	4%	6%	4%	-%
			c							
Mean Score	33.9	34.2	31.6	34.4	34.0	33.6	33.7	35.7	34.0	25.4

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	647	335	154	155	476	119	29	23	595	52
Effective base	270	147	53	69	223	35	7	6	258	13
Weighted Base	681	379	126	174	572	80	14	16	652	30
0-24%	322	182	46	93	261	48	2	11	310	12
	47%	48%	37%	54%	46%	60%	11%	69%	48%	42%
25-49%	151	71	35	42	122	18	6	4	140	10
	22%	19%	28%	24%	21%	22%	43%	27%	22%	34%
50-74%	82	46	19	16	69	9	4	*	78	4
	12%	12%	15%	9%	12%	11%	32%	*%	12%	15%
75-100%	98	59	19	19	93	4	*	1	97	1
	14%	16%	15%	11%	16%	5%	3%	4%	15%	3%
Don't know	29	20	6	3	26	1	2	*	27	2
	4%	5%	4%	2%	5%	2%	11%	*%	4%	5%
Mean Score	33.9	34.6	38.3	29.4	35.6	23.9	38.8	21.9	34.1	29.4
			c		b				b	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	647	187	289	171	623	626	647	530	402	317
Effective base	270	101	123	48	255	259	270	214	158	107
Weighted Base	681	274	298	110	650	650	681	541	419	267
0-24%	322	139	123	61	311	315	322	253	192	107
	47%	51%	41%	55%	48%	48%	47%	47%	46%	40%
25-49%	151	44	78	28	151	142	151	118	93	71
	22%	16%	26%	26%	23%	22%	22%	22%	22%	27%
50-74%	82	32	36	13	80	73	82	73	51	37
	12%	12%	12%	12%	12%	11%	12%	13%	12%	14%
75-100%	98	48	45	5	82	91	98	76	63	41
	14%	18%	15%	4%	13%	14%	14%	14%	15%	16%
		c	c							
Don't know	29	10	16	3	27	29	29	22	19	10
	4%	4%	5%	3%	4%	4%	4%	4%	4%	4%
Mean Score	33.9	35.0	36.1	25.4	32.6	33.3	33.9	33.8	34.8	37.1
		c	c							a

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	647	34	424	44	61	38	32	14	84
Effective base	270	20	193	20	16	9	9	7	23
Weighted Base	681	50	503	42	39	11	19	18	48
0-24%	322	14	249	18	19	3	10	8	22
	47%	28%	49%	44%	48%	32%	55%	46%	46%
25-49%	151	5	109	9	9	5	6	7	17
	22%	10%	22%	22%	24%	49%	29%	37%	37%
						a			
50-74%	82	12	52	8	6	1	2	1	4
	12%	23%	10%	18%	15%	12%	12%	4%	9%
75-100%	98	19	66	6	3	1	1	2	4
	14%	38%	13%	15%	8%	6%	3%	13%	7%
		bdfh							
Don't know	29	*	26	*	2	*	*	-	*
	4%	1%	5%	*%	5%	1%	*%	-%	*%
Mean Score	33.9	56.5	31.6	39.0	30.5	32.5	25.2	36.3	31.0
		bcdefh		f					

Columns Tested:: a,b,c,d,e,f,g,h

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	647	420	66	52	36	28	19	2	417	92	58	27	17	8	7
Effective base	270	196	25	15	8	6	8	1	193	29	19	10	6	5	4
Weighted Base	681	515	54	34	20	15	10	4	502	71	37	10	14	6	11
0-24%	322	247	24	14	15	10	2	-	257	26	10	3	10	1	7
	47%	48%	44%	41%	72%	68%	19%	-%	51% c	37%	27%	35%	68%	16%	68%
25-49%	151	114	8	13	4	4	4	4	98	22	15	*	2	4	1
	22%	22%	15%	38%	22%	27%	46%	95%	20%	30%	41% a	3%	12%	71%	11%
50-74%	82	64	8	3	1	*	3	-	49	8	8	4	3	1	-
	12%	12%	15%	10%	4%	1%	32%	-%	10%	12%	21%	37%	19%	13%	-%
75-100%	98	69	9	4	*	*	*	*	76	9	3	1	*	-	2
	14%	13%	16%	11%	2%	3%	3%	5%	15%	13%	9%	6%	1%	-%	21%
Don't know	29	21	5	-	*	*	-	-	21	6	*	2	-	-	-
	4%	4%	10%	-%	*%	1%	-%	-%	4%	8%	*%	19%	-%	-%	-%
Mean Score	33.9	32.8 d	36.9 d	34.3 d	19.0	19.5	39.6	49.5	32.8	35.4	39.0	37.3	22.3	39.7	31.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	647	323	77	52	31	21	15	11	47	205	131	195	75	40
Effective base	270	150	23	17	12	6	4	6	15	106	60	75	20	14
Weighted Base	681	384	55	46	19	16	11	9	36	297	147	159	40	38
0-24%	322	195	23	20	8	1	2	3	5	151	68	65	22	17
	47%	51% h	43%	44%	42%	5%	16%	32%	15%	51%	46%	41%	54%	45%
25-49%	151	75	14	10	2	7	5	5	17	44	33	50	9	15
	22%	19%	25%	21%	13%	45%	42%	61%	48% a	15%	23%	31% a	21%	39% a
50-74%	82	48	3	7	5	6	5	-	10	35	21	18	1	5
	12%	13%	5%	15%	24%	34%	40%	-%	28% b	12%	14%	11%	4%	14%
75-100%	98	56	13	2	3	1	*	1	2	52	22	16	7	1
	14%	15%	24%	5%	14%	8%	*%	7%	5%	18%	15%	10%	16%	2%
Don't know	29	10	2	7	1	1	*	-	1	14	3	10	2	-
	4%	3%	4%	14% a	7%	7%	1%	-%	4%	5%	2%	6%	4%	-%
Mean Score	33.9	32.6	39.9	29.9	38.6	42.4	43.4	31.5	40.1 c	35.3	35.2	31.4	34.1	27.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	647	239	116	172	61	34	271	124	145	54	29
Effective base	270	120	52	61	15	10	133	50	55	15	10
Weighted Base	681	334	127	132	31	25	360	128	100	32	28
0-24%	322	169	67	49	16	10	188	51	40	20	15
	47%	51%	53%	37%	51%	41%	52%	40%	40%	63%	54%
25-49%	151	58	32	43	6	12	63	32	32	8	7
	22%	17%	25%	32%	21%	46%	17%	25%	32%	26%	25%
				a		a			a		
50-74%	82	49	9	17	1	2	29	19	17	1	5
	12%	15%	7%	13%	4%	9%	8%	15%	17%	3%	19%
75-100%	98	45	15	16	6	1	58	24	7	1	1
	14%	13%	12%	12%	19%	3%	16%	19%	7%	5%	3%
Don't know	29	14	3	8	2	-	23	1	4	1	-
	4%	4%	3%	6%	5%	-%	6%	1%	4%	4%	-%
Mean Score	33.9	33.3	29.2	33.8	36.6	29.0	33.1	39.2	30.8	25.9	26.1
								cd			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	647	218	104	128	39	39	306	48	174	575	72	609	14
Effective base	270	101	41	52	10	11	127	14	73	243	28	252	5
Weighted Base	681	272	103	115	19	30	318	35	187	619	63	635	15
0-24%	322	136	43	54	9	9	145	14	94	298	24	311	*
	47%	50%	42%	47%	46%	30%	46%	38%	50%	48%	39%	49%	1%
25-49%	151	48	23	28	7	12	76	10	32	140	10	145	6
	22%	18%	23%	24%	35%	39%	24%	27%	17%	23%	17%	23%	38%
50-74%	82	31	13	20	1	8	39	8	25	68	14	75	5
	12%	11%	13%	17%	6%	25%	12%	22%	13%	11%	23%	12%	30%
75-100%	98	46	17	10	1	1	43	2	31	84	13	78	5
	14%	17%	17%	9%	5%	4%	13%	5%	17%	14%	21%	12%	32%
Don't know	29	11	6	3	1	*	15	2	4	29	*	27	-
	4%	4%	6%	2%	8%	1%	5%	7%	2%	5%	*%	4%	-%
Mean Score	33.9	34.3	37.2	30.6	28.6	35.6	33.7	33.2	34.1	32.8	44.0 a	31.9	62.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	647	565	61	296	234	610	13	562	64	303	227
Effective base	270	244	15	125	89	252	3	242	17	130	85
Weighted Base	681	608	42	314	226	639	11	609	41	332	208
0-24%	322	301	14	158	95	305	5	300	15	167	86
	47%	49%	34%	50%	42%	48%	50%	49%	35%	50%	41%
25-49%	151	128	14	51	67	150	1	126	16	58	59
	22%	21%	33%	16%	29% a	23%	7%	21%	39%	18%	28%
50-74%	82	67	5	44	29	76	4	66	7	45	27
	12%	11%	12%	14%	13%	12%	38%	11%	17%	14%	13%
75-100%	98	83	8	47	29	82	1	88	4	47	29
	14%	14%	20%	15%	13%	13%	5%	14%	9%	14%	14%
Don't know	29	29	*	15	7	27	-	29	*	15	7
	4%	5%	*%	5%	3%	4%	-%	5%	*%	5%	3%
Mean Score	33.9	32.4	45.1 a	32.8	35.3	32.6	33.2	33.0	36.9	32.4	36.1

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	647	442	485	122	-	455	436	99	-	433	308	119	-
Effective base	270	176	206	43	-	184	188	39	-	171	131	46	-
Weighted Base	681	445	510	111	-	451	458	99	-	429	320	110	-
0-24%	322	190	252	48	-	208	238	47	-	198	169	47	-
	47%	43%	49%	43%	-%	46%	52%	48%	-%	46%	53%	43%	-%
25-49%	151	113	130	35	-	106	108	25	-	109	71	32	-
	22%	25%	26%	32%	-%	23%	24%	26%	-%	25%	22%	29%	-%
50-74%	82	58	63	24	-	54	54	20	-	52	48	25	-
	12%	13%	12%	22%	-%	12%	12%	20%	-%	12%	15%	22%	-%
75-100%	98	69	42	3	-	71	37	5	-	57	18	6	-
	14%	16%	8%	3%	-%	16%	8%	5%	-%	13%	6%	5%	-%
		bc				b				b			
Don't know	29	16	23	*	-	13	21	1	-	13	14	1	-
	4%	4%	5%	*%	-%	3%	5%	1%	-%	3%	4%	1%	-%
Mean Score	33.9	35.9	29.1	28.5	-	35.1	28.0	28.8	-	33.3	26.6	29.7	-
		bc				b				b			

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	647	604	595	366	647	367	33	259	261	261	69	40
Effective base	270	249	251	157	270	157	10	120	112	111	30	18
Weighted Base	681	636	629	395	681	402	24	301	282	279	75	46
0-24%	322	309	312	204	322	239	10	175	150	152	33	27
	47%	48%	50%	52%	47%	59% a	40%	58%	53%	55%	45%	58%
25-49%	151	141	138	73	151	109	10	53	60	66	22	13
	22%	22%	22%	18%	22%	27%	42%	17%	21%	24%	30%	28%
50-74%	82	79	72	59	82	26	4	42	40	31	19	6
	12%	12%	11%	15%	12%	6%	17%	14%	14%	11%	25%	14%
75-100%	98	82	78	46	98	7	-	23	23	22	1	*
	14%	13%	12%	12%	14% b	2%	-%	8%	8%	8%	1%	1%
Don't know	29	26	29	14	29	21	*	8	10	8	*	-
	4%	4%	5%	3%	4%	5%	1%	3%	4%	3%	*%	-%
Mean Score	33.9	32.5	31.9	30.7	33.9 b	20.5	25.4	26.3	27.8	26.3	27.3	21.6

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	647	84	46	47	16	562	431	588	420	368	420	522	102	-	530	47
Effective base	270	38	14	20	5	233	174	242	164	144	164	221	39	-	215	25
Weighted Base	681	85	38	49	14	566	436	599	418	349	413	548	101	-	518	67
0-24%	322	50	9	29	*	289	214	302	198	166	189	284	48	-	232	42
	47%	59% b	23%	59% b	1%	51%	49%	50%	47%	48%	46%	52%	47%	-%	45%	63%
25-49%	151	11	7	13	4	132	101	137	95	73	111	122	34	-	127	8
	22%	13%	19%	27%	28%	23%	23%	23%	23%	21%	27%	22%	34%	-%	25%	12%
50-74%	82	5	3	3	5	66	61	71	53	53	52	65	13	-	72	2
	12%	6%	8%	6%	32%	12%	14%	12%	13%	15%	13%	12%	13%	-%	14%	3%
75-100%	98	13	13	4	5	65	47	69	62	49	52	61	2	-	73	13
	14%	15%	35%	7%	39%	11%	11%	12%	15%	14%	12%	11%	2%	-%	14%	19%
Don't know	29	5	6	*	-	14	14	20	10	9	10	16	3	-	14	2
	4%	6%	15%	*%	-%	3%	3%	3%	2%	3%	3%	3%	3%	-%	3%	3%
Mean Score	33.9	28.2	58.2 ac	25.3	64.5	31.0	31.2	31.2	34.2	34.3	33.7 c	30.2	25.2	-	34.9	30.3

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	647	305	342	267	14	122	197	97	431	116	90	141	407
Effective base	270	128	142	97	8	44	79	32	183	55	38	59	170
Weighted Base	681	327	355	243	26	118	192	85	464	127	100	146	419
0-24%	322	163	159	112	10	35	107	28	215	79	60	60	196
	47%	50%	45%	46%	39%	30%	56%	33%	46%	62%	60%	41%	47%
							a			ab			
25-49%	151	69	81	57	8	38	41	28	95	28	19	42	89
	22%	21%	23%	24%	31%	32%	21%	33%	20%	22%	19%	29%	21%
50-74%	82	33	49	32	2	21	15	13	61	4	10	13	55
	12%	10%	14%	13%	8%	18%	8%	15%	13%	3%	10%	9%	13%
									c				
75-100%	98	45	53	38	5	20	25	14	70	13	10	20	68
	14%	14%	15%	16%	18%	17%	13%	17%	15%	10%	10%	14%	16%
Don't know	29	16	13	4	1	3	4	2	24	3	1	11	12
	4%	5%	4%	2%	4%	2%	2%	3%	5%	2%	1%	7%	3%
Mean Score	33.9	32.2	35.5	36.0	37.1	42.7	29.6	40.2	35.3	24.4	27.1	33.4	35.8
						b		c	c				a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	647	300	347
Effective base	270	113	157
Weighted Base	681	278	404
0-24%	322	138	184
	47%	50%	46%
25-49%	151	52	99
	22%	19%	24%
50-74%	82	34	48
	12%	12%	12%
75-100%	98	39	59
	14%	14%	15%
Don't know	29	15	14
	4%	5%	3%
Mean Score	33.9	33.1	34.4

Columns Tested:: a,b

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	647	36	82	40	51	36	87	4	87	45	43	62	74
Effective base	270	6	40	15	13	14	32	4	51	28	17	42	37
Weighted Base	681	12	137	35	33	41	104	1	109	59	21	71	58
0-24%	322	11	91	16	15	19	35	*	52	21	11	29	22
	47%	85%	66%	46%	45%	46%	33%	36%	48%	36%	49%	41%	38%
		fikl	fikl										
25-49%	151	1	13	4	9	10	33	-	29	18	2	13	19
	22%	9%	9%	13%	26%	24%	31%	-%	27%	31%	8%	19%	32%
							b		b	b			b
50-74%	82	*	13	5	1	1	13	-	13	9	4	13	8
	12%	*%	10%	15%	4%	3%	13%	-%	12%	16%	20%	18%	14%
75-100%	98	*	17	7	4	6	24	*	9	8	5	9	8
	14%	4%	12%	20%	12%	14%	23%	33%	8%	14%	22%	13%	14%
Don't know	29	*	3	2	4	5	*	*	5	2	-	6	1
	4%	2%	2%	7%	13%	12%	*%	31%	4%	4%	-%	9%	2%
Mean Score	33.9	19.9	27.9	37.6	33.9	29.6	42.9	52.1	29.9	38.5	39.9	32.8	36.9
				a	a		abh		a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 117 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	647	158	174	136	179	332	315
Effective base	270	59	58	79	95	117	170
Weighted Base	681	185	178	168	150	363	318
0-24%	322	118	68	74	62	186	136
	47%	64%	38%	44%	41%	51%	43%
		bcd					
25-49%	151	19	51	47	34	70	81
	22%	10%	29%	28%	22%	19%	25%
			a	a	a		
50-74%	82	19	16	22	25	34	47
	12%	10%	9%	13%	17%	9%	15%
75-100%	98	24	33	18	22	58	40
	14%	13%	19%	11%	15%	16%	13%
Don't know	29	6	9	7	7	15	14
	4%	3%	5%	4%	5%	4%	4%
Mean Score	33.9	29.1	38.5	33.0	35.5	33.7	34.2
			a				

Columns Tested:: a,b,c,d - a,b

Table 119

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	439	3	436	306	77	17	39	133
Effective base	198	3	198	182	30	9	19	39
Weighted Base	493	*	493	470	20	2	1	24
0-24%	235	*	235	223	9	2	1	12
	48%	41%	48%	48%	45%	74%	72% a	49%
25-49%	127	-	127	122	5	*	*	6
	26%	-%	26%	26%	26%	13%	18%	25%
50-74%	53	-	53	51	2	*	*	2
	11%	-%	11%	11%	8%	1%	10%	8%
75-100%	57	*	57	55	2	-	-	2
	12%	59%	12%	12%	8%	-%	-%	7%
Don't know	21	-	21	19	2	*	-	3
	4%	-%	4%	4%	12%	12%	-%	12%
Mean Score	31.0	61.4	31.0	31.2	30.5	13.5	22.7	28.5

Columns Tested:: a,b - a,b,c,d,e

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	439	131	136	39	48	46	39	306	77	56
Effective base	198	88	81	23	19	20	19	182	30	18
Weighted Base	493	250	198	22	15	8	1	470	20	3
0-24%	235	121	91	11	7	4	1	223	9	2
	48%	48%	46%	52%	45%	53%	72%	48%	45%	73%
							bg			abg
25-49%	127	55	61	5	4	1	*	122	5	*
	26%	22%	31%	23%	30%	15%	18%	26%	26%	14%
50-74%	53	29	19	3	1	1	*	51	2	*
	11%	11%	10%	13%	4%	14%	10%	11%	8%	4%
75-100%	57	32	22	1	1	1	-	55	2	-
	12%	13%	11%	5%	6%	10%	-%	12%	8%	-%
Don't know	21	14	3	1	2	1	-	19	2	*
	4%	6%	2%	7%	14%	8%	-%	4%	12%	8%
					b				b	
Mean Score	31.0	31.4	31.4	25.7	27.9	30.5	22.7	31.2	30.5	16.8
		i	i	i	i	i		i	i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	439	203	103	77	17	39	211	92	28	27	44
Effective base	198	141	60	30	9	19	129	45	10	11	11
Weighted Base	493	399	71	20	2	1	361	72	19	5	8
0-24%	235	187	36	9	2	1	172	29	14	4	4
	48%	47%	51%	45%	74%	72% a	48%	40%	73%	76%	44%
25-49%	127	102	20	5	*	*	92	20	1	1	3
	26%	26%	28%	26%	13%	18%	25%	27%	5%	15%	40%
50-74%	53	43	8	2	*	*	38	7	2	*	1
	11%	11%	11%	8%	1%	10%	11%	10%	13%	3%	13%
75-100%	57	52	3	2	-	-	45	12	*	*	-
	12%	13%	4%	8%	-%	-%	12%	16%	1%	*%	-%
Don't know	21	14	5	2	*	-	14	5	2	*	*
	4%	4%	7%	12%	12%	-%	4%	7%	8%	7%	3%
Mean Score	31.0	32.3 b	24.6	30.5	13.5	22.7	31.4	34.7	22.3	14.8	26.1

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	*h	*i
Unweighted Base	439	47	33	49	16	37	48	35	27	27
Effective base	198	27	22	28	6	18	29	24	16	13
Weighted Base	493	68	42	71	15	53	78	68	38	30
0-24%	235	34	16	37	2	26	36	35	21	12
	48%	50%	38%	52%	11%	48%	46%	51%	55%	39%
25-49%	127	18	19	20	1	12	16	15	5	14
	26%	27%	45%	28%	7%	23%	20%	22%	14%	46%
50-74%	53	3	3	10	8	7	8	6	4	4
	11%	4%	7%	14%	53%	14%	10%	8%	10%	12%
75-100%	57	9	4	2	4	5	13	12	4	1
	12%	14%	10%	3%	29%	9%	16%	17%	11%	3%
Don't know	21	3	-	2	-	3	6	1	4	*
	4%	5%	-%	3%	-%	6%	8%	2%	10%	1%
Mean Score	31.0	26.5	33.3	23.6	57.3	32.1	35.1	34.6	28.1	30.2
							c	c		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	439	80	107	132	319	120	46	33	41
Effective base	198	36	64	81	179	32	22	7	10
Weighted Base	493	98	147	218	464	30	13	11	6
0-24%	235	39	71	108	217	17	6	9	3
	48%	40%	48%	50%	47%	59%	46%	78%	49%
25-49%	127	27	43	51	121	7	3	2	2
	26%	28%	29%	23%	26%	22%	22%	16%	35%
50-74%	53	19	9	23	51	1	1	*	*
	11%	19% e	6%	11%	11%	4%	6%	2%	5%
75-100%	57	10	18	26	54	3	2	*	1
	12%	10%	12%	12%	12%	10%	16%	3%	9%
Don't know	21	4	7	10	20	1	1	-	*
	4%	4%	5%	4%	4%	5%	10%	-%	2%
Mean Score	31.0	35.4 eg	28.9	31.1 g	31.3 g	26.6	32.0	20.3	27.7

Columns Tested:: a,b,c,d,e,f,g,h

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	439	10	33	38	40	88	14	17	18	214
Effective base	198	6	13	15	17	43	6	7	5	101
Weighted Base	493	11	34	39	43	89	21	17	11	262
0-24%	235	2	15	16	23	23	11	12	4	143
	48%	23%	45%	41%	55%	26%	50%	74%	31%	55%
					e					e
25-49%	127	3	10	14	12	21	-	4	3	70
	26%	25%	29%	36%	28%	24%	-%	23%	29%	27%
50-74%	53	1	*	*	3	19	5	-	5	20
	11%	10%	*%	*%	8%	21%	22%	-%	40%	8%
						ci				
75-100%	57	3	9	9	2	18	2	*	-	23
	12%	29%	26%	22%	4%	21%	7%	3%	-%	9%
						i				
Don't know	21	1	*	*	3	8	4	-	-	5
	4%	13%	*%	*%	6%	9%	20%	-%	-%	2%
Mean Score	31.0	54.3	40.7	38.2	24.3	45.2	29.2	19.9	31.8	26.4
			di	di		di				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	439	88	102	249	371	68	376	63	430	9
Effective base	198	38	47	113	160	39	181	20	194	4
Weighted Base	493	93	110	290	381	112	462	31	482	12
0-24%	235	42	33	159	182	53	219	16	232	2
	48%	45%	30%	55% b	48%	47%	47%	50%	48%	21%
25-49%	127	29	21	77	92	36	121	7	122	6
	26%	31%	19%	27%	24%	32%	26%	21%	25%	51%
50-74%	53	5	24	25	46	7	46	6	50	3
	11%	5%	21% ac	8%	12%	6%	10%	20%	10%	23%
75-100%	57	14	20	24	45	12	57	*	57	*
	12%	15%	18%	8%	12%	11%	12%	1%	12%	4%
Don't know	21	4	12	5	17	5	19	2	21	*
	4%	5%	11% c	2%	4%	4%	4%	7%	4%	1%
Mean Score	31.0	33.6 c	42.5 c	26.3	31.4	29.7	31.4	25.7	30.9	34.7

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	439	223	97	119	319	81	21	18	400	39
Effective base	198	99	36	64	159	28	8	5	186	12
Weighted Base	493	254	79	160	405	63	19	6	468	26
0-24%	235	140	38	57	192	28	12	4	219	16
	48%	55%	48%	35%	47%	44%	61%	58%	47%	60%
		c								
25-49%	127	64	22	41	106	17	2	1	124	4
	26%	25%	28%	26%	26%	27%	13%	21%	26%	15%
50-74%	53	20	9	23	46	5	2	*	51	2
	11%	8%	12%	14%	11%	7%	9%	1%	11%	7%
75-100%	57	19	9	29	43	12	*	1	55	2
	12%	7%	12%	18%	11%	19%	1%	20%	12%	6%
				a						
Don't know	21	11	*	10	17	1	3	-	18	3
	4%	4%	*%	6%	4%	2%	15%	-%	4%	12%
Mean Score	31.0	26.0	29.5	39.9	30.3	37.3	23.0	34.0	31.3	26.1
				ab		a				

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	439	133	186	120	424	423	439	354	242	184
Effective base	198	73	87	40	189	188	198	159	103	67
Weighted Base	493	194	211	89	473	473	493	380	261	158
0-24%	235	106	86	43	234	230	235	191	148	79
	48%	54%	41%	49%	49%	49%	48%	50%	57%	50%
25-49%	127	49	57	21	127	121	127	89	60	49
	26%	25%	27%	24%	27%	26%	26%	23%	23%	31%
50-74%	53	12	34	7	50	50	53	46	30	17
	11%	6%	16%	7%	10%	11%	11%	12%	11%	11%
75-100%	57	19	25	14	46	54	57	38	15	13
	12%	10%	12%	15%	10%	11%	12%	10%	6%	8%
Don't know	21	8	9	4	17	19	21	17	8	1
	4%	4%	4%	5%	4%	4%	4%	5%	3%	1%
Mean Score	31.0	26.7	33.6	34.2	29.4	30.7	31.0	29.9	25.8	28.3
			a	a		e	e	e		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	*e	*f	*g	h
Unweighted Base	439	26	297	24	37	24	18	13	55
Effective base	198	16	148	11	9	5	6	4	15
Weighted Base	493	32	377	24	24	15	10	11	36
0-24%	235	5	193	7	15	3	3	9	14
	48%	16%	51%	29%	63%	19%	28%	82%	40%
25-49%	127	5	106	4	6	1	3	2	6
	26%	16%	28%	18%	24%	7%	25%	18%	16%
50-74%	53	4	34	5	2	6	2	*	9
	11%	11%	9%	20%	8%	43%	20%	*%	24%
75-100%	57	12	30	8	*	4	3	-	7
	12%	36%	8%	32%	*%	30%	27%	-%	20%
Don't know	21	7	13	*	1	*	-	-	*
	4%	21%	3%	1%	6%	1%	-%	-%	*%
Mean Score	31.0	58.1	27.6	49.4	18.8	57.4	47.2	15.0	41.7
			d						bd

Columns Tested:: a,b,c,d,e,f,g,h

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	439	304	39	27	26	14	12	2	294	56	28	13	16	8	8
Effective base	198	154	16	6	8	4	4	2	145	20	9	5	6	4	2
Weighted Base	493	391	35	20	17	5	5	*	365	50	23	4	18	5	8
0-24%	235	185	23	7	12	4	1	*	187	21	10	1	2	1	8
	48%	47%	67%	37%	72%	96%	21%	100%	51%	42%	46%	28%	12%	17%	98%
25-49%	127	113	5	6	2	*	2	-	96	17	2	*	1	4	*
	26%	29%	13%	30%	10%	1%	34%	-%	26%	34%	10%	1%	4%	83%	1%
50-74%	53	37	3	6	*	*	2	-	31	6	3	1	9	*	*
	11%	9%	10%	33%	3%	1%	39%	-%	9%	12%	13%	37%	47%	*%	*%
75-100%	57	42	1	*	3	-	*	-	35	5	7	-	7	-	-
	12%	11%	3%	*%	15%	-%	5%	-%	10%	9%	30%	-%	38%	-%	-%
Don't know	21	14	3	-	-	*	-	-	16	1	*	1	-	-	-
	4%	4%	7%	-%	-%	3%	-%	-%	4%	3%	1%	35%	-%	-%	-%
Mean Score	31.0	30.2	24.2	29.3	23.2	13.0	38.6	13.8	28.4	31.0	45.1	42.6	62.1	34.5	11.2

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	439	231	38	28	23	11	15	8	34	156	82	116	61	24
Effective base	198	117	17	9	8	3	3	3	10	85	39	48	18	9
Weighted Base	493	269	47	24	14	9	8	10	27	227	92	105	44	25
0-24%	235	138	26	13	2	7	2	3	12	118	56	43	15	4
	48%	51%	55%	55%	13%	78%	29%	33%	46%	52%	61% d	40%	33%	14%
25-49%	127	65	7	7	1	2	6	2	9	60	24	27	6	9
	26%	24%	15%	27%	7%	20%	68%	20%	35%	27%	26%	26%	14%	36%
50-74%	53	29	5	2	6	*	*	5	5	19	3	16	8	6
	11%	11%	10%	7%	43%	2%	*%	45%	17%	9%	4%	15%	18%	24%
75-100%	57	23	8	2	4	-	*	*	*	12	8	17	13	7
	12%	9%	18%	10%	27%	-%	1%	3%	1%	5%	9%	16%	30% ab	26%
Don't know	21	14	1	*	1	-	*	-	*	16	*	3	2	-
	4%	5%	2%	1%	10%	-%	2%	-%	1%	7%	*%	3%	4%	-%
Mean Score	31.0	28.4	34.9	24.7	52.8	17.2	34.3	37.6	30.1	25.3	26.4	35.3 ab	47.1 abc	51.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	439	175	86	97	48	18	200	60	102	41	19
Effective base	198	95	43	34	12	6	105	20	40	14	9
Weighted Base	493	253	102	73	31	14	268	56	89	34	25
0-24%	235	120	59	37	14	4	161	24	29	12	3
	48%	47%	58%	50%	47%	26%	60% c	43%	32%	37%	12%
25-49%	127	66	24	21	6	9	63	21	24	5	9
	26%	26%	24%	29%	20%	67%	23%	37%	26%	14%	37%
50-74%	53	29	7	9	5	1	18	3	19	4	6
	11%	11%	7%	12%	15%	7%	7%	6%	21% a	11%	25%
75-100%	57	26	12	5	4	*	11	8	16	12	6
	12%	10%	11%	7%	11%	1%	4%	14%	18% a	34% a	26%
Don't know	21	12	*	2	2	-	15	*	2	1	-
	4%	5%	*%	3%	6%	-%	6%	1%	2%	4%	-%
Mean Score	31.0	30.0	29.2	26.5	32.2	30.1	22.5	34.1 a	40.2 a	47.0 ab	51.7

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	b	c	a	b	a	*b
Unweighted Base	439	152	66	84	29	21	198	34	121	398	41	416	8
Effective base	198	76	27	39	10	7	98	10	53	179	19	188	2
Weighted Base	493	168	72	91	28	17	245	28	107	447	46	468	5
0-24%	235	102	29	43	11	6	101	13	77	216	19	229	5
	48%	61%	40%	47%	40%	37%	41%	46%	72% a	48%	42%	49%	87%
25-49%	127	37	26	16	4	6	62	3	23	117	10	127	-
	26%	22%	36%	17%	14%	34%	25%	12%	21%	26%	23%	27%	-%
50-74%	53	17	2	15	7	5	39	5	1	47	6	49	*
	11%	10%	2%	16%	27%	28%	16% c	19% c	1%	10%	13%	11%	9%
75-100%	57	4	10	15	4	-	30	4	4	51	6	46	*
	12%	2%	15% a	17% a	15%	-%	12%	15%	3%	11%	14%	10%	4%
Don't know	21	9	5	2	1	*	13	2	2	17	4	17	-
	4%	5%	7%	2%	5%	1%	5%	9%	2%	4%	9%	4%	-%
Mean Score	31.0	22.1	34.4 a	34.5 a	37.6	33.1	35.1 c	36.5 c	17.0	30.6	35.8	29.6	16.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	439	398	25	222	132	412	12	396	27	224	130
Effective base	198	182	7	100	59	185	4	179	9	104	55
Weighted Base	493	459	14	236	144	460	12	451	22	247	133
0-24%	235	221	9	118	73	223	10	215	15	123	68
	48%	48%	67%	50%	51%	49%	82%	48%	66%	50%	51%
25-49%	127	119	2	58	31	127	-	118	3	61	28
	26%	26%	13%	25%	21%	28%	-%	26%	12%	25%	21%
50-74%	53	47	3	26	20	48	2	45	5	31	14
	11%	10%	20%	11%	14%	10%	16%	10%	21%	13%	11%
75-100%	57	54	-	25	13	46	*	54	-	25	13
	12%	12%	-%	10%	9%	10%	2%	12%	-%	10%	10%
Don't know	21	19	-	10	7	17	-	18	*	8	9
	4%	4%	-%	4%	5%	4%	-%	4%	1%	3%	7%
Mean Score	31.0	30.9	23.0	29.7	30.4	29.8	15.4	31.2	20.7	29.9	30.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	439	252	372	91	-	259	357	75	1	267	247	82	-
Effective base	198	106	171	39	-	110	162	32	1	119	116	36	-
Weighted Base	493	268	415	107	-	273	404	89	1	286	279	91	-
0-24%	235	139	205	43	-	143	198	34	-	141	147	40	-
	48%	52%	49%	40%	-%	52%	49%	38%	-%	49%	53%	44%	-%
25-49%	127	78	117	49	-	70	103	30	-	67	68	30	-
	26%	29%	28%	45% b	-%	26%	25%	33%	-%	23%	24%	33%	-%
50-74%	53	26	38	10	-	34	34	14	1	35	28	12	-
	11%	10%	9%	9%	-%	13%	8%	15%	100%	12%	10%	13%	-%
75-100%	57	21	38	6	-	23	51	12	-	30	23	9	-
	12%	8%	9%	5%	-%	9%	13%	14%	-%	11%	8%	10%	-%
Don't know	21	4	17	*	-	2	19	*	-	13	12	*	-
	4%	1%	4%	*%	-%	1%	5%	*%	-%	4%	4%	*%	-%
Mean Score	31.0	27.4	28.8	29.1	-	28.7	31.2	37.4 a	50.0	30.4	28.6	32.9	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	439	413	411	275	330	439	20	225	196	176	59	39
Effective base	198	185	185	127	143	198	6	108	91	80	30	20
Weighted Base	493	465	467	310	365	493	13	263	222	206	74	49
0-24%	235	234	227	161	188	235	11	139	103	106	36	19
	48%	50%	49%	52%	52%	48%	79%	53%	46%	51%	49%	39%
25-49%	127	122	119	76	99	127	-	66	63	56	24	15
	26%	26%	25%	25%	27%	26%	-%	25%	29%	27%	33%	30%
50-74%	53	48	49	30	35	53	*	26	23	21	5	7
	11%	10%	11%	10%	10%	11%	1%	10%	10%	10%	7%	14%
75-100%	57	46	54	31	30	57	3	24	26	17	9	9
	12%	10%	12%	10%	8%	12%	19%	9%	12%	8%	12%	17%
Don't know	21	17	19	12	13	21	*	8	7	7	-	-
	4%	4%	4%	4%	4%	4%	1%	3%	3%	3%	-%	-%
Mean Score	31.0	29.2	30.8	29.4	27.3	31.0	23.8	28.5	31.4	28.2	31.7	38.2
						a						ac

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	439	77	24	33	12	394	305	409	297	250	245	386	82	-	353	38
Effective base	198	40	8	17	6	179	130	183	131	109	105	178	37	-	153	22
Weighted Base	493	97	8	45	15	436	317	447	312	253	255	437	98	-	372	58
0-24%	235	35	3	18	5	224	163	231	161	134	130	228	48	-	172	27
	48%	36%	39%	41%	35%	51%	52%	52%	51%	53%	51%	52%	49%	-%	46%	46%
25-49%	127	25	1	9	7	115	88	117	73	58	72	116	34	-	96	18
	26%	25%	12%	19%	48%	26%	28%	26%	24%	23%	28%	27%	34%	-%	26%	31%
50-74%	53	12	4	8	*	34	23	34	29	21	21	28	10	-	42	4
	11%	12%	46%	18%	3%	8%	7%	8%	9%	8%	8%	7%	10%	-%	11%	7%
75-100%	57	20	*	6	1	52	37	54	40	30	24	53	5	-	51	5
	12%	20%	3%	13%	4%	12%	12%	12%	13%	12%	9%	12%	5%	-%	14%	9%
Don't know	21	6	-	4	1	11	6	11	10	10	8	11	2	-	11	4
	4%	6%	-%	8%	10%	3%	2%	3%	3%	4%	3%	3%	2%	-%	3%	7%
Mean Score	31.0	38.2	35.7	35.9	28.6	29.8	29.4	29.8	30.9	29.3	27.8	29.6	26.1	-	32.5	29.8

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	439	209	230	167	5	77	124	61	278	98	71	83	276
Effective base	198	102	96	75	2	32	62	26	124	49	36	40	121
Weighted Base	493	241	252	178	8	77	141	69	319	101	96	85	301
0-24%	235	104	131	88	6	35	72	21	173	37	35	30	163
	48%	43%	52%	49%	73%	45%	51%	31%	54%	36%	36%	35%	54%
									ac				b
25-49%	127	63	64	39	-	22	27	22	71	34	28	26	73
	26%	26%	25%	22%	-%	28%	19%	33%	22%	34%	29%	31%	24%
50-74%	53	29	23	19	2	13	13	10	30	13	17	9	26
	11%	12%	9%	11%	27%	17%	9%	15%	9%	13%	18%	11%	9%
75-100%	57	31	26	21	-	5	21	13	29	15	10	17	29
	12%	13%	10%	12%	-%	6%	15%	18%	9%	15%	11%	21%	10%
Don't know	21	14	8	11	-	3	8	2	16	3	6	2	10
	4%	6%	3%	6%	-%	4%	6%	3%	5%	3%	6%	2%	3%
Mean Score	31.0	32.7	29.5	31.3	22.4	32.3	31.5	40.2	27.9	35.6	34.3	39.7	28.1
								b		b		c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	439	182	257
Effective base	198	74	124
Weighted Base	493	180	313
0-24%	235	78	157
	48%	43%	50%
25-49%	127	61	66
	26%	34%	21%
		b	
50-74%	53	18	34
	11%	10%	11%
75-100%	57	12	45
	12%	6%	14%
Don't know	21	11	11
	4%	6%	3%
Mean Score	31.0	28.4	32.5

Columns Tested:: a,b

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	439	22	59	31	33	25	62	5	61	31	32	38	40
Effective base	198	4	25	12	9	13	23	4	42	21	13	29	23
Weighted Base	493	7	83	25	27	35	74	1	89	47	18	52	36
0-24%	235	5	52	6	8	20	41	*	47	7	13	14	21
	48%	83%	62%	24%	29%	56%	56%	40%	52%	16%	70%	27%	59%
			cik				ik		ik		cik		ik
25-49%	127	1	16	13	8	6	16	-	23	21	2	15	8
	26%	8%	19%	50%	30%	17%	21%	-%	26%	45%	10%	30%	22%
				j						j			
50-74%	53	*	7	3	*	3	9	-	9	9	*	7	4
	11%	*%	9%	13%	1%	9%	12%	-%	10%	19%	*%	14%	11%
75-100%	57	*	6	1	6	6	4	-	7	8	3	12	3
	12%	4%	7%	3%	24%	18%	5%	-%	8%	18%	18%	22%	7%
Don't know	21	*	2	2	4	-	4	*	3	1	*	3	*
	4%	4%	2%	10%	16%	-%	5%	60%	3%	3%	2%	7%	1%
Mean Score	31.0	18.9	23.1	33.1	40.6	33.7	25.7	7.5	27.8	43.2	27.6	44.0	28.3
					bfh					bfhl		bfhl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 119 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	439	112	120	97	110	232	207
Effective base	198	39	44	63	65	83	125
Weighted Base	493	115	135	136	106	251	243
0-24%	235	63	69	54	48	132	103
	48%	55%	51%	40%	46%	53%	42%
25-49%	127	29	30	44	25	59	69
	26%	25%	22%	32%	24%	23%	28%
50-74%	53	11	12	18	11	23	30
	11%	9%	9%	13%	11%	9%	12%
75-100%	57	7	17	16	18	24	33
	12%	6%	12%	12%	16%	9%	14%
Don't know	21	5	8	5	4	13	9
	4%	4%	6%	3%	4%	5%	4%
Mean Score	31.0	25.0	30.6	33.1	35.6	28.0	34.2
				a	a		a

Columns Tested:: a,b,c,d - a,b

Table 121

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	181	26	155	66	43	13	59	115
Effective base	42	9	40	33	18	9	29	30
Weighted Base	89	3	86	78	8	1	1	11
0-24%	25	-	25	21	3	*	*	4
	28%	-%	29%	26%	39%	31%	25%	36%
25-49%	16	-	16	13	2	*	*	3
	18%	-%	18%	17%	30%	4%	20%	26%
50-74%	16	1	15	15	1	1	*	2
	18%	37%	18%	19%	10%	43%	30%	17%
75-100%	27	1	26	25	1	*	*	2
	30%	28%	30%	32%	11%	22%	24%	14%
Don't know	5	1	4	5	1	-	*	1
	6%	35%	5%	6%	9%	-%	*%	7%
Mean Score	49.5	71.0	49.1	50.8 be	36.7	52.6	47.6	40.2

Columns Tested:: a,b - a,b,c,d,e

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	f	g	h	i
Unweighted Base	181	17	26	23	28	28	59	66	43	72
Effective base	42	12	13	12	12	18	29	33	18	27
Weighted Base	89	28	36	14	6	3	1	78	8	3
0-24%	25	10	11	*	2	1	*	21	3	1
	28%	34%	30%	2%	40%	35%	25%	26%	39%	28%
25-49%	16	8	3	2	2	*	*	13	2	*
	18%	29%	8%	12%	38%	3%	20%	17%	30%	12%
50-74%	16	*	10	4	*	1	*	15	1	1
	18%	1%	28%	30%	4%	37%	30%	19%	10%	37%
75-100%	27	6	11	8	1	*	*	25	1	1
	30%	22%	31%	55%	13%	13%	24%	32%	11%	23%
Don't know	5	4	1	-	*	*	*	5	1	*
	6%	14%	2%	-%	6%	12%	*%	6%	9%	*%
Mean Score	49.5	37.5	52.2	70.6	37.0	43.5	47.6	50.8 h	36.7	50.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	e
Unweighted Base	181	30	36	43	13	59	31	26	18	7	63
Effective base	42	20	18	18	9	29	17	10	5	2	8
Weighted Base	89	55	23	8	1	1	46	13	14	1	8
0-24%	25	17	4	3	*	*	11	5	7	*	1
	28%	30%	17%	39%	31%	25%	24%	37%	48%	30%	13%
25-49%	16	8	5	2	*	*	9	3	1	1	2
	18%	15%	20%	30%	4%	20%	18%	23%	8%	66%	23%
50-74%	16	8	7	1	1	*	4	4	4	-	1
	18%	15%	29%	10%	43%	30%	9%	31%	29%	-%	9%
75-100%	27	17	8	1	*	*	18	1	2	*	4
	30%	32%	34%	11%	22%	24%	38%	10%	14%	4%	51%
Don't know	5	5	-	1	-	*	5	-	-	-	*
	6%	9%	-%	9%	-%	*%	10%	-%	-%	-%	5%
Mean Score	49.5	48.3	56.3	36.7	52.6	47.6	52.7	38.4	40.7	33.2	59.0
			c								

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	181	12	8	17	8	13	15	6	12	13
Effective base	42	4	3	8	3	5	5	3	4	3
Weighted Base	89	11	5	13	5	15	14	7	5	4
0-24%	25	5	3	5	1	7	2	-	1	*
	28%	47%	51%	38%	20%	45%	13%	-%	20%	4%
25-49%	16	*	1	2	4	4	3	*	*	*
	18%	1%	16%	14%	79%	25%	21%	1%	3%	7%
50-74%	16	1	1	2	-	4	1	4	1	*
	18%	9%	23%	15%	-%	27%	8%	57%	22%	3%
75-100%	27	5	1	4	-	*	8	1	3	4
	30%	42%	10%	32%	-%	1%	57%	7%	55%	81%
Don't know	5	*	-	-	*	*	-	3	-	*
	6%	2%	-%	-%	1%	2%	-%	35%	-%	4%
Mean Score	49.5	49.5	38.3	47.1	27.5	27.8	64.5	68.6	68.4	72.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	*f	*g	h
Unweighted Base	181	34	32	38	104	77	29	17	31
Effective base	42	9	10	16	35	13	10	2	5
Weighted Base	89	24	22	33	79	9	4	3	2
0-24%	25	8	9	7	23	1	1	*	*
	28%	33%	41%	20%	30%	12%	14%	8%	12%
25-49%	16	8	1	5	14	2	*	2	*
	18%	32%	5%	14%	17%	22%	2%	72%	*%
50-74%	16	4	3	7	15	2	1	*	1
	18%	17%	15%	22%	19%	18%	14%	18%	24%
75-100%	27	4	8	12	24	2	1	*	2
	30%	15%	38%	37%	31%	26%	20%	2%	63%
Don't know	5	1	*	3	3	2	2	*	*
	6%	2%	1%	7%	4%	23%	49%	*%	2%
Mean Score	49.5	35.6	51.6	58.0	49.2	53.0	58.8	29.8	74.1
				a	a	a			abde

Columns Tested:: a,b,c,d,e,f,g,h

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	*d	*e	*f	*g	*h	i
Unweighted Base	181	3	34	35	15	29	7	2	12	78
Effective base	42	2	5	5	5	8	2	2	4	19
Weighted Base	89	1	11	11	13	11	4	*	4	44
0-24%	25	-	7	7	*	1	1	*	1	14
	28%	-%	60%	60%	3%	13%	28%	100%	21%	32%
25-49%	16	*	1	1	5	1	*	-	1	7
	18%	26%	12%	12%	40%	11%	2%	-%	23%	15%
50-74%	16	-	2	2	5	3	*	-	2	4
	18%	-%	20%	20%	37%	26%	6%	-%	45%	10%
75-100%	27	1	1	1	2	5	2	-	*	15
	30%	74%	6%	6%	18%	43%	64%	-%	4%	35%
Don't know	5	-	*	*	*	1	-	-	*	4
	6%	-%	2%	2%	1%	7%	-%	-%	7%	9%
Mean Score	49.5	77.0	29.8	29.9	50.0	64.4	73.8	7.8	43.5	48.3
										bc

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	181	53	36	92	166	15	139	42	181	-
Effective base	42	11	11	22	38	4	34	10	42	-
Weighted Base	89	25	15	49	79	9	76	13	89	-
0-24%	25	7	2	15	22	3	22	3	25	-
	28%	27%	17%	31%	27%	30%	29%	20%	28%	-%
25-49%	16	7	1	8	14	2	11	4	16	-
	18%	27%	9%	15%	17%	23%	15%	34%	18%	-%
50-74%	16	7	3	6	16	*	13	3	16	-
	18%	28%	21%	13%	21%	*%	17%	25%	18%	-%
75-100%	27	4	7	15	23	4	24	2	27	-
	30%	16%	49%	32%	28%	44%	32%	20%	30%	-%
Don't know	5	*	1	4	5	*	5	*	5	-
	6%	2%	5%	9%	6%	3%	7%	1%	6%	-%
Mean Score	49.5	42.9	66.8 ac	47.8	48.8	55.5	50.2	45.8	49.5	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	181	68	64	49	70	72	23	16	142	39
Effective base	42	17	11	15	21	16	5	1	37	5
Weighted Base	89	30	21	38	39	35	10	5	74	15
0-24%	25	9	3	12	13	4	7	*	17	7
	28%	30%	17%	32%	33%	12%	73%	6%	23%	50%
25-49%	16	7	5	4	10	5	1	*	15	1
	18%	25%	22%	10%	26%	14%	7%	2%	20%	5%
50-74%	16	5	5	6	6	10	*	*	16	*
	18%	18%	23%	16%	15%	29%	2%	2%	22%	2%
75-100%	27	5	8	14	6	15	1	5	21	6
	30%	15%	37%	38%	15%	42%	15%	91%	28%	40%
Don't know	5	4	*	1	4	1	*	-	5	*
	6%	12%	2%	4%	11%	2%	3%	-%	7%	2%
Mean Score	49.5	39.6	56.3	53.1	39.4	60.2	26.4	89.2	49.8	48.1
			a	a		ae			a	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	181	12	58	111	176	172	181	162	109	105
Effective base	42	9	15	21	39	40	42	37	26	19
Weighted Base	89	21	18	50	78	87	89	78	59	41
0-24%	25	8	5	12	22	24	25	21	19	14
	28%	38%	28%	23%	29%	28%	28%	27%	33%	34%
25-49%	16	7	3	6	12	15	16	12	9	12
	18%	34%	17%	12%	16%	18%	18%	15%	16%	28%
50-74%	16	2	4	11	16	16	16	16	11	8
	18%	9%	21%	21%	21%	19%	18%	20%	18%	20%
75-100%	27	3	3	21	22	27	27	26	18	6
	30%	15%	15%	42%	28%	31%	30%	34%	31%	14%
Don't know	5	1	4	1	5	4	5	3	1	2
	6%	4%	19%	2%	7%	5%	6%	4%	2%	4%
Mean Score	49.5	36.9	42.8	56.6	49.2	49.8	49.5	52.3	48.0	36.9
				b	f	f	f	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	181	10	73	15	25	20	23	15	58
Effective base	42	4	22	5	3	6	4	5	12
Weighted Base	89	12	46	7	11	4	6	3	13
0-24%	25	2	14	1	1	2	3	1	6
	28%	19%	31%	17%	7%	62%	46%	32%	47%
25-49%	16	4	6	2	1	*	2	1	3
	18%	34%	13%	33%	5%	13%	31%	20%	23%
50-74%	16	*	9	*	5	*	*	1	2
	18%	2%	20%	4%	46%	*%	6%	43%	14%
75-100%	27	5	14	2	5	*	*	*	1
	30%	43%	30%	35%	42%	6%	4%	4%	5%
Don't know	5	*	3	1	-	1	1	-	1
	6%	3%	6%	11%	-%	19%	12%	-%	11%
Mean Score	49.5	51.8	51.4 h	52.9	62.4	23.2	22.0	37.0	26.7

Columns Tested:: a,b,c,d,e,f,g,h

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	181	66	27	25	19	10	24	5	75	34	21	17	11	9	5
Effective base	42	22	6	4	4	3	5	2	25	6	6	8	2	3	1
Weighted Base	89	45	6	13	6	1	4	2	57	17	5	1	4	2	1
0-24%	25	14	1	1	4	1	*	1	16	1	2	1	3	-	1
	28%	31%	23%	11%	59%	72%	3%	57%	29%	4%	38%	44%	75%	-%	95%
25-49%	16	6	3	*	*	*	2	1	8	5	2	*	*	-	-
	18%	13%	59%	1%	6%	20%	37%	39%	14%	28%	46%	18%	1%	-%	-%
50-74%	16	9	1	4	1	*	2	*	9	5	*	*	*	1	*
	18%	19%	9%	31%	20%	1%	38%	1%	16%	33%	1%	10%	3%	94%	1%
75-100%	27	14	*	7	*	*	*	*	20	6	*	*	*	*	*
	30%	30%	8%	53%	4%	7%	6%	3%	36%	34%	*%	28%	3%	6%	4%
Don't know	5	3	*	1	1	-	1	-	3	*	1	-	1	-	-
	6%	7%	1%	5%	11%	-%	16%	-%	5%	2%	14%	-%	18%	-%	-%
Mean Score	49.5	51.6	38.5	64.0	29.1	23.9	40.4	24.3	52.9	56.8	22.1	41.0	14.3	53.2	22.4

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted Base	181	72	25	21	16	12	9	7	28	23	25	45	66	22
Effective base	42	20	6	5	4	1	4	3	5	9	8	14	10	3
Weighted Base	89	39	14	4	7	5	1	8	14	21	18	20	22	8
0-24%	25	10	1	1	4	5	*	1	6	9	5	5	6	1
	28%	25%	4%	32%	57%	94%	33%	13%	43%	41%	26%	24%	27%	7%
25-49%	16	5	2	1	2	*	-	2	2	2	6	5	2	*
	18%	13%	17%	14%	32%	1%	-%	20%	12%	9%	35%	27%	9%	6%
50-74%	16	5	5	*	*	*	*	5	5	3	4	5	6	*
	18%	14%	35%	2%	1%	4%	48%	57%	38%	12%	20%	23%	25%	2%
75-100%	27	18	6	2	*	*	*	-	*	5	3	5	7	6
	30%	46%	44%	46%	1%	1%	19%	-%	2%	25%	17%	26%	31%	77%
Don't know	5	1	*	*	1	-	-	1	1	3	*	-	2	1
	6%	3%	*%	6%	9%	-%	-%	10%	5%	13%	2%	-%	8%	8%
Mean Score	49.5	59.3	62.0	61.2	21.9	13.2	46.0	45.3	33.2	42.9	41.0	50.5	48.6	85.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	d	*e	a	b	c	d	*e
Unweighted Base	181	36	22	39	60	19	31	30	43	52	16
Effective base	42	12	9	11	8	3	12	8	12	8	2
Weighted Base	89	29	15	13	18	3	27	16	17	19	7
0-24%	25	10	7	3	2	*	10	3	5	6	1
	28%	34%	46%	22%	13%	14%	37%	17%	28%	30%	7%
25-49%	16	2	2	5	2	*	4	6	5	*	*
	18%	7%	17%	41%	13%	3%	15%	36% d	29%	*%	6%
50-74%	16	6	2	4	5	*	3	7	1	5	*
	18%	19%	14%	28%	27%	6%	9%	42%	8%	29%	2%
75-100%	27	9	3	1	7	2	7	1	6	6	6
	30%	31%	21%	7%	39%	56%	28%	5%	35%	32%	84%
Don't know	5	3	*	*	1	1	3	*	-	2	-
	6%	9%	2%	2%	8%	21%	11%	*%	-%	8%	-%
Mean Score	49.5	51.5	38.1	41.9	56.4 c	77.3	43.5	42.7	49.8	50.0	85.5

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	181	43	29	35	39	16	90	18	54	152	29	171	5
Effective base	42	14	5	9	7	4	23	4	11	36	6	37	2
Weighted Base	89	25	9	16	17	11	51	11	15	73	16	71	7
0-24%	25	9	6	3	2	1	10	6	5	17	7	18	4
	28%	35%	67%	19%	12%	12%	19%	53%	35%	24%	44%	26%	62%
25-49%	16	3	*	5	*	2	7	2	2	13	3	9	3
	18%	14%	1%	34%	2%	23%	14%	21%	14%	18%	16%	13%	38%
50-74%	16	5	2	3	5	*	10	*	5	13	4	16	-
	18%	21%	19%	21%	31%	*%	20%	2%	33%	17%	23%	23%	-%
75-100%	27	7	1	4	8	6	21	3	3	24	2	22	-
	30%	29%	10%	26%	46%	59%	41%	24%	17%	33%	15%	31%	-%
Don't know	5	*	*	*	2	1	3	*	*	5	*	5	-
	6%	1%	3%	*%	9%	6%	5%	1%	1%	7%	2%	8%	-%
Mean Score	49.5	48.2	31.7	50.6	61.5	69.7	58.9 c	34.8	43.8	51.8	39.9	52.4	17.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	181	146	26	82	80	173	3	146	26	86	76
Effective base	42	35	6	21	16	38	1	34	6	22	15
Weighted Base	89	72	15	46	32	73	5	72	15	48	30
0-24%	25	19	5	10	11	18	4	18	6	10	11
	28%	26%	34%	22%	35%	25%	81%	25%	38%	22%	36%
25-49%	16	7	9	3	8	11	1	7	8	4	7
	18%	9%	60%	7%	27%	15%	19%	10%	57%	9%	25%
50-74%	16	16	*	8	7	16	-	16	*	8	7
	18%	23%	*%	18%	23%	22%	-%	23%	*%	17%	25%
75-100%	27	27	*	22	4	22	-	27	-	22	4
	30%	37%	*%	47%	14%	30%	-%	37%	-%	46%	14%
				b						b	
Don't know	5	4	1	3	*	5	-	4	1	3	*
	6%	5%	5%	6%	1%	7%	-%	5%	5%	6%	1%
Mean Score	49.5	55.0	24.4	60.5	40.9	51.7	15.6	55.6	21.8	59.8	40.9
				b						b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	181	130	132	51	-	131	119	40	-	135	102	51	1
Effective base	42	27	33	8	-	30	30	8	-	33	25	13	1
Weighted Base	89	61	48	22	-	70	68	21	-	71	49	31	*
0-24%	25	17	17	9	-	17	22	10	-	18	16	9	-
	28%	28%	35%	40%	-%	25%	33%	47%	-%	25%	33%	31%	-%
25-49%	16	11	8	4	-	14	12	2	-	12	10	6	-
	18%	18%	16%	18%	-%	20%	18%	11%	-%	17%	21%	20%	-%
50-74%	16	13	11	4	-	13	11	*	-	13	7	*	-
	18%	21%	23%	17%	-%	18%	16%	*%	-%	19%	15%	*%	-%
75-100%	27	17	9	5	-	22	20	9	-	25	15	15	*
	30%	27%	18%	24%	-%	31%	29%	40%	-%	36%	31%	48%	100%
Don't know	5	4	4	*	-	4	3	*	-	3	*	*	-
	6%	7%	8%	1%	-%	6%	4%	1%	-%	4%	*%	1%	-%
Mean Score	49.5	48.8	43.1	44.5	-	50.6	46.7	45.5	-	53.8	48.9	57.1	80.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	181	169	160	110	181	114	18	65	64	75	23	14
Effective base	42	37	36	25	42	26	5	20	15	21	7	4
Weighted Base	89	74	79	58	89	53	13	40	41	50	16	6
0-24%	25	22	24	16	25	18	9	11	13	12	8	2
	28%	30%	30%	28%	28%	35%	65%	28%	31%	24%	47%	29%
25-49%	16	8	13	6	16	11	*	6	2	5	1	1
	18%	11%	16%	11%	18%	22%	1%	15%	4%	10%	4%	10%
50-74%	16	16	14	10	16	12	5	8	7	9	-	-
	18%	22%	17%	17%	18%	23%	34%	21%	18%	19%	-%	-%
75-100%	27	22	25	24	27	7	-	13	18	22	8	4
	30%	29%	31%	41%	30%	14%	-%	34%	45%	44%	49%	61%
Don't know	5	5	4	2	5	4	-	1	1	2	-	-
	6%	7%	6%	3%	6%	7%	-%	2%	1%	3%	-%	-%
Mean Score	49.5	50.0	49.2	55.3	49.5 b	38.1	26.6	51.9	56.5	57.7	51.1	54.4

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	181	21	17	9	6	161	137	169	129	133	116	146	37	-	148	7
Effective base	42	5	4	4	3	36	27	36	23	30	24	32	6	-	34	3
Weighted Base	89	14	6	7	8	66	59	76	48	49	53	71	16	-	75	5
0-24%	25	3	1	3	1	15	19	20	11	18	16	19	8	-	24	-
	28%	21%	23%	38%	19%	23%	32%	26%	22%	38%	30%	27%	49%	-%	32%	-%
25-49%	16	4	2	3	*	14	6	14	9	9	8	13	2	-	14	2
	18%	28%	36%	36%	5%	21%	10%	19%	18%	19%	15%	19%	11%	-%	18%	47%
50-74%	16	2	*	*	4	16	14	16	10	13	13	15	*	-	13	1
	18%	14%	4%	2%	49%	25%	24%	22%	21%	27%	25%	21%	1%	-%	17%	26%
75-100%	27	5	2	2	2	18	19	22	18	7	15	22	6	-	22	1
	30%	31%	26%	24%	28%	27%	32%	30%	37%	14%	28%	31%	37%	-%	30%	11%
Don't know	5	1	1	*	-	3	1	3	1	1	1	2	*	-	2	1
	6%	5%	11%	1%	-%	4%	2%	4%	2%	1%	1%	3%	1%	-%	3%	15%
Mean Score	49.5	42.9	46.9	40.1	60.4	49.9 e	50.9 e	50.4 e	56.1 e	39.7	50.9	50.3	47.2	-	47.3	57.2

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	181	73	108	88	5	38	65	36	105	37	33	37	102
Effective base	42	19	26	19	3	8	15	10	24	8	10	9	22
Weighted Base	89	50	39	44	5	19	30	16	50	17	11	23	46
0-24%	25	16	9	13	*	6	8	6	14	1	2	6	11
	28%	31%	23%	30%	7%	28%	28%	39%	27%	4%	21%	24%	25%
25-49%	16	8	7	10	2	8	5	3	13	*	3	8	4
	18%	17%	19%	23%	46%	39%	17%	18%	25%	2%	28%	34%	9%
50-74%	16	8	8	7	2	3	6	4	9	2	1	2	11
	18%	17%	21%	17%	41%	16%	20%	25%	18%	9%	11%	8%	23%
75-100%	27	16	11	12	*	3	9	2	10	14	4	7	15
	30%	32%	27%	27%	7%	16%	30%	14%	21%	82% ab	37%	31%	33%
Don't know	5	2	4	2	-	*	2	1	4	*	*	1	4
	6%	3%	10%	4%	-%	*%	5%	4%	9%	3%	2%	3%	10%
Mean Score	49.5	48.2	51.4	47.8	46.2	38.7	52.7 a	42.4	43.2	82.6 ab	56.7	49.4	53.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	181	109	72
Effective base	42	20	23
Weighted Base	89	50	39
0-24%	25	12	13
	28%	24%	32%
25-49%	16	12	4
	18%	23%	11%
50-74%	16	9	8
	18%	17%	20%
75-100%	27	16	10
	30%	33%	27%
Don't know	5	1	4
	6%	2%	11%
Mean Score	49.5	50.2	48.6

Columns Tested:: a,b

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l
Unweighted Base	181	14	11	13	19	7	31	7	21	7	15	19	17
Effective base	42	2	1	4	2	3	8	3	7	3	4	6	6
Weighted Base	89	3	3	6	3	10	23	1	16	4	4	7	8
0-24%	25	*	2	*	*	-	9	-	7	*	*	2	4
	28%	1%	82%	2%	5%	-%	41%	-%	47%	3%	9%	20%	45%
25-49%	16	1	*	2	2	4	2	-	1	1	*	*	2
	18%	21%	3%	27%	75%	35%	11%	-%	7%	25%	1%	5%	31%
50-74%	16	2	*	1	*	2	4	*	*	*	3	3	1
	18%	74%	3%	8%	*%	19%	17%	20%	1%	2%	68%	38%	18%
75-100%	27	*	*	4	1	5	7	*	4	3	*	2	*
	30%	4%	5%	63%	20%	46%	31%	17%	28%	71%	2%	27%	2%
Don't know	5	-	*	-	-	-	*	1	3	-	1	1	*
	6%	-%	7%	-%	-%	-%	*%	64%	16%	-%	20%	9%	4%
Mean Score	49.5	60.9	11.4	70.3	39.6	64.5	42.7	72.8	42.7	77.6	46.7	55.1	34.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 121 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	181	38	57	35	51	95	86
Effective base	42	8	13	11	15	19	25
Weighted Base	89	12	36	21	19	48	40
0-24%	25	2	9	7	5	12	13
	28%	19%	26%	35%	28%	24%	32%
25-49%	16	3	8	2	3	11	5
	18%	20%	23%	10%	15%	22%	12%
50-74%	16	3	6	*	7	9	7
	18%	25%	16%	2%	36%	18%	18%
					c		
75-100%	27	4	12	8	2	17	10
	30%	35%	35%	36%	12%	35%	24%
Don't know	5	*	*	3	2	*	5
	6%	1%	*%	16%	9%	*%	13%
Mean Score	49.5	55.8	48.8	51.6	44.7	50.6	48.2

Columns Tested:: a,b,c,d - a,b

Table 123

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	136	27	109	46	36	10	44	90
Effective base	31	5	27	24	14	7	20	22
Weighted Base	64	5	59	55	6	1	1	8
0-24%	22	*	22	19	2	1	*	3
	35%	1%	38%	34%	36%	67%	25%	39%
25-49%	14	*	14	12	1	*	*	1
	22%	*%	23%	22%	14%	19%	32%	17%
50-74%	10	2	8	7	2	-	*	2
	15%	37%	13%	13%	33%	-%	26%	28%
75-100%	17	2	14	16	1	*	*	1
	26%	48%	24%	28%	10%	14%	16%	11%
Don't know	1	1	1	1	*	-	*	*
	2%	14%	1%	2%	6%	-%	1%	5%
Mean Score	45.8	77.5	43.5	46.8	39.9	26.8	42.9	38.4

Columns Tested:: a,b - a,b,c,d,e

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	f	g	h	i
Unweighted Base	136	13	21	12	21	25	44	46	36	54
Effective base	31	9	10	8	8	15	20	24	14	17
Weighted Base	64	21	28	7	5	3	1	55	6	2
0-24%	22	8	10	1	2	1	*	19	2	1
	35%	39%	36%	16%	36%	48%	25%	34%	36%	49%
25-49%	14	4	6	3	1	*	*	12	1	*
	22%	19%	20%	42%	16%	14%	32%	22%	14%	25%
50-74%	10	1	6	1	2	*	*	7	2	*
	15%	4%	20%	13%	35%	16%	26%	13%	33%	11%
75-100%	17	8	6	2	1	*	*	16	1	*
	26%	37%	22%	29%	12%	9%	16%	28%	10%	15%
Don't know	1	*	1	-	*	*	*	1	*	*
	2%	1%	2%	-%	1%	13%	1%	2%	6%	*%
Mean Score	45.8	49.0	43.9	52.3	41.7	30.6	42.9	46.8	39.9	33.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	c	*d	e	*a	*b	*c	*d	e
Unweighted Base	136	23	23	36	10	44	22	19	11	5	47
Effective base	31	15	12	14	7	20	13	8	3	2	10
Weighted Base	64	42	13	6	1	1	36	9	7	2	5
0-24%	22	15	4	2	1	*	11	3	5	*	3
	35%	35%	33%	36%	67%	25%	31%	29%	77%	24%	52%
25-49%	14	9	4	1	*	*	9	3	1	1	*
	22%	20%	29%	14%	19%	32%	24%	32%	13%	59%	4%
50-74%	10	6	1	2	-	*	3	3	-	*	2
	15%	14%	9%	33%	-%	26%	9%	29%	-%	4%	31%
75-100%	17	12	4	1	*	*	12	1	1	*	*
	26%	28%	28%	10%	14%	16%	33%	11%	10%	14%	4%
Don't know	1	1	-	*	-	*	1	-	-	-	*
	2%	2%	-%	6%	-%	1%	2%	-%	-%	-%	9%
Mean Score	45.8	46.8	47.1	39.9	26.8	42.9	48.3	41.6	26.5	41.8	32.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	136	10	6	12	4	8	13	4	6	8
Effective base	31	4	3	6	1	2	6	2	3	3
Weighted Base	64	6	4	8	2	6	19	4	2	1
0-24%	22	3	3	1	*	4	2	4	1	*
	35%	47%	61%	17%	5%	67%	10%	99%	74%	3%
25-49%	14	-	-	1	2	*	7	*	-	1
	22%	-%	-%	14%	92%	3%	38%	1%	-%	57%
50-74%	10	1	1	4	*	*	1	-	*	*
	15%	16%	17%	46%	2%	3%	6%	-%	2%	27%
75-100%	17	2	1	2	-	2	9	-	*	-
	26%	33%	21%	23%	-%	26%	45%	-%	24%	-%
Don't know	1	*	-	-	-	-	-	-	-	*
	2%	4%	-%	-%	-%	-%	-%	-%	-%	14%
Mean Score	45.8	45.6	39.0	49.6	39.3	41.2	62.1	12.2	33.4	47.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	136	20	22	29	71	65	21	21	23
Effective base	31	5	8	12	23	10	7	3	3
Weighted Base	64	10	12	32	53	10	3	5	2
0-24%	22	4	7	7	19	4	1	2	1
	35%	44%	56%	24%	35%	37%	25%	38%	58%
25-49%	14	3	-	9	12	2	*	2	*
	22%	31%	-%	27%	22%	21%	*%	39%	11%
50-74%	10	1	2	5	7	2	1	1	*
	15%	6%	15%	16%	14%	22%	30%	20%	13%
75-100%	17	2	3	11	15	1	1	*	*
	26%	17%	27%	33%	29%	11%	21%	3%	15%
Don't know	1	*	*	-	*	1	1	-	*
	2%	2%	2%	-%	1%	9%	24%	-%	3%
Mean Score	45.8	41.5	41.4	52.2	47.8 e	34.0	49.9	26.1	32.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	136	1	23	24	11	23	4	2	7	64
Effective base	31	1	6	6	2	5	2	1	1	16
Weighted Base	64	1	6	6	6	12	2	*	1	36
0-24%	22	1	*	*	4	5	1	-	*	11
	35%	100%	8%	8%	68%	43%	53%	-%	10%	30%
25-49%	14	-	1	1	1	*	1	-	1	10
	22%	-%	20%	20%	22%	1%	47%	-%	87%	26%
50-74%	10	-	2	2	*	2	-	*	-	5
	15%	-%	39%	39%	6%	19%	-%	92%	-%	12%
75-100%	17	-	2	2	*	4	-	*	*	11
	26%	-%	29%	28%	*%	38%	-%	8%	3%	29%
Don't know	1	-	*	*	*	-	-	-	-	1
	2%	-%	4%	4%	3%	-%	-%	-%	-%	2%
Mean Score	45.8	10.0	56.5	56.3	24.5	55.6	29.3	53.2	39.3	46.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	a	b	a	*b
Unweighted Base	136	36	27	73	123	13	100	36	136	-
Effective base	31	7	7	17	25	6	25	8	31	-
Weighted Base	64	12	14	38	54	10	55	8	64	-
0-24%	22	5	6	11	17	5	21	1	22	-
	35%	43%	44%	29%	32%	54%	38%	17%	35%	-%
25-49%	14	2	1	10	12	2	12	2	14	-
	22%	19%	7%	28%	22%	22%	22%	22%	22%	-%
50-74%	10	3	2	5	9	*	5	5	10	-
	15%	21%	16%	13%	17%	4%	9%	57% a	15%	-%
75-100%	17	2	4	11	15	2	16	*	17	-
	26%	13%	32%	28%	27%	21%	30%	3%	26%	-%
Don't know	1	*	-	1	1	-	1	*	1	-
	2%	3%	-%	2%	2%	-%	2%	2%	2%	-%
Mean Score	45.8	37.9	51.9	46.0	47.7	35.5	46.0	44.5	45.8	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	136	61	40	35	55	51	17	13	106	30
Effective base	31	16	6	9	17	9	4	3	26	5
Weighted Base	64	30	13	21	33	21	9	1	54	10
0-24%	22	9	2	11	10	9	3	*	19	4
	35%	30%	18%	53%	30%	43%	38%	22%	35%	36%
25-49%	14	5	7	2	6	7	*	1	13	1
	22%	16%	51%	11%	18%	33%	*%	67%	24%	8%
50-74%	10	7	2	1	6	3	*	*	9	*
	15%	23%	16%	3%	19%	15%	2%	5%	18%	2%
75-100%	17	8	2	7	10	2	5	*	11	5
	26%	28%	13%	32%	30%	9%	57%	6%	21%	51%
Don't know	1	1	*	*	1	*	*	-	1	*
	2%	3%	2%	1%	3%	*%	3%	-%	2%	3%
Mean Score	45.8	50.5	37.8	44.3	49.9 b	33.0	63.3	37.4	43.1	60.1

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	136	13	42	81	135	125	136	115	75	78
Effective base	31	8	12	14	30	28	31	27	17	14
Weighted Base	64	19	13	31	64	56	64	58	39	32
0-24%	22	5	4	13	22	22	22	22	16	11
	35%	27%	33%	41%	35%	40%	35%	38%	40%	36%
25-49%	14	3	3	8	14	13	14	13	11	12
	22%	17%	21%	25%	22%	24%	22%	22%	28%	37%
50-74%	10	4	2	3	10	9	10	9	5	1
	15%	22%	15%	11%	15%	17%	15%	16%	12%	4%
75-100%	17	6	4	7	17	10	17	13	7	6
	26%	29%	30%	22%	26%	18%	26%	22%	18%	20%
Don't know	1	1	*	*	1	1	1	1	1	1
	2%	5%	1%	1%	2%	1%	2%	2%	2%	3%
Mean Score	45.8	50.8	48.7	41.5	45.9	39.6	45.8	42.5	38.6	40.3

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	136	7	54	12	19	10	21	13	44
Effective base	31	2	20	3	3	2	12	5	11
Weighted Base	64	7	36	4	10	2	1	4	7
0-24%	22	*	15	*	5	1	1	1	3
	35%	3%	41%	2%	46%	74%	44%	25%	40%
25-49%	14	-	5	3	5	-	*	1	1
	22%	-%	15%	65%	48%	-%	7%	18%	11%
50-74%	10	*	7	*	1	*	*	2	2
	15%	4%	18%	6%	5%	8%	20%	38%	28%
75-100%	17	6	9	*	*	*	*	1	1
	26%	93%	24%	9%	*%	10%	28%	19%	19%
Don't know	1	-	*	1	-	*	*	-	*
	2%	-%	1%	17%	-%	8%	*%	-%	2%
Mean Score	45.8	96.4	43.2	45.0	24.6	23.7	43.9	46.4	40.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	136	52	22	16	9	8	23	5	54	28	12	12	6	8	5
Effective base	31	20	4	3	3	4	5	2	20	6	3	6	3	3	2
Weighted Base	64	42	5	10	2	*	2	2	30	19	2	1	*	2	2
0-24%	22	14	1	4	1	*	*	1	14	5	1	1	*	*	1
	35%	34%	18%	39%	60%	60%	10%	58%	47%	26%	63%	77%	72%	*%	59%
25-49%	14	5	2	5	1	-	*	-	3	9	*	-	*	*	1
	22%	13%	50%	52%	33%	-%	5%	-%	12%	47%	*%	-%	28%	2%	40%
50-74%	10	7	1	*	*	*	2	*	7	*	1	*	-	2	*
	15%	16%	18%	1%	*%	3%	74%	1%	22%	2%	27%	23%	-%	83%	1%
75-100%	17	15	1	*	*	*	*	1	5	5	*	-	*	*	*
	26%	36%	13%	*%	1%	37%	10%	41%	18%	24%	3%	-%	*%	15%	1%
Don't know	1	*	*	1	*	-	*	-	*	*	*	-	-	-	-
	2%	1%	1%	7%	7%	-%	*%	-%	1%	1%	7%	-%	-%	-%	-%
Mean Score	45.8	52.0	47.3	23.8	21.7	45.9	49.3	42.8	37.8	44.4	28.8	20.8	13.4	57.3	28.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted Base	136	57	17	11	10	9	6	5	20	18	19	34	52	13
Effective base	31	17	4	1	2	2	2	2	4	7	7	9	6	4
Weighted Base	64	31	11	5	4	2	1	6	8	17	12	17	16	2
0-24%	22	12	3	*	1	*	*	5	5	3	7	3	9	1
	35%	38%	29%	10%	36%	31%	22%	84%	69%	21%	56%	16%	54%	48%
25-49%	14	2	8	*	2	*	-	1	1	3	2	4	5	*
	22%	8%	69%	2%	60%	7%	-%	12%	10%	15%	17%	26%	30%	2%
50-74%	10	7	*	*	*	1	*	-	1	4	1	2	2	*
	15%	24%	1%	1%	2%	63%	78%	-%	19%	25%	11%	12%	12%	10%
75-100%	17	8	*	4	*	-	-	*	*	6	2	8	*	-
	26%	26%	*%	83%	3%	-%	-%	3%	2%	38%	16%	47% d	1%	-%
Don't know	1	1	*	*	-	-	-	-	-	*	-	-	*	1
	2%	3%	*%	5%	-%	-%	-%	-%	-%	1%	-%	-%	3%	40%
Mean Score	45.8	46.1	25.5	89.3	31.0	36.2	41.2	25.2	28.6	56.9	34.9	63.1 d	24.5	20.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	c	d	*e
Unweighted Base	136	26	16	32	49	12	23	17	36	40	9
Effective base	31	12	5	8	5	3	11	5	8	5	5
Weighted Base	64	24	8	16	14	1	16	8	16	14	1
0-24%	22	9	4	1	8	*	6	5	4	8	1
	35%	35%	54%	5%	56%	35%	35%	58%	22%	53%	81%
25-49%	14	3	2	4	5	*	3	1	4	5	*
	22%	10%	25%	29%	33%	2%	17%	17%	27%	33%	2%
50-74%	10	5	1	2	1	*	5	*	2	2	*
	15%	20%	18%	12%	8%	12%	33%	1%	13%	11%	18%
75-100%	17	8	*	8	*	-	2	2	6	*	-
	26%	33%	3%	52% d	1%	-%	13%	24%	38%	1%	-%
Don't know	1	*	-	*	*	1	*	-	-	*	-
	2%	1%	-%	2%	1%	50%	2%	-%	-%	2%	-%
Mean Score	45.8	51.0	26.0	69.7 d	23.3	20.7	38.6	38.4	56.4 d	23.7	20.8

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	136	41	16	18	28	12	62	9	43	118	18	131	4
Effective base	31	12	5	5	5	4	16	3	8	27	3	29	2
Weighted Base	64	25	4	12	14	3	37	4	17	56	7	62	1
0-24%	22	10	1	3	7	1	16	1	5	18	4	22	*
	35%	40%	27%	23%	47%	50%	42%	27%	32%	32%	59%	35%	15%
25-49%	14	3	1	4	5	-	8	3	2	13	1	13	1
	22%	13%	21%	35%	33%	-%	21%	69%	13%	23%	13%	21%	63%
50-74%	10	6	*	1	2	*	5	*	4	8	1	10	-
	15%	22%	6%	7%	17%	*%	12%	1%	27%	15%	18%	16%	-%
75-100%	17	6	2	4	*	1	8	-	5	16	*	16	*
	26%	23%	47%	35%	*%	26%	22%	-%	28%	29%	6%	26%	22%
Don't know	1	*	-	-	*	1	1	*	*	1	*	1	-
	2%	1%	-%	-%	2%	24%	2%	3%	1%	2%	3%	2%	-%
Mean Score	45.8	43.1	61.3	55.0	25.3	37.2	39.6	34.5	50.8	47.2	34.2	45.8	46.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	136	111	14	65	50	133	2	114	11	68	47
Effective base	31	25	4	18	9	29	2	25	5	19	8
Weighted Base	64	45	10	39	19	62	1	52	4	44	14
0-24%	22	22	1	17	5	22	-	22	1	17	5
	35%	48%	7%	43%	28%	36%	-%	42%	18%	38%	37%
25-49%	14	8	5	8	6	13	1	10	3	8	5
	22%	18%	48%	19%	29%	21%	74%	20%	73%	19%	33%
50-74%	10	9	*	6	4	10	-	9	*	5	4
	15%	20%	1%	14%	19%	16%	-%	18%	*%	12%	26%
75-100%	17	6	4	8	5	16	*	10	*	12	*
	26%	13%	44%	21%	24%	26%	26%	19%	9%	28%	3%
Don't know	1	1	-	1	*	1	-	1	-	1	*
	2%	1%	-%	3%	1%	2%	-%	1%	-%	2%	2%
Mean Score	45.8	34.2	63.7	38.7	50.0	45.7	52.8	39.8	37.3	44.5	36.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	136	82	115	36	-	81	98	26	-	86	77	34	1
Effective base	31	17	27	6	-	16	24	7	-	21	20	9	1
Weighted Base	64	43	45	16	-	36	43	8	-	48	37	18	*
0-24%	22	16	17	7	-	14	16	4	-	17	16	5	*
	35%	37%	37%	44%	-%	40%	38%	44%	-%	36%	44%	26%	100%
25-49%	14	13	5	1	-	12	11	1	-	12	6	3	-
	22%	30%	11%	6%	-%	34%	25%	13%	-%	26%	16%	17%	-%
50-74%	10	4	10	1	-	4	9	1	-	6	6	2	-
	15%	10%	22%	5%	-%	12%	21%	8%	-%	13%	17%	11%	-%
75-100%	17	9	12	7	-	5	6	3	-	11	8	8	-
	26%	22%	28%	44%	-%	14%	14%	34%	-%	22%	23%	45%	-%
Don't know	1	*	1	*	-	*	*	*	-	1	*	*	-
	2%	*%	3%	1%	-%	1%	1%	2%	-%	2%	*%	1%	-%
Mean Score	45.8	42.0	47.3	54.4	-	36.6	37.0	45.0	-	43.0	41.4	58.5 ab	20.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	136	133	120	89	104	136	13	62	50	50	15	9
Effective base	31	29	26	21	23	31	3	18	11	12	4	2
Weighted Base	64	61	51	50	42	64	6	38	28	29	11	2
0-24%	22	22	22	22	19	22	6	21	13	14	3	1
	35%	36%	43%	43%	44%	35%	89%	56%	46%	48%	25%	71%
25-49%	14	12	11	8	14	14	1	4	6	8	*	-
	22%	19%	22%	17%	33%	22%	11%	10%	20%	28%	*%	-%
50-74%	10	10	7	7	6	10	*	4	4	2	1	1
	15%	16%	14%	14%	15%	15%	*%	12%	14%	7%	5%	29%
75-100%	17	17	10	12	2	17	-	8	6	5	7	-
	26%	27%	20%	25%	5%	26%	-%	22%	20%	17%	69%	-%
						a						
Don't know	1	1	1	*	1	1	-	*	*	*	-	-
	2%	2%	1%	*%	3%	2%	-%	*%	*%	*%	-%	-%
Mean Score	45.8	46.1	39.6	42.6	29.9	45.8	19.3	37.9	37.9	35.0	73.2	26.7
						a						

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	136	18	9	5	4	128	111	131	106	105	74	118	25	-	115	5
Effective base	31	5	2	3	2	28	21	29	21	22	15	27	6	-	24	2
Weighted Base	64	15	4	2	5	54	42	54	38	37	28	47	5	-	53	4
0-24%	22	4	1	*	5	18	14	18	11	13	13	18	3	-	18	-
	35%	28%	37%	13%	100%	33%	33%	33%	28%	36%	46%	38%	54%	-%	35%	-%
25-49%	14	6	2	2	-	14	11	14	9	7	5	12	*	-	12	2
	22%	37%	59%	85%	-%	26%	25%	25%	23%	19%	19%	25%	1%	-%	22%	52%
50-74%	10	1	*	-	-	9	7	9	7	7	2	9	1	-	7	*
	15%	6%	4%	-%	-%	17%	15%	17%	18%	20%	8%	19%	29%	-%	14%	1%
75-100%	17	4	-	*	-	12	10	12	11	9	7	8	1	-	15	2
	26%	28%	-%	2%	-%	22%	24%	22%	29%	24%	26%	17%	12%	-%	28%	47%
Don't know	1	*	-	-	-	1	1	1	*	*	*	1	*	-	1	-
	2%	1%	-%	-%	-%	2%	1%	2%	1%	1%	1%	2%	4%	-%	2%	-%
Mean Score	45.8	42.6	32.7	37.1	17.4	44.3	44.6	44.4	49.5	45.4	44.7	39.6	34.4	-	46.8	68.1

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	*a	b	*a	b	c	*a	*b	c
Unweighted Base	136	44	92	58	4	24	42	26	68	40	27	23	80
Effective base	31	11	21	12	2	7	9	5	17	11	6	5	18
Weighted Base	64	29	35	24	4	9	20	11	40	11	12	6	41
0-24%	22	12	10	8	*	2	6	5	13	4	2	1	19
	35%	41%	30%	33%	7%	19%	32%	46%	33%	37%	17%	24%	46%
25-49%	14	9	5	4	2	4	2	*	12	1	1	3	10
	22%	30%	15%	18%	49%	44%	12%	1%	31%	12%	8%	50%	24%
50-74%	10	3	7	4	2	3	2	1	5	2	3	1	3
	15%	10%	19%	16%	44%	34%	13%	5%	13%	17%	23%	19%	8%
75-100%	17	5	11	8	-	*	8	5	8	4	6	*	8
	26%	18%	33%	32%	-%	3%	41%	48%	20%	33%	50%	6%	20%
Don't know	1	*	1	*	-	-	*	-	1	*	*	*	1
	2%	1%	3%	1%	-%	-%	1%	-%	3%	2%	1%	1%	3%
Mean Score	45.8	38.7	51.7 a	52.0	42.2	39.6	56.6	57.1	41.6	48.6	69.4	40.9	37.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	136	85	51
Effective base	31	14	17
Weighted Base	64	27	37
0-24%	22	8	15
	35%	28%	40%
25-49%	14	12	2
	22%	43%	6%
		b	
50-74%	10	4	6
	15%	15%	16%
75-100%	17	3	14
	26%	11%	37%
Don't know	1	1	*
	2%	3%	1%
Mean Score	45.8	37.9	51.5
			a

Columns Tested:: a,b

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	136	12	12	10	13	3	22	7	14	5	15	10	13
Effective base	31	2	2	4	3	1	7	2	4	3	3	4	5
Weighted Base	64	4	3	3	5	*	23	1	6	2	4	6	8
0-24%	22	2	2	*	2	*	8	*	3	1	*	2	1
	35%	69%	80%	3%	50%	91%	35%	16%	48%	46%	7%	31%	13%
25-49%	14	*	*	*	2	-	5	-	2	1	*	*	3
	22%	*%	4%	7%	40%	-%	23%	-%	30%	48%	6%	1%	40%
50-74%	10	*	*	3	*	-	*	-	*	*	3	1	2
	15%	*%	4%	90%	1%	-%	1%	-%	4%	3%	72%	20%	28%
75-100%	17	1	*	-	*	*	9	*	1	*	*	3	2
	26%	31%	5%	-%	8%	9%	40%	3%	18%	3%	8%	47%	20%
Don't know	1	-	*	-	-	-	-	1	*	-	*	-	-
	2%	-%	6%	-%	-%	-%	-%	81%	1%	-%	7%	-%	-%
Mean Score	45.8	39.0	13.2	55.0	23.2	26.8	52.4	15.3	34.8	32.6	50.8	54.5	53.8

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 123 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	*c	d	a	b
Unweighted Base	136	34	38	26	38	72	64
Effective base	31	7	9	7	13	14	20
Weighted Base	64	10	27	9	18	37	27
0-24%	22	5	10	4	3	15	7
	35%	50%	38%	44%	18%	41%	27%
25-49%	14	*	7	3	4	8	6
	22%	4%	26%	31%	20%	20%	23%
50-74%	10	3	*	*	6	3	6
	15%	31%	1%	3%	34%	9%	24%
75-100%	17	1	10	1	5	11	6
	26%	13%	35%	13%	27%	29%	22%
Don't know	1	*	-	1	*	*	1
	2%	2%	-%	10%	1%	*%	4%
Mean Score	45.8	37.4	47.2	33.8	53.5 a	44.7	47.3

Columns Tested:: a,b,c,d - a,b

Table 125

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	73	-	73	36	17	2	18	37
Effective base	28	-	28	25	10	1	10	13
Weighted Base	66	-	66	62	3	*	*	3
0-24%	37	-	37	36	1	*	*	1
	56%	-%	56%	57%	31%	100%	35%	33%
25-49%	6	-	6	5	*	-	*	*
	8%	-%	8%	8%	5%	-%	47%	9%
50-74%	12	-	12	11	1	-	*	1
	19%	-%	19%	18%	42%	-%	6%	38%
75-100%	11	-	11	10	1	-	*	1
	16%	-%	16%	16%	18%	-%	13%	17%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	4%	-%	-%	4%
Mean Score	33.9	-	33.9	33.4	46.1	11.7	38.1	44.4

Columns Tested:: a,b - a,b,c,d,e

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	73	17	16	3	12	7	18	36	17	20
Effective base	28	14	9	3	8	3	10	25	10	11
Weighted Base	66	34	24	4	2	1	*	62	3	*
0-24%	37	19	17	-	1	*	*	36	1	*
	56%	56%	68%	-%	35%	29%	35%	57%	31%	50%
25-49%	6	4	-	1	*	*	*	5	*	*
	8%	12%	-%	31%	1%	13%	47%	8%	5%	36%
50-74%	12	5	5	2	1	1	*	11	1	*
	19%	14%	19%	49%	30%	58%	6%	18%	42%	4%
75-100%	11	6	3	1	1	-	*	10	1	*
	16%	18%	13%	20%	27%	-%	13%	16%	18%	10%
Don't know	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	6%	-%	-%	-%	4%	-%
Mean Score	33.9	33.0	30.7	54.1	51.2	35.3	38.1	33.4	46.1	32.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	73	26	10	17	2	18	25	14	7	8	15
Effective base	28	20	8	10	1	10	15	5	2	3	3
Weighted Base	66	54	9	3	*	*	39	8	6	2	2
0-24%	37	32	4	1	*	*	22	5	6	1	1
	56%	60%	41%	31%	100%	35%	58%	60%	91%	56%	65%
25-49%	6	4	1	*	-	*	2	*	-	*	*
	8%	8%	13%	5%	-%	47%	4%	1%	-%	3%	7%
50-74%	12	9	2	1	-	*	9	2	1	-	*
	19%	17%	21%	42%	-%	6%	24%	29%	9%	-%	10%
75-100%	11	8	2	1	-	*	5	1	-	1	*
	16%	15%	25%	18%	-%	13%	14%	8%	-%	41%	18%
Don't know	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	4%	-%	-%	-%	2%	-%	-%	-%
Mean Score	33.9	31.9	42.4	46.1	11.7	38.1	32.7	27.5	14.5	47.0	38.4

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	73	9	6	6	3	11	3	4	4	5
Effective base	28	6	5	4	1	4	1	2	2	3
Weighted Base	66	12	8	11	1	10	4	6	4	6
0-24%	37	6	3	6	1	9	-	6	1	2
	56%	51%	34%	52%	99%	96%	-%	90%	15%	40%
25-49%	6	-	1	3	*	*	-	*	*	2
	8%	-%	14%	23%	1%	1%	-%	1%	1%	28%
50-74%	12	3	4	2	-	-	*	1	3	*
	19%	24%	46%	17%	-%	-%	9%	9%	70%	*%
75-100%	11	3	*	1	-	*	4	-	1	2
	16%	25%	6%	7%	-%	2%	91%	-%	15%	32%
Don't know	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Mean Score	33.9	40.4	38.6	25.6	10.3	10.5	96.9	20.4	49.9	42.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	73	19	19	13	51	22	6	13	3
Effective base	28	7	12	7	25	4	2	2	3
Weighted Base	66	17	24	21	62	4	1	2	*
0-24%	37	13	9	11	33	4	1	2	*
	56%	77%	39%	53%	54%	96%	93%	98%	100%
25-49%	6	2	1	3	5	*	*	*	-
	8%	10%	5%	12%	9%	3%	7%	1%	-%
50-74%	12	*	10	3	12	-	-	-	-
	19%	*%	40%	13%	20%	-%	-%	-%	-%
75-100%	11	2	4	5	11	*	-	*	-
	16%	12%	17%	22%	17%	1%	-%	1%	-%
Don't know	*	*	-	-	*	-	-	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	-%
Mean Score	33.9	21.9	41.4	38.6	35.3	11.6	11.0	11.9	9.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	73	1	14	14	11	12	2	2	2	29
Effective base	28	1	5	5	3	6	1	1	1	13
Weighted Base	66	2	14	14	10	9	1	3	*	27
0-24%	37	-	7	7	8	5	-	*	*	16
	56%	-%	48%	48%	83%	61%	-%	3%	3%	61%
25-49%	6	-	*	*	1	*	*	-	-	4
	8%	-%	*%	*%	12%	*%	5%	-%	-%	16%
50-74%	12	2	*	*	-	2	-	3	*	5
	19%	100%	3%	3%	-%	19%	-%	97%	97%	19%
75-100%	11	-	7	7	*	2	1	-	-	1
	16%	-%	48%	48%	4%	21%	95%	-%	-%	4%
Don't know	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Mean Score	33.9	50.0	51.9	51.9	19.8	35.6	87.6	48.7	49.1	24.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b
Unweighted Base	73	26	14	33	68	5	65	8	73	-
Effective base	28	9	7	14	24	4	27	3	28	-
Weighted Base	66	26	10	30	57	9	64	2	66	-
0-24%	37	15	5	16	34	3	37	*	37	-
	56%	58%	56%	55%	59%	37%	57%	13%	56%	-%
25-49%	6	1	*	4	6	-	5	*	6	-
	8%	5%	1%	14%	10%	-%	9%	5%	8%	-%
50-74%	12	3	2	8	10	2	12	1	12	-
	19%	10%	17%	27%	18%	23%	18%	35%	19%	-%
75-100%	11	7	3	1	7	4	10	1	11	-
	16%	27%	27%	4%	13%	39%	16%	47%	16%	-%
Don't know	*	*	-	-	*	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Mean Score	33.9	39.2	40.0	27.3	30.2	56.5	33.0	68.7	33.9	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	a	*b	*c	*d	e	*f
Unweighted Base	73	22	17	34	30	19	10	14	49	24
Effective base	28	9	4	16	16	7	4	4	22	6
Weighted Base	66	26	5	35	43	10	9	3	53	13
0-24%	37	16	3	18	23	5	7	2	28	9
	56%	62%	53%	52%	54%	47%	73%	68%	52%	72%
25-49%	6	4	1	*	5	*	-	*	5	*
	8%	16%	26%	*%	12%	1%	-%	5%	10%	1%
50-74%	12	5	1	7	8	2	3	*	10	3
	19%	18%	15%	20%	18%	18%	27%	2%	18%	21%
75-100%	11	1	*	10	7	3	-	1	10	1
	16%	3%	4%	28%	15%	33%	-%	25%	19%	6%
Don't know	*	-	*	-	-	*	-	-	*	-
	*%	-%	2%	-%	-%	1%	-%	-%	*%	-%
Mean Score	33.9	24.0	24.3	42.6	33.8	44.4	21.4	38.2	35.9	25.5

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f
Unweighted Base	73	8	22	43	68	70	73	72	56	51
Effective base	28	5	11	12	24	26	28	27	17	16
Weighted Base	66	12	31	23	58	61	66	65	43	39
0-24%	37	11	12	14	35	36	37	36	26	25
	56%	91%	38%	61%	60%	58%	56%	55%	61%	64%
25-49%	6	-	5	*	6	3	6	6	4	4
	8%	-%	18%	1%	9%	5%	8%	9%	9%	10%
50-74%	12	1	7	4	12	12	12	12	12	8
	19%	5%	24%	19%	21%	20%	19%	19%	28%	20%
75-100%	11	*	6	4	5	10	11	11	1	2
	16%	4%	20%	18%	9%	17%	16%	17%	1%	5%
Don't know	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%
Mean Score	33.9	15.4	41.3	34.0	29.2	34.3	33.9	34.3	26.4	26.7

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	73	5	27	4	13	10	10	4	24
Effective base	28	4	15	3	3	4	2	1	7
Weighted Base	66	7	42	5	5	3	3	1	7
0-24%	37	2	27	2	1	2	2	1	5
	56%	24%	65%	35%	24%	74%	78%	96%	79%
25-49%	6	-	2	-	4	*	-	*	*
	8%	-%	4%	-%	73%	1%	-%	4%	1%
50-74%	12	-	9	3	*	1	*	-	1
	19%	-%	21%	50%	4%	21%	16%	-%	16%
75-100%	11	5	4	1	-	-	*	-	*
	16%	76%	11%	15%	-%	-%	6%	-%	3%
Don't know	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	4%	-%	-%	2%
Mean Score	33.9	69.4	29.1	51.9	25.8	19.9	19.1	11.4	18.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	73	26	9	10	9	9	3	2	25	18	7	9	6	3	2
Effective base	28	16	3	3	4	5	1	2	14	6	3	3	3	2	2
Weighted Base	66	45	4	*	6	2	1	*	41	10	5	2	1	3	*
0-24%	37	27	4	*	1	1	1	*	25	5	2	1	1	3	*
	56%	61%	97%	49%	24%	59%	100%	29%	60%	49%	34%	57%	97%	88%	100%
25-49%	6	2	*	*	4	-	-	*	*	3	*	*	-	-	-
	8%	4%	2%	47%	63%	-%	-%	71%	*%	29%	*%	1%	-%	-%	-%
50-74%	12	11	-	*	1	*	-	-	7	2	3	1	*	*	-
	19%	25%	-%	5%	13%	25%	-%	-%	17%	20%	50%	33%	3%	12%	-%
75-100%	11	5	*	-	-	*	-	-	9	-	1	*	-	-	-
	16%	11%	1%	-%	-%	9%	-%	-%	23%	-%	15%	9%	-%	-%	-%
Don't know	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	7%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Mean Score	33.9	31.1	17.5	28.3	24.8	34.2	10.0	30.6	36.5	25.1	49.0	35.0	12.6	13.8	21.8

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	73	22	12	10	10	7	8	3	18	10	14	19	19	11
Effective base	28	13	4	4	5	1	3	1	4	6	7	10	6	5
Weighted Base	66	34	9	2	9	5	4	2	11	18	19	21	7	1
0-24%	37	21	2	1	2	5	2	2	8	15	11	6	4	*
	56%	64%	26%	61%	27%	100%	45%	80%	75%	87%	59%	31%	52%	32%
25-49%	6	*	4	*	2	-	*	-	*	*	2	4	*	*
	8%	*%	41%	4%	19%	-%	*%	-%	*%	*%	8%	17%	1%	24%
50-74%	12	2	3	-	5	-	2	*	3	-	4	7	2	*
	19%	7%	31%	-%	54%	-%	51%	20%	24%	-%	18%	32%	26%	44%
75-100%	11	10	*	1	-	-	*	-	*	2	3	4	1	-
	16%	29%	*%	35%	-%	-%	4%	-%	2%	13%	15%	19%	20%	-%
Don't know	*	-	*	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Mean Score	33.9	38.7	32.5	41.6	35.2	9.9	33.3	16.8	20.2	21.2	32.2	44.6	38.2	36.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	73	18	10	14	15	11	13	17	18	15	7
Effective base	28	9	5	8	5	5	7	8	7	6	4
Weighted Base	66	26	14	13	4	1	19	21	15	6	*
0-24%	37	19	9	4	3	*	16	11	4	3	*
	56%	71%	61%	32%	82%	32%	87%	55%	28%	54%	62%
25-49%	6	2	*	4	*	*	*	3	*	*	*
	8%	6%	*%	27%	2%	24%	*%	13%	1%	1%	14%
50-74%	12	2	5	5	-	*	-	4	7	2	*
	19%	6%	38%	38%	-%	44%	-%	17%	44%	32%	24%
75-100%	11	4	*	*	1	-	2	3	4	1	-
	16%	16%	*%	3%	16%	-%	13%	14%	27%	13%	-%
Don't know	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
Mean Score	33.9	27.0	30.0	34.6	22.6	36.0	20.6	31.9	54.1	35.4	29.4

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	73	15	14	11	20	12	57	6	9	58	15	63	5
Effective base	28	7	6	5	7	3	24	3	3	22	6	23	1
Weighted Base	66	23	14	11	10	6	43	11	11	52	14	54	4
0-24%	37	19	9	1	3	3	21	10	5	27	10	31	4
	56%	81%	61%	11%	35%	60%	49%	94%	42%	52%	72%	57%	100%
25-49%	6	*	3	3	*	*	3	*	3	4	2	6	-
	8%	*%	19%	23%	1%	1%	7%	*%	23%	8%	12%	10%	-%
50-74%	12	*	1	7	2	2	9	1	3	10	2	12	-
	19%	*%	4%	65%	22%	39%	20%	5%	27%	20%	16%	23%	-%
75-100%	11	4	2	-	4	-	10	*	1	11	*	5	-
	16%	19%	16%	-%	42%	-%	23%	*%	8%	21%	*%	10%	-%
Don't know	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Mean Score	33.9	28.5	27.0	41.8	54.8	27.2	39.6	16.7	30.2	37.8	19.5	30.7	10.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	73	57	13	31	41	62	6	57	13	38	34
Effective base	28	24	3	16	12	22	2	22	3	18	10
Weighted Base	66	50	11	30	35	52	6	52	9	38	27
0-24%	37	24	11	14	22	31	4	28	7	21	15
	56%	49%	98%	48%	62%	59%	68%	55%	78%	54%	58%
25-49%	6	3	*	-	6	6	-	3	*	*	5
	8%	6%	*%	-%	16%	11%	-%	6%	*%	*%	21%
50-74%	12	12	*	5	8	11	2	11	2	7	6
	19%	25%	*%	16%	22%	20%	30%	20%	20%	17%	22%
75-100%	11	10	*	11	*	5	*	10	*	11	*
	16%	20%	1%	36% b	1%	10%	3%	19%	2%	28%	*%
Don't know	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Mean Score	33.9	38.7	15.2	46.6 b	23.9	29.9	23.7	36.9	20.0	42.5 b	22.6

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	73	59	49	21	-	60	49	24	-	64	45	26	-
Effective base	28	19	20	6	-	22	22	7	-	25	18	10	-
Weighted Base	66	47	43	13	-	54	51	17	-	61	40	23	-
0-24%	37	29	25	7	-	34	30	7	-	34	24	11	-
	56%	61%	56%	53%	-%	62%	59%	38%	-%	56%	61%	48%	-%
25-49%	6	6	5	2	-	3	3	2	-	5	3	2	-
	8%	12%	13%	13%	-%	5%	6%	10%	-%	9%	7%	8%	-%
50-74%	12	12	8	4	-	9	10	5	-	12	8	8	-
	19%	26%	19%	32%	-%	16%	20%	27%	-%	20%	21%	33%	-%
75-100%	11	1	5	*	-	9	8	4	-	9	5	3	-
	16%	1%	12%	1%	-%	17%	15%	25%	-%	15%	11%	11%	-%
Don't know	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Mean Score	33.9	25.2	30.5	27.8	-	32.8	32.1	46.1	-	33.5	28.6	35.7	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	73	61	67	53	73	44	8	36	41	48	17	9
Effective base	28	22	25	22	28	19	2	16	15	19	7	3
Weighted Base	66	54	61	50	66	38	6	33	35	44	16	5
0-24%	37	33	36	28	37	22	6	18	23	26	7	3
	56%	61%	58%	56%	56%	57%	98%	54%	65%	59%	45%	62%
25-49%	6	6	3	4	6	4	*	4	4	4	2	*
	8%	10%	5%	8%	8%	11%	2%	12%	12%	9%	10%	2%
50-74%	12	10	12	7	12	8	-	7	5	7	4	2
	19%	19%	20%	14%	19%	22%	-%	21%	15%	15%	27%	35%
75-100%	11	5	10	10	11	3	-	4	3	7	3	-
	16%	10%	17%	21%	16%	9%	-%	12%	7%	17%	18%	-%
Don't know	*	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Mean Score	33.9	29.5	34.3	35.0	33.9	28.0	9.6	30.1	24.9	32.6	39.1	23.9

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	73	16	10	5	4	63	49	69	52	55	55	53	21	-	61	3
Effective base	28	5	2	2	3	24	17	25	20	21	19	20	8	-	21	3
Weighted Base	66	12	3	4	6	55	40	61	48	48	48	50	20	-	47	7
0-24%	37	5	*	*	3	32	28	37	28	25	34	29	10	-	25	3
	56%	44%	13%	3%	42%	57%	69%	60%	58%	51%	71%	58%	52%	-%	52%	43%
25-49%	6	*	*	2	-	6	3	6	3	6	3	3	2	-	2	1
	8%	*%	2%	40%	-%	10%	7%	9%	6%	11%	6%	6%	9%	-%	4%	17%
50-74%	12	3	2	2	3	11	6	11	7	10	4	10	3	-	10	3
	19%	26%	85%	53%	46%	19%	16%	17%	15%	21%	9%	20%	14%	-%	21%	39%
75-100%	11	4	-	*	1	8	3	8	10	8	6	8	5	-	11	-
	16%	30%	-%	4%	12%	14%	8%	13%	21%	16%	14%	16%	25%	-%	23%	-%
Don't know	*	-	-	-	-	*	*	*	*	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
Mean Score	33.9	50.3	45.2	40.0	37.1	32.1	25.7	30.7	36.2	35.6	29.1	34.1	38.6	-	37.9	33.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	73	39	34	44	3	26	27	20	46	6	21	20	29
Effective base	28	16	12	13	3	5	12	5	19	4	11	6	11
Weighted Base	66	34	32	36	2	12	31	10	42	10	17	14	24
0-24%	37	10	27	24	2	9	19	2	23	8	6	6	14
	56%	28%	87% a	67%	83%	75%	61%	22%	55%	74%	38%	43%	58%
25-49%	6	5	*	3	-	*	5	1	4	-	3	3	*
	8%	16%	*%	8%	-%	2%	17%	14%	10%	-%	16%	19%	*%
50-74%	12	12	-	9	*	2	7	2	10	-	6	3	4
	19%	36% b	-%	24%	17%	21%	22%	26%	24%	-%	35%	19%	15%
75-100%	11	7	4	*	-	*	-	4	4	3	2	3	6
	16%	20%	13%	1%	-%	2%	-%	39%	11%	26%	11%	18%	26%
Don't know	*	-	*	-	-	-	-	-	*	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%
Mean Score	33.9	43.6 b	23.3	22.8	23.6	21.6	23.5	57.9	31.1	32.1	38.2	36.5	37.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	73	27	46
Effective base	28	8	19
Weighted Base	66	19	47
0-24%	37	10	27
	56%	51%	58%
25-49%	6	1	4
	8%	7%	9%
50-74%	12	7	5
	19%	38%	11%
75-100%	11	1	10
	16%	3%	22%
Don't know	*	-	*
	*%	-%	*%
Mean Score	33.9	30.8	35.1

Columns Tested:: a,b

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	73	2	5	1	9	1	23	-	5	3	5	6	13
Effective base	28	1	3	1	3	1	9	-	4	3	3	4	4
Weighted Base	66	*	10	*	3	1	24	-	11	5	1	5	6
0-24%	37	*	4	-	1	-	21	-	2	2	*	3	3
	56%	*%	46%	-%	32%	-%	88%	-%	17%	46%	65%	55%	50%
25-49%	6	-	*	-	*	1	*	-	3	-	-	2	*
	8%	-%	1%	-%	2%	100%	*%	-%	24%	-%	-%	31%	*%
50-74%	12	*	3	-	2	-	2	-	3	-	*	-	2
	19%	100%	30%	-%	51%	-%	10%	-%	24%	-%	35%	-%	35%
75-100%	11	-	2	*	*	-	*	-	4	3	-	1	1
	16%	-%	22%	100%	14%	-%	1%	-%	34%	54%	-%	14%	16%
Don't know	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Mean Score	33.9	64.8	37.9	80.0	40.5	30.0	16.7	-	55.7	57.0	21.6	30.7	36.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 125 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	b	*c	*d	a	b
Unweighted Base	73	8	33	8	24	41	32
Effective base	28	3	12	6	9	14	14
Weighted Base	66	10	28	15	12	38	27
0-24%	37	4	22	4	6	26	10
	56%	44%	78%	26%	53%	69%	38%
25-49%	6	*	1	3	2	1	4
	8%	1%	4%	16%	14%	4%	15%
50-74%	12	3	4	3	2	7	5
	19%	33%	15%	17%	19%	20%	18%
75-100%	11	2	1	6	2	3	8
	16%	22%	2%	40%	14%	7%	29%
Don't know	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Mean Score	33.9	39.1	20.1	56.1	33.4	25.1	46.1 a

Columns Tested:: a,b,c,d - a,b

Table 127

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	51	1	50	35	9	2	5	16
Effective base	25	1	25	24	6	1	4	8
Weighted Base	59	*	58	58	1	*	*	1
0-24%	21	-	21	20	1	-	*	1
	36%	-%	36%	35%	73%	-%	50%	66%
25-49%	8	-	8	7	-	*	*	*
	13%	-%	13%	13%	-%	83%	38%	8%
50-74%	2	-	2	2	*	-	*	*
	4%	-%	4%	4%	21%	-%	12%	19%
75-100%	28	*	27	28	*	*	-	*
	47%	100%	47%	48%	7%	17%	-%	7%
Don't know	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Mean Score	53.7	100.0	53.4	54.2	23.8	47.0	29.1	26.0

Columns Tested:: a,b - a,b,c,d,e

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	51	19	14	2	6	5	5	35	9	7
Effective base	25	14	9	1	4	3	4	24	6	2
Weighted Base	59	31	24	3	1	*	*	58	1	*
0-24%	21	8	12	-	*	*	*	20	1	*
	36%	26%	52%	-%	52%	81%	50%	35%	73%	11%
25-49%	8	5	2	-	-	*	*	7	-	*
	13%	17%	10%	-%	-%	15%	38%	13%	-%	73%
50-74%	2	2	-	-	*	-	*	2	*	*
	4%	7%	-%	-%	37%	-%	12%	4%	21%	3%
75-100%	28	15	9	3	*	*	-	28	*	*
	47%	50%	39%	100%	12%	3%	-%	48%	7%	14%
Don't know	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Mean Score	53.7	57.0	45.2	100.0	36.4	14.7	29.1	54.2	23.8	43.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	51	24	11	9	2	5	23	9	3	2	9
Effective base	25	18	7	6	1	4	15	4	1	1	3
Weighted Base	59	45	13	1	*	*	36	8	5	*	2
0-24%	21	18	3	1	-	*	12	2	5	*	*
	36%	39%	21%	73%	-%	50%	32%	30%	99%	100%	6%
25-49%	8	5	2	-	*	*	3	2	*	-	1
	13%	11%	19%	-%	83%	38%	7%	21%	1%	-%	36%
50-74%	2	2	-	*	-	*	2	-	-	-	*
	4%	5%	-%	21%	-%	12%	6%	-%	-%	-%	9%
75-100%	28	20	8	*	*	-	20	4	-	-	1
	47%	45%	60%	7%	17%	-%	55%	49%	-%	-%	49%
Don't know	*	-	*	-	-	-	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Mean Score	53.7	50.6	67.2	23.8	47.0	29.1	58.6	58.2	10.4	11.2	58.8

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	51	9	4	5	3	7	1	3	1	4
Effective base	25	5	3	3	2	4	1	3	1	4
Weighted Base	59	11	5	5	5	13	3	5	*	8
0-24%	21	4	2	2	-	12	-	1	*	-
	36%	33%	41%	37%	-%	94%	-%	19%	100%	-%
25-49%	8	3	-	3	2	-	-	-	-	-
	13%	24%	-%	63%	33%	-%	-%	-%	-%	-%
50-74%	2	*	2	-	-	-	-	-	-	-
	4%	2%	40%	-%	-%	-%	-%	-%	-%	-%
75-100%	28	4	1	-	3	1	3	4	-	8
	47%	41%	19%	-%	67%	6%	100%	81%	-%	100%
Don't know	*	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	53.7	48.8	42.2	20.7	80.0	11.3	100.0	82.5	20.0	93.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	51	14	14	9	37	14	2	8	4
Effective base	25	9	8	7	23	3	1	2	1
Weighted Base	59	26	16	13	55	3	1	2	*
0-24%	21	12	6	3	21	*	-	*	*
	36%	46%	36%	22%	37%	8%	-%	11%	2%
25-49%	8	2	3	3	7	*	*	-	-
	13%	6%	16%	24%	13%	2%	13%	-%	-%
50-74%	2	-	2	-	2	*	-	-	*
	4%	-%	14%	-%	4%	*%	-%	-%	1%
75-100%	28	12	5	7	25	3	*	2	*
	47%	47%	34%	54%	45%	89%	87%	89%	97%
Don't know	*	-	*	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Mean Score	53.7	50.2	46.4	62.4	52.0	84.7	92.1	81.5	97.7

Columns Tested:: a,b,c,d,e,f,g,h

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	51	1	5	6	6	15	3	-	-	20
Effective base	25	1	2	2	3	5	2	-	-	14
Weighted Base	59	2	6	6	8	9	5	-	-	27
0-24%	21	-	6	6	6	1	1	-	-	7
	36%	-%	100%	100%	68%	14%	16%	-%	-%	25%
25-49%	8	-	*	*	*	1	-	-	-	7
	13%	-%	*%	*%	1%	8%	-%	-%	-%	24%
50-74%	2	2	-	-	-	-	-	-	-	*
	4%	100%	-%	-%	-%	-%	-%	-%	-%	1%
75-100%	28	-	-	-	3	7	4	-	-	14
	47%	-%	-%	-%	31%	78%	84%	-%	-%	50%
Don't know	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Mean Score	53.7	50.0	13.5	13.5	35.9	74.0	83.0	-	-	56.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	51	13	18	20	44	7	44	7	51	-
Effective base	25	5	7	14	22	4	24	2	25	-
Weighted Base	59	17	14	27	48	10	56	2	59	-
0-24%	21	12	2	7	15	6	21	*	21	-
	36%	72%	15%	25%	31%	61%	37%	12%	36%	-%
25-49%	8	*	1	7	8	-	6	2	8	-
	13%	*%	5%	24%	16%	-%	11%	68%	13%	-%
50-74%	2	2	-	*	*	2	2	-	2	-
	4%	13%	-%	1%	*%	20%	4%	-%	4%	-%
75-100%	28	3	11	14	26	2	27	*	28	-
	47%	15%	80%	50%	53%	19%	48%	21%	47%	-%
Don't know	*	-	*	-	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Mean Score	53.7	29.1	77.0	56.8	57.9	34.6	53.9	49.5	53.7	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	e	*f
Unweighted Base	51	11	10	30	28	9	9	5	37	14
Effective base	25	7	4	15	17	3	4	2	20	5
Weighted Base	59	13	7	38	39	6	12	1	45	13
0-24%	21	2	3	17	14	1	6	*	15	7
	36%	14%	36%	43%	34%	17%	51%	22%	32%	48%
25-49%	8	3	2	3	5	2	1	-	7	1
	13%	19%	23%	9%	13%	28%	6%	-%	15%	6%
50-74%	2	*	*	2	-	*	2	-	*	2
	4%	*%	3%	6%	-%	3%	18%	-%	*%	16%
75-100%	28	9	3	16	21	3	3	1	24	4
	47%	66%	39%	43%	53%	52%	25%	78%	52%	30%
Don't know	*	-	-	*	-	*	-	-	*	-
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Mean Score	53.7	67.2	49.7	50.0	56.8	57.4	40.6	65.3	56.9	43.1

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	*f
Unweighted Base	51	6	22	23	48	47	51	49	34	28
Effective base	25	5	12	8	23	22	25	23	14	11
Weighted Base	59	9	30	19	53	50	59	54	37	25
0-24%	21	5	9	8	18	20	21	21	14	12
	36%	50%	30%	39%	35%	39%	36%	39%	38%	47%
25-49%	8	-	5	2	8	5	8	8	7	7
	13%	-%	17%	12%	14%	10%	13%	14%	18%	27%
50-74%	2	-	-	2	2	2	2	2	2	*
	4%	-%	-%	12%	4%	5%	4%	4%	6%	1%
75-100%	28	5	16	7	25	23	28	23	14	6
	47%	50%	53%	37%	47%	46%	47%	43%	37%	25%
Don't know	*	-	-	*	*	*	*	*	-	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%
Mean Score	53.7	56.6	56.9	47.4	52.9	52.1	53.7	49.9	46.4	36.0

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	51	5	22	5	8	2	6	3	11
Effective base	25	4	13	2	2	1	3	1	5
Weighted Base	59	11	34	5	4	1	3	1	5
0-24%	21	3	14	2	*	1	*	1	3
	36%	27%	40%	39%	3%	99%	11%	99%	47%
25-49%	8	-	-	3	3	*	2	-	2
	13%	-%	-%	57%	65%	1%	73%	-%	44%
50-74%	2	-	2	-	*	-	-	-	-
	4%	-%	6%	-%	5%	-%	-%	-%	-%
75-100%	28	8	18	*	1	-	*	*	1
	47%	73%	54%	4%	27%	-%	15%	1%	9%
Don't know	*	-	*	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
Mean Score	53.7	77.4	55.3	25.8	40.7	5.3	45.7	11.7	30.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	51	23	8	3	6	2	4	2	19	13	7	3	1	2	2
Effective base	25	15	3	1	3	2	2	1	12	5	3	2	1	2	1
Weighted Base	59	36	9	*	5	1	3	*	31	10	5	2	*	2	*
0-24%	21	8	8	*	1	*	1	*	15	2	1	*	*	1	*
	36%	22%	87%	96%	25%	32%	39%	90%	49%	19%	21%	3%	100%	54%	90%
25-49%	8	3	*	-	3	-	2	-	-	*	4	-	-	1	-
	13%	7%	1%	-%	71%	-%	61%	-%	-%	1%	76%	-%	-%	46%	-%
50-74%	2	2	-	*	*	-	-	-	2	*	-	-	-	-	-
	4%	6%	-%	4%	4%	-%	-%	-%	7%	2%	-%	-%	-%	-%	-%
75-100%	28	23	1	-	-	*	-	*	14	8	*	2	-	-	*
	47%	65%	12%	-%	-%	68%	-%	10%	44%	78%	3%	97%	-%	-%	10%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Mean Score	53.7	67.0	18.1	11.6	23.7	69.3	28.7	21.7	50.1	73.4	27.7	84.3	5.0	23.8	21.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	51	16	10	5	5	5	7	1	13	9	8	16	12	6
Effective base	25	12	4	2	3	1	3	1	4	7	5	9	5	4
Weighted Base	59	23	13	4	4	5	4	2	10	18	8	23	9	1
0-24%	21	9	5	1	1	5	1	-	6	7	5	7	2	*
	36%	38%	34%	24%	32%	100%	26%	-%	55%	39%	55%	30%	24%	60%
25-49%	8	*	5	-	-	-	1	2	2	-	*	5	2	-
	13%	*%	39%	-%	-%	-%	20%	100%	24%	-%	1%	22%	28%	-%
50-74%	2	*	*	-	-	-	2	-	2	-	-	2	*	*
	4%	*%	1%	-%	-%	-%	54%	-%	21%	-%	-%	9%	*%	37%
75-100%	28	14	3	3	3	*	-	-	*	11	4	9	4	*
	47%	61%	26%	76%	68%	*%	-%	-%	*%	61%	44%	39%	48%	3%
Don't know	*	-	-	-	-	-	*	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Mean Score	53.7	64.0	37.8	64.9	54.2	10.2	37.8	40.0	25.7	62.3	49.3	47.4	58.7	29.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	51	19	3	9	11	6	9	10	14	11	3
Effective base	25	10	2	6	5	4	6	6	6	4	1
Weighted Base	59	25	3	16	8	1	14	15	14	7	*
0-24%	21	7	2	7	2	*	7	9	1	2	*
	36%	30%	50%	44%	25%	60%	49%	63%	10%	29%	87%
25-49%	8	*	-	5	2	-	-	2	3	1	-
	13%	*%	-%	33%	28%	-%	-%	12%	18%	11%	-%
50-74%	2	-	-	2	*	*	-	-	2	*	-
	4%	-%	-%	14%	*%	37%	-%	-%	15%	3%	-%
75-100%	28	17	2	2	4	*	7	4	8	4	*
	47%	70%	50%	10%	47%	3%	51%	26%	57%	58%	13%
Don't know	*	*	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Mean Score	53.7	67.0	59.9	27.2	57.8	29.6	51.7	34.5	65.7	62.6	19.8

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	51	9	11	11	14	4	39	4	6	42	9	43	5
Effective base	25	7	5	6	6	1	20	2	1	21	4	22	2
Weighted Base	59	12	12	18	10	2	45	6	3	47	12	47	6
0-24%	21	4	8	6	3	*	15	6	1	14	7	14	4
	36%	35%	67%	31%	29%	6%	33%	92%	18%	30%	60%	30%	73%
25-49%	8	-	*	5	1	2	5	-	3	7	*	6	2
	13%	-%	1%	28%	8%	93%	11%	-%	81%	16%	1%	13%	27%
50-74%	2	-	-	*	2	-	2	-	*	2	-	2	-
	4%	-%	-%	1%	21%	-%	5%	-%	*%	5%	-%	5%	-%
75-100%	28	8	4	7	4	*	23	*	*	23	5	24	*
	47%	65%	32%	40%	42%	1%	50%	8%	1%	49%	39%	53%	*%
Don't know	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Mean Score	53.7	63.6	39.0	45.9	56.0	38.6	56.2	17.3	21.8	56.3	43.5	57.4	18.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	*b	a	*b	a	*b	*a	*b
Unweighted Base	51	40	7	23	26	46	2	39	8	29	20
Effective base	25	20	2	13	11	23	1	19	3	15	10
Weighted Base	59	43	7	23	31	48	4	42	8	26	28
0-24%	21	13	7	8	13	14	4	13	7	10	11
	36%	30%	99%	35%	42%	29%	100%	31%	80%	39%	38%
25-49%	8	5	*	3	4	8	-	3	2	3	4
	13%	11%	1%	14%	14%	16%	-%	8%	20%	13%	15%
50-74%	2	2	-	-	2	2	-	2	-	-	2
	4%	5%	-%	-%	8%	5%	-%	6%	-%	-%	8%
75-100%	28	23	-	12	11	24	*	23	*	12	11
	47%	53%	-%	51%	37%	51%	*%	55%	*%	48%	39%
Don't know	*	*	-	-	*	*	-	*	-	-	*
	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Mean Score	53.7	59.2	7.5	53.9	46.8	56.6	10.3	59.8	13.7	51.7	48.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	51	41	37	16	-	37	37	17	-	41	35	16	-
Effective base	25	18	19	8	-	15	17	6	-	19	17	7	-
Weighted Base	59	42	42	20	-	35	43	16	-	45	41	17	-
0-24%	21	18	14	6	-	20	19	7	-	20	20	7	-
	36%	43%	33%	31%	-%	56%	44%	45%	-%	46%	48%	41%	-%
25-49%	8	8	8	4	-	5	3	3	-	8	5	3	-
	13%	18%	18%	21%	-%	14%	8%	17%	-%	17%	12%	15%	-%
50-74%	2	2	*	-	-	*	2	-	-	2	*	-	-
	4%	6%	*%	-%	-%	1%	5%	-%	-%	5%	*%	-%	-%
75-100%	28	14	21	9	-	10	19	6	-	15	16	8	-
	47%	33%	49%	47%	-%	29%	44%	38%	-%	33%	39%	44%	-%
Don't know	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Mean Score	53.7	41.6	53.8	52.3	-	35.6	49.4	43.3	-	41.3	46.0	47.5	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	51	45	44	43	35	51	4	30	31	37	13	9
Effective base	25	22	21	21	15	25	2	17	13	16	6	4
Weighted Base	59	50	50	50	35	59	5	37	32	38	15	7
0-24%	21	18	20	21	21	21	5	16	16	19	7	1
	36%	36%	39%	42%	60%	36%	99%	43%	50%	50%	46%	17%
25-49%	8	6	5	6	7	8	*	6	6	6	3	*
	13%	12%	10%	12%	19%	13%	1%	16%	18%	15%	17%	*%
50-74%	2	2	2	2	2	2	-	2	2	2	-	-
	4%	5%	5%	5%	7%	4%	-%	6%	7%	6%	-%	-%
75-100%	28	24	23	20	5	28	-	13	8	11	6	6
	47%	48%	46%	41%	14%	47%	-%	35%	24%	29%	37%	83%
						a						
Don't know	*	*	*	*	-	*	-	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%
Mean Score	53.7	52.9	52.2	47.3	25.8	53.7	9.5	44.0	33.6	36.4	38.7	79.7
						a						

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	51	11	4	6	3	40	37	46	38	37	35	39	14	-	44	1
Effective base	25	5	3	4	3	19	17	21	17	17	14	18	6	-	20	1
Weighted Base	59	10	*	11	3	43	37	50	37	40	35	44	15	-	44	3
0-24%	21	4	*	5	2	16	16	20	15	19	17	17	10	-	15	-
	36%	35%	79%	40%	54%	36%	43%	41%	40%	48%	48%	39%	65%	-%	34%	-%
25-49%	8	3	*	2	-	6	3	6	3	7	3	3	3	-	2	3
	13%	24%	21%	14%	-%	14%	9%	12%	9%	17%	10%	8%	18%	-%	6%	100%
50-74%	2	*	-	2	-	2	*	2	*	*	*	2	*	-	2	-
	4%	2%	-%	19%	-%	5%	1%	5%	1%	*%	1%	5%	1%	-%	5%	-%
75-100%	28	4	-	3	2	19	18	21	19	14	15	21	2	-	24	-
	47%	39%	-%	28%	46%	45%	48%	43%	50%	35%	42%	48%	16%	-%	55%	-%
Don't know	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Mean Score	53.7	47.4	22.2	39.8	44.9	51.8	51.7	49.1	52.7	40.8	45.1	53.8	23.9	-	60.4	25.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	51	30	21	31	2	17	20	13	31	6	13	16	20
Effective base	25	16	9	13	2	7	10	5	19	2	8	7	10
Weighted Base	59	40	18	32	2	19	23	8	39	8	20	13	19
0-24%	21	17	4	14	1	8	8	2	10	6	9	2	5
	36%	42%	23%	42%	46%	41%	37%	19%	25%	77%	43%	15%	24%
25-49%	8	7	*	2	-	2	3	2	5	-	3	4	1
	13%	18%	*%	8%	-%	9%	14%	29%	13%	-%	13%	30%	4%
50-74%	2	2	*	2	-	*	2	-	2	*	-	2	*
	4%	6%	*%	7%	-%	1%	9%	-%	6%	*%	-%	17%	*%
75-100%	28	14	14	14	1	9	9	4	22	2	9	5	14
	47%	34%	76%	44%	54%	49%	39%	52%	56%	23%	44%	38%	71%
Don't know	*	*	-	*	-	*	-	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
Mean Score	53.7	43.0	77.2	49.1	47.6	52.2	48.2	59.2	62.8	25.9	44.8	57.2	73.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	51	19	32
Effective base	25	9	18
Weighted Base	59	24	35
0-24%	21	13	8
	36%	53%	24%
25-49%	8	4	3
	13%	17%	10%
50-74%	2	2	-
	4%	10%	-%
75-100%	28	5	23
	47%	20%	66%
Don't know	*	*	-
	*%	*%	-%
Mean Score	53.7	33.7	67.5

Columns Tested:: a,b

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	51	2	5	2	3	3	13	-	3	4	3	5	8
Effective base	25	1	3	2	2	1	7	-	2	3	2	5	3
Weighted Base	59	*	8	3	1	3	19	-	5	6	*	8	4
0-24%	21	*	2	-	1	*	12	-	*	3	*	3	*
	36%	12%	25%	-%	100%	1%	62%	-%	3%	47%	55%	37%	2%
25-49%	8	-	*	-	-	-	2	-	5	1	-	-	*
	13%	-%	*%	-%	-%	-%	8%	-%	97%	12%	-%	-%	2%
50-74%	2	-	-	-	-	-	-	-	-	-	*	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%	48%
75-100%	28	-	6	3	-	3	6	-	-	3	-	5	2
	47%	-%	74%	100%	-%	99%	30%	-%	-%	41%	-%	63%	49%
Don't know	*	*	-	-	-	-	-	-	-	-	-	-	-
	*%	88%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	53.7	5.0	73.5	96.2	6.4	99.6	36.4	-	24.7	47.0	25.3	61.8	72.5

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 127 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	51	9	19	7	16	28	23
Effective base	25	5	8	5	8	13	13
Weighted Base	59	12	22	12	13	34	25
0-24%	21	2	12	3	3	15	6
	36%	18%	56%	27%	26%	43%	26%
25-49%	8	*	2	6	*	2	6
	13%	*%	7%	50%	1%	5%	24%
50-74%	2	-	-	-	2	-	2
	4%	-%	-%	-%	18%	-%	9%
75-100%	28	10	8	3	7	18	10
	47%	81%	37%	23%	56%	52%	40%
Don't know	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Mean Score	53.7	79.8	42.7	37.0	64.3	55.4	51.4

Columns Tested:: a,b,c,d - a,b

Table 129

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	55	-	55	20	13	6	16	35
Effective base	15	-	15	12	7	4	9	13
Weighted Base	37	-	37	34	2	1	1	4
0-24%	17	-	17	15	1	1	*	1
	45%	-%	45%	45%	23%	97%	54%	42%
25-49%	6	-	6	4	1	*	*	1
	15%	-%	15%	13%	52%	3%	14%	36%
50-74%	6	-	6	6	*	-	*	*
	16%	-%	16%	16%	5%	-%	32%	9%
75-100%	9	-	9	9	*	-	-	*
	24%	-%	24%	25%	13%	-%	-%	9%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	7%	-%	-%	5%
Mean Score	37.7	-	37.7	38.5	33.6	13.9	30.3	29.2

Columns Tested:: a,b - a,b,c,d,e

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	2	11	7	8	11	16	20	13	22
Effective base	15	2	6	7	6	5	9	12	7	10
Weighted Base	37	6	21	7	1	2	1	34	2	1
0-24%	17	3	10	3	1	1	*	15	1	1
	45%	40%	46%	46%	48%	35%	54%	45%	23%	77%
25-49%	6	4	-	1	*	1	*	4	1	*
	15%	60%	-%	10%	10%	59%	14%	13%	52%	8%
50-74%	6	-	4	2	-	*	*	6	*	*
	16%	-%	18%	29%	-%	6%	32%	16%	5%	15%
75-100%	9	-	8	1	*	-	-	9	*	-
	24%	-%	36%	15%	28%	-%	-%	25%	13%	-%
Don't know	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	15%	-%	-%	-%	7%	-%
Mean Score	37.7	17.0	44.8	39.6	35.0	25.8	30.3	38.5	33.6	21.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	10	10	13	6	16	12	11	8	3	18
Effective base	15	7	9	7	4	9	5	4	3	3	7
Weighted Base	37	26	8	2	1	1	13	11	9	*	2
0-24%	17	12	4	1	1	*	4	2	8	*	1
	45%	45%	45%	23%	97%	54%	34%	18%	87%	48%	46%
25-49%	6	4	1	1	*	*	5	*	-	-	1
	15%	15%	8%	52%	3%	14%	37%	1%	-%	-%	37%
50-74%	6	4	2	*	-	*	4	1	*	*	*
	16%	14%	23%	5%	-%	32%	28%	11%	1%	52%	4%
75-100%	9	7	2	*	-	-	*	8	1	-	*
	24%	26%	23%	13%	-%	-%	*%	70%	11%	-%	13%
Don't know	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	7%	-%	-%	-%	-%	2%	-%	-%
Mean Score	37.7	36.7	44.1	33.6	13.9	30.3	27.2	65.2	24.3	30.8	27.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	5	-	9	1	6	3	3	4	4
Effective base	15	2	-	5	1	3	1	1	2	3
Weighted Base	37	6	-	5	*	10	2	5	7	1
0-24%	17	3	-	3	-	8	*	*	1	1
	45%	45%	-%	59%	-%	82%	4%	5%	18%	77%
25-49%	6	-	-	*	*	1	-	*	5	*
	15%	-%	-%	1%	100%	7%	-%	1%	69%	23%
50-74%	6	3	-	1	-	-	*	-	1	-
	16%	50%	-%	23%	-%	-%	2%	-%	13%	-%
75-100%	9	*	-	1	-	1	2	4	-	-
	24%	5%	-%	17%	-%	10%	93%	94%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	37.7	31.3	-	35.4	30.0	24.4	76.6	75.8	25.6	24.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	55	11	9	15	35	20	7	6	7
Effective base	15	4	5	5	14	5	5	2	3
Weighted Base	37	11	13	12	36	1	1	1	*
0-24%	17	9	4	4	16	*	*	*	*
	45%	81%	31%	29%	45%	30%	47%	17%	60%
25-49%	6	1	5	*	6	*	*	-	*
	15%	10%	36%	1%	16%	7%	14%	-%	40%
50-74%	6	-	4	1	5	1	*	1	-
	16%	-%	31%	10%	14%	50%	11%	80%	-%
75-100%	9	1	*	7	9	*	-	*	-
	24%	9%	2%	61%	24%	2%	-%	3%	-%
Don't know	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	11%	28%	-%	-%
Mean Score	37.7	24.5	28.4	58.4	37.5	42.1	23.3	52.1	22.8

Columns Tested:: a,b,c,d,e,f,g,h

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	-	9	10	4	9	6	1	1	24
Effective base	15	-	4	4	1	2	3	1	1	7
Weighted Base	37	-	14	14	4	6	4	*	*	9
0-24%	17	-	5	5	4	1	1	*	*	5
	45%	-%	39%	39%	100%	22%	18%	100%	100%	51%
25-49%	6	-	*	*	-	4	*	-	-	1
	15%	-%	2%	2%	-%	76%	1%	-%	-%	10%
50-74%	6	-	3	3	-	*	1	-	-	2
	16%	-%	23%	23%	-%	1%	28%	-%	-%	17%
75-100%	9	-	5	5	-	*	2	-	-	2
	24%	-%	35%	35%	-%	*%	53%	-%	-%	21%
Don't know	*	-	*	*	-	-	-	-	-	-
	*%	-%	1%	1%	-%	-%	-%	-%	-%	-%
Mean Score	37.7	-	44.9	44.5	18.5	20.8	60.4	5.0	10.0	38.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	55	14	15	26	51	4	34	21	55	-
Effective base	15	5	4	7	14	2	11	9	15	-
Weighted Base	37	18	10	9	36	1	32	6	37	-
0-24%	17	10	2	5	17	*	15	2	17	-
	45%	54%	21%	52%	46%	9%	46%	37%	45%	-%
25-49%	6	*	5	1	6	-	4	1	6	-
	15%	2%	46%	10%	16%	-%	14%	26%	15%	-%
50-74%	6	3	1	2	6	-	4	2	6	-
	16%	17%	12%	17%	16%	-%	12%	34%	16%	-%
75-100%	9	5	2	2	8	1	9	-	9	-
	24%	26%	21%	21%	21%	91%	28%	-%	24%	-%
Don't know	*	*	-	-	*	-	-	*	*	-
	*%	1%	-%	-%	*%	-%	-%	3%	*%	-%
Mean Score	37.7	38.1	36.6	38.1	35.7	85.9	39.0	30.5	37.7	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	e	*f
Unweighted Base	55	15	19	21	18	19	7	11	37	18
Effective base	15	6	5	7	7	5	2	2	11	4
Weighted Base	37	4	11	22	10	14	6	8	24	13
0-24%	17	2	1	14	*	10	5	1	10	6
	45%	52%	5%	64%	4%	70%	96%	13%	43%	48%
25-49%	6	1	5	*	2	4	*	*	6	*
	15%	19%	43%	1%	18%	27%	1%	2%	23%	1%
50-74%	6	*	6	*	6	*	-	*	6	*
	16%	3%	50%	1%	58%	1%	-%	1%	24%	1%
75-100%	9	1	*	8	2	*	*	7	2	7
	24%	22%	3%	35%	20%	2%	*%	84%	9%	49%
Don't know	*	*	-	-	-	-	*	-	-	*
	*%	4%	-%	-%	-%	-%	3%	-%	-%	1%
Mean Score	37.7	37.7	39.3	36.9	55.2	18.9	8.3	70.6	33.6	45.0

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f
Unweighted Base	55	2	16	37	53	54	55	54	47	52
Effective base	15	1	8	9	14	14	15	15	14	14
Weighted Base	37	3	7	28	37	37	37	37	36	36
0-24%	17	-	*	16	17	17	17	17	17	16
	45%	-%	6%	59%	46%	46%	45%	45%	46%	43%
25-49%	6	-	2	4	6	5	6	6	6	6
	15%	-%	27%	14%	16%	14%	15%	15%	16%	16%
50-74%	6	3	3	*	6	6	6	6	6	6
	16%	100%	38%	1%	16%	16%	16%	16%	16%	16%
75-100%	9	-	2	7	8	9	9	9	8	9
	24%	-%	29%	25%	22%	24%	24%	24%	22%	24%
Don't know	*	-	-	*	*	*	*	*	-	*
	*%	-%	-%	1%	*%	*%	*%	*%	-%	*%
Mean Score	37.7	50.0	57.5	31.5	36.0	37.8	37.7	37.7	36.0	38.5

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	55	1	18	4	12	4	9	7	20
Effective base	15	1	5	2	2	1	4	4	8
Weighted Base	37	1	14	*	5	1	11	5	17
0-24%	17	-	5	*	4	1	5	2	8
	45%	-%	32%	35%	77%	94%	44%	41%	46%
25-49%	6	1	4	*	*	*	1	-	1
	15%	100%	30%	*%	4%	1%	6%	-%	4%
50-74%	6	-	4	-	1	*	-	1	1
	16%	-%	31%	-%	13%	5%	-%	17%	5%
75-100%	9	-	1	-	*	-	6	2	8
	24%	-%	7%	-%	6%	-%	50%	42%	44%
Don't know	*	-	-	*	-	-	-	-	-
	*%	-%	-%	65%	-%	-%	-%	-%	-%
Mean Score	37.7	30.0	33.6	18.4	28.2	3.1	47.6	47.2	44.4

Columns Tested:: a,b,c,d,e,f,g,h

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	18	6	9	7	5	5	3	12	17	9	4	5	2	5
Effective base	15	5	4	2	3	3	2	2	2	4	4	2	2	1	3
Weighted Base	37	14	1	5	6	4	7	*	6	13	3	2	7	1	4
0-24%	17	5	*	4	6	2	*	*	4	4	2	2	3	*	2
	45%	32%	75%	82%	98%	49%	2%	100%	74%	31%	49%	84%	39%	*%	50%
25-49%	6	5	-	*	*	*	1	-	*	4	1	-	-	-	-
	15%	34%	-%	3%	2%	*%	10%	-%	6%	31%	23%	-%	-%	-%	-%
50-74%	6	4	*	1	-	-	1	-	*	4	1	*	-	1	-
	16%	30%	25%	15%	-%	-%	12%	-%	3%	31%	22%	2%	-%	100%	-%
75-100%	9	*	-	-	-	2	6	-	1	1	-	*	4	-	2
	24%	2%	-%	-%	-%	51%	76%	-%	17%	7%	-%	13%	61%	-%	50%
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Mean Score	37.7	29.7	25.8	26.0	7.5	49.0	72.1	8.2	28.5	36.7	22.1	26.1	51.2	50.0	46.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	55	11	12	11	5	6	2	7	15	7	5	15	14	14
Effective base	15	3	4	3	2	2	2	4	7	3	3	3	4	4
Weighted Base	37	2	7	3	4	9	*	13	22	8	3	5	12	9
0-24%	17	*	1	2	4	4	-	6	10	5	1	1	7	2
	45%	6%	15%	57%	97%	52%	-%	43%	46%	58%	49%	18%	61%	25%
25-49%	6	1	1	*	*	4	-	-	4	1	*	*	*	5
	15%	54%	11%	7%	1%	44%	-%	-%	17%	8%	11%	*%	*%	52%
50-74%	6	1	3	1	*	-	*	1	1	1	1	4	*	-
	16%	38%	45%	36%	1%	-%	34%	7%	4%	8%	40%	76%	2%	-%
75-100%	9	*	2	-	-	*	-	7	7	2	-	*	4	2
	24%	2%	29%	-%	-%	4%	-%	50%	32%	24%	-%	6%	37%	23%
Don't know	*	-	-	-	-	-	*	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	66%	-%	1%	2%	-%	-%	-%	-%
Mean Score	37.7	43.8	55.6	30.2	4.6	19.2	60.0	51.2	38.6	37.8	29.8	44.8	37.8	35.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	10	6	11	13	13	9	10	12	13	10
Effective base	15	3	4	2	3	4	3	3	3	4	3
Weighted Base	37	8	6	4	10	9	8	7	6	12	4
0-24%	17	5	4	1	5	2	5	2	2	7	1
	45%	67%	62%	19%	51%	25%	64%	24%	29%	62%	23%
25-49%	6	1	*	*	*	5	*	4	*	*	1
	15%	9%	5%	*%	*%	53%	*%	59%	1%	*%	23%
50-74%	6	1	2	3	*	-	1	1	4	*	-
	16%	8%	33%	73%	2%	-%	8%	17%	64%	1%	-%
75-100%	9	1	-	*	4	2	2	-	*	4	2
	24%	13%	-%	7%	47%	23%	25%	-%	5%	37%	54%
Don't know	*	*	-	-	-	-	*	-	-	-	-
	*%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Mean Score	37.7	29.0	22.7	44.8	46.5	35.5	38.2	26.6	41.9	37.6	51.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	55	5	13	14	12	10	38	4	12	45	10	49	4
Effective base	15	2	4	5	3	2	10	1	6	13	4	13	1
Weighted Base	37	2	9	12	10	3	27	5	6	22	15	32	4
0-24%	17	*	8	4	5	*	10	5	2	6	11	12	4
	45%	5%	82%	29%	50%	9%	38%	98%	30%	28%	69%	39%	97%
25-49%	6	-	1	4	*	1	6	-	-	6	*	6	*
	15%	-%	11%	31%	*%	26%	21%	-%	-%	26%	*%	18%	3%
50-74%	6	*	1	5	*	-	4	*	2	6	*	6	-
	16%	5%	7%	40%	2%	-%	14%	2%	36%	26%	*%	18%	-%
75-100%	9	2	-	*	5	2	7	-	2	4	4	8	-
	24%	89%	-%	*%	48%	60%	26%	-%	34%	20%	29%	25%	-%
Don't know	*	-	-	-	-	*	*	-	-	-	*	*	-
	*%	-%	-%	-%	-%	5%	1%	-%	-%	-%	1%	1%	-%
Mean Score	37.7	92.5	18.0	29.8	47.1	58.7	38.2	12.2	57.4	41.3	32.5	39.6	10.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	b	a	*b	a	*b	*a	b
Unweighted Base	55	43	11	23	31	49	4	41	13	23	31
Effective base	15	11	3	9	9	13	1	11	3	7	9
Weighted Base	37	26	11	10	28	32	4	26	10	11	26
0-24%	17	11	6	5	12	13	4	12	5	3	14
	45%	43%	53%	46%	44%	39%	98%	44%	51%	27%	53%
25-49%	6	1	4	1	5	6	-	1	4	1	5
	15%	5%	36%	10%	17%	18%	-%	5%	37%	9%	18%
50-74%	6	5	1	1	5	6	*	5	1	4	2
	16%	18%	11%	10%	18%	18%	2%	18%	11%	35%	7%
75-100%	9	9	-	3	6	8	-	9	-	3	6
	24%	34%	-%	34%	20%	24%	-%	33%	-%	29%	21%
Don't know	*	*	-	-	*	*	-	-	*	-	*
	*%	1%	-%	-%	1%	1%	-%	-%	2%	-%	1%
Mean Score	37.7	44.7	20.7	42.9	35.8	39.4	11.0	44.4	20.9	47.6	33.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	*b	c	*d
Unweighted Base	55	46	37	27	-	47	39	27	-	47	29	34	-
Effective base	15	12	10	6	-	12	10	7	-	12	8	7	-
Weighted Base	37	34	18	21	-	33	24	22	-	34	14	19	-
0-24%	17	17	7	11	-	16	12	7	-	16	9	7	-
	45%	50%	39%	54%	-%	48%	48%	34%	-%	47%	60%	39%	-%
25-49%	6	6	5	5	-	5	1	4	-	5	2	2	-
	15%	17%	25%	24%	-%	15%	4%	18%	-%	14%	11%	10%	-%
50-74%	6	4	3	*	-	4	3	3	-	4	2	3	-
	16%	13%	16%	1%	-%	13%	12%	14%	-%	12%	13%	17%	-%
75-100%	9	7	3	4	-	8	9	8	-	9	2	7	-
	24%	20%	19%	22%	-%	23%	36%	34%	-%	26%	15%	34%	-%
Don't know	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	1%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%
Mean Score	37.7	32.9	34.1	30.9	-	35.6	41.7	42.8	-	37.5	28.1	42.4	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	*a	*b	c	*d	*e
Unweighted Base	55	50	50	35	47	35	55	25	22	32	14	11
Effective base	15	14	13	10	13	10	15	7	6	9	5	4
Weighted Base	37	36	35	25	35	27	37	16	16	25	13	5
0-24%	17	17	17	13	17	15	17	8	12	12	7	2
	45%	46%	48%	50%	47%	55%	45%	49%	70%	51%	52%	38%
25-49%	6	6	5	5	6	5	6	5	1	5	1	1
	15%	16%	15%	20%	16%	17%	15%	31%	5%	20%	8%	15%
50-74%	6	6	4	4	6	4	6	1	4	4	3	*
	16%	16%	11%	16%	16%	15%	16%	5%	23%	15%	23%	2%
75-100%	9	8	9	3	7	3	9	2	*	3	2	2
	24%	22%	26%	13%	20%	12%	24%	15%	2%	14%	16%	44%
Don't know	*	*	*	*	*	*	*	-	-	*	-	-
	*%	*%	*%	1%	*%	1%	*%	-%	-%	1%	-%	-%
Mean Score	37.7	36.0	37.3	31.7	34.2	29.0	37.7	30.5	23.7	31.6	31.7	43.6

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	55	8	12	4	5	49	40	53	41	42	43	47	22	-	47	2
Effective base	15	2	3	2	2	13	12	15	9	10	12	13	5	-	12	1
Weighted Base	37	3	8	7	5	31	33	37	24	25	34	35	18	-	31	1
0-24%	17	1	3	3	5	13	15	17	6	15	16	15	6	-	17	*
	45%	25%	33%	47%	94%	40%	45%	45%	27%	61%	46%	43%	33%	-%	53%	8%
25-49%	6	*	1	4	-	6	6	6	5	1	6	6	5	-	2	-
	15%	*%	11%	53%	-%	19%	17%	16%	21%	4%	17%	15%	26%	-%	6%	-%
50-74%	6	*	*	-	-	6	5	6	5	2	5	6	3	-	5	-
	16%	2%	1%	-%	-%	19%	14%	16%	19%	8%	15%	16%	16%	-%	15%	-%
75-100%	9	2	4	-	*	7	8	9	8	7	7	9	4	-	8	1
	24%	68%	55%	-%	6%	22%	23%	24%	32%	27%	22%	25%	24%	-%	25%	92%
Don't know	*	*	-	-	-	*	*	*	*	-	-	*	-	-	*	-
	*%	5%	-%	-%	-%	1%	*%	*%	1%	-%	-%	*%	-%	-%	1%	-%
Mean Score	37.7	61.0	52.6	17.0	19.2	38.6	36.4	37.7	44.1	35.9	35.9	38.6	37.4	-	37.2	92.2

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	55	38	17	39	3	20	25	17	30	7	14	17	22
Effective base	15	11	4	11	1	5	7	4	9	3	6	6	5
Weighted Base	37	30	7	27	3	15	19	11	21	2	5	14	14
0-24%	17	15	2	17	*	6	10	5	6	1	3	4	6
	45%	50%	24%	61%	*%	42%	54%	48%	31%	57%	68%	26%	39%
25-49%	6	5	*	1	-	5	*	*	5	1	1	4	1
	15%	18%	5%	4%	-%	31%	1%	2%	23%	42%	16%	31%	5%
50-74%	6	2	4	2	3	4	1	1	5	*	1	2	3
	16%	6%	57%	7%	91%	24%	7%	6%	25%	*%	12%	14%	23%
75-100%	9	8	1	8	*	*	8	5	4	-	-	4	5
	24%	26%	14%	28%	9%	2%	39%	43%	20%	-%	-%	29%	33%
Don't know	*	*	-	*	-	*	-	-	*	-	*	-	-
	*%	1%	-%	1%	-%	1%	-%	-%	1%	-%	3%	-%	-%
Mean Score	37.7	35.0	49.2	35.5	52.8	27.3	42.6	42.0	42.7	16.7	17.2	43.3	47.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	55	27	28
Effective base	15	9	7
Weighted Base	37	26	11
0-24%	17	14	3
	45%	52%	28%
25-49%	6	5	1
	15%	19%	7%
50-74%	6	2	4
	16%	8%	35%
75-100%	9	6	3
	24%	21%	30%
Don't know	*	*	-
	*%	1%	-%
Mean Score	37.7	33.3	48.0

Columns Tested:: a,b

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	55	-	3	2	2	3	16	1	10	3	7	3	5
Effective base	15	-	1	1	2	3	5	1	5	1	2	1	3
Weighted Base	37	-	1	1	*	3	18	*	8	3	1	1	1
0-24%	17	-	-	1	*	2	10	-	3	*	*	-	*
	45%	-%	-%	96%	100%	74%	53%	-%	44%	6%	19%	-%	28%
25-49%	6	-	1	-	-	-	4	-	1	-	*	*	*
	15%	-%	90%	-%	-%	-%	22%	-%	9%	-%	3%	4%	36%
50-74%	6	-	*	-	-	1	*	-	1	3	*	1	-
	16%	-%	10%	-%	-%	26%	*%	-%	9%	94%	4%	96%	-%
75-100%	9	-	-	*	-	-	4	-	3	-	1	-	*
	24%	-%	-%	4%	-%	-%	25%	-%	39%	-%	74%	-%	36%
Don't know	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Mean Score	37.7	-	28.8	13.2	13.8	24.3	32.4	-	44.8	47.9	77.2	49.3	49.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 129 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	55	5	21	14	15	26	29
Effective base	15	3	6	6	5	7	9
Weighted Base	37	2	21	11	3	23	15
0-24%	17	1	12	4	*	13	4
	45%	42%	56%	32%	14%	55%	28%
25-49%	6	1	4	1	*	5	1
	15%	51%	18%	6%	11%	21%	7%
50-74%	6	*	1	4	1	1	5
	16%	5%	4%	33%	35%	4%	34%
75-100%	9	*	4	3	1	5	4
	24%	2%	21%	27%	39%	20%	30%
Don't know	*	-	-	*	-	-	*
	*%	-%	-%	1%	-%	-%	1%
Mean Score	37.7	22.0	31.1	45.7	60.4	30.5	49.2

Columns Tested:: a,b,c,d - a,b

Table 131

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1786	375	1411	1221	303	75	187	565
Effective base	689	91	610	633	128	30	87	166
Standard stamped mail 1st Class	35.8	52.5 b	34.2	35.8 d	37.3 d	33.0	29.4	36.5 d
Standard stamped mail 2nd Class	29.5	40.5 b	28.4	29.8 bde	22.7 d	31.7 bde	15.7	23.1 d
1st Class large letter stamps	13.5	1.2	14.7 a	13.4	15.5	12.0	14.3	15.1
2nd Class large letter stamps	8.9	.1	9.7 a	8.9 c	8.8 c	3.9	6.3	8.2 c
Franked/metered mail 1st Class	2.5	.9	2.6 a	2.3	4.3 a	10.0 abe	16.2 abe	5.4 a
Franked/metered mail 2nd Class	1.7	2.2	1.7	1.6	3.8 a	4.0	9.1 abe	4.1 a
PPI - PPI 1st Class	1.3	-	1.5	1.3	2.0	.2	3.0 a	1.9
PPI - PPI 2nd Class	1.9	.3	2.0 a	2.0 be	.3	.6	.2	.4
Bulk mail	.8	-	.9	.8	1.1	1.3	4.5 abe	1.3

Columns Tested:: a,b - a,b,c,d,e

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	521	524	176	184	194	187	1221	303	262
Effective base	689	306	270	74	80	76	87	633	128	66
Standard stamped mail 1st Class	35.8	34.7	37.1 f	36.5	35.3	39.5 fi	29.4	35.8 f	37.3 f	31.7
Standard stamped mail 2nd Class	29.5	35.4 bcdefghi	23.5 f	21.3	21.8	26.5 f	15.7	29.8 bcdfh	22.7 f	25.8 f
1st Class large letter stamps	13.5	11.2	16.2 aeg	15.0	17.3 ae	12.0	14.3	13.4	15.5 a	12.9
2nd Class large letter stamps	8.9	8.8 ci	9.8 cfi	4.7	8.5 ci	8.1 i	6.3	8.9 ci	8.8 ci	4.7
Franked/metered mail 1st Class	2.5	1.1	2.9 a	8.7 abgh	5.0 ag	4.5 ag	16.2 abcdegh	2.3 a	4.3 ag	12.2 abdegh
Franked/metered mail 2nd Class	1.7	1.2	1.9	3.0	4.4 abg	2.8	9.1 abcdegh	1.6	3.8 abg	5.8 abg
PPI - PPI 1st Class	1.3	1.3	1.2	1.8	2.0	1.4	3.0 bg	1.3	2.0	1.2
PPI - PPI 2nd Class	1.9	2.0 fh	1.7 h	2.6 efhi	.4	.3	.2	2.0 h	.3	.5
Bulk mail	.8	.1	1.5 a	2.4 ag	.8	1.8 a	4.5 abdegh	.8 a	1.1 a	2.5 adg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	767	454	303	75	187	664	316	109	72	198
Effective base	689	466	218	128	30	87	386	146	32	28	34
Standard stamped mail 1st Class	35.8	35.4	37.4 e	37.3 e	33.0	29.4	35.5 c	32.9 c	22.1	31.7	38.3 c
Standard stamped mail 2nd Class	29.5	30.7 bce	25.8 e	22.7 e	31.7 ce	15.7	31.2 b	24.5	28.2	23.3	26.6
1st Class large letter stamps	13.5	12.9	15.6	15.5	12.0	14.3	11.7	21.3 ae	17.5 a	17.6 a	12.8
2nd Class large letter stamps	8.9	9.7 bde	5.6	8.8 bd	3.9	6.3	10.3 de	9.4 de	6.5	3.9	4.2
Franked/metered mail 1st Class	2.5	1.9	4.4 a	4.3 a	10.0 abc	16.2 abc	2.1	1.9	9.6 abd	2.5	9.1 abd
Franked/metered mail 2nd Class	1.7	1.5	2.1	3.8 a	4.0	9.1 abc	1.6	1.5	3.1	3.5	3.0
PPI - PPI 1st Class	1.3	1.3	1.2	2.0	.2	3.0 a	1.2	.8	1.5	4.9 ab	1.4
PPI - PPI 2nd Class	1.9	1.7 c	2.9 ce	.3	.6	.2	2.0	1.8	.9 d	*	2.5
Bulk mail	.8	.7	1.2	1.1	1.3	4.5 abc	.3	2.7 a	3.7 ad	.3	1.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	121	93	171	51	130	150	116	107	102
Effective base	689	62	52	98	24	68	93	75	55	51
Standard stamped mail 1st Class	35.8	32.5	31.8	43.2 abefi	42.2 i	33.4	32.7	35.3	33.7	27.1
Standard stamped mail 2nd Class	29.5	23.5	35.5 ad	31.5	20.4	30.2	28.3	29.1	25.7	32.8
1st Class large letter stamps	13.5	14.1	10.9	11.6	12.2	14.0	13.6	15.7	17.1	17.6
2nd Class large letter stamps	8.9	12.0 ch	11.7 c	6.5	14.4 ch	9.7	9.8	10.6	6.7	7.5
Franked/metered mail 1st Class	2.5	3.7	1.6	2.3	2.3	2.4	3.3	1.5	2.5	2.5
Franked/metered mail 2nd Class	1.7	1.8	1.5	1.6	1.6	1.5	4.5 ghi	.2	.4	.4
PPI - PPI 1st Class	1.3	3.3 e	2.7 e	1.1	.2	.6	1.6	.6	1.4	2.0
PPI - PPI 2nd Class	1.9	3.6 ch	1.9	.4	6.7 cefh	.9	1.1	2.0	*	6.3 cefh
Bulk mail	.8	1.3	-	.7	.1	1.4	.6	1.7	1.1	.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	283	321	437	1041	745	270	242	233
Effective base	689	143	169	267	576	203	88	64	78
Standard stamped mail 1st Class	35.8	32.6	32.7	37.2	34.9	43.6 abcd	45.9 abcd	39.6 b	46.0 abcd
Standard stamped mail 2nd Class	29.5	29.4	27.8	29.7	29.1	32.9 d	29.3	39.4 abcdefh	29.3
1st Class large letter stamps	13.5	15.0 egh	14.3 egh	13.5 egh	14.1 egh	8.4	11.1 gh	5.9	6.3
2nd Class large letter stamps	8.9	9.7 efgh	10.1 efgh	8.9 efgh	9.4 efgh	4.5	4.7	3.8	5.4
Franked/metered mail 1st Class	2.5	2.4	2.7	2.4	2.5	2.3	1.6	1.4	6.3 abcdefg
Franked/metered mail 2nd Class	1.7	1.2	1.2	2.2	1.7	1.9	1.7	2.2	1.9
PPI - PPI 1st Class	1.3	1.0 eh	2.4 efgh	1.1 e	1.5 efh	.3	.2	.5 h	*
PPI - PPI 2nd Class	1.9	3.7 cefh	1.8	1.1	1.9	1.6	.6	3.2 cf	.9
Bulk mail	.8	.8	.9 h	1.0	.9	.3	.1	.8	*

Columns Tested:: a,b,c,d,e,f,g,h

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	66	157	172	201	309	75	55	88	820
Effective base	689	27	42	49	89	117	29	19	30	334
Standard stamped mail 1st Class	35.8	35.2 e	29.6	36.1 e	48.1 abcei	24.7	46.2 bei	41.7 be	48.9 abcei	33.5 e
Standard stamped mail 2nd Class	29.5	35.1 bcdf	19.4	18.3	23.5	30.0 bc	21.2	34.8 bcdf	29.5 bc	32.6 bcdf
1st Class large letter stamps	13.5	12.6	13.5 fg	12.5 f	14.6 fg	12.0 f	5.5	6.5	11.3 f	14.9 fg
2nd Class large letter stamps	8.9	9.4 d	13.9 dhi	12.3 dhi	4.3	15.7 dfhi	7.1	8.2 d	6.2	8.1 d
Franked/metered mail 1st Class	2.5	1.8	3.2	2.6	2.8	2.8	3.6	*	2.9	2.3
Franked/metered mail 2nd Class	1.7	.2	3.1 d	2.5 d	.6	2.7 d	.8	.6	.7	1.9
PPI - PPI 1st Class	1.3	1.9	7.3 defhi	5.8 dehi	.9	1.3	1.0	3.7 dhi	*	.8
PPI - PPI 2nd Class	1.9	1.9	.9	.7	1.3	2.9	5.4 bcdi	-	-	1.8
Bulk mail	.8	-	6.2 deghi	5.0 deghi	.4	.5	3.2 dehi	*	*	.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1786	439	384	963	1557	229	1477	309	1745	41
Effective base	689	165	145	381	580	111	616	81	669	20
Standard stamped mail 1st Class	35.8	42.8 bc	29.5	34.9 b	36.8 b	31.1	35.7	36.3	36.1	25.9
Standard stamped mail 2nd Class	29.5	23.5	28.0	32.5 a	29.1	31.2	29.9 b	23.8	28.8	53.5 a
1st Class large letter stamps	13.5	13.7	10.6	14.3 b	13.0	15.8	13.3	16.1	13.7 b	5.3
2nd Class large letter stamps	8.9	7.4	13.8 ac	7.9	8.5	10.7	9.2 b	5.7	8.9	7.9
Franked/metered mail 1st Class	2.5	2.6	3.0	2.2	2.7	1.7	2.3	4.3 a	2.6	-
Franked/metered mail 2nd Class	1.7	1.1	2.2	1.8	1.8	1.2	1.6	2.8	1.8	-
PPI - PPI 1st Class	1.3	2.5 c	1.2	.9	1.2	1.7	1.4	.8	1.4	-
PPI - PPI 2nd Class	1.9	1.2	3.5 ac	1.6	2.0	1.2	2.0	.9	1.9	-
Bulk mail	.8	1.7 c	1.1 c	.4	.9	.4	.8	1.3	.9	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	1002	415	362	1365	281	66	74	1646	140
Effective base	689	415	126	146	578	80	17	16	656	33
Standard stamped mail 1st Class	35.8	41.5 bc	33.5 c	20.4	37.7 bcdf	26.9 cf	10.8	27.1 c	36.6 bcdf	18.9
Standard stamped mail 2nd Class	29.5	33.2 bc	25.3	22.6	31.0 bcf	19.9	19.4	22.8	29.9 bcf	21.1
1st Class large letter stamps	13.5	12.3	17.3 a	14.2	13.8	11.5	13.2	9.4	13.6	11.3
2nd Class large letter stamps	8.9	6.2	8.6 a	17.3 ab	8.3	14.0 adef	10.8	6.0	8.9	8.3
Franked/metered mail 1st Class	2.5	1.0	4.3 a	5.4 a	.9	12.6 ae	6.7 ae	12.2 ae	2.2 a	9.4 ae
Franked/metered mail 2nd Class	1.7	1.4	1.8	2.5	1.1	4.2 ae	14.4 abde	1.2	1.4	7.9 ade
PPI - PPI 1st Class	1.3	.6	.4	4.2 ab	1.0	2.7 ae	5.3 ae	3.2 a	1.2	4.3 ae
PPI - PPI 2nd Class	1.9	.8	1.4	5.4 ab	1.6	2.0	12.9 abde	2.4	1.6	7.8 abe
Bulk mail	.8	.1	1.6 a	2.3 a	.4	1.6 ae	1.2	15.1 abce	.5	8.0 abce

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	663	702	421	1723	1437	1786	1265	788	697
Effective base	689	323	257	113	653	542	689	482	309	235
Standard stamped mail 1st Class	35.8	41.1 bc	32.9 c	24.4	36.5 b	33.7	35.8	35.0	36.0	36.5
Standard stamped mail 2nd Class	29.5	35.8 bc	24.1	20.3	30.5 bdef	25.2 ef	29.5 bdef	23.3	20.7	21.0
1st Class large letter stamps	13.5	11.1	17.8 ac	11.5	13.0	16.2 ac	13.5	15.5 ac	18.5 acd	17.6 ac
2nd Class large letter stamps	8.9	6.0	11.7 a	12.3 a	8.5	10.9 acef	8.9	9.6	8.5	8.1
Franked/metered mail 1st Class	2.5	.9	1.1	11.6 ab	2.2	3.2	2.5	3.4 a	3.6 a	2.7
Franked/metered mail 2nd Class	1.7	1.1	1.1	5.3 ab	1.8	1.7	1.7	2.1	1.9	2.2
PPI - PPI 1st Class	1.3	.2	2.1 a	3.2 a	1.1	1.6	1.3	1.9 a	1.5	1.9 a
PPI - PPI 2nd Class	1.9	.6	2.9 a	3.8 a	1.7	2.0	1.9	2.3	2.2	1.6
Bulk mail	.8	.2	.7	3.6 ab	.8	1.1	.8	1.2	1.7 ac	2.5 abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Standard stamped mail 1st Class	35.8	40.2 bfg	33.8	34.3	41.4 bfg	47.3 bcfgh	27.3	26.4	34.7
Standard stamped mail 2nd Class	29.5	38.4 bcdefgh	28.8 cdefh	19.4	19.2	17.1	16.0	26.1	19.6
1st Class large letter stamps	13.5	7.4	15.3 ae	19.3 aeh	13.7 a	8.7	13.9 a	19.0 ae	13.6 a
2nd Class large letter stamps	8.9	4.0	10.1 adg	14.3 abdg	5.0	20.8 abdgh	14.4 adg	4.8	13.8 abdg
Franked/metered mail 1st Class	2.5	1.6	2.2	4.0	8.0 abeh	1.7	3.5	3.8	2.9
Franked/metered mail 2nd Class	1.7	1.7	1.5	2.0	2.8	1.0	1.6	5.6 abe	2.6
PPI - PPI 1st Class	1.3	1.3	1.2	3.2 b	1.6	1.3	1.6	.3	1.1
PPI - PPI 2nd Class	1.9	2.2	1.9	1.4	1.8	.1	4.3 eh	.4	1.5
Bulk mail	.8	.1	.5	*	1.8 abce	.1	15.3 abcdeh	6.9 abcde	7.0 abcde

Columns Tested:: a,b,c,d,e,f,g,h

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base	689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Standard stamped mail 1st Class	35.8	35.5 f	38.8 f	43.8 af	47.1 af	50.0 af	23.5	23.3	34.6 b	28.0	30.9	48.5 abcef	31.5	31.7	27.8
Standard stamped mail 2nd Class	29.5	31.9 cef	32.0 cef	14.9	25.6 c	14.5	17.0	35.8	27.4 bcdef	18.9 d	17.4	11.2	15.8	15.9	25.8
1st Class large letter stamps	13.5	12.9 d	14.3 d	15.7 d	7.2	14.3 d	14.7 d	24.1	16.2	16.2	22.2 ade	14.3	8.5	16.4	16.9
2nd Class large letter stamps	8.9	9.0 e	6.1	7.9 e	7.6	2.9	8.1 e	.2	10.1 d	10.3 d	15.8 ad	4.6	30.7 abcdf	13.4 d	4.5
Franked/metered mail 1st Class	2.5	1.7	1.6	10.7 abde	3.2	1.5	6.1 abe	5.6	2.9	6.2 ac	1.6	2.3	1.2	6.0 c	1.3
Franked/metered mail 2nd Class	1.7	1.7	1.7	3.2 d	.8	1.1	4.7 ad	9.6	1.1	5.6 acd	.9	1.0	.1	7.8 acde	2.5
PPI - PPI 1st Class	1.3	1.1	.6	.1	2.7 abcf	3.0 bc	.3	.2	1.5	1.7	3.9 a	3.0	.2	3.1	*
PPI - PPI 2nd Class	1.9	1.9	1.2	*	2.1 c	2.5	2.9 c	.4	1.6	4.9 a	2.3	5.8 a	*	2.9	.2
Bulk mail	.8	.3	.1	1.6 ab	.8 b	10.0 abcd	20.1 abcd	.2	.2	3.2 a	1.0 a	2.7 a	10.1 abcd	3.0 a	9.8

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base	689	337	53	34	27	11	9	14	34	327	143	149	47	23
Standard stamped mail 1st Class	35.8	38.1 bfh	23.6	38.2 bfh	28.9	30.4	16.9	24.7	24.3	38.4 cde	39.6 cde	33.5 d	17.9	25.0
Standard stamped mail 2nd Class	29.5	24.3 ch	26.0 cgh	16.1	21.3	16.7	26.7 c	12.9	17.6	34.7 bcde	25.6 e	24.1	23.2	17.3
1st Class large letter stamps	13.5	15.2	15.6	15.5	15.3	28.4 abcdgh	24.0 acg	7.7	17.9 g	12.1	15.6 a	14.6	12.6	17.1
2nd Class large letter stamps	8.9	9.1	11.7	7.2	14.3 ace	6.2	14.0 ce	10.8	10.2	6.5	7.4	11.0 ab	19.3 abc	21.5 abc
Franked/metered mail 1st Class	2.5	2.8	6.3 a	2.9	3.0	2.7	2.2	9.5 ade	5.5	.9	2.2 a	3.1 a	9.6 abc	10.7 abc
Franked/metered mail 2nd Class	1.7	1.7	2.0	5.2 a	2.4	2.4	1.2	4.0	2.8	1.1	1.3	3.3 ab	3.6 abe	.4
PPI - PPI 1st Class	1.3	1.6	2.1	1.1	6.7 abceh	1.9	6.8 abc	1.1	2.8	.4	1.9 a	2.8 a	2.5 a	.4
PPI - PPI 2nd Class	1.9	1.8	3.6	3.0	4.5	1.9	7.3 ae	1.8	3.3	1.3	1.3	3.3 ab	4.8 abe	.3
Bulk mail	.8	.1	2.8 a	1.2 a	.4	6.9 acdf	.3	19.1 abcdef	10.6 abcdf	.4	.2	.7	4.4 abc	5.4 abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	786	320	362	180	71	638	277	303	144	68
Effective base	689	349	132	122	35	16	290	101	99	34	19
Standard stamped mail 1st Class	35.8	37.6 de	39.3 de	35.7 d	22.2	26.5	37.8 cde	35.0 cd	27.1 d	14.0	25.7 d
Standard stamped mail 2nd Class	29.5	32.6 cd	29.8 d	26.7	22.6	26.2	29.8 bce	18.3	20.0	24.0 e	13.9
1st Class large letter stamps	13.5	12.0	12.3	16.5 ab	13.4	18.8 ab	15.6 d	22.0 acd	14.5	10.1	15.0
2nd Class large letter stamps	8.9	8.1	9.9	7.2	11.5 ac	10.8	7.9	8.5	17.1 ab	19.7 ab	26.3 abc
Franked/metered mail 1st Class	2.5	1.5	1.8	2.0	11.4 abc	5.3 ab	1.4	3.1 a	4.1 a	11.1 abc	13.0 abc
Franked/metered mail 2nd Class	1.7	1.4	.7	4.1 ab	3.9 abe	.4	.8	1.4	4.3 ab	4.2 abe	.4
PPI - PPI 1st Class	1.3	.8	1.4	1.8	1.2	.6	.5	2.9 a	3.9 a	2.8 a	.2
PPI - PPI 2nd Class	1.9	1.8	.7	1.6	5.9 abce	.4	1.0	2.2	4.5 a	5.7 abe	*
Bulk mail	.8	.2	.5	.7	5.4 abc	8.4 abc	.4	.8	1.2	5.8 abc	4.1 abc

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base	689	243	79	101	39	18	277	35	168	632	57	647	6
Standard stamped mail 1st Class	35.8	42.1 bcde	29.0 de	30.5 de	19.5	16.4	27.6	39.6 a	45.9 a	36.7 b	25.1	36.8	9.4
Standard stamped mail 2nd Class	29.5	25.8 bce	19.8	19.9	27.4 bce	14.7	22.9	16.5	25.5 b	30.4 b	17.9	30.7	11.5
1st Class large letter stamps	13.5	15.0 d	20.8 acd	15.4 d	5.7	24.7 acd	15.8	13.3	15.6	12.8	21.5 a	12.5	53.0
2nd Class large letter stamps	8.9	5.9	13.1 a	13.7 a	11.4 a	13.2 a	12.5 c	11.4 c	4.4	8.6	12.1 a	8.6	4.8
Franked/metered mail 1st Class	2.5	1.9	1.6	3.6	10.6 abc	16.4 abc	4.3 c	4.6 c	1.7	2.3	5.0 a	2.2	6.6
Franked/metered mail 2nd Class	1.7	1.8	1.5	2.9	3.9 b	1.9	2.2	1.7	2.1	1.7	1.9	1.8	3.7
PPI - PPI 1st Class	1.3	1.1	2.2	2.1	6.0 abc	3.7 a	2.6 c	2.1	.8	1.3	2.1	1.1	2.4
PPI - PPI 2nd Class	1.9	1.3	2.7	3.7 a	6.3 a	1.5	3.8 c	1.2 c	.2	1.7	3.9 a	1.7	6.0
Bulk mail	.8	.3	.9	1.6 a	5.3 abc	4.5 ab	1.5	.7	.8	.6	3.9 a	.8	2.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base	689	510	33	320	163	648	6	506	36	323	159
Standard stamped mail 1st Class	35.8	33.6	35.5	36.1	33.0	36.5	32.6	33.0	43.0 a	34.6	35.8
Standard stamped mail 2nd Class	29.5	25.5	21.2	25.0 b	20.3	30.7	5.5	25.5	21.2	25.1 b	19.9
1st Class large letter stamps	13.5	15.8	21.4 a	13.3	19.4 a	12.9	24.2	16.1	17.5	13.7	18.9 a
2nd Class large letter stamps	8.9	11.4 b	3.6	9.1	10.5	8.5	12.5	11.3 b	5.2	9.5	9.7
Franked/metered mail 1st Class	2.5	3.1	3.9	3.5	3.2	2.2	5.2	3.1	3.6	3.5	3.1
Franked/metered mail 2nd Class	1.7	1.3	7.4 a	2.0	2.3	1.8	4.4	1.7	1.6	2.5	1.3
PPI - PPI 1st Class	1.3	1.6	2.0	1.8	2.0	1.0	9.7	1.6	2.2	2.1	1.5
PPI - PPI 2nd Class	1.9	2.1	.6	1.7	3.5 a	1.7	2.8	2.1	1.3	1.7	3.5 a
Bulk mail	.8	1.0	2.5 a	.6	2.4 a	.8	3.1	1.0	2.5 a	.7	2.2 a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base	689	334	527	77	-	313	398	64	1	340	291	85	1
Standard stamped mail 1st Class	35.8	38.4 c	35.5 c	24.1	-	35.2 bc	31.0 c	16.5	-	35.3 bc	30.9 c	20.5	-
Standard stamped mail 2nd Class	29.5	19.3	34.7 ac	24.2 a	-	18.5	28.7 ac	21.8	50.0	19.0	29.2 ac	18.7	-
1st Class large letter stamps	13.5	19.2 bc	11.4	15.0 b	-	20.7 b	13.5	16.9	-	17.1 b	12.6	16.1 b	-
2nd Class large letter stamps	8.9	8.9	9.2	14.8 ab	-	10.3	13.3 a	19.8 ab	50.0	10.3	11.8	14.8 a	-
Franked/metered mail 1st Class	2.5	3.4 b	1.5	4.6 b	-	4.4	3.3	5.8	-	4.5	3.6	8.7 ab	80.0
Franked/metered mail 2nd Class	1.7	2.2	1.6	4.2 ab	-	1.7	1.7	2.1	-	2.4	2.3	5.2 ab	20.0
PPI - PPI 1st Class	1.3	1.4	1.0	1.8	-	2.3	1.8	4.7 ab	-	2.5	1.7	4.1 b	-
PPI - PPI 2nd Class	1.9	2.1	1.8	5.0 ab	-	1.7	2.3	4.1 a	-	2.2	2.9	4.1	-
Bulk mail	.8	1.3 b	.5	3.0 ab	-	1.6	1.1	5.6 ab	-	1.6 b	.6	4.0 ab	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base	689	635	503	347	524	419	15	237	202	189	52	29
Standard stamped mail 1st Class	35.8	36.6 bc	33.3	32.9	48.0 bc	18.0	13.4	30.5 d	32.7 de	33.4 de	16.8	22.9
Standard stamped mail 2nd Class	29.5	30.5 bc	25.3	24.8	15.1 c	48.1 ac	8.4	26.9 bcd	22.2	19.4	19.4	21.2
1st Class large letter stamps	13.5	13.0	16.2 a	14.4	17.9 b	7.7	16.3 b	13.7	15.4	15.7	16.5	13.5
2nd Class large letter stamps	8.9	8.5	11.6 a	10.8 a	7.7	14.4 a	8.5	12.9	13.7	12.4	19.0 abc	25.2 abc
Franked/metered mail 1st Class	2.5	2.2	3.1	3.7 a	3.3 b	1.8	9.5 ab	3.6	4.5	6.1 a	6.7	4.3
Franked/metered mail 2nd Class	1.7	1.8	1.7	2.5	1.0	2.8 a	3.2 a	2.5	2.1	2.2	6.3 abc	.7
PPI - PPI 1st Class	1.3	1.0	1.7 a	2.1 a	1.8 b	1.0	1.5	1.8	1.8	3.1	5.0 ab	1.5
PPI - PPI 2nd Class	1.9	1.7	2.2	2.8 a	.7	3.0 a	1.4	2.9	2.1	3.0	4.8	7.8 abc
Bulk mail	.8	.8	1.1	.9	1.0	.8	37.7 ab	.9	.8	1.7	3.3 ab	2.8 b

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base	689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Standard stamped mail 1st Class	35.8	24.8	33.7 a	27.9	23.3	38.1 b	34.8	37.5	35.8	37.2	37.2 c	36.7 c	24.8	-	35.9	29.2
Standard stamped mail 2nd Class	29.5	29.1 bd	14.6	26.5 bd	12.0	30.2 bde	26.5	29.8 bde	26.4	26.6	20.7	31.3 a	27.6 a	-	27.6	27.5
1st Class large letter stamps	13.5	11.3	24.3 ac	12.4	22.8 ac	12.2	15.3 ac	12.5	15.0 ac	14.7 ac	18.6 bc	12.0	13.7	-	14.4	15.7
2nd Class large letter stamps	8.9	17.6 b	3.5	15.4 b	10.0 b	9.0	10.5 c	8.9	10.0	9.0	9.4	9.4	13.9 ab	-	9.6	12.9
Franked/metered mail 1st Class	2.5	2.9	3.1	2.8	11.7 abc	2.3	3.4 a	2.5	2.8	2.4	3.6	2.6	4.2	-	2.8	1.7
Franked/metered mail 2nd Class	1.7	3.1	1.4	.7	2.4	1.7	2.1	1.6	2.0	2.1	1.7	1.4	.9	-	2.0	2.2
PPI - PPI 1st Class	1.3	3.0	1.6	1.6	6.0 b	1.3	1.2	1.3	1.9	2.1 abc	1.9	1.3	4.1 ab	-	1.4	1.7
PPI - PPI 2nd Class	1.9	2.4	.1	4.5 b	4.0 b	1.6	2.2	1.7	2.1	2.0	2.1	1.7	2.0	-	2.1	.5
Bulk mail	.8	.9	5.2 ac	1.2	2.6	.8	1.4	1.0	1.1	1.1	1.6	1.0	3.8 ab	-	.9	.7

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base	689	287	402	198	13	87	156	75	472	136	98	131	444
Standard stamped mail 1st Class	35.8	31.6	38.7 a	30.7	32.4	26.9	33.1 a	28.3	38.2 ac	31.3	26.2	37.1 a	37.1 a
Standard stamped mail 2nd Class	29.5	27.8	30.7	21.8	17.3	22.2	22.1	18.5	29.4 a	37.2 ab	27.8 b	21.4	32.6 b
1st Class large letter stamps	13.5	14.8	12.6	18.3	25.6	23.9 b	14.9	17.4 c	13.7 c	10.2	11.6	14.9	13.6
2nd Class large letter stamps	8.9	10.9 b	7.5	11.2	4.7	11.7	11.3	14.0 b	7.4	11.7 b	13.7 c	10.6 c	7.6
Franked/metered mail 1st Class	2.5	3.4 b	1.8	4.3	5.8	3.6	4.0	3.3 b	1.7	4.6 b	2.6	3.6	2.0
Franked/metered mail 2nd Class	1.7	1.6	1.8	2.6	4.9	1.7	2.9	3.2 b	1.4	1.8	3.6 bc	.8	1.4
PPI - PPI 1st Class	1.3	2.1 b	.8	1.7	1.5	1.2	1.9	2.9 b	1.1	1.1	2.8 c	1.7	.8
PPI - PPI 2nd Class	1.9	2.5	1.5	3.3	2.5	4.7	2.9	2.5 c	2.1 c	.7	3.9 c	2.5	1.3
Bulk mail	.8	1.5 b	.4	2.0	4.7	2.0	2.2	2.4 bc	.8	.1	.4	1.9 ac	.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1786	987	799
Effective base	689	327	363
Standard stamped mail 1st Class	35.8	40.5 b	31.9
Standard stamped mail 2nd Class	29.5	30.4	28.7
1st Class large letter stamps	13.5	11.6	15.0 a
2nd Class large letter stamps	8.9	6.4	11.0 a
Franked/metered mail 1st Class	2.5	3.2 b	1.9
Franked/metered mail 2nd Class	1.7	1.3	2.1
PPI - PPI 1st Class	1.3	.8	1.8 a
PPI - PPI 2nd Class	1.9	1.1	2.6 a
Bulk mail	.8	1.1	.6

Columns Tested:: a,b

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base	689	14	77	46	31	36	73	24	117	76	51	115	112
Standard stamped mail 1st Class	35.8	39.5 df	37.2 df	41.1 df	28.9	33.9	26.8	42.5 df	34.3 f	33.2	41.6 df	36.9 f	46.8 bdefhik
Standard stamped mail 2nd Class	29.5	32.6 e	35.9 cefjl	26.5	35.9 cefjl	21.8	27.6	36.4 e	31.8 el	28.1	25.7	28.8	24.4
1st Class large letter stamps	13.5	8.5 g	14.0 ag	11.0 g	12.9 g	11.2 g	18.9 aceghkl	1.6	12.6 g	14.9 ag	13.6 g	11.7 g	12.0 g
2nd Class large letter stamps	8.9	4.1 g	7.0 g	6.8 g	12.0 abgl	12.0 abgl	7.7 g	.1	9.6 agl	13.4 abcfgl	8.0 g	11.5 abgl	5.8 g
Franked/metered mail 1st Class	2.5	7.0 bdhijkl	.1	3.9 b	1.4	6.8 bdhikl	4.1 bl	3.0 b	2.2 b	2.2 b	2.4 b	2.0 b	1.5 b
Franked/metered mail 2nd Class	1.7	4.8 bdehi	.1	1.5 b	1.4 b	*	5.0 bdehi	.3	.8	.4	2.7 bei	1.8	2.5 be
PPI - PPI 1st Class	1.3	.9	1.4	*	1.7	.3	1.7 cj	-	2.3	1.9	.2	.9	1.3
PPI - PPI 2nd Class	1.9	*	2.3	2.7 d	.1	2.6	3.0 adhj	-	.5	2.0	.2	2.7 dh	1.8
Bulk mail	.8	-	.1	.1	*	.8	2.5 bcdkl	-	1.4	1.0	1.7	.3	.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 131 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1786	416	446	406	518	862	924
Effective base	689	132	139	203	275	271	469
Standard stamped mail 1st Class	35.8	38.4	28.8	34.1	41.7	33.6	37.9
		b		b	bc		a
Standard stamped mail 2nd Class	29.5	33.1	27.8	30.6	26.5	30.4	28.5
		bd					
1st Class large letter stamps	13.5	12.8	16.0	13.1	12.1	14.4	12.6
			d				
2nd Class large letter stamps	8.9	6.7	9.5	10.7	8.6	8.1	9.6
			a	a			
Franked/metered mail 1st Class	2.5	1.7	4.2	2.2	1.8	2.9	2.0
			ad				
Franked/metered mail 2nd Class	1.7	.8	3.1	.7	2.2	2.0	1.4
			ac		ac		
PPI - PPI 1st Class	1.3	.9	1.4	2.1	1.0	1.2	1.5
PPI - PPI 2nd Class	1.9	2.2	2.3	1.0	2.0	2.3	1.5
Bulk mail	.8	.1	1.6	1.2	.5	.8	.8
			ad	a			

Columns Tested:: a,b,c,d - a,b

Table 141

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1786	375	1411	1221	303	75	187	565
Effective base	689	91	610	633	128	30	87	166
Standard stamped mail 1st Class	58.2	86.2 b	55.5	58.2	58.2	51.2	52.3	57.2
Standard stamped mail 2nd Class	57.0	83.1 b	54.7	57.4 bde	48.9	55.9	41.4	49.4
1st Class large letter stamps	33.9	99.2	33.7	33.8	35.9	26.8	36.4	35.1
2nd Class large letter stamps	31.0	61.4	31.0	31.2	30.5	13.5	22.7	28.5
Franked/metered mail 1st Class	49.5	71.0	49.1	50.8 be	36.7	52.6	47.6	40.2
Franked/metered mail 2nd Class	45.8	77.5	43.5	46.8	39.9	26.8	42.9	38.4
PPI - PPI 1st Class	33.9	-	33.9	33.4	46.1	11.7	38.1	44.4
PPI - PPI 2nd Class	53.7	100.0	53.4	54.2	23.8	47.0	29.1	26.0
Bulk mail	37.7	-	37.7	38.5	33.6	13.9	30.3	29.2

Columns Tested:: a,b - a,b,c,d,e

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	521	524	176	184	194	187	1221	303	262
Effective base	689	306	270	74	80	76	87	633	128	66
Standard stamped mail 1st Class	58.2	59.3 i	56.4	61.5 i	55.4	60.7 i	52.3	58.2 i	58.2	51.6
Standard stamped mail 2nd Class	57.0	61.9 bdefhi	49.6	59.0 bfh	48.9	50.9	41.4	57.4 bdfh	48.9	51.8
1st Class large letter stamps	33.9	31.2	35.2	45.2 abegi	39.4 ei	28.0	36.4	33.8	35.9 e	30.0
2nd Class large letter stamps	31.0	31.4 i	31.4 i	25.7 i	27.9 i	30.5 i	22.7	31.2 i	30.5 i	16.8
Franked/metered mail 1st Class	49.5	37.5	52.2	70.6	37.0	43.5	47.6	50.8 h	36.7	50.1
Franked/metered mail 2nd Class	45.8	49.0	43.9	52.3	41.7	30.6	42.9	46.8	39.9	33.8
PPI - PPI 1st Class	33.9	33.0	30.7	54.1	51.2	35.3	38.1	33.4	46.1	32.0
PPI - PPI 2nd Class	53.7	57.0	45.2	100.0	36.4	14.7	29.1	54.2	23.8	43.1
Bulk mail	37.7	17.0	44.8	39.6	35.0	25.8	30.3	38.5	33.6	21.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	767	454	303	75	187	664	316	109	72	198
Effective base	689	466	218	128	30	87	386	146	32	28	34
Standard stamped mail 1st Class	58.2	57.6	60.6	58.2	51.2	52.3	57.1	54.7	48.0	50.3	59.9
							c				c
Standard stamped mail 2nd Class	57.0	56.9	60.0	48.9	55.9	41.4	56.6	56.6	59.3	45.7	62.0
		ce	ce								d
1st Class large letter stamps	33.9	32.3	40.7	35.9	26.8	36.4	28.9	42.8	40.7	37.7	33.1
			ad					ae	a		
2nd Class large letter stamps	31.0	32.3	24.6	30.5	13.5	22.7	31.4	34.7	22.3	14.8	26.1
		b									
Franked/metered mail 1st Class	49.5	48.3	56.3	36.7	52.6	47.6	52.7	38.4	40.7	33.2	59.0
			c								
Franked/metered mail 2nd Class	45.8	46.8	47.1	39.9	26.8	42.9	48.3	41.6	26.5	41.8	32.9
PPI - PPI 1st Class	33.9	31.9	42.4	46.1	11.7	38.1	32.7	27.5	14.5	47.0	38.4
PPI - PPI 2nd Class	53.7	50.6	67.2	23.8	47.0	29.1	58.6	58.2	10.4	11.2	58.8
Bulk mail	37.7	36.7	44.1	33.6	13.9	30.3	27.2	65.2	24.3	30.8	27.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	121	93	171	51	130	150	116	107	102
Effective base	689	62	52	98	24	68	93	75	55	51
Standard stamped mail 1st Class	58.2	52.9	50.5	63.7 abg	63.2	55.8	58.9	52.6	55.1	54.3
Standard stamped mail 2nd Class	57.0	45.0	55.7	57.4 a	55.5	60.2 a	56.0	51.3	60.1 a	68.7 afg
1st Class large letter stamps	33.9	26.2	31.9	28.1	35.2	33.4	32.4	37.7 a	42.4 ac	45.8 ac
2nd Class large letter stamps	31.0	26.5	33.3	23.6	57.3	32.1	35.1 c	34.6 c	28.1	30.2
Franked/metered mail 1st Class	49.5	49.5	38.3	47.1	27.5	27.8	64.5	68.6	68.4	72.6
Franked/metered mail 2nd Class	45.8	45.6	39.0	49.6	39.3	41.2	62.1	12.2	33.4	47.0
PPI - PPI 1st Class	33.9	40.4	38.6	25.6	10.3	10.5	96.9	20.4	49.9	42.8
PPI - PPI 2nd Class	53.7	48.8	42.2	20.7	80.0	11.3	100.0	82.5	20.0	93.2
Bulk mail	37.7	31.3	-	35.4	30.0	24.4	76.6	75.8	25.6	24.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	283	321	437	1041	745	270	242	233
Effective base	689	143	169	267	576	203	88	64	78
Standard stamped mail 1st Class	58.2	56.8	52.9	58.7	56.7	70.6 abcd	74.1 abcdg	65.0 abd	72.2 abcd
Standard stamped mail 2nd Class	57.0	62.6 b	53.2	55.0	56.1	65.3 bcd	66.9 bcd	62.6 b	68.7 bcd
1st Class large letter stamps	33.9	37.9	32.9	32.5	33.8	35.3	42.0 cdgh	27.7	27.9
2nd Class large letter stamps	31.0	35.4 eg	28.9	31.1 g	31.3 g	26.6	32.0	20.3	27.7
Franked/metered mail 1st Class	49.5	35.6	51.6	58.0 a	49.2 a	53.0 a	58.8	29.8	74.1 abde
Franked/metered mail 2nd Class	45.8	41.5	41.4	52.2	47.8 e	34.0	49.9	26.1	32.6
PPI - PPI 1st Class	33.9	21.9	41.4	38.6	35.3	11.6	11.0	11.9	9.3
PPI - PPI 2nd Class	53.7	50.2	46.4	62.4	52.0	84.7	92.1	81.5	97.7
Bulk mail	37.7	24.5	28.4	58.4	37.5	42.1	23.3	52.1	22.8

Columns Tested:: a,b,c,d,e,f,g,h

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1786	66	157	172	201	309	75	55	88	820
Effective base	689	27	42	49	89	117	29	19	30	334
Standard stamped mail 1st Class	58.2	70.8 bcegi	51.6	56.2	68.7 bcegi	48.8	76.7 bceghi	53.9	63.6 e	55.0 e
Standard stamped mail 2nd Class	57.0	74.7	38.8	37.7	60.4 bc	59.3 bc	61.1	51.7	57.5 bc	57.4 bc
1st Class large letter stamps	33.9	50.4	29.4	27.0	36.4	36.1	15.7	19.2	26.2	35.5
2nd Class large letter stamps	31.0	54.3	40.7 di	38.2 di	24.3	45.2 di	29.2	19.9	31.8	26.4
Franked/metered mail 1st Class	49.5	77.0	29.8	29.9	50.0	64.4	73.8	7.8	43.5	48.3 bc
Franked/metered mail 2nd Class	45.8	10.0	56.5	56.3	24.5	55.6	29.3	53.2	39.3	46.2
PPI - PPI 1st Class	33.9	50.0	51.9	51.9	19.8	35.6	87.6	48.7	49.1	24.8
PPI - PPI 2nd Class	53.7	50.0	13.5	13.5	35.9	74.0	83.0	-	-	56.8
Bulk mail	37.7	-	44.9	44.5	18.5	20.8	60.4	5.0	10.0	38.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1786	439	384	963	1557	229	1477	309	1745	41
Effective base	689	165	145	381	580	111	616	81	669	20
Standard stamped mail 1st Class	58.2	65.3 bc	55.9	55.6	59.9 b	50.3	58.1	58.3	58.3	52.1
Standard stamped mail 2nd Class	57.0	54.7	59.6	57.1	58.1	52.9	57.3	53.3	56.5	68.7
1st Class large letter stamps	33.9	34.2	31.6	34.4	34.0	33.6	33.7	35.7	34.0	25.4
2nd Class large letter stamps	31.0	33.6 c	42.5 c	26.3	31.4	29.7	31.4	25.7	30.9	34.7
Franked/metered mail 1st Class	49.5	42.9	66.8 ac	47.8	48.8	55.5	50.2	45.8	49.5	-
Franked/metered mail 2nd Class	45.8	37.9	51.9	46.0	47.7	35.5	46.0	44.5	45.8	-
PPI - PPI 1st Class	33.9	39.2	40.0	27.3	30.2	56.5	33.0	68.7	33.9	-
PPI - PPI 2nd Class	53.7	29.1	77.0	56.8	57.9	34.6	53.9	49.5	53.7	-
Bulk mail	37.7	38.1	36.6	38.1	35.7	85.9	39.0	30.5	37.7	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	1002	415	362	1365	281	66	74	1646	140
Effective base	689	415	126	146	578	80	17	16	656	33
Standard stamped mail 1st Class	58.2	63.8 bc	56.1 c	39.2	60.6 bcdf	43.6	38.5	40.5	58.8 bcdf	39.9
Standard stamped mail 2nd Class	57.0	62.2 bc	50.9	45.7	58.6 b	41.1	59.1	61.6	56.9 b	60.5 b
1st Class large letter stamps	33.9	34.6	38.3 c	29.4	35.6 b	23.9	38.8	21.9	34.1 b	29.4
2nd Class large letter stamps	31.0	26.0	29.5	39.9 ab	30.3	37.3 a	23.0	34.0	31.3	26.1
Franked/metered mail 1st Class	49.5	39.6	56.3 a	53.1 a	39.4	60.2 ae	26.4	89.2	49.8 a	48.1
Franked/metered mail 2nd Class	45.8	50.5	37.8	44.3	49.9 b	33.0	63.3	37.4	43.1	60.1
PPI - PPI 1st Class	33.9	24.0	24.3	42.6	33.8	44.4	21.4	38.2	35.9	25.5
PPI - PPI 2nd Class	53.7	67.2	49.7	50.0	56.8	57.4	40.6	65.3	56.9	43.1
Bulk mail	37.7	37.7	39.3	36.9	55.2	18.9	8.3	70.6	33.6	45.0

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1786	663	702	421	1723	1437	1786	1265	788	697
Effective base	689	323	257	113	653	542	689	482	309	235
Standard stamped mail 1st Class	58.2	65.4	53.5	42.7	57.9	53.7	58.2	56.0	55.8	57.6
		bc	c		b		b			
Standard stamped mail 2nd Class	57.0	64.1	49.5	45.7	56.9	49.9	57.0	48.8	44.0	46.9
		bc			bdef	e	bdef	e		
1st Class large letter stamps	33.9	35.0	36.1	25.4	32.6	33.3	33.9	33.8	34.8	37.1
		c	c							a
2nd Class large letter stamps	31.0	26.7	33.6	34.2	29.4	30.7	31.0	29.9	25.8	28.3
			a	a		e	e	e		
Franked/metered mail 1st Class	49.5	36.9	42.8	56.6	49.2	49.8	49.5	52.3	48.0	36.9
				b	f	f	f	f	f	
Franked/metered mail 2nd Class	45.8	50.8	48.7	41.5	45.9	39.6	45.8	42.5	38.6	40.3
PPI - PPI 1st Class	33.9	15.4	41.3	34.0	29.2	34.3	33.9	34.3	26.4	26.7
PPI - PPI 2nd Class	53.7	56.6	56.9	47.4	52.9	52.1	53.7	49.9	46.4	36.0
Bulk mail	37.7	50.0	57.5	31.5	36.0	37.8	37.7	37.7	36.0	38.5

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Standard stamped mail 1st Class	58.2	75.3 bcdefgh	53.2 g	54.8 g	61.4 bfg	64.2 bfgh	49.0	40.0	52.9
Standard stamped mail 2nd Class	57.0	80.4 bcdefh	51.8 e	47.2	42.5	40.3	57.5 e	48.4	47.2
1st Class large letter stamps	33.9	56.5 bcdefh	31.6	39.0 f	30.5	32.5	25.2	36.3	31.0
2nd Class large letter stamps	31.0	58.1	27.6 d	49.4	18.8	57.4	47.2	15.0	41.7 bd
Franked/metered mail 1st Class	49.5	51.8	51.4 h	52.9	62.4	23.2	22.0	37.0	26.7
Franked/metered mail 2nd Class	45.8	96.4	43.2	45.0	24.6	23.7	43.9	46.4	40.6
PPI - PPI 1st Class	33.9	69.4	29.1	51.9	25.8	19.9	19.1	11.4	18.3
PPI - PPI 2nd Class	53.7	77.4	55.3	25.8	40.7	5.3	45.7	11.7	30.6
Bulk mail	37.7	30.0	33.6	18.4	28.2	3.1	47.6	47.2	44.4

Columns Tested:: a,b,c,d,e,f,g,h

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base	689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Standard stamped mail 1st Class	58.2	57.4 f	59.6 f	61.0 f	67.3 af	68.4 f	40.9	28.4	54.3	53.7	46.3	64.7 ac	53.0	44.4	47.1
Standard stamped mail 2nd Class	57.0	58.2 cd	57.5 c	39.9	44.9	66.2	45.6	53.1	52.3 bc	39.0	37.6	41.8	46.9	35.3	54.4
1st Class large letter stamps	33.9	32.8 d	36.9 d	34.3 d	19.0	19.5	39.6	49.5	32.8	35.4	39.0	37.3	22.3	39.7	31.1
2nd Class large letter stamps	31.0	30.2	24.2	29.3	23.2	13.0	38.6	13.8	28.4	31.0	45.1	42.6	62.1	34.5	11.2
Franked/metered mail 1st Class	49.5	51.6	38.5	64.0	29.1	23.9	40.4	24.3	52.9	56.8	22.1	41.0	14.3	53.2	22.4
Franked/metered mail 2nd Class	45.8	52.0	47.3	23.8	21.7	45.9	49.3	42.8	37.8	44.4	28.8	20.8	13.4	57.3	28.7
PPI - PPI 1st Class	33.9	31.1	17.5	28.3	24.8	34.2	10.0	30.6	36.5	25.1	49.0	35.0	12.6	13.8	21.8
PPI - PPI 2nd Class	53.7	67.0	18.1	11.6	23.7	69.3	28.7	21.7	50.1	73.4	27.7	84.3	5.0	23.8	21.7
Bulk mail	37.7	29.7	25.8	26.0	7.5	49.0	72.1	8.2	28.5	36.7	22.1	26.1	51.2	50.0	46.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base	689	337	53	34	27	11	9	14	34	327	143	149	47	23
Standard stamped mail 1st Class	58.2	58.3 bh	47.5	57.8 bh	65.1 bh	50.2	24.3	40.1	38.3	62.1 cde	59.2 de	53.3 e	47.4	38.8
Standard stamped mail 2nd Class	57.0	49.7 ch	52.3 ch	32.3	74.2	40.6	36.2	46.0	40.2	62.5 bcde	53.2	48.2	53.8	42.3
1st Class large letter stamps	33.9	32.6	39.9	29.9	38.6	42.4	43.4	31.5	40.1 c	35.3	35.2	31.4	34.1	27.6
2nd Class large letter stamps	31.0	28.4	34.9	24.7	52.8	17.2	34.3	37.6	30.1	25.3	26.4	35.3 ab	47.1 abc	51.0
Franked/metered mail 1st Class	49.5	59.3	62.0	61.2	21.9	13.2	46.0	45.3	33.2	42.9	41.0	50.5	48.6	85.4
Franked/metered mail 2nd Class	45.8	46.1	25.5	89.3	31.0	36.2	41.2	25.2	28.6	56.9	34.9	63.1 d	24.5	20.5
PPI - PPI 1st Class	33.9	38.7	32.5	41.6	35.2	9.9	33.3	16.8	20.2	21.2	32.2	44.6	38.2	36.0
PPI - PPI 2nd Class	53.7	64.0	37.8	64.9	54.2	10.2	37.8	40.0	25.7	62.3	49.3	47.4	58.7	29.6
Bulk mail	37.7	43.8	55.6	30.2	4.6	19.2	60.0	51.2	38.6	37.8	29.8	44.8	37.8	35.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1786	786	320	362	180	71	638	277	303	144	68
Effective base	689	349	132	122	35	16	290	101	99	34	19
Standard stamped mail 1st Class	58.2	59.4 de	58.1 de	57.3 de	47.1	43.2	58.7 bcde	50.3 d	44.9	39.6	42.7
Standard stamped mail 2nd Class	57.0	59.4 d	53.6	54.8	50.0	46.0	53.7 c	46.3	39.0	52.4 c	41.8
1st Class large letter stamps	33.9	33.3	29.2	33.8	36.6	29.0	33.1	39.2 cd	30.8	25.9	26.1
2nd Class large letter stamps	31.0	30.0	29.2	26.5	32.2	30.1	22.5	34.1 a	40.2 a	47.0 ab	51.7
Franked/metered mail 1st Class	49.5	51.5	38.1	41.9	56.4 c	77.3	43.5	42.7	49.8	50.0	85.5
Franked/metered mail 2nd Class	45.8	51.0	26.0	69.7 d	23.3	20.7	38.6	38.4	56.4 d	23.7	20.8
PPI - PPI 1st Class	33.9	27.0	30.0	34.6	22.6	36.0	20.6	31.9	54.1	35.4	29.4
PPI - PPI 2nd Class	53.7	67.0	59.9	27.2	57.8	29.6	51.7	34.5	65.7	62.6	19.8
Bulk mail	37.7	29.0	22.7	44.8	46.5	35.5	38.2	26.6	41.9	37.6	51.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base	689	243	79	101	39	18	277	35	168	632	57	647	6
Standard stamped mail 1st Class	58.2	62.5 bcde	48.3 e	52.1 e	46.3 e	23.0	48.7	60.7 a	64.6 a	58.8 b	49.4	58.1	24.4
Standard stamped mail 2nd Class	57.0	51.0 c	48.3	40.9	61.2 bc	34.8	47.5	47.6	51.0	57.5 b	48.4	57.1	37.5
1st Class large letter stamps	33.9	34.3	37.2	30.6	28.6	35.6	33.7	33.2	34.1	32.8	44.0 a	31.9	62.7
2nd Class large letter stamps	31.0	22.1	34.4 a	34.5 a	37.6	33.1	35.1 c	36.5 c	17.0	30.6	35.8	29.6	16.9
Franked/metered mail 1st Class	49.5	48.2	31.7	50.6	61.5	69.7	58.9 c	34.8	43.8	51.8	39.9	52.4	17.8
Franked/metered mail 2nd Class	45.8	43.1	61.3	55.0	25.3	37.2	39.6	34.5	50.8	47.2	34.2	45.8	46.7
PPI - PPI 1st Class	33.9	28.5	27.0	41.8	54.8	27.2	39.6	16.7	30.2	37.8	19.5	30.7	10.2
PPI - PPI 2nd Class	53.7	63.6	39.0	45.9	56.0	38.6	56.2	17.3	21.8	56.3	43.5	57.4	18.3
Bulk mail	37.7	92.5	18.0	29.8	47.1	58.7	38.2	12.2	57.4	41.3	32.5	39.6	10.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base	689	510	33	320	163	648	6	506	36	323	159
Standard stamped mail 1st Class	58.2	53.6	55.5	59.2	50.6	57.8	67.6	53.2	60.9	57.3	53.8
Standard stamped mail 2nd Class	57.0	49.9	49.4	51.8	43.1	57.3	11.9	50.2	45.1	51.0	44.2
1st Class large letter stamps	33.9	32.4	45.1	32.8	35.3	32.6	33.2	33.0	36.9	32.4	36.1
2nd Class large letter stamps	31.0	30.9	23.0	29.7	30.4	29.8	15.4	31.2	20.7	29.9	30.0
Franked/metered mail 1st Class	49.5	55.0	24.4	60.5	40.9	51.7	15.6	55.6	21.8	59.8	40.9
Franked/metered mail 2nd Class	45.8	34.2	63.7	38.7	50.0	45.7	52.8	39.8	37.3	44.5	36.0
PPI - PPI 1st Class	33.9	38.7	15.2	46.6	23.9	29.9	23.7	36.9	20.0	42.5	22.6
PPI - PPI 2nd Class	53.7	59.2	7.5	53.9	46.8	56.6	10.3	59.8	13.7	51.7	48.2
Bulk mail	37.7	44.7	20.7	42.9	35.8	39.4	11.0	44.4	20.9	47.6	33.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base	689	334	527	77	-	313	398	64	1	340	291	85	1
Standard stamped mail 1st Class	58.2	54.7 c	56.2 c	38.8	-	51.1 c	49.9 c	30.7	-	54.7 bc	49.1 c	35.6	-
Standard stamped mail 2nd Class	57.0	41.9	58.0 ac	44.5	-	41.0	50.3 ac	39.1	50.0	43.2	50.0 ac	39.5	-
1st Class large letter stamps	33.9	35.9 bc	29.1	28.5	-	35.1 b	28.0	28.8	-	33.3 b	26.6	29.7	-
2nd Class large letter stamps	31.0	27.4	28.8	29.1	-	28.7	31.2	37.4 a	50.0	30.4	28.6	32.9	-
Franked/metered mail 1st Class	49.5	48.8	43.1	44.5	-	50.6	46.7	45.5	-	53.8	48.9	57.1	80.0
Franked/metered mail 2nd Class	45.8	42.0	47.3	54.4	-	36.6	37.0	45.0	-	43.0	41.4	58.5 ab	20.0
PPI - PPI 1st Class	33.9	25.2	30.5	27.8	-	32.8	32.1	46.1	-	33.5	28.6	35.7	-
PPI - PPI 2nd Class	53.7	41.6	53.8	52.3	-	35.6	49.4	43.3	-	41.3	46.0	47.5	-
Bulk mail	37.7	32.9	34.1	30.9	-	35.6	41.7	42.8	-	37.5	28.1	42.4	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base	689	635	503	347	524	419	15	237	202	189	52	29
Standard stamped mail 1st Class	58.2	58.0	52.8	52.3	58.2	35.9	28.8	46.5	47.8	48.5	32.2	36.0
		bc			bc			d	de	de		
Standard stamped mail 2nd Class	57.0	56.8	49.3	47.6	36.5	57.0	23.5	45.4	41.2	38.5	35.9	36.4
		bc				a		c				
1st Class large letter stamps	33.9	32.5	31.9	30.7	33.9	20.5	25.4	26.3	27.8	26.3	27.3	21.6
					b							
2nd Class large letter stamps	31.0	29.2	30.8	29.4	27.3	31.0	23.8	28.5	31.4	28.2	31.7	38.2
						a						ac
Franked/metered mail 1st Class	49.5	50.0	49.2	55.3	49.5	38.1	26.6	51.9	56.5	57.7	51.1	54.4
					b							
Franked/metered mail 2nd Class	45.8	46.1	39.6	42.6	29.9	45.8	19.3	37.9	37.9	35.0	73.2	26.7
						a						
PPI - PPI 1st Class	33.9	29.5	34.3	35.0	33.9	28.0	9.6	30.1	24.9	32.6	39.1	23.9
PPI - PPI 2nd Class	53.7	52.9	52.2	47.3	25.8	53.7	9.5	44.0	33.6	36.4	38.7	79.7
						a						
Bulk mail	37.7	36.0	37.3	31.7	34.2	29.0	37.7	30.5	23.7	31.6	31.7	43.6

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base	689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Standard stamped mail 1st Class	58.2	43.3	61.2 ac	46.1	46.8	58.9 b	54.0	58.5 b	57.1	57.8 b	54.2 c	57.9 c	40.5	-	58.2	54.9
Standard stamped mail 2nd Class	57.0	52.1	43.9	50.8	39.0	56.1 b	49.8	56.0 b	52.8	54.0	44.3	56.7 ac	49.5	-	55.2	56.6
1st Class large letter stamps	33.9	28.2	58.2 ac	25.3	64.5	31.0	31.2	31.2	34.2	34.3	33.7 c	30.2	25.2	-	34.9	30.3
2nd Class large letter stamps	31.0	38.2	35.7	35.9	28.6	29.8	29.4	29.8	30.9	29.3	27.8	29.6	26.1	-	32.5	29.8
Franked/metered mail 1st Class	49.5	42.9	46.9	40.1	60.4	49.9 e	50.9 e	50.4 e	56.1 e	39.7	50.9	50.3	47.2	-	47.3	57.2
Franked/metered mail 2nd Class	45.8	42.6	32.7	37.1	17.4	44.3	44.6	44.4	49.5	45.4	44.7	39.6	34.4	-	46.8	68.1
PPI - PPI 1st Class	33.9	50.3	45.2	40.0	37.1	32.1	25.7	30.7	36.2	35.6	29.1	34.1	38.6	-	37.9	33.0
PPI - PPI 2nd Class	53.7	47.4	22.2	39.8	44.9	51.8	51.7	49.1	52.7	40.8	45.1	53.8	23.9	-	60.4	25.0
Bulk mail	37.7	61.0	52.6	17.0	19.2	38.6	36.4	37.7	44.1	35.9	35.9	38.6	37.4	-	37.2	92.2

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base	689	287	402	198	13	87	156	75	472	136	98	131	444
Standard stamped mail 1st Class	58.2	51.8	62.6 a	51.1	60.7	46.7	52.1	45.0	61.6 ac	52.1	45.0	59.8 a	59.7 a
Standard stamped mail 2nd Class	57.0	53.8	59.3 a	47.5	45.3	45.9	46.8	45.2	57.0 a	61.9 a	51.3	48.9	60.2 ab
1st Class large letter stamps	33.9	32.2	35.5	36.0	37.1	42.7 b	29.6	40.2 c	35.3 c	24.4	27.1	33.4	35.8 a
2nd Class large letter stamps	31.0	32.7	29.5	31.3	22.4	32.3	31.5	40.2 b	27.9	35.6 b	34.3	39.7 c	28.1
Franked/metered mail 1st Class	49.5	48.2	51.4	47.8	46.2	38.7	52.7 a	42.4	43.2	82.6 ab	56.7	49.4	53.0
Franked/metered mail 2nd Class	45.8	38.7	51.7 a	52.0	42.2	39.6	56.6	57.1	41.6	48.6	69.4	40.9	37.8
PPI - PPI 1st Class	33.9	43.6 b	23.3	22.8	23.6	21.6	23.5	57.9	31.1	32.1	38.2	36.5	37.1
PPI - PPI 2nd Class	53.7	43.0	77.2	49.1	47.6	52.2	48.2	59.2	62.8	25.9	44.8	57.2	73.1
Bulk mail	37.7	35.0	49.2	35.5	52.8	27.3	42.6	42.0	42.7	16.7	17.2	43.3	47.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1786	987	799
Effective base	689	327	363
Standard stamped mail 1st Class	58.2	62.6	54.1
		b	
Standard stamped mail 2nd Class	57.0	60.2	54.5
		b	
1st Class large letter stamps	33.9	33.1	34.4
2nd Class large letter stamps	31.0	28.4	32.5
Franked/metered mail 1st Class	49.5	50.2	48.6
Franked/metered mail 2nd Class	45.8	37.9	51.5
			a
PPI - PPI 1st Class	33.9	30.8	35.1
PPI - PPI 2nd Class	53.7	33.7	67.5
Bulk mail	37.7	33.3	48.0

Columns Tested:: a,b

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base	689	14	77	46	31	36	73	24	117	76	51	115	112
Standard stamped mail 1st Class	58.2	61.0 df	59.4 df	67.9 defh	49.5	51.7	49.0	77.6	55.0	56.0	65.9 defh	57.8 f	70.1 bdefhik
Standard stamped mail 2nd Class	57.0	63.1 e	57.1	64.0 ej	53.4	47.4	58.5	76.4	58.4	57.5	51.5	54.9	58.2
1st Class large letter stamps	33.9	19.9	27.9	37.6 a	33.9 a	29.6	42.9 abh	52.1	29.9 a	38.5 a	39.9 a	32.8 a	36.9 a
2nd Class large letter stamps	31.0	18.9	23.1	33.1	40.6 bfh	33.7	25.7	7.5	27.8	43.2 bfhl	27.6	44.0 bfhl	28.3
Franked/metered mail 1st Class	49.5	60.9	11.4	70.3	39.6	64.5	42.7	72.8	42.7	77.6	46.7	55.1	34.4
Franked/metered mail 2nd Class	45.8	39.0	13.2	55.0	23.2	26.8	52.4	15.3	34.8	32.6	50.8	54.5	53.8
PPI - PPI 1st Class	33.9	64.8	37.9	80.0	40.5	30.0	16.7	-	55.7	57.0	21.6	30.7	36.9
PPI - PPI 2nd Class	53.7	5.0	73.5	96.2	6.4	99.6	36.4	-	24.7	47.0	25.3	61.8	72.5
Bulk mail	37.7	-	28.8	13.2	13.8	24.3	32.4	-	44.8	47.9	77.2	49.3	49.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 141 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1786	416	446	406	518	862	924
Effective base	689	132	139	203	275	271	469
Standard stamped mail 1st Class	58.2	61.7	49.8	56.0	64.1	56.0	60.2
		b		b	bc		a
Standard stamped mail 2nd Class	57.0	58.8	54.9	58.5	55.6	57.0	57.1
1st Class large letter stamps	33.9	29.1	38.5	33.0	35.5	33.7	34.2
			a				
2nd Class large letter stamps	31.0	25.0	30.6	33.1	35.6	28.0	34.2
				a	a		a
Franked/metered mail 1st Class	49.5	55.8	48.8	51.6	44.7	50.6	48.2
Franked/metered mail 2nd Class	45.8	37.4	47.2	33.8	53.5	44.7	47.3
					a		
PPI - PPI 1st Class	33.9	39.1	20.1	56.1	33.4	25.1	46.1
							a
PPI - PPI 2nd Class	53.7	79.8	42.7	37.0	64.3	55.4	51.4
Bulk mail	37.7	22.0	31.1	45.7	60.4	30.5	49.2

Columns Tested:: a,b,c,d - a,b

Table 151

QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE

Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

	Services								
	Standard Stamped Mail 1st Class	Standard Stamped Mail 2nd Class	1st Class large letter stamps	2nd Class large letter stamps	Franked/metered mail 1st Class	Franked/metered mail 2nd Class	PPI - PPI 1st Class	PPI - PPI 2nd Class	Bulk Mail
Significance Level: 95%	a	b	c	d	e	f	g	h	i
Unweighted Base	1123	827	647	439	181	136	73	51	55
Effective base	436	348	270	198	42	31	28	25	15
Weighted Base	1054	879	681	493	89	64	66	59	37
0-24%	198	176	322	235	25	22	37	21	17
	19%	20%	47%	48%	28%	35%	56%	36%	45%
			abe	abe		a	abe	a	ab
25-49%	167	169	151	127	16	14	6	8	6
	16%	19%	22%	26%	18%	22%	8%	13%	15%
			a	ag					
50-74%	225	177	82	53	16	10	12	2	6
	21%	20%	12%	11%	18%	15%	19%	4%	16%
	cdh	cdh							
75-100%	394	322	98	57	27	17	11	28	9
	37%	37%	14%	12%	30%	26%	16%	47%	24%
	cdg	cdg			cd	d		cdg	
Don't know	71	34	29	21	5	1	*	*	*
	7%	4%	4%	4%	6%	2%	*%	*%	*%
Answered	983	845	652	472	83	62	66	59	37
Mean Score	58.2	57.0	33.9	31.0	49.5	45.8	33.9	53.7	37.7
	cdefgi	cdefgi			cdgi	cdg		cdgi	
Standard error	1.04	1.22	1.23	1.33	2.52	3.06	3.66	5.72	4.13
Standard deviation	34.11	34.28	30.66	27.14	32.88	34.85	31.04	40.45	30.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	26	6	20	26	*	-	*	*
		2%	4%	1%	2%	*%	-%	*%	*%
			b						
Not very important	(-1)	39	4	36	37	3	*	*	3
		2%	3%	2%	2%	4%	1%	2%	4%
Neither important nor unimportant	(0)	185	26	159	179	5	1	*	6
		11%	18%	10%	11%	8%	13%	8%	8%
			b						
Important	(1)	701	21	679	664	32	3	2	36
		42%	15%	45%	42%	49%	43%	45%	48%
				a					
Very important	(2)	716	86	630	686	25	3	2	29
		43%	60%	41%	43%	39%	43%	42%	39%
			b						
Don't know		2	-	2	2	*	-	*	*
		*%	-%	*%	*%	*%	-%	3%	*%
								ae	
NET Important		1417	107	1309	1351	56	6	3	66
		85%	75%	86%	85%	88%	86%	87%	88%
				a					
NET Not Important		66	10	56	63	3	*	*	3
		4%	7%	4%	4%	4%	1%	2%	4%
Answered		1667	143	1524	1592	64	7	4	75
Mean Score		1.2	1.2	1.2	1.2	1.2	1.3	1.3	1.2
Standard error		.02	.06	.02	.02	.05	.09	.06	.03
Standard deviation		.85	1.11	.82	.86	.78	.78	.84	.78

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	26	14	12	*	*	*	*	26	*	*
		2%	2%	2%	*%	*%	*%	*%	2%	*%	*%
Not very important	(-1)	39	13	21	3	1	2	*	37	3	*
		2%	2%	3%	2%	3%	6% a	2%	2%	4%	1%
Neither important nor unimportant	(0)	185	97	70	12	3	2	*	179	5	1
		11%	11%	11%	10%	8%	9%	8%	11%	8%	11%
Important	(1)	701	365	246	53	22	12	2	664	32	5
		42%	43%	39%	47%	51%	45%	45%	42%	49%	44%
Very important	(2)	716	365	275	46	17	11	2	686	25	5
		43%	43%	44%	41%	39%	40%	42%	43%	39%	43%
Don't know		2	-	2	-	-	*	*	2	*	*
		*%	-%	*%	-%	-%	*%	3% abg	*%	*%	1%
NET Important		1417	730	522	99	39	23	3	1351	56	9
		85%	85%	83%	87%	89%	85%	87%	85%	88%	86%
NET Not Important		66	27	33	3	1	2	*	63	3	*
		4%	3%	5%	2%	3%	6%	2%	4%	4%	1%
Answered		1667	854	625	114	44	27	4	1592	64	11
Mean Score		1.2	1.2	1.2	1.3	1.2	1.2	1.3	1.2	1.2	1.3
Standard error		.02	.04	.04	.06	.05	.06	.06	.02	.05	.05
Standard deviation		.85	.83	.90	.74	.74	.85	.84	.86	.78	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	26	22	4	*	-	*	14	2	*	-	*
		2%	2%	1%	*%	-%	*%	1%	1%	*%	-%	*%
Not very important	(-1)	39	26	10	3	*	*	21	6	3	1	5
		2%	2%	3%	4%	1%	2%	2%	2%	5%	3%	10% a
Neither important nor unimportant	(0)	185	145	34	5	1	*	105	34	4	2	3
		11%	11%	11%	8%	13%	8%	10%	13%	6%	9%	6%
Important	(1)	701	535	130	32	3	2	477	105	33	10	27
		42%	41%	43%	49%	43%	45%	44%	41%	55%	55%	53%
Very important	(2)	716	567	120	25	3	2	456	105	21	6	16
		43%	44%	40%	39%	43%	42%	42%	42%	34%	33%	31%
Don't know		2	-	2	*	-	*	*	2	-	-	*
		*%	-%	1%	*%	-%	3% a	*%	1%	-%	-%	*%
NET Important		1417	1102	249	56	6	3	933	210	54	17	43
		85%	85%	83%	88%	86%	87%	87%	83%	89%	87%	84%
NET Not Important		66	49	14	3	*	*	35	8	3	1	5
		4%	4%	5%	4%	1%	2%	3%	3%	5%	3%	10%
Answered		1667	1295	297	64	7	4	1073	252	60	19	50
Mean Score		1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.2	1.2	1.2	1.1
Standard error		.02	.03	.04	.05	.09	.06	.03	.05	.07	.09	.06
Standard deviation		.85	.86	.85	.78	.78	.84	.81	.83	.76	.74	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	26	1	3	-	-	7	6	-	6	-
		2%	1%	2%	-%	-%	4% c	2%	-%	4%	-%
Not very important	(-1)	39	7	1	7	*	4	4	5	1	4
		2%	5%	1%	3%	*%	3%	1%	2%	1%	4%
Neither important nor unimportant	(0)	185	19	24	22	10	14	26	18	16	15
		11%	13%	21% cg	9%	17%	8%	10%	8%	11%	12%
Important	(1)	701	38	47	125	28	72	99	111	83	50
		42%	26%	40%	49% a	48%	42% a	37%	51% a	57% af	41%
Very important	(2)	716	81	44	101	19	72	132	86	40	54
		43%	55% bch	37%	40%	32%	42%	50% h	39%	27%	44%
Don't know		2	-	-	*	2	*	-	-	-	-
		*%	-%	-%	*%	3%	*%	-%	-%	-%	-%
NET Important		1417	119	91	226	46	144	231	197	122	103
		85%	81%	76%	89%	80%	85%	87%	90% b	84%	84%
NET Not Important		66	8	3	7	*	12	10	5	7	4
		4%	6%	3%	3%	*%	7%	4%	2%	5%	4%
Answered		1667	146	119	255	56	169	266	219	145	123
Mean Score		1.2	1.3	1.1	1.3	1.1	1.2	1.3	1.3	1.0	1.2
Standard error		.02	.08	.09	.06	.10	.09	.07	.06	.09	.08
Standard deviation		.85	.93	.90	.72	.71	.98	.87	.70	.88	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	26	7	10	6	23	3	2	1	1
		2%	2%	2%	1%	2%	2%	2%	2%	3%
Not very important	(-1)	39	9	9	15	33	7	5	1	1
		2%	3%	2%	2%	2%	4%	7%	1%	2%
								d		
Neither important nor unimportant	(0)	185	39	60	65	164	21	11	6	4
		11%	11%	15%	9%	11%	13%	14%	11%	13%
Important	(1)	701	149	168	335	652	49	18	22	9
		42%	43%	41%	45%	43%	29%	22%	37%	31%
			ef	ef	efh	efh				
Very important	(2)	716	144	164	319	627	89	45	30	14
		43%	41%	40%	43%	42%	53%	55%	50%	50%
							abcd	abcd		
Don't know		2	2	-	*	2	*	-	-	*
		*%	*%	-%	*%	*%	*%	-%	-%	*%
NET Important		1417	293	332	653	1278	138	63	52	23
		85%	84%	81%	88%	85%	82%	78%	87%	82%
					bef					
NET Not Important		66	16	19	21	56	10	7	2	1
		4%	5%	5%	3%	4%	6%	8%	3%	5%
								c		
Answered		1667	348	410	740	1498	169	81	60	28
Mean Score		1.2	1.2	1.1	1.3	1.2	1.3	1.2	1.3	1.2
Standard error		.02	.05	.05	.04	.03	.04	.06	.05	.06
Standard deviation		.85	.88	.91	.77	.84	.96	1.04	.85	.97

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	26	3	*	*	2	*	-	-	1	19
		2%	6% e	*%	*%	1%	*%	-%	-%	2%	2%
Not very important	(-1)	39	2	6	6	13	3	*	*	1	14
		2%	4%	6%	5%	6% i	1%	*%	*%	2%	2%
Neither important nor unimportant	(0)	185	8	7	11	27	17	7	1	8	106
		11%	14%	7%	9%	12%	7%	9%	3%	14%	12%
Important	(1)	701	20	47	62	100	96	33	16	20	354
		42%	36%	48%	51%	44%	40%	45%	39%	33%	42%
Very important	(2)	716	23	37	43	86	126	34	23	28	353
		43%	40%	38%	35%	38%	52% cd	46%	57%	48%	42%
Don't know		2	-	-	-	-	*	-	*	-	2
		*%	-%	-%	-%	-%	*%	-%	*%	-%	*%
NET Important		1417	43	84	105	186	222	67	39	48	707
		85%	77%	86%	86%	82%	92% adi	91%	96%	82%	83%
NET Not Important		66	5	6	6	15	3	*	*	3	33
		4%	10% e	6%	5%	6% e	1%	*%	*%	5%	4%
Answered		1667	56	98	122	228	243	74	40	59	846
Mean Score		1.2	1.0	1.2	1.2	1.1	1.4 acdi	1.4	1.5 d	1.2	1.2
Standard error		.02	.14	.07	.06	.06	.04	.07	.08	.10	.03
Standard deviation		.85	1.12	.84	.80	.89	.68	.65	.59	.93	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	26	6	*	20	15	11	26	*	26	-
		2%	1%	*%	2%	1%	3%	2%	*%	2%	-%
Not very important	(-1)	39	21	3	16	33	6	31	8	36	3
		2%	5%	1%	2%	2%	2%	2%	6%	2%	6%
			bc						a		
Neither important nor unimportant	(0)	185	46	24	115	144	42	174	12	181	4
		11%	11%	8%	12%	11%	14%	11%	9%	11%	8%
Important	(1)	701	182	129	389	588	113	641	60	686	15
		42%	45%	41%	41%	43%	37%	42%	45%	42%	29%
Very important	(2)	716	151	160	405	585	131	663	52	687	29
		43%	37%	51%	43%	43%	43%	43%	39%	42%	57%
				a							
Don't know		2	-	*	2	2	-	*	2	2	-
		*%	-%	*%	*%	*%	-%	*%	1%	*%	-%
									a		
NET Important		1417	333	289	794	1173	244	1304	113	1373	43
		85%	82%	91%	84%	86%	81%	85%	84%	85%	86%
				ac							
NET Not Important		66	26	3	36	49	17	57	8	62	3
		4%	6%	1%	4%	4%	6%	4%	6%	4%	6%
			b								
Answered		1667	406	316	945	1365	302	1535	132	1617	50
Mean Score		1.2	1.1	1.4	1.2	1.2	1.2	1.2	1.2	1.2	1.4
				ac							
Standard error		.02	.04	.03	.03	.02	.06	.02	.05	.02	.14
Standard deviation		.85	.90	.68	.88	.82	.97	.85	.84	.85	.89

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	26	21	1	*	26	*	*	*	26	*
		2%	2%	*%	*%	2%	*%	*%	*%	2%	*%
Not very important	(-1)	39	26	11	3	27	8	*	4	35	4
		2%	3%	4%	1%	2%	5%	*%	10% ae	2%	5%
Neither important nor unimportant	(0)	185	134	28	21	168	10	3	6	177	8
		11%	13% c	10%	6%	12%	6%	7%	15%	11%	11%
Important	(1)	701	440	110	147	597	73	18	12	670	30
		42%	43%	41%	41%	42%	44%	48%	33%	42%	41%
Very important	(2)	716	411	120	185	612	72	17	15	684	32
		43%	40%	44%	52% a	43%	44%	44%	41%	43%	43%
Don't know		2	*	2	-	*	2	-	*	2	*
		*%	*%	1%	-%	*%	1% a	-%	*%	*%	*%
NET Important		1417	850	230	332	1209	145	35	27	1354	62
		85%	82%	85%	93% ab	85%	88%	93%	74%	85%	84%
NET Not Important		66	47	11	3	53	8	*	4	62	4
		4%	5% c	4%	1%	4%	5%	*%	10%	4%	5%
Answered		1667	1031	270	356	1430	163	38	36	1593	74
Mean Score		1.2	1.2	1.3	1.4 ab	1.2	1.3	1.4	1.1	1.2	1.2
Standard error		.02	.03	.04	.03	.02	.05	.08	.12	.02	.07
Standard deviation		.85	.89	.82	.65	.86	.80	.64	1.01	.85	.85

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	26	19	7	*	26	17	26	17	10	9
		2%	2%	1%	*%	2%	1%	2%	1%	1%	2%
Not very important	(-1)	39	16	12	12	39	33	39	34	25	24
		2%	2%	2%	5%	2%	3%	2%	3%	3%	4%
Neither important nor unimportant	(0)	185	108	59	18	180	137	185	112	68	60
		11%	13%	10%	7%	11%	10%	11%	10%	9%	11%
Important	(1)	701	345	253	103	670	557	701	514	369	258
		42%	41%	43%	43%	42%	43%	42%	44%	48%	47%
Very important	(2)	716	354	258	104	671	557	716	477	300	197
		43%	42%	44%	44%	42%	43%	43%	41%	39%	36%
Don't know		2	*	-	2	2	2	2	2	2	2
		*%	*%	-%	1%	*%	*%	*%	*%	*%	*%
NET Important		1417	699	510	208	1341	1113	1417	990	669	455
		85%	83%	87%	87%	84%	86%	85%	86%	87%	83%
NET Not Important		66	35	19	12	66	50	66	52	35	33
		4%	4%	3%	5%	4%	4%	4%	4%	4%	6%
Answered		1667	841	588	238	1587	1300	1667	1153	771	548
Mean Score		1.2	1.2	1.3	1.3	1.2	1.2	1.2	1.2	1.2	1.1
Standard error		.02	.03	.03	.04	.02	.02	.02	.02	.03	.03
Standard deviation		.85	.89	.81	.82	.86	.84	.85	.85	.83	.88

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	26	8	16	2	-	*	*	*	*
		2%	2%	2%	2%	-%	*%	*%	1%	*%
Not very important	(-1)	39	6	21	2	4	*	2	4	6
		2%	1%	2%	3%	5%	1%	6%	11% ab	6%
Neither important nor unimportant	(0)	185	45	115	12	4	7	1	2	9
		11%	12%	11%	14%	5%	17%	2%	5%	9%
Important	(1)	701	156	429	44	30	12	18	12	42
		42%	41%	42%	53%	35%	30%	53%	34%	39%
Very important	(2)	716	166	430	24	47	21	12	17	49
		43%	44%	43%	28%	55% c	51%	34%	49%	45%
Don't know		2	-	-	-	-	*	2	*	2
		*%	-%	-%	-%	-%	*%	5% b	*%	2%
NET Important		1417	322	859	68	77	33	30	28	91
		85%	85%	85%	81%	90%	81%	87%	83%	84%
NET Not Important		66	14	37	4	4	1	2	4	6
		4%	4%	4%	5%	5%	1%	6%	12%	6%
Answered		1667	381	1010	84	86	41	33	34	107
Mean Score		1.2	1.2	1.2	1.0	1.4 c	1.3	1.2	1.2	1.2
Standard error		.02	.05	.03	.08	.07	.08	.08	.13	.06
Standard deviation		.85	.87	.84	.86	.81	.83	.77	1.02	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	26	23	2	1	*	*	*	-	15	1	-	*	-	*	-
		2%	2%	2%	1%	*%	*%	1%	-%	2%	1%	-%	1%	-%	2%	-%
Not very important	(-1)	39	25	3	1	4	2	*	4	21	5	5	2	-	-	*
		2%	2%	3%	2%	8%	9%	1%	48%	2%	3%	7%	8%	-%	-%	1%
						a										
Neither important nor unimportant	(0)	185	143	22	6	7	1	1	*	108	18	3	4	2	1	1
		11%	11%	17%	8%	13%	6%	3%	2%	11%	12%	5%	16%	6%	5%	4%
Important	(1)	701	550	55	30	13	9	12	*	416	65	34	9	20	4	8
		42%	43%	42%	41%	26%	47%	48%	2%	42%	44%	53%	38%	54%	29%	42%
Very important	(2)	716	539	47	35	27	8	10	4	435	59	20	9	15	9	10
		43%	42%	36%	48%	52%	38%	40%	47%	44%	40%	31%	38%	40%	64%	52%
															c	
Don't know		2	-	-	*	-	*	2	-	-	*	2	-	-	-	*
		*%	-%	-%	*%	-%	*%	6%	-%	-%	*%	2%	-%	-%	-%	*%
								a				a				
NET Important		1417	1089	102	66	41	17	23	4	851	124	55	17	35	13	18
		85%	85%	78%	90%	78%	85%	88%	49%	86%	83%	85%	76%	94%	93%	94%
NET Not Important		66	47	6	2	5	2	1	4	37	6	5	2	-	*	*
		4%	4%	4%	3%	9%	9%	2%	48%	4%	4%	7%	9%	-%	2%	1%
Answered		1667	1279	130	73	53	20	24	8	996	148	63	23	37	14	19
Mean Score		1.2	1.2	1.1	1.3	1.2	1.1	1.3	.5	1.2	1.2	1.1	1.0	1.3	1.5	1.5
Standard error		.02	.03	.07	.07	.10	.12	.08	.34	.03	.06	.08	.11	.09	.12	.13
Standard deviation		.85	.85	.89	.78	1.00	.91	.72	1.58	.84	.83	.82	.98	.59	.79	.64

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	26	14	3	*	-	*	*	-	*	19	4	3	*	-
		2%	2%	2%	*%	-%	*%	1%	-%	*%	2%	1%	1%	*%	-%
Not very important	(-1)	39	23	1	6	*	-	4	*	4	12	12	4	5	6
		2%	3%	1%	8%	*%	-%	18% ab	*%	5%	1%	4%	1%	5%	10% ac
Neither important nor unimportant	(0)	185	75	15	12	4	2	3	1	6	97	44	35	3	6
		11%	9%	11%	14%	9%	10%	13%	3%	8%	11%	13% d	11%	3%	10%
Important	(1)	701	357	55	36	28	14	7	17	37	334	160	139	45	23
		42%	44%	41%	43%	61%	58%	32%	48%	47%	40%	49%	42%	43%	38%
Very important	(2)	716	341	63	29	14	7	7	15	30	380	108	150	50	25
		43%	42%	46%	35%	29%	31%	35%	44%	38%	45% b	33%	45% b	48%	41%
Don't know		2	-	*	*	-	-	*	2	2	-	-	*	2	*
		*%	-%	*%	*%	-%	-%	*%	5% a	2% a	-%	-%	*%	2%	*%
NET Important		1417	699	118	65	42	21	14	32	67	714	268	289	95	48
		85%	86%	86%	78%	90%	90%	67%	92%	85%	85%	82%	87%	90%	79%
NET Not Important		66	37	4	6	*	*	4	*	4	32	15	6	6	6
		4%	5%	3%	8%	*%	*%	19%	*%	5%	4%	5%	2%	5%	10% c
Answered		1667	811	137	83	46	24	20	33	77	842	328	330	104	60
Mean Score		1.2	1.2	1.3	1.1	1.2	1.2	.8	1.4	1.2	1.2	1.1	1.3 b	1.3	1.1
Standard error		.02	.03	.06	.08	.07	.09	.17	.10	.07	.03	.05	.04	.06	.10
Standard deviation		.85	.86	.84	.90	.61	.63	1.16	.58	.81	.88	.84	.77	.80	.97

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	26	19	4	3	*	-	14	3	-	*	-
		2%	2%	1%	1%	*%	-%	2%	1%	-%	*%	-%
Not very important	(-1)	39	13	13	3	5	6	11	8	4	8	1
		2%	1%	4%	1%	6%	16%	2%	4%	2%	10%	3%
							ac				a	
Neither important nor unimportant	(0)	185	104	38	30	3	5	82	26	23	1	6
		11%	12%	13%	11%	4%	12%	11%	12%	11%	1%	11%
								d	d			
Important	(1)	701	364	132	119	34	18	308	118	79	34	17
		42%	40%	44%	45%	42%	47%	42%	52%	38%	43%	35%
									c			
Very important	(2)	716	400	111	110	38	9	321	70	103	36	25
		43%	44%	37%	42%	46%	25%	44%	31%	49%	46%	51%
								b		b		
Don't know		2	*	-	*	2	-	-	2	-	-	*
		*%	*%	-%	*%	2%	-%	-%	1%	-%	-%	*%
NET Important		1417	764	243	229	72	27	629	188	182	70	42
		85%	85%	82%	87%	88%	72%	85%	83%	87%	89%	86%
NET Not Important		66	32	16	5	5	6	25	11	4	8	1
		4%	4%	5%	2%	7%	16%	3%	5%	2%	10%	3%
							ac				c	
Answered		1667	901	298	264	81	38	736	225	208	79	49
Mean Score		1.2	1.2	1.1	1.3	1.3	.8	1.2	1.1	1.3	1.2	1.3
					e					b		
Standard error		.02	.03	.05	.04	.06	.12	.03	.05	.04	.08	.10
Standard deviation		.85	.87	.88	.77	.85	1.00	.85	.82	.75	.93	.79

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	26	14	3	*	-	*	11	3	3	26	*	26	-
		2%	2%	1%	*%	-%	*%	2%	3%	1%	2%	*%	2%	-%
Not very important	(-1)	39	22	2	2	5	4	16	7	11	39	*	36	4
		2%	4%	1%	1%	5%	9%	2%	9%	3%	3%	*%	2%	21%
Neither important nor unimportant	(0)	185	67	20	9	7	7	48	9	54	176	9	175	5
		11%	11% c	11%	4%	8%	17% c	7%	11%	14% a	11%	7%	11%	26%
Important	(1)	701	257	84	123	37	11	270	48	191	642	59	664	6
		42%	42%	47%	54% ae	42%	25%	41%	57%	47%	42%	46%	42%	34%
Very important	(2)	716	247	70	93	40	20	316	17	143	656	60	669	2
		43%	41%	39%	41%	45%	46%	48% bc	20%	36%	43%	47%	43%	10%
Don't know		2	*	-	*	-	2	2	*	*	2	*	*	2
		*%	*%	-%	*%	-%	4% a	*%	*%	*%	*%	*%	*%	9%
NET Important		1417	504	155	216	77	30	586	66	334	1298	118	1333	8
		85%	83%	86%	95% abe	86%	70%	88%	77%	83%	84%	93%	85%	44%
NET Not Important		66	36	4	2	5	4	28	10	14	65	*	62	4
		4%	6% c	3%	1%	5%	9%	4%	12% c	4%	4%	*%	4%	21%
Answered		1667	607	179	227	89	41	662	85	403	1539	128	1570	17
Mean Score		1.2	1.2	1.2	1.3	1.3	1.1	1.3 bc	.8	1.1 b	1.2	1.4	1.2	.4
Standard error		.02	.04	.05	.04	.07	.12	.03	.09	.04	.02	.05	.02	.20
Standard deviation		.85	.92	.80	.61	.83	1.02	.84	.96	.81	.87	.63	.85	.98

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	26	17	*	17	*	26	-	17	*	17	*
		2%	1%	*%	2%	*%	2%	-%	1%	*%	2%	*%
Not very important	(-1)	39	24	9	15	19	35	5	24	9	18	16
		2%	2%	10% a	2%	5%	2%	31%	2%	10% a	2%	4%
Neither important nor unimportant	(0)	185	122	15	74	37	179	1	129	7	77	34
		11%	10%	17%	10%	9%	11%	6%	11%	8%	10%	9%
Important	(1)	701	526	31	325	189	661	9	525	32	328	186
		42%	43%	36%	43%	47%	42%	60%	43%	37%	43%	48%
Very important	(2)	716	524	33	318	159	670	1	520	37	324	153
		43%	43%	38%	42%	39%	43%	4%	43%	42%	42%	39%
Don't know		2	2	*	*	2	2	-	*	2	*	2
		*%	*%	*%	*%	*%	*%	-%	*%	2% a	*%	*%
NET Important		1417	1049	64	642	348	1331	10	1044	69	652	339
		85%	86% b	73%	86%	86%	85%	64%	86%	80%	85%	87%
NET Not Important		66	41	9	33	19	61	5	41	9	36	16
		4%	3%	10%	4%	5%	4%	31%	3%	10% a	5%	4%
Answered		1667	1212	88	749	404	1571	15	1215	85	764	389
Mean Score		1.2	1.2	1.0	1.2	1.2	1.2	.4	1.2	1.1	1.2	1.2
Standard error		.02	.02	.09	.03	.04	.02	.20	.02	.08	.03	.04
Standard deviation		.85	.82	.98	.88	.80	.86	.99	.83	.96	.88	.77

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	26	11	16	-	-	11	7	-	-	14	3	-	-
		2%	1%	1%	-%	-%	1%	1%	-%	-%	2%	1%	-%	-%
Not very important	(-1)	39	24	28	1	-	21	22	1	-	27	18	1	-
		2%	3%	2%	*%	-%	3%	2%	*%	-%	3%	3%	1%	-%
Neither important nor unimportant	(0)	185	88	146	10	-	75	93	4	-	75	53	13	-
		11%	11%	12%	5%	-%	10%	10% c	2%	-%	9%	8%	6%	-%
Important	(1)	701	366	516	104	-	320	398	86	-	344	299	104	-
		42%	45%	41%	49%	-%	42%	43%	51%	-%	42%	45%	52%	-%
Very important	(2)	716	329	561	94	-	328	404	78	1	360	285	84	*
		43%	40%	44%	45%	-%	43%	44%	46%	100%	44%	43%	41%	100%
Don't know		2	2	2	2	-	2	*	*	-	2	2	-	-
		*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	-%	-%
NET Important		1417	695	1077	198	-	649	802	164	1	704	584	188	*
		85%	85%	85%	94% ab	-%	86%	87%	97% ab	100%	86%	88%	93%	100%
NET Not Important		66	35	44	1	-	32	29	1	-	41	22	1	-
		4%	4%	3%	*%	-%	4%	3%	*%	-%	5%	3%	1%	-%
Answered		1667	818	1267	209	-	756	923	168	1	820	659	202	*
Mean Score		1.2	1.2	1.2	1.4 a	-	1.2	1.3	1.4	2.0	1.2	1.3	1.3	2.0
Standard error		.02	.03	.02	.04	-	.03	.02	.04	-	.03	.03	.04	-
Standard deviation		.85	.85	.84	.60	-	.85	.79	.56	-	.87	.77	.62	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	26	26	10	10	22	6	-	1	8	3	-	-
		2%	2%	1%	1%	2%	1%	-%	*%	2%	1%	-%	-%
Not very important	(-1)	39	36	26	17	32	21	1	10	7	12	1	*
		2%	2%	2%	2%	3%	2%	4%	2%	1%	3%	1%	*%
Neither important nor unimportant	(0)	185	179	122	81	156	81	2	49	46	44	*	6
		11%	12%	10%	10%	12% b	8%	5%	9% d	9% d	10% d	*%	7%
Important	(1)	701	645	524	354	564	408	23	262	212	190	68	34
		42%	42%	43%	43%	45%	39%	60%	46%	42%	41%	55%	46%
Very important	(2)	716	662	528	364	488	518	12	247	228	212	54	35
		43%	43%	44%	44%	39%	50% a	31%	43%	45%	46%	44%	46%
Don't know		2	*	2	*	2	2	-	*	-	*	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
NET Important		1417	1308	1052	719	1053	926	34	510	439	403	123	69
		85%	84%	87%	87%	83%	89% a	91%	89%	88%	87%	99% abc	92%
NET Not Important		66	62	36	27	53	27	1	11	15	15	1	*
		4%	4%	3%	3%	4%	3%	4%	2%	3%	3%	1%	*%
Answered		1667	1548	1210	828	1262	1035	37	570	501	462	124	74
Mean Score		1.2	1.2	1.3	1.3	1.2	1.4 a	1.2	1.3	1.3	1.3	1.4	1.4
Standard error		.02	.02	.02	.03	.02	.02	.09	.03	.04	.04	.05	.08
Standard deviation		.85	.86	.79	.82	.86	.76	.70	.72	.82	.79	.55	.63

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	26	*	3	*	1	19	8	19	9	13	4	16	-	-	15	6
		2%	*%	3%	*%	3%	1%	1%	1%	1%	2%	*%	1%	-%	-%	1%	4%
Not very important	(-1)	39	*	6	*	-	31	26	35	22	13	25	29	1	-	28	1
		2%	*%	7% a	*%	-%	2%	3%	2%	2%	2%	3%	2%	1%	-%	2%	1%
Neither important nor unimportant	(0)	185	8	9	13	*	155	103	158	98	91	78	140	11	-	117	15
		11%	4%	11%	13% a	*%	11%	12%	11%	10%	11%	11%	10%	6%	-%	9%	12%
Important	(1)	701	82	39	43	29	579	347	607	398	329	343	567	75	-	529	50
		42%	40%	47%	43%	75% ac	41%	40%	42%	42%	41%	46%	42%	41%	-%	43%	39%
Very important	(2)	716	113	26	42	9	627	389	643	415	356	289	595	95	-	545	57
		43%	56% bd	32%	41%	22%	44%	45%	44%	44%	44%	39%	44%	52% a	-%	44%	45%
Don't know		2	-	*	2	*	*	*	*	*	2	*	*	-	-	2	-
		*%	-%	*%	2%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		1417	196	65	85	38	1206	735	1250	813	685	632	1162	170	-	1075	107
		85%	96% bc	79%	85%	97%	85%	84%	85%	86%	85%	86%	86%	93%	-%	87%	83%
NET Not Important		66	1	8	*	1	50	35	54	31	27	28	45	1	-	43	6
		4%	*%	10% a	*%	3%	4%	4%	4%	3%	3%	4%	3%	1%	-%	3%	5%
Answered		1667	204	82	99	39	1411	873	1462	942	803	739	1347	183	-	1235	129
Mean Score		1.2	1.5 bcd	1.0	1.3	1.1	1.3	1.2	1.2	1.3	1.2	1.2	1.3	1.4 a	-	1.3	1.2
Standard error		.02	.04	.10	.07	.12	.02	.03	.02	.02	.03	.03	.02	.05	-	.02	.09
Standard deviation		.85	.59	1.00	.71	.69	.84	.85	.84	.81	.84	.80	.82	.64	-	.82	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	26	9	18	*	-	*	*	9	14	2	5	12	9
		2%	1%	2%	*%	-%	*%	*%	5% b	1%	1%	2%	4% c	1%
Not very important	(-1)	39	8	32	19	-	4	18	7	30	2	1	7	27
		2%	1%	3%	4%	-%	2%	5%	4%	3%	1%	1%	2%	2%
Neither important nor unimportant	(0)	185	80	105	44	3	22	34	9	143	32	15	36	130
		11%	12%	11%	9%	9%	11%	9%	5%	12% a	11%	6%	12%	12%
Important	(1)	701	302	399	214	22	103	164	84	500	110	98	114	468
		42%	43%	41%	45%	59%	50%	43%	44%	43%	37%	42%	36%	43%
Very important	(2)	716	294	422	197	12	76	162	82	473	156	113	142	449
		43%	42%	43%	41%	33%	37%	43%	42%	41%	52% b	48%	45%	42%
Don't know		2	2	*	2	-	2	-	2	*	*	*	2	*
		*%	*%	*%	*%	-%	1%	-%	1%	*%	*%	*%	1%	*%
NET Important		1417	596	821	411	34	180	325	166	972	266	211	257	917
		85%	86%	84%	87%	91%	87%	86%	86%	84%	88%	91%	82%	85%
NET Not Important		66	16	49	19	-	4	18	16	45	3	6	19	35
		4%	2%	5%	4%	-%	2%	5%	8% c	4%	1%	3%	6%	3%
Answered		1667	692	976	474	37	206	377	192	1160	301	232	312	1083
Mean Score		1.2	1.3	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.4 b	1.3	1.2	1.2
Standard error		.02	.03	.03	.03	.12	.05	.04	.07	.02	.04	.05	.06	.02
Standard deviation		.85	.80	.89	.78	.60	.72	.81	1.01	.84	.74	.81	.99	.81

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	26	13	13
		2%	2%	1%
Not very important	(-1)	39	15	25
		2%	2%	3%
Neither important nor unimportant	(0)	185	101	84
		11%	13%	9%
Important	(1)	701	295	406
		42%	39%	45%
Very important	(2)	716	337	379
		43%	44%	42%
Don't know		2	2	-
		*%	*%	-%
NET Important		1417	632	784
		85%	83%	87%
NET Not Important		66	28	38
		4%	4%	4%
Answered		1667	761	907
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.85	.87	.84

Columns Tested:: a,b

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	26	*	2	3	5	3	5	-	4	1	1	2	1
		2%	*%	1%	3%	6%	3%	2%	-%	2%	1%	1%	1%	1%
Not very important	(-1)	39	1	5	4	2	8	10	*	1	1	*	4	2
		2%	4%	2%	4%	2%	9%	4%	*%	*%	1%	1%	2%	1%
							h							
Neither important nor unimportant	(0)	185	3	38	7	8	10	14	2	30	14	10	23	26
		11%	10%	14%	6%	10%	10%	6%	18%	12%	10%	17%	12%	15%
Important	(1)	701	14	136	60	37	33	118	4	104	42	22	59	70
		42%	49%	50%	52%	46%	34%	50%	30%	41%	29%	36%	31%	40%
				ik	ik			ik						
Very important	(2)	716	11	90	40	29	44	88	6	113	89	29	100	76
		43%	37%	33%	35%	36%	44%	37%	52%	45%	60%	46%	53%	43%
											bcdfhl		bcf	
Don't know		2	-	-	*	*	-	2	-	-	-	-	-	-
		*%	-%	-%	*%	*%	-%	1%	-%	-%	-%	-%	-%	-%
NET Important		1417	25	226	100	66	77	207	10	217	131	52	159	147
		85%	86%	84%	87%	82%	78%	87%	82%	86%	89%	82%	85%	83%
NET Not Important		66	1	6	7	7	12	15	*	5	3	1	6	3
		4%	4%	2%	6%	8%	12%	6%	*%	2%	2%	1%	3%	2%
							bhijl							
Answered		1667	29	270	115	80	99	235	12	252	148	63	187	176
Mean Score		1.2	1.2	1.1	1.1	1.0	1.1	1.2	1.3	1.3	1.5	1.3	1.3	1.2
											bcdef			
Standard error		.02	.08	.05	.08	.09	.11	.06	.11	.05	.07	.07	.06	.06
Standard deviation		.85	.80	.76	.90	1.04	1.09	.87	.81	.81	.77	.82	.85	.79

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_1 (continuation)

QD10B_1. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	26	5	12	5	3	17	9
		2%	1%	3%	1%	1%	2%	1%
Not very important	(-1)	39	10	20	3	7	30	9
		2%	2%	5%	1%	2%	4%	1%
				c			b	
Neither important nor unimportant	(0)	185	48	32	46	59	80	105
		11%	12%	8%	11%	14%	10%	13%
Important	(1)	701	211	189	150	152	400	301
		42%	51%	45%	36%	36%	48%	36%
			cd				b	
Very important	(2)	716	141	161	209	205	302	414
		43%	34%	39%	51%	48%	36%	49%
					ab	a		a
Don't know		2	*	2	-	-	2	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		1417	351	350	358	357	701	716
		85%	85%	84%	87%	84%	84%	85%
NET Not Important		66	15	33	8	10	48	18
		4%	4%	8%	2%	2%	6%	2%
				cd			b	
Answered		1667	414	415	412	426	829	838
Mean Score		1.2	1.1	1.1	1.3	1.3	1.1	1.3
					ab			a
Standard error		.02	.04	.05	.04	.04	.03	.03
Standard deviation		.85	.80	.96	.80	.82	.88	.81

Columns Tested:: a,b,c,d - a,b

Table QD10B_2

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	40	9	31	39	1	*	*	1
		2%	6%	2%	2%	2%	*%	1%	1%
			b						
Not very important	(-1)	83	5	78	81	2	*	*	3
		5%	4%	5%	5%	3%	3%	6%	3%
Neither important nor unimportant	(0)	181	21	160	176	4	*	*	5
		11%	15%	10%	11%	7%	7%	4%	7%
					d				
Important	(1)	758	25	733	724	30	3	2	34
		45%	18%	48%	45%	46%	45%	44%	46%
				a					
Very important	(2)	597	78	519	565	27	3	2	32
		36%	55%	34%	35%	42%	45%	45%	43%
			b						
Don't know		9	5	5	9	-	-	*	*
		1%	3%	*%	1%	-%	-%	1%	*%
			b						
NET Important		1356	104	1252	1289	57	6	3	66
		81%	72%	82%	81%	88%	90%	89%	88%
				a		a			a
NET Not Important		124	14	110	120	3	*	*	4
		7%	10%	7%	8%	5%	3%	7%	5%
Answered		1660	139	1521	1585	64	7	4	75
Mean Score		1.1	1.1	1.1	1.1	1.2	1.3	1.3	1.2
									a
Standard error		.02	.06	.02	.03	.05	.09	.07	.04
Standard deviation		.94	1.20	.91	.94	.85	.82	.98	.84

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	40	28	10	*	1	*	*	39	1	*
		2%	3%	2%	*%	2%	*%	1%	2%	2%	1%
Not very important	(-1)	83	31	47	3	1	1	*	81	2	*
		5%	4%	7%	3%	2%	5%	6%	5%	3%	4%
				a							
Neither important nor unimportant	(0)	181	104	59	12	2	2	*	176	4	1
		11%	12%	9%	11%	6%	9%	4%	11%	7%	6%
			f						f		
Important	(1)	758	418	260	46	22	11	2	724	30	5
		45%	49%	41%	41%	50%	39%	44%	45%	46%	44%
Very important	(2)	597	264	250	52	17	13	2	565	27	5
		36%	31%	40%	45%	39%	47%	45%	35%	42%	45%
				a	a		ag	a		a	a
Don't know		9	9	-	-	-	-	*	9	-	*
		1%	1%	-%	-%	-%	-%	1%	1%	-%	*%
NET Important		1356	681	510	98	40	23	3	1289	57	10
		81%	80%	81%	86%	90%	86%	89%	81%	88%	90%
						a		a		ag	
NET Not Important		124	59	57	3	2	1	*	120	3	*
		7%	7%	9%	3%	5%	5%	7%	8%	5%	4%
Answered		1660	845	626	114	44	27	4	1585	64	11
Mean Score		1.1	1.0	1.1	1.3	1.2	1.3	1.3	1.1	1.2	1.3
					a		a	a		a	a
Standard error		.02	.04	.04	.06	.06	.06	.07	.03	.05	.05
Standard deviation		.94	.94	.96	.79	.85	.84	.98	.94	.85	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	40	35	5	1	*	*	23	*	-	1	4
		2%	3%	2%	2%	*%	1%	2%	*%	-%	3%	7%
											b	b
Not very important	(-1)	83	64	16	2	*	*	47	23	7	1	1
		5%	5%	5%	3%	3%	6%	4%	9%	12%	4%	2%
									a			
Neither important nor unimportant	(0)	181	142	34	4	*	*	123	19	2	2	6
		11%	11%	11%	7%	7%	4%	11%	7%	4%	10%	11%
			e	e								
Important	(1)	758	604	120	30	3	2	541	114	27	7	18
		45%	47%	40%	46%	45%	44%	50%	45%	45%	39%	35%
Very important	(2)	597	442	124	27	3	2	329	97	24	8	22
		36%	34%	41%	42%	45%	45%	31%	38%	39%	43%	44%
Don't know		9	9	-	-	-	*	9	-	-	-	*
		1%	1%	-%	-%	-%	1%	1%	-%	-%	-%	*%
NET Important		1356	1046	244	57	6	3	871	211	51	16	40
		81%	81%	82%	88%	90%	89%	81%	83%	85%	83%	80%
					a							
NET Not Important		124	99	21	3	*	*	71	23	7	1	5
		7%	8%	7%	5%	3%	7%	7%	9%	12%	8%	9%
Answered		1660	1286	299	64	7	4	1064	253	60	19	50
Mean Score		1.1	1.1	1.1	1.2	1.3	1.3	1.0	1.1	1.1	1.2	1.1
					a		a					
Standard error		.02	.03	.04	.05	.09	.07	.03	.05	.09	.12	.08
Standard deviation		.94	.95	.93	.85	.82	.98	.89	.90	.95	1.01	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	40	2	1	3	-	10	4	5	9	2
		2%	1%	1%	1%	-%	6%	1%	2%	6%	2%
Not very important	(-1)	83	8	7	12	6	9	12	16	2	6
		5%	5%	6%	5%	11%	5%	4%	7%	1%	5%
Neither important nor unimportant	(0)	181	16	22	19	6	22	20	22	15	18
		11%	11%	19%	8%	10%	13%	8%	10%	11%	14%
				cf							
Important	(1)	758	56	59	122	28	62	132	112	74	61
		45%	38%	50%	48%	48%	36%	50%	51%	51%	50%
Very important	(2)	597	64	29	98	18	67	99	65	35	36
		36%	44%	25%	39%	31%	40%	37%	30%	24%	30%
			bh								
Don't know		9	*	-	-	-	-	-	-	9	-
		1%	*%	-%	-%	-%	-%	-%	-%	6%	-%
										acefg	
NET Important		1356	120	88	221	46	129	230	176	110	97
		81%	82%	74%	87%	79%	76%	87%	80%	75%	79%
NET Not Important		124	9	8	15	6	19	15	20	11	8
		7%	6%	7%	6%	11%	11%	6%	9%	8%	6%
Answered		1660	146	119	255	58	170	266	219	136	123
Mean Score		1.1	1.2	.9	1.2	1.0	1.0	1.2	1.0	.9	1.0
Standard error		.02	.08	.09	.07	.13	.10	.07	.09	.10	.09
Standard deviation		.94	.91	.87	.85	.93	1.13	.85	.94	1.02	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	40	12	12	11	35	5	3	2	1
		2%	3%	3%	2%	2%	3%	3%	3%	3%
Not very important	(-1)	83	21	16	40	76	7	3	2	2
		5%	6%	4%	5%	5%	4%	3%	4%	7%
Neither important nor unimportant	(0)	181	45	54	62	161	19	6	10	3
		11%	13%	13%	8%	11%	11%	8%	17% c	9%
Important	(1)	758	151	189	366	705	53	23	21	8
		45%	43% efh	46% efh	49% efgh	47% efh	31%	29%	35%	29%
Very important	(2)	597	122	129	261	512	85	46	25	15
		36%	35%	32%	35%	34%	50% abcd	57% abcd	41%	52% abcd
Don't know		9	-	9	-	9	*	-	-	*
		1%	-%	2% ce	-%	1%	*%	-%	-%	*%
NET Important		1356	272	318	627	1218	138	69	46	23
		81%	78%	78%	85%	81%	82%	86%	76%	81%
NET Not Important		124	33	28	51	112	12	5	4	3
		7%	9%	7%	7%	7%	7%	6%	7%	10%
Answered		1660	350	401	740	1491	169	81	60	28
Mean Score		1.1	1.0	1.0	1.1	1.1	1.2 abd	1.3 abd	1.1	1.2
Standard error		.02	.06	.05	.04	.03	.04	.06	.06	.07
Standard deviation		.94	1.01	.94	.88	.93	1.00	.98	1.01	1.06

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	40	8	5	5	5	5	*	*	*	17
		2%	14% defhi	5%	4%	2%	2%	*%	1%	*%	2%
Not very important	(-1)	83	3	1	1	18	6	-	3	1	52
		5%	5%	1%	1%	8%	2%	-%	7%	1%	6%
Neither important nor unimportant	(0)	181	6	7	7	15	29	8	3	5	106
		11%	11%	7%	6%	7%	12%	11%	9%	9%	13%
Important	(1)	758	23	49	66	98	102	46	23	25	375
		45%	40%	50%	54%	43%	42%	62%	59%	43%	44%
Very important	(2)	597	17	36	43	90	97	20	10	27	293
		36%	30%	37%	35%	40%	40%	27%	25%	46%	35%
Don't know		9	-	-	-	1	4	-	-	-	5
		1%	-%	-%	-%	*%	2%	-%	-%	-%	1%
NET Important		1356	39	85	109	188	200	65	33	53	668
		81%	70%	87%	89% a	83%	82%	89%	83%	90%	79%
NET Not Important		124	10	6	6	23	10	*	3	1	69
		7%	19% cefh	6%	5%	10%	4%	*%	8%	1%	8%
Answered		1660	56	98	122	227	239	74	40	59	844
Mean Score		1.1	.7	1.1	1.1	1.1	1.2 a	1.2	1.0	1.3 a	1.0
Standard error		.02	.16	.08	.07	.07	.05	.07	.11	.08	.03
Standard deviation		.94	1.34	.98	.90	.99	.88	.62	.85	.72	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	40	18	5	17	31	9	36	4	37	4
		2%	4%	2%	2%	2%	3%	2%	3%	2%	7%
Not very important	(-1)	83	22	6	56	65	18	80	4	76	7
		5%	5%	2%	6% b	5%	6%	5%	3%	5%	13%
Neither important nor unimportant	(0)	181	29	37	115	145	36	174	7	179	1
		11%	7%	12%	12%	11%	12%	11%	5%	11%	3%
Important	(1)	758	187	148	424	628	130	694	65	738	20
		45%	46%	47%	45%	46%	43%	45%	48%	46%	40%
Very important	(2)	597	150	117	331	488	109	542	55	579	19
		36%	37%	37%	35%	36%	36%	35%	41%	36%	37%
Don't know		9	1	4	5	9	-	9	*	9	-
		1%	*%	1%	*%	1%	-%	1%	*%	1%	-%
NET Important		1356	336	265	754	1117	239	1236	120	1317	39
		81%	83%	84%	80%	82%	79%	81%	89%	81%	76%
NET Not Important		124	40	10	73	96	27	116	8	113	10
		7%	10% b	3%	8%	7%	9%	8%	6%	7%	21% a
Answered		1660	405	312	942	1358	302	1526	134	1609	50
Mean Score		1.1	1.1	1.2	1.1	1.1	1.0	1.1	1.2	1.1	.9
Standard error		.02	.05	.04	.03	.02	.07	.02	.05	.02	.20
Standard deviation		.94	1.03	.82	.93	.93	1.00	.94	.90	.93	1.26

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	40	28	6	2	37	*	-	4	37	4
		2%	3%	2%	1%	3%	*%	-%	10% b	2%	5%
Not very important	(-1)	83	58	12	13	72	11	*	*	83	*
		5%	6%	4%	4%	5%	7%	*%	*%	5%	*%
Neither important nor unimportant	(0)	181	144	17	20	164	14	1	1	178	2
		11%	14% bc	6%	6%	12%	8%	3%	3%	11%	3%
Important	(1)	758	499	108	148	665	72	9	11	738	21
		45%	48%	40%	41%	47% f	44%	25%	31%	46% f	28%
Very important	(2)	597	302	125	169	486	64	27	20	550	48
		36%	29%	46% a	47% a	34%	39%	72% abe	56%	34%	64% abe
Don't know		9	1	4	5	5	4	-	-	9	-
		1%	*%	1%	1% a	*%	2%	-%	-%	1%	-%
NET Important		1356	801	233	317	1151	136	37	32	1287	68
		81%	78%	86% a	89% a	81%	82%	97%	87%	81%	92%
NET Not Important		124	86	18	15	108	11	*	4	120	4
		7%	8%	7%	4%	8%	7%	*%	10%	8%	5%
Answered		1660	1031	268	352	1424	161	38	37	1586	74
Mean Score		1.1	1.0	1.2 a	1.3 a	1.0	1.2	1.7 abe	1.2	1.1	1.5 ae
Standard error		.02	.03	.05	.04	.03	.05	.07	.14	.02	.08
Standard deviation		.94	.95	.92	.80	.94	.86	.56	1.21	.93	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	40	25	12	4	36	25	40	23	17	16
		2%	3%	2%	2%	2%	2%	2%	2%	2%	3%
Not very important	(-1)	83	45	27	12	82	55	83	56	30	17
		5%	5%	5%	5%	5%	4%	5%	5%	4%	3%
Neither important nor unimportant	(0)	181	123	42	16	168	113	181	83	42	31
		11%	15%	7%	7%	11%	9%	11%	7%	5%	6%
			bc			ef		def			
Important	(1)	758	422	243	93	729	611	758	525	368	244
		45%	50%	41%	39%	46%	47%	45%	45%	48%	44%
			bc								
Very important	(2)	597	226	260	111	564	493	597	463	311	233
		36%	27%	44%	46%	36%	38%	36%	40%	40%	42%
				a	a						
Don't know		9	1	5	4	9	5	9	5	5	9
		1%	*%	1%	2%	1%	*%	1%	*%	1%	2%
NET Important		1356	648	503	204	1294	1104	1356	988	679	477
		81%	77%	86%	85%	81%	85%	81%	86%	88%	87%
				a						ac	
NET Not Important		124	70	39	15	117	80	124	79	48	32
		7%	8%	7%	6%	7%	6%	7%	7%	6%	6%
Answered		1660	841	584	236	1579	1297	1660	1151	768	541
Mean Score		1.1	.9	1.2	1.3	1.1	1.2	1.1	1.2	1.2	1.2
				a	a					c	ac
Standard error		.02	.04	.03	.04	.02	.02	.02	.03	.03	.03
Standard deviation		.94	.94	.92	.90	.93	.89	.94	.91	.88	.91

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	40	14	15	1	2	*	-	7	8
		2%	4%	1%	2%	3%	1%	-%	22%	7%
									abcdef	b
Not very important	(-1)	83	26	42	10	3	*	3	1	3
		5%	7%	4%	11%	3%	*%	8%	2%	3%
					b					
Neither important nor unimportant	(0)	181	78	88	5	4	1	2	3	6
		11%	20%	9%	6%	5%	2%	7%	9%	6%
			bcdeh							
Important	(1)	758	156	514	33	26	17	10	4	30
		45%	41%	51%	39%	30%	41%	28%	12%	28%
			g	adgh	g		g			
Very important	(2)	597	107	348	35	45	23	20	19	62
		36%	28%	34%	42%	53%	56%	58%	56%	57%
						ab	ab	ab	a	ab
Don't know		9	-	4	-	5	*	-	-	*
		1%	-%	*%	-%	6%	*%	-%	-%	*%
						ab				
NET Important		1356	263	862	68	71	40	29	23	92
		81%	69%	85%	81%	83%	97%	86%	68%	85%
				a			ag			a
NET Not Important		124	40	57	11	5	*	3	8	11
		7%	11%	6%	13%	6%	1%	8%	23%	10%
			b						be	
Answered		1660	381	1006	84	80	41	34	34	109
Mean Score		1.1	.8	1.1	1.1	1.4	1.5	1.4	.8	1.2
				a		a	abg	a		a
Standard error		.02	.06	.03	.09	.08	.06	.10	.21	.07
Standard deviation		.94	1.03	.85	1.05	.93	.61	.92	1.64	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	40	26	2	1	2	-	1	4	17	1	4	*	-	1	3
		2%	2%	1%	2%	4%	-%	3%	46%	2%	1%	6%	2%	-%	5%	15%
Not very important	(-1)	83	61	16	*	1	-	3	*	40	6	9	*	-	*	*
		5%	5%	12%	*%	2%	-%	11%	2%	4%	4%	13%	*%	-%	2%	1%
				ac								a				
Neither important nor unimportant	(0)	181	147	11	3	4	1	3	-	97	6	5	1	2	3	1
		11%	11%	9%	3%	8%	4%	10%	-%	10%	4%	7%	3%	4%	19%	4%
															b	
Important	(1)	758	622	56	27	9	10	3	2	512	52	19	8	15	1	4
		45%	49%	43%	37%	18%	52%	11%	21%	51%	35%	30%	37%	42%	6%	19%
			df	df	f		df			bcf	f		f	f		
Very important	(2)	597	419	45	42	31	9	17	2	330	80	28	13	20	10	12
		36%	33%	35%	57%	58%	44%	65%	30%	33%	54%	44%	58%	54%	68%	61%
					ab	ab		ab			a		a		a	
Don't know		9	4	-	-	5	*	-	-	1	4	-	-	-	-	-
		1%	*%	-%	-%	10%	*%	-%	-%	*%	3%	-%	-%	-%	-%	-%
						ab					a					
NET Important		1356	1040	101	69	40	19	20	4	841	132	48	22	36	10	16
		81%	81%	78%	94%	76%	96%	76%	52%	85%	89%	74%	95%	96%	74%	80%
					bd											
NET Not Important		124	88	17	2	3	-	4	4	57	7	12	*	-	1	3
		7%	7%	13%	2%	6%	-%	14%	48%	6%	4%	19%	2%	-%	7%	17%
												ab				
Answered		1660	1275	130	73	47	20	26	8	995	145	64	23	37	14	20
Mean Score		1.1	1.1	1.0	1.5	1.4	1.4	1.2	-.1	1.1	1.4	.9	1.5	1.5	1.3	1.1
					ab						ac		a			
Standard error		.02	.03	.07	.07	.10	.08	.14	.42	.03	.06	.12	.09	.09	.19	.30
Standard deviation		.94	.91	1.02	.76	1.03	.57	1.20	1.94	.85	.79	1.25	.76	.58	1.18	1.48

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	40	15	*	*	-	1	4	3	8	23	8	3	*	4
		2%	2%	*%	*%	-%	5%	18%	9%	10%	3%	2%	1%	*%	7%
								abc	b	ab					
Not very important	(-1)	83	39	13	1	1	*	*	2	2	45	12	18	6	1
		5%	5%	9%	2%	2%	1%	2%	5%	3%	5%	4%	6%	5%	2%
Neither important nor unimportant	(0)	181	68	6	2	3	1	1	2	4	123	29	23	2	4
		11%	8%	4%	3%	7%	5%	3%	5%	5%	15%	9%	7%	2%	6%
											cd				
Important	(1)	758	398	52	30	18	7	8	11	26	403	146	147	45	17
		45%	49%	38%	37%	40%	29%	40%	32%	33%	48%	45%	45%	43%	28%
Very important	(2)	597	289	66	49	23	10	8	17	36	242	133	138	53	31
		36%	36%	48%	59%	51%	44%	38%	50%	45%	29%	40%	42%	50%	51%
					a							a	a	a	a
Don't know		9	1	-	*	-	4	-	-	4	5	-	*	-	4
		1%	*%	-%	*%	-%	16%	-%	-%	5%	1%	-%	*%	-%	6%
							abc			a					abc
NET Important		1356	687	118	79	42	17	16	29	62	645	279	285	98	48
		81%	85%	86%	96%	91%	73%	77%	82%	78%	77%	85%	86%	93%	79%
					eh							a	a	a	
NET Not Important		124	54	13	2	1	1	4	5	10	69	20	22	6	5
		7%	7%	9%	2%	2%	5%	19%	13%	12%	8%	6%	7%	5%	9%
Answered		1660	810	137	83	46	20	20	35	75	837	328	330	106	57
Mean Score		1.1	1.1	1.2	1.5	1.4	1.3	.8	1.1	1.1	1.0	1.2	1.2	1.4	1.2
					af							a	a	a	
Standard error		.02	.03	.07	.06	.08	.16	.21	.22	.11	.04	.05	.04	.05	.12
Standard deviation		.94	.89	.93	.66	.72	1.05	1.46	1.24	1.25	.95	.91	.87	.77	1.14

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	40	23	5	2	*	4	13	5	3	4	*
		2%	3%	2%	1%	*%	10%	2%	2%	2%	5%	1%
							cd					
Not very important	(-1)	83	51	11	13	5	1	31	13	7	3	1
		5%	6%	4%	5%	5%	3%	4%	6%	3%	3%	2%
Neither important nor unimportant	(0)	181	127	21	19	1	1	80	15	13	1	3
		11%	14%	7%	7%	1%	2%	11%	7%	6%	1%	6%
			bcd									
Important	(1)	758	421	137	118	38	15	388	91	91	24	16
		45%	47%	46%	45%	46%	38%	53%	40%	44%	31%	32%
								bd				
Very important	(2)	597	273	124	112	39	14	223	98	94	47	29
		36%	30%	41%	42%	47%	36%	30%	43%	45%	60%	59%
				a	a	a			a	a	a	a
Don't know		9	5	-	*	-	4	1	4	-	*	-
		1%	1%	-%	*%	-%	10%	*%	2%	-%	*%	-%
							abcd					
NET Important		1356	694	261	230	77	29	612	189	185	72	44
		81%	77%	88%	87%	93%	75%	83%	84%	89%	91%	91%
				a	a	a						
NET Not Important		124	74	16	15	5	5	43	18	10	6	2
		7%	8%	5%	6%	5%	13%	6%	8%	5%	8%	3%
Answered		1660	895	298	264	82	34	735	222	208	79	49
Mean Score		1.1	1.0	1.2	1.2	1.3	1.0	1.1	1.2	1.3	1.4	1.5
				a	a	a				a	a	
Standard error		.02	.03	.05	.04	.06	.15	.03	.06	.05	.08	.10
Standard deviation		.94	.95	.86	.84	.77	1.28	.86	.96	.85	1.01	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	40	15	3	*	1	4	14	5	5	39	2	32	4
		2%	2%	2%	*%	1%	8% c	2%	6%	1%	3%	1%	2%	19%
Not very important	(-1)	83	35	7	10	3	2	24	7	25	81	2	80	2
		5%	6%	4%	4%	3%	4%	4%	8%	6%	5%	2%	5%	9%
Neither important nor unimportant	(0)	181	62	6	12	2	1	40	4	39	173	7	168	*
		11%	10%	4%	5%	2%	2%	6%	5%	10%	11%	6%	11%	1%
Important	(1)	758	295	92	87	29	16	276	38	208	706	52	727	2
		45%	49%	51%	38%	32%	38%	42%	44%	52% a	46%	41%	46%	12%
Very important	(2)	597	199	70	114	54	21	305	32	127	533	65	554	11
		36%	33%	39%	50% a	61% ab	49%	46% c	37%	31%	35%	51% a	35%	58%
Don't know		9	1	-	4	-	*	5	-	-	9	-	9	-
		1%	*%	-%	2%	-%	*%	1%	-%	-%	1%	-%	1%	-%
NET Important		1356	494	162	201	83	37	581	69	334	1239	117	1281	13
		81%	81%	91% a	88%	94%	86%	88%	82%	83%	80%	91% a	82%	71%
NET Not Important		124	49	10	10	4	5	38	11	30	119	4	112	5
		7%	8%	6%	5%	4%	12%	6%	13%	7%	8%	3%	7%	28%
Answered		1660	606	179	223	89	43	659	85	403	1532	128	1561	18
Mean Score		1.1	1.0	1.2	1.4 a	1.5 a	1.1	1.3 c	1.0	1.1	1.1	1.4 a	1.1	.8
Standard error		.02	.04	.06	.05	.07	.14	.03	.10	.04	.02	.06	.02	.34
Standard deviation		.94	.94	.84	.80	.79	1.19	.89	1.12	.88	.95	.79	.92	1.68

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	40	21	4	18	5	36	-	21	4	18	5
		2%	2%	4%	2%	1%	2%	-%	2%	4%	2%	1%
Not very important	(-1)	83	55	*	37	19	81	*	53	2	38	18
		5%	5%	*%	5%	5%	5%	1%	4%	2%	5%	5%
Neither important nor unimportant	(0)	181	101	12	47	37	168	*	102	11	45	39
		11%	8%	13%	6%	9%	11%	1%	8%	13%	6%	10%
Important	(1)	758	583	28	376	149	726	4	583	29	371	154
		45%	48%	32%	50%	37%	46%	23%	48%	33%	49%	39%
					b							
Very important	(2)	597	453	40	271	192	553	11	455	38	291	171
		36%	37%	45%	36%	47%	35%	74%	37%	44%	38%	44%
						a						
Don't know		9	1	4	1	4	9	-	1	4	1	4
		1%	*%	4%	*%	1%	1%	-%	*%	4%	*%	1%
				a						a		
NET Important		1356	1036	68	647	341	1279	15	1038	67	663	326
		81%	85%	78%	86%	84%	81%	97%	85%	77%	87%	83%
NET Not Important		124	76	4	55	25	117	*	75	5	56	23
		7%	6%	4%	7%	6%	7%	1%	6%	6%	7%	6%
Answered		1660	1213	84	749	402	1564	15	1214	83	764	387
Mean Score		1.1	1.1	1.2	1.1	1.3	1.1	1.7	1.2	1.2	1.2	1.2
Standard error		.02	.02	.09	.03	.04	.02	.12	.02	.09	.03	.04
Standard deviation		.94	.88	.99	.90	.90	.93	.59	.88	1.03	.91	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	40	13	29	*	-	18	14	*	-	18	11	*	-
		2%	2%	2%	*%	-%	2%	2%	*%	-%	2%	2%	*%	-%
Not very important	(-1)	83	40	65	8	-	25	42	2	-	32	39	6	-
		5%	5%	5%	4%	-%	3%	4%	1%	-%	4%	6%	3%	-%
Neither important nor unimportant	(0)	181	42	150	14	-	41	93	11	-	41	52	12	-
		11%	5%	12% a	7%	-%	5%	10% a	6%	-%	5%	8%	6%	-%
Important	(1)	758	352	601	84	-	332	447	68	-	354	309	90	-
		45%	43%	47%	40%	-%	44%	48%	41%	-%	43%	47%	45%	-%
Very important	(2)	597	368	414	100	-	338	328	83	1	374	248	93	*
		36%	45% b	33%	48% b	-%	45% b	35%	50% b	100%	46% b	38%	46%	100%
Don't know		9	5	8	4	-	5	*	4	-	4	1	-	-
		1%	1%	1%	2%	-%	1%	*%	2% b	-%	*%	*%	-%	-%
NET Important		1356	721	1015	184	-	669	775	152	1	728	557	183	*
		81%	88% b	80%	88%	-%	88%	84%	90%	100%	89%	84%	91%	100%
NET Not Important		124	52	94	8	-	43	56	2	-	49	50	7	-
		7%	6%	7%	4%	-%	6%	6%	1%	-%	6%	8%	3%	-%
Answered		1660	815	1260	206	-	753	923	165	1	818	660	202	*
Mean Score		1.1	1.3 b	1.0	1.3 b	-	1.3 b	1.1	1.4 b	2.0	1.3	1.1	1.3	2.0
Standard error		.02	.03	.03	.05	-	.03	.03	.05	-	.03	.03	.05	-
Standard deviation		.94	.88	.93	.78	-	.88	.87	.68	-	.89	.91	.75	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	40	32	17	7	21	28	-	3	4	2	*	-
		2%	2%	1%	1%	2%	3%	-%	*%	1%	1%	*%	-%
Not very important	(-1)	83	72	54	49	49	70	1	38	34	18	4	1
		5%	5%	4%	6%	4%	7% a	3%	7%	7%	4%	4%	1%
Neither important nor unimportant	(0)	181	167	99	53	102	131	3	39	17	14	7	6
		11%	11% c	8%	6%	8%	13% a	7%	7%	3%	3%	6%	8%
Important	(1)	758	719	562	367	586	465	2	262	221	186	52	30
		45%	46%	46%	44%	46% c	45% c	5%	46%	44%	40%	42%	40%
Very important	(2)	597	549	475	348	500	335	28	225	224	238	60	37
		36%	35%	39%	42% a	40% b	32%	75% ab	39%	45%	51% a	48%	50%
Don't know		9	9	4	4	5	8	4	4	-	4	-	-
		1%	1%	*%	*%	*%	1%	10% ab	1%	-%	1%	-%	-%
NET Important		1356	1268	1038	715	1087	799	30	487	445	424	112	67
		81%	82%	86%	86%	86% b	77%	80%	85%	89%	92% a	91%	90%
NET Not Important		124	104	72	55	70	98	1	41	38	21	5	1
		7%	7%	6%	7%	6%	9% a	3%	7%	8%	4%	4%	1%
Answered		1660	1539	1208	824	1259	1028	34	566	501	458	124	74
Mean Score		1.1	1.1	1.2	1.2 a	1.2 b	1.0	1.7 ab	1.2	1.3	1.4 a	1.3	1.4
Standard error		.02	.02	.02	.03	.02	.03	.10	.04	.04	.04	.07	.09
Standard deviation		.94	.91	.87	.87	.86	.99	.77	.86	.87	.78	.77	.70

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	40	-	7	1	1	27	17	32	14	21	10	25	*	-	30	5
		2%	-%	8% a	1%	3%	2%	2%	2%	1%	3%	1%	2%	*%	-%	2%	4%
Not very important	(-1)	83	15	*	11	-	65	39	65	31	42	22	65	2	-	65	7
		5%	8%	*%	11% b	-%	5%	4%	4%	3%	5%	3%	5%	1%	-%	5%	5%
Neither important nor unimportant	(0)	181	17	5	7	2	151	75	152	76	55	45	151	10	-	92	12
		11%	8%	6%	7%	5%	11% e	9%	10%	8%	7%	6%	11% a	5%	-%	7%	9%
Important	(1)	758	87	39	38	17	642	360	663	399	358	318	611	74	-	561	64
		45%	43%	48%	37%	44%	46%	41%	45%	42%	45%	43%	45%	40%	-%	45%	50%
Very important	(2)	597	84	30	41	19	518	372	541	415	323	339	487	93	-	484	41
		36%	41%	36%	40%	49%	37%	43%	37%	44% ac	40%	46% b	36%	51% b	-%	39%	32%
Don't know		9	-	1	4	*	9	9	9	8	5	5	8	4	-	5	-
		1%	-%	1%	4%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	-%
NET Important		1356	172	70	78	36	1160	733	1204	813	681	657	1099	167	-	1045	105
		81%	84%	84%	78%	93%	82%	84%	82%	86%	85%	89% b	82%	91% b	-%	85%	82%
NET Not Important		124	15	7	12	1	92	56	97	45	63	32	90	3	-	95	12
		7%	8%	9%	12%	3%	6%	6%	7%	5%	8%	4%	7%	1%	-%	8%	9%
Answered		1660	204	82	96	39	1402	864	1453	934	800	734	1339	179	-	1232	129
Mean Score		1.1	1.2	1.0	1.1	1.4	1.1	1.2	1.1	1.3 ac	1.2	1.3 b	1.1	1.4 b	-	1.1	1.0
Standard error		.02	.06	.11	.10	.14	.02	.03	.02	.02	.03	.03	.02	.05	-	.02	.09
Standard deviation		.94	.88	1.10	1.00	.83	.91	.91	.92	.85	.95	.83	.91	.68	-	.94	.98

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	40	23	17	3	-	4	3	9	18	12	9	9	22
		2%	3%	2%	1%	-%	2%	1%	5%	2%	4%	4%	3%	2%
Not very important	(-1)	83	27	56	18	*	6	16	5	52	25	11	10	57
		5%	4%	6%	4%	*%	3%	4%	3%	5%	8%	5%	3%	5%
Neither important nor unimportant	(0)	181	69	112	45	*	18	34	16	132	33	17	25	133
		11%	10%	11%	9%	1%	9%	9%	8%	11%	11%	7%	8%	12%
Important	(1)	758	293	466	196	12	87	153	58	557	139	98	151	500
		45%	42%	48%	41%	32%	42%	41%	30%	48%	46%	42%	48%	46%
										a	a			
Very important	(2)	597	277	320	214	25	89	171	104	391	92	97	114	366
		36%	40%	33%	45%	67%	43%	45%	54%	34%	31%	42%	36%	34%
									bc					
Don't know		9	5	5	*	-	4	-	1	8	*	-	5	5
		1%	1%	*%	*%	-%	2%	-%	*%	1%	*%	-%	1%	*%
NET Important		1356	570	786	410	37	176	324	162	949	231	195	264	866
		81%	82%	81%	86%	99%	85%	86%	84%	82%	77%	84%	84%	80%
NET Not Important		124	50	73	21	*	10	19	14	71	37	20	20	79
		7%	7%	8%	4%	*%	5%	5%	7%	6%	12%	9%	6%	7%
											b			
Answered		1660	689	971	475	37	204	377	193	1152	301	232	309	1078
Mean Score		1.1	1.1	1.0	1.3	1.7	1.2	1.3	1.3	1.1	.9	1.1	1.1	1.0
									c					
Standard error		.02	.04	.03	.04	.10	.06	.04	.07	.03	.06	.06	.05	.03
Standard deviation		.94	.97	.91	.82	.50	.88	.85	1.05	.88	1.05	1.01	.92	.92

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	40	22	18
		2%	3%	2%
Not very important	(-1)	83	42	42
		5%	5%	5%
Neither important nor unimportant	(0)	181	82	99
		11%	11%	11%
Important	(1)	758	310	449
		45%	41%	49%
				a
Very important	(2)	597	298	299
		36%	39%	33%
Don't know		9	9	-
		1%	1%	-%
NET Important		1356	608	748
		81%	80%	83%
NET Not Important		124	64	60
		7%	8%	7%
Answered		1660	753	907
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.94	.99	.89

Columns Tested:: a,b

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	40	*	7	4	1	1	8	1	3	3	3	8	3
		2%	*%	2%	3%	1%	1%	3%	6%	1%	2%	4%	4%	2%
Not very important	(-1)	83	1	15	9	11	7	17	*	5	*	7	6	5
		5%	3%	6%	7%	13%	7%	7%	3%	2%	*%	11%	3%	3%
					i	hil	i	i				hil		
Neither important nor unimportant	(0)	181	2	32	9	19	11	13	2	28	14	8	19	24
		11%	6%	12%	8%	24%	11%	5%	20%	11%	10%	12%	10%	14%
						f			f					
Important	(1)	758	12	152	52	31	37	92	3	124	63	23	86	81
		45%	42%	56%	45%	39%	37%	39%	22%	49%	43%	37%	46%	46%
				fgj						g			g	g
Very important	(2)	597	14	65	41	19	42	99	6	91	67	22	68	63
		36%	48%	24%	36%	23%	43%	42%	50%	36%	45%	35%	36%	36%
							b	b	bd		bd			
Don't know		9	-	-	-	*	1	8	-	-	-	-	-	-
		1%	-%	-%	-%	*%	1%	4%	-%	-%	-%	-%	-%	-%
NET Important		1356	26	217	93	50	79	191	9	216	130	45	155	144
		81%	90%	80%	81%	62%	80%	81%	72%	86%	88%	72%	82%	82%
			d					d		dj	dj		d	d
NET Not Important		124	1	22	12	11	8	25	1	8	3	10	14	8
		7%	4%	8%	11%	14%	8%	10%	9%	3%	2%	15%	7%	4%
						hi						hil		
Answered		1660	29	270	115	80	98	229	12	252	148	63	187	176
Mean Score		1.1	1.3	.9	1.0	.7	1.1	1.1	1.1	1.2	1.3	.9	1.1	1.1
			d					d		d	bdj			d
Standard error		.02	.08	.06	.09	.08	.09	.07	.17	.05	.07	.10	.07	.06
Standard deviation		.94	.78	.89	1.02	1.01	.96	1.04	1.20	.80	.82	1.14	.98	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_2 (continuation)

QD10B_2. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	40	10	10	7	13	21	20
		2%	2%	2%	2%	3%	2%	2%
Not very important	(-1)	83	25	34	6	18	59	24
		5%	6%	8%	1%	4%	7%	3%
			c	c			b	
Neither important nor unimportant	(0)	181	43	43	44	51	86	95
		11%	10%	10%	11%	12%	10%	11%
Important	(1)	758	217	161	190	191	377	381
		45%	52%	39%	46%	45%	45%	45%
			b					
Very important	(2)	597	120	160	165	153	279	318
		36%	29%	38%	40%	36%	34%	38%
					a			
Don't know		9	-	9	-	-	9	-
		1%	-%	2%	-%	-%	1%	-%
				d			b	
NET Important		1356	336	320	355	344	657	699
		81%	81%	77%	86%	81%	79%	83%
					b			
NET Not Important		124	35	44	13	31	79	44
		7%	8%	11%	3%	7%	10%	5%
			c	c		c	b	
Answered		1660	414	407	412	426	822	838
Mean Score		1.1	1.0	1.0	1.2	1.1	1.0	1.1
					a			
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		.94	.93	1.03	.82	.96	.98	.90

Columns Tested:: a,b,c,d - a,b

Table QD10B_3

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	75	13	62	73	2	-	*	2
		4%	9%	4%	5%	4%	-%	1%	3%
			b						
Not very important	(-1)	201	12	190	198	3	*	*	3
		12%	8%	12%	12%	4%	5%	5%	4%
					bde				
Neither important nor unimportant	(0)	357	26	331	345	11	1	1	12
		21%	18%	22%	22%	16%	15%	21%	17%
Important	(1)	528	13	515	504	21	1	1	24
		32%	9%	34%	32%	33%	19%	30%	32%
				a					
Very important	(2)	500	75	425	467	27	4	2	33
		30%	53%	28%	29%	42%	61%	43%	44%
			b			a	a	a	a
Don't know		8	5	3	8	*	-	*	*
		*%	3%	*%	*%	*%	-%	1%	*%
			b						
NET Important		1027	88	939	971	49	6	3	57
		62%	61%	62%	61%	75%	80%	73%	76%
						a	a	a	a
NET Not Important		276	25	251	271	5	*	*	5
		17%	17%	16%	17%	8%	5%	5%	7%
					bde				
Answered		1661	139	1522	1586	64	7	4	75
Mean Score		.7	.9	.7	.7	1.1	1.4	1.1	1.1
						a	a	a	a
Standard error		.03	.07	.03	.03	.06	.11	.08	.04
Standard deviation		1.15	1.39	1.12	1.15	1.04	.99	1.10	1.03

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	75	55	15	3	1	1	*	73	2	*
		4%	6%	2%	2%	3%	4%	1%	5%	4%	*%
			bfi								
Not very important	(-1)	201	113	73	12	2	1	*	198	3	1
		12%	13%	12%	11%	4%	5%	5%	12%	4%	5%
			defh	dh					defh		
Neither important nor unimportant	(0)	357	211	116	18	9	3	1	345	11	2
		21%	25%	19%	16%	20%	11%	21%	22%	16%	17%
			e						e		
Important	(1)	528	261	200	43	16	7	1	504	21	2
		32%	31%	32%	38%	35%	26%	30%	32%	33%	23%
Very important	(2)	500	209	219	39	17	15	2	467	27	6
		30%	24%	35%	34%	37%	55%	43%	29%	42%	55%
				a		a	abcdg	ag		ag	abcdg
Don't know		8	6	2	-	*	-	*	8	*	*
		*%	1%	*%	-%	1%	-%	1%	*%	*%	*%
NET Important		1027	470	420	81	32	22	3	971	49	8
		62%	55%	67%	72%	73%	81%	73%	61%	75%	77%
				a	a	ag	abg	ag		ag	ag
NET Not Important		276	168	88	15	3	2	*	271	5	1
		17%	20%	14%	13%	7%	8%	5%	17%	8%	5%
			defhi	fi					defhi		
Answered		1661	848	624	114	44	27	4	1586	64	11
Mean Score		.7	.5	.9	.9	1.0	1.2	1.1	.7	1.1	1.3
				ag	a	ag	abg	ag		ag	abcg
Standard error		.03	.05	.05	.08	.07	.08	.08	.03	.06	.06
Standard deviation		1.15	1.18	1.10	1.06	1.01	1.07	1.10	1.15	1.04	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	75	64	8	2	-	*	51	3	*	*	2
		4%	5%	3%	4%	-%	1%	5%	1%	*%	*%	5%
Not very important	(-1)	201	172	26	3	*	*	140	25	7	1	11
		12%	13%	9%	4%	5%	5%	13%	10%	12%	4%	21%
			ce									
Neither important nor unimportant	(0)	357	282	63	11	1	1	254	46	10	5	6
		21%	22%	21%	16%	15%	21%	24%	18%	17%	25%	12%
Important	(1)	528	407	97	21	1	1	357	91	16	6	12
		32%	31%	33%	33%	19%	30%	33%	36%	26%	30%	23%
Very important	(2)	500	363	103	27	4	2	267	86	26	8	20
		30%	28%	35%	42%	61%	43%	25%	34%	44%	41%	39%
					a	ab	a		a	a		
Don't know		8	8	*	*	-	*	6	2	-	-	*
		*%	1%	*%	*%	-%	1%	1%	1%	-%	-%	*%
NET Important		1027	770	201	49	6	3	623	177	42	13	31
		62%	59%	67%	75%	80%	73%	58%	70%	70%	71%	62%
					a	a	a		a			
NET Not Important		276	236	35	5	*	*	190	29	8	1	13
		17%	18%	12%	8%	5%	5%	18%	11%	13%	4%	26%
			bce									bd
Answered		1661	1288	298	64	7	4	1067	251	60	19	50
Mean Score		.7	.6	.9	1.1	1.4	1.1	.6	.9	1.0	1.1	.7
				a	a	ab	a		a		a	
Standard error		.03	.04	.05	.06	.11	.08	.04	.06	.10	.11	.09
Standard deviation		1.15	1.17	1.07	1.04	.99	1.10	1.13	1.02	1.08	.93	1.31

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	75	4	4	7	-	8	9	9	12	9
		4%	3%	4%	3%	-%	5%	3%	4%	8%	7%
Not very important	(-1)	201	17	14	30	2	29	32	30	12	18
		12%	12%	12%	12%	4%	17%	12%	14%	8%	15%
Neither important nor unimportant	(0)	357	34	39	49	15	34	40	48	37	33
		21%	24%	33% f	19%	27%	20%	15%	22%	25%	27%
Important	(1)	528	50	37	87	22	40	109	64	51	33
		32%	34%	31%	34%	38%	23%	41% e	29%	35%	27%
Very important	(2)	500	39	24	80	18	59	76	69	30	30
		30%	27%	20%	31%	31%	35%	28%	31%	20%	24%
Don't know		8	1	-	2	-	-	*	-	5	-
		*%	1%	-%	1%	-%	-%	*%	-%	3%	-%
NET Important		1027	89	61	167	40	99	184	132	80	63
		62%	61%	52%	66%	69%	58%	69% bi	60%	55%	51%
NET Not Important		276	21	18	37	2	37	41	39	24	27
		17%	14%	15%	14%	4%	22% d	15%	18%	16%	22%
Answered		1661	145	119	253	58	170	266	219	141	123
Mean Score		.7	.7	.5	.8	1.0	.7	.8	.7	.5	.5
Standard error		.03	.10	.11	.08	.12	.11	.09	.11	.11	.12
Standard deviation		1.15	1.07	1.06	1.09	.87	1.25	1.09	1.17	1.17	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	75	17	20	25	62	13	4	8	1
		4%	5%	5%	3%	4%	8%	5%	13% abcdh	3%
Not very important	(-1)	201	50	43	91	184	17	7	4	6
		12%	14%	11%	12%	12%	10%	9%	7%	20% befg
Neither important nor unimportant	(0)	357	82	110	138	330	27	11	9	7
		21%	24%	27% cef	19%	22%	16%	13%	16%	23%
Important	(1)	528	95	137	259	491	36	17	15	5
		32%	27%	33% efh	35% efh	33% efh	22%	21%	25%	16%
Very important	(2)	500	107	93	224	424	75	41	24	11
		30%	30%	23%	30%	28%	45% abcd	51% abcd	39% b	37% b
Don't know		8	-	6	2	8	*	*	-	-
		*%	-%	1%	*%	1%	*%	*%	-%	-%
NET Important		1027	202	231	484	916	112	58	38	15
		62%	58%	56%	65%	61%	66%	72% abdh	64%	54%
NET Not Important		276	66	63	117	246	30	11	12	7
		17%	19%	15%	16%	16%	18%	14%	20%	23%
Answered		1661	350	404	738	1492	169	80	60	28
Mean Score		.7	.6	.6	.8	.7	.9 b	1.0 abdh	.7	.6
Standard error		.03	.07	.06	.05	.04	.05	.07	.09	.08
Standard deviation		1.15	1.19	1.10	1.11	1.13	1.30	1.22	1.40	1.27

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	75	9	2	3	6	10	1	3	1	44
		4%	15% bcdefi	2%	2%	3%	4%	1%	6%	2%	5%
Not very important	(-1)	201	2	8	8	34	29	2	8	6	114
		12%	3%	8%	6%	15%	12%	3%	20% f	9%	13%
Neither important nor unimportant	(0)	357	13	15	24	33	54	22	11	9	191
		21%	23%	16%	20%	15%	22%	30%	26%	15%	23%
Important	(1)	528	14	33	46	75	87	37	10	16	243
		32%	25%	33%	38%	33%	36%	50% i	25%	28%	29%
Very important	(2)	500	19	41	42	80	63	12	9	26	249
		30%	34%	42% f	34%	35%	26%	17%	22%	45% ef	29%
Don't know		8	-	-	-	*	-	-	-	*	8
		*%	-%	-%	-%	*%	-%	-%	-%	*%	1%
NET Important		1027	33	73	88	155	150	49	19	43	491
		62%	58%	75% gi	72%	68%	62%	67%	47%	73%	58%
NET Not Important		276	10	9	10	40	38	2	11	7	158
		17%	19%	10%	9%	17%	16%	3%	27% cf	11%	19% f
Answered		1661	56	98	122	228	243	74	40	58	840
Mean Score		.7	.6	1.1 gi	1.0 g	.8	.7	.8	.4	1.1 g	.6
Standard error		.03	.17	.08	.08	.08	.06	.09	.16	.12	.04
Standard deviation		1.15	1.39	1.02	1.00	1.14	1.10	.78	1.22	1.08	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	75	17	10	48	55	20	75	*	74	1
		4%	4%	3%	5%	4%	7%	5% b	*%	5%	2%
Not very important	(-1)	201	43	31	127	176	25	195	7	186	16
		12%	11%	10%	13%	13%	8%	13% b	5%	11%	31% a
Neither important nor unimportant	(0)	357	70	77	210	282	75	331	26	347	10
		21%	17%	24%	22%	21%	25%	22%	19%	21%	19%
Important	(1)	528	135	123	269	438	90	485	43	525	3
		32%	33%	39% c	28%	32%	30%	32%	32%	32% b	6%
Very important	(2)	500	140	76	284	407	92	442	58	479	21
		30%	34% b	24%	30%	30%	31%	29%	43% a	30%	41%
Don't know		8	*	-	8	8	-	8	1	8	-
		*%	*%	-%	1%	1%	-%	1%	*%	1%	-%
NET Important		1027	275	199	553	845	183	927	101	1004	24
		62%	68% c	63%	58%	62%	60%	60%	75% a	62%	47%
NET Not Important		276	61	41	175	231	45	269	7	259	17
		17%	15%	13%	18%	17%	15%	18% b	5%	16%	33% a
Answered		1661	406	316	939	1359	302	1527	133	1610	50
Mean Score		.7	.8	.7	.7	.7	.7	.7	1.1 a	.7	.5
Standard error		.03	.05	.05	.04	.03	.08	.03	.05	.03	.21
Standard deviation		1.15	1.14	1.04	1.19	1.14	1.18	1.16	.91	1.14	1.37

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	75	55	5	11	74	1	-	*	75	*
		4%	5%	2%	3%	5%	1%	-%	*%	5%	*%
Not very important	(-1)	201	139	20	42	184	14	1	2	198	3
		12%	13%	7%	12%	13%	8%	3%	6%	12%	5%
Neither important nor unimportant	(0)	357	248	47	62	318	32	5	2	350	7
		21%	24%	17%	17%	22%	19%	13%	5%	22%	9%
Important	(1)	528	328	78	117	458	51	10	9	509	19
		32%	32%	29%	33%	32%	31%	26%	25%	32%	26%
Very important	(2)	500	259	121	120	387	68	22	23	455	45
		30%	25%	45%	34%	27%	41%	58%	62%	29%	60%
				a	a		ae	ae	ae		ae
Don't know		8	3	1	5	8	-	-	*	8	*
		*%	*%	*%	1%	1%	-%	-%	1%	1%	*%
NET Important		1027	587	199	237	845	118	32	32	964	64
		62%	57%	73%	66%	59%	72%	84%	87%	60%	86%
				a	a		a	ae	ae		ae
NET Not Important		276	194	25	53	258	15	1	2	273	3
		17%	19%	9%	15%	18%	9%	3%	6%	17%	5%
			b			bf					
Answered		1661	1028	271	352	1422	165	38	36	1587	74
Mean Score		.7	.6	1.1	.8	.6	1.0	1.4	1.4	.7	1.4
				a	a		ae	ae	ae		abe
Standard error		.03	.04	.05	.06	.03	.06	.10	.10	.03	.07
Standard deviation		1.15	1.16	1.04	1.12	1.16	1.00	.83	.88	1.15	.85

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	75	51	23	1	73	39	75	33	19	14
		4%	6%	4%	1%	5%	3%	4%	3%	2%	3%
			c								
Not very important	(-1)	201	125	59	17	195	134	201	112	66	36
		12%	15%	10%	7%	12%	10%	12%	10%	8%	6%
			c			f		f			
Neither important nor unimportant	(0)	357	212	106	39	329	246	357	202	122	96
		21%	25%	18%	16%	21%	19%	21%	17%	16%	17%
			bc					e			
Important	(1)	528	257	201	70	502	469	528	405	287	188
		32%	31%	34%	29%	32%	36%	32%	35%	37%	34%
Very important	(2)	500	195	193	112	482	411	500	399	279	211
		30%	23%	33%	47%	30%	32%	30%	35%	36%	38%
				a	ab						ac
Don't know		8	2	6	*	8	4	8	3	1	5
		*%	*%	1%	*%	1%	*%	*%	*%	*%	1%
NET Important		1027	452	394	182	984	879	1027	804	565	399
		62%	54%	67%	76%	62%	68%	62%	70%	73%	73%
				a	a		ac		ac	ac	ac
NET Not Important		276	176	82	18	267	173	276	145	85	50
		17%	21%	14%	8%	17%	13%	17%	13%	11%	9%
			bc			def		ef			
Answered		1661	840	582	239	1580	1298	1661	1152	772	545
Mean Score		.7	.5	.8	1.1	.7	.8	.7	.9	1.0	1.0
				a	ab				ac	ac	abc
Standard error		.03	.05	.04	.05	.03	.03	.03	.03	.04	.04
Standard deviation		1.15	1.17	1.12	.97	1.16	1.08	1.15	1.08	1.04	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	75	35	33	2	4	-	*	1	1
		4%	9%	3%	3%	4%	-%	1%	2%	1%
			bh							
Not very important	(-1)	201	65	112	13	3	2	2	3	7
		12%	17%	11%	16%	4%	6%	7%	8%	7%
			dh							
Neither important nor unimportant	(0)	357	133	187	15	8	1	7	5	13
		21%	35%	19%	18%	10%	3%	19%	16%	12%
			bcdeh							
Important	(1)	528	69	380	25	21	18	9	6	33
		32%	18%	38%	30%	24%	46%	25%	18%	30%
				a			a			
Very important	(2)	500	78	295	28	45	18	16	19	54
		30%	21%	29%	33%	53%	45%	47%	56%	49%
				a		ab	a	a	ab	ab
Don't know		8	*	3	*	5	*	*	-	*
		*%	*%	*%	*%	5%	*%	1%	-%	*%
						ab				
NET Important		1027	148	674	53	66	37	25	25	87
		62%	39%	67%	63%	77%	91%	72%	74%	80%
				a	a	a	abc	a	a	ab
NET Not Important		276	100	145	16	7	2	3	3	8
		17%	26%	14%	19%	8%	6%	7%	10%	8%
			bdeh							
Answered		1661	381	1007	84	81	41	34	34	108
Mean Score		.7	.2	.8	.8	1.2	1.3	1.1	1.2	1.2
				a	a	ab	abc	a	a	abc
Standard error		.03	.07	.04	.10	.09	.08	.11	.14	.06
Standard deviation		1.15	1.22	1.08	1.16	1.09	.80	1.01	1.11	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	75	65	3	3	2	*	1	-	35	1	3	-	*	1	-
		4%	5%	2%	4%	4%	1%	3%	-%	4%	*%	4%	-%	*%	5%	-%
Not very important	(-1)	201	162	26	1	3	1	1	*	111	9	8	1	2	1	2
		12%	13%	20%	1%	5%	6%	6%	4%	11%	6%	12%	4%	5%	7%	12%
			c	c												
Neither important nor unimportant	(0)	357	282	27	6	7	5	2	*	206	22	4	3	6	2	4
		21%	22%	21%	8%	12%	25%	8%	1%	21%	15%	6%	12%	16%	13%	19%
										c						
Important	(1)	528	423	31	18	15	9	5	2	367	54	19	9	14	1	5
		32%	33%	24%	25%	29%	43%	18%	21%	37%	36%	29%	40%	38%	10%	25%
										f	f		f			
Very important	(2)	500	344	44	45	22	5	17	6	273	63	32	10	15	9	9
		30%	27%	34%	62%	41%	25%	64%	74%	27%	42%	50%	43%	40%	66%	44%
					abe			abe			a	a			a	
Don't know		8	3	*	-	5	*	*	-	3	1	-	-	-	-	-
		*%	*%	*%	-%	9%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%
						ab										
NET Important		1027	767	74	64	37	14	21	7	640	116	51	19	29	11	13
		62%	60%	57%	87%	70%	68%	83%	95%	64%	78%	79%	84%	78%	75%	68%
					ab						a					
NET Not Important		276	227	28	4	5	1	2	*	146	10	10	1	2	2	2
		17%	18%	22%	5%	9%	7%	9%	4%	15%	7%	16%	4%	6%	12%	12%
				c												
Answered		1661	1276	130	73	48	20	26	8	992	148	64	23	37	14	20
Mean Score		.7	.6	.7	1.4	1.1	.9	1.4	1.7	.7	1.1	1.1	1.2	1.1	1.2	1.0
					ab			ab			a		a			
Standard error		.03	.03	.09	.09	.11	.12	.12	.16	.04	.06	.11	.10	.14	.20	.22
Standard deviation		1.15	1.15	1.19	.98	1.09	.91	1.06	.74	1.09	.92	1.18	.83	.90	1.25	1.08

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	75	25	6	2	*	1	-	-	1	50	10	11	*	1
		4%	3%	4%	2%	*%	5%	-%	-%	1%	6%	3%	3%	*%	2%
Not very important	(-1)	201	82	20	*	6	*	1	3	4	113	29	50	6	3
		12%	10%	15%	*%	12%	2%	3%	7%	5%	13%	9%	15%	6%	5%
			c	c		c									
Neither important nor unimportant	(0)	357	162	21	9	4	1	1	5	6	202	74	63	8	10
		21%	20%	15%	10%	9%	4%	4%	13%	8%	24%	23%	19%	7%	17%
											d	d			
Important	(1)	528	281	36	38	24	11	8	8	26	284	96	94	33	21
		32%	35%	27%	45%	51%	46%	37%	23%	34%	34%	29%	28%	31%	34%
						b									
Very important	(2)	500	257	54	35	13	10	11	19	41	185	118	112	58	25
		30%	32%	40%	42%	27%	44%	56%	56%	52%	22%	36%	34%	55%	42%
										a		a	a	abc	a
Don't know		8	3	-	-	-	-	-	*	*	8	*	*	-	*
		*%	*%	-%	-%	-%	-%	-%	1%	*%	1%	*%	*%	-%	*%
NET Important		1027	537	90	72	37	21	19	27	68	469	214	206	91	46
		62%	66%	66%	88%	79%	90%	93%	78%	86%	56%	65%	62%	86%	76%
					ab					ab				abc	
NET Not Important		276	108	26	2	6	2	1	3	5	163	39	61	7	5
		17%	13%	19%	2%	12%	7%	3%	7%	6%	19%	12%	18%	6%	7%
				c							bd		d		
Answered		1661	807	137	83	46	24	20	35	79	834	328	330	106	61
Mean Score		.7	.8	.8	1.3	.9	1.2	1.5	1.3	1.3	.5	.9	.7	1.3	1.1
					a					ab		a		abc	a
Standard error		.03	.04	.09	.07	.11	.15	.11	.17	.08	.04	.06	.06	.06	.11
Standard deviation		1.15	1.08	1.22	.80	.94	.98	.73	.97	.91	1.15	1.10	1.17	.89	1.00

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	75	51	10	8	*	1	29	4	5	*	1
		4%	6%	3%	3%	*%	4%	4%	2%	2%	*%	3%
Not very important	(-1)	201	125	28	38	4	1	77	18	31	3	3
		12%	14%	9%	14%	4%	2%	11%	8%	15%	4%	6%
Neither important nor unimportant	(0)	357	205	58	48	8	10	143	45	44	5	9
		21%	23%	19%	18%	9%	26%	19%	20%	21% d	6%	19%
Important	(1)	528	302	94	72	20	14	305	67	51	29	15
		32%	34%	31%	27%	24%	36%	41% bc	30%	25%	36%	30%
Very important	(2)	500	209	109	98	51	12	178	93	76	42	20
		30%	23%	36% a	37% a	62% abce	32%	24%	41% a	37% a	54% a	41%
Don't know		8	8	-	*	-	*	3	*	*	*	-
		*%	1%	-%	*%	-%	*%	*%	*%	*%	*%	-%
NET Important		1027	511	202	170	71	26	483	160	128	71	35
		62%	57%	68% a	64%	86% abc	69%	66%	71%	61%	90% abc	72%
NET Not Important		276	176	38	45	4	2	106	22	36	3	5
		17%	20% d	13%	17%	5%	5%	14%	10%	17% d	4%	9%
Answered		1661	893	298	264	82	38	733	226	208	79	49
Mean Score		.7	.6	.9 a	.8 a	1.4 abc	.9	.7	1.0 a	.8	1.4 abc	1.0
Standard error		.03	.04	.06	.06	.06	.12	.04	.06	.07	.07	.13
Standard deviation		1.15	1.16	1.11	1.17	.87	1.00	1.07	1.04	1.17	.78	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	75	27	4	1	1	-	25	2	6	69	6	73	-
		4%	4%	2%	1%	1%	-%	4%	3%	2%	5%	4%	5%	-%
Not very important	(-1)	201	60	18	29	4	*	54	16	42	198	3	195	*
		12%	10%	10%	13%	5%	1%	8%	19% a	10%	13% b	3%	12%	1%
Neither important nor unimportant	(0)	357	112	46	36	6	1	114	14	72	330	28	327	2
		21%	18%	26% de	16%	7%	3%	17%	16%	18%	21%	22%	21%	9%
Important	(1)	528	234	53	75	24	14	214	20	169	490	38	501	1
		32%	39%	30%	33%	27%	33%	32%	23%	42% ab	32%	30%	32%	3%
Very important	(2)	500	171	58	86	53	27	255	33	111	447	52	467	16
		30%	28%	32%	38%	60% abc	63% abc	39% c	39%	27%	29%	41%	30%	86%
Don't know		8	3	-	*	-	-	*	-	3	7	1	8	-
		*%	1%	-%	*%	-%	-%	*%	-%	1%	*%	1%	1%	-%
NET Important		1027	405	111	160	77	41	469	53	280	937	90	968	16
		62%	67%	62%	71%	87% abc	96% abc	71%	62%	69%	61%	71%	62%	89%
NET Not Important		276	87	22	30	5	*	79	18	48	267	9	267	*
		17%	14%	12%	13%	6%	1%	12%	22%	12%	17% b	7%	17%	1%
Answered		1661	603	179	227	89	43	663	85	400	1534	127	1562	18
Mean Score		.7	.8	.8	.9	1.4 abc	1.6 abc	.9	.8	.8	.7	1.0 a	.7	1.7
Standard error		.03	.05	.07	.07	.08	.07	.04	.11	.05	.03	.09	.03	.14
Standard deviation		1.15	1.10	1.07	1.05	.91	.60	1.11	1.23	.99	1.15	1.07	1.16	.70

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	75	38	1	25	8	73	-	39	*	25	8
		4%	3%	1%	3%	2%	5%	-%	3%	*%	3%	2%
Not very important	(-1)	201	125	8	72	39	195	*	128	5	76	36
		12%	10%	9%	10%	10%	12%	2%	11%	6%	10%	9%
Neither important nor unimportant	(0)	357	227	18	150	52	327	1	226	19	153	49
		21%	19%	21%	20%	13%	21%	9%	19%	22%	20% b	13%
Important	(1)	528	448	21	258	147	498	3	443	26	254	151
		32%	37%	23%	34%	36%	32%	20%	36%	30%	33%	39%
Very important	(2)	500	371	40	242	158	472	11	375	36	254	145
		30%	31%	45%	32%	39%	30%	70%	31%	42%	33%	37%
Don't know		8	4	-	2	1	8	-	4	-	2	1
		*%	*%	-%	*%	*%	1%	-%	*%	-%	*%	*%
NET Important		1027	819	60	500	305	970	14	817	62	508	296
		62%	67%	69%	67%	75%	62%	90%	67%	72%	66%	76% a
NET Not Important		276	164	9	98	47	267	*	168	5	101	44
		17%	13%	10%	13%	12%	17%	2%	14%	6%	13%	11%
Answered		1661	1210	88	747	404	1565	15	1211	87	762	390
Mean Score		.7	.8	1.0	.8	1.0	.7	1.6	.8	1.1	.8	1.0
Standard error		.03	.03	.09	.04	.05	.03	.15	.03	.08	.04	.05
Standard deviation		1.15	1.08	1.07	1.09	1.04	1.16	.74	1.09	.94	1.10	1.03

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	75	14	65	1	-	15	31	2	-	18	25	2	-
		4%	2%	5% a	*%	-%	2%	3%	1%	-%	2%	4%	1%	-%
Not very important	(-1)	201	71	167	26	-	50	111	19	-	67	85	21	-
		12%	9%	13% a	12%	-%	7%	12% a	12%	-%	8%	13%	10%	-%
Neither important nor unimportant	(0)	357	117	286	35	-	93	192	25	-	113	118	24	-
		21%	14%	23% a	17%	-%	12%	21% a	15%	-%	14%	18%	12%	-%
Important	(1)	528	285	404	66	-	298	315	58	1	303	212	64	-
		32%	35%	32%	31%	-%	39%	34%	34%	100%	37%	32%	32%	-%
Very important	(2)	500	331	339	82	-	300	271	64	-	317	220	92	*
		30%	40% b	27%	39% b	-%	40% b	29%	38%	-%	39%	33%	45% b	100%
Don't know		8	2	8	*	-	2	3	-	-	3	2	-	-
		*%	*%	1%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		1027	617	743	148	-	598	586	121	1	620	432	156	*
		62%	75% b	59%	70% b	-%	79% b	63%	72%	100%	75% b	65%	77% b	100%
NET Not Important		276	84	231	27	-	64	141	22	-	85	109	23	-
		17%	10%	18% a	13%	-%	8%	15% a	13%	-%	10%	17% a	11%	-%
Answered		1661	818	1260	210	-	756	920	168	1	819	659	202	*
Mean Score		.7	1.0 b	.6	1.0 b	-	1.1 b	.7	1.0	1.0	1.0 b	.8	1.1 b	2.0
Standard error		.03	.03	.03	.07	-	.03	.03	.08	-	.03	.04	.07	-
Standard deviation		1.15	1.02	1.16	1.05	-	.98	1.11	1.05	-	1.03	1.15	1.03	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	75	73	31	19	24	62	-	14	4	2	1	2
		4%	5%	3%	2%	2%	6% a	-%	3%	1%	*%	1%	2%
Not very important	(-1)	201	189	122	93	122	156	1	80	49	38	11	5
		12%	12%	10%	11%	10%	15% a	3%	14%	10%	8%	9%	7%
Neither important nor unimportant	(0)	357	323	227	144	225	239	1	97	71	55	14	5
		21%	21%	19%	17%	18%	23% a	2%	17%	14%	12%	12%	7%
Important	(1)	528	488	435	275	447	295	16	185	182	161	42	30
		32%	32%	36%	33%	35% b	28%	42%	32%	36%	35%	34%	40%
Very important	(2)	500	467	393	295	445	276	20	192	193	206	56	33
		30%	30%	32%	36%	35% b	27%	52% b	34%	38%	45% a	45%	45%
Don't know		8	8	4	2	2	8	-	2	2	-	-	-
		*%	1%	*%	*%	*%	1%	-%	*%	*%	-%	-%	-%
NET Important		1027	955	828	570	892	570	35	377	374	368	97	63
		62%	62%	68% a	69% a	71% b	55%	95% ab	66%	75% a	80% a	79%	84% a
NET Not Important		276	262	153	111	145	219	1	94	54	40	12	7
		17%	17% b	13%	13%	11%	21% a	3%	16% c	11%	9%	10%	9%
Answered		1661	1541	1208	826	1262	1028	37	568	499	462	124	74
Mean Score		.7	.7	.9 a	.9 a	.9 b	.5	1.4 b	.8	1.0 a	1.2 a	1.1	1.2
Standard error		.03	.03	.03	.04	.03	.04	.10	.05	.05	.04	.09	.12
Standard deviation		1.15	1.16	1.06	1.08	1.04	1.21	.71	1.12	1.00	.95	1.00	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	75	*	*	1	1	57	29	60	34	33	11	61	2	-	55	12
		4%	*%	*%	1%	3%	4%	3%	4%	4%	4%	1%	5% a	1%	-%	4%	9%
Not very important	(-1)	201	18	5	16	-	177	79	178	84	86	51	173	14	-	133	20
		12%	9%	6%	16%	-%	13%	9%	12%	9%	11%	7%	13% a	7%	-%	11%	16%
Neither important nor unimportant	(0)	357	50	13	16	1	304	155	306	161	135	114	292	25	-	237	23
		21%	25% d	16%	16%	2%	22%	18%	21%	17%	17%	15%	22% a	14%	-%	19%	18%
Important	(1)	528	73	32	31	18	430	271	448	306	258	272	405	54	-	396	36
		32%	36%	39%	31%	45%	30%	31%	31%	32%	32%	37% b	30%	30%	-%	32%	28%
Very important	(2)	500	62	32	37	19	435	334	462	350	287	290	408	87	-	408	37
		30%	31%	39%	37%	49%	31%	38% ac	32%	37% a	36%	39% b	30%	48% b	-%	33%	29%
Don't know		8	-	*	-	*	8	5	8	8	5	1	8	-	-	8	-
		*%	-%	*%	-%	1%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
NET Important		1027	135	64	68	37	865	605	910	656	545	562	813	142	-	804	74
		62%	66%	78%	67%	94% ac	61%	69% ac	62%	70% ac	68% a	76% b	60%	78% b	-%	65%	57%
NET Not Important		276	18	5	16	1	234	108	238	117	120	62	234	16	-	187	32
		17%	9%	6%	16%	3%	17%	12%	16%	12%	15%	8%	17% a	9%	-%	15%	25%
Answered		1661	204	82	100	39	1403	868	1454	934	799	738	1340	183	-	1229	129
Mean Score		.7	.9	1.1	.9	1.4 a	.7	.9 ac	.7	.9 ac	.8	1.1 b	.7	1.2 b	-	.8	.5
Standard error		.03	.07	.09	.11	.13	.03	.03	.03	.03	.04	.03	.03	.07	-	.03	.13
Standard deviation		1.15	.96	.89	1.10	.80	1.15	1.11	1.15	1.11	1.15	.98	1.16	1.00	-	1.15	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	75	33	42	9	-	3	9	6	48	21	13	7	55
		4%	5%	4%	2%	-%	1%	2%	3%	4%	7%	5%	2%	5%
Not very important	(-1)	201	66	136	33	2	12	35	9	148	45	22	34	144
		12%	9%	14%	7%	6%	6%	9%	5%	13%	15%	9%	11%	13%
										a	a			
Neither important nor unimportant	(0)	357	136	221	85	*	20	70	32	248	77	45	46	258
		21%	20%	23%	18%	*%	10%	18%	17%	21%	25%	19%	15%	24%
														b
Important	(1)	528	226	301	171	13	94	119	62	375	85	80	122	318
		32%	33%	31%	36%	35%	45%	31%	32%	32%	28%	35%	39%	29%
							b						c	
Very important	(2)	500	232	268	176	22	78	143	83	334	74	73	103	299
		30%	33%	27%	37%	58%	38%	38%	43%	29%	25%	31%	33%	28%
									bc					
Don't know		8	*	8	1	-	*	1	-	8	*	-	*	8
		*%	*%	1%	*%	-%	*%	*%	-%	1%	*%	-%	*%	1%
NET Important		1027	458	569	347	35	172	262	146	709	159	153	225	618
		62%	66%	58%	73%	94%	83%	69%	75%	61%	53%	66%	72%	57%
			b				b		bc				c	
NET Not Important		276	99	178	42	2	15	45	15	195	66	34	42	199
		17%	14%	18%	9%	6%	7%	12%	8%	17%	22%	15%	13%	18%
										a	a			
Answered		1661	693	968	474	37	208	376	193	1152	301	232	313	1075
Mean Score		.7	.8	.6	1.0	1.5	1.1	.9	1.1	.7	.5	.8	.9	.6
									bc				c	
Standard error		.03	.04	.03	.04	.16	.06	.06	.07	.03	.06	.07	.06	.03
Standard deviation		1.15	1.14	1.15	1.00	.81	.91	1.08	1.04	1.14	1.21	1.15	1.06	1.17

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	75	37	38
		4%	5%	4%
Not very important	(-1)	201	79	122
		12%	10%	13%
Neither important nor unimportant	(0)	357	144	214
		21%	19%	24%
Important	(1)	528	219	309
		32%	29%	34%
Very important	(2)	500	278	221
		30%	36%	24%
			b	
Don't know		8	5	3
		*%	1%	*%
NET Important		1027	497	530
		62%	65%	59%
NET Not Important		276	117	159
		17%	15%	18%
Answered		1661	758	903
Mean Score		.7	.8	.6
			b	
Standard error		.03	.04	.04
Standard deviation		1.15	1.18	1.12

Columns Tested:: a,b

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	75	1	16	4	3	5	8	1	5	4	7	14	6
		4%	5%	6%	3%	4%	5%	3%	8%	2%	3%	12% h	8% h	4%
Not very important	(-1)	201	1	39	15	8	13	31	*	30	19	9	21	15
		12%	3%	14%	13%	10%	13%	13%	4%	12%	13%	14%	11%	8%
Neither important nor unimportant	(0)	357	10	66	24	32	17	43	2	57	23	14	33	37
		21%	34%	24%	21%	40% efikl	17%	18%	15%	23%	16%	22%	18%	21%
Important	(1)	528	5	100	37	19	32	64	1	92	39	17	58	63
		32%	17%	37% g	32% g	24%	32%	27%	10%	37% g	26%	27%	31% g	36% g
Very important	(2)	500	12	50	35	17	32	87	8	68	63	16	61	51
		30%	41%	18%	31%	22%	32%	37% b	62% bcdefhjkl	27%	42% bdh	26%	32% b	29%
Don't know		8	-	-	-	-	-	5	*	-	*	-	-	3
		*%	-%	-%	-%	-%	-%	2%	*%	-%	*%	-%	-%	2%
NET Important		1027	17	150	73	37	64	151	9	160	102	33	119	114
		62%	58%	56%	63%	46%	64%	64%	73% d	64%	69% d	52%	64%	65%
NET Not Important		276	2	54	19	11	18	39	1	35	23	16	35	21
		17%	8%	20%	16%	14%	18%	16%	12%	14%	15%	26% l	19%	12%
Answered		1661	29	270	115	80	99	232	12	252	148	63	187	172
Mean Score		.7	.9	.5	.7	.5	.7	.8	1.2 bdj	.7	.9 bj	.4	.7	.8
Standard error		.03	.11	.08	.10	.09	.12	.08	.19	.07	.10	.12	.09	.08
Standard deviation		1.15	1.16	1.12	1.13	1.07	1.19	1.17	1.32	1.05	1.16	1.33	1.25	1.07

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_3 (continuation)

QD10B_3. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	75	21	16	10	28	37	38
		4%	5%	4%	2%	7%	4%	5%
						c		
Not very important	(-1)	201	54	53	49	45	107	94
		12%	13%	13%	12%	11%	13%	11%
Neither important nor unimportant	(0)	357	100	92	82	84	191	166
		21%	24%	22%	20%	20%	23%	20%
Important	(1)	528	143	115	132	138	257	270
		32%	34%	28%	32%	32%	31%	32%
Very important	(2)	500	97	136	139	128	234	266
		30%	23%	33%	34%	30%	28%	32%
					a			
Don't know		8	-	5	*	3	5	4
		*%	-%	1%	*%	1%	1%	*%
NET Important		1027	240	251	271	266	491	536
		62%	58%	60%	66%	62%	59%	64%
NET Not Important		276	75	69	59	73	144	132
		17%	18%	17%	14%	17%	17%	16%
Answered		1661	414	412	412	423	826	834
Mean Score		.7	.6	.7	.8	.7	.7	.8
					a			
Standard error		.03	.06	.06	.05	.05	.04	.04
Standard deviation		1.15	1.13	1.16	1.10	1.20	1.15	1.15

Columns Tested:: a,b,c,d - a,b

Table QD10B_4

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	29	6	23	28	-	-	*	*
		2%	4%	2%	2%	-%	-%	1%	*%
Not very important	(-1)	80	3	77	77	2	*	*	3
		5%	2%	5%	5%	3%	1%	6%	3%
Neither important nor unimportant	(0)	174	19	156	169	4	1	*	5
		10%	13%	10%	11%	6%	11%	6%	7%
Important	(1)	683	26	657	651	27	3	2	32
		41%	18%	43%	41%	42%	41%	42%	42%
				a					
Very important	(2)	697	90	608	662	31	3	2	36
		42%	63%	40%	42%	48%	45%	45%	48%
			b						
Don't know		6	1	6	6	*	*	-	*
		*%	*%	*%	*%	*%	1%	-%	*%
NET Important		1380	116	1264	1313	58	6	3	67
		83%	81%	83%	82%	90%	86%	86%	90%
						a			a
NET Not Important		108	8	100	106	2	*	*	3
		6%	6%	7%	7%	3%	1%	8%	3%
Answered		1663	143	1520	1588	64	7	4	75
Mean Score		1.2	1.3	1.2	1.2	1.4	1.3	1.2	1.3
						a			a
Standard error		.02	.05	.02	.03	.04	.09	.08	.03
Standard deviation		.92	1.04	.90	.92	.75	.78	1.06	.76

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	29	16	12	*	-	-	*	28	-	*
		2%	2%	2%	*%	-%	-%	1%	2%	-%	1%
Not very important	(-1)	80	37	35	5	2	*	*	77	2	*
		5%	4%	6%	4%	4%	2%	6%	5%	3%	3%
Neither important nor unimportant	(0)	174	114	48	8	3	2	*	169	4	1
		10%	13%	8%	7%	6%	7%	6%	11%	6%	9%
			bh								
Important	(1)	683	350	258	44	18	12	2	651	27	4
		41%	41%	41%	38%	40%	45%	42%	41%	42%	41%
Very important	(2)	697	332	272	58	22	12	2	662	31	5
		42%	39%	43%	51%	49%	46%	45%	42%	48%	45%
Don't know		6	5	1	-	*	*	-	6	*	*
		*%	1%	*%	-%	1%	*%	-%	*%	*%	1%
NET Important		1380	682	530	101	39	25	3	1313	58	9
		83%	80%	85%	89%	89%	91%	86%	82%	90%	86%
							a			ag	
NET Not Important		108	53	48	5	2	*	*	106	2	*
		6%	6%	8%	4%	4%	2%	8%	7%	3%	4%
Answered		1663	849	625	114	44	27	4	1588	64	11
Mean Score		1.2	1.1	1.2	1.4	1.3	1.4	1.2	1.2	1.4	1.3
					a	a	a			ag	
Standard error		.02	.04	.04	.06	.06	.05	.08	.03	.04	.05
Standard deviation		.92	.93	.94	.79	.79	.70	1.06	.92	.75	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	29	21	7	-	-	*	12	*	-	-	4
		2%	2%	2%	-%	-%	1%	1%	*%	-%	-%	7% ab
Not very important	(-1)	80	68	10	2	*	*	57	13	6	1	1
		5%	5%	3%	3%	1%	6%	5%	5%	11%	5%	3%
Neither important nor unimportant	(0)	174	150	20	4	1	*	122	21	3	2	6
		10%	12% b	7%	6%	11%	6%	11%	8%	6%	10%	12%
Important	(1)	683	522	130	27	3	2	482	90	32	8	18
		41%	40%	43%	42%	41%	42%	45%	36%	53%	40%	35%
Very important	(2)	697	530	132	31	3	2	397	129	18	9	22
		42%	41%	44%	48%	45%	45%	37%	51% ac	31%	45%	43%
Don't know		6	5	1	*	*	-	5	-	-	-	*
		*%	*%	*%	*%	1%	-%	*%	-%	-%	-%	*%
NET Important		1380	1052	261	58	6	3	879	219	50	16	39
		83%	81%	87% a	90% a	86%	86%	82%	87%	84%	85%	78%
NET Not Important		108	89	17	2	*	*	68	13	6	1	5
		6%	7%	6%	3%	1%	8%	6%	5%	11%	5%	10%
Answered		1663	1290	298	64	7	4	1069	253	60	19	50
Mean Score		1.2	1.1	1.2	1.4 a	1.3	1.2	1.1	1.3 a	1.0	1.2	1.0
Standard error		.02	.03	.04	.04	.09	.08	.03	.05	.09	.10	.08
Standard deviation		.92	.93	.89	.75	.78	1.06	.88	.83	.89	.85	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	29	1	1	-	*	7	3	-	7	6
		2%	1%	1%	-%	*%	4%	1%	-%	5%	5%
										c	c
Not very important	(-1)	80	3	5	9	9	8	9	17	4	10
		5%	2%	4%	3%	16%	5%	3%	8%	3%	8%
						acfh					
Neither important nor unimportant	(0)	174	11	8	41	2	15	31	18	25	9
		10%	7%	7%	16%	4%	9%	12%	8%	18%	7%
Important	(1)	683	54	55	108	26	63	110	89	63	52
		41%	37%	46%	42%	46%	37%	41%	40%	43%	43%
Very important	(2)	697	76	49	97	20	77	112	95	42	46
		42%	52%	42%	38%	35%	45%	42%	43%	29%	37%
			h								
Don't know		6	-	-	-	-	-	1	*	5	-
		*%	-%	-%	-%	-%	-%	*%	*%	3%	-%
NET Important		1380	131	104	205	46	140	222	184	105	98
		83%	89%	88%	80%	80%	82%	83%	84%	72%	80%
			h	h							
NET Not Important		108	4	6	9	9	15	12	17	11	15
		6%	3%	5%	3%	16%	9%	5%	8%	7%	13%
						ac					c
Answered		1663	146	119	255	58	170	265	219	141	123
Mean Score		1.2	1.4	1.2	1.1	1.0	1.1	1.2	1.2	.9	1.0
			hi								
Standard error		.02	.07	.09	.06	.14	.09	.07	.08	.10	.11
Standard deviation		.92	.79	.83	.81	1.03	1.04	.87	.89	1.01	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	29	13	9	3	25	3	2	*	1
		2%	4%	2%	*%	2%	2%	3%	*%	2%
			c							
Not very important	(-1)	80	27	12	35	74	6	3	2	1
		5%	8%	3%	5%	5%	4%	4%	3%	4%
Neither important nor unimportant	(0)	174	26	45	90	161	13	5	7	2
		10%	8%	11%	12%	11%	8%	6%	11%	5%
Important	(1)	683	142	172	306	620	63	25	27	11
		41%	41%	42%	41%	41%	37%	31%	45%	37%
Very important	(2)	697	142	168	304	614	84	45	24	14
		42%	41%	41%	41%	41%	49%	56%	40%	51%
							d	abcd		
Don't know		6	-	5	1	6	1	1	-	-
		*%	-%	1%	*%	*%	*%	1%	-%	-%
NET Important		1380	284	340	610	1234	146	70	51	25
		83%	81%	83%	82%	82%	86%	87%	85%	88%
NET Not Important		108	39	21	38	99	9	5	2	2
		6%	11%	5%	5%	7%	5%	6%	4%	6%
			bce							
Answered		1663	350	405	739	1494	169	80	60	28
Mean Score		1.2	1.1	1.2	1.2	1.2	1.3	1.3	1.2	1.3
							a	a		
Standard error		.02	.06	.05	.04	.03	.03	.06	.05	.06
Standard deviation		.92	1.06	.90	.86	.92	.90	.95	.80	.94

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	29	3	6	6	1	4	1	-	*	12
		2%	6%	6%	5%	*%	2%	2%	-%	*%	1%
Not very important	(-1)	80	*	1	1	18	1	3	4	5	47
		5%	*%	1%	1%	8%	*%	4%	9%	8%	6%
						e			e	e	e
Neither important nor unimportant	(0)	174	11	6	11	19	29	13	*	5	85
		10%	20%	7%	9%	8%	12%	18%	1%	8%	10%
			g								
Important	(1)	683	20	34	41	103	87	25	18	21	368
		41%	35%	35%	33%	45%	36%	34%	46%	36%	43%
Very important	(2)	697	21	50	63	86	122	31	18	28	329
		42%	38%	51%	52%	38%	50%	42%	44%	47%	39%
							i				
Don't know		6	-	-	-	-	-	-	-	-	6
		*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
NET Important		1380	41	85	104	189	209	56	36	49	697
		83%	73%	86%	85%	83%	86%	76%	90%	83%	82%
NET Not Important		108	3	7	7	19	5	4	4	5	60
		6%	6%	7%	6%	9%	2%	6%	9%	9%	7%
						e					e
Answered		1663	56	98	122	228	243	74	40	59	842
Mean Score		1.2	1.0	1.2	1.3	1.1	1.3	1.1	1.2	1.2	1.1
							i				
Standard error		.02	.13	.08	.08	.06	.05	.11	.12	.10	.03
Standard deviation		.92	1.07	1.05	1.01	.90	.83	.97	.88	.95	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	29	10	6	13	22	6	24	4	29	-
		2%	2%	2%	1%	2%	2%	2%	3%	2%	-%
Not very important	(-1)	80	20	4	56	62	17	78	2	79	*
		5%	5%	1%	6% b	5%	6%	5%	1%	5%	1%
Neither important nor unimportant	(0)	174	42	42	90	148	26	170	4	170	4
		10%	10%	13%	10%	11%	9%	11% b	3%	11%	8%
Important	(1)	683	163	112	407	543	140	635	47	663	20
		41%	40%	35%	43%	40%	46%	41%	35%	41%	39%
Very important	(2)	697	171	152	374	584	113	622	75	671	26
		42%	42%	48%	40%	43%	37%	41%	56% a	41%	51%
Don't know		6	-	-	6	6	-	5	1	6	-
		*%	-%	-%	1%	*%	-%	*%	1%	*%	-%
NET Important		1380	334	264	781	1127	253	1258	122	1334	46
		83%	82%	84%	83%	82%	84%	82%	91% a	82%	91%
NET Not Important		108	30	10	69	85	24	102	6	108	*
		6%	7%	3%	7%	6%	8%	7%	5%	7%	1%
Answered		1663	406	316	940	1360	302	1530	133	1612	50
Mean Score		1.2	1.1	1.3	1.1	1.2	1.1	1.1	1.4 a	1.2	1.4
Standard error		.02	.05	.04	.03	.02	.06	.02	.05	.02	.11
Standard deviation		.92	.96	.87	.91	.92	.93	.92	.90	.92	.68

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	29	20	1	3	23	*	-	5	23	5
		2%	2%	*%	1%	2%	*%	-%	14% abe	1%	7% abe
Not very important	(-1)	80	58	9	13	78	*	-	1	79	1
		5%	6%	3%	4%	5% b	*%	-%	3%	5% b	2%
Neither important nor unimportant	(0)	174	129	21	23	160	10	*	4	170	4
		10%	12% c	8%	6%	11%	6%	1%	11%	11%	6%
Important	(1)	683	457	97	125	594	65	15	8	659	24
		41%	44% c	36%	35%	42%	39%	40%	22%	41%	32%
Very important	(2)	697	365	144	188	568	89	22	18	657	40
		42%	35%	53% a	53% a	40%	54% ae	59%	49%	41%	54%
Don't know		6	2	*	5	6	-	-	*	6	*
		*%	*%	*%	1%	*%	-%	-%	1%	*%	*%
NET Important		1380	823	241	313	1162	154	38	26	1316	64
		83%	80%	89% a	88% a	81%	93% ade	99% d	71%	83%	86%
NET Not Important		108	78	9	16	101	1	-	6	102	6
		6%	8%	3%	5%	7% b	*%	-%	17% b	6% b	9% b
Answered		1663	1030	271	352	1423	165	38	36	1588	74
Mean Score		1.2	1.1	1.4 a	1.4 a	1.1	1.5 ade	1.6 a	.9	1.2	1.2
Standard error		.02	.03	.04	.04	.03	.04	.06	.17	.02	.09
Standard deviation		.92	.94	.78	.83	.93	.64	.51	1.43	.91	1.12

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	29	19	4	6	27	18	29	16	13	14
		2%	2%	1%	2%	2%	1%	2%	1%	2%	2%
Not very important	(-1)	80	52	26	1	80	60	80	45	38	20
		5%	6%	4%	1%	5%	5%	5%	4%	5%	4%
			c	c							
Neither important nor unimportant	(0)	174	126	33	15	160	113	174	90	61	51
		10%	15%	6%	6%	10%	9%	10%	8%	8%	9%
			bc								
Important	(1)	683	378	217	88	657	531	683	478	325	218
		41%	45%	37%	37%	41%	41%	41%	41%	42%	40%
			b								
Very important	(2)	697	265	303	129	658	574	697	520	332	243
		42%	31%	52%	54%	41%	44%	42%	45%	43%	44%
				a	a						
Don't know		6	2	5	*	6	6	6	6	5	5
		*%	*%	1%	*%	*%	*%	*%	*%	1%	1%
NET Important		1380	643	520	218	1316	1105	1380	998	657	461
		83%	76%	88%	91%	83%	85%	83%	86%	85%	84%
				a	a						
NET Not Important		108	71	30	7	107	78	108	62	51	33
		6%	8%	5%	3%	7%	6%	6%	5%	7%	6%
			c								
Answered		1663	840	584	239	1582	1295	1663	1150	768	545
Mean Score		1.2	1.0	1.4	1.4	1.2	1.2	1.2	1.3	1.2	1.2
				a	a						
Standard error		.02	.04	.03	.04	.02	.02	.02	.02	.03	.04
Standard deviation		.92	.96	.84	.82	.92	.89	.92	.87	.91	.93

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	29	10	12	1	*	2	-	4	6
		2%	3%	1%	1%	*%	4%	-%	12% bd	5%
Not very important	(-1)	80	20	41	8	1	7	1	2	10
		5%	5%	4%	9%	1%	18% abd	4%	4%	9%
Neither important nor unimportant	(0)	174	64	91	6	6	3	1	3	7
		10%	17% bh	9%	7%	7%	7%	2%	10%	6%
Important	(1)	683	161	433	27	30	10	14	8	31
		41%	42%	43% h	32%	35%	24%	41%	22%	29%
Very important	(2)	697	125	431	38	49	19	18	17	54
		42%	33%	43% a	45%	57% a	46%	53%	51%	50% a
Don't know		6	-	2	5	-	*	*	-	*
		*%	-%	*%	5% ab	-%	*%	1%	-%	*%
NET Important		1380	287	864	65	79	28	32	25	85
		83%	75%	86% a	78%	92% ae	70%	93%	74%	79%
NET Not Important		108	30	53	9	1	9	1	5	16
		6%	8%	5%	10%	1%	22% bd	4%	16% d	15% bd
Answered		1663	381	1009	79	86	40	34	34	108
Mean Score		1.2	1.0	1.2 a	1.2	1.5 ae	.9	1.4	1.0	1.1
Standard error		.02	.05	.03	.09	.06	.13	.08	.18	.08
Standard deviation		.92	.97	.86	1.00	.66	1.29	.72	1.37	1.19

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	29	22	1	*	*	-	*	4	12	*	4	*	2	*	-
		2%	2%	*%	*%	*%	-%	1%	46%	1%	*%	6%	*%	4%	2%	-%
Not very important	(-1)	80	61	5	7	1	3	2	*	45	*	8	*	5	1	1
		5%	5%	4%	10%	2%	15%	7%	*%	5%	*%	13%	1%	13%	5%	4%
												ab		b		
Neither important nor unimportant	(0)	174	133	12	4	8	*	1	*	94	12	3	1	1	1	2
		10%	10%	9%	6%	16%	1%	6%	1%	9%	8%	4%	2%	1%	10%	11%
Important	(1)	683	551	46	31	10	10	7	2	431	51	22	7	12	4	5
		41%	43%	35%	43%	18%	52%	28%	30%	43%	34%	34%	30%	33%	26%	24%
			d		d		d									
Very important	(2)	697	510	61	30	34	6	15	2	412	81	28	15	18	8	12
		42%	40%	47%	41%	64%	32%	57%	22%	41%	54%	44%	67%	48%	57%	60%
						a							a			
Don't know		6	2	5	-	*	-	*	-	2	5	*	-	-	-	-
		*%	*%	3%	-%	*%	-%	1%	-%	*%	3%	*%	-%	-%	-%	-%
				a							a					
NET Important		1380	1061	108	62	43	17	22	4	843	131	50	22	30	12	17
		83%	83%	83%	84%	82%	84%	85%	52%	85%	89%	77%	97%	82%	83%	85%
NET Not Important		108	83	6	8	1	3	2	4	57	1	12	*	6	1	1
		6%	7%	5%	10%	2%	15%	8%	47%	6%	*%	18%	1%	17%	7%	4%
												abd		b	b	
Answered		1663	1277	126	73	53	20	26	8	994	144	64	23	37	14	20
Mean Score		1.2	1.1	1.3	1.1	1.4	1.0	1.3	-.2	1.2	1.5	1.0	1.6	1.1	1.3	1.4
											ac		ac			
Standard error		.02	.03	.06	.08	.08	.13	.11	.41	.03	.05	.11	.07	.19	.16	.17
Standard deviation		.92	.91	.85	.94	.84	.99	.98	1.86	.87	.68	1.23	.59	1.19	1.04	.86

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	29	11	-	*	2	-	4	-	4	19	2	1	1	5
		2%	1%	-%	*%	4%	-%	19% abc	-%	5%	2%	*%	*%	1%	9% bc
Not very important	(-1)	80	26	6	4	4	-	*	5	6	47	11	17	5	*
		5%	3%	4%	4%	8%	-%	2%	15% a	7%	6%	3%	5%	4%	1%
Neither important nor unimportant	(0)	174	68	7	4	1	7	1	3	11	108	35	24	3	4
		10%	8%	5%	5%	2%	29% abcd	4%	10%	14%	13% d	11%	7%	3%	7%
Important	(1)	683	364	42	30	16	3	10	13	26	368	127	137	32	18
		41%	45% e	31%	37%	35%	12%	49%	37%	33%	44%	39%	42%	30%	30%
Very important	(2)	697	341	78	45	23	14	5	13	32	299	149	152	66	33
		42%	42%	57% a	54%	51%	59%	26%	38%	41%	35%	45% a	46% a	62% ab	54%
Don't know		6	1	5	-	*	-	-	*	*	2	5	*	-	-
		*%	*%	3% a	-%	*%	-%	-%	1%	*%	*%	1%	*%	-%	-%
NET Important		1380	705	119	75	40	17	15	26	58	667	275	289	97	50
		83%	87% h	87%	91%	86%	71%	75%	75%	74%	79%	84%	87% a	92% a	83%
NET Not Important		108	37	6	4	6	-	4	5	9	65	13	17	5	6
		6%	5%	4%	4%	12%	-%	21% a	15%	12%	8%	4%	5%	5%	9%
Answered		1663	810	132	83	46	24	20	35	79	840	323	330	106	61
Mean Score		1.2	1.2 f	1.4 fh	1.4 f	1.2	1.3	.6	1.0	1.0	1.0	1.3 a	1.3 a	1.5 a	1.2
Standard error		.02	.03	.06	.07	.13	.13	.21	.19	.10	.04	.04	.04	.06	.12
Standard deviation		.92	.84	.79	.78	1.10	.91	1.42	1.05	1.14	.95	.82	.82	.80	1.18

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	29	19	2	1	1	4	12	*	*	4	2
		2%	2%	1%	*%	1%	9% bc	2%	*%	*%	5%	3%
Not very important	(-1)	80	52	11	12	5	*	35	13	12	*	*
		5%	6%	4%	5%	6%	1%	5%	6%	6%	*%	*%
Neither important nor unimportant	(0)	174	111	26	18	1	4	81	19	9	3	*
		10%	12% d	9%	7%	1%	12%	11% c	9%	4%	3%	1%
Important	(1)	683	380	115	118	28	15	339	69	83	20	17
		41%	42%	38%	45%	33%	40%	46% bd	30%	40%	25%	35%
Very important	(2)	697	337	140	115	49	15	267	121	104	52	30
		42%	37%	47%	44%	59% a	38%	36%	53% a	50% a	66% a	61% a
Don't know		6	2	5	*	-	-	2	5	*	-	-
		*%	*%	2%	*%	-%	-%	*%	2%	*%	-%	-%
NET Important		1380	717	255	233	77	30	606	189	187	72	47
		83%	80%	86%	88% a	93%	79%	82%	84%	90%	91%	96%
NET Not Important		108	70	13	13	5	4	47	13	12	4	2
		6%	8%	4%	5%	6%	10%	6%	6%	6%	6%	4%
Answered		1663	899	294	264	82	38	734	221	208	79	49
Mean Score		1.2	1.1	1.3 a	1.3 a	1.5 a	1.0	1.1	1.3 a	1.3 a	1.5 a	1.5
Standard error		.02	.03	.05	.04	.06	.14	.04	.05	.05	.08	.10
Standard deviation		.92	.95	.82	.80	.84	1.18	.89	.87	.82	.99	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	29	11	*	*	*	4	16	*	1	28	*	23	4
		2%	2%	*%	*%	*%	8% bc	2%	*%	*%	2%	*%	1%	20%
Not very important	(-1)	80	25	3	10	7	-	14	13	18	76	4	79	*
		5%	4%	2%	4%	8%	-%	2%	15% ac	4%	5%	3%	5%	1%
Neither important nor unimportant	(0)	174	57	14	10	5	4	37	7	45	166	8	160	-
		10%	9%	8%	5%	6%	9%	6%	8%	11% a	11%	6%	10%	-%
Important	(1)	683	283	77	74	27	15	250	34	192	637	46	653	4
		41%	47% c	43%	32%	30%	35%	38%	40%	48% a	41%	36%	42%	24%
Very important	(2)	697	229	80	133	49	21	340	31	148	628	70	648	10
		42%	38%	45%	59% a	56% a	48%	51% c	36%	37%	41%	55% a	41%	56%
Don't know		6	1	5	*	-	-	6	-	-	6	-	6	-
		*%	*%	3% a	*%	-%	-%	1%	-%	-%	*%	-%	*%	-%
NET Important		1380	513	157	207	76	35	590	65	340	1264	116	1301	15
		83%	85%	88%	91%	86%	83%	89% b	76%	84%	82%	91%	83%	79%
NET Not Important		108	36	3	10	8	4	30	13	18	105	4	103	4
		6%	6%	2%	4%	9%	8%	5%	15% ac	5%	7%	3%	7%	21%
Answered		1663	606	174	227	89	43	658	85	403	1535	128	1563	18
Mean Score		1.2	1.1	1.3	1.5 a	1.3	1.1	1.3 bc	1.0	1.2	1.1	1.4 a	1.2	.9
Standard error		.02	.04	.05	.05	.08	.14	.03	.10	.04	.02	.06	.02	.32
Standard deviation		.92	.88	.71	.78	.94	1.15	.87	1.04	.80	.93	.75	.91	1.58

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	29	14	4	10	6	27	*	15	4	10	6
		2%	1%	4%	1%	2%	2%	2%	1%	4%	1%	2%
Not very important	(-1)	80	56	4	27	18	79	*	56	4	27	18
		5%	5%	4%	4%	4%	5%	1%	5%	4%	4%	5%
Neither important nor unimportant	(0)	174	101	12	53	37	160	-	104	9	55	36
		10%	8%	13%	7%	9%	10%	-%	9%	10%	7%	9%
Important	(1)	683	497	34	323	155	654	3	498	33	323	155
		41%	41%	39%	43%	38%	42%	22%	41%	38%	42%	40%
Very important	(2)	697	540	34	330	190	647	11	536	38	344	176
		42%	44%	39%	44%	47%	41%	75%	44%	44%	45%	45%
Don't know		6	6	-	6	-	6	-	6	-	6	-
		*%	1%	-%	1%	-%	*%	-%	1%	-%	1%	-%
NET Important		1380	1036	69	653	344	1301	15	1034	71	667	331
		83%	85%	78%	87%	85%	83%	97%	85%	81%	87%	85%
NET Not Important		108	70	8	37	24	106	1	71	7	37	25
		6%	6%	9%	5%	6%	7%	3%	6%	8%	5%	6%
Answered		1663	1207	88	744	406	1567	15	1208	87	759	391
Mean Score		1.2	1.2	1.0	1.3	1.2	1.2	1.7	1.2	1.1	1.3	1.2
Standard error		.02	.02	.09	.03	.04	.02	.15	.02	.09	.03	.04
Standard deviation		.92	.88	1.05	.85	.91	.92	.76	.88	1.04	.85	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	29	13	21	3	-	12	11	-	-	15	9	*	-
		2%	2%	2%	1%	-%	2%	1%	-%	-%	2%	1%	*%	-%
Not very important	(-1)	80	45	58	7	-	37	42	4	-	33	16	12	-
		5%	6%	5%	3%	-%	5%	5%	2%	-%	4%	2%	6%	-%
Neither important nor unimportant	(0)	174	59	127	10	-	60	78	14	-	59	45	8	-
		10%	7%	10%	5%	-%	8%	8%	8%	-%	7%	7%	4%	-%
Important	(1)	683	332	541	84	-	264	394	54	-	301	290	73	*
		41%	41%	43%	40%	-%	35%	43% a	32%	-%	37%	44%	36%	100%
Very important	(2)	697	366	519	107	-	381	397	97	1	409	299	109	-
		42%	45%	41%	51%	-%	50%	43%	57% b	100%	50%	45%	54%	-%
Don't know		6	5	2	*	-	5	2	-	-	5	1	-	-
		*%	1%	*%	*%	-%	1%	*%	-%	-%	1%	*%	-%	-%
NET Important		1380	698	1060	191	-	645	791	151	1	710	590	182	*
		83%	85%	84%	91%	-%	85%	86%	90%	100%	86%	89%	90%	100%
NET Not Important		108	58	79	9	-	48	53	4	-	48	25	12	-
		6%	7%	6%	4%	-%	6%	6%	2%	-%	6%	4%	6%	-%
Answered		1663	815	1267	210	-	753	921	168	1	817	660	202	*
Mean Score		1.2	1.2	1.2	1.4	-	1.3	1.2	1.4 b	2.0	1.3	1.3	1.4	1.0
Standard error		.02	.03	.02	.05	-	.03	.03	.06	-	.03	.03	.06	-
Standard deviation		.92	.91	.90	.82	-	.92	.87	.74	-	.90	.81	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	29	23	12	6	14	19	-	4	1	*	*	*
		2%	2%	1%	1%	1%	2%	-%	1%	*%	*%	*%	*%
Not very important	(-1)	80	78	54	25	63	46	2	22	17	15	3	1
		5%	5%	4%	3%	5%	4%	5%	4%	3%	3%	2%	1%
Neither important nor unimportant	(0)	174	159	96	56	112	114	5	40	29	29	2	1
		10%	10%	8%	7%	9%	11%	13%	7%	6%	6%	2%	1%
Important	(1)	683	637	503	347	498	437	11	255	198	167	50	28
		41%	41%	42%	42%	39%	42%	29%	45%	39%	36%	41%	37%
Very important	(2)	697	645	544	390	571	418	20	249	253	250	69	44
		42%	42%	45%	47%	45%	40%	54%	44%	51%	54% a	55%	60%
Don't know		6	6	2	5	5	1	-	-	5	-	-	-
		*%	*%	*%	1%	*%	*%	-%	-%	1%	-%	-%	-%
NET Important		1380	1282	1048	736	1069	855	31	503	451	418	119	72
		83%	83%	86%	89% a	85%	83%	83%	88%	90%	90%	96%	97%
NET Not Important		108	101	66	30	77	66	2	27	17	15	3	1
		6%	7%	5%	4%	6%	6%	5%	5%	3%	3%	2%	2%
Answered		1663	1542	1210	822	1258	1035	37	570	496	462	124	74
Mean Score		1.2	1.2	1.3	1.3 a	1.2	1.1	1.3	1.3	1.4	1.4	1.5	1.5
Standard error		.02	.02	.02	.03	.02	.03	.12	.04	.04	.04	.06	.08
Standard deviation		.92	.91	.86	.79	.89	.92	.87	.81	.75	.76	.66	.63

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	29	2	4	*	1	16	12	20	9	21	9	14	*	-	21	5
		2%	1%	4%	*%	3%	1%	1%	1%	1%	3%	1%	1%	*%	-%	2%	4%
Not very important	(-1)	80	10	1	8	3	66	21	67	31	28	29	63	4	-	54	4
		5%	5%	1%	8%	7%	5%	2%	5%	3%	3%	4%	5%	2%	-%	4%	3%
Neither important nor unimportant	(0)	174	6	16	16	2	140	80	145	76	70	59	134	15	-	109	8
		10%	3%	19% a	16% a	4%	10%	9%	10%	8%	9%	8%	10%	8%	-%	9%	6%
Important	(1)	683	72	34	25	20	573	347	596	368	312	305	557	49	-	513	36
		41%	36%	41%	24%	50%	41%	40%	41%	39%	39%	41% c	41% c	27%	-%	41%	28%
Very important	(2)	697	108	29	52	14	614	410	633	457	372	338	577	114	-	538	70
		42%	53%	35%	51%	35%	44%	47%	43%	48%	46%	46%	43%	63% ab	-%	44%	54%
Don't know		6	5	*	-	*	2	2	2	1	2	*	2	-	-	1	5
		*%	3%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	4% a
NET Important		1380	180	63	76	33	1188	758	1229	825	684	643	1134	163	-	1051	106
		83%	88%	76%	76%	85%	84%	87%	84%	88%	85%	87%	84%	89%	-%	85%	82%
NET Not Important		108	12	4	8	4	82	34	86	40	49	38	77	5	-	75	9
		6%	6%	5%	8%	10%	6%	4%	6%	4%	6%	5%	6%	3%	-%	6%	7%
Answered		1663	198	82	100	39	1410	871	1461	942	802	739	1346	183	-	1236	123
Mean Score		1.2	1.4	1.0	1.2	1.1	1.2	1.3	1.2	1.3	1.2	1.3	1.2	1.5 ab	-	1.2	1.3
Standard error		.02	.06	.09	.10	.16	.02	.02	.02	.02	.03	.03	.02	.05	-	.02	.10
Standard deviation		.92	.85	.99	1.00	.99	.88	.84	.89	.83	.93	.85	.88	.76	-	.90	1.02

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	29	12	16	3	-	4	3	9	11	7	6	11	10
		2%	2%	2%	1%	-%	2%	1%	5%	1%	2%	2%	4%	1%
									b				c	
Not very important	(-1)	80	23	57	17	-	5	15	*	62	17	8	14	57
		5%	3%	6%	4%	-%	2%	4%	*%	5%	6%	4%	5%	5%
										a	a			
Neither important nor unimportant	(0)	174	71	103	35	3	17	27	12	127	35	15	41	113
		10%	10%	11%	7%	9%	8%	7%	6%	11%	12%	7%	13%	10%
Important	(1)	683	247	435	192	20	98	141	63	499	115	73	129	468
		41%	36%	45%	40%	53%	47%	37%	33%	43%	38%	32%	41%	43%
				a										a
Very important	(2)	697	333	364	229	14	85	191	104	460	127	130	116	430
		42%	48%	37%	48%	38%	41%	51%	54%	40%	42%	56%	37%	40%
			b						b			bc		
Don't know		6	6	-	-	-	-	-	5	1	1	-	1	5
		*%	1%	-%	-%	-%	-%	-%	2%	*%	*%	-%	*%	*%
			b						b					
NET Important		1380	580	800	421	34	183	332	167	959	241	203	246	898
		83%	84%	82%	89%	91%	88%	88%	87%	83%	80%	88%	78%	83%
NET Not Important		108	35	73	20	-	9	17	10	73	24	14	26	67
		6%	5%	7%	4%	-%	4%	5%	5%	6%	8%	6%	8%	6%
Answered		1663	687	976	475	37	208	377	189	1159	300	232	312	1077
Mean Score		1.2	1.3	1.1	1.3	1.3	1.2	1.3	1.3	1.2	1.1	1.4	1.0	1.2
			b									b		
Standard error		.02	.03	.03	.04	.13	.05	.04	.07	.03	.05	.05	.06	.03
Standard deviation		.92	.90	.92	.81	.63	.83	.83	.98	.89	.98	.93	1.01	.88

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	29	21	8
		2%	3%	1%
Not very important	(-1)	80	45	35
		5%	6%	4%
Neither important nor unimportant	(0)	174	80	94
		10%	10%	10%
Important	(1)	683	268	414
		41%	35%	46%
				a
Very important	(2)	697	347	351
		42%	45%	39%
Don't know		6	2	5
		*%	*%	*%
NET Important		1380	615	765
		83%	81%	84%
NET Not Important		108	65	43
		6%	9%	5%
			b	
Answered		1663	761	902
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.92	1.01	.83

Columns Tested:: a,b

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	29	*	3	6	*	*	8	*	*	1	2	6	1
		2%	1%	1%	5% h	*%	*%	3%	1%	*%	1%	3%	3%	1%
Not very important	(-1)	80	5	16	8	5	2	9	*	14	4	3	10	3
		5%	16%	6%	7%	7%	2%	4%	1%	5%	3%	5%	5%	2%
Neither important nor unimportant	(0)	174	1	48	8	18	6	20	1	25	9	7	11	21
		10%	4%	18% ik	7%	22% ik	6%	8%	6%	10%	6%	11%	6%	12%
Important	(1)	683	11	121	39	39	33	108	3	103	52	28	79	69
		41%	38%	45%	33%	48%	33%	46%	24%	41%	35%	45%	42%	39%
Very important	(2)	697	12	82	55	18	54	92	8	109	81	23	83	80
		42%	41%	30%	47% d	22%	54% bd	39%	67% bdfhjk	43% d	55% bdfj	37%	44% d	46% bd
Don't know		6	-	-	-	*	5	-	-	1	1	-	-	*
		*%	-%	-%	-%	*%	5%	-%	-%	*%	1%	-%	-%	*%
NET Important		1380	23	203	93	57	86	200	11	212	133	51	162	149
		83%	79%	75%	81%	71%	87%	84%	91%	84%	90% bd	82%	86%	85%
NET Not Important		108	5	20	14	5	3	17	*	14	5	5	15	5
		6%	17%	7%	12% l	7%	3%	7%	3%	6%	3%	8%	8%	3%
Answered		1663	29	270	115	80	95	237	12	251	147	63	187	175
Mean Score		1.2	1.0	1.0	1.1	.9	1.4 bd	1.1	1.5 bdj	1.2 d	1.4 bdfj	1.1	1.2	1.3 bd
Standard error		.02	.11	.07	.11	.07	.07	.07	.12	.06	.07	.08	.07	.06
Standard deviation		.92	1.11	.91	1.14	.84	.76	.96	.82	.85	.79	.96	.97	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_4 (continuation)

QD10B_4. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	29	10	9	2	8	19	10
		2%	2%	2%	*%	2%	2%	1%
Not very important	(-1)	80	29	17	18	16	46	34
		5%	7%	4%	4%	4%	5%	4%
Neither important nor unimportant	(0)	174	57	44	35	39	101	74
		10%	14%	10%	8%	9%	12%	9%
Important	(1)	683	170	180	157	176	350	333
		41%	41%	43%	38%	41%	42%	40%
Very important	(2)	697	149	163	199	187	312	385
		42%	36%	39%	48%	44%	38%	46%
					a			a
Don't know		6	-	5	2	*	5	2
		*%	-%	1%	*%	*%	1%	*%
NET Important		1380	319	343	356	362	662	718
		83%	77%	82%	86%	85%	80%	86%
					a			a
NET Not Important		108	39	25	19	25	64	44
		6%	9%	6%	5%	6%	8%	5%
Answered		1663	414	412	411	426	826	836
Mean Score		1.2	1.0	1.1	1.3	1.2	1.1	1.3
					a	a		a
Standard error		.02	.05	.04	.04	.04	.03	.03
Standard deviation		.92	1.00	.91	.83	.90	.96	.87

Columns Tested:: a,b,c,d - a,b

Table QD10B_5

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	30	6	24	29	1	*	*	1
		2%	4%	2%	2%	2%	1%	3%	2%
Not very important	(-1)	71	8	63	66	4	*	*	5
		4%	6%	4%	4%	7%	7%	3%	6%
Neither important nor unimportant	(0)	206	19	187	197	8	1	1	9
		12%	13%	12%	12%	12%	12%	17%	12%
Important	(1)	654	25	629	626	23	3	2	28
		39%	18%	41%	39%	36%	47%	42%	37%
				a					
Very important	(2)	703	85	618	671	28	2	1	32
		42%	59%	41%	42%	44%	33%	35%	43%
			b						
Don't know		5	*	4	5	-	-	-	-
		*%	*%	*%	*%	-%	-%	-%	-%
NET Important		1357	110	1247	1298	51	6	3	60
		81%	77%	82%	81%	80%	80%	77%	80%
NET Not Important		101	14	88	95	5	1	*	6
		6%	9%	6%	6%	9%	8%	6%	8%
Answered		1664	143	1521	1589	64	7	4	75
Mean Score		1.2	1.2	1.2	1.2	1.1	1.0	1.0	1.1
Standard error		.02	.06	.02	.03	.06	.11	.08	.04
Standard deviation		.92	1.12	.90	.92	1.00	.98	1.10	.99

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	30	16	10	2	1	1	*	29	1	*
		2%	2%	2%	1%	2%	2%	3%	2%	2%	2%
Not very important	(-1)	71	27	30	9	2	3	*	66	4	1
		4%	3%	5%	8%	5%	9%	3%	4%	7%	6%
							a				
Neither important nor unimportant	(0)	206	100	82	14	6	2	1	197	8	1
		12%	12%	13%	13%	14%	8%	17%	12%	12%	14%
Important	(1)	654	321	252	53	18	9	2	626	23	5
		39%	38%	40%	47%	40%	32%	42%	39%	36%	45%
Very important	(2)	703	386	250	35	17	13	1	671	28	4
		42%	45%	40%	31%	39%	48%	35%	42%	44%	34%
			c				c				
Don't know		5	3	2	*	-	-	-	5	-	-
		*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
NET Important		1357	707	502	88	35	22	3	1298	51	9
		81%	83%	80%	78%	79%	80%	77%	81%	80%	79%
NET Not Important		101	44	41	11	3	3	*	95	5	1
		6%	5%	6%	9%	7%	12%	6%	6%	9%	7%
							a				
Answered		1664	851	625	113	44	27	4	1589	64	11
Mean Score		1.2	1.2	1.1	1.0	1.1	1.1	1.0	1.2	1.1	1.0
Standard error		.02	.04	.04	.07	.07	.08	.08	.03	.06	.06
Standard deviation		.92	.91	.93	.95	.94	1.09	1.10	.92	1.00	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	30	23	6	1	*	*	13	5	-	1	1
		2%	2%	2%	2%	1%	3%	1%	2%	-%	8% a	2%
Not very important	(-1)	71	56	10	4	*	*	31	21	6	*	1
		4%	4%	4%	7%	7%	3%	3%	8% a	10% a	1%	2%
Neither important nor unimportant	(0)	206	148	49	8	1	1	126	39	6	3	4
		12%	11%	16%	12%	12%	17%	12%	15%	9%	14%	8%
Important	(1)	654	501	125	23	3	2	428	99	30	9	26
		39%	39%	42%	36%	47%	42%	40%	39%	49%	49%	51%
Very important	(2)	703	565	107	28	2	1	471	89	19	5	19
		42%	44%	36%	44%	33%	35%	44%	35%	31%	28%	37%
Don't know		5	3	2	-	-	-	4	1	-	-	-
		*%	*%	1%	-%	-%	-%	*%	*%	-%	-%	-%
NET Important		1357	1066	232	51	6	3	899	188	48	15	44
		81%	82%	78%	80%	80%	77%	84% b	74%	80%	77%	88%
NET Not Important		101	79	16	5	1	*	44	26	6	2	2
		6%	6%	5%	9%	8%	6%	4%	10% a	10%	8%	4%
Answered		1664	1292	297	64	7	4	1070	253	60	19	50
Mean Score		1.2	1.2	1.1	1.1	1.0	1.0	1.2 b	1.0	1.0	.9	1.2
Standard error		.02	.03	.04	.06	.11	.08	.03	.06	.09	.13	.06
Standard deviation		.92	.92	.92	1.00	.98	1.10	.86	1.01	.91	1.10	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	30	6	-	1	-	3	5	-	8	*
		2%	4%	-%	*%	-%	2%	2%	-%	6% c	*%
Not very important	(-1)	71	4	5	9	*	14	15	10	3	2
		4%	3%	4%	4%	1%	8%	6%	4%	2%	2%
Neither important nor unimportant	(0)	206	20	24	18	10	18	29	42	15	2
		12%	14% i	21% ci	7%	17% i	11%	11% i	19% ci	10%	2%
Important	(1)	654	51	37	124	32	54	112	94	55	53
		39%	35%	32%	48% be	55%	32%	42%	43%	38%	43%
Very important	(2)	703	64	52	103	16	79	104	73	61	65
		42%	44%	44%	40%	28%	47%	39%	33%	42%	53% dg
Don't know		5	-	-	-	-	-	1	-	4	-
		*%	-%	-%	-%	-%	-%	*%	-%	2%	-%
NET Important		1357	116	90	226	48	134	216	167	116	118
		81%	79%	76%	89% bg	83%	79%	81%	76%	80%	96% abdefgh
NET Not Important		101	10	5	10	*	18	20	10	11	2
		6%	7%	4%	4%	1%	10%	8%	4%	8%	2%
Answered		1664	146	119	255	58	170	265	219	142	123
Mean Score		1.2	1.1	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.5 abdefgh
Standard error		.02	.09	.09	.06	.10	.09	.08	.08	.10	.06
Standard deviation		.92	1.02	.88	.77	.69	1.04	.94	.84	1.06	.64

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	30	4	14	6	23	7	4	2	1
		2%	1%	3%	1%	2%	4% cd	5% cd	4%	2%
Not very important	(-1)	71	17	12	34	63	8	2	3	3
		4%	5%	3%	5%	4%	5%	2%	5%	12% bcdef
Neither important nor unimportant	(0)	206	30	59	90	179	27	17	4	5
		12%	8%	14%	12%	12%	16% a	22% acdg	7%	19% ag
Important	(1)	654	139	144	330	612	42	15	20	7
		39%	40% efh	35% ef	45% befh	41% efh	25%	19%	33%	24%
Very important	(2)	703	161	178	280	618	85	42	31	12
		42%	46%	43%	38%	41%	50% cd	51% c	52% c	44%
Don't know		5	-	4	1	4	*	*	-	-
		*%	-%	1%	*%	*%	*%	1%	-%	-%
NET Important		1357	300	321	609	1231	127	57	51	19
		81%	86% efh	78%	82% fh	82% efh	75%	70%	85% fh	67%
NET Not Important		101	21	26	40	86	15	6	5	4
		6%	6%	6%	5%	6%	9%	7%	9%	14% cd
Answered		1664	350	406	739	1496	169	80	60	28
Mean Score		1.2	1.2 h	1.1	1.1	1.2	1.1	1.1	1.2	.9
Standard error		.02	.05	.06	.04	.03	.04	.07	.07	.08
Standard deviation		.92	.88	1.00	.86	.90	1.10	1.13	1.04	1.16

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	30	2	1	1	4	4	2	1	*	15
		2%	3%	1%	1%	2%	1%	3%	4%	1%	2%
Not very important	(-1)	71	6	7	7	9	11	2	4	1	32
		4%	11%	7%	6%	4%	5%	2%	9%	2%	4%
Neither important nor unimportant	(0)	206	12	12	30	37	25	9	*	4	87
		12%	22% g	12%	24% egi	16%	10%	13%	1%	7%	10%
Important	(1)	654	23	36	39	94	85	43	20	26	324
		39%	40%	37%	31%	41%	35%	59% cei	50%	45%	38%
Very important	(2)	703	13	42	46	79	118	17	15	26	389
		42%	23%	43%	38%	35%	49% adf	23%	37%	45%	46% af
Don't know		5	-	-	-	4	*	-	-	-	1
		*%	-%	-%	-%	2% i	*%	-%	-%	-%	*%
NET Important		1357	36	79	85	174	203	60	35	53	713
		81%	64%	80%	69%	76%	83% ac	82%	87%	90% ac	84% ac
NET Not Important		101	8	8	8	13	15	4	5	1	47
		6%	14%	8%	6%	6%	6%	5%	13%	2%	6%
Answered		1664	56	98	122	224	242	74	40	59	847
Mean Score		1.2	.7	1.1	1.0	1.1	1.2 a	1.0	1.1	1.3 a	1.2 a
Standard error		.02	.13	.08	.07	.07	.05	.10	.14	.08	.03
Standard deviation		.92	1.06	.95	.96	.92	.92	.84	1.05	.76	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	30	7	6	17	21	9	29	1	25	4
		2%	2%	2%	2%	2%	3%	2%	1%	2%	9% a
Not very important	(-1)	71	22	13	36	54	17	69	2	71	1
		4%	5%	4%	4%	4%	6%	5%	1%	4%	2%
Neither important nor unimportant	(0)	206	80	34	92	139	67	189	17	200	6
		12%	20% bc	11%	10%	10%	22% a	12%	12%	12%	12%
Important	(1)	654	155	128	371	564	90	589	65	643	11
		39%	38%	40%	39%	41% b	30%	38%	49%	40%	23%
Very important	(2)	703	138	135	430	584	119	654	49	679	25
		42%	34%	43%	45% a	43%	39%	43%	37%	42%	49%
Don't know		5	4	*	1	5	-	5	-	2	3
		*%	1%	*%	*%	*%	-%	*%	-%	*%	6% a
NET Important		1357	294	263	801	1148	209	1243	114	1321	36
		81%	72%	83% a	85% a	84% b	69%	81%	85%	82%	72%
NET Not Important		101	29	19	54	75	26	98	3	96	5
		6%	7%	6%	6%	5%	9%	6%	2%	6%	10%
Answered		1664	402	316	946	1362	302	1530	134	1617	47
Mean Score		1.2	1.0	1.2	1.2 a	1.2 b	1.0	1.2	1.2	1.2	1.1
Standard error		.02	.05	.05	.03	.02	.07	.02	.04	.02	.20
Standard deviation		.92	.96	.91	.91	.89	1.05	.94	.77	.91	1.26

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	30	20	2	3	27	1	-	2	28	2
		2%	2%	1%	1%	2%	1%	-%	6%	2%	3%
Not very important	(-1)	71	38	11	22	63	3	*	6	66	6
		4%	4%	4%	6%	4%	2%	*%	15% abe	4%	8%
Neither important nor unimportant	(0)	206	121	49	36	173	28	1	4	201	5
		12%	12%	18%	10%	12%	17%	3%	10%	13%	6%
Important	(1)	654	446	94	110	570	57	18	9	627	27
		39%	43% c	34%	31%	40%	34%	47%	26%	39%	37%
Very important	(2)	703	406	113	185	593	76	19	16	669	34
		42%	39%	42%	52% a	41%	46%	49%	43%	42%	46%
Don't know		5	1	3	1	5	-	*	-	5	*
		*%	*%	1%	*%	*%	-%	1%	-%	*%	*%
NET Important		1357	851	206	295	1163	133	37	25	1296	62
		81%	83%	76%	83%	81%	81%	96% d	69%	81%	83%
NET Not Important		101	58	13	25	90	4	*	8	93	8
		6%	6%	5%	7%	6%	2%	*%	22% abe	6%	11%
Answered		1664	1031	268	356	1425	165	38	37	1590	74
Mean Score		1.2	1.1	1.1	1.3	1.2	1.2	1.5	.8	1.2	1.2
Standard error		.02	.03	.04	.05	.03	.05	.07	.15	.02	.09
Standard deviation		.92	.90	.90	.94	.93	.83	.57	1.31	.92	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	30	17	9	3	29	26	30	22	15	14
		2%	2%	2%	1%	2%	2%	2%	2%	2%	3%
Not very important	(-1)	71	33	30	8	62	59	71	51	41	23
		4%	4%	5%	4%	4%	5%	4%	4%	5%	4%
Neither important nor unimportant	(0)	206	122	51	33	201	158	206	140	96	67
		12%	14%	9%	14%	13%	12%	12%	12%	12%	12%
			b								
Important	(1)	654	347	223	84	633	517	654	455	331	232
		39%	41%	38%	35%	40%	40%	39%	39%	43%	42%
Very important	(2)	703	321	272	111	662	536	703	483	290	210
		42%	38%	46%	46%	42%	41%	42%	42%	37%	38%
Don't know		5	1	4	*	2	5	5	4	1	4
		*%	*%	1%	*%	*%	*%	*%	*%	*%	1%
NET Important		1357	668	495	195	1295	1054	1357	937	620	442
		81%	79%	84%	81%	82%	81%	81%	81%	80%	80%
NET Not Important		101	50	39	11	91	85	101	74	56	37
		6%	6%	7%	5%	6%	7%	6%	6%	7%	7%
Answered		1664	841	584	239	1587	1297	1664	1151	772	546
Mean Score		1.2	1.1	1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.1
Standard error		.02	.04	.03	.04	.02	.02	.02	.03	.03	.04
Standard deviation		.92	.93	.92	.90	.92	.94	.92	.93	.94	.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Weighted Base	1669	381	1010	84	86	41	34	34	109
Not at all important (-2)	30	3	20	1	3	*	-	2	2
	2%	1%	2%	2%	3%	1%	-%	6%	2%
Not very important (-1)	71	21	36	4	2	*	6	1	8
	4%	6%	4%	5%	3%	1%	17%	4%	7%
							b		
Neither important nor unimportant (0)	206	49	127	10	11	5	3	2	10
	12%	13%	13%	11%	13%	12%	8%	6%	9%
Important (1)	654	143	418	24	35	15	10	8	33
	39%	38%	41%	29%	41%	37%	29%	25%	31%
Very important (2)	703	165	407	44	34	20	16	17	53
	42%	43%	40%	53%	40%	49%	46%	51%	49%
Don't know	5	-	2	-	-	-	-	3	3
	*%	-%	*%	-%	-%	-%	-%	9%	3%
								ab	b
NET Important	1357	308	825	69	70	35	26	25	86
	81%	81%	82%	82%	81%	87%	75%	75%	79%
NET Not Important	101	24	56	6	5	1	6	3	10
	6%	6%	6%	7%	6%	2%	17%	10%	9%
Answered	1664	381	1008	84	86	41	34	31	106
Mean Score	1.2	1.2	1.1	1.3	1.1	1.3	1.0	1.2	1.2
Standard error	.02	.05	.03	.09	.08	.08	.12	.15	.06
Standard deviation	.92	.91	.91	.97	.95	.78	1.12	1.18	1.02

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	30	21	3	3	*	2	*	*	20	4	*	*	-	*	2
		2%	2%	2%	4%	1%	11% a	*%	*%	2%	2%	*%	*%	-%	*%	11%
Not very important	(-1)	71	43	8	2	1	*	6	*	46	4	3	1	4	*	1
		4%	3%	7%	3%	2%	1%	23% acd	6%	5%	2%	5%	2%	12%	*%	6%
Neither important nor unimportant	(0)	206	164	18	8	6	*	4	*	116	30	4	3	3	2	*
		12%	13%	14%	10%	12%	2%	15%	2%	12%	20%	6%	11%	9%	18%	1%
Important	(1)	654	517	49	28	18	12	3	5	411	46	29	14	11	4	2
		39%	40% f	38% f	38%	35%	61% f	12%	66%	41%	31%	46%	63% bf	29%	25%	11%
Very important	(2)	703	532	51	33	27	5	13	2	400	65	28	5	19	8	11
		42%	42%	39%	45%	51%	25%	50%	25%	40%	44%	43%	23%	50%	57% d	56%
Don't know		5	1	1	-	-	-	-	-	2	-	-	-	-	-	3
		*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	15%
NET Important		1357	1049	100	61	45	17	16	7	811	112	57	20	29	11	13
		81%	82% f	77%	83%	86%	86%	62%	91%	82%	75%	89%	86%	79%	82%	67%
NET Not Important		101	64	11	5	1	2	6	1	66	7	3	1	4	*	3
		6%	5%	9%	7%	3%	12%	23% ad	7%	7%	5%	5%	2%	12%	1%	17%
Answered		1664	1278	129	73	53	20	26	8	994	148	64	23	37	14	17
Mean Score		1.2	1.2	1.1	1.2	1.3	.9	.9	1.1	1.1	1.1	1.3	1.1	1.2	1.4	1.1
Standard error		.02	.03	.07	.09	.08	.15	.15	.17	.03	.07	.07	.08	.16	.13	.30
Standard deviation		.92	.89	.99	1.00	.83	1.17	1.28	.79	.93	.97	.81	.68	1.04	.83	1.49

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	30	19	1	*	*	*	*	2	2	16	5	3	1	5
		2%	2%	1%	1%	*%	*%	*%	6%	3%	2%	2%	1%	1%	8%
															c
Not very important	(-1)	71	34	10	2	*	*	*	5	5	36	14	15	5	1
		4%	4%	7%	3%	1%	*%	1%	15%	7%	4%	4%	5%	5%	2%
Neither important nor unimportant	(0)	206	87	18	13	7	5	*	10	15	116	36	27	16	11
		12%	11%	13%	16%	15%	21%	1%	28%	19%	14%	11%	8%	15%	18%
Important	(1)	654	339	32	42	13	8	14	6	28	325	131	139	36	21
		39%	42%	24%	51%	29%	34%	68%	17%	35%	39%	40%	42%	34%	35%
			b		bg			bdg							
Very important	(2)	703	331	76	25	25	11	6	9	26	349	138	146	47	22
		42%	41%	56%	30%	55%	45%	30%	26%	33%	41%	42%	44%	44%	36%
				ach		c									
Don't know		5	1	-	-	-	-	-	3	3	*	4	*	-	1
		*%	*%	-%	-%	-%	-%	-%	9%	4%	*%	1%	*%	-%	1%
									abc	a					
NET Important		1357	670	108	67	39	19	20	15	54	674	269	285	83	43
		81%	83%	79%	81%	84%	79%	98%	43%	68%	80%	82%	86%	79%	72%
			gh	g	g	g		g							
NET Not Important		101	52	11	3	*	*	*	7	8	52	19	18	6	6
		6%	6%	8%	3%	1%	*%	1%	21%	10%	6%	6%	5%	6%	9%
									acd						
Answered		1664	809	137	83	46	24	20	32	76	842	324	330	106	60
Mean Score		1.2	1.1	1.3	1.1	1.4	1.2	1.3	.5	.9	1.1	1.2	1.2	1.2	.9
			g	g	g	g		g							
Standard error		.02	.03	.08	.07	.09	.12	.08	.23	.09	.03	.05	.04	.06	.12
Standard deviation		.92	.93	.98	.79	.79	.81	.54	1.26	1.04	.94	.91	.85	.94	1.15

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	30	15	7	3	1	3	16	3	2	*	5
		2%	2%	2%	1%	2%	7%	2%	2%	1%	*%	9%
												c
Not very important	(-1)	71	31	12	12	5	1	33	14	6	5	1
		4%	3%	4%	5%	6%	3%	5%	6%	3%	6%	2%
Neither important nor unimportant	(0)	206	122	37	22	13	7	95	25	17	14	6
		12%	14%	12%	8%	16%	19%	13%	11%	8%	17%	12%
Important	(1)	654	349	112	123	30	18	300	79	92	30	16
		39%	39%	38%	47%	36%	47%	41%	35%	44%	38%	32%
Very important	(2)	703	383	129	104	33	9	292	102	91	30	21
		42%	43%	43%	39%	40%	22%	40%	45%	44%	38%	43%
Don't know		5	*	1	-	-	1	*	4	*	-	1
		*%	*%	*%	-%	-%	2%	*%	2%	*%	-%	1%
NET Important		1357	732	241	227	63	27	591	181	183	60	37
		81%	81%	81%	86%	76%	70%	80%	80%	88%	76%	75%
NET Not Important		101	47	19	15	6	4	50	17	8	5	6
		6%	5%	7%	6%	7%	9%	7%	8%	4%	6%	12%
Answered		1664	900	297	264	82	38	736	223	208	79	48
Mean Score		1.2	1.2	1.2	1.2	1.1	.8	1.1	1.2	1.3	1.1	1.0
Standard error		.02	.03	.05	.04	.07	.13	.04	.06	.05	.08	.15
Standard deviation		.92	.91	.96	.85	.97	1.06	.95	.96	.80	.91	1.24

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	30	17	*	1	2	2	15	*	8	28	2	29	*
		2%	3%	*%	*%	2%	5%	2%	*%	2%	2%	1%	2%	2%
Not very important	(-1)	71	26	10	10	5	*	33	2	16	63	8	62	*
		4%	4%	6%	4%	6%	*%	5%	3%	4%	4%	7%	4%	*%
Neither important nor unimportant	(0)	206	72	20	21	16	9	77	14	49	185	21	194	6
		12%	12%	11%	9%	18%	20%	12%	16%	12%	12%	16%	12%	35%
Important	(1)	654	258	61	80	33	20	219	39	193	614	40	627	6
		39%	43%	34%	35%	37%	46%	33%	46%	48% a	40%	31%	40%	30%
Very important	(2)	703	231	87	115	32	13	320	26	137	646	57	656	6
		42%	38%	49%	50% a	36%	29%	48% c	31%	34%	42%	44%	42%	32%
Don't know		5	3	1	1	*	-	*	4	1	5	*	2	-
		*%	*%	*%	*%	*%	-%	*%	4% ac	*%	*%	*%	*%	-%
NET Important		1357	489	148	194	65	32	539	65	329	1261	97	1283	11
		81%	81%	83%	85%	73%	75%	81%	77%	82%	82%	76%	82%	62%
NET Not Important		101	43	10	11	7	2	47	3	24	91	10	91	*
		6%	7%	6%	5%	8%	5%	7%	3%	6%	6%	8%	6%	3%
Answered		1664	604	178	227	89	43	663	81	402	1537	128	1568	18
Mean Score		1.2	1.1	1.3	1.3 a	1.0	.9	1.2	1.1	1.1	1.2	1.1	1.2	.9
Standard error		.02	.04	.06	.05	.09	.12	.04	.07	.04	.02	.08	.02	.19
Standard deviation		.92	.96	.88	.85	1.00	.99	.98	.79	.89	.92	.99	.92	.97

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	30	26	*	21	1	29	*	26	*	21	1
		2%	2%	1%	3%	*%	2%	2%	2%	1%	3%	*%
Not very important	(-1)	71	55	4	29	23	62	*	55	4	29	23
		4%	4%	5%	4%	6%	4%	*%	5%	5%	4%	6%
Neither important nor unimportant	(0)	206	146	12	79	61	196	5	145	13	78	62
		12%	12%	13%	10%	15%	12%	31%	12%	15%	10%	16%
Important	(1)	654	476	41	291	164	628	5	483	34	298	156
		39%	39%	47%	39%	40%	40%	31%	40%	40%	39%	40%
Very important	(2)	703	507	30	326	157	657	5	502	35	334	149
		42%	42%	34%	43%	39%	42%	36%	41%	40%	44%	38%
Don't know		5	5	-	4	*	2	-	5	-	4	*
		*%	*%	-%	1%	*%	*%	-%	*%	-%	1%	*%
NET Important		1357	983	71	617	321	1285	10	985	69	633	305
		81%	81%	81%	82%	79%	82%	67%	81%	80%	83%	78%
NET Not Important		101	80	5	50	24	91	*	81	4	50	24
		6%	7%	6%	7%	6%	6%	2%	7%	5%	7%	6%
Answered		1664	1209	88	745	406	1571	15	1210	87	760	391
Mean Score		1.2	1.1	1.1	1.2	1.1	1.2	1.0	1.1	1.1	1.2	1.1
Standard error		.02	.03	.08	.03	.04	.02	.19	.03	.08	.03	.04
Standard deviation		.92	.94	.85	.96	.88	.92	.97	.94	.88	.95	.89

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	30	12	20	1	-	13	17	3	-	14	12	3	-
		2%	2%	2%	*%	-%	2%	2%	2%	-%	2%	2%	2%	-%
Not very important	(-1)	71	43	42	10	-	42	45	9	-	39	27	14	-
		4%	5%	3%	5%	-%	5%	5%	6%	-%	5%	4%	7%	-%
Neither important nor unimportant	(0)	206	91	164	17	-	94	88	8	-	100	55	11	-
		12%	11%	13%	8%	-%	12%	10%	5%	-%	12%	8%	6%	-%
Important	(1)	654	329	499	73	-	287	379	45	-	306	272	76	*
		39%	40%	39%	35%	-%	38%	41% c	27%	-%	37%	41%	37%	100%
Very important	(2)	703	343	541	111	-	318	392	103	1	358	294	97	-
		42%	42%	43%	53%	-%	42%	42%	61% ab	100%	44%	44%	48%	-%
Don't know		5	1	2	*	-	4	2	*	-	4	1	*	-
		*%	*%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	-%
NET Important		1357	672	1040	183	-	606	771	148	1	665	566	173	*
		81%	82%	82%	87%	-%	80%	84%	88%	100%	81%	86%	86%	100%
NET Not Important		101	55	62	10	-	55	62	12	-	53	38	18	-
		6%	7%	5%	5%	-%	7%	7%	7%	-%	6%	6%	9%	-%
Answered		1664	819	1267	210	-	754	921	168	1	818	660	202	*
Mean Score		1.2	1.2	1.2	1.3	-	1.1	1.2	1.4 a	2.0	1.2	1.2	1.2	1.0
Standard error		.02	.03	.02	.06	-	.03	.03	.07	-	.03	.03	.07	-
Standard deviation		.92	.92	.89	.84	-	.95	.92	.94	-	.94	.89	.96	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	30	27	19	12	21	16	2	7	3	4	3	2
		2%	2%	2%	1%	2%	2%	6%	1%	1%	1%	2%	3%
Not very important	(-1)	71	59	57	35	58	29	6	23	18	26	6	3
		4%	4%	5%	4%	5%	3%	17% ab	4%	4%	6%	5%	4%
Neither important nor unimportant	(0)	206	191	154	93	162	125	8	61	55	38	1	*
		12%	12%	13%	11%	13%	12%	21%	11% d	11% d	8%	1%	*%
Important	(1)	654	615	473	309	509	385	6	225	189	159	42	30
		39%	40%	39%	37%	40%	37%	16%	40%	38%	34%	34%	40%
Very important	(2)	703	654	505	377	509	482	15	252	235	233	72	39
		42%	42%	42%	46%	40%	46%	41%	44%	47%	50%	58%	53%
Don't know		5	2	5	1	5	*	-	1	1	1	*	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET Important		1357	1269	978	687	1018	867	21	478	423	392	114	69
		81%	82%	81%	83%	81% c	84% c	57%	84%	85%	85%	92%	93%
NET Not Important		101	87	76	47	79	45	8	31	21	30	9	5
		6%	6%	6%	6%	6%	4%	22% ab	5%	4%	6%	7%	7%
Answered		1664	1547	1207	826	1259	1036	37	569	500	460	124	74
Mean Score		1.2	1.2	1.2	1.2	1.1	1.2 c	.7	1.2	1.3	1.3	1.4	1.4
Standard error		.02	.02	.03	.03	.02	.03	.18	.04	.04	.04	.09	.11
Standard deviation		.92	.91	.92	.91	.92	.88	1.32	.89	.85	.90	.90	.91

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	30	6	*	1	1	18	14	22	11	19	11	20	1	-	17	7
		2%	3%	*%	1%	3%	1%	2%	1%	1%	2%	1%	1%	*%	-%	1%	5% a
Not very important	(-1)	71	5	11	5	-	62	42	63	51	39	36	62	7	-	54	5
		4%	2%	13% a	5%	-%	4%	5%	4%	5%	5%	5%	5%	4%	-%	4%	4%
Neither important nor unimportant	(0)	206	29	9	12	9	172	129	188	118	81	95	161	15	-	133	8
		12%	14%	11%	12%	22%	12%	15%	13%	13%	10%	13%	12%	8%	-%	11%	6%
Important	(1)	654	68	45	33	17	554	315	572	362	295	291	523	58	-	477	49
		39%	34%	55% a	33%	43%	39%	36%	39%	38%	37%	39%	39%	32%	-%	39%	38%
Very important	(2)	703	96	14	48	12	600	372	614	400	370	302	581	103	-	554	61
		42%	47% b	17%	48% b	32%	42%	43%	42%	42%	46%	41%	43%	56% ab	-%	45%	47%
Don't know		5	-	3	-	-	5	2	5	1	*	4	2	-	-	2	-
		*%	-%	4%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		1357	165	59	82	29	1154	686	1185	762	666	593	1103	160	-	1031	109
		81%	81%	72%	82%	75%	82%	79%	81%	81%	83%	80%	82%	88%	-%	83%	85%
NET Not Important		101	11	11	6	1	80	56	84	61	58	47	82	8	-	71	12
		6%	5%	13%	6%	3%	6%	6%	6%	7%	7%	6%	6%	4%	-%	6%	9%
Answered		1664	204	79	100	39	1406	871	1458	941	804	735	1346	183	-	1235	129
Mean Score		1.2	1.2 b	.8	1.2 b	1.0	1.2	1.1	1.2	1.2	1.2	1.1	1.2	1.4 a	-	1.2	1.2
Standard error		.02	.07	.09	.10	.15	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.10
Standard deviation		.92	.97	.90	.92	.91	.90	.94	.91	.92	.96	.92	.92	.82	-	.90	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	30	14	16	3	-	1	2	9	14	6	6	9	15
		2%	2%	2%	1%	-%	1%	1%	5% b	1%	2%	2%	3%	1%
Not very important	(-1)	71	30	42	23	*	8	18	7	45	18	17	10	44
		4%	4%	4%	5%	*%	4%	5%	4%	4%	6%	7%	3%	4%
Neither important nor unimportant	(0)	206	83	123	60	8	33	47	28	144	33	26	36	138
		12%	12%	13%	13%	21%	16%	12%	15%	12%	11%	11%	12%	13%
Important	(1)	654	272	382	193	14	87	147	63	485	104	72	126	439
		39%	39%	39%	41%	37%	42%	39%	32%	42%	34%	31%	40%	41%
Very important	(2)	703	291	413	196	16	78	163	86	470	137	108	132	445
		42%	42%	42%	41%	42%	37%	43%	44%	40%	45%	47%	42%	41%
Don't know		5	4	1	*	-	-	*	-	2	3	3	-	2
		*%	1%	*%	*%	-%	-%	*%	-%	*%	1%	1%	-%	*%
NET Important		1357	563	795	389	29	165	309	149	955	241	180	258	884
		81%	81%	81%	82%	79%	80%	82%	77%	82%	80%	78%	82%	82%
NET Not Important		101	44	57	26	*	9	21	16	59	25	23	19	59
		6%	6%	6%	6%	*%	5%	6%	8%	5%	8%	10%	6%	5%
Answered		1664	690	975	475	37	208	377	193	1158	298	229	313	1081
Mean Score		1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.2	1.1	1.2	1.2
Standard error		.02	.04	.03	.04	.16	.05	.05	.07	.03	.05	.06	.05	.03
Standard deviation		.92	.94	.92	.87	.78	.86	.88	1.07	.88	.99	1.04	.95	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	30	16	14
		2%	2%	2%
Not very important	(-1)	71	41	30
		4%	5%	3%
Neither important nor unimportant	(0)	206	93	113
		12%	12%	12%
Important	(1)	654	290	364
		39%	38%	40%
Very important	(2)	703	320	384
		42%	42%	42%
Don't know		5	3	1
		*%	*%	*%
NET Important		1357	609	748
		81%	80%	83%
NET Not Important		101	57	44
		6%	8%	5%
Answered		1664	759	905
Mean Score		1.2	1.1	1.2
Standard error		.02	.03	.03
Standard deviation		.92	.97	.89

Columns Tested:: a,b

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	30	1	6	2	*	2	5	1	2	2	*	4	3
		2%	4%	2%	1%	*%	2%	2%	9% dhj	1%	1%	1%	2%	2%
Not very important	(-1)	71	*	4	13	2	5	11	*	11	3	10	5	7
		4%	*%	2%	11% bi	2%	5%	5%	4%	4%	2%	15% bdfhikl	3%	4%
Neither important nor unimportant	(0)	206	5	37	12	13	4	32	2	27	26	7	12	30
		12%	18%	14%	10%	17%	4%	14%	15%	11%	17% ek	10%	6%	17% ek
Important	(1)	654	11	131	44	35	33	112	2	95	46	19	60	67
		39%	38%	49% gijk	39%	43% g	33%	47% gijk	16%	38% g	31%	29%	32%	38% g
Very important	(2)	703	11	92	44	30	55	76	7	113	72	28	106	69
		42%	39%	34%	38%	38%	55% bf	32%	56% f	45%	48% f	44%	57% bcfl	39%
Don't know		5	-	-	1	-	-	-	-	3	*	-	1	-
		*%	-%	-%	1%	-%	-%	-%	-%	1%	*%	-%	*%	-%
NET Important		1357	22	223	88	65	88	188	9	209	117	46	166	136
		81%	77%	83%	77%	81%	89%	79%	72%	83%	79%	74%	89% gjl	77%
NET Not Important		101	1	11	14	2	7	17	2	13	5	10	9	10
		6%	5%	4%	13%	3%	7%	7%	13%	5%	3%	16% bdhikl	5%	6%
Answered		1664	29	270	114	80	99	237	12	249	148	63	187	176
Mean Score		1.2	1.1	1.1	1.0	1.2	1.3	1.0	1.1	1.2	1.2	1.0	1.4 bcfjl	1.1
Standard error		.02	.10	.06	.10	.07	.09	.07	.19	.06	.08	.10	.06	.07
Standard deviation		.92	1.01	.86	1.04	.81	.93	.93	1.35	.87	.90	1.11	.88	.94

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_5 (continuation)

QD10B_5. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	30	9	8	6	7	17	13
		2%	2%	2%	1%	2%	2%	2%
Not very important	(-1)	71	17	18	14	22	36	36
		4%	4%	4%	3%	5%	4%	4%
Neither important nor unimportant	(0)	206	53	50	55	48	103	102
		12%	13%	12%	13%	11%	12%	12%
Important	(1)	654	187	180	143	145	366	288
		39%	45%	43%	35%	34%	44%	34%
			d				b	
Very important	(2)	703	147	161	192	204	308	395
		42%	35%	39%	47%	48%	37%	47%
					a	a		a
Don't know		5	1	-	3	1	1	4
		*%	*%	-%	1%	*%	*%	*%
NET Important		1357	334	341	335	348	674	683
		81%	81%	82%	81%	82%	81%	81%
NET Not Important		101	27	26	19	29	53	49
		6%	6%	6%	5%	7%	6%	6%
Answered		1664	414	417	409	425	830	834
Mean Score		1.2	1.1	1.1	1.2	1.2	1.1	1.2
Standard error		.02	.05	.04	.04	.04	.03	.03
Standard deviation		.92	.92	.91	.90	.95	.92	.93

Columns Tested:: a,b,c,d - a,b

Table QD10B_6

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	37	8	30	37	*	-	-	*
		2%	5%	2%	2%	1%	-%	-%	*%
Not very important	(-1)	75	6	68	72	2	*	*	2
		4%	4%	4%	5%	3%	1%	5%	3%
Neither important nor unimportant	(0)	203	25	178	192	9	1	*	11
		12%	18%	12%	12%	15%	14%	9%	14%
Important	(1)	615	19	596	583	27	3	2	31
		37%	13%	39%	37%	41%	40%	46%	42%
				a					
Very important	(2)	735	80	654	704	25	3	2	30
		44%	56%	43%	44%	39%	46%	40%	40%
			b						
Don't know		5	5	*	5	*	-	-	*
		*%	3%	*%	*%	1%	-%	-%	1%
			b						
NET Important		1349	99	1250	1288	52	6	3	61
		81%	69%	82%	81%	81%	85%	86%	82%
				a					
NET Not Important		112	14	98	109	2	*	*	3
		7%	10%	6%	7%	4%	1%	5%	4%
Answered		1664	138	1525	1589	64	7	4	75
Mean Score		1.2	1.1	1.2	1.2	1.2	1.3	1.2	1.2
Standard error		.02	.06	.02	.03	.05	.09	.07	.03
Standard deviation		.96	1.20	.93	.96	.84	.79	.94	.83

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	37	22	14	1	*	-	-	37	*	-
		2%	3%	2%	1%	1%	-%	-%	2%	1%	-%
Not very important	(-1)	75	46	23	3	1	1	*	72	2	*
		4%	5%	4%	3%	2%	5%	5%	5%	3%	2%
Neither important nor unimportant	(0)	203	79	102	11	7	3	*	192	9	1
		12%	9%	16%	9%	16%	12%	9%	12%	15%	12%
				a							
Important	(1)	615	322	209	53	18	11	2	583	27	5
		37%	38%	33%	46%	41%	41%	46%	37%	41%	42%
					b			b			
Very important	(2)	735	382	277	45	18	11	2	704	25	5
		44%	45%	44%	40%	40%	41%	40%	44%	39%	43%
Don't know		5	3	1	-	*	*	-	5	*	-
		*%	*%	*%	-%	*%	1%	-%	*%	1%	-%
NET Important		1349	704	486	98	36	22	3	1288	52	9
		81%	82%	78%	86%	81%	81%	86%	81%	81%	86%
NET Not Important		112	67	37	5	1	1	*	109	2	*
		7%	8%	6%	4%	2%	5%	5%	7%	4%	2%
Answered		1664	851	625	114	44	27	4	1589	64	11
Mean Score		1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.2	1.3
Standard error		.02	.04	.04	.06	.06	.06	.07	.03	.05	.05
Standard deviation		.96	.98	.97	.82	.82	.86	.94	.96	.84	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	37	29	8	*	-	-	20	5	-	*	-
		2%	2%	3%	1%	-%	-%	2%	2%	-%	1%	-%
Not very important	(-1)	75	63	10	2	*	*	51	10	4	*	2
		4%	5%	3%	3%	1%	5%	5%	4%	6%	1%	3%
Neither important nor unimportant	(0)	203	150	42	9	1	*	123	46	2	2	8
		12%	12%	14%	15%	14%	9%	11%	18%	3%	10%	17%
									ac			
Important	(1)	615	468	115	27	3	2	411	87	36	10	20
		37%	36%	39%	41%	40%	46%	38%	34%	61%	55%	40%
										ab	b	
Very important	(2)	735	581	123	25	3	2	465	105	18	6	20
		44%	45%	41%	39%	46%	40%	43%	41%	30%	34%	40%
Don't know		5	4	*	*	-	-	3	-	-	-	-
		*%	*%	*%	1%	-%	-%	*%	-%	-%	-%	-%
NET Important		1349	1049	239	52	6	3	875	192	55	17	40
		81%	81%	80%	81%	85%	86%	82%	76%	91%	89%	80%
NET Not Important		112	91	18	2	*	*	72	15	4	*	2
		7%	7%	6%	4%	1%	5%	7%	6%	6%	2%	3%
Answered		1664	1291	298	64	7	4	1070	253	60	19	50
Mean Score		1.2	1.2	1.1	1.2	1.3	1.2	1.2	1.1	1.2	1.2	1.2
Standard error		.02	.03	.05	.05	.09	.07	.04	.05	.07	.08	.06
Standard deviation		.96	.97	.96	.84	.79	.94	.94	.96	.75	.72	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	37	1	4	3	2	5	-	3	10	3
		2%	1%	4%	1%	3%	3%	-%	1%	7% f	3%
Not very important	(-1)	75	12	6	8	2	2	9	11	17	6
		4%	8%	5%	3%	3%	1%	3%	5%	11% ce	4%
Neither important nor unimportant	(0)	203	16	22	22	2	21	32	24	20	21
		12%	11%	19%	9%	3%	13%	12%	11%	14%	17%
Important	(1)	615	53	37	103	22	57	107	105	49	36
		37%	36%	31%	41%	37%	34%	40%	48% i	34%	30%
Very important	(2)	735	65	49	119	31	84	118	74	49	57
		44%	44%	41%	47%	53%	49%	44%	34%	34%	46%
Don't know		5	-	-	-	-	-	-	3	-	-
		*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET Important		1349	117	86	222	52	141	225	179	99	93
		81%	80%	73%	87% bh	91% h	83%	85% h	82%	68%	76%
NET Not Important		112	13	10	11	4	7	9	13	26	9
		7%	9%	9%	4%	6%	4%	3%	6%	18% cefg	7%
Answered		1664	146	119	255	58	170	266	216	145	123
Mean Score		1.2	1.2	1.0	1.3 h	1.4 h	1.2 h	1.3 h	1.1	.8	1.1
Standard error		.02	.09	.11	.06	.13	.08	.07	.08	.12	.10
Standard deviation		.96	.96	1.06	.83	.92	.95	.80	.87	1.22	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	37	10	15	5	31	6	5	1	1
		2%	3%	4%	1%	2%	4%	6%	2%	2%
				c			c	c		
Not very important	(-1)	75	9	34	28	71	4	2	2	1
		4%	3%	8%	4%	5%	2%	2%	3%	2%
				acefh						
Neither important nor unimportant	(0)	203	44	59	78	180	23	12	7	4
		12%	13%	14%	11%	12%	13%	15%	11%	13%
Important	(1)	615	115	139	315	569	45	17	19	9
		37%	33%	34%	43%	38%	27%	22%	31%	32%
				f	ef	ef				
Very important	(2)	735	171	163	311	646	89	45	30	14
		44%	49%	40%	42%	43%	53%	55%	50%	50%
							bcd	bcd		
Don't know		5	-	-	3	3	2	*	2	*
		*%	-%	-%	*%	*%	1%	*%	3%	1%
									d	
NET Important		1349	286	302	626	1215	134	62	49	23
		81%	82%	74%	85%	81%	79%	77%	81%	82%
					b	b				
NET Not Important		112	20	49	33	102	10	6	3	1
		7%	6%	12%	4%	7%	6%	8%	5%	4%
				cdeh						
Answered		1664	350	410	737	1497	167	80	59	28
Mean Score		1.2	1.2	1.0	1.2	1.2	1.2	1.2	1.3	1.3
			b		b	b	b		b	b
Standard error		.02	.06	.06	.04	.03	.04	.07	.06	.06
Standard deviation		.96	.97	1.10	.83	.95	1.03	1.13	.94	.94

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	37	5	1	5	8	4	-	*	*	16
		2%	9% ei	1%	4%	3%	2%	-%	1%	1%	2%
Not very important	(-1)	75	1	3	7	7	1	-	*	2	57
		4%	2%	3%	6% e	3%	*%	-%	*%	3%	7% e
Neither important nor unimportant	(0)	203	6	16	24	16	21	8	3	7	119
		12%	10%	16%	19% d	7%	9%	11%	7%	11%	14%
Important	(1)	615	23	25	32	106	75	31	17	15	314
		37%	42%	26%	26%	47% bce	31%	43%	43%	26%	37%
Very important	(2)	735	18	53	55	91	142	34	20	34	340
		44%	33%	54%	45%	40%	59% adi	46%	49%	58%	40%
Don't know		5	3	-	-	-	-	-	-	-	2
		*%	5% dei	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		1349	41	78	87	197	217	66	37	50	654
		81%	74%	80%	71%	86% c	90% aci	89%	92%	85%	77%
NET Not Important		112	6	4	11	15	5	-	*	2	73
		7%	10% e	4%	9% e	6%	2%	-%	1%	4%	9% e
Answered		1664	53	98	122	228	243	74	40	59	846
Mean Score		1.2	.9	1.3	1.0	1.2	1.4 acdi	1.4	1.4	1.4	1.1
Standard error		.02	.15	.07	.08	.07	.05	.08	.10	.09	.03
Standard deviation		.96	1.17	.91	1.10	.93	.79	.67	.72	.87	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	37	17	4	17	30	7	35	2	37	-
		2%	4%	1%	2%	2%	2%	2%	2%	2%	-%
Not very important	(-1)	75	15	1	59	56	19	74	1	74	*
		4%	4%	*%	6%	4%	6%	5%	*%	5%	1%
			b		b						
Neither important nor unimportant	(0)	203	46	29	129	167	36	182	21	196	7
		12%	11%	9%	14%	12%	12%	12%	16%	12%	15%
Important	(1)	615	161	106	347	518	97	562	52	600	14
		37%	40%	34%	37%	38%	32%	37%	39%	37%	28%
Very important	(2)	735	164	176	394	591	144	677	57	707	28
		44%	40%	56%	42%	43%	48%	44%	43%	44%	55%
				ac							
Don't know		5	3	-	2	5	*	5	*	5	*
		*%	1%	-%	*%	*%	*%	*%	*%	*%	1%
NET Important		1349	326	283	741	1109	240	1239	110	1307	42
		81%	80%	89%	78%	81%	80%	81%	82%	81%	84%
				ac							
NET Not Important		112	32	5	75	86	26	109	3	111	*
		7%	8%	1%	8%	6%	8%	7%	2%	7%	1%
			b		b						
Answered		1664	403	316	945	1362	302	1530	134	1614	50
Mean Score		1.2	1.1	1.4	1.1	1.2	1.2	1.2	1.2	1.2	1.4
				ac							
Standard error		.02	.05	.04	.03	.02	.07	.03	.05	.02	.12
Standard deviation		.96	1.02	.77	.97	.95	1.01	.97	.84	.96	.77

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	37	20	10	3	35	2	-	*	37	*
		2%	2%	4%	1%	2%	1%	-%	*%	2%	*%
Not very important	(-1)	75	46	11	17	71	4	*	*	75	*
		4%	4%	4%	5%	5%	2%	*%	*%	5%	*%
Neither important nor unimportant	(0)	203	156	27	20	183	12	1	7	195	8
		12%	15% c	10%	6%	13%	7%	2%	20%	12%	11%
Important	(1)	615	410	105	95	530	59	15	10	590	25
		37%	40% c	39% c	27%	37%	36%	40%	27%	37%	33%
Very important	(2)	735	396	117	222	605	88	22	19	693	41
		44%	38%	43%	62% ab	42%	54%	58%	53%	43%	55%
Don't know		5	4	2	-	5	*	-	-	5	-
		*%	*%	1%	-%	*%	*%	-%	-%	*%	-%
NET Important		1349	806	222	317	1135	148	37	29	1283	66
		81%	78%	82%	89% a	79%	89% ae	98%	79%	80%	89%
NET Not Important		112	66	21	20	106	5	*	*	112	*
		7%	6%	8%	6%	7%	3%	*%	*%	7%	*%
Answered		1664	1028	270	356	1424	165	38	37	1589	74
Mean Score		1.2	1.1	1.1	1.4 ab	1.1	1.4 ae	1.6	1.3	1.1	1.4
Standard error		.02	.03	.05	.05	.03	.05	.07	.09	.02	.06
Standard deviation		.96	.94	1.01	.86	.98	.80	.55	.81	.97	.70

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	37	29	6	2	37	22	37	22	15	18
		2%	3%	1%	1%	2%	2%	2%	2%	2%	3%
			b								
Not very important	(-1)	75	45	26	4	75	53	75	42	42	25
		4%	5%	4%	2%	5%	4%	4%	4%	5%	4%
Neither important nor unimportant	(0)	203	110	73	20	190	152	203	135	87	65
		12%	13%	12%	8%	12%	12%	12%	12%	11%	12%
Important	(1)	615	352	179	84	600	492	615	432	312	229
		37%	42%	30%	35%	38%	38%	37%	37%	40%	42%
			b								
Very important	(2)	735	302	303	130	683	582	735	524	317	213
		44%	36%	52%	54%	43%	45%	44%	45%	41%	39%
				a	a						
Don't know		5	4	1	*	5	1	5	*	*	1
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET Important		1349	654	482	214	1282	1074	1349	956	629	441
		81%	78%	82%	89%	81%	82%	81%	83%	81%	80%
					a						
NET Not Important		112	74	32	5	112	75	112	64	57	42
		7%	9%	6%	2%	7%	6%	7%	6%	7%	8%
			c								
Answered		1664	838	587	239	1583	1301	1664	1155	773	549
Mean Score		1.2	1.0	1.3	1.4	1.1	1.2	1.2	1.2	1.1	1.1
				a	a						
Standard error		.02	.04	.03	.04	.02	.02	.02	.03	.03	.04
Standard deviation		.96	1.01	.92	.77	.96	.92	.96	.92	.95	.99

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Weighted Base	1669	381	1010	84	86	41	34	34	109
Not at all important (-2)	37	13	19	2	1	*	2	-	2
	2%	3%	2%	2%	1%	*%	5%	-%	2%
Not very important (-1)	75	17	40	9	5	*	4	*	4
	4%	4%	4%	11%	5%	1%	11%	*%	4%
				b					
Neither important nor unimportant (0)	203	56	115	13	4	3	1	11	15
	12%	15%	11%	15%	4%	7%	3%	34%	14%
								abdef	
Important (1)	615	122	396	34	34	14	9	5	28
	37%	32%	39%	40%	40%	33%	27%	15%	26%
			g						
Very important (2)	735	170	438	27	41	23	19	17	59
	44%	45%	43%	32%	48%	58%	54%	51%	54%
						c			c
Don't know	5	3	1	-	1	-	-	-	-
	*%	1%	*%	-%	1%	-%	-%	-%	-%
NET Important	1349	292	835	60	75	37	28	22	87
	81%	77%	83%	72%	87%	91%	82%	66%	80%
						g			
NET Not Important	112	30	59	11	6	1	5	*	6
	7%	8%	6%	13%	7%	2%	16%	*%	6%
Answered	1664	378	1009	84	84	41	34	34	109
Mean Score	1.2	1.1	1.2	.9	1.3	1.5	1.2	1.2	1.3
			c			c			c
Standard error	.02	.06	.03	.09	.08	.07	.13	.12	.06
Standard deviation	.96	1.04	.92	1.05	.90	.73	1.20	.92	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	37	32	1	1	1	*	2	-	15	6	2	-	-	-	-
		2%	2%	1%	2%	2%	1%	6%	-%	1%	4%	2%	-%	-%	-%	-%
Not very important	(-1)	75	57	8	1	7	*	1	*	36	12	1	*	3	*	-
		4%	4%	7%	1%	14%	1%	5%	1%	4%	8%	2%	1%	7%	*%	-%
						a										
Neither important nor unimportant	(0)	203	154	19	5	6	*	3	4	117	19	5	3	*	2	6
		12%	12%	14%	6%	11%	3%	10%	48%	12%	13%	8%	12%	1%	15%	30%
Important	(1)	615	483	51	34	14	11	4	3	391	49	30	9	9	3	2
		37%	38%	39%	46%	26%	53%	16%	38%	39%	33%	46%	40%	23%	18%	11%
					f		f									
Very important	(2)	735	550	51	33	23	8	16	1	436	62	27	11	26	9	11
		44%	43%	39%	44%	45%	42%	63%	13%	44%	42%	42%	47%	69%	67%	59%
Don't know		5	3	*	-	1	-	-	-	*	*	-	-	-	-	-
		*%	*%	*%	-%	2%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
NET Important		1349	1033	102	67	37	19	20	4	827	111	56	20	34	12	14
		81%	81%	78%	91%	71%	96%	79%	51%	83%	75%	88%	87%	92%	85%	70%
					d											
NET Not Important		112	88	9	2	9	*	3	*	51	18	3	*	3	*	-
		7%	7%	7%	3%	16%	2%	11%	1%	5%	12%	5%	1%	7%	*%	-%
											a					
Answered		1664	1275	130	73	52	20	26	8	995	148	64	23	37	14	20
Mean Score		1.2	1.1	1.1	1.3	1.0	1.4	1.3	.6	1.2	1.0	1.2	1.3	1.5	1.5	1.3
Standard error		.02	.03	.07	.07	.11	.09	.14	.17	.03	.08	.08	.08	.13	.12	.18
Standard deviation		.96	.97	.92	.79	1.18	.68	1.21	.76	.89	1.12	.88	.74	.83	.77	.92

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	37	13	4	4	*	-	-	2	2	20	9	6	2	*
		2%	2%	3%	5%	*%	-%	-%	5%	2%	2%	3%	2%	2%	*%
Not very important	(-1)	75	29	7	3	3	*	*	-	*	48	11	12	3	1
		4%	4%	5%	4%	6%	*%	1%	-%	*%	6%	3%	4%	3%	2%
Neither important nor unimportant	(0)	203	102	8	8	7	1	4	4	10	118	45	29	5	5
		12%	13%	6%	10%	16%	5%	19%	12%	12%	14%	14%	9%	4%	9%
Important	(1)	615	319	36	38	18	5	10	7	22	324	111	121	37	20
		37%	39%	26%	46%	39%	22%	47%	20%	28%	38%	34%	37%	35%	33%
Very important	(2)	735	348	82	29	19	17	7	22	46	328	151	161	59	34
		44%	43%	60%	35%	40%	72%	32%	63%	58%	39%	46%	49%	56%	56%
				ac			c						a	a	
Don't know		5	*	-	-	-	-	-	-	-	4	1	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%
NET Important		1349	667	117	67	36	22	16	29	68	652	262	282	96	54
		81%	82%	86%	82%	79%	94%	80%	83%	86%	77%	80%	85%	91%	89%
													a	a	
NET Not Important		112	41	11	7	3	*	*	2	2	68	20	18	4	1
		7%	5%	8%	9%	6%	*%	1%	5%	2%	8%	6%	6%	4%	2%
Answered		1664	810	137	83	46	24	20	35	79	838	327	330	106	61
Mean Score		1.2	1.2	1.3	1.0	1.1	1.7	1.1	1.4	1.4	1.1	1.2	1.3	1.4	1.4
													a	a	
Standard error		.02	.03	.08	.10	.10	.09	.11	.18	.08	.04	.05	.04	.06	.08
Standard deviation		.96	.90	1.00	1.02	.89	.61	.75	1.03	.87	.99	.97	.91	.83	.76

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	37	24	5	6	2	-	14	8	1	-	*
		2%	3%	2%	2%	2%	-%	2%	3%	*%	-%	*%
Not very important	(-1)	75	51	11	12	*	1	32	8	8	3	1
		4%	6%	4%	4%	*%	3%	4%	4%	4%	3%	2%
Neither important nor unimportant	(0)	203	117	40	26	1	5	101	24	19	7	1
		12%	13% d	14% d	10%	2%	14%	14%	11%	9%	9%	2%
Important	(1)	615	345	99	104	34	16	297	78	69	28	17
		37%	38%	33%	39%	41%	41%	40%	35%	33%	35%	36%
Very important	(2)	735	360	142	116	46	16	291	108	112	41	29
		44%	40%	48%	44%	55%	43%	40%	48%	54% a	52%	60%
Don't know		5	4	1	-	-	-	1	-	*	-	-
		*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%
NET Important		1349	705	241	220	79	32	588	186	181	69	47
		81%	78%	81%	83%	96% abc	84%	80%	82%	87%	87%	96%
NET Not Important		112	75	16	18	2	1	46	16	9	3	1
		7%	8%	5%	7%	2%	3%	6%	7%	4%	3%	3%
Answered		1664	897	297	264	82	38	735	226	208	79	49
Mean Score		1.2	1.1	1.2	1.2	1.5 a	1.2	1.1	1.2	1.4 a	1.4	1.5
Standard error		.02	.04	.05	.05	.05	.09	.04	.06	.05	.07	.08
Standard deviation		.96	1.00	.93	.95	.74	.79	.93	1.00	.83	.80	.68

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	37	15	1	4	-	2	8	6	7	37	-	35	2
		2%	2%	1%	2%	-%	4%	1%	8% a	2%	2%	-%	2%	10%
Not very important	(-1)	75	23	8	8	*	3	17	9	16	70	5	70	5
		4%	4%	4%	4%	*%	7%	3%	11% a	4%	5%	4%	4%	25%
Neither important nor unimportant	(0)	203	89	19	17	3	7	60	12	63	189	14	186	4
		12%	15%	11%	7%	3%	16%	9%	14%	16% a	12%	11%	12%	20%
Important	(1)	615	252	60	69	35	10	220	33	176	575	39	597	2
		37%	42%	33%	31%	40%	23%	33%	38%	44% a	37%	31%	38%	13%
Very important	(2)	735	227	91	129	51	21	357	25	141	665	70	677	6
		44%	37%	51% a	57% a	57% a	50%	54% bc	30%	35%	43%	55%	43%	33%
Don't know		5	-	*	-	-	-	*	-	-	5	-	5	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET Important		1349	480	150	198	86	31	577	58	317	1240	109	1274	8
		81%	79%	84%	87%	96% ae	73%	87% bc	68%	79%	80%	85%	81%	46%
NET Not Important		112	38	9	12	*	5	25	16	23	107	5	105	6
		7%	6%	5%	5%	*%	11%	4%	18% ac	6%	7%	4%	7%	34%
Answered		1664	607	179	227	89	43	663	85	403	1536	128	1565	18
Mean Score		1.2	1.1	1.3	1.4 a	1.5 a	1.1	1.4 bc	.7	1.1	1.1	1.4	1.2	.3
Standard error		.02	.04	.06	.06	.05	.14	.03	.11	.04	.02	.07	.02	.29
Standard deviation		.96	.94	.88	.90	.58	1.14	.85	1.22	.90	.97	.83	.95	1.44

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	37	22	-	19	3	37	*	21	2	19	3
		2%	2%	-%	3%	1%	2%	1%	2%	2%	2%	1%
Not very important	(-1)	75	43	10	27	15	75	*	50	2	28	14
		4%	4%	11% a	4%	4%	5%	*%	4%	3%	4%	3%
Neither important nor unimportant	(0)	203	138	14	85	50	187	3	142	10	87	48
		12%	11%	16%	11%	12%	12%	19%	12%	12%	11%	12%
Important	(1)	615	455	37	275	157	593	6	458	34	276	156
		37%	37%	42%	37%	39%	38%	40%	38%	39%	36%	40%
Very important	(2)	735	554	27	343	181	677	6	543	38	353	170
		44%	46%	31%	46%	45%	43%	39%	45%	44%	46%	44%
Don't know		5	1	-	-	*	5	-	1	-	*	-
		*%	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
NET Important		1349	1009	64	618	338	1270	12	1001	72	629	327
		81%	83%	73%	82%	83%	81%	79%	82%	83%	82%	84%
NET Not Important		112	66	10	46	18	112	*	71	4	47	17
		7%	5%	11%	6%	4%	7%	1%	6%	5%	6%	4%
Answered		1664	1213	88	749	406	1568	15	1214	87	764	391
Mean Score		1.2	1.2	.9	1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.2
Standard error		.02	.03	.08	.03	.04	.02	.17	.03	.08	.03	.04
Standard deviation		.96	.91	.96	.95	.85	.97	.85	.92	.90	.95	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	37	19	22	2	-	16	9	-	-	13	10	-	-
		2%	2%	2%	1%	-%	2%	1%	-%	-%	2%	1%	-%	-%
Not very important	(-1)	75	50	55	1	-	36	34	2	-	37	22	5	-
		4%	6% c	4%	*%	-%	5%	4%	1%	-%	5%	3%	3%	-%
Neither important nor unimportant	(0)	203	89	154	14	-	84	102	12	-	98	49	13	-
		12%	11%	12%	6%	-%	11%	11%	7%	-%	12%	7%	6%	-%
Important	(1)	615	321	460	64	-	276	360	28	-	277	263	46	-
		37%	39%	36%	30%	-%	36% c	39% c	17%	-%	34%	40% c	23%	-%
Very important	(2)	735	341	572	131	-	345	419	127	1	397	317	137	*
		44%	42%	45%	62% ab	-%	46%	45%	76% ab	100%	48%	48%	68% ab	100%
Don't know		5	-	5	-	-	*	*	-	-	*	-	-	-
		*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%
NET Important		1349	662	1032	194	-	621	779	155	1	673	580	184	*
		81%	81%	81%	92% ab	-%	82%	84%	92% a	100%	82%	88% a	91% a	100%
NET Not Important		112	69	78	2	-	52	43	2	-	50	32	5	-
		7%	8% c	6%	1%	-%	7%	5%	1%	-%	6%	5%	3%	-%
Answered		1664	820	1264	210	-	757	923	168	1	822	661	202	*
Mean Score		1.2	1.1	1.2	1.5 ab	-	1.2	1.2	1.7 ab	2.0	1.2	1.3	1.6 ab	2.0
Standard error		.02	.03	.03	.05	-	.03	.03	.05	-	.03	.03	.05	-
Standard deviation		.96	.98	.93	.70	-	.96	.86	.66	-	.94	.86	.73	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	37	32	14	7	27	16	-	5	2	*	-	-
		2%	2%	1%	1%	2%	2%	-%	1%	*%	*%	-%	-%
Not very important	(-1)	75	75	42	31	64	39	4	26	18	15	-	-
		4%	5%	3%	4%	5%	4%	10%	4%	4%	3%	-%	-%
Neither important nor unimportant	(0)	203	175	145	79	166	98	1	36	50	36	2	*
		12%	11%	12%	10%	13%	9%	2%	6%	10%	8%	2%	*%
Important	(1)	615	589	466	314	478	379	10	232	180	154	32	9
		37%	38%	38%	38%	38%	37%	27%	41%	36%	33%	26%	12%
									e	e	e		
Very important	(2)	735	674	545	396	525	503	23	272	251	257	89	66
		44%	43%	45%	48%	42%	48%	61%	48%	50%	56%	72%	88%
							a					abc	abc
Don't know		5	5	1	-	4	2	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET Important		1349	1262	1011	710	1003	882	33	504	432	410	122	74
		81%	82%	83%	86%	79%	85%	88%	88%	86%	89%	98%	100%
							a					abc	b
NET Not Important		112	106	56	39	91	55	4	30	20	15	-	-
		7%	7%	5%	5%	7%	5%	10%	5%	4%	3%	-%	-%
Answered		1664	1544	1212	828	1260	1035	37	570	501	462	124	74
Mean Score		1.2	1.2	1.2	1.3	1.1	1.3	1.4	1.3	1.3	1.4	1.7	1.9
							a					abc	abc
Standard error		.02	.02	.02	.03	.03	.03	.13	.04	.04	.04	.05	.04
Standard deviation		.96	.95	.87	.85	.96	.89	.94	.84	.82	.78	.49	.33

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	37	5	3	2	1	19	16	23	13	22	7	19	-	-	22	11
		2%	3%	3%	2%	3%	1%	2%	2%	1%	3%	1%	1%	-%	-%	2%	8% a
Not very important	(-1)	75	5	*	6	-	61	28	64	35	24	25	60	4	-	61	5
		4%	2%	*%	6%	-%	4%	3%	4%	4%	3%	3%	4%	2%	-%	5%	4%
Neither important nor unimportant	(0)	203	14	15	5	1	161	106	167	110	97	77	152	15	-	141	11
		12%	7%	18%	5%	1%	11%	12%	11%	12%	12%	10%	11%	8%	-%	11%	9%
Important	(1)	615	72	36	30	25	536	313	553	315	269	294	502	37	-	454	39
		37%	36%	43%	30%	63% ac	38%	36%	38%	33%	33%	40% c	37% c	20%	-%	37%	30%
Very important	(2)	735	107	29	58	13	629	404	650	464	389	335	610	127	-	555	62
		44%	52%	35%	58% b	32%	45%	46%	44%	49%	48%	45%	45%	69% ab	-%	45%	48%
Don't know		5	-	-	-	-	5	5	5	5	5	-	5	-	-	3	-
		*%	-%	-%	-%	-%	*%	1%	*%	1%	1%	-%	*%	-%	-%	*%	-%
NET Important		1349	179	65	89	38	1164	717	1202	779	657	629	1112	164	-	1009	102
		81%	88%	78%	88%	96%	83%	82%	82%	83%	82%	85%	83%	89%	-%	82%	79%
NET Not Important		112	10	3	7	1	81	45	88	48	46	33	79	4	-	83	16
		7%	5%	3%	7%	3%	6%	5%	6%	5%	6%	4%	6%	2%	-%	7%	12%
Answered		1664	204	82	100	39	1406	868	1457	937	800	739	1343	183	-	1233	129
Mean Score		1.2	1.3	1.1	1.4	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.2	1.6 ab	-	1.2	1.1
Standard error		.02	.07	.09	.10	.12	.02	.03	.02	.03	.03	.03	.02	.05	-	.03	.12
Standard deviation		.96	.91	.91	.93	.75	.91	.92	.92	.91	.96	.85	.91	.75	-	.94	1.22

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	37	18	20	3	-	2	1	15	17	6	6	11	20
		2%	3%	2%	1%	-%	1%	*%	8%	1%	2%	3%	4%	2%
									bc					
Not very important	(-1)	75	21	54	16	3	3	17	12	52	10	1	18	53
		4%	3%	6%	3%	8%	2%	5%	6%	4%	3%	*%	6%	5%
													a	a
Neither important nor unimportant	(0)	203	65	138	58	6	37	36	15	158	30	17	45	131
		12%	9%	14%	12%	16%	18%	10%	8%	14%	10%	8%	14%	12%
Important	(1)	615	253	362	191	12	73	148	40	469	102	76	110	416
		37%	36%	37%	40%	33%	35%	39%	20%	40%	34%	33%	35%	38%
										a	a			
Very important	(2)	735	337	398	207	16	93	174	112	460	153	131	129	458
		44%	49%	41%	44%	43%	45%	46%	58%	40%	51%	57%	41%	42%
			b						b		b	bc		
Don't know		5	-	5	-	-	-	*	-	5	*	-	-	5
		*%	-%	1%	-%	-%	-%	*%	-%	*%	*%	-%	-%	*%
NET Important		1349	590	759	399	28	166	322	152	929	256	208	239	874
		81%	85%	78%	84%	76%	80%	85%	78%	80%	85%	89%	76%	81%
			b									bc		
NET Not Important		112	39	73	19	3	5	19	26	69	16	7	30	73
		7%	6%	8%	4%	8%	2%	5%	14%	6%	5%	3%	9%	7%
									bc				a	
Answered		1664	694	970	475	37	208	377	193	1155	301	232	313	1078
Mean Score		1.2	1.3	1.1	1.2	1.1	1.2	1.3	1.2	1.1	1.3	1.4	1.0	1.2
			b									bc		
Standard error		.02	.04	.03	.04	.19	.05	.04	.08	.03	.05	.05	.06	.03
Standard deviation		.96	.93	.97	.83	.96	.85	.84	1.25	.91	.91	.85	1.06	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	37	30	7
		2%	4%	1%
			b	
Not very important	(-1)	75	31	44
		4%	4%	5%
Neither important nor unimportant	(0)	203	108	95
		12%	14%	10%
Important	(1)	615	258	357
		37%	34%	39%
Very important	(2)	735	331	403
		44%	43%	44%
Don't know		5	5	1
		*%	1%	*%
NET Important		1349	589	760
		81%	77%	84%
				a
NET Not Important		112	61	51
		7%	8%	6%
Answered		1664	758	906
Mean Score		1.2	1.1	1.2
Standard error		.02	.03	.03
Standard deviation		.96	1.04	.88

Columns Tested:: a,b

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	37	1	7	7	*	1	6	1	3	4	-	4	2
		2%	4%	3%	6%	*%	1%	3%	9% dhjl	1%	3%	-%	2%	1%
Not very important	(-1)	75	*	23	2	1	9	10	*	14	5	2	4	4
		4%	*%	9% k	2%	2%	9%	4%	1%	6%	4%	2%	2%	2%
Neither important nor unimportant	(0)	203	5	34	16	12	5	30	3	35	14	11	16	24
		12%	16%	12%	14%	15%	5%	13%	23% ek	14%	9%	17%	8%	14%
Important	(1)	615	9	107	40	38	31	97	2	95	37	25	63	72
		37%	30%	40%	34%	47% gi	31%	41% i	20%	38%	25%	39%	34%	41% i
Very important	(2)	735	14	98	50	29	53	94	6	104	85	26	102	73
		44%	49%	36%	43%	36%	54%	40%	47%	41%	57% bfhl	41%	54% b	42%
Don't know		5	-	1	*	-	-	-	-	-	3	*	-	-
		*%	-%	*%	*%	-%	-%	-%	-%	-%	2%	1%	-%	-%
NET Important		1349	23	205	89	67	84	190	8	199	121	51	165	146
		81%	80%	76%	78%	84%	85%	80%	67%	79%	82%	80%	88% bg	83%
NET Not Important		112	1	30	9	1	10	17	1	17	10	2	7	6
		7%	4%	11% l	8%	2%	10%	7%	10%	7%	6%	2%	4%	4%
Answered		1664	29	269	115	80	99	237	12	252	145	63	187	176
Mean Score		1.2	1.2	1.0	1.1	1.2	1.3	1.1	1.0	1.1	1.3 b	1.2	1.4 bh	1.2
Standard error		.02	.10	.08	.10	.06	.10	.07	.18	.06	.09	.07	.06	.06
Standard deviation		.96	1.02	1.04	1.10	.74	1.00	.96	1.29	.94	1.00	.81	.86	.84

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_6 (continuation)

QD10B_6. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	37	15	8	9	5	23	14
		2%	4%	2%	2%	1%	3%	2%
Not very important	(-1)	75	25	21	19	9	46	29
		4%	6%	5%	5%	2%	6%	3%
Neither important nor unimportant	(0)	203	55	46	52	50	101	102
		12%	13%	11%	13%	12%	12%	12%
Important	(1)	615	155	165	134	160	321	294
		37%	37%	40%	32%	38%	39%	35%
Very important	(2)	735	162	177	195	201	339	396
		44%	39%	42%	47%	47%	41%	47%
Don't know		5	1	-	3	*	1	4
		*%	*%	-%	1%	*%	*%	*%
NET Important		1349	318	342	329	361	660	689
		81%	77%	82%	80%	85%	79%	82%
NET Not Important		112	41	28	28	15	69	43
		7%	10%	7%	7%	3%	8%	5%
			d					
Answered		1664	413	417	409	426	829	834
Mean Score		1.2	1.0	1.2	1.2	1.3	1.1	1.2
						a		
Standard error		.02	.05	.04	.05	.04	.03	.03
Standard deviation		.96	1.05	.93	.98	.85	1.00	.91

Columns Tested:: a,b,c,d - a,b

Table QD10B_7

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	23	5	18	22	1	*	*	1
		1%	3%	1%	1%	1%	*%	1%	1%
Not very important	(-1)	19	1	18	18	1	*	*	1
		1%	*%	1%	1%	1%	*%	3%	1%
Neither important nor unimportant	(0)	94	13	81	86	7	1	*	8
		6%	9%	5%	5%	11%	11%	9%	11%
						a			a
Important	(1)	550	19	531	529	18	2	1	21
		33%	13%	35%	33%	27%	32%	32%	28%
				a					
Very important	(2)	980	105	875	936	38	4	2	44
		59%	73%	57%	59%	59%	56%	55%	59%
			b						
Don't know		4	1	3	3	*	-	*	*
		*%	*%	*%	*%	*%	-%	*%	*%
NET Important		1530	124	1406	1465	56	6	3	65
		92%	87%	92%	92%	86%	88%	87%	86%
					be				
NET Not Important		41	5	36	40	2	*	*	2
		2%	4%	2%	2%	3%	1%	4%	2%
Answered		1665	143	1523	1591	64	7	4	75
Mean Score		1.5	1.5	1.5	1.5	1.4	1.4	1.4	1.4
Standard error		.02	.05	.02	.02	.05	.09	.07	.03
Standard deviation		.77	.93	.75	.77	.83	.79	.97	.82

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	23	19	3	*	*	1	*	22	1	*
		1%	2%	*%	*%	1%	2%	1%	1%	1%	1%
Not very important	(-1)	19	5	9	4	1	*	*	18	1	*
		1%	1%	1%	3%	2%	*%	3%	1%	1%	1%
Neither important nor unimportant	(0)	94	51	28	7	6	1	*	86	7	1
		6%	6%	5%	6%	14%	5%	9%	5%	11%	11%
						abeg				bg	
Important	(1)	550	269	225	35	10	10	1	529	18	3
		33%	31%	36%	31%	22%	37%	32%	33%	27%	32%
				d			d		d		
Very important	(2)	980	510	359	67	27	15	2	936	38	6
		59%	60%	57%	59%	61%	56%	55%	59%	59%	55%
Don't know		4	1	2	-	*	-	*	3	*	*
		*%	*%	*%	-%	1%	-%	*%	*%	*%	*%
NET Important		1530	779	584	103	36	25	3	1465	56	9
		92%	91%	93%	90%	83%	93%	87%	92%	86%	88%
			d	dh					dh		
NET Not Important		41	24	12	4	1	1	*	40	2	*
		2%	3%	2%	4%	2%	2%	4%	2%	3%	2%
Answered		1665	853	624	114	44	27	4	1591	64	11
Mean Score		1.5	1.5	1.5	1.5	1.4	1.4	1.4	1.5	1.4	1.4
Standard error		.02	.04	.03	.06	.06	.06	.07	.02	.05	.05
Standard deviation		.77	.82	.70	.78	.85	.79	.97	.77	.83	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	23	19	3	1	*	*	14	*	-	-	*
		1%	1%	1%	1%	*%	1%	1%	*%	-%	-%	*%
Not very important	(-1)	19	12	6	1	*	*	12	4	1	-	*
		1%	1%	2%	1%	*%	3%	1%	2%	1%	-%	*%
Neither important nor unimportant	(0)	94	66	20	7	1	*	52	12	2	2	6
		6%	5%	7%	11%	11%	9%	5%	5%	3%	11%	11%
					a							
Important	(1)	550	423	106	18	2	1	371	81	28	7	18
		33%	33%	35%	27%	32%	32%	35%	32%	47%	38%	35%
Very important	(2)	980	773	164	38	4	2	623	154	29	10	27
		59%	60%	55%	59%	56%	55%	58%	61%	49%	51%	53%
Don't know		4	3	-	*	-	*	1	2	-	-	-
		*%	*%	-%	*%	-%	*%	*%	1%	-%	-%	-%
NET Important		1530	1196	270	56	6	3	993	235	58	17	45
		92%	92%	90%	86%	88%	87%	93%	93%	96%	89%	89%
			c									
NET Not Important		41	31	9	2	*	*	26	4	1	-	*
		2%	2%	3%	3%	1%	4%	2%	2%	1%	-%	*%
Answered		1665	1292	299	64	7	4	1072	251	60	19	50
Mean Score		1.5	1.5	1.4	1.4	1.4	1.4	1.5	1.5	1.4	1.4	1.4
Standard error		.02	.03	.04	.05	.09	.07	.03	.04	.06	.08	.05
Standard deviation		.77	.76	.79	.83	.79	.97	.76	.67	.62	.70	.70

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	23	1	-	-	1	1	-	11	4	*
		1%	1%	-%	-%	1%	1%	-%	5% cf	3%	*%
Not very important	(-1)	19	2	*	1	*	4	9	-	1	1
		1%	1%	*%	*%	*%	2%	3%	-%	1%	1%
Neither important nor unimportant	(0)	94	8	4	18	3	3	11	16	20	1
		6%	5%	3%	7%	6%	2%	4%	7%	14% efi	1%
Important	(1)	550	30	49	105	24	46	93	81	54	31
		33%	21%	41% a	41% ai	42% a	27%	35%	37% a	37% a	25%
Very important	(2)	980	104	66	128	29	116	152	111	65	90
		59%	71% cgh	56%	50%	51%	68% cgh	57%	50%	45%	74% cgh
Don't know		4	1	-	2	-	-	*	*	-	-
		*%	1%	-%	1%	-%	-%	*%	*%	-%	-%
NET Important		1530	134	115	234	54	162	246	191	119	121
		92%	92%	97% h	92%	93%	96% h	92%	87%	82%	99% gh
NET Not Important		41	3	*	1	1	5	9	11	6	1
		2%	2%	*%	*%	1%	3%	3%	5% c	4%	1%
Answered		1665	145	119	253	58	170	266	219	145	123
Mean Score		1.5	1.6 gh	1.5 h	1.4	1.4	1.6 gh	1.5	1.3	1.2	1.7 cdfgh
Standard error		.02	.07	.06	.05	.10	.06	.06	.09	.09	.05
Standard deviation		.77	.72	.56	.65	.70	.68	.73	.99	.93	.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	23	2	6	11	19	4	2	1	1
		1%	*%	1%	2%	1%	3%	3%	2%	2%
Not very important	(-1)	19	4	3	10	18	1	*	*	1
		1%	1%	1%	1%	1%	1%	*%	*%	2%
Neither important nor unimportant	(0)	94	7	32	45	84	10	4	3	2
		6%	2%	8%	6%	6%	6%	5%	5%	8%
				a						a
Important	(1)	550	101	133	280	514	36	15	12	9
		33%	29%	32%	38%	34%	21%	19%	20%	31%
				ef	efg	efg				
Very important	(2)	980	236	235	391	862	118	59	43	16
		59%	67%	57%	53%	57%	70%	73%	71%	57%
			cd				bcdh	bcdh	bcd	
Don't know		4	-	1	2	3	*	*	*	-
		*%	-%	*%	*%	*%	*%	*%	1%	-%
NET Important		1530	337	368	671	1376	154	74	55	25
		92%	96%	90%	91%	92%	91%	92%	91%	88%
			bch							
NET Not Important		41	6	9	22	36	5	2	2	1
		2%	2%	2%	3%	2%	3%	3%	3%	4%
Answered		1665	350	409	738	1497	169	81	60	28
Mean Score		1.5	1.6	1.4	1.4	1.5	1.6	1.6	1.6	1.4
			bcdh				c	c		
Standard error		.02	.04	.04	.04	.02	.03	.05	.05	.06
Standard deviation		.77	.64	.78	.80	.76	.84	.84	.82	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	23	5	1	1	2	*	1	-	1	12
		1%	9% dei	1%	1%	1%	*%	1%	-%	2%	1%
Not very important	(-1)	19	*	5	5	2	*	2	-	*	9
		1%	*%	5% ei	4%	1%	*%	3%	-%	*%	1%
Neither important nor unimportant	(0)	94	*	3	7	7	16	11	1	3	47
		6%	*%	4%	6%	3%	7%	15% adi	3%	5%	6%
Important	(1)	550	32	39	55	85	57	17	17	15	272
		33%	57% efhi	40% e	45% e	37% e	23%	23%	43%	26%	32%
Very important	(2)	980	19	49	54	131	169	42	22	39	505
		59%	34%	50%	44%	58% a	69% abc	58%	54%	67% a	60% ac
Don't know		4	-	*	*	-	*	-	*	-	3
		*%	-%	*%	*%	-%	*%	-%	*%	-%	*%
NET Important		1530	51	88	109	216	225	60	39	54	777
		92%	91%	90%	89%	95% f	93%	81%	97%	93%	92%
NET Not Important		41	5	6	7	4	1	3	-	1	21
		2%	9% e	6% e	5% e	2%	*%	4%	-%	2%	2%
Answered		1665	56	98	122	228	242	74	40	59	845
Mean Score		1.5	1.1	1.3	1.3	1.5 a	1.6 abc	1.3	1.5	1.6 a	1.5 a
Standard error		.02	.13	.07	.06	.05	.04	.10	.08	.08	.03
Standard deviation		.77	1.07	.85	.84	.69	.63	.90	.57	.77	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	23	8	1	14	14	9	22	1	23	*
		1%	2%	*%	1%	1%	3%	1%	*%	1%	1%
Not very important	(-1)	19	7	3	9	15	3	18	1	19	-
		1%	2%	1%	1%	1%	1%	1%	1%	1%	-%
Neither important nor unimportant	(0)	94	15	27	52	85	9	92	2	91	3
		6%	4%	9%	5%	6%	3%	6%	2%	6%	6%
Important	(1)	550	172	74	304	447	103	501	49	540	10
		33%	42%	23%	32%	33%	34%	33%	37%	33%	20%
			bc		b						
Very important	(2)	980	204	211	565	803	177	900	81	943	37
		59%	50%	67%	60%	59%	59%	59%	60%	58%	73%
				a	a						
Don't know		4	*	*	3	3	*	3	*	4	-
		*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
NET Important		1530	376	285	870	1250	280	1400	130	1483	47
		92%	92%	90%	92%	91%	93%	91%	97%	92%	93%
NET Not Important		41	16	4	22	29	13	40	1	41	*
		2%	4%	1%	2%	2%	4%	3%	1%	3%	1%
Answered		1665	406	316	944	1364	302	1532	134	1615	50
Mean Score		1.5	1.4	1.6	1.5	1.5	1.4	1.5	1.6	1.5	1.6
				a							
Standard error		.02	.04	.04	.02	.02	.06	.02	.03	.02	.10
Standard deviation		.77	.81	.71	.77	.75	.86	.78	.61	.77	.66

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	23	16	1	1	23	-	-	*	23	*
		1%	2%	*%	*%	2%	-%	-%	*%	1%	*%
Not very important	(-1)	19	12	1	4	15	3	-	1	18	1
		1%	1%	*%	1%	1%	2%	-%	2%	1%	1%
Neither important nor unimportant	(0)	94	63	23	8	80	10	2	2	90	4
		6%	6%	9%	2%	6%	6%	4%	6%	6%	5%
				c							
Important	(1)	550	394	77	77	481	49	9	11	530	20
		33%	38%	28%	22%	34%	30%	23%	30%	33%	26%
			bc								
Very important	(2)	980	544	168	267	827	103	27	22	930	50
		59%	53%	62%	75%	58%	62%	73%	61%	58%	67%
					ab						
Don't know		4	3	1	-	3	-	-	*	3	*
		*%	*%	*%	-%	*%	-%	-%	1%	*%	*%
NET Important		1530	938	245	343	1309	152	36	33	1460	70
		92%	91%	90%	96%	92%	92%	96%	91%	92%	94%
					a						
NET Not Important		41	28	2	5	37	3	-	1	41	1
		2%	3%	1%	1%	3%	2%	-%	2%	3%	1%
Answered		1665	1029	271	356	1426	165	38	36	1591	74
Mean Score		1.5	1.4	1.5	1.7	1.5	1.5	1.7	1.5	1.5	1.6
					ab						
Standard error		.02	.02	.03	.03	.02	.04	.07	.08	.02	.05
Standard deviation		.77	.79	.71	.60	.78	.70	.55	.72	.78	.64

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	23	20	2	*	23	15	23	10	9	9
		1%	2%	*%	*%	1%	1%	1%	1%	1%	2%
			b								
Not very important	(-1)	19	10	4	4	19	14	19	10	9	8
		1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	94	63	17	14	87	65	94	47	35	21
		6%	7%	3%	6%	5%	5%	6%	4%	5%	4%
			b								
Important	(1)	550	314	167	69	530	446	550	391	290	200
		33%	37%	28%	29%	33%	34%	33%	34%	38%	36%
			b								
Very important	(2)	980	430	398	153	926	759	980	694	428	310
		59%	51%	68%	64%	58%	58%	59%	60%	55%	56%
				a	a						
Don't know		4	3	*	*	4	3	4	3	1	1
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET Important		1530	744	564	221	1456	1205	1530	1085	718	510
		92%	88%	96%	92%	92%	93%	92%	94%	93%	93%
				a							
NET Not Important		41	31	7	4	41	29	41	20	18	17
		2%	4%	1%	2%	3%	2%	2%	2%	2%	3%
			b								
Answered		1665	838	588	239	1585	1299	1665	1152	772	548
Mean Score		1.5	1.3	1.6	1.5	1.5	1.5	1.5	1.5	1.4	1.4
				a	a						
Standard error		.02	.03	.02	.03	.02	.02	.02	.02	.03	.03
Standard deviation		.77	.86	.62	.68	.78	.74	.77	.70	.74	.78

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1786	321	943	128	143	103	87	61	251
Effective base	689	150	406	44	38	21	17	17	55
Weighted Base	1669	381	1010	84	86	41	34	34	109
Not at all important (-2)	23	7	15	*	*	*	-	*	*
	1%	2%	1%	*%	1%	*%	-%	*%	*%
Not very important (-1)	19	5	12	*	*	*	*	1	1
	1%	1%	1%	*%	*%	1%	1%	2%	1%
Neither important nor unimportant (0)	94	30	40	14	1	3	1	4	8
	6%	8%	4%	17%	1%	8%	2%	13%	8%
				bd				d	
Important (1)	550	115	364	15	26	8	9	13	31
	33%	30%	36%	17%	30%	21%	27%	39%	28%
			c						
Very important (2)	980	223	575	55	59	29	24	16	68
	59%	59%	57%	65%	68%	71%	70%	46%	63%
Don't know	4	*	3	-	*	-	*	-	*
	*%	*%	*%	-%	*%	-%	1%	-%	*%
NET Important	1530	338	940	69	84	37	33	29	99
	92%	89%	93%	83%	98%	92%	97%	85%	91%
			c		cg				
NET Not Important	41	12	27	*	1	*	*	1	1
	2%	3%	3%	*%	1%	1%	1%	2%	1%
Answered	1665	380	1007	84	86	41	34	34	108
Mean Score	1.5	1.4	1.5	1.5	1.7	1.6	1.7	1.3	1.5
					g				
Standard error	.02	.05	.02	.07	.05	.07	.06	.10	.04
Standard deviation	.77	.84	.76	.80	.56	.66	.56	.79	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	23	20	2	*	-	*	-	*	14	1	*	-	-	-	-
		1%	2%	1%	1%	-%	*%	-%	*%	1%	*%	*%	-%	-%	-%	-%
Not very important	(-1)	19	17	*	*	1	*	*	-	10	3	*	*	*	*	1
		1%	1%	*%	*%	2%	1%	*%	-%	1%	2%	*%	2%	*%	*%	4%
Neither important nor unimportant	(0)	94	73	7	4	1	*	1	1	36	16	6	1	2	1	4
		6%	6%	6%	6%	1%	2%	5%	8%	4%	10%	10%	4%	6%	5%	19%
											a					
Important	(1)	550	440	39	18	16	9	4	5	367	36	18	7	7	3	7
		33%	34%	30%	24%	30%	45%	15%	64%	37%	24%	29%	32%	18%	19%	36%
Very important	(2)	980	726	81	51	36	10	20	2	565	93	39	14	28	11	8
		59%	57%	63%	69%	67%	52%	78%	27%	57%	63%	61%	62%	76%	76%	41%
Don't know		4	3	-	*	-	-	*	-	3	*	*	-	-	-	-
		*%	*%	-%	*%	-%	-%	1%	-%	*%	*%	*%	-%	-%	-%	-%
NET Important		1530	1165	121	69	51	19	24	7	933	129	58	22	35	13	15
		92%	91%	93%	94%	97%	97%	94%	91%	94%	87%	89%	94%	94%	95%	77%
NET Not Important		41	38	2	*	1	*	*	*	24	3	*	*	*	*	1
		2%	3%	2%	1%	2%	1%	*%	*%	2%	2%	*%	2%	*%	*%	4%
Answered		1665	1275	130	73	53	20	26	8	993	148	64	23	37	14	20
Mean Score		1.5	1.4	1.5	1.6	1.6	1.5	1.7	1.2	1.5	1.5	1.5	1.5	1.7	1.7	1.2
Standard error		.02	.02	.05	.06	.06	.08	.07	.14	.02	.05	.07	.08	.09	.09	.17
Standard deviation		.77	.80	.74	.66	.61	.62	.56	.65	.75	.78	.71	.68	.58	.58	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	23	8	3	-	-	-	-	-	-	21	2	1	-	-
		1%	1%	2%	-%	-%	-%	-%	-%	-%	2%	1%	*%	-%	-%
Not very important	(-1)	19	7	1	*	*	*	*	1	1	15	2	1	1	*
		1%	1%	1%	*%	*%	*%	*%	2%	1%	2%	1%	*%	1%	*%
Neither important nor unimportant	(0)	94	24	5	5	4	5	*	3	9	59	16	10	3	6
		6%	3%	3%	6%	9%	23% ab	1%	9%	11% a	7%	5%	3%	2%	11%
Important	(1)	550	304	34	19	13	5	12	4	21	288	118	103	18	23
		33%	38% g	25%	23%	29%	20%	59% bcg	11%	26%	34% d	36% d	31%	17%	38% d
Very important	(2)	980	464	94	58	29	14	8	27	49	455	191	216	84	31
		59%	57%	69%	71%	62%	57%	39%	77%	62%	54%	58%	66% a	80% abe	51%
Don't know		4	3	*	-	-	-	-	*	*	3	*	-	-	-
		*%	*%	*%	-%	-%	-%	-%	1%	*%	*%	*%	-%	-%	-%
NET Important		1530	768	128	77	42	18	20	31	69	743	308	319	102	54
		92%	95% e	94%	94%	91%	77%	99%	88%	88%	88%	94%	97% a	97%	89%
NET Not Important		41	15	4	*	*	*	*	1	1	36	4	1	1	*
		2%	2%	3%	*%	*%	*%	*%	2%	1%	4% c	1%	*%	1%	*%
Answered		1665	808	137	83	46	24	20	35	79	839	328	330	106	61
Mean Score		1.5	1.5	1.6	1.6	1.5	1.3	1.4	1.6	1.5	1.4	1.5	1.6 a	1.8 abe	1.4
Standard error		.02	.02	.06	.06	.08	.13	.08	.13	.07	.03	.04	.03	.04	.07
Standard deviation		.77	.69	.77	.60	.67	.85	.53	.74	.73	.88	.67	.57	.52	.68

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	23	20	2	1	-	-	14	*	1	-	-
		1%	2%	1%	*%	-%	-%	2%	*%	*%	-%	-%
Not very important	(-1)	19	15	2	1	1	*	11	2	1	*	*
		1%	2%	1%	*%	1%	*%	1%	1%	*%	*%	*%
Neither important nor unimportant	(0)	94	68	7	5	2	4	37	15	9	2	2
		6%	8%	2%	2%	3%	12%	5%	7%	4%	3%	4%
			bc				c					
Important	(1)	550	292	111	91	16	21	274	82	51	18	19
		33%	32%	37%	34%	19%	55%	37%	36%	25%	23%	39%
				d			d	c				
Very important	(2)	980	501	177	167	63	13	398	127	147	59	28
		59%	56%	59%	63%	77%	33%	54%	56%	70%	74%	57%
				e	e	ae				ab	a	
Don't know		4	4	*	-	-	-	3	*	-	-	-
		*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%
NET Important		1530	793	288	258	79	34	671	208	198	77	47
		92%	88%	96%	98%	96%	88%	91%	92%	95%	97%	96%
				a	a							
NET Not Important		41	36	4	1	1	*	25	2	1	*	*
		2%	4%	1%	*%	1%	*%	3%	1%	1%	*%	*%
			c									
Answered		1665	897	298	264	82	38	733	226	208	79	49
Mean Score		1.5	1.4	1.5	1.6	1.7	1.2	1.4	1.5	1.6	1.7	1.5
					ae	ae				a	ab	
Standard error		.02	.03	.04	.03	.04	.08	.03	.04	.04	.04	.07
Standard deviation		.77	.87	.63	.56	.56	.65	.82	.67	.61	.51	.59

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	23	10	-	-	-	-	6	3	1	23	*	23	-
		1%	2%	-%	-%	-%	-%	1%	3%	*%	1%	*%	1%	-%
Not very important	(-1)	19	3	5	*	1	-	7	3	*	14	4	19	-
		1%	*%	3%	*%	1%	-%	1%	3% c	*%	1%	3%	1%	-%
Neither important nor unimportant	(0)	94	28	4	10	3	1	22	9	16	88	6	87	1
		6%	5%	2%	5%	3%	1%	3%	10% a	4%	6%	4%	6%	3%
Important	(1)	550	229	65	64	19	13	169	32	188	520	30	521	9
		33%	38% d	36%	28%	21%	29%	26%	37%	47% a	34%	23%	33%	51%
Very important	(2)	980	334	105	153	66	30	458	39	195	892	88	918	9
		59%	55%	59%	67% a	74% a	69%	69% bc	46%	48%	58%	69%	58%	47%
Don't know		4	3	*	*	-	-	1	-	2	4	-	4	-
		*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		1530	563	169	216	85	42	627	70	383	1412	118	1439	18
		92%	93%	95%	95%	96%	99%	95% b	83%	95% b	92%	92%	92%	97%
NET Not Important		41	13	5	*	1	-	13	5	1	37	4	41	-
		2%	2%	3%	*%	1%	-%	2%	6% c	*%	2%	3%	3%	-%
Answered		1665	604	179	227	89	43	662	85	401	1538	128	1566	18
Mean Score		1.5	1.4	1.5	1.6 a	1.7	1.7	1.6 bc	1.2	1.4	1.5	1.6	1.5	1.4
Standard error		.02	.03	.05	.04	.05	.06	.03	.09	.03	.02	.06	.02	.11
Standard deviation		.77	.76	.69	.57	.60	.50	.69	.98	.61	.77	.74	.78	.57

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	23	15	*	10	1	23	-	15	*	10	1
		1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%
Not very important	(-1)	19	13	1	5	4	19	-	13	1	5	4
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%
Neither important nor unimportant	(0)	94	50	15	25	22	87	*	51	14	21	26
		6%	4%	17% a	3%	5%	6%	3%	4%	17% a	3%	7% a
Important	(1)	550	408	37	252	139	525	5	414	31	264	126
		33%	34%	43%	34%	34%	33%	36%	34%	36%	35%	32%
Very important	(2)	980	724	35	455	240	917	9	719	40	461	233
		59%	60% b	40%	61%	59%	58%	61%	59%	46%	60%	60%
Don't know		4	3	-	3	-	4	-	3	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		1530	1132	72	706	379	1442	15	1133	72	725	360
		92%	93% b	82%	94%	93%	92%	97%	93% b	82%	95%	92%
NET Not Important		41	28	1	15	5	41	-	28	1	15	5
		2%	2%	1%	2%	1%	3%	-%	2%	1%	2%	1%
Answered		1665	1211	88	746	406	1570	15	1212	87	761	391
Mean Score		1.5	1.5 b	1.2	1.5	1.5	1.5	1.6	1.5	1.3	1.5	1.5
Standard error		.02	.02	.07	.03	.03	.02	.12	.02	.07	.02	.03
Standard deviation		.77	.74	.75	.72	.66	.78	.58	.74	.77	.71	.69

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	23	13	14	*	-	13	3	-	-	7	1	-	-
		1%	2%	1%	*%	-%	2% b	*%	-%	-%	1%	*%	-%	-%
Not very important	(-1)	19	10	11	*	-	8	9	*	-	7	8	3	-
		1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	2%	-%
Neither important nor unimportant	(0)	94	50	65	14	-	37	29	10	-	27	22	6	-
		6%	6%	5%	7%	-%	5%	3%	6%	-%	3%	3%	3%	-%
Important	(1)	550	249	428	51	-	237	338	28	-	255	231	51	-
		33%	30%	34%	24%	-%	31% c	37% c	17%	-%	31%	35%	25%	-%
Very important	(2)	980	494	748	145	-	459	543	130	1	525	396	142	*
		59%	60%	59%	69%	-%	61%	59%	77% ab	100%	64%	60%	70%	100%
Don't know		4	3	2	*	-	3	2	-	-	2	3	-	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		1530	744	1176	196	-	696	881	158	1	779	627	193	*
		92%	91%	93%	93%	-%	92%	95%	94%	100%	95%	95%	96%	100%
NET Not Important		41	23	26	*	-	21	12	*	-	14	9	3	-
		2%	3%	2%	*%	-%	3%	1%	*%	-%	2%	1%	2%	-%
Answered		1665	817	1266	210	-	755	921	168	1	820	658	202	*
Mean Score		1.5	1.5	1.5	1.6	-	1.5	1.5	1.7 ab	2.0	1.6	1.5	1.6	2.0
Standard error		.02	.03	.02	.04	-	.03	.02	.04	-	.02	.02	.04	-
Standard deviation		.77	.80	.74	.61	-	.79	.64	.58	-	.68	.64	.62	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	23	23	6	1	18	10	*	-	-	-	-	-
		1%	1%	1%	*%	1%	1%	*%	-%	-%	-%	-%	-%
			c										
Not very important	(-1)	19	18	13	7	15	11	1	3	6	6	3	3
		1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	4%
Neither important nor unimportant	(0)	94	79	57	22	78	57	4	9	9	12	1	-
		6%	5%	5%	3%	6%	5%	10%	2%	2%	3%	1%	-%
Important	(1)	550	511	417	265	416	322	10	193	164	123	33	11
		33%	33%	34%	32%	33%	31%	26%	34%	33%	27%	26%	15%
									e	e			
Very important	(2)	980	914	717	531	736	634	23	361	320	321	87	61
		59%	59%	59%	64%	58%	61%	61%	63%	64%	69%	70%	81%
Don't know		4	3	2	3	1	3	-	3	2	-	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
NET Important		1530	1425	1134	796	1152	956	33	555	484	444	120	71
		92%	92%	94%	96%	91%	92%	88%	97%	97%	96%	97%	96%
					a								
NET Not Important		41	41	19	7	34	21	1	3	6	6	3	3
		2%	3%	2%	1%	3%	2%	2%	1%	1%	1%	2%	4%
Answered		1665	1545	1210	825	1263	1033	37	567	499	462	124	74
Mean Score		1.5	1.5	1.5	1.6	1.5	1.5	1.5	1.6	1.6	1.6	1.6	1.7
					ab								
Standard error		.02	.02	.02	.02	.02	.02	.10	.02	.03	.03	.06	.08
Standard deviation		.77	.77	.68	.59	.79	.74	.76	.55	.59	.60	.63	.66

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	23	5	3	-	1	15	10	15	6	11	2	15	*	-	14	7
		1%	2%	3%	-%	3%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	5% a
Not very important	(-1)	19	*	3	1	*	14	7	17	9	6	9	16	4	-	16	*
		1%	*%	3%	1%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	*%
Neither important nor unimportant	(0)	94	12	6	5	-	85	48	89	42	31	34	80	12	-	55	1
		6%	6%	7%	5%	-%	6%	6%	6%	4%	4%	5%	6%	7%	-%	4%	*%
Important	(1)	550	57	37	36	11	465	284	483	272	250	235	446	37	-	384	44
		33%	28%	45%	36%	28%	33%	33%	33%	29%	31%	32% c	33% c	20%	-%	31%	34%
Very important	(2)	980	131	33	58	27	829	523	855	611	507	458	788	130	-	766	77
		59%	64% b	40%	58%	68%	59%	60%	58%	65% c	63%	62%	59%	71% b	-%	62%	60%
Don't know		4	-	1	-	*	3	1	3	2	1	1	2	-	-	2	-
		*%	-%	1%	-%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		1530	187	70	95	38	1294	807	1338	883	756	693	1235	166	-	1149	121
		92%	92%	85%	94%	96%	92%	92%	92%	94%	94%	94%	92%	91%	-%	93%	94%
NET Not Important		41	5	5	1	1	29	17	32	15	16	10	31	4	-	30	7
		2%	2%	6%	1%	3%	2%	2%	2%	2%	2%	1%	2%	2%	-%	2%	6%
Answered		1665	204	82	100	39	1408	872	1459	940	803	738	1345	183	-	1234	129
Mean Score		1.5	1.5	1.2	1.5	1.6	1.5	1.5	1.5	1.6 ac	1.5	1.5	1.5	1.6	-	1.5	1.4
Standard error		.02	.06	.09	.07	.13	.02	.02	.02	.02	.02	.02	.02	.05	-	.02	.09
Standard deviation		.77	.80	.93	.63	.78	.75	.74	.75	.68	.73	.66	.76	.72	-	.74	.96

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	23	13	10	*	-	*	1	8	4	9	6	7	10
		1%	2%	1%	*%	-%	*%	*%	4%	*%	3%	3%	2%	1%
									b		b			
Not very important	(-1)	19	11	8	5	-	2	3	*	15	3	4	5	9
		1%	2%	1%	1%	-%	1%	1%	*%	1%	1%	2%	2%	1%
Neither important nor unimportant	(0)	94	31	63	22	-	13	16	7	75	11	8	14	66
		6%	4%	6%	5%	-%	6%	4%	4%	6%	4%	4%	4%	6%
Important	(1)	550	213	337	158	8	75	113	33	408	104	60	94	383
		33%	31%	35%	33%	21%	36%	30%	17%	35%	35%	26%	30%	35%
										a	a			
Very important	(2)	980	425	555	290	29	118	244	145	654	174	154	193	611
		59%	61%	57%	61%	79%	57%	65%	75%	56%	58%	66%	62%	56%
									bc					
Don't know		4	1	2	-	-	-	-	-	3	*	-	1	2
		*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%
NET Important		1530	638	892	448	37	193	357	178	1063	278	214	287	995
		92%	92%	91%	94%	100%	93%	95%	92%	92%	92%	92%	91%	92%
NET Not Important		41	24	18	6	-	2	4	8	20	12	10	12	19
		2%	3%	2%	1%	-%	1%	1%	4%	2%	4%	4%	4%	2%
Answered		1665	692	973	475	37	208	377	193	1157	301	232	312	1080
Mean Score		1.5	1.5	1.5	1.5	1.8	1.5	1.6	1.6	1.5	1.4	1.5	1.5	1.5
Standard error		.02	.03	.02	.03	.08	.04	.03	.06	.02	.05	.05	.05	.02
Standard deviation		.77	.81	.74	.64	.42	.66	.63	.91	.71	.87	.86	.84	.73

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	23	14	9
		1%	2%	1%
Not very important	(-1)	19	7	12
		1%	1%	1%
Neither important nor unimportant	(0)	94	45	49
		6%	6%	5%
Important	(1)	550	251	298
		33%	33%	33%
Very important	(2)	980	444	536
		59%	58%	59%
Don't know		4	1	2
		*%	*%	*%
NET Important		1530	695	835
		92%	91%	92%
NET Not Important		41	21	21
		2%	3%	2%
Answered		1665	761	904
Mean Score		1.5	1.5	1.5
Standard error		.02	.03	.03
Standard deviation		.77	.80	.74

Columns Tested:: a,b

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	23	*	9	*	*	*	5	*	5	2	1	-	1
		1%	*%	3%	*%	*%	*%	2%	1%	2%	1%	1%	-%	1%
Not very important	(-1)	19	*	2	2	*	-	*	-	6	1	2	1	4
		1%	*%	1%	2%	*%	-%	*%	-%	3%	1%	3%	1%	3%
Neither important nor unimportant	(0)	94	1	21	8	10	9	15	2	5	6	5	7	6
		6%	2%	8%	7%	13%	9%	6%	13%	2%	4%	8%	4%	3%
						h			h					
Important	(1)	550	7	116	40	22	21	88	2	76	41	21	53	61
		33%	26%	43%	35%	28%	21%	37%	16%	30%	28%	34%	28%	35%
				egk										
Very important	(2)	980	21	123	65	46	69	129	9	160	98	34	126	101
		59%	72%	45%	56%	57%	70%	54%	70%	63%	66%	53%	67%	57%
							b		b	b	b		b	
Don't know		4	-	-	-	1	-	*	-	-	-	-	*	3
		*%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%	*%	2%
NET Important		1530	28	238	105	68	90	217	11	236	140	55	179	162
		92%	98%	88%	91%	85%	91%	92%	86%	94%	94%	87%	95%	92%
NET Not Important		41	*	11	2	1	*	5	*	11	2	3	1	5
		2%	*%	4%	2%	1%	*%	2%	1%	4%	2%	5%	1%	3%
Answered		1665	29	270	115	80	99	237	12	252	148	63	187	173
Mean Score		1.5	1.7	1.3	1.5	1.4	1.6	1.4	1.5	1.5	1.6	1.3	1.6	1.5
							b			b	b		bj	
Standard error		.02	.05	.06	.07	.06	.07	.06	.12	.06	.06	.08	.04	.05
Standard deviation		.77	.51	.89	.71	.77	.68	.78	.86	.81	.70	.87	.60	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_7 (continuation)

QD10B_7. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	23	9	5	6	2	15	8
		1%	2%	1%	2%	*%	2%	1%
Not very important	(-1)	19	3	*	7	8	4	15
		1%	1%	*%	2%	2%	*%	2%
Neither important nor unimportant	(0)	94	30	34	12	18	64	30
		6%	7%	8%	3%	4%	8%	4%
				c			b	
Important	(1)	550	164	132	120	135	295	255
		33%	39%	32%	29%	32%	36%	30%
			c					
Very important	(2)	980	209	244	267	261	453	528
		59%	50%	59%	65%	61%	54%	63%
					a	a		a
Don't know		4	-	1	-	3	1	3
		*%	-%	*%	-%	1%	*%	*%
NET Important		1530	372	376	386	396	748	782
		92%	90%	90%	94%	93%	90%	93%
NET Not Important		41	13	6	13	10	18	23
		2%	3%	1%	3%	2%	2%	3%
Answered		1665	414	416	412	423	830	836
Mean Score		1.5	1.3	1.5	1.5	1.5	1.4	1.5
					a	a		a
Standard error		.02	.04	.04	.04	.03	.03	.02
Standard deviation		.77	.83	.76	.77	.71	.80	.74

Columns Tested:: a,b,c,d - a,b

Table QD10B_8

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	158	25	133	153	4	*	*	5
		9%	17%	9%	10%	7%	5%	6%	7%
			b						
Not very important	(-1)	141	6	135	135	5	*	*	6
		8%	4%	9%	8%	8%	3%	4%	8%
Neither important nor unimportant	(0)	349	21	328	339	8	1	*	10
		21%	15%	21%	21%	13%	15%	11%	13%
					bde				
Important	(1)	513	10	503	485	24	3	1	29
		31%	7%	33%	30%	38%	43%	34%	38%
				a					
Very important	(2)	493	73	420	467	22	2	2	26
		30%	51%	28%	29%	34%	33%	44%	34%
			b					a	
Don't know		15	8	7	15	*	*	*	*
		1%	5%	*%	1%	1%	*%	*%	1%
			b						
NET Important		1006	84	922	952	46	5	3	54
		60%	59%	60%	60%	72%	77%	78%	72%
						a		a	a
NET Not Important		299	31	268	288	10	1	*	11
		18%	21%	18%	18%	15%	8%	11%	14%
Answered		1654	136	1518	1579	64	7	4	75
Mean Score		.6	.8	.6	.6	.8	1.0	1.1	.9
								a	a
Standard error		.03	.08	.03	.04	.07	.13	.10	.05
Standard deviation		1.25	1.57	1.22	1.26	1.19	1.11	1.32	1.18

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	158	73	72	8	4	1	*	153	4	1
		9%	8%	12%	7%	8%	5%	6%	10%	7%	6%
Not very important	(-1)	141	75	47	14	2	3	*	135	5	*
		8%	9%	7%	12%	5%	12%	4%	8%	8%	3%
					i						
Neither important nor unimportant	(0)	349	213	102	24	7	2	*	339	8	1
		21%	25%	16%	21%	15%	9%	11%	21%	13%	13%
			befhi		e				efh		
Important	(1)	513	247	208	29	16	11	1	485	24	4
		31%	29%	33%	25%	37%	40%	34%	30%	38%	40%
Very important	(2)	493	237	191	40	15	9	2	467	22	4
		30%	28%	30%	35%	34%	33%	44%	29%	34%	37%
								abg			
Don't know		15	9	6	-	*	*	*	15	*	*
		1%	1%	1%	-%	*%	1%	*%	1%	1%	*%
NET Important		1006	484	399	69	32	20	3	952	46	8
		60%	57%	64%	60%	71%	73%	78%	60%	72%	77%
						ag	ag	abcg		ag	abcg
NET Not Important		299	148	119	21	6	4	*	288	10	1
		18%	17%	19%	19%	13%	16%	11%	18%	15%	9%
				i							
Answered		1654	845	621	114	44	27	4	1579	64	11
Mean Score		.6	.6	.6	.7	.8	.9	1.1	.6	.8	1.0
								abg			abg
Standard error		.03	.05	.06	.09	.09	.08	.10	.04	.07	.07
Standard deviation		1.25	1.22	1.30	1.25	1.20	1.16	1.32	1.26	1.19	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	158	125	28	4	*	*	94	22	2	3	5
		9%	10%	9%	7%	5%	6%	9%	9%	3%	17%	11%
Not very important	(-1)	141	109	27	5	*	*	92	21	11	*	8
		8%	8%	9%	8%	3%	4%	9%	8%	19% d	1%	16%
Neither important nor unimportant	(0)	349	278	61	8	1	*	249	46	6	3	10
		21%	21% ce	21% e	13%	15%	11%	23%	18%	11%	18%	20%
Important	(1)	513	394	91	24	3	1	347	83	21	7	13
		31%	30%	30%	38%	43%	34%	32%	33%	35%	36%	27%
Very important	(2)	493	376	92	22	2	2	283	76	20	5	13
		30%	29%	31%	34%	33%	44% ab	26%	30%	33%	28%	26%
Don't know		15	14	1	*	*	*	9	5	-	-	*
		1%	1%	*%	1%	*%	*%	1%	2%	-%	-%	*%
NET Important		1006	770	182	46	5	3	630	158	41	12	26
		60%	59%	61%	72% ab	77%	78% ab	59%	62%	68%	64%	52%
NET Not Important		299	234	54	10	1	*	186	44	13	3	14
		18%	18%	18%	15%	8%	11%	17%	17%	22%	18%	27%
Answered		1654	1282	298	64	7	4	1065	248	60	19	50
Mean Score		.6	.6	.6	.8	1.0	1.1 ab	.6	.7	.8	.6	.4
Standard error		.03	.05	.06	.07	.13	.10	.05	.07	.11	.16	.09
Standard deviation		1.25	1.26	1.26	1.19	1.11	1.32	1.22	1.25	1.19	1.39	1.33

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	158	7	11	16	9	14	27	22	15	13
		9%	5%	9%	6%	15%	8%	10%	10%	11%	11%
Not very important	(-1)	141	15	7	24	*	14	20	11	23	11
		8%	11%	6%	9%	*%	8%	8%	5%	15% dg	9%
Neither important nor unimportant	(0)	349	23	26	50	15	37	54	68	37	17
		21%	16%	22%	20%	25%	22%	20%	31% ai	25%	14%
Important	(1)	513	48	35	81	22	43	101	57	35	57
		31%	33%	30%	32%	38%	25%	38%	26%	24%	46% egh
Very important	(2)	493	51	40	83	12	55	64	56	35	25
		30%	35%	34%	33%	21%	33%	24%	25%	24%	20%
Don't know		15	1	-	-	-	6	-	6	-	-
		1%	1%	-%	-%	-%	4%	-%	3%	-%	-%
NET Important		1006	99	76	165	34	99	165	113	71	81
		60%	68% gh	64%	65%	59%	58%	62%	52%	49%	66%
NET Not Important		299	22	17	40	9	28	48	33	38	24
		18%	15%	15%	16%	16%	16%	18%	15%	26%	20%
Answered		1654	145	119	255	58	163	266	213	145	123
Mean Score		.6	.8 h	.7	.8	.5	.7	.6	.5	.4	.6
Standard error		.03	.11	.13	.09	.18	.11	.10	.11	.13	.12
Standard deviation		1.25	1.16	1.24	1.19	1.28	1.26	1.22	1.22	1.30	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	158	36	33	65	133	24	13	7	5
		9%	10%	8%	9%	9%	14%	16%	11%	17%
							d			bcd
Not very important	(-1)	141	25	45	55	125	16	5	7	4
		8%	7%	11%	7%	8%	10%	7%	12%	12%
Neither important nor unimportant	(0)	349	69	86	172	326	23	9	11	3
		21%	20%	21%	23%	22%	14%	11%	18%	12%
				f	efh	efh				
Important	(1)	513	122	119	239	480	33	18	9	6
		31%	35%	29%	32%	32%	20%	22%	15%	22%
			efg	eg	eg	eg				
Very important	(2)	493	92	127	203	422	71	36	25	10
		30%	26%	31%	27%	28%	42%	45%	41%	35%
							abcd	abcd	acd	
Don't know		15	6	1	6	13	2	*	1	*
		1%	2%	*%	1%	1%	1%	*%	2%	1%
NET Important		1006	214	246	442	902	104	54	34	16
		60%	61%	60%	60%	60%	61%	67%	56%	57%
NET Not Important		299	61	78	120	258	40	18	14	8
		18%	17%	19%	16%	17%	24%	22%	23%	30%
							cd			acd
Answered		1654	344	409	734	1487	167	80	59	28
Mean Score		.6	.6	.6	.6	.6	.7	.7	.7	.5
Standard error		.03	.07	.07	.06	.04	.05	.09	.09	.10
Standard deviation		1.25	1.25	1.25	1.21	1.23	1.46	1.48	1.43	1.53

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry									
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	158	10	9	9	10	23	4	10	6	85
		9%	18%	10%	8%	5%	9%	5%	26%	11%	10%
			d						cdefi		
Not very important	(-1)	141	2	10	11	11	19	3	3	5	88
		8%	3%	10%	9%	5%	8%	4%	8%	8%	10%
Neither important nor unimportant	(0)	349	17	17	27	43	39	21	11	12	179
		21%	30%	18%	22%	19%	16%	28%	28%	20%	21%
Important	(1)	513	13	21	30	96	79	19	11	15	251
		31%	23%	21%	25%	42%	32%	25%	26%	25%	30%
						bci					
Very important	(2)	493	12	38	42	67	83	27	4	19	239
		30%	21%	39%	34%	29%	34%	37%	11%	32%	28%
				g			g	g			
Don't know		15	3	3	3	*	*	-	1	2	6
		1%	5%	3%	2%	*%	*%	-%	1%	3%	1%
			dei								
NET Important		1006	24	59	72	163	161	46	15	34	491
		60%	44%	60%	59%	71%	67%	63%	37%	57%	58%
						agi	ag				
NET Not Important		299	12	19	20	22	42	7	13	11	172
		18%	21%	19%	16%	10%	17%	9%	33%	19%	20%
									df		d
Answered		1654	53	95	119	228	242	74	39	57	842
Mean Score		.6	.3	.7	.7	.9	.7	.9	-.1	.6	.6
				g	g	agi	g	g			g
Standard error		.03	.17	.11	.10	.07	.07	.13	.19	.14	.04
Standard deviation		1.25	1.37	1.35	1.25	1.04	1.27	1.12	1.37	1.34	1.28

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	158	30	26	101	126	32	149	9	153	5
		9%	7%	8%	11%	9%	11%	10%	7%	9%	9%
Not very important	(-1)	141	23	22	95	111	31	135	6	134	7
		8%	6%	7%	10%	8%	10%	9%	4%	8%	14%
Neither important nor unimportant	(0)	349	88	60	202	273	76	323	26	334	15
		21%	22%	19%	21%	20%	25%	21%	19%	21%	30%
Important	(1)	513	139	97	277	441	72	468	45	507	6
		31%	34%	31%	29%	32%	24%	31%	33%	31%	11%
Very important	(2)	493	120	110	263	403	90	448	46	475	18
		30%	30%	35%	28%	29%	30%	29%	34%	29%	36%
Don't know		15	6	*	9	14	1	13	3	15	-
		1%	1%	*%	1%	1%	*%	1%	2%	1%	-%
NET Important		1006	259	208	539	844	163	916	90	983	24
		60%	64%	66%	57%	62%	54%	60%	67%	61%	47%
NET Not Important		299	53	49	197	236	63	284	15	287	12
		18%	13%	15%	21%	17%	21%	18%	11%	18%	24%
					a						
Answered		1654	400	316	938	1353	301	1523	131	1603	50
Mean Score		.6	.7	.8	.5	.7	.5	.6	.9	.6	.5
Standard error		.03	.06	.06	.04	.03	.09	.03	.07	.03	.21
Standard deviation		1.25	1.17	1.23	1.29	1.24	1.30	1.26	1.15	1.25	1.36

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	158	120	21	12	146	9	1	2	155	3
		9%	12%	8%	3%	10%	5%	3%	4%	10%	4%
			c								
Not very important	(-1)	141	102	14	24	127	14	*	*	141	*
		8%	10%	5%	7%	9%	8%	1%	*%	9%	*%
Neither important nor unimportant	(0)	349	238	49	60	304	31	5	8	336	13
		21%	23%	18%	17%	21%	19%	13%	22%	21%	18%
Important	(1)	513	316	93	101	448	50	8	6	498	15
		31%	31%	34%	28%	31%	30%	22%	17%	31%	20%
Very important	(2)	493	247	90	156	392	58	23	20	450	43
		30%	24%	33%	44%	27%	35%	61%	56%	28%	58%
				a	a			abe	ae		abe
Don't know		15	8	5	2	12	3	-	*	15	*
		1%	1%	2%	1%	1%	2%	-%	*%	1%	*%
NET Important		1006	563	183	257	840	108	32	26	948	58
		60%	55%	67%	72%	59%	65%	83%	72%	59%	78%
				a	a			ae			ae
NET Not Important		299	222	35	37	273	23	1	2	296	3
		18%	22%	13%	10%	19%	14%	3%	5%	19%	4%
			bc			f				f	
Answered		1654	1023	267	354	1418	162	38	36	1580	74
Mean Score		.6	.5	.8	1.0	.6	.8	1.4	1.2	.6	1.3
				a	a			ae			abe
Standard error		.03	.04	.06	.06	.03	.07	.12	.13	.03	.09
Standard deviation		1.25	1.28	1.18	1.10	1.26	1.17	.96	1.09	1.26	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	158	98	48	12	146	98	158	88	47	34
		9%	12%	8%	5%	9%	7%	9%	8%	6%	6%
			c								
Not very important	(-1)	141	86	41	14	138	105	141	93	67	39
		8%	10%	7%	6%	9%	8%	8%	8%	9%	7%
Neither important nor unimportant	(0)	349	186	118	45	336	267	349	227	151	86
		21%	22%	20%	19%	21%	21%	21%	20%	20%	16%
Important	(1)	513	268	181	65	491	424	513	366	278	195
		31%	32%	31%	27%	31%	33%	31%	32%	36%	35%
Very important	(2)	493	195	198	101	461	398	493	373	227	196
		30%	23%	34%	42%	29%	31%	30%	32%	29%	36%
				a	a						
Don't know		15	9	3	3	15	11	15	9	3	1
		1%	1%	*%	1%	1%	1%	1%	1%	*%	*%
NET Important		1006	462	378	166	952	822	1006	739	505	391
		60%	55%	64%	69%	60%	63%	60%	64%	65%	71%
				a	a						abc
NET Not Important		299	184	89	26	284	202	299	181	114	72
		18%	22%	15%	11%	18%	16%	18%	16%	15%	13%
			bc								
Answered		1654	832	585	236	1573	1291	1654	1146	770	549
Mean Score		.6	.4	.8	1.0	.6	.7	.6	.7	.7	.9
				a	a						ac
Standard error		.03	.05	.05	.06	.03	.03	.03	.03	.04	.04
Standard deviation		1.25	1.28	1.22	1.14	1.25	1.20	1.25	1.21	1.15	1.15

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	158	62	75	5	7	2	2	4	9
		9%	16%	7%	6%	8%	6%	7%	11%	8%
			b							
Not very important	(-1)	141	39	78	13	*	5	6	1	11
		8%	10%	8%	16%	*%	12%	16%	2%	10%
			d		d		d	d		
Neither important nor unimportant	(0)	349	87	222	17	3	8	3	9	20
		21%	23%	22%	20%	4%	21%	8%	27%	19%
			d	d	d		d		d	d
Important	(1)	513	97	342	24	26	15	7	1	24
		31%	26%	34%	29%	30%	37%	22%	4%	22%
			g	g	g	g	g			
Very important	(2)	493	92	283	24	50	9	16	19	45
		30%	24%	28%	28%	58%	23%	47%	56%	41%
						abce		a	abce	ab
Don't know		15	4	10	1	*	*	-	-	*
		1%	1%	1%	1%	*%	1%	-%	-%	*%
NET Important		1006	189	625	48	75	25	24	20	68
		60%	50%	62%	57%	88%	61%	69%	60%	63%
				a		abcegh				
NET Not Important		299	101	153	18	7	7	8	5	20
		18%	26%	15%	22%	8%	18%	23%	14%	18%
			bd							
Answered		1654	377	1000	83	85	40	34	34	108
Mean Score		.6	.3	.7	.6	1.3	.6	.9	.9	.8
				a		abceh				a
Standard error		.03	.08	.04	.11	.09	.12	.15	.18	.08
Standard deviation		1.25	1.38	1.18	1.23	1.12	1.16	1.37	1.41	1.30

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	158	120	15	4	3	1	2	*	79	6	5	2	2	*	3
		9%	9%	12%	6%	6%	4%	8%	6%	8%	4%	8%	9%	4%	3%	18%
Not very important	(-1)	141	122	8	1	1	5	2	-	77	10	9	*	9	1	*
		8%	10%	6%	1%	1%	23%	7%	-%	8%	6%	14%	*%	23%	5%	1%
							cd							ad		
Neither important nor unimportant	(0)	349	287	17	12	9	3	5	4	223	25	7	5	2	3	3
		21%	22%	13%	17%	18%	13%	18%	50%	22%	17%	10%	23%	5%	18%	15%
Important	(1)	513	400	44	26	15	4	2	*	332	52	18	10	11	1	1
		31%	31%	34%	35%	28%	19%	7%	5%	33%	35%	29%	42%	29%	5%	5%
			f	f	f					f	f		f			
Very important	(2)	493	335	45	30	24	8	16	3	275	56	25	5	14	10	12
		30%	26%	35%	40%	46%	41%	60%	40%	28%	38%	39%	23%	38%	69%	61%
						a		a							abcd	
Don't know		15	14	*	*	*	-	-	-	10	*	*	*	-	-	-
		1%	1%	*%	1%	*%	-%	-%	-%	1%	*%	*%	2%	-%	-%	-%
NET Important		1006	735	89	56	39	12	17	3	607	107	44	15	25	10	13
		60%	58%	69%	76%	74%	60%	68%	44%	61%	72%	68%	66%	68%	74%	66%
					a											
NET Not Important		299	242	23	5	4	5	4	*	156	16	14	2	10	1	4
		18%	19%	18%	7%	8%	27%	15%	6%	16%	11%	21%	9%	28%	8%	18%
Answered		1654	1264	130	73	53	20	26	8	986	148	64	22	37	14	20
Mean Score		.6	.6	.7	1.0	1.1	.7	1.1	.7	.7	1.0	.8	.7	.7	1.3	.9
					a	a									a	
Standard error		.03	.04	.10	.09	.11	.18	.16	.27	.04	.07	.12	.13	.21	.18	.32
Standard deviation		1.25	1.24	1.32	1.07	1.14	1.34	1.35	1.26	1.19	1.08	1.31	1.14	1.32	1.15	1.59

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	158	71	6	4	2	*	1	5	5	105	25	23	3	2
		9%	9%	5%	4%	4%	1%	3%	13%	7%	13% d	8%	7%	3%	3%
Not very important	(-1)	141	73	14	3	*	1	1	-	2	69	27	31	4	10
		8%	9%	11%	4%	*%	5%	5%	-%	3%	8%	8%	9%	4%	16%
Neither important nor unimportant	(0)	349	176	18	13	6	5	7	2	14	188	89	55	8	9
		21%	22%	13%	16%	12%	23%	35%	5%	18%	22% d	27% cd	17%	8%	15%
Important	(1)	513	245	47	38	18	7	1	9	17	260	94	110	35	14
		31%	30%	35%	46% fh	39% f	31%	4%	24%	21%	31%	29%	33%	33%	23%
Very important	(2)	493	239	51	25	18	9	11	20	40	211	87	111	55	26
		30%	30%	37%	30%	38%	40%	53%	57% a	51% a	25%	27%	34%	52% abc	43%
Don't know		15	6	-	*	3	-	-	-	-	9	5	1	-	*
		1%	1%	-%	*%	6% a	-%	-%	-%	-%	1%	2%	*%	-%	*%
NET Important		1006	485	98	63	36	17	12	29	57	471	182	220	90	40
		60%	60%	72%	76%	78%	71%	58%	82%	72%	56%	55%	67% ab	86% abc	66%
NET Not Important		299	144	21	7	2	1	2	5	8	174	52	54	7	12
		18%	18%	15%	8%	4%	6%	8%	13%	10%	21% d	16%	16%	7%	19%
Answered		1654	805	137	83	43	24	20	35	79	833	322	330	106	60
Mean Score		.6	.6	.9	.9	1.2 a	1.0	1.0	1.1	1.1	.5	.6	.8 a	1.3 abc	.9
Standard error		.03	.04	.09	.09	.11	.14	.17	.24	.11	.05	.06	.06	.07	.13
Standard deviation		1.25	1.24	1.16	1.01	.94	.98	1.19	1.36	1.20	1.30	1.19	1.21	.97	1.22

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	158	104	22	17	3	-	66	14	15	1	2
		9%	12%	7%	7%	3%	-%	9%	6%	7%	1%	3%
Not very important	(-1)	141	85	19	25	4	6	61	19	15	*	10
		8%	9%	6%	9%	5%	15%	8%	8%	7%	*%	20%
												d
Neither important nor unimportant	(0)	349	203	68	51	3	9	156	64	36	11	*
		21%	23%	23%	19%	4%	23%	21%	28%	17%	14%	1%
			d	d	d		d	e	e			
Important	(1)	513	268	91	91	27	13	257	63	68	23	12
		31%	30%	31%	35%	33%	34%	35%	28%	33%	29%	24%
Very important	(2)	493	232	92	79	45	11	188	65	74	44	25
		30%	26%	31%	30%	55%	29%	26%	29%	36%	56%	52%
						abc					abc	a
Don't know		15	9	5	1	-	-	8	2	*	-	*
		1%	1%	2%	*%	-%	-%	1%	1%	*%	-%	*%
NET Important		1006	500	183	170	72	24	445	128	143	67	37
		60%	56%	61%	64%	88%	63%	60%	56%	68%	85%	75%
						abce					ab	
NET Not Important		299	189	41	42	7	6	127	33	30	1	12
		18%	21%	14%	16%	9%	15%	17%	14%	14%	1%	24%
								d	d	d		d
Answered		1654	892	293	263	82	38	728	224	208	79	49
Mean Score		.6	.5	.7	.7	1.3	.8	.6	.7	.8	1.4	1.0
						abc					abc	
Standard error		.03	.05	.07	.06	.08	.12	.05	.07	.07	.07	.16
Standard deviation		1.25	1.29	1.19	1.18	1.01	1.04	1.21	1.16	1.20	.80	1.29

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	158	68	11	6	*	2	47	5	35	154	4	145	2
		9%	11% cd	6%	3%	*%	4%	7%	6%	9%	10%	3%	9%	9%
Not very important	(-1)	141	59	12	12	2	3	43	7	43	135	6	138	*
		8%	10%	7%	5%	3%	7%	6%	8%	11%	9%	5%	9%	*%
Neither important nor unimportant	(0)	349	132	37	42	10	5	115	23	88	324	25	332	5
		21%	22%	21%	18%	12%	11%	17%	28%	22%	21%	19%	21%	25%
Important	(1)	513	189	62	78	28	7	207	30	125	469	44	486	6
		31%	31%	35%	34%	32%	16%	31%	35%	31%	30%	34%	31%	30%
Very important	(2)	493	156	55	86	48	26	245	20	109	443	50	455	7
		30%	26%	31%	38% a	54% ab	61% ab	37% c	23%	27%	29%	39%	29%	37%
Don't know		15	3	3	3	-	-	6	-	3	15	-	15	-
		1%	1%	2%	1%	-%	-%	1%	-%	1%	1%	-%	1%	-%
NET Important		1006	345	117	164	76	33	452	49	233	912	94	940	12
		60%	57%	65%	72% a	85% ab	77%	68% c	58%	58%	59%	73% a	60%	67%
NET Not Important		299	126	23	18	3	5	90	12	79	289	9	283	2
		18%	21% cd	13%	8%	3%	11%	14%	14%	20%	19% b	7%	18%	9%
Answered		1654	603	176	224	89	43	657	85	400	1526	128	1555	18
Mean Score		.6	.5	.8	1.0 a	1.4 ab	1.2 a	.9 c	.6	.6	.6	1.0 a	.6	.9
Standard error		.03	.05	.08	.06	.07	.14	.05	.10	.06	.03	.08	.03	.24
Standard deviation		1.25	1.28	1.14	1.01	.82	1.17	1.20	1.11	1.24	1.27	1.01	1.25	1.21

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	158	93	5	74	14	146	*	91	6	75	13
		9%	8%	5%	10% b	4%	9%	*%	8%	7%	10% b	3%
Not very important	(-1)	141	100	5	75	18	138	*	104	*	75	18
		8%	8%	5%	10% b	4%	9%	*%	9%	*%	10% b	5%
Neither important nor unimportant	(0)	349	240	27	157	70	334	2	241	26	152	75
		21%	20%	31%	21%	17%	21%	13%	20%	30%	20%	19%
Important	(1)	513	388	36	205	161	490	1	396	28	213	153
		31%	32%	41%	27%	40% a	31%	9%	33%	32%	28%	39% a
Very important	(2)	493	382	15	234	140	450	12	372	26	244	130
		30%	32%	17%	31%	34%	29%	78%	31%	30%	32%	33%
Don't know		15	10	*	6	3	15	-	10	*	6	3
		1%	1%	*%	1%	1%	1%	-%	1%	*%	1%	1%
NET Important		1006	771	51	439	300	939	13	768	54	457	283
		60%	64%	58%	59%	74% a	60%	87%	63%	62%	60%	72% a
NET Not Important		299	193	9	148	32	284	*	196	7	150	31
		18%	16%	11%	20% b	8%	18%	*%	16%	8%	20% b	8%
Answered		1654	1204	88	743	403	1558	15	1205	87	758	388
Mean Score		.6	.7	.6	.6	1.0 a	.6	1.6	.7	.8	.6	1.0 a
Standard error		.03	.03	.09	.05	.05	.03	.15	.03	.10	.04	.05
Standard deviation		1.25	1.21	1.02	1.29	1.01	1.25	.73	1.21	1.11	1.29	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	158	48	121	16	-	39	68	9	-	57	52	11	-
		9%	6%	10%	7%	-%	5%	7%	5%	-%	7%	8%	5%	-%
Not very important	(-1)	141	55	111	7	-	50	83	6	1	58	43	12	-
		8%	7%	9%	3%	-%	7%	9%	4%	100%	7%	7%	6%	-%
Neither important nor unimportant	(0)	349	165	275	47	-	141	203	41	-	156	137	37	-
		21%	20%	22%	22%	-%	19%	22%	24%	-%	19%	21%	18%	-%
Important	(1)	513	296	376	54	-	255	294	40	-	256	206	60	-
		31%	36%	30%	26%	-%	34%	32%	24%	-%	31%	31%	30%	-%
Very important	(2)	493	253	373	86	-	270	267	72	-	293	216	83	*
		30%	31%	29%	41%	-%	36%	29%	43%	-%	36%	33%	41%	100%
					b				b					
Don't know		15	3	13	*	-	3	8	*	-	3	6	-	-
		1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	-%	-%
NET Important		1006	549	749	141	-	525	561	112	-	549	422	143	*
		60%	67%	59%	67%	-%	69%	61%	66%	-%	67%	64%	71%	100%
			b				b							
NET Not Important		299	103	232	23	-	89	151	15	1	114	96	22	-
		18%	13%	18%	11%	-%	12%	16%	9%	100%	14%	14%	11%	-%
				a										
Answered		1654	817	1256	210	-	755	915	168	1	819	655	202	*
Mean Score		.6	.8	.6	.9	-	.9	.7	.9	-1.0	.8	.7	1.0	2.0
			b				b							
Standard error		.03	.04	.03	.08	-	.04	.04	.09	-	.04	.04	.08	-
Standard deviation		1.25	1.13	1.26	1.20	-	1.12	1.20	1.15	-	1.19	1.21	1.14	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	158	145	86	65	116	100	-	43	36	33	10	4
		9%	9%	7%	8%	9%	10%	-%	7%	7%	7%	8%	5%
Not very important	(-1)	141	136	89	70	97	92	1	52	44	38	5	1
		8%	9%	7%	8%	8%	9%	3%	9%	9%	8%	4%	2%
Neither important nor unimportant	(0)	349	323	249	159	251	218	6	112	90	67	15	12
		21%	21%	21%	19%	20%	21%	16%	20%	18%	15%	12%	16%
Important	(1)	513	476	403	239	403	312	8	170	152	136	36	25
		31%	31%	33%	29%	32%	30%	22%	30%	30%	29%	29%	33%
Very important	(2)	493	455	375	289	388	305	22	188	180	188	57	33
		30%	29%	31%	35%	31%	29%	59% ab	33%	36%	41%	46%	44%
Don't know		15	15	10	6	8	11	-	6	-	-	-	-
		1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%
NET Important		1006	930	778	528	791	616	30	358	332	324	94	58
		60%	60%	64%	64%	63%	59%	81%	63%	66%	70%	76%	78%
NET Not Important		299	281	175	135	214	192	1	94	79	71	15	5
		18%	18%	14%	16%	17%	19%	3%	17%	16%	15%	12%	7%
Answered		1654	1533	1202	822	1255	1026	37	564	501	462	124	74
Mean Score		.6	.6	.7	.8	.7	.6	1.4 ab	.7	.8	.9	1.0	1.1
Standard error		.03	.03	.03	.04	.03	.04	.12	.05	.06	.06	.12	.13
Standard deviation		1.25	1.25	1.18	1.24	1.25	1.26	.86	1.23	1.22	1.23	1.22	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	158	10	3	4	1	133	72	136	68	68	33	132	7	-	105	13
		9%	5%	4%	4%	3%	9%	8%	9%	7%	8%	4%	10% a	4%	-%	9%	10%
Not very important	(-1)	141	34	*	5	*	113	58	116	63	62	40	115	11	-	98	22
		8%	16% b	*%	5%	*%	8%	7%	8%	7%	8%	5%	9%	6%	-%	8%	17% a
Neither important nor unimportant	(0)	349	40	13	19	4	295	157	303	183	147	152	279	34	-	239	20
		21%	19%	16%	19%	11%	21%	18%	21%	19%	18%	21%	21%	19%	-%	19%	16%
Important	(1)	513	60	39	35	14	427	262	448	293	245	253	409	60	-	382	35
		31%	30%	47%	35%	35%	30%	30%	31%	31%	30%	34%	30%	33%	-%	31%	27%
Very important	(2)	493	61	27	37	20	429	312	443	327	276	259	400	72	-	404	38
		30%	30%	32%	37%	51%	30%	36%	30%	35%	34%	35%	30%	39%	-%	33%	30%
Don't know		15	-	1	-	-	14	11	15	9	8	2	14	-	-	9	-
		1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
NET Important		1006	121	65	72	34	856	574	892	619	520	512	809	132	-	786	74
		60%	59%	79% a	72%	86% a	61%	66%	61%	66%	65%	69% b	60%	72% b	-%	64%	57%
NET Not Important		299	43	3	9	1	246	131	252	130	129	73	247	17	-	203	34
		18%	21% b	4%	9%	3%	17%	15%	17%	14%	16%	10%	18% a	9%	-%	16%	27%
Answered		1654	204	81	100	39	1397	862	1448	933	796	737	1334	183	-	1227	129
Mean Score		.6	.6	1.1	1.0	1.3 a	.6	.8	.7	.8	.8	.9 b	.6	1.0 b	-	.7	.5
Standard error		.03	.09	.09	.11	.15	.03	.04	.03	.04	.04	.04	.03	.08	-	.03	.13
Standard deviation		1.25	1.21	.91	1.06	.90	1.26	1.24	1.25	1.20	1.24	1.08	1.27	1.07	-	1.24	1.34

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	158	52	106	14	*	6	12	9	107	40	19	17	120
		9%	7%	11%	3%	1%	3%	3%	4%	9%	13% a	8%	5%	11%
Not very important	(-1)	141	61	80	18	3	14	13	12	105	23	12	21	108
		8%	9%	8%	4%	8%	7%	3%	6%	9%	8%	5%	7%	10%
Neither important nor unimportant	(0)	349	150	199	89	8	49	71	40	257	49	42	81	222
		21%	22%	20%	19%	21%	23%	19%	21%	22%	16%	18%	26%	21%
Important	(1)	513	215	298	198	12	64	158	47	355	106	71	99	321
		31%	31%	31%	42%	31%	31%	42%	24%	31%	35%	31%	31%	30%
Very important	(2)	493	213	280	154	14	75	121	85	326	77	84	92	303
		30%	31%	29%	32%	39%	36%	32%	44% bc	28%	26%	36%	29%	28%
Don't know		15	3	12	3	-	-	3	*	10	5	4	3	8
		1%	*%	1%	1%	-%	-%	1%	*%	1%	2%	2%	1%	1%
NET Important		1006	428	578	351	26	139	279	132	681	184	155	191	624
		60%	62%	59%	74%	70%	67%	74%	68%	59%	61%	67%	61%	58%
NET Not Important		299	112	186	31	3	20	25	21	212	63	31	38	228
		18%	16%	19%	7%	9%	10%	7%	11%	18%	21%	13%	12%	21% b
Answered		1654	690	964	472	37	208	374	193	1150	296	228	310	1075
Mean Score		.6	.7	.6	1.0	1.0	.9	1.0	1.0 bc	.6	.5	.8 c	.7	.5
Standard error		.03	.05	.04	.04	.20	.07	.05	.08	.04	.07	.07	.06	.04
Standard deviation		1.25	1.21	1.29	.96	1.01	1.07	.97	1.14	1.25	1.32	1.22	1.12	1.30

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	158	74	83
		9%	10%	9%
Not very important	(-1)	141	61	80
		8%	8%	9%
Neither important nor unimportant	(0)	349	162	187
		21%	21%	21%
Important	(1)	513	221	292
		31%	29%	32%
Very important	(2)	493	236	257
		30%	31%	28%
Don't know		15	8	7
		1%	1%	1%
NET Important		1006	457	549
		60%	60%	61%
NET Not Important		299	135	163
		18%	18%	18%
Answered		1654	754	900
Mean Score		.6	.6	.6
Standard error		.03	.04	.04
Standard deviation		1.25	1.27	1.24

Columns Tested:: a,b

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	158	2	24	18	17	9	28	2	15	5	14	16	8
		9%	8%	9%	15%	21%	9%	12%	20%	6%	3%	22%	8%	5%
					il	hil			hil			bhikl		
Not very important	(-1)	141	*	32	6	8	17	8	1	25	7	8	16	14
		8%	1%	12%	5%	10%	17%	3%	5%	10%	5%	12%	8%	8%
				f			fi					f		
Neither important nor unimportant	(0)	349	3	47	31	12	17	48	2	53	27	9	52	49
		21%	10%	18%	27%	15%	17%	20%	13%	21%	18%	14%	28%	28%
Important	(1)	513	7	104	32	26	19	73	2	92	38	12	51	57
		31%	25%	38%	28%	32%	19%	31%	17%	36%	26%	18%	27%	32%
				ej						j				
Very important	(2)	493	16	62	28	16	37	80	5	65	62	19	53	48
		30%	56%	23%	25%	20%	37%	34%	39%	26%	42%	30%	28%	27%
			bcdhkl								bdhl			
Don't know		15	-	*	-	1	-	*	1	2	8	2	-	*
		1%	-%	*%	-%	1%	-%	*%	6%	1%	6%	3%	-%	*%
									bfkl		bfkl			
NET Important		1006	24	166	60	43	56	153	7	157	100	31	104	104
		60%	82%	61%	53%	53%	57%	65%	57%	62%	68%	48%	56%	59%
			cj								j			
NET Not Important		299	3	56	24	25	26	36	3	40	12	22	31	22
		18%	9%	21%	21%	31%	26%	15%	24%	16%	8%	34%	17%	12%
				i		il	i		i			afhikl		
Answered		1654	29	270	115	79	99	237	12	249	140	61	187	175
Mean Score		.6	1.2	.5	.4	.2	.6	.7	.6	.7	1.0	.2	.6	.7
			cdj							j	bcdhjkl			j
Standard error		.03	.12	.09	.12	.12	.13	.09	.24	.08	.09	.14	.09	.08
Standard deviation		1.25	1.19	1.22	1.34	1.44	1.38	1.29	1.63	1.15	1.08	1.56	1.22	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_8 (continuation)

QD10B_8. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	158	44	53	22	37	98	60
		9%	11%	13%	5%	9%	12%	7%
				c			b	
Not very important	(-1)	141	39	33	32	37	72	70
		8%	9%	8%	8%	9%	9%	8%
Neither important nor unimportant	(0)	349	81	77	81	110	158	191
		21%	20%	18%	20%	26%	19%	23%
Important	(1)	513	143	118	132	119	261	252
		31%	35%	28%	32%	28%	31%	30%
Very important	(2)	493	107	134	132	120	241	252
		30%	26%	32%	32%	28%	29%	30%
Don't know		15	*	1	12	2	1	14
		1%	*%	*%	3%	1%	*%	2%
					ad			a
NET Important		1006	250	252	264	239	503	504
		60%	60%	61%	64%	56%	60%	60%
NET Not Important		299	83	86	55	75	169	130
		18%	20%	21%	13%	18%	20%	15%
Answered		1654	414	416	401	424	830	824
Mean Score		.6	.6	.6	.8	.6	.6	.7
Standard error		.03	.06	.06	.06	.05	.04	.04
Standard deviation		1.25	1.26	1.35	1.15	1.23	1.31	1.20

Columns Tested:: a,b,c,d - a,b

Table QD10B_9

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1786	375	1411	1221	303	75	187	565
Effective base		689	91	610	633	128	30	87	166
Weighted Base		1669	143	1526	1594	64	7	4	75
Not at all important	(-2)	135	22	112	134	1	*	*	1
		8%	16%	7%	8%	1%	1%	6%	1%
			b		be			be	
Not very important	(-1)	141	14	127	137	3	*	*	4
		8%	10%	8%	9%	5%	5%	8%	5%
Neither important nor unimportant	(0)	434	33	401	415	18	1	*	19
		26%	23%	26%	26%	27%	20%	11%	26%
					d	d			d
Important	(1)	576	16	560	546	25	3	2	30
		34%	11%	37%	34%	39%	40%	40%	40%
				a					
Very important	(2)	364	53	311	344	17	2	1	21
		22%	37%	20%	22%	27%	34%	35%	28%
			b					a	
Don't know		19	4	15	19	*	*	-	*
		1%	3%	1%	1%	*%	*%	-%	*%
NET Important		940	69	871	890	43	5	3	51
		56%	48%	57%	56%	66%	74%	75%	67%
						a	a	a	a
NET Not Important		276	37	239	271	4	*	1	5
		17%	26%	16%	17%	6%	6%	14%	6%
			b		be			be	
Answered		1650	139	1511	1575	64	7	4	75
Mean Score		.5	.5	.6	.5	.9	1.0	.9	.9
						a	a	a	a
Standard error		.03	.08	.03	.03	.05	.11	.10	.04
Standard deviation		1.16	1.48	1.13	1.17	.91	.97	1.33	.93

Columns Tested:: a,b - a,b,c,d,e

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	521	524	176	184	194	187	1221	303	262
Effective base		689	306	270	74	80	76	87	633	128	66
Weighted Base		1669	854	626	114	44	27	4	1594	64	11
Not at all important	(-2)	135	73	55	6	*	*	*	134	1	*
		8%	9%	9%	5%	1%	2%	6%	8%	1%	3%
			deh	deh				h	deh		
Not very important	(-1)	141	74	53	11	3	1	*	137	3	1
		8%	9%	8%	10%	6%	3%	8%	9%	5%	6%
Neither important nor unimportant	(0)	434	226	167	22	13	6	*	415	18	2
		26%	27%	27%	19%	30%	21%	11%	26%	27%	16%
			f	f		fi			f	f	
Important	(1)	576	292	212	42	17	11	2	546	25	4
		34%	34%	34%	37%	39%	40%	40%	34%	39%	40%
Very important	(2)	364	175	135	33	10	9	1	344	17	4
		22%	21%	22%	29%	23%	34%	35%	22%	27%	34%
							abg	abg			abg
Don't know		19	14	5	*	*	*	-	19	*	*
		1%	2%	1%	*%	*%	1%	-%	1%	*%	*%
NET Important		940	468	347	75	28	20	3	890	43	8
		56%	55%	55%	66%	62%	74%	75%	56%	66%	75%
							abg	abg		abg	abg
NET Not Important		276	146	108	17	3	1	1	271	4	1
		17%	17%	17%	15%	7%	4%	14%	17%	6%	9%
			deh	deh	eh			eh	deh		
Answered		1650	840	622	113	44	27	4	1575	64	11
Mean Score		.5	.5	.5	.8	.8	1.0	.9	.5	.9	1.0
						a	abg	abg		abg	abg
Standard error		.03	.05	.05	.09	.07	.07	.10	.03	.05	.06
Standard deviation		1.16	1.17	1.18	1.13	.91	.91	1.33	1.17	.91	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	767	454	303	75	187	664	316	109	72	198
Effective base		689	466	218	128	30	87	386	146	32	28	34
Weighted Base		1669	1295	299	64	7	4	1073	253	60	19	50
Not at all important	(-2)	135	106	28	1	*	*	84	23	4	1	2
		8%	8%	9%	1%	1%	6%	8%	9%	6%	4%	3%
			c	c			c					
Not very important	(-1)	141	113	24	3	*	*	87	27	5	*	8
		8%	9%	8%	5%	5%	8%	8%	11%	8%	2%	15%
Neither important nor unimportant	(0)	434	341	74	18	1	*	282	63	17	6	12
		26%	26%	25%	27%	20%	11%	26%	25%	29%	30%	23%
			e	e	e							
Important	(1)	576	442	104	25	3	2	381	87	16	8	21
		34%	34%	35%	39%	40%	40%	36%	34%	27%	44%	42%
Very important	(2)	364	279	64	17	2	1	227	51	17	4	8
		22%	22%	22%	27%	34%	35%	21%	20%	28%	19%	16%
							ab					
Don't know		19	14	5	*	*	-	11	3	1	*	*
		1%	1%	2%	*%	*%	-%	1%	1%	2%	*%	1%
NET Important		940	721	169	43	5	3	608	137	33	12	29
		56%	56%	56%	66%	74%	75%	57%	54%	56%	63%	58%
					a	a	ab					
NET Not Important		276	219	52	4	*	1	171	50	8	1	10
		17%	17%	17%	6%	6%	14%	16%	20%	14%	6%	19%
			c	c			c					
Answered		1650	1281	294	64	7	4	1062	250	59	19	50
Mean Score		.5	.5	.5	.9	1.0	.9	.5	.5	.7	.7	.5
					ab	ab	ab					
Standard error		.03	.04	.06	.05	.11	.10	.04	.07	.11	.12	.08
Standard deviation		1.16	1.17	1.19	.91	.97	1.33	1.15	1.20	1.16	.97	1.06

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	121	93	171	51	130	150	116	107	102
Effective base		689	62	52	98	24	68	93	75	55	51
Weighted Base		1669	146	119	255	58	170	266	219	145	123
Not at all important	(-2)	135	8	5	19	5	18	15	18	18	14
		8%	6%	4%	7%	8%	11%	6%	8%	12%	11%
Not very important	(-1)	141	4	6	19	3	20	22	18	14	18
		8%	3%	5%	7%	6%	12%	8%	8%	10%	15%
							a				a
Neither important nor unimportant	(0)	434	38	40	58	28	41	75	63	37	17
		26%	26%	34%	23%	49%	24%	28%	29%	26%	13%
				i		acehi		i	i		
Important	(1)	576	54	46	106	15	48	88	75	47	56
		34%	37%	39%	42%	26%	29%	33%	34%	32%	45%
Very important	(2)	364	35	20	53	7	42	65	42	25	18
		22%	24%	17%	21%	11%	25%	24%	19%	17%	15%
Don't know		19	8	2	-	-	*	1	3	4	-
		1%	5%	1%	-%	-%	*%	*%	1%	3%	-%
			c								
NET Important		940	89	66	159	22	90	153	117	72	74
		56%	61%	55%	63%	37%	53%	58%	54%	50%	60%
					d						
NET Not Important		276	12	11	38	8	38	37	36	32	32
		17%	8%	9%	15%	14%	22%	14%	16%	22%	26%
							a			a	ab
Answered		1650	138	117	255	58	169	265	216	142	123
Mean Score		.5	.7	.6	.6	.3	.4	.6	.5	.3	.4
Standard error		.03	.10	.10	.09	.14	.11	.09	.11	.12	.12
Standard deviation		1.16	1.05	.98	1.12	1.02	1.28	1.11	1.14	1.24	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	283	321	437	1041	745	270	242	233
Effective base		689	143	169	267	576	203	88	64	78
Weighted Base		1669	350	410	740	1500	169	81	60	28
Not at all important	(-2)	135	37	31	52	119	15	8	4	3
		8%	10%	8%	7%	8%	9%	10%	7%	10%
Not very important	(-1)	141	42	24	59	124	17	2	12	3
		8%	12%	6%	8%	8%	10%	2%	20%	9%
			f		f	f	f		bcdef	
Neither important nor unimportant	(0)	434	86	115	195	396	38	17	16	5
		26%	24%	28%	26%	26%	22%	21%	26%	17%
Important	(1)	576	119	146	270	536	40	18	14	8
		34%	34%	36%	37%	36%	24%	22%	24%	28%
			ef	ef	ef	ef				
Very important	(2)	364	67	80	160	307	57	35	13	9
		22%	19%	20%	22%	20%	34%	43%	22%	33%
							abcd	abcdg		abcd
Don't know		19	*	13	4	17	2	1	*	1
		1%	*%	3%	1%	1%	1%	1%	*%	2%
				ac						
NET Important		940	186	227	430	843	98	52	28	17
		56%	53%	55%	58%	56%	58%	65%	46%	61%
								g		
NET Not Important		276	78	55	111	244	32	10	17	6
		17%	22%	13%	15%	16%	19%	12%	28%	19%
			bf						bcdf	
Answered		1650	350	397	736	1483	167	80	60	28
Mean Score		.5	.4	.6	.6	.5	.6	.9	.3	.7
								abcdg		
Standard error		.03	.07	.06	.05	.04	.05	.08	.08	.09
Standard deviation		1.16	1.22	1.12	1.12	1.15	1.29	1.29	1.24	1.34

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1786	66	157	172	201	309	75	55	88	820
Effective base		689	27	42	49	89	117	29	19	30	334
Weighted Base		1669	56	98	122	228	243	74	40	59	848
Not at all important	(-2)	135	8	9	9	23	16	9	*	3	66
		8%	15%	9%	7%	10%	7%	12%	*%	5%	8%
Not very important	(-1)	141	4	10	10	26	24	2	3	2	71
		8%	7%	10%	8%	11%	10%	3%	8%	4%	8%
Neither important nor unimportant	(0)	434	8	24	37	49	52	22	15	18	232
		26%	15%	24%	31%	22%	21%	31%	39%	30%	27%
Important	(1)	576	25	31	34	80	86	29	15	23	283
		34%	44%	32%	28%	35%	36%	39%	38%	39%	33%
Very important	(2)	364	7	25	29	45	64	11	6	13	190
		22%	13%	25%	23%	20%	26%	14%	16%	22%	22%
Don't know		19	3	-	4	4	*	1	-	*	6
		1%	6% ei	-%	3%	2%	*%	1%	-%	*%	1%
NET Important		940	32	56	63	125	151	39	21	36	473
		56%	57%	57%	52%	55%	62%	53%	53%	61%	56%
NET Not Important		276	12	18	18	49	40	11	3	5	137
		17%	22%	19%	15%	21%	17%	15%	8%	9%	16%
Answered		1650	52	98	119	224	242	73	40	59	842
Mean Score		.5	.3	.6	.5	.4	.7	.4	.6	.7	.5
Standard error		.03	.16	.10	.09	.09	.07	.13	.12	.11	.04
Standard deviation		1.16	1.28	1.22	1.16	1.23	1.17	1.16	.86	1.03	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1786	439	384	963	1557	229	1477	309	1745	41
Effective base		689	165	145	381	580	111	616	81	669	20
Weighted Base		1669	406	316	947	1367	302	1535	134	1619	50
Not at all important	(-2)	135	40	25	69	108	27	128	6	131	4
		8%	10%	8%	7%	8%	9%	8%	5%	8%	8%
Not very important	(-1)	141	39	26	76	115	26	132	9	137	4
		8%	10%	8%	8%	8%	9%	9%	7%	8%	8%
Neither important nor unimportant	(0)	434	95	74	265	347	88	408	26	421	13
		26%	23%	23%	28%	25%	29%	27%	20%	26%	26%
Important	(1)	576	139	115	321	471	105	520	56	563	13
		34%	34%	36%	34%	34%	35%	34%	42%	35%	25%
Very important	(2)	364	81	75	209	309	55	329	36	348	16
		22%	20%	24%	22%	23%	18%	21%	27%	21%	33%
Don't know		19	11	1	6	17	2	18	1	19	-
		1%	3%	*%	1%	1%	1%	1%	1%	1%	-%
			c								
NET Important		940	220	190	530	780	160	848	92	911	29
		56%	54%	60%	56%	57%	53%	55%	68%	56%	58%
									a		
NET Not Important		276	79	51	145	223	52	261	15	268	8
		17%	20%	16%	15%	16%	17%	17%	11%	17%	16%
Answered		1650	395	315	940	1350	300	1517	133	1600	50
Mean Score		.5	.5	.6	.6	.6	.5	.5	.8	.5	.7
									a		
Standard error		.03	.06	.06	.04	.03	.08	.03	.06	.03	.19
Standard deviation		1.16	1.21	1.17	1.14	1.16	1.15	1.17	1.06	1.16	1.24

Columns Tested:: a,b,c - a,b - a,b - a,b

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	1002	415	362	1365	281	66	74	1646	140
Effective base		689	415	126	146	578	80	17	16	656	33
Weighted Base		1669	1031	271	356	1430	165	38	37	1595	74
Not at all important	(-2)	135	86	22	23	119	13	*	2	132	2
		8%	8%	8%	6%	8%	8%	*%	6%	8%	3%
Not very important	(-1)	141	97	14	30	120	11	2	7	132	9
		8%	9%	5%	8%	8%	7%	6%	20%	8%	13%
Neither important nor unimportant	(0)	434	283	67	83	390	37	6	2	426	8
		26%	27%	25%	23%	27%	22%	15%	6%	27%	11%
						f				f	
Important	(1)	576	354	80	137	488	63	16	9	550	25
		34%	34%	30%	39%	34%	38%	43%	25%	35%	34%
Very important	(2)	364	199	83	81	296	40	13	16	336	28
		22%	19%	31%	23%	21%	24%	33%	43%	21%	38%
				a					ae		ae
Don't know		19	12	5	2	17	*	1	-	18	1
		1%	1%	2%	1%	1%	*%	3%	-%	1%	2%
NET Important		940	553	163	218	783	103	29	25	887	53
		56%	54%	60%	61%	55%	63%	76%	68%	56%	72%
NET Not Important		276	183	35	53	239	25	2	10	264	12
		17%	18%	13%	15%	17%	15%	6%	26%	17%	16%
Answered		1650	1020	266	355	1412	165	37	37	1577	73
Mean Score		.5	.5	.7	.6	.5	.6	1.1	.8	.5	.9
				a				a			a
Standard error		.03	.04	.06	.06	.03	.07	.11	.16	.03	.10
Standard deviation		1.16	1.16	1.19	1.12	1.16	1.16	.88	1.36	1.16	1.14

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1786	663	702	421	1723	1437	1786	1265	788	697
Effective base		689	323	257	113	653	542	689	482	309	235
Weighted Base		1669	841	588	240	1588	1302	1669	1155	773	550
Not at all important	(-2)	135	77	42	16	132	80	135	74	49	38
		8%	9%	7%	7%	8%	6%	8%	6%	6%	7%
Not very important	(-1)	141	74	47	21	127	99	141	100	57	34
		8%	9%	8%	9%	8%	8%	8%	9%	7%	6%
Neither important nor unimportant	(0)	434	237	152	45	419	330	434	278	160	110
		26%	28%	26%	19%	26%	25%	26%	24%	21%	20%
			c								
Important	(1)	576	281	206	88	551	485	576	424	309	214
		34%	33%	35%	37%	35%	37%	34%	37%	40%	39%
Very important	(2)	364	156	140	69	343	292	364	268	185	148
		22%	18%	24%	29%	22%	22%	22%	23%	24%	27%
					a						
Don't know		19	16	1	2	16	15	19	12	14	6
		1%	2%	*%	1%	1%	1%	1%	1%	2%	1%
			b								
NET Important		940	437	346	157	894	778	940	692	493	362
		56%	52%	59%	65%	56%	60%	56%	60%	64%	66%
					a					ac	ac
NET Not Important		276	151	88	36	260	178	276	174	106	72
		17%	18%	15%	15%	16%	14%	17%	15%	14%	13%
Answered		1650	825	587	238	1573	1286	1650	1144	759	544
Mean Score		.5	.4	.6	.7	.5	.6	.5	.6	.7	.7
					a						ac
Standard error		.03	.05	.04	.06	.03	.03	.03	.03	.04	.04
Standard deviation		1.16	1.17	1.14	1.16	1.16	1.10	1.16	1.13	1.11	1.13

Columns Tested:: a,b,c - a,b,c,d,e,f

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1786	321	943	128	143	103	87	61	251
Effective base		689	150	406	44	38	21	17	17	55
Weighted Base		1669	381	1010	84	86	41	34	34	109
Not at all important	(-2)	135	50	65	8	7	2	*	2	4
		8%	13%	6%	10%	8%	5%	1%	7%	4%
			bh							
Not very important	(-1)	141	44	70	9	8	2	2	7	11
		8%	11%	7%	11%	9%	5%	6%	20%	10%
Neither important nor unimportant	(0)	434	115	259	19	20	12	6	4	22
		26%	30%	26%	22%	23%	30%	17%	12%	20%
Important	(1)	576	97	398	30	14	14	17	5	37
		34%	25%	39%	36%	17%	36%	49%	16%	34%
				ad	d			adg		
Very important	(2)	364	69	209	16	37	10	9	15	34
		22%	18%	21%	19%	43%	24%	27%	43%	31%
						abc			ab	
Don't know		19	6	9	2	*	*	-	1	1
		1%	2%	1%	3%	*%	1%	-%	3%	1%
NET Important		940	166	607	46	51	24	26	20	70
		56%	44%	60%	55%	60%	59%	77%	59%	65%
				a				a		a
NET Not Important		276	94	135	17	15	4	2	9	15
		17%	25%	13%	20%	17%	10%	7%	26%	14%
			b							
Answered		1650	374	1001	82	86	40	34	33	107
Mean Score		.5	.2	.6	.4	.8	.7	1.0	.7	.8
				a		a		a		a
Standard error		.03	.07	.04	.11	.11	.10	.09	.18	.07
Standard deviation		1.16	1.26	1.09	1.21	1.31	1.05	.87	1.40	1.12

Columns Tested:: a,b,c,d,e,f,g,h

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1786	1143	188	130	109	58	74	21	927	210	118	77	40	40	25
Effective base		689	508	60	34	26	11	17	4	405	59	36	21	13	17	8
Weighted Base		1669	1279	130	73	53	20	26	8	996	148	64	23	37	14	20
Not at all important	(-2)	135	109	11	2	7	2	*	-	66	10	*	*	2	*	2
		8%	9%	9%	3%	13%	12%	*%	-%	7%	6%	*%	1%	5%	1%	11%
Not very important	(-1)	141	102	9	7	2	*	2	4	74	4	14	2	2	*	3
		8%	8%	7%	9%	4%	1%	9%	53%	7%	3%	22%	11%	4%	3%	13%
												ab				
Neither important nor unimportant	(0)	434	344	29	21	12	6	6	1	276	17	18	8	8	3	*
		26%	27%	23%	29%	23%	28%	23%	14%	28%	12%	28%	33%	21%	25%	2%
										b		b	b			
Important	(1)	576	464	38	19	15	9	4	1	387	54	11	8	16	4	5
		34%	36%	29%	26%	29%	44%	17%	14%	39%	37%	18%	36%	43%	27%	23%
										c						
Very important	(2)	364	247	39	24	16	3	13	*	185	58	21	4	10	6	9
		22%	19%	30%	32%	30%	16%	50%	6%	19%	39%	32%	18%	27%	44%	46%
				a				a			a				a	
Don't know		19	12	2	1	*	-	-	1	9	5	*	*	-	-	1
		1%	1%	2%	1%	1%	-%	-%	13%	1%	4%	*%	1%	-%	-%	5%
NET Important		940	711	78	43	31	12	17	2	572	112	32	12	26	10	14
		56%	56%	60%	58%	59%	60%	68%	21%	57%	76%	50%	54%	69%	71%	70%
											ac					
NET Not Important		276	212	21	9	9	2	3	4	139	14	14	3	4	1	5
		17%	17%	16%	12%	17%	13%	10%	53%	14%	9%	22%	12%	10%	4%	24%
Answered		1650	1267	128	73	52	20	26	7	987	143	64	23	37	14	19
Mean Score		.5	.5	.7	.8	.6	.5	1.1	-.3	.6	1.0	.6	.6	.8	1.1	.9
								a			a				a	
Standard error		.03	.03	.09	.10	.13	.15	.13	.24	.04	.08	.11	.11	.17	.15	.30
Standard deviation		1.16	1.15	1.24	1.10	1.33	1.17	1.09	1.07	1.08	1.12	1.16	.96	1.06	.97	1.47

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1786	781	170	116	74	46	46	32	124	723	344	416	209	91
Effective base		689	337	53	34	27	11	9	14	34	327	143	149	47	23
Weighted Base		1669	811	137	83	46	24	20	35	79	842	328	330	106	61
Not at all important	(-2)	135	57	7	3	3	1	*	2	3	83	28	19	3	2
		8%	7%	5%	4%	7%	5%	1%	6%	4%	10%	8%	6%	2%	3%
Not very important	(-1)	141	74	11	1	4	2	4	4	10	70	31	22	12	6
		8%	9%	8%	2%	9%	10%	19%	10%	12%	8%	9%	7%	11%	10%
Neither important nor unimportant	(0)	434	209	31	14	9	2	2	11	15	225	78	108	15	8
		26%	26%	23%	17%	20%	7%	11%	31%	19%	27% d	24%	33% d	14%	14%
Important	(1)	576	307	48	30	23	2	9	4	16	284	107	116	45	23
		34%	38% h	35%	36%	50% egh	10%	45%	13%	20%	34%	33%	35%	43%	38%
Very important	(2)	364	156	40	31	7	16	5	13	34	167	78	65	30	21
		22%	19%	30%	37% ad	14%	68% abd	24%	37%	43% ad	20%	24%	20%	29%	35%
Don't know		19	7	-	4	-	-	-	1	1	12	6	*	1	-
		1%	1%	-%	5%	-%	-%	-%	3%	1%	1%	2%	*%	1%	-%
NET Important		940	463	88	61	30	19	14	17	50	452	185	181	75	44
		56%	57%	64%	73%	65%	78%	69%	49%	63%	54%	57%	55%	72% ac	73%
NET Not Important		276	131	18	4	7	3	4	6	13	153	59	41	15	8
		17%	16%	13%	5%	15%	15%	20%	16%	17%	18%	18%	13%	14%	14%
Answered		1650	804	137	79	46	24	20	34	78	830	322	330	105	61
Mean Score		.5	.5	.8	1.1 a	.6	1.3 a	.7	.7	.9	.5	.6	.6	.8 a	.9
Standard error		.03	.04	.09	.09	.12	.18	.16	.23	.11	.04	.07	.05	.07	.12
Standard deviation		1.16	1.12	1.12	1.00	1.06	1.25	1.08	1.27	1.23	1.19	1.20	1.06	1.05	1.10

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1786	786	320	362	180	71	638	277	303	144	68
Effective base		689	349	132	122	35	16	290	101	99	34	19
Weighted Base		1669	901	298	264	82	38	736	226	208	79	49
Not at all important	(-2)	135	87	27	14	3	2	52	15	11	*	2
		8%	10%	9%	5%	3%	5%	7%	7%	5%	1%	4%
Not very important	(-1)	141	69	32	18	4	4	65	11	9	11	3
		8%	8%	11%	7%	5%	10%	9%	5%	4%	14%	5%
Neither important nor unimportant	(0)	434	242	74	85	14	4	210	42	65	8	6
		26%	27%	25%	32%	17%	9%	28%	18%	31%	10%	12%
								bd		bd		
Important	(1)	576	312	85	99	35	18	263	89	77	32	22
		34%	35%	28%	37%	43%	47%	36%	39%	37%	41%	45%
Very important	(2)	364	177	79	47	26	11	139	64	47	26	16
		22%	20%	27%	18%	32%	28%	19%	28%	22%	33%	33%
Don't know		19	14	2	*	-	-	8	6	*	1	-
		1%	2%	1%	*%	-%	-%	1%	3%	*%	1%	-%
NET Important		940	489	164	146	61	29	402	153	123	58	38
		56%	54%	55%	55%	75%	75%	55%	68%	59%	74%	79%
						abc			a		a	a
NET Not Important		276	156	58	33	7	6	116	26	20	12	5
		17%	17%	19%	12%	9%	15%	16%	11%	9%	15%	10%
Answered		1650	887	296	264	82	38	728	221	208	78	49
Mean Score		.5	.5	.5	.6	.9	.8	.5	.8	.7	.9	1.0
						ac			a		a	
Standard error		.03	.04	.07	.05	.07	.13	.04	.07	.06	.09	.13
Standard deviation		1.16	1.18	1.24	1.04	1.00	1.12	1.11	1.12	1.03	1.04	1.03

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		1786	573	228	260	124	69	696	116	446	1628	158	1698	25
Effective base		689	243	79	101	39	18	277	35	168	632	57	647	6
Weighted Base		1669	607	179	227	89	43	663	85	403	1541	128	1570	18
Not at all important	(-2)	135	46	11	10	1	5	45	3	26	129	5	132	*
		8%	8%	6%	5%	1%	12%	7%	4%	6%	8%	4%	8%	*%
Not very important	(-1)	141	51	20	17	4	6	56	10	33	131	10	122	5
		8%	8%	11%	7%	4%	14%	8%	12%	8%	8%	8%	8%	28%
Neither important nor unimportant	(0)	434	170	31	55	18	4	137	22	116	411	23	419	*
		26%	28%	17%	24%	20%	10%	21%	26%	29%	27%	18%	27%	2%
Important	(1)	576	223	75	78	31	12	238	27	158	523	53	544	7
		34%	37%	42%	34%	35%	27%	36%	31%	39%	34%	41%	35%	37%
Very important	(2)	364	112	40	63	35	15	185	18	66	333	32	337	6
		22%	18%	22%	28%	40% ab	34%	28% c	21%	16%	22%	25%	21%	32%
Don't know		19	5	2	4	*	1	2	5	5	14	5	16	-
		1%	1%	1%	2%	*%	2%	*%	6% a	1%	1%	4% a	1%	-%
NET Important		940	335	114	141	66	26	422	44	223	856	84	881	13
		56%	55%	64%	62%	75% a	61%	64%	52%	55%	56%	66%	56%	70%
NET Not Important		276	97	32	27	5	11	101	13	59	260	15	254	5
		17%	16%	18%	12%	5%	27% d	15%	16%	15%	17%	12%	16%	28%
Answered		1650	602	177	223	89	42	661	80	398	1527	123	1554	18
Mean Score		.5	.5	.6	.7	1.1 ab	.6	.7	.6	.5	.5	.8	.5	.7
Standard error		.03	.05	.08	.07	.09	.17	.04	.10	.05	.03	.08	.03	.24
Standard deviation		1.16	1.12	1.14	1.09	.94	1.43	1.16	1.09	1.07	1.17	1.06	1.16	1.22

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		1786	1310	127	820	445	1698	25	1306	131	832	433
Effective base		689	510	33	320	163	648	6	506	36	323	159
Weighted Base		1669	1214	88	749	406	1573	15	1215	87	764	391
Not at all important	(-2)	135	74	5	47	27	132	*	77	2	44	30
		8%	6%	6%	6%	7%	8%	*%	6%	3%	6%	8%
Not very important	(-1)	141	94	5	67	33	127	*	92	7	67	32
		8%	8%	5%	9%	8%	8%	1%	8%	8%	9%	8%
Neither important nor unimportant	(0)	434	320	10	184	94	418	1	320	10	184	94
		26%	26%	11%	25%	23%	27%	8%	26%	12%	24%	24%
Important	(1)	576	439	47	266	158	547	4	447	39	265	158
		34%	36%	53%	35%	39%	35%	29%	37%	45%	35%	41%
Very important	(2)	364	272	21	176	92	333	9	264	28	192	76
		22%	22%	24%	23%	23%	21%	62%	22%	33%	25%	19%
Don't know		19	15	*	10	2	16	-	15	*	11	*
		1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%
NET Important		940	710	67	441	250	880	14	711	67	457	235
		56%	59%	77%	59%	62%	56%	91%	58%	77%	60%	60%
				a						a		
NET Not Important		276	168	10	114	60	260	*	169	9	111	62
		17%	14%	12%	15%	15%	16%	1%	14%	11%	15%	16%
Answered		1650	1199	88	740	404	1557	15	1200	87	753	391
Mean Score		.5	.6	.8	.6	.6	.5	1.5	.6	1.0	.7	.6
Standard error		.03	.03	.09	.04	.05	.03	.14	.03	.09	.04	.05
Standard deviation		1.16	1.10	1.05	1.13	1.12	1.16	.71	1.10	1.01	1.13	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1786	879	1375	226	-	835	1040	176	1	892	759	218	1
Effective base		689	334	527	77	-	313	398	64	1	340	291	85	1
Weighted Base		1669	820	1268	210	-	758	923	168	1	822	661	202	*
Not at all important	(-2)	135	50	110	3	-	38	59	11	-	51	42	13	-
		8%	6%	9% c	2%	-%	5%	6%	6%	-%	6%	6%	7%	-%
Not very important	(-1)	141	73	112	8	-	73	65	12	-	74	53	13	-
		8%	9%	9%	4%	-%	10%	7%	7%	-%	9%	8%	6%	-%
Neither important nor unimportant	(0)	434	190	340	57	-	165	249	36	-	184	162	38	-
		26%	23%	27%	27%	-%	22%	27%	21%	-%	22%	24%	19%	-%
Important	(1)	576	315	439	77	-	286	343	55	-	284	255	75	*
		34%	38%	35%	37%	-%	38%	37%	33%	-%	35%	39%	37%	100%
Very important	(2)	364	185	256	65	-	188	199	54	1	223	141	63	-
		22%	23%	20%	31% b	-%	25%	22%	32%	100%	27%	21%	31%	-%
Don't know		19	8	12	1	-	7	7	1	-	7	8	*	-
		1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
NET Important		940	499	695	142	-	474	543	109	1	507	396	137	*
		56%	61%	55%	67% b	-%	63%	59%	65%	100%	62%	60%	68%	100%
NET Not Important		276	123	221	11	-	111	124	23	-	124	95	26	-
		17%	15% c	17% c	5%	-%	15%	13%	13%	-%	15%	14%	13%	-%
Answered		1650	812	1257	210	-	751	916	168	1	815	653	202	*
Mean Score		.5	.6	.5	.9 ab	-	.7	.6	.8	2.0	.7	.6	.8	1.0
Standard error		.03	.04	.03	.06	-	.04	.03	.09	-	.04	.04	.08	-
Standard deviation		1.16	1.11	1.17	.93	-	1.11	1.10	1.16	-	1.15	1.11	1.14	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1786	1669	1324	878	1391	1036	55	521	463	450	111	64
Effective base		689	635	503	347	524	419	15	237	202	189	52	29
Weighted Base		1669	1548	1212	828	1264	1036	37	570	501	462	124	74
Not at all important	(-2)	135	127	67	51	81	97	2	36	31	26	7	10
		8%	8%	6%	6%	6%	9%	6%	6%	6%	6%	6%	14%
Not very important	(-1)	141	121	89	67	105	87	*	43	44	35	10	9
		8%	8%	7%	8%	8%	8%	*%	8%	9%	8%	8%	12%
Neither important nor unimportant	(0)	434	413	312	191	329	278	6	139	93	98	20	17
		26%	27%	26%	23%	26%	27%	17%	24%	18%	21%	16%	23%
Important	(1)	576	536	462	312	444	361	10	212	204	180	46	22
		34%	35%	38%	38%	35%	35%	26%	37%	41%	39%	37%	30%
Very important	(2)	364	339	271	203	286	210	19	137	129	119	40	15
		22%	22%	22%	25%	23%	20%	51% ab	24%	26%	26%	32%	20%
Don't know		19	12	11	4	18	4	-	3	*	3	*	-
		1%	1%	1%	*%	1%	*%	-%	*%	*%	1%	*%	-%
NET Important		940	875	733	516	730	571	29	349	333	299	86	37
		56%	57%	60%	62%	58%	55%	77%	61%	66%	65%	70%	50%
NET Not Important		276	248	156	118	187	183	2	79	75	62	17	20
		17%	16%	13%	14%	15%	18%	6%	14%	15%	13%	14%	26%
Answered		1650	1537	1201	824	1246	1032	37	567	501	459	124	74
Mean Score		.5	.5	.7	.7	.6	.5	1.2 b	.7	.7	.7	.8	.3
Standard error		.03	.03	.03	.04	.03	.04	.15	.05	.05	.05	.11	.16
Standard deviation		1.16	1.16	1.08	1.12	1.12	1.18	1.10	1.11	1.13	1.11	1.15	1.31

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1786	191	109	93	37	1577	1135	1637	1169	1053	789	1483	195	-	1420	108
Effective base		689	84	32	42	16	597	383	616	409	358	305	564	74	-	528	52
Weighted Base		1669	204	82	100	39	1411	873	1462	942	804	739	1348	183	-	1237	129
Not at all important	(-2)	135	15	*	5	7	100	66	107	62	64	32	106	9	-	91	15
		8%	7%	*%	5%	17% b	7%	8%	7%	7%	8%	4%	8% a	5%	-%	7%	12%
Not very important	(-1)	141	11	7	7	4	107	64	114	64	69	52	100	7	-	106	10
		8%	5%	8%	7%	10%	8%	7%	8%	7%	9%	7%	7%	4%	-%	9%	7%
Neither important nor unimportant	(0)	434	48	24	22	8	364	208	371	221	192	174	362	32	-	271	30
		26%	24%	29%	22%	19%	26%	24%	25%	23%	24%	23%	27%	17%	-%	22%	23%
Important	(1)	576	79	29	37	16	502	295	515	346	287	293	468	65	-	465	43
		34%	39%	35%	37%	40%	36%	34%	35%	37%	36%	40%	35%	36%	-%	38%	33%
Very important	(2)	364	47	22	30	5	323	229	337	238	181	181	296	69	-	286	31
		22%	23%	27%	30%	13%	23%	26%	23%	25%	23%	25%	22%	38% ab	-%	23%	24%
Don't know		19	4	1	*	*	15	11	19	11	11	7	15	1	-	17	-
		1%	2%	1%	*%	*%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%
NET Important		940	126	51	67	21	825	524	851	584	469	474	765	134	-	752	74
		56%	62%	62%	67%	53%	58%	60%	58%	62%	58%	64% b	57%	73% b	-%	61%	57%
NET Not Important		276	26	7	11	11	207	130	221	126	133	84	206	16	-	197	25
		17%	13%	8%	11%	27%	15%	15%	15%	13%	17%	11%	15%	9%	-%	16%	19%
Answered		1650	200	81	100	39	1396	862	1443	931	794	732	1333	182	-	1220	129
Mean Score		.5	.7	.8	.8	.2	.6	.6	.6	.7	.6	.7 b	.6	1.0 b	-	.6	.5
Standard error		.03	.08	.09	.11	.22	.03	.03	.03	.03	.04	.04	.03	.08	-	.03	.12
Standard deviation		1.16	1.12	.94	1.08	1.31	1.13	1.17	1.15	1.13	1.17	1.05	1.15	1.09	-	1.15	1.27

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1786	686	1100	526	25	247	384	224	1184	362	289	326	1135
Effective base		689	287	402	198	13	87	156	75	472	136	98	131	444
Weighted Base		1669	694	976	475	37	208	377	193	1160	301	232	313	1083
Not at all important	(-2)	135	55	79	28	3	9	31	14	85	35	19	20	88
		8%	8%	8%	6%	9%	4%	8%	7%	7%	11%	8%	6%	8%
Not very important	(-1)	141	51	90	30	6	15	24	12	96	31	9	38	92
		8%	7%	9%	6%	17%	7%	6%	6%	8%	10%	4%	12% a	9%
Neither important nor unimportant	(0)	434	177	257	111	3	34	94	29	316	87	51	79	301
		26%	26%	26%	23%	9%	16%	25%	15%	27% a	29% a	22%	25%	28%
Important	(1)	576	259	317	200	13	98	146	71	395	105	95	99	375
		34%	37%	32%	42%	36%	47%	39%	37%	34%	35%	41%	32%	35%
Very important	(2)	364	145	219	102	11	52	76	62	257	41	58	76	212
		22%	21%	22%	21%	29%	25%	20%	32% c	22% c	13%	25%	24%	20%
Don't know		19	5	14	4	-	*	6	5	11	3	1	1	15
		1%	1%	1%	1%	-%	*%	1%	2%	1%	1%	*%	*%	1%
NET Important		940	405	536	302	24	149	222	133	652	145	153	175	587
		56%	58%	55%	64%	65%	72% b	59%	69% bc	56%	48%	66% c	56%	54%
NET Not Important		276	107	169	58	10	24	55	26	181	66	28	58	180
		17%	15%	17%	12%	26%	12%	15%	14%	16%	22%	12%	19%	17%
Answered		1650	688	962	471	37	208	372	189	1149	298	231	312	1067
Mean Score		.5	.6	.5	.7	.6	.8	.6	.8 c	.6 c	.3	.7	.6	.5
Standard error		.03	.04	.04	.05	.26	.07	.06	.08	.03	.06	.07	.07	.03
Standard deviation		1.16	1.14	1.18	1.07	1.32	1.04	1.14	1.18	1.14	1.18	1.13	1.17	1.15

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1786	987	799
Effective base		689	327	363
Weighted Base		1669	763	907
Not at all important	(-2)	135	59	75
		8%	8%	8%
Not very important	(-1)	141	61	80
		8%	8%	9%
Neither important nor unimportant	(0)	434	197	237
		26%	26%	26%
Important	(1)	576	246	329
		34%	32%	36%
Very important	(2)	364	183	181
		22%	24%	20%
Don't know		19	16	3
		1%	2%	*%
			b	
NET Important		940	430	511
		56%	56%	56%
NET Not Important		276	120	156
		17%	16%	17%
Answered		1650	747	903
Mean Score		.5	.6	.5
Standard error		.03	.04	.04
Standard deviation		1.16	1.17	1.15

Columns Tested:: a,b

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1786	106	193	117	144	104	198	50	218	138	130	190	198
Effective base		689	14	77	46	31	36	73	24	117	76	51	115	112
Weighted Base		1669	29	270	115	80	99	237	12	252	148	63	187	176
Not at all important	(-2)	135	1	15	8	10	13	23	2	21	13	6	20	3
		8%	3%	6%	7%	12%	13%	10%	15%	8%	9%	10%	11%	2%
						l	l	l	l	l	l	l	l	
Not very important	(-1)	141	4	23	12	3	8	24	*	14	14	5	16	18
		8%	13%	8%	11%	4%	8%	10%	4%	6%	10%	7%	8%	10%
Neither important nor unimportant	(0)	434	11	94	22	29	22	38	2	76	37	18	41	44
		26%	38%	35%	19%	36%	22%	16%	19%	30%	25%	29%	22%	25%
				f		f				f				
Important	(1)	576	5	94	41	18	28	90	2	86	52	20	70	70
		34%	16%	35%	36%	22%	28%	38%	14%	34%	35%	32%	37%	40%
				g				g		g	g		g	g
Very important	(2)	364	8	41	28	20	29	56	6	55	30	13	38	40
		22%	28%	15%	24%	24%	29%	24%	49%	22%	20%	21%	20%	23%
									bcdfhijkl					
Don't know		19	*	3	4	*	-	5	-	*	3	1	2	-
		1%	1%	1%	3%	*%	-%	2%	-%	*%	2%	1%	1%	-%
NET Important		940	13	135	69	38	57	146	8	141	82	33	108	111
		56%	44%	50%	60%	47%	57%	62%	63%	56%	55%	53%	58%	63%
NET Not Important		276	5	38	20	13	21	47	2	35	27	11	36	20
		17%	17%	14%	18%	17%	21%	20%	18%	14%	18%	17%	19%	12%
Answered		1650	29	267	111	80	99	232	12	252	145	62	185	176
Mean Score		.5	.5	.5	.6	.4	.5	.6	.8	.6	.5	.5	.5	.7
Standard error		.03	.11	.07	.11	.11	.13	.09	.21	.08	.10	.11	.09	.07
Standard deviation		1.16	1.16	1.04	1.19	1.26	1.33	1.24	1.51	1.14	1.18	1.20	1.22	.98

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table QD10B_9 (continuation)

QD10B_9. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1786	416	446	406	518	862	924
Effective base		689	132	139	203	275	271	469
Weighted Base		1669	414	417	412	426	831	838
Not at all important	(-2)	135	24	45	36	29	70	65
		8%	6%	11%	9%	7%	8%	8%
Not very important	(-1)	141	39	36	29	38	74	67
		8%	9%	9%	7%	9%	9%	8%
Neither important nor unimportant	(0)	434	127	89	115	104	216	218
		26%	31%	21%	28%	24%	26%	26%
Important	(1)	576	140	136	139	160	276	300
		34%	34%	33%	34%	38%	33%	36%
Very important	(2)	364	77	105	91	92	182	183
		22%	19%	25%	22%	22%	22%	22%
Don't know		19	8	5	3	3	13	6
		1%	2%	1%	1%	1%	2%	1%
NET Important		940	217	241	230	252	458	482
		56%	52%	58%	56%	59%	55%	58%
NET Not Important		276	63	81	64	67	144	131
		17%	15%	19%	16%	16%	17%	16%
Answered		1650	407	411	409	423	818	832
Mean Score		.5	.5	.5	.5	.6	.5	.6
Standard error		.03	.05	.06	.06	.05	.04	.04
Standard deviation		1.16	1.09	1.26	1.17	1.13	1.18	1.15

Columns Tested:: a,b,c,d - a,b

Table 152

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors							
		Low cost	Fast delivery	Next day delivery option	Delivery within 3 days	Convenient to post (within 1/2 mile)	Same price to send to anywhere within the UK	Delivery to recipient's door	Daily collection service
Unweighted Base		1786	1786	1786	1786	1786	1786	1786	1786
Effective base		689	689	689	689	689	689	689	689
Weighted Base		1669	1669	1669	1669	1669	1669	1669	1669
Not at all important	(-2)	26	40	75	29	30	37	23	158
		2%	2%	4%	2%	2%	2%	1%	9%
Not very important	(-1)	39	83	201	80	71	75	19	141
		2%	5%	12%	5%	4%	4%	1%	8%
Neither important nor unimportant	(0)	185	181	357	174	206	203	94	349
		11%	11%	21%	10%	12%	12%	6%	21%
Important	(1)	701	758	528	683	654	615	550	513
		42%	45%	32%	41%	39%	37%	33%	31%
Very important	(2)	716	597	500	697	703	735	980	493
		43%	36%	30%	42%	42%	44%	59%	30%
Don't know		2	9	8	6	5	5	4	15
		*%	1%	*%	*%	*%	*%	*%	1%
NET Important		1417	1356	1027	1380	1357	1349	1530	1006
		85%	81%	62%	83%	81%	81%	92%	60%
NET Not Important		66	124	276	108	101	112	41	299
		4%	7%	17%	6%	6%	7%	2%	18%
Answered		1667	1660	1661	1663	1664	1664	1665	1654
Mean Score		1.2	1.1	.7	1.2	1.2	1.2	1.5	.6
Standard error		.02	.02	.03	.02	.02	.02	.02	.03
Standard deviation		.85	.94	1.15	.92	.92	.96	.77	1.25

Table 152 (continuation)

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors
		Letter delivery is fulfilled in an environmentally responsible way
Unweighted Base		1786
Effective base		689
Weighted Base		1669
Not at all important	(-2)	135
		8%
Not very important	(-1)	141
		8%
Neither important nor unimportant	(0)	434
		26%
Important	(1)	576
		34%
Very important	(2)	364
		22%
Don't know		19
		1%
NET Important		940
		56%
NET Not Important		276
		17%
Answered		1650
Mean Score		.5
Standard error		.03
Standard deviation		1.16

Table 153

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1000	185	815	694	167	36	103	306
Effective base	403	47	359	371	66	14	49	85
Weighted Base	944	80	864	902	36	4	2	43
Standard	615	11	604	588	24	2	1	28
	65%	14%	70% a	65% d	67%	63%	49%	66%
Signed for	535	1	534	510	23	2	1	26
	57%	1%	62% a	57%	62%	42%	51%	60%
Royal Mail tracked 48 hours	316	3	313	306	9	1	1	11
	33%	4%	36% a	34%	26%	15%	27%	25%
Royal Mail tracked 24 hours	299	2	297	284	13	1	1	15
	32%	3%	34% a	31%	35%	38%	37%	36%
Special Delivery Guaranteed by 1pm	143	-	143	134	7	1	1	8
	15%	-%	17% a	15%	19%	22%	33% a	20%
Parcelforce Worldwide	123	*	123	116	6	1	*	8
	13%	1%	14% a	13%	18%	25%	8%	18%
International Tracked and Signed	85	-	85	83	2	1	*	3
	9%	-%	10% a	9%	5%	16%	7%	6%
International standard mail (previously Airmail)	71	-	71	70	*	1	*	1
	8%	-%	8% a	8% b	1%	15% be	7%	3%
International Tracked (previously Airsure)	65	-	65	63	1	1	*	2
	7%	-%	8% a	7%	3%	14%	6%	4%
International Signed	60	*	60	56	3	1	*	4
	6%	*%	7%	6%	8%	23% ad	5%	9%

Columns Tested:: a,b - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1000	185	815	694	167	36	103	306
Effective base	403	47	359	371	66	14	49	85
Weighted Base	944	80	864	902	36	4	2	43
Special Delivery Guaranteed by 9am	51	-	51	48	2	1	*	3
	5%	-%	6%	5%	5%	19%	19%	7%
						a	abe	
International Economy (previously surface mail)	26	-	26	25	*	1	*	1
	3%	-%	3%	3%	1%	15%	2%	2%
						abe		
None of these (CATI ONLY: DO NOT READ OUT)	66	62	4	64	2	*	*	2
	7%	77%	*%	7%	5%	6%	9%	5%
		b						
Don't Know (CATI ONLY: DO NOT READ OUT)	6	2	4	6	*	-	*	*
	1%	3%	1%	1%	*%	-%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1000	314	280	100	105	98	103	694	167	139
Effective base	403	188	148	44	43	36	49	371	66	31
Weighted Base	944	490	351	61	25	15	2	902	36	6
Standard	615	331	221	36	16	11	1	588	24	4
	65%	68% f	63%	59%	66%	68%	49%	65% f	67%	58%
Signed for	535	266	208	36	16	8	1	510	23	3
	57%	54%	59%	59%	65%	53%	51%	57%	62%	45%
Royal Mail tracked 48 hours	316	158	128	20	7	3	1	306	9	1
	33%	32%	36%	33%	27%	21%	27%	34%	26%	20%
Royal Mail tracked 24 hours	299	130	133	21	8	6	1	284	13	2
	32%	27%	38% a	34%	33%	40%	37%	31%	35%	38%
Special Delivery Guaranteed by 1pm	143	67	59	8	5	2	1	134	7	2
	15%	14%	17%	13%	22%	15%	33% abcg	15%	19%	26%
Parcelforce Worldwide	123	51	54	11	5	2	*	116	6	1
	13%	10%	15%	18%	21%	15%	8%	13%	18%	19%
International Tracked and Signed	85	48	30	5	2	1	*	83	2	1
	9%	10%	9%	8%	7%	6%	7%	9%	5%	13%
International standard mail (previously Airmail)	71	44	22	4	*	1	*	70	*	1
	8%	9% h	6%	6%	1%	4%	7%	8% h	1%	12% h
International Tracked (previously Airsure)	65	35	28	*	*	1	*	63	1	1
	7%	7%	8%	*%	1%	8%	6%	7%	3%	11%
International Signed	60	34	18	4	3	1	*	56	3	1
	6%	7%	5%	7%	11%	8%	5%	6%	8%	17% bg
Special Delivery Guaranteed by 9am	51	11	30	6	1	1	*	48	2	1
	5%	2%	9% a	9% a	5%	8%	19% agh	5%	5%	19% agh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1000	314	280	100	105	98	103	694	167	139
Effective base	403	188	148	44	43	36	49	371	66	31
Weighted Base	944	490	351	61	25	15	2	902	36	6
International Economy (previously surface mail)	26	14	7	5	*	1	*	25	*	1
	3%	3%	2%	8% h	1%	4%	2%	3%	1%	10% bgh
None of these (CATI ONLY: DO NOT READ OUT)	66	39	22	3	1	1	*	64	2	*
	7%	8%	6%	5%	3%	9%	9%	7%	5%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	*	6	-	*	-	*	6	*	*
	1%	*%	2%	-%	1%	-%	1%	1%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1000	459	235	167	36	103	401	160	68	45	105
Effective base	403	281	116	66	14	49	233	79	21	17	24
Weighted Base	944	746	155	36	4	2	623	124	36	15	25
Standard	615	493	94	24	2	1	432	69	27	11	20
	65%	66% e	61%	67%	63%	49%	69% b	56%	76%	75%	81% b
Signed for	535	423	87	23	2	1	374	89	22	7	15
	57%	57%	56%	62%	42%	51%	60%	72% d	61%	46%	62%
Royal Mail tracked 48 hours	316	257	49	9	1	1	220	48	14	2	8
	33%	34%	32%	26%	15%	27%	35% d	39% d	39%	10%	34%
Royal Mail tracked 24 hours	299	231	53	13	1	1	203	40	21	4	11
	32%	31%	34%	35%	38%	37%	33%	32%	59% ab	31%	45%
Special Delivery Guaranteed by 1pm	143	112	22	7	1	1	88	22	14	3	3
	15%	15%	14%	19%	22%	33% ab	14%	18%	40% abe	19%	11%
Parcelforce Worldwide	123	98	17	6	1	*	79	21	10	2	4
	13%	13%	11%	18%	25%	8%	13%	17%	29% a	13%	16%
International Tracked and Signed	85	74	9	2	1	*	62	8	4	*	2
	9%	10%	6%	5%	16%	7%	10%	6%	10%	1%	9%
International standard mail (previously Airmail)	71	65	5	*	1	*	52	10	2	-	1
	8%	9% c	4%	1%	15% c	7%	8%	8%	6%	-%	4%
International Tracked (previously Airsure)	65	60	3	1	1	*	48	3	5	1	1
	7%	8% b	2%	3%	14% b	6%	8%	3%	15% b	8%	4%
International Signed	60	49	7	3	1	*	42	9	2	*	3
	6%	7%	4%	8%	23% abe	5%	7%	7%	4%	2%	13%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1000	459	235	167	36	103	401	160	68	45	105
Effective base	403	281	116	66	14	49	233	79	21	17	24
Weighted Base	944	746	155	36	4	2	623	124	36	15	25
Special Delivery Guaranteed by 9am	51	33	14	2	1	*	27	12	10	*	1
	5%	4%	9%	5%	19%	19%	4%	10%	28%	1%	5%
					a	ac			abde		
International Economy (previously surface mail)	26	21	5	*	1	*	20	5	-	*	1
	3%	3%	3%	1%	15%	2%	3%	4%	-%	*%	4%
					abc						
None of these (CATI ONLY: DO NOT READ OUT)	66	53	10	2	*	*	15	3	*	-	*
	7%	7%	6%	5%	6%	9%	2%	2%	*%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	5	1	*	-	*	3	4	-	-	*
	1%	1%	1%	*%	-%	1%	*%	3%	-%	-%	1%
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1000	64	53	101	24	76	94	65	59	64
Effective base	403	36	33	61	10	37	61	40	30	32
Weighted Base	944	77	67	151	27	96	175	111	66	73
Standard	615	51	36	108	22	74	97	79	47	55
	65%	66%	54%	71%	81%	77%	55%	71%	71%	74%
						bf				
Signed for	535	41	40	100	18	57	106	65	39	42
	57%	53%	60%	66%	65%	60%	60%	58%	59%	57%
Royal Mail tracked 48 hours	316	41	30	70	7	39	50	25	13	25
	33%	53%	46%	46%	25%	41%	29%	23%	20%	34%
		fgh	gh	fgh						
Royal Mail tracked 24 hours	299	28	20	67	19	37	48	30	11	25
	32%	37%	30%	45%	68%	39%	27%	27%	17%	34%
				fh						
Special Delivery Guaranteed by 1pm	143	11	18	23	2	24	27	15	7	10
	15%	14%	27%	15%	6%	25%	15%	14%	10%	14%
Parcelforce Worldwide	123	15	18	22	4	10	17	10	12	10
	13%	19%	27%	14%	15%	10%	10%	9%	18%	13%
			fg							
International Tracked and Signed	85	7	7	16	*	8	22	8	4	9
	9%	10%	10%	11%	1%	8%	13%	7%	6%	12%
International standard mail (previously Airmail)	71	*	6	16	1	3	19	9	2	12
	8%	*%	10%	11%	4%	3%	11%	8%	2%	16%
				a			a			a
International Tracked (previously Airsure)	65	8	6	8	-	6	19	5	3	8
	7%	10%	9%	5%	-%	6%	11%	4%	5%	11%
International Signed	60	10	11	12	*	2	15	*	3	2
	6%	13%	16%	8%	1%	2%	9%	*%	5%	3%
		g	eg							
Special Delivery Guaranteed by 9am	51	8	2	10	1	19	3	1	2	2
	5%	10%	3%	7%	3%	20%	1%	1%	2%	3%
						bfghi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1000	64	53	101	24	76	94	65	59	64
Effective base	403	36	33	61	10	37	61	40	30	32
Weighted Base	944	77	67	151	27	96	175	111	66	73
International Economy (previously surface mail)	26	*	2	4	1	*	14	*	2	2
	3%	*%	2%	3%	3%	*%	8%	*%	2%	3%
None of these (CATI ONLY: DO NOT READ OUT)	66	2	3	7	*	2	7	7	-	6
	7%	2%	4%	5%	*%	2%	4%	6%	-%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	1	-	*	-	-	2	-	3	*
	1%	2%	-%	*%	-%	-%	1%	-%	4%	*%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1000	164	176	260	600	400	135	142	123
Effective base	403	78	99	161	334	119	54	37	38
Weighted Base	944	196	210	438	843	101	46	38	17
Standard	615	150	134	284	568	47	17	22	8
	65%	77% efgh	64% ef	65% ef	67% efh	47%	38%	56%	50%
Signed for	535	116	120	270	507	29	15	8	5
	57%	59% efgh	57% efgh	62% efgh	60% efgh	28%	33%	21%	31%
Royal Mail tracked 48 hours	316	70	84	145	300	16	6	6	4
	33%	36% efg	40% efg	33% efg	36% efg	16%	13%	16%	24%
Royal Mail tracked 24 hours	299	81	60	145	285	14	7	3	4
	32%	41% efg	28% eg	33% efg	34% efg	14%	16%	7%	23% g
Special Delivery Guaranteed by 1pm	143	36	35	65	136	7	2	2	2
	15%	18% ef	17% ef	15% ef	16% ef	6%	4%	6%	13%
Parcelforce Worldwide	123	24	45	49	118	6	*	2	3
	13%	12% f	22% cefg	11% f	14% ef	5%	1%	4%	20% efg
International Tracked and Signed	85	17	18	46	82	4	*	2	2
	9%	9% f	9% f	11% ef	10% ef	4%	1%	4%	9%
International standard mail (previously Airmail)	71	16	8	43	67	4	1	3	*
	8%	8%	4%	10% e	8%	4%	2%	7%	2%
International Tracked (previously Airsure)	65	14	17	32	62	3	1	1	*
	7%	7%	8% e	7%	7% e	3%	2%	4%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1000	164	176	260	600	400	135	142	123
Effective base	403	78	99	161	334	119	54	37	38
Weighted Base	944	196	210	438	843	101	46	38	17
International Signed	60	5	24	28	56	4	1	1	1
	6%	2%	11% ae	6%	7%	4%	3%	2%	8%
Special Delivery Guaranteed by 9am	51	22	11	14	47	4	2	1	1
	5%	11% ce	5%	3%	6%	4%	3%	3%	5%
International Economy (previously surface mail)	26	3	3	19	26	1	-	1	*
	3%	2%	2%	4% e	3%	1%	-%	1%	*%
None of these (CATI ONLY: DO NOT READ OUT)	66	8	5	21	33	32	15	13	4
	7%	4%	2%	5%	4%	32% abcd	34% abcd	34% abcd	24% abcd
Don't Know (CATI ONLY: DO NOT READ OUT)	6	*	4	2	6	*	*	*	-
	1%	*%	2%	1%	1%	*%	*%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	1	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1000	42	99	105	100	208	33	33	34	445
Effective base	403	23	28	30	37	88	17	12	14	192
Weighted Base	944	32	65	68	102	186	30	24	18	485
Standard	615	19	34	35	63	108	16	11	12	352
	65%	58%	51%	52%	62%	58%	52%	48%	70%	73%
										bce
Signed for	535	11	44	45	61	95	16	9	8	290
	57%	34%	67%	66%	60%	51%	54%	37%	48%	60%
			a	a						a
Royal Mail tracked 48 hours	316	8	26	26	19	71	16	9	2	164
	33%	26%	39%	39%	18%	38%	53%	40%	11%	34%
						dh	dh			
Royal Mail tracked 24 hours	299	7	31	32	38	50	11	7	5	150
	32%	20%	47%	47%	38%	27%	36%	29%	26%	31%
				e						
Special Delivery Guaranteed by 1pm	143	3	21	21	12	25	7	2	4	68
	15%	10%	33%	32%	12%	13%	22%	9%	25%	14%
			dei	dei						
Parcelforce Worldwide	123	2	26	26	5	33	3	6	2	48
	13%	5%	39%	38%	5%	18%	10%	23%	12%	10%
			adefi	adefi						
International Tracked and Signed	85	1	16	16	5	29	3	2	-	29
	9%	4%	25%	24%	5%	16%	10%	7%	-%	6%
			di	di		i				
International standard mail (previously Airmail)	71	-	11	11	2	24	2	2	-	30
	8%	-%	17%	16%	2%	13%	7%	7%	-%	6%
			d							
International Tracked (previously Airsure)	65	-	18	18	-	21	2	-	-	24
	7%	-%	27%	27%	-%	11%	7%	-%	-%	5%
			adehi	adehi		d				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1000	42	99	105	100	208	33	33	34	445
Effective base	403	23	28	30	37	88	17	12	14	192
Weighted Base	944	32	65	68	102	186	30	24	18	485
International Signed	60	1	10	10	3	22	3	-	1	20
	6%	3%	16% i	16% i	3%	12% i	9%	-%	7%	4%
Special Delivery Guaranteed by 9am	51	-	8	8	9	6	*	2	2	23
	5%	-%	12%	12%	9%	3%	*%	8%	11%	5%
International Economy (previously surface mail)	26	-	5	5	*	16	*	-	-	6
	3%	-%	7% i	7% i	*%	9% i	*%	-%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	66	9	5	5	8	18	1	2	2	21
	7%	29% bcdefi	7%	7%	8%	10%	4%	8%	12%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	-	*	*	2	5	-	-	*	*
	1%	-%	*%	*%	2%	2% i	-%	-%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1000	247	241	512	871	129	843	157	979	21
Effective base	403	85	105	215	343	60	368	40	392	11
Weighted Base	944	202	217	526	793	152	885	59	918	26
Standard	615	116	123	376	510	106	577	38	601	15
	65%	58%	57%	71% ab	64%	70%	65%	64%	65%	56%
Signed for	535	117	111	307	446	89	495	40	521	14
	57%	58%	51%	58%	56%	59%	56%	68%	57%	55%
Royal Mail tracked 48 hours	316	53	87	176	257	59	298	18	307	9
	33%	26%	40% a	33%	32%	39%	34%	31%	33%	35%
Royal Mail tracked 24 hours	299	77	61	161	241	58	278	21	286	13
	32%	38%	28%	31%	30%	38%	31%	35%	31%	50%
Special Delivery Guaranteed by 1pm	143	37	31	75	116	26	134	9	141	1
	15%	18%	15%	14%	15%	17%	15%	15%	15%	5%
Parcelforce Worldwide	123	32	36	55	100	24	122	1	123	*
	13%	16%	17%	11%	13%	16%	14% b	2%	13%	1%
International Tracked and Signed	85	23	32	31	64	21	81	4	83	2
	9%	11%	15% c	6%	8%	14%	9%	7%	9%	9%
International standard mail (previously Airmail)	71	13	26	32	62	10	70	2	71	*
	8%	7%	12%	6%	8%	7%	8%	3%	8%	*%
International Tracked (previously Airsure)	65	18	23	24	55	10	64	1	63	2
	7%	9%	10% c	5%	7%	6%	7%	1%	7%	8%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1000	247	241	512	871	129	843	157	979	21
Effective base	403	85	105	215	343	60	368	40	392	11
Weighted Base	944	202	217	526	793	152	885	59	918	26
International Signed	60	14	25	21	51	9	56	5	60	*
	6%	7%	12% c	4%	6%	6%	6%	8%	7%	1%
Special Delivery Guaranteed by 9am	51	17	6	27	44	7	46	4	51	-
	5%	8%	3%	5%	5%	5%	5%	7%	6%	-%
International Economy (previously surface mail)	26	5	16	6	23	3	26	1	26	*
	3%	2%	7% c	1%	3%	2%	3%	1%	3%	*%
None of these (CATI ONLY: DO NOT READ OUT)	66	22	19	25	61	5	63	3	61	5
	7%	11%	9%	5%	8%	3%	7%	5%	7%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	2	5	*	6	*	6	*	6	-
	1%	1%	2% c	*%	1%	*%	1%	*%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	1	-	1	-	1	-	1	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1000	485	232	281	702	199	48	51	901	99
Effective base	403	198	76	129	312	61	18	13	373	30
Weighted Base	944	481	158	304	744	136	41	23	880	64
Standard	615	323	98	193	488	90	21	16	579	37
	65%	67%	62%	63%	66%	66%	51%	69%	66%	58%
Signed for	535	257	75	203	410	88	26	12	497	38
	57%	54%	47%	67%	55%	64%	65%	49%	57%	59%
				ab						
Royal Mail tracked 48 hours	316	121	50	144	226	59	23	9	285	32
	33%	25%	32%	47%	30%	43%	56%	37%	32%	49%
				ab		a	ae			a
Royal Mail tracked 24 hours	299	133	46	118	203	66	17	12	270	30
	32%	28%	29%	39%	27%	49%	43%	52%	31%	46%
				a		ae				a
Special Delivery Guaranteed by 1pm	143	44	22	76	88	27	18	9	115	27
	15%	9%	14%	25%	12%	20%	44%	40%	13%	43%
				a			abe	ae		abe
Parcelforce Worldwide	123	29	24	70	73	28	21	2	101	22
	13%	6%	15%	23%	10%	20%	52%	6%	11%	35%
			a	a		a	abde			ae
International Tracked and Signed	85	20	8	57	53	16	12	4	69	16
	9%	4%	5%	19%	7%	12%	30%	15%	8%	25%
				ab			ae			ae
International standard mail (previously Airmail)	71	17	10	44	49	10	9	3	60	12
	8%	4%	6%	15%	7%	7%	21%	13%	7%	18%
				a			ae			ae
International Tracked (previously Airsure)	65	8	7	50	28	21	13	3	49	16
	7%	2%	4%	16%	4%	15%	32%	14%	6%	25%
				ab		ae	ae			ae
International Signed	60	12	10	38	39	8	9	4	47	13
	6%	3%	6%	12%	5%	6%	23%	15%	5%	20%
				a			abe			abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1000	485	232	281	702	199	48	51	901	99
Effective base	403	198	76	129	312	61	18	13	373	30
Weighted Base	944	481	158	304	744	136	41	23	880	64
Special Delivery Guaranteed by 9am	51	14	13	23	29	11	9	2	40	11
	5%	3%	8%	8%	4%	8%	23%	7%	5%	17%
							ae			ae
International Economy (previously surface mail)	26	5	1	20	11	6	8	1	17	9
	3%	1%	1%	7%	1%	4%	21%	5%	2%	15%
				ab			abe			ae
None of these (CATI ONLY: DO NOT READ OUT)	66	34	22	10	61	5	*	*	66	*
	7%	7%	14%	3%	8%	3%	1%	*%	7%	*%
			c							
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	-	2	4	-	-	2	4	2
	1%	1%	-%	1%	1%	-%	-%	9%	*%	3%
								abe		
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	1
	*%	*%	-%	-%	-%	-%	-%	4%	-%	1%
								ae		e

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1000	281	421	298	886	829	929	1000	529	373
Effective base	403	147	165	91	344	331	370	403	218	119
Weighted Base	944	361	383	200	826	779	879	944	537	284
Standard	615	248	240	127	557	534	585	615	372	178
	65%	69%	63%	63%	67%	69%	67%	65%	69%	63%
Signed for	535	182	227	125	488	472	518	535	341	196
	57%	50%	59%	63%	59%	61%	59%	57%	64%	69% d
Royal Mail tracked 48 hours	316	85	140	91	280	274	299	316	210	101
	33%	24%	37% a	45% a	34%	35%	34%	33%	39%	36%
Royal Mail tracked 24 hours	299	90	113	96	276	264	288	299	214	116
	32%	25%	29%	48% ab	33%	34%	33%	32%	40% d	41%
Special Delivery Guaranteed by 1pm	143	26	62	54	133	132	139	143	96	62
	15%	7%	16% a	27% ab	16%	17%	16%	15%	18%	22%
Parcelforce Worldwide	123	21	52	50	118	110	121	123	97	42
	13%	6%	14% a	25% ab	14%	14%	14%	13%	18%	15%
International Tracked and Signed	85	17	36	32	72	71	81	85	50	24
	9%	5%	9%	16% a	9%	9%	9%	9%	9%	8%
International standard mail (previously Airmail)	71	10	39	22	65	67	69	71	38	14
	8%	3%	10% a	11% a	8%	9%	8%	8%	7%	5%
International Tracked (previously Airsure)	65	7	21	37	59	61	63	65	46	20
	7%	2%	5%	19% ab	7%	8%	7%	7%	9%	7%
International Signed	60	9	30	21	54	57	57	60	45	16
	6%	3%	8% a	11% a	7%	7%	7%	6%	8%	6%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1000	281	421	298	886	829	929	1000	529	373
Effective base	403	147	165	91	344	331	370	403	218	119
Weighted Base	944	361	383	200	826	779	879	944	537	284
Special Delivery Guaranteed by 9am	51	6	23	22	50	47	51	51	48	32
	5%	2%	6%	11%	6%	6%	6%	5%	9%	11%
			a	a						d
International Economy (previously surface mail)	26	*	11	15	23	26	26	26	24	8
	3%	*%	3%	8%	3%	3%	3%	3%	5%	3%
				a						
None of these (CATI ONLY: DO NOT READ OUT)	66	26	35	5	51	39	57	66	9	4
	7%	7%	9%	2%	6%	5%	6%	7%	2%	1%
			c		ef	e	ef	ef		
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	*	2	2	4	4	6	2	-
	1%	1%	*%	1%	*%	*%	*%	1%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	1	1	-	1	1	-	1
	*%	-%	-%	*%	*%	-%	*%	*%	-%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1000	98	549	68	77	55	46	36	137
Effective base	403	45	249	26	20	13	9	11	32
Weighted Base	944	111	609	51	47	23	14	24	60
Standard	615	61	432	26	33	11	6	17	33
	65%	54%	71% ac	51%	70%	47%	45%	70%	55%
Signed for	535	55	368	34	32	13	7	9	29
	57%	50%	60%	66%	68%	58%	46%	40%	48%
Royal Mail tracked 48 hours	316	32	210	13	18	10	6	11	26
	33%	28%	35%	25%	39%	43%	40%	46%	44%
Royal Mail tracked 24 hours	299	27	205	10	17	9	8	12	29
	32%	24%	34%	19%	36%	39%	60% ac	50%	48% ac
Special Delivery Guaranteed by 1pm	143	11	89	8	10	2	7	10	20
	15%	10%	15%	16%	22%	10%	50% abe	44% ab	33% ab
Parcelforce Worldwide	123	13	91	6	5	2	*	3	6
	13%	11%	15%	13%	10%	9%	3%	14%	9%
International Tracked and Signed	85	16	48	4	2	2	1	7	10
	9%	15%	8%	8%	5%	9%	6%	30% bd	17%
International standard mail (previously Airmail)	71	7	47	2	2	4	*	7	11
	8%	6%	8%	4%	4%	17%	1%	29% abcd	18%
International Tracked (previously Airsure)	65	5	47	3	2	*	3	3	7
	7%	4%	8%	6%	4%	2%	20%	14%	11%
International Signed	60	4	43	1	2	3	*	5	7
	6%	3%	7%	3%	4%	12%	1%	20%	12%
Special Delivery Guaranteed by 9am	51	3	32	2	8	3	2	1	5
	5%	3%	5%	3%	18% b	11%	12%	5%	9%

Columns Tested:: a,b,c,d,e,f,g,h

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1000	98	549	68	77	55	46	36	137
Effective base	403	45	249	26	20	13	9	11	32
Weighted Base	944	111	609	51	47	23	14	24	60
International Economy (previously surface mail)	26	4	16	*	2	*	*	5	5
	3%	3%	3%	*%	3%	1%	1%	20% bc	9%
None of these (CATI ONLY: DO NOT READ OUT)	66	13	27	5	4	4	1	3	8
	7%	12% b	4%	11%	8%	16%	6%	14%	13% b
Don't Know (CATI ONLY: DO NOT READ OUT)	6	-	2	-	-	-	-	2	2
	1%	-%	*%	-%	-%	-%	-%	9% b	3%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	1	-	-	1
	*%	-%	-%	-%	-%	4% b	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1000	581	103	62	54	35	41	10	542	122	60	44	22	26	13
Effective base	403	265	32	17	14	9	10	3	250	37	23	12	5	9	5
Weighted Base	944	650	80	41	25	11	12	7	595	102	34	15	11	9	13
Standard	615	453	44	24	20	5	4	7	432	55	22	6	5	4	11
	65%	70% f	55%	60%	78% f	49%	31%	96%	73% bd	53%	64%	39%	49%	44%	83%
Signed for	535	385	50	26	17	4	4	1	367	60	20	5	8	5	7
	57%	59%	62%	65%	68%	39%	36%	17%	62%	59%	59%	36%	70%	57%	54%
Royal Mail tracked 48 hours	316	223	21	13	12	7	3	2	194	49	8	5	7	2	9
	33%	34%	27%	33%	46%	64% b	22%	24%	33%	48%	23%	31%	68%	26%	68%
Royal Mail tracked 24 hours	299	216	22	14	12	7	3	2	198	30	11	7	4	4	10
	32%	33%	28%	34%	49%	68% abf	22%	29%	33%	29%	33%	43%	37%	46%	75%
Special Delivery Guaranteed by 1pm	143	96	10	12	2	6	6	1	87	25	4	5	1	3	8
	15%	15%	13%	29%	6%	59% abd	50% abd	17%	15%	24%	13%	31%	6%	30%	61%
Parcelforce Worldwide	123	106	1	3	5	1	1	1	83	14	10	1	*	1	1
	13%	16% b	1%	7%	19% b	9%	11%	12%	14%	14%	28%	4%	3%	14%	10%
International Tracked and Signed	85	63	2	3	2	3	1	*	45	12	7	*	1	*	7
	9%	10%	2%	6%	7%	29% b	5%	1%	8%	11%	20% a	2%	7%	5%	52%
International standard mail (previously Airmail)	71	51	7	2	1	3	*	*	47	5	5	*	2	*	7
	8%	8%	9%	4%	4%	25%	4%	1%	8%	5%	15%	1%	21%	4%	52%
International Tracked (previously Airsure)	65	51	1	2	*	5	2	-	44	7	4	3	*	1	2
	7%	8%	1%	4%	*%	45% abcd	13%	-%	7%	7%	13%	17%	2%	14%	16%
International Signed	60	45	1	2	2	3	2	-	32	14	5	*	*	1	3
	6%	7%	1%	4%	9%	31% ab	12%	-%	5%	14%	14%	1%	4%	15%	25%
Special Delivery Guaranteed by 9am	51	28	6	6	6	2	2	-	29	13	2	1	1	1	*
	5%	4%	8%	14%	22% a	19% a	13%	-%	5%	13%	6%	9%	5%	14%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1000	581	103	62	54	35	41	10	542	122	60	44	22	26	13
Effective base	403	265	32	17	14	9	10	3	250	37	23	12	5	9	5
Weighted Base	944	650	80	41	25	11	12	7	595	102	34	15	11	9	13
International Economy (previously surface mail)	26	20	*	2	*	*	*	-	13	7	2	-	*	*	4
	3%	3%	*%	4%	*%	2%	4%	-%	2%	7%	5%	-%	1%	4%	35%
None of these (CATI ONLY: DO NOT READ OUT)	66	29	9	5	4	1	4	*	20	8	5	3	*	3	*
	7%	4%	11%	12%	14%	5%	31% a	1%	3%	8%	13% a	22% a	2%	38%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	1%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	16%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	8% a	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	*g	h	a	b	c	d	e
Unweighted Base	1000	647	126	77	52	40	38	20	98	308	200	234	138	48
Effective base	403	292	41	26	19	11	9	9	29	145	90	86	37	12
Weighted Base	944	680	111	65	26	24	22	17	62	356	205	201	80	35
Standard	615	483	40	38	14	12	15	13	40	229	132	140	58	26
	65%	71% b	36%	58%	53%	50%	71%	79%	65% b	64%	64%	70%	72%	74%
Signed for	535	378	81	31	15	13	10	8	31	207	118	122	50	18
	57%	56%	72% ac	47%	59%	53%	47%	45%	49%	58%	58%	61%	63%	53%
Royal Mail tracked 48 hours	316	189	54	33	11	8	12	9	29	111	49	85	34	20
	33%	28%	48% a	51% a	42%	33%	58%	51%	46% a	31%	24%	42% b	43% b	56% b
Royal Mail tracked 24 hours	299	201	28	22	12	13	10	12	35	110	45	85	33	14
	32%	30%	25%	34%	47%	54%	48%	71%	56% ab	31%	22%	42% b	41% b	41%
Special Delivery Guaranteed by 1pm	143	85	19	12	6	9	6	7	22	45	25	34	24	10
	15%	12%	17%	18%	24%	37% a	27%	40%	35% a	13%	12%	17%	30% ab	30%
Parcelforce Worldwide	123	72	18	10	4	12	6	1	19	38	23	39	14	7
	13%	11%	17%	15%	17%	49% abc	30%	7%	31% a	11%	11%	19%	18%	20%
International Tracked and Signed	85	55	7	9	3	3	6	2	11	26	22	14	15	3
	9%	8%	6%	13%	13%	13%	26%	13%	17%	7%	11%	7%	19% a	9%
International standard mail (previously Airmail)	71	56	6	-	4	3	*	2	5	14	23	17	12	3
	8%	8%	5%	-%	15% c	12%	2%	12%	9%	4%	11% a	8%	15% a	7%
International Tracked (previously Airsure)	65	38	7	4	*	6	8	2	16	17	14	18	9	5
	7%	6%	6%	5%	2%	23% a	38% abcd	12%	26% abcd	5%	7%	9%	11%	15%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	*g	h	a	b	c	d	e
Unweighted Base	1000	647	126	77	52	40	38	20	98	308	200	234	138	48
Effective base	403	292	41	26	19	11	9	9	29	145	90	86	37	12
Weighted Base	944	680	111	65	26	24	22	17	62	356	205	201	80	35
International Signed	60	35	8	8	4	1	1	3	6	6	22	18	9	3
	6%	5%	7%	13%	14%	6%	6%	20%	10%	2%	11%	9%	11%	7%
											a	a	a	
Special Delivery Guaranteed by 9am	51	18	11	9	2	6	2	4	11	18	5	14	12	2
	5%	3%	10%	13%	8%	25%	8%	22%	18%	5%	3%	7%	15%	5%
			a	a		a			a				ab	
International Economy (previously surface mail)	26	17	7	*	*	1	*	-	2	6	6	4	9	1
	3%	2%	6%	1%	1%	6%	2%	-%	3%	2%	3%	2%	11%	1%
													ac	
None of these (CATI ONLY: DO NOT READ OUT)	66	43	10	6	2	3	2	1	5	25	17	12	3	*
	7%	6%	9%	9%	8%	12%	8%	5%	9%	7%	8%	6%	3%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	-	-	-	-	-	2	2	*	1	-	2	-
	1%	1%	-%	-%	-%	-%	-%	12%	3%	*%	1%	-%	3%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	-	1	-	1	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	4%	-%	1%	*%	-%	-%	-%	-%
							a							

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1000	362	176	194	115	37	338	167	191	93	36
Effective base	403	167	79	61	28	8	167	59	69	27	11
Weighted Base	944	414	181	142	65	20	395	140	153	60	30
Standard	615	275	114	102	48	18	273	97	101	41	21
	65%	66%	63%	71%	73%	89%	69%	70%	66%	68%	72%
Signed for	535	236	108	91	43	7	247	79	87	41	17
	57%	57%	59%	64%	66%	33%	63%	57%	57%	67%	58%
Royal Mail tracked 48 hours	316	136	47	59	30	8	125	35	73	25	16
	33%	33%	26%	42% b	46%	41%	32%	25%	48% ab	42%	52%
Royal Mail tracked 24 hours	299	131	46	62	26	10	124	40	63	27	10
	32%	32%	25%	43% b	40%	48%	31%	28%	41%	45%	34%
Special Delivery Guaranteed by 1pm	143	59	21	25	21	6	52	21	27	21	10
	15%	14%	11%	18%	32% ab	28%	13%	15%	18%	35% ab	33%
Parcelforce Worldwide	123	48	28	24	11	4	41	17	36	13	3
	13%	12%	16%	17%	17%	22%	10%	12%	23% a	22%	11%
International Tracked and Signed	85	31	20	6	11	3	25	17	14	12	3
	9%	7%	11%	4%	17% c	15%	6%	12%	9%	20% a	10%
International standard mail (previously Airmail)	71	25	22	8	8	3	22	17	13	11	3
	8%	6%	12%	6%	12%	13%	6%	12%	9%	19% a	9%
International Tracked (previously Airsure)	65	29	8	11	9	3	19	11	17	9	5
	7%	7%	5%	8%	13%	13%	5%	8%	11%	14%	18%
International Signed	60	22	14	7	9	3	10	18	16	9	3
	6%	5%	7%	5%	13%	13%	3%	13% a	11% a	15% a	9%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1000	362	176	194	115	37	338	167	191	93	36
Effective base	403	167	79	61	28	8	167	59	69	27	11
Weighted Base	944	414	181	142	65	20	395	140	153	60	30
Special Delivery Guaranteed by 9am	51	20	3	13	12	2	18	9	8	11	1
	5%	5%	2%	9%	18%	8%	5%	7%	5%	18%	5%
					ab					ac	
International Economy (previously surface mail)	26	6	6	1	9	1	7	6	5	8	1
	3%	1%	4%	*%	14%	3%	2%	5%	3%	13%	2%
					ac					a	
None of these (CATI ONLY: DO NOT READ OUT)	66	23	17	8	3	*	16	9	12	2	*
	7%	6%	9%	6%	4%	*%	4%	6%	8%	4%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	*	1	-	-	-	2	-	-	2	-
	1%	*%	1%	-%	-%	-%	*%	-%	-%	3%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1000	467	161	213	107	42	569	68	357	925	75	862	24
Effective base	403	205	61	88	35	10	242	23	135	371	32	339	6
Weighted Base	944	488	137	205	79	24	579	54	305	877	67	812	14
Standard	615	328	85	137	47	18	363	35	216	576	40	554	3
	65%	67%	62%	67%	60%	76%	63%	65%	71%	66%	59%	68%	19%
Signed for	535	260	85	120	47	14	336	37	160	494	41	480	8
	57%	53%	62%	59%	60%	58%	58%	69%	52%	56%	61%	59%	56%
Royal Mail tracked 48 hours	316	121	47	92	35	17	252	12	49	285	31	276	4
	33%	25%	34%	45%	45%	72%	44%	23%	16%	33%	46%	34%	28%
				a	a	ab	c						
Royal Mail tracked 24 hours	299	130	43	69	38	16	194	20	86	271	28	267	9
	32%	27%	32%	34%	48%	68%	33%	37%	28%	31%	42%	33%	67%
					a	abc							
Special Delivery Guaranteed by 1pm	143	41	19	44	28	8	114	15	14	124	19	128	6
	15%	8%	14%	21%	35%	34%	20%	28%	5%	14%	28%	16%	41%
				a	ab	a	c	c			a		
Parcelforce Worldwide	123	24	29	42	20	8	100	6	18	102	22	109	9
	13%	5%	21%	21%	25%	35%	17%	11%	6%	12%	32%	13%	63%
			a	a	a	a	c				a		
International Tracked and Signed	85	24	12	25	17	7	74	1	10	73	12	72	*
	9%	5%	9%	12%	21%	30%	13%	3%	3%	8%	18%	9%	1%
				a	a	a	c						
International standard mail (previously Airmail)	71	26	9	23	10	3	60	*	11	69	2	65	*
	8%	5%	7%	11%	13%	11%	10%	*%	4%	8%	4%	8%	*%
							c						
International Tracked (previously Airsure)	65	11	15	21	9	10	56	5	4	50	14	55	5
	7%	2%	11%	10%	11%	40%	10%	9%	1%	6%	22%	7%	33%
			a	a	a	abcd	c	c			a		

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	1000	467	161	213	107	42	569	68	357	925	75	862	24
Effective base	403	205	61	88	35	10	242	23	135	371	32	339	6
Weighted Base	944	488	137	205	79	24	579	54	305	877	67	812	14
International Signed	60	14	12	22	10	3	52	3	6	55	5	54	*
	6%	3%	8%	11% a	12% a	12%	9% c	5%	2%	6%	7%	7%	2%
Special Delivery Guaranteed by 9am	51	11	8	16	15	1	44	5	1	38	13	44	6
	5%	2%	6%	8% a	19% a	4%	8% c	10% c	*%	4%	19% a	5%	41%
International Economy (previously surface mail)	26	3	5	9	8	1	26	*	*	20	6	23	-
	3%	1%	4%	5% a	10% a	2%	4% c	*%	*%	2%	9% a	3%	-%
None of these (CATI ONLY: DO NOT READ OUT)	66	46	4	11	4	*	32	1	33	64	2	51	-
	7%	9%	3%	5%	5%	1%	6%	1%	11%	7%	3%	6%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	-	*	2	-	5	*	2	4	3	2	-
	1%	1%	-%	*%	3%	-%	1%	*%	1%	*%	4% a	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	1	-	-	-	1	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	-%	2%	-%	*%	-%	-%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1000	768	61	786	214	864	22	771	58	793	207
Effective base	403	318	13	318	86	339	5	317	14	321	82
Weighted Base	944	749	29	724	221	809	16	746	32	739	205
Standard	615	519	15	474	142	549	7	513	21	488	128
	65%	69%	50%	65%	64%	68%	46%	69%	66%	66%	62%
Signed for	535	455	17	373	162	477	11	447	25	381	154
	57%	61%	58%	52%	73% a	59%	69%	60%	78%	52%	75% a
Royal Mail tracked 48 hours	316	262	12	205	111	272	8	257	16	219	97
	33%	35%	39%	28%	50% a	34%	49%	34%	51%	30%	47% a
Royal Mail tracked 24 hours	299	248	16	196	103	263	13	242	22	201	98
	32%	33%	53%	27%	47% a	32%	80%	32%	68% a	27%	48% a
Special Delivery Guaranteed by 1pm	143	124	8	101	41	127	6	124	8	109	34
	15%	17%	26%	14%	19%	16%	36%	17%	24%	15%	17%
Parcelforce Worldwide	123	100	10	59	65	109	8	99	12	62	62
	13%	13%	34% a	8%	29% a	14%	52%	13%	36% a	8%	30% a
International Tracked and Signed	85	70	1	61	24	72	*	70	1	68	18
	9%	9%	4%	8%	11%	9%	3%	9%	3%	9%	9%
International standard mail (previously Airmail)	71	66	1	56	15	64	*	66	*	63	8
	8%	9%	3%	8%	7%	8%	2%	9%	1%	9%	4%
International Tracked (previously Airsure)	65	57	5	45	20	55	5	57	5	50	15
	7%	8%	16%	6%	9%	7%	28%	8%	14%	7%	7%
International Signed	60	56	1	42	18	54	1	54	2	45	15
	6%	7%	2%	6%	8%	7%	4%	7%	8%	6%	7%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1000	768	61	786	214	864	22	771	58	793	207
Effective base	403	318	13	318	86	339	5	317	14	321	82
Weighted Base	944	749	29	724	221	809	16	746	32	739	205
Special Delivery Guaranteed by 9am	51	39	8	21	30	40	10	35	13	21	30
	5%	5%	29%	3%	14%	5%	62%	5%	39%	3%	15%
			a		a				a		a
International Economy (previously surface mail)	26	26	*	15	11	23	*	26	-	19	7
	3%	3%	2%	2%	5%	3%	1%	4%	-%	3%	3%
None of these (CATI ONLY: DO NOT READ OUT)	66	39	-	62	4	51	-	39	-	62	4
	7%	5%	-%	9%	2%	6%	-%	5%	-%	8%	2%
				b						b	
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	-	6	-	2	-	4	-	6	-
	1%	1%	-%	1%	-%	*%	-%	1%	-%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	1	1	-	-	-	-	1
	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1000	522	712	159	1	514	604	130	1	681	634	180	-
Effective base	403	205	278	61	1	205	241	53	1	282	255	77	-
Weighted Base	944	508	645	156	4	485	558	134	1	677	572	181	-
Standard	615	328	476	122	-	303	448	108	-	411	469	133	-
	65%	65%	74% a	78% a	-%	62%	80% a	81% a	-%	61%	82% a	74% a	-%
Signed for	535	354	368	110	4	365	322	95	1	465	301	130	-
	57%	70% b	57%	71% b	100%	75% b	58%	71%	100%	69% b	53%	72% b	-%
Royal Mail tracked 48 hours	316	227	210	79	4	231	176	74	1	305	153	86	-
	33%	45% b	33%	51% b	100%	48% b	31%	55% b	100%	45% b	27%	48% b	-%
Royal Mail tracked 24 hours	299	219	217	77	4	228	177	71	-	296	152	81	-
	32%	43% b	34%	50% b	100%	47% b	32%	53% b	-%	44% b	27%	45% b	-%
Special Delivery Guaranteed by 1pm	143	113	87	47	-	116	94	41	-	133	86	53	-
	15%	22% b	13%	30% b	-%	24%	17%	31% b	-%	20%	15%	29% b	-%
Parcelforce Worldwide	123	82	102	56	4	91	76	52	-	111	87	63	-
	13%	16%	16%	36% ab	100%	19%	14%	39% ab	-%	16%	15%	35% ab	-%
International Tracked and Signed	85	58	68	57	-	59	58	52	-	82	65	79	-
	9%	11%	11%	37% ab	-%	12%	10%	39% ab	-%	12%	11%	44% ab	-%
International standard mail (previously Airmail)	71	50	65	47	-	49	64	48	-	63	66	60	-
	8%	10%	10%	30% ab	-%	10%	11%	36% ab	-%	9%	12%	33% ab	-%
International Tracked (previously Airsure)	65	57	52	51	-	58	50	44	-	64	54	59	-
	7%	11%	8%	33% ab	-%	12%	9%	33% ab	-%	9%	10%	33% ab	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1000	522	712	159	1	514	604	130	1	681	634	180	-
Effective base	403	205	278	61	1	205	241	53	1	282	255	77	-
Weighted Base	944	508	645	156	4	485	558	134	1	677	572	181	-
International Signed	60	48	47	43	-	50	47	41	-	56	48	56	-
	6%	9%	7%	27% ab	-%	10%	8%	31% ab	-%	8%	8%	31% ab	-%
Special Delivery Guaranteed by 9am	51	41	35	23	-	46	36	14	-	50	34	22	-
	5%	8%	5%	15% b	-%	10%	6%	11%	-%	7%	6%	12%	-%
International Economy (previously surface mail)	26	23	23	20	-	22	22	20	-	23	26	25	-
	3%	4%	4%	13% ab	-%	4%	4%	15% ab	-%	3%	4%	14% ab	-%
None of these (CATI ONLY: DO NOT READ OUT)	66	12	44	2	-	11	33	*	-	25	49	1	-
	7%	2%	7% a	1%	-%	2%	6%	*%	-%	4%	9% ac	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	*	2	*	-	4	2	2	-	5	6	5	-
	1%	*%	*%	*%	-%	1%	*%	2%	-%	1%	1%	3%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1000	832	777	1000	697	554	35	567	494	512	123	66
Effective base	403	326	316	403	269	229	10	258	217	217	58	31
Weighted Base	944	784	746	944	654	538	25	615	535	521	135	78
Standard	615	540	522	615	448	410	16	615	363	330	96	68
	65%	69%	70%	65%	68%	76%	64%	100% bcde	68%	63%	71%	88% bc
Signed for	535	472	459	535	424	338	16	363	535	359	106	55
	57%	60%	62%	57%	65%	63%	66%	59%	100% acde	69% a	78% a	70%
Royal Mail tracked 48 hours	316	271	265	316	234	207	17	193	214	316	71	33
	33%	35%	36%	33%	36%	38%	70% a	31%	40%	61% ab	52% a	42%
Royal Mail tracked 24 hours	299	267	258	299	259	173	23	197	221	299	68	27
	32%	34%	35%	32%	40%	32%	92% ab	32%	41% a	57% abe	50% a	35%
Special Delivery Guaranteed by 1pm	143	130	128	143	126	89	16	83	113	143	44	23
	15%	17%	17%	15%	19%	17%	63% ab	14%	21% a	27% a	32% a	29% a
Parcelforce Worldwide	123	112	104	123	101	78	16	81	101	123	58	26
	13%	14%	14%	13%	15%	15%	63% ab	13%	19%	24% a	43% abc	33% a
International Tracked and Signed	85	72	71	85	63	65	4	67	68	74	85	38
	9%	9%	10%	9%	10%	12%	15%	11%	13%	14%	63% abc	49% abc
International standard mail (previously Airmail)	71	65	67	71	57	51	4	68	52	54	54	71
	8%	8%	9%	8%	9%	9%	17%	11%	10%	10%	40% abc	92% abcd
International Tracked (previously Airsure)	65	57	61	65	46	45	7	45	45	56	65	34
	7%	7%	8%	7%	7%	8%	27% a	7%	8%	11%	48% abc	44% abc

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1000	832	777	1000	697	554	35	567	494	512	123	66
Effective base	403	326	316	403	269	229	10	258	217	217	58	31
Weighted Base	944	784	746	944	654	538	25	615	535	521	135	78
International Signed	60	54	55	60	42	46	9	48	46	47	60	32
	6%	7%	7%	6%	6%	8%	34%	8%	9%	9%	44%	41%
							ab				abc	abc
Special Delivery Guaranteed by 9am	51	48	44	51	47	41	14	37	48	51	19	6
	5%	6%	6%	5%	7%	8%	56%	6%	9%	10%	14%	7%
							ab				a	
International Economy (previously surface mail)	26	23	26	26	18	21	1	20	22	26	22	26
	3%	3%	3%	3%	3%	4%	2%	3%	4%	5%	17%	34%
											abc	abc
None of these (CATI ONLY: DO NOT READ OUT)	66	51	39	66	42	29	-	-	-	-	-	-
	7%	6%	5%	7%	6%	5%	-%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	2	4	6	2	2	-	-	-	-	-	-
	1%	*%	1%	1%	*%	*%	-%	-%	-%	-%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1000	118	54	61	31	861	650	895	743	619	488	817	134	-	812	66
Effective base	403	51	18	30	14	340	242	353	289	222	203	323	53	-	314	35
Weighted Base	944	120	42	73	34	784	554	818	664	504	495	752	130	-	709	88
Standard	615	71	22	49	20	528	366	547	420	310	324	514	99	-	455	65
	65%	59%	52%	67%	58%	67%	66%	67%	63%	62%	65%	68%	77%	-%	64%	73%
Signed for	535	80	22	46	25	438	321	464	363	294	330	423	110	-	399	55
	57%	66%	54%	63%	73%	56%	58%	57%	55%	58%	67% b	56%	85% ab	-%	56%	62%
Royal Mail tracked 48 hours	316	58	11	36	16	276	187	288	252	180	232	265	66	-	243	21
	33%	49%	26%	49%	48%	35%	34%	35%	38%	36%	47% b	35%	51% b	-%	34%	24%
Royal Mail tracked 24 hours	299	38	8	24	21	248	185	266	223	176	222	242	70	-	244	23
	32%	32%	20%	33%	63% ab	32%	33%	33%	34%	35%	45% b	32%	54% b	-%	34%	26%
Special Delivery Guaranteed by 1pm	143	28	8	13	10	114	95	128	111	83	114	120	35	-	114	13
	15%	23%	20%	17%	31%	15%	17%	16%	17%	16%	23% b	16%	27%	-%	16%	15%
Parcelforce Worldwide	123	24	6	9	13	112	83	117	105	100	90	105	56	-	83	22
	13%	20%	15%	12%	38%	14%	15%	14%	16%	20%	18%	14%	43% ab	-%	12%	25% a
International Tracked and Signed	85	9	2	13	8	70	51	72	69	61	60	72	37	-	68	13
	9%	8%	5%	17%	24%	9%	9%	9%	10%	12%	12%	10%	29% ab	-%	10%	15%
International standard mail (previously Airmail)	71	9	2	7	4	61	48	63	58	53	45	63	31	-	42	18
	8%	7%	5%	10%	13%	8%	9%	8%	9%	11%	9%	8%	24% ab	-%	6%	20% a
International Tracked (previously Airsure)	65	12	*	5	5	52	46	58	56	45	52	55	29	-	50	11
	7%	10%	*%	7%	14%	7%	8%	7%	8%	9%	10%	7%	23% ab	-%	7%	13%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1000	118	54	61	31	861	650	895	743	619	488	817	134	-	812	66
Effective base	403	51	18	30	14	340	242	353	289	222	203	323	53	-	314	35
Weighted Base	944	120	42	73	34	784	554	818	664	504	495	752	130	-	709	88
International Signed	60	7	1	5	4	57	46	59	55	42	47	57	31	-	49	10
	6%	6%	3%	7%	11%	7%	8%	7%	8%	8%	10%	8%	24% ab	-%	7%	11%
Special Delivery Guaranteed by 9am	51	2	3	7	8	45	39	51	40	34	50	48	17	-	46	*
	5%	2%	6%	9%	24% a	6%	7%	6%	6%	7%	10%	6%	13%	-%	6%	*%
International Economy (previously surface mail)	26	1	*	5	-	21	18	21	21	20	13	21	16	-	15	11
	3%	1%	*%	7%	-%	3%	3%	3%	3%	4%	3%	3%	13% ab	-%	2%	13% a
None of these (CATI ONLY: DO NOT READ OUT)	66	1	*	7	-	65	61	65	65	64	4	65	-	-	55	2
	7%	1%	*%	9%	-%	8%	11%	8%	10%	13%	1%	9% ac	-%	-%	8%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	*	-	-	-	6	2	6	4	2	*	6	*	-	2	3
	1%	*%	-%	-%	-%	1%	*%	1%	1%	*%	*%	1%	*%	-%	*%	3% a
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	1% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1000	417	583	317	13	146	232	148	649	195	214	206	562
Effective base	403	177	226	130	8	53	107	54	271	74	79	85	230
Weighted Base	944	423	522	306	22	120	258	140	633	161	180	203	538
Standard	615	262	353	202	11	69	182	75	427	110	116	129	359
	65%	62%	68%	66%	48%	57%	71%	54%	67%	68%	64%	64%	67%
Signed for	535	268	267	215	17	81	182	73	352	104	101	133	288
	57%	63% b	51%	70%	75%	68%	71%	52%	56%	65%	56%	65%	54%
Royal Mail tracked 48 hours	316	175	141	149	16	60	126	72	196	48	87	58	170
	33%	41% b	27%	48%	70%	50%	49%	52% bc	31%	30%	48% bc	29%	32%
Royal Mail tracked 24 hours	299	147	152	147	19	59	121	52	197	45	67	67	159
	32%	35%	29%	48%	86%	49%	47%	38%	31%	28%	37%	33%	30%
Special Delivery Guaranteed by 1pm	143	93	50	67	12	32	53	23	77	38	26	39	71
	15%	22% b	10%	22%	53%	27%	21%	16%	12%	24% b	15%	19%	13%
Parcelforce Worldwide	123	76	47	75	7	47	59	32	60	27	43	22	54
	13%	18% b	9%	25%	32%	39% b	23%	23% b	9%	17%	24% bc	11%	10%
International Tracked and Signed	85	50	36	46	4	25	31	19	54	13	37	15	32
	9%	12%	7%	15%	20%	21%	12%	14%	9%	8%	20% bc	7%	6%
International standard mail (previously Airmail)	71	54	18	25	4	14	25	13	40	19	24	15	32
	8%	13% b	3%	8%	20%	12%	10%	10%	6%	12%	13% c	8%	6%
International Tracked (previously Airsure)	65	46	19	36	1	23	19	23	27	10	24	10	26
	7%	11% b	4%	12%	4%	19% b	7%	17% b	4%	6%	13% c	5%	5%
International Signed	60	43	17	33	4	19	24	17	35	8	18	10	32
	6%	10% b	3%	11%	18%	16%	9%	12%	6%	5%	10%	5%	6%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1000	417	583	317	13	146	232	148	649	195	214	206	562
Effective base	403	177	226	130	8	53	107	54	271	74	79	85	230
Weighted Base	944	423	522	306	22	120	258	140	633	161	180	203	538
Special Delivery Guaranteed by 9am	51	28	22	37	6	18	26	9	28	9	10	9	28
	5%	7%	4%	12%	29%	15%	10%	6%	4%	6%	6%	4%	5%
International Economy (previously surface mail)	26	22	5	6	4	9	5	*	22	4	15	3	8
	3%	5%	1%	2%	20%	7%	2%	*%	4%	2%	8%	2%	1%
		b									c		
None of these (CATI ONLY: DO NOT READ OUT)	66	17	49	3	*	4	3	12	44	10	22	12	31
	7%	4%	9%	1%	1%	4%	1%	9%	7%	6%	12%	6%	6%
			a										
Don't Know (CATI ONLY: DO NOT READ OUT)	6	-	6	3	-	-	3	-	3	4	*	2	4
	1%	-%	1%	1%	-%	-%	1%	-%	*%	2%	*%	1%	1%
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-	-	-	1	-	-	-	1	1	-	-
	*%	*%	-%	-%	-%	1%	-%	-%	-%	1%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1000	505	495
Effective base	403	159	244
Weighted Base	944	365	579
Standard	615	213	402
	65%	58%	69%
			a
Signed for	535	202	333
	57%	55%	57%
Royal Mail tracked 48 hours	316	108	208
	33%	29%	36%
Royal Mail tracked 24 hours	299	125	174
	32%	34%	30%
Special Delivery Guaranteed by 1pm	143	61	82
	15%	17%	14%
Parcelforce Worldwide	123	47	76
	13%	13%	13%
International Tracked and Signed	85	16	70
	9%	4%	12%
			a
International standard mail (previously Airmail)	71	19	53
	8%	5%	9%
International Tracked (previously Airsure)	65	20	45
	7%	5%	8%
International Signed	60	3	57
	6%	1%	10%
			a
Special Delivery Guaranteed by 9am	51	27	24
	5%	7%	4%

Columns Tested:: a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1000	505	495
Effective base	403	159	244
Weighted Base	944	365	579
International Economy (previously surface mail)	26	6	20
	3%	2%	4%
None of these (CATI ONLY: DO NOT READ OUT)	66	60	5
	7%	17%	1%
		b	
Don't Know (CATI ONLY: DO NOT READ OUT)	6	2	5
	1%	*%	1%
Refused (CATI ONLY: DO NOT READ OUT)	1	1	-
	*%	*%	-%

Columns Tested:: a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	1000	56	102	74	77	64	122	23	127	74	71	115	95
Effective base	403	12	39	33	18	23	43	12	73	43	28	72	48
Weighted Base	944	16	130	80	42	70	130	7	153	90	35	117	76
Standard	615	11	97	32	25	44	91	2	100	55	18	83	57
	65%	68%	75%	40%	59%	64%	70%	34%	66%	61%	53%	71%	74%
			c				c		c			c	c
Signed for	535	5	79	33	24	44	69	*	102	46	16	78	40
	57%	31%	60%	41%	57%	63%	53%	5%	67%	51%	46%	67%	52%
									ac			ac	
Royal Mail tracked 48 hours	316	4	39	15	14	27	43	2	67	30	10	42	22
	33%	27%	30%	19%	35%	39%	33%	23%	44%	34%	29%	36%	29%
									c				
Royal Mail tracked 24 hours	299	2	51	25	6	19	44	*	51	29	5	41	25
	32%	12%	39%	32%	14%	28%	34%	7%	33%	33%	14%	35%	33%
			j									j	
Special Delivery Guaranteed by 1pm	143	*	26	6	2	11	22	*	28	14	3	16	14
	15%	*%	20%	8%	5%	16%	17%	5%	18%	15%	8%	14%	18%
Parcelforce Worldwide	123	2	13	11	*	15	21	*	21	17	3	12	8
	13%	12%	10%	14%	*%	22%	16%	3%	14%	19%	8%	10%	10%
						d				d			
International Tracked and Signed	85	*	19	3	*	7	9	-	15	8	2	16	5
	9%	2%	14%	4%	*%	10%	7%	-%	10%	9%	5%	14%	7%
International standard mail (previously Airmail)	71	*	15	1	5	4	9	*	11	5	1	15	5
	8%	*%	12%	1%	12%	6%	7%	1%	7%	6%	2%	13%	6%
												c	
International Tracked (previously Airsure)	65	*	10	1	4	4	10	*	13	8	*	11	3
	7%	2%	7%	1%	9%	6%	8%	2%	9%	9%	1%	10%	4%
International Signed	60	*	5	4	6	8	10	-	6	7	1	7	7
	6%	2%	4%	5%	14%	11%	7%	-%	4%	7%	2%	6%	9%
Special Delivery Guaranteed by 9am	51	-	10	1	*	*	19	*	4	3	2	4	8
	5%	-%	8%	2%	1%	*%	15%	3%	3%	3%	4%	3%	10%
							hk						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	1000	56	102	74	77	64	122	23	127	74	71	115	95
Effective base	403	12	39	33	18	23	43	12	73	43	28	72	48
Weighted Base	944	16	130	80	42	70	130	7	153	90	35	117	76
International Economy (previously surface mail)	26	-	7	-	*	4	3	-	3	-	*	8	*
	3%	-%	6%	-%	*%	6%	3%	-%	2%	-%	1%	6%	*%
None of these (CATI ONLY: DO NOT READ OUT)	66	5	1	22	3	3	7	3	5	8	5	4	-
	7%	28%	1%	28%	7%	4%	5%	43%	3%	9%	16%	3%	-%
		bfhkl		befhikl						l	bhkl		
Don't Know (CATI ONLY: DO NOT READ OUT)	6	-	2	3	-	-	*	*	-	2	-	-	-
	1%	-%	1%	3%	-%	-%	*%	*%	-%	2%	-%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1000	232	263	224	281	495	505
Effective base	403	79	83	122	147	162	263
Weighted Base	944	226	241	250	228	467	477
Standard	615	140	160	157	158	300	316
	65%	62%	66%	63%	70%	64%	66%
Signed for	535	116	137	148	133	254	282
	57%	52%	57%	59%	59%	54%	59%
Royal Mail tracked 48 hours	316	59	84	100	74	143	173
	33%	26%	35%	40%	32%	31%	36%
				a			
Royal Mail tracked 24 hours	299	78	69	80	71	147	152
	32%	34%	29%	32%	31%	32%	32%
Special Delivery Guaranteed by 1pm	143	33	35	42	33	68	75
	15%	14%	15%	17%	14%	15%	16%
Parcelforce Worldwide	123	26	36	39	23	62	61
	13%	11%	15%	15%	10%	13%	13%
International Tracked and Signed	85	22	17	23	23	39	46
	9%	10%	7%	9%	10%	8%	10%
International standard mail (previously Airmail)	71	16	19	16	20	35	37
	8%	7%	8%	6%	9%	7%	8%
International Tracked (previously Airsure)	65	11	18	21	15	29	36
	7%	5%	7%	9%	7%	6%	8%
International Signed	60	9	23	13	15	32	28
	6%	4%	10%	5%	6%	7%	6%
Special Delivery Guaranteed by 9am	51	11	20	7	13	31	20
	5%	5%	8%	3%	6%	7%	4%
International Economy (previously surface mail)	26	7	8	3	8	15	11
	3%	3%	3%	1%	4%	3%	2%

Columns Tested:: a,b,c,d - a,b

Table 153 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1000	232	263	224	281	495	505
Effective base	403	79	83	122	147	162	263
Weighted Base	944	226	241	250	228	467	477
None of these (CATI ONLY: DO NOT READ OUT)	66	28	13	16	9	41	25
	7%	12% d	5%	6%	4%	9%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)	6	4	*	2	-	4	2
	1%	2%	*%	1%	-%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Table 154

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	567	16	551	398	100	21	48	169
Effective base	258	4	254	238	41	7	23	51
Weighted Base	615	11	604	588	24	2	1	28
0-24%	85	-	85	82	3	*	*	3
	14%	-%	14%	14%	12%	5%	13%	12%
25-49%	75	-	75	68	5	*	*	6
	12%	-%	12%	12%	22%	20%	41%	23%
							a	a
50-74%	132	1	132	126	5	*	*	6
	21%	5%	22%	22%	21%	15%	22%	21%
75-100%	279	8	271	270	8	1	*	9
	45%	77%	45%	46%	31%	46%	23%	32%
				d				
Don't know	44	2	42	40	3	*	*	3
	7%	18%	7%	7%	13%	14%	2%	12%
Answered	615	11	604	588	24	2	1	28
Mean Score	61.7	79.9	61.4	62.1	51.9	64.2	49.4	52.9
				be				
Standard error	1.44	10.08	1.45	1.71	3.61	10.40	12.27	2.77
Standard deviation	34.28	40.32	34.11	34.17	36.08	47.64	85.01	35.96

Columns Tested:: a,b - a,b,c,d,e

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	567	186	162	50	62	59	48	398	100	69
Effective base	258	124	92	29	27	21	23	238	41	14
Weighted Base	615	331	221	36	16	11	1	588	24	4
0-24%	85	37	39	6	3	1	*	82	3	*
	14%	11%	18%	17%	16%	5%	13%	14%	12%	8%
25-49%	75	47	19	3	4	2	*	68	5	1
	12%	14%	8%	7%	24%	19%	41%	12%	22%	26%
					b		abcg		b	
50-74%	132	55	62	10	1	4	*	126	5	1
	21%	17%	28%	27%	9%	39%	22%	22%	21%	17%
			ad			ad				
75-100%	279	161	94	15	5	4	*	270	8	1
	45%	49%	42%	42%	32%	35%	23%	46%	31%	39%
		f						f		
Don't know	44	30	8	2	3	*	*	40	3	*
	7%	9%	4%	6%	19%	3%	2%	7%	13%	10%
					bg					
Answered	615	331	221	36	16	11	1	588	24	4
Mean Score	61.7	63.3	61.0	58.5	45.6	64.5	49.4	62.1	51.9	59.6
		dh	dh			dh		dh		d
Standard error	1.44	2.58	2.58	4.69	5.02	3.74	12.27	1.71	3.61	4.89
Standard deviation	34.28	35.17	32.88	33.16	39.53	28.76	85.01	34.17	36.08	40.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	567	272	126	100	21	48	266	89	50	30	72
Effective base	258	183	72	41	7	23	163	44	18	12	18
Weighted Base	615	493	94	24	2	1	432	69	27	11	20
0-24%	85	70	12	3	*	*	52	13	6	-	5
	14%	14%	13%	12%	5%	13%	12%	19%	22%	-%	26%
25-49%	75	60	9	5	*	*	59	5	2	2	4
	12%	12%	9%	22%	20%	41%	14%	7%	7%	15%	17%
						ab					
50-74%	132	103	23	5	*	*	89	23	6	3	3
	21%	21%	24%	21%	15%	22%	20%	33%	23%	25%	15%
75-100%	279	225	45	8	1	*	201	23	9	6	8
	45%	46%	48%	31%	46%	23%	46%	33%	31%	57%	40%
		e	e								
Don't know	44	35	5	3	*	*	32	5	5	*	*
	7%	7%	5%	13%	14%	2%	7%	8%	17%	3%	2%
Answered	615	493	94	24	2	1	432	69	27	11	20
Mean Score	61.7	61.9	63.4	51.9	64.2	49.4	62.7	52.7	50.0	76.5	59.3
		c	c				bc			abce	
Standard error	1.44	2.10	2.87	3.61	10.40	12.27	2.08	3.50	4.84	5.54	4.18
Standard deviation	34.28	34.56	32.23	36.08	47.64	85.01	33.93	33.04	34.23	30.34	35.44

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	567	42	31	67	17	51	59	44	39	41
Effective base	258	23	21	43	8	26	35	30	22	21
Weighted Base	615	51	36	108	22	74	97	79	47	55
0-24%	85	13	3	15	1	8	26	8	3	4
	14%	25%	9%	14%	6%	11%	26%	11%	6%	7%
25-49%	75	1	2	20	5	5	10	9	7	6
	12%	1%	5%	19%	24%	7%	10%	12%	16%	12%
				a						
50-74%	132	5	9	34	4	24	8	17	9	18
	21%	9%	25%	32%	19%	33%	8%	22%	19%	33%
				af		af				af
75-100%	279	28	17	33	11	28	50	44	21	21
	45%	55%	46%	30%	51%	38%	52%	55%	44%	39%
								c		
Don't know	44	5	5	6	-	8	3	1	7	5
	7%	10%	14%	5%	-%	11%	4%	1%	15%	9%
Answered	615	51	36	108	22	74	97	79	47	55
Mean Score	61.7	58.4	59.8	54.7	65.1	61.1	61.0	69.1	67.6	62.1
								c	c	
Standard error	1.44	6.13	6.65	3.72	6.90	4.79	4.87	4.91	4.89	5.12
Standard deviation	34.28	39.70	37.02	30.44	28.46	34.20	37.42	32.59	30.54	32.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	567	109	112	170	391	176	47	69	60
Effective base	258	56	65	108	227	50	15	23	17
Weighted Base	615	150	134	284	568	47	17	22	8
0-24%	85	13	19	49	81	4	1	1	3
	14%	9%	14%	17%	14%	9%	6%	3%	32% aeg
25-49%	75	17	10	39	67	8	5	3	1
	12%	11%	7%	14%	12%	18%	27% b	14%	6%
50-74%	132	47	22	59	129	4	1	2	*
	21%	31% egh	17%	21% e	23% e	8%	8%	9%	6%
75-100%	279	61	65	126	253	27	8	14	4
	45%	40%	49%	45%	44%	56%	48%	66% a	49%
Don't know	44	13	17	10	39	4	2	2	1
	7%	8%	13% c	3%	7%	9%	11%	9%	8%
Answered	615	150	134	284	568	47	17	22	8
Mean Score	61.7	62.0	62.0	60.8	61.4	65.4	59.8	74.1 abcdfh	54.8
Standard error	1.44	3.13	3.40	2.60	1.72	2.79	5.27	4.11	5.83
Standard deviation	34.28	32.73	35.98	33.93	34.06	37.01	36.10	34.14	45.14

Columns Tested:: a,b,c,d,e,f,g,h

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	567	17	44	47	54	120	15	19	17	278
Effective base	258	13	16	17	22	53	8	10	10	136
Weighted Base	615	19	34	35	63	108	16	11	12	352
0-24%	85	4	8	8	10	19	2	2	1	40
	14%	22%	23%	23%	16%	17%	13%	14%	10%	11%
25-49%	75	-	3	3	2	14	3	3	*	50
	12%	-%	8%	8%	4%	13%	16%	26%	2%	14%
50-74%	132	3	4	4	21	28	2	*	5	69
	21%	17%	12%	12%	33%	26%	14%	*%	42%	19%
75-100%	279	10	16	16	29	42	7	5	6	166
	45%	51%	48%	46%	46%	39%	41%	45%	47%	47%
Don't know	44	2	3	4	1	5	2	2	-	28
	7%	10%	9%	10%	2%	5%	16%	15%	-%	8%
Answered	615	19	34	35	63	108	16	11	12	352
Mean Score	61.7	61.4	57.8	56.6	68.7 e	58.0	51.4	56.3	69.3	62.5
Standard error	1.44	8.87	5.95	5.78	4.10	3.08	10.00	9.63	7.26	2.05
Standard deviation	34.28	36.59	39.48	39.63	30.15	33.73	38.74	41.97	29.93	34.13

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	567	118	135	314	490	77	481	86	555	12
Effective base	258	48	61	150	218	41	237	24	253	5
Weighted Base	615	116	123	376	510	106	577	38	601	15
0-24%	85	22	21	43	66	20	81	5	83	2
	14%	19%	17%	11%	13%	19%	14%	12%	14%	14%
25-49%	75	5	16	53	69	6	70	5	75	*
	12%	5%	13%	14%	14%	6%	12%	13%	12%	*%
50-74%	132	28	30	74	99	33	117	15	124	8
	21%	24%	25%	20%	19%	31%	20%	40% a	21%	54%
75-100%	279	55	48	177	238	41	269	10	275	4
	45%	47%	39%	47%	47%	39%	47%	27%	46%	30%
Don't know	44	6	8	30	38	6	41	3	44	*
	7%	6%	6%	8%	7%	6%	7%	8%	7%	1%
Answered	615	116	123	376	510	106	577	38	601	15
Mean Score	61.7	63.9	57.2	62.5	61.9	61.1	61.9	59.6	61.5	71.1
Standard error	1.44	3.17	2.95	1.93	1.56	3.77	1.57	3.32	1.46	7.71
Standard deviation	34.28	34.40	34.31	34.20	34.56	33.05	34.52	30.78	34.43	26.71

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	567	277	120	169	386	125	26	30	511	56
Effective base	258	128	45	86	199	41	12	7	240	19
Weighted Base	615	323	98	193	488	90	21	16	579	37
0-24%	85	21	16	48	49	17	11	8	66	19
	14%	6%	17%	25%	10%	19%	54%	50%	11%	52%
			a	a				ae		abe
25-49%	75	45	14	15	61	13	1	1	73	1
	12%	14%	15%	8%	12%	14%	4%	4%	13%	4%
50-74%	132	51	18	62	95	28	5	4	123	9
	21%	16%	18%	32%	19%	31%	24%	25%	21%	25%
				a						
75-100%	279	181	44	55	243	30	2	3	274	6
	45%	56%	44%	28%	50%	34%	11%	21%	47%	15%
		c			f				f	
Don't know	44	25	6	13	40	2	1	-	43	1
	7%	8%	6%	7%	8%	2%	7%	-%	7%	4%
Answered	615	323	98	193	488	90	21	16	579	37
Mean Score	61.7	68.7	58.5	51.6	64.5	57.1	33.5	38.3	63.4	35.6
		bc			bdf	df			df	
Standard error	1.44	2.00	3.06	2.61	1.73	2.84	5.90	6.99	1.49	4.47
Standard deviation	34.28	33.21	33.51	33.98	33.92	31.78	30.07	38.30	33.68	33.48

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	567	164	222	181	512	495	537	567	346	218
Effective base	258	97	103	60	230	224	244	258	154	74
Weighted Base	615	248	240	127	557	534	585	615	372	178
0-24%	85	12	37	36	76	71	81	85	54	32
	14%	5%	16%	29%	14%	13%	14%	14%	15%	18%
			a	a						
25-49%	75	33	28	14	70	61	73	75	45	26
	12%	13%	12%	11%	13%	11%	12%	12%	12%	15%
50-74%	132	35	60	37	121	120	128	132	85	47
	21%	14%	25%	29%	22%	22%	22%	21%	23%	27%
				a						
75-100%	279	145	98	36	247	241	260	279	158	64
	45%	59%	41%	28%	44%	45%	44%	45%	43%	36%
		bc								
Don't know	44	24	17	3	43	42	43	44	29	8
	7%	10%	7%	3%	8%	8%	7%	7%	8%	5%
Answered	615	248	240	127	557	534	585	615	372	178
Mean Score	61.7	69.5	59.5	50.9	60.9	61.5	61.1	61.7	58.7	56.8
		bc	c							
Standard error	1.44	2.59	2.28	2.50	1.52	1.52	1.48	1.44	1.83	2.28
Standard deviation	34.28	33.21	33.97	33.61	34.35	33.92	34.20	34.28	34.11	33.71

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	*c	d	*e	*f	*g	h
Unweighted Base	567	50	344	29	50	25	22	17	64
Effective base	258	25	174	15	14	9	7	6	18
Weighted Base	615	61	432	26	33	11	6	17	33
0-24%	85	11	49	6	5	1	3	5	9
	14%	19%	11%	24%	16%	12%	43%	28%	26%
25-49%	75	14	44	3	4	2	1	5	8
	12%	23%	10%	11%	12%	17%	19%	27%	23%
50-74%	132	9	91	11	9	5	2	2	9
	21%	14%	21%	41%	26%	48%	32%	13%	28%
75-100%	279	25	207	5	15	2	*	5	8
	45%	41%	48%	21%	45%	22%	6%	32%	24%
Don't know	44	1	40	1	*	*	*	-	*
	7%	2%	9%	3%	1%	1%	*%	-%	*%
Answered	615	61	432	26	33	11	6	17	33
Mean Score	61.7	58.0	62.5	53.5	64.9	58.0	37.8	50.3	50.4
			h		h				
Standard error	1.44	5.06	1.86	5.67	4.15	5.93	6.89	8.53	4.09
Standard deviation	34.28	35.77	34.54	30.55	29.35	29.65	32.30	35.17	32.74

Columns Tested:: a,b,c,d,e,f,g,h

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	567	356	51	31	32	16	19	7	351	64	30	21	12	7	10
Effective base	258	184	17	10	10	5	6	3	176	22	15	8	4	3	4
Weighted Base	615	453	44	24	20	5	4	7	432	55	22	6	5	4	11
0-24%	85	57	3	7	3	2	3	-	46	14	5	*	1	2	3
	14%	13%	6%	30%	17%	39%	82%	-%	11%	25%	23%	1%	22%	53%	30%
25-49%	75	60	1	3	3	2	*	*	42	10	2	2	*	-	5
	12%	13%	3%	13%	16%	41%	7%	1%	10%	19%	8%	28%	7%	-%	43%
50-74%	132	86	18	8	6	1	-	2	93	14	6	1	2	2	2
	21%	19%	41%	33%	30%	10%	-%	32%	21%	26%	27%	21%	36%	45%	20%
			a												
75-100%	279	208	21	6	7	*	*	5	212	15	8	3	2	*	1
	45%	46%	48%	23%	37%	8%	10%	67%	49%	28%	37%	46%	35%	1%	7%
Don't know	44	42	1	*	*	*	*	-	39	1	1	*	-	-	-
	7%	9%	1%	*%	*%	2%	*%	-%	9%	3%	5%	4%	-%	-%	-%
Answered	615	453	44	24	20	5	4	7	432	55	22	6	5	4	11
Mean Score	61.7	60.5	72.1	56.2	57.5	29.1	20.8	85.0	64.0	49.3	58.4	67.9	61.5	42.5	34.5
			acd						b						
Standard error	1.44	1.88	3.35	5.70	4.36	6.42	7.19	8.11	1.81	3.81	6.73	7.51	10.72	11.49	7.01
Standard deviation	34.28	35.40	23.92	31.74	24.66	25.66	31.35	21.44	33.91	30.48	36.84	34.42	37.15	30.41	22.17

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	567	397	57	42	22	18	17	14	49	167	113	141	84	32
Effective base	258	200	18	14	10	6	5	7	17	92	58	60	26	9
Weighted Base	615	483	40	38	14	12	15	13	40	229	132	140	58	26
0-24%	85	42	14	3	6	3	9	8	20	24	16	16	17	7
	14%	9%	35%	7%	44%	27%	58%	59%	49%	11%	12%	12%	29%	28%
			a						ac				a	
25-49%	75	56	6	7	1	5	*	-	5	35	17	12	4	5
	12%	12%	16%	19%	4%	38%	1%	-%	12%	15%	13%	9%	7%	19%
50-74%	132	98	15	11	3	3	*	4	7	42	15	57	11	3
	21%	20%	36%	28%	20%	22%	*%	29%	16%	18%	12%	41%	19%	13%
												abd		
75-100%	279	246	5	17	3	1	6	2	9	107	71	53	24	5
	45%	51%	12%	46%	20%	10%	40%	12%	22%	47%	54%	38%	41%	21%
		bh		b										
Don't know	44	42	*	-	2	*	*	-	*	22	13	1	2	5
	7%	9%	*%	-%	12%	3%	*%	-%	1%	9%	10%	1%	4%	19%
										c	c			c
Answered	615	483	40	38	14	12	15	13	40	229	132	140	58	26
Mean Score	61.7	65.1	44.1	67.1	37.7	37.4	46.2	39.4	41.4	62.7	62.4	64.6	56.1	31.7
		bh		bh						e	e	de	e	
Standard error	1.44	1.69	3.82	4.34	7.56	7.12	11.13	8.20	5.20	2.74	3.40	2.24	3.87	6.14
Standard deviation	34.28	33.72	28.81	28.11	35.47	30.21	45.89	30.69	36.37	35.42	36.13	26.54	35.50	34.74

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	567	201	100	115	71	25	205	95	116	55	23
Effective base	258	111	52	41	20	7	114	37	49	18	8
Weighted Base	615	275	114	102	48	18	273	97	101	41	21
0-24%	85	34	12	10	17	3	24	11	14	14	7
	14%	13%	11%	10%	35%	16%	9%	12%	14%	34%	34%
					abc					a	
25-49%	75	40	11	10	4	5	28	18	11	3	1
	12%	15%	10%	10%	8%	27%	10%	19%	11%	6%	3%
50-74%	132	52	14	44	8	3	41	26	42	7	3
	21%	19%	12%	43%	17%	18%	15%	26%	42%	18%	15%
				abd					a		
75-100%	279	125	65	37	17	2	153	35	32	15	5
	45%	46%	57%	37%	36%	12%	56%	36%	32%	36%	25%
							bc				
Don't know	44	23	11	1	2	5	26	7	1	2	5
	7%	9%	10%	1%	5%	28%	10%	7%	1%	5%	23%
Answered	615	275	114	102	48	18	273	97	101	41	21
Mean Score	61.7	61.6	65.0	64.8	51.0	28.1	66.7	58.4	60.9	51.0	32.7
		d	d	d			d		d		
Standard error	1.44	2.51	3.52	2.40	4.28	5.54	2.39	3.47	2.55	4.67	7.94
Standard deviation	34.28	35.61	35.15	25.76	36.05	27.72	34.25	33.80	27.48	34.60	38.06

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	567	253	99	128	60	23	321	41	201	526	41	502	10
Effective base	258	134	39	58	21	6	151	15	91	239	20	228	3
Weighted Base	615	328	85	137	47	18	363	35	216	576	40	554	3
0-24%	85	20	11	24	19	13	78	2	5	68	18	76	*
	14%	6%	13%	17%	39%	69%	21%	7%	2%	12%	44%	14%	4%
				a	abc		c				a		
25-49%	75	38	8	27	1	*	44	7	23	72	3	70	*
	12%	12%	10%	20%	3%	*%	12%	21%	11%	12%	7%	13%	11%
50-74%	132	51	28	45	7	1	86	5	41	122	10	119	2
	21%	16%	33%	32%	16%	7%	24%	14%	19%	21%	26%	21%	82%
			a	a									
75-100%	279	194	31	33	18	4	128	17	134	272	8	247	*
	45%	59%	36%	24%	39%	20%	35%	50%	62%	47%	19%	45%	2%
		bc							a	b			
Don't know	44	25	7	9	2	1	27	3	13	43	1	43	*
	7%	8%	8%	7%	3%	4%	7%	7%	6%	7%	3%	8%	*%
Answered	615	328	85	137	47	18	363	35	216	576	40	554	3
Mean Score	61.7	70.4	60.4	50.7	51.0	24.5	54.3	59.4	75.0	63.2	40.7	61.0	46.5
		bcd	c						ab	b			
Standard error	1.44	2.04	3.32	2.74	4.75	7.07	1.98	4.80	1.98	1.48	5.22	1.54	4.40
Standard deviation	34.28	32.48	33.07	30.95	36.78	33.91	35.52	30.73	28.06	33.89	33.40	34.41	13.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	567	466	29	443	124	502	10	466	29	452	115
Effective base	258	217	8	202	56	227	3	215	10	207	52
Weighted Base	615	519	15	474	142	549	7	513	21	488	128
0-24%	85	69	1	62	23	76	-	70	1	63	22
	14%	13%	9%	13%	16%	14%	-%	14%	5%	13%	17%
25-49%	75	54	7	42	33	70	*	53	7	50	25
	12%	10%	45%	9%	23% a	13%	4%	10%	34%	10%	19%
50-74%	132	114	6	87	46	118	3	115	5	87	45
	21%	22%	39%	18%	32% a	21%	38%	22%	24%	18%	35% a
75-100%	279	240	1	246	33	243	4	234	6	248	31
	45%	46%	6%	52% b	23%	44%	58%	46%	29%	51% b	24%
Don't know	44	42	*	37	7	43	*	40	2	39	5
	7%	8%	*%	8%	5%	8%	*%	8%	8%	8%	4%
Answered	615	519	15	474	142	549	7	513	21	488	128
Mean Score	61.7	62.2	38.6	65.2 b	50.1	60.8	63.8	62.2	44.7	64.4 b	51.5
Standard error	1.44	1.58	3.61	1.65	2.73	1.54	4.65	1.58	5.05	1.63	2.84
Standard deviation	34.28	34.03	19.43	34.64	30.42	34.54	14.72	34.01	27.22	34.75	30.49

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	567	315	441	108	-	300	412	87	-	370	431	120	-
Effective base	258	134	201	46	-	129	188	43	-	170	199	56	-
Weighted Base	615	328	476	122	-	303	448	108	-	411	469	133	-
0-24%	85	69	55	46	-	65	51	34	-	85	54	46	-
	14%	21%	12%	38%	-%	21%	11%	31%	-%	21%	11%	35%	-%
		b		ab		b		b		b		ab	
25-49%	75	67	57	21	-	58	47	14	-	71	54	20	-
	12%	20%	12%	17%	-%	19%	11%	13%	-%	17%	12%	15%	-%
		b				b							
50-74%	132	83	98	19	-	80	97	31	-	111	96	31	-
	21%	25%	21%	16%	-%	26%	22%	29%	-%	27%	20%	23%	-%
75-100%	279	88	228	27	-	80	219	20	-	125	231	27	-
	45%	27%	48%	22%	-%	26%	49%	18%	-%	30%	49%	20%	-%
			ac				ac				ac		
Don't know	44	22	37	10	-	20	33	9	-	19	35	10	-
	7%	7%	8%	8%	-%	7%	7%	8%	-%	5%	7%	7%	-%
Answered	615	328	476	122	-	303	448	108	-	411	469	133	-
Mean Score	61.7	48.7	62.6	39.3	-	48.0	63.8	41.4	-	51.6	63.8	41.3	-
		c	ac				ac			c	ac		
Standard error	1.44	1.82	1.63	3.24	-	1.81	1.66	3.46	-	1.64	1.66	2.98	-
Standard deviation	34.28	32.35	34.24	33.62	-	31.30	33.75	32.25	-	31.60	34.48	32.66	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	567	491	476	567	413	376	25	567	327	305	79	51
Effective base	258	222	217	258	183	174	7	258	149	136	40	27
Weighted Base	615	540	522	615	448	410	16	615	363	330	96	68
0-24%	85	74	69	85	71	49	9	85	73	78	40	22
	14%	14%	13%	14%	16%	12%	57%	14%	20%	24%	42%	32%
										a	abc	a
25-49%	75	70	60	75	65	48	6	75	55	63	15	6
	12%	13%	12%	12%	14%	12%	38%	12%	15%	19%	16%	9%
50-74%	132	118	118	132	108	96	*	132	108	103	23	15
	21%	22%	23%	21%	24%	23%	1%	21%	30%	31%	24%	22%
										a		
75-100%	279	236	235	279	173	186	1	279	106	68	10	18
	45%	44%	45%	45%	39%	45%	5%	45%	29%	20%	10%	26%
								bcd	d			
Don't know	44	43	39	44	31	31	-	44	21	18	8	7
	7%	8%	8%	7%	7%	8%	-%	7%	6%	6%	8%	10%
Answered	615	540	522	615	448	410	16	615	363	330	96	68
Mean Score	61.7	60.4	61.7	61.7	57.8	61.7	23.7	61.7	50.6	45.3	33.6	44.0
								bcde	cd	d		
Standard error	1.44	1.55	1.54	1.44	1.64	1.76	3.11	1.44	1.66	1.67	3.08	4.71
Standard deviation	34.28	34.32	33.64	34.28	33.39	34.03	15.53	34.28	30.02	29.18	27.36	33.61

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	567	75	28	32	13	501	354	516	402	319	303	477	96	-	459	41
Effective base	258	37	10	19	7	224	152	232	179	135	133	216	40	-	194	26
Weighted Base	615	71	22	49	20	528	366	547	420	310	324	514	99	-	455	65
0-24%	85	9	3	6	12	68	52	75	63	58	57	72	27	-	75	10
	14%	13%	12%	12%	60%	13%	14%	14%	15%	19%	18%	14%	27% b	-%	16%	16%
25-49%	75	8	4	8	*	62	47	67	56	39	55	61	16	-	58	6
	12%	11%	18%	17%	2%	12%	13%	12%	13%	12%	17%	12%	16%	-%	13%	9%
50-74%	132	18	5	27	*	120	89	123	102	62	76	117	23	-	82	13
	21%	25%	25%	54% a	1%	23%	24%	22%	24%	20%	24%	23%	23%	-%	18%	20%
75-100%	279	35	9	8	6	242	151	246	170	137	117	232	23	-	212	27
	45%	49% c	42%	16%	31%	46%	41%	45%	40%	44%	36%	45% c	23%	-%	47%	42%
Don't know	44	1	1	1	1	36	27	36	29	15	18	33	10	-	29	9
	7%	2%	4%	1%	8%	7%	7%	7%	7%	5%	6%	6%	10%	-%	6%	13%
Answered	615	71	22	49	20	528	366	547	420	310	324	514	99	-	455	65
Mean Score	61.7	64.2	59.6	52.3	37.5	61.5	58.5	60.8	58.2	59.7	54.7 c	61.2 ac	43.0	-	60.8	55.0
Standard error	1.44	3.72	5.85	4.66	11.64	1.51	1.80	1.50	1.71	1.93	1.91	1.55	3.50	-	1.63	5.88
Standard deviation	34.28	32.21	30.97	26.35	41.97	33.86	33.94	34.05	34.21	34.55	33.23	33.78	34.26	-	34.95	37.63

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	567	241	326	191	7	78	150	80	379	106	91	119	347
Effective base	258	116	143	87	4	31	76	31	177	48	46	56	150
Weighted Base	615	262	353	202	11	69	182	75	427	110	116	129	359
0-24%	85	49	37	40	4	18	29	24	45	16	23	22	39
	14%	18%	10%	20%	38%	26%	16%	32% b	11%	15%	20%	17%	11%
25-49%	75	27	48	30	5	17	22	9	53	13	22	17	36
	12%	10%	14%	15%	44%	25%	12%	12%	12%	11%	19%	13%	10%
50-74%	132	73	60	59	-	15	63	20	86	26	36	23	70
	21%	28% b	17%	29%	-%	22%	34%	26%	20%	24%	31%	18%	19%
75-100%	279	100	179	61	2	11	59	15	212	49	29	61	183
	45%	38%	51% a	30%	17%	16%	32%	20%	50% a	44% a	25%	47% a	51% a
Don't know	44	14	30	12	-	8	9	7	30	6	5	6	32
	7%	5%	9%	6%	-%	12%	5%	10%	7%	5%	4%	5%	9%
Answered	615	262	353	202	11	69	182	75	427	110	116	129	359
Mean Score	61.7	58.0	64.5 a	52.2	36.3	37.5	56.4 a	44.5	64.3 a	62.1 a	52.4	59.9	65.1 a
Standard error	1.44	2.17	1.91	2.35	12.05	3.51	2.54	3.92	1.71	3.33	3.42	3.17	1.83
Standard deviation	34.28	33.63	34.54	32.42	31.87	30.97	31.11	35.04	33.33	34.24	32.67	34.54	34.12

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	567	226	341
Effective base	258	87	171
Weighted Base	615	213	402
0-24%	85	32	53
	14%	15%	13%
25-49%	75	23	52
	12%	11%	13%
50-74%	132	48	84
	21%	23%	21%
75-100%	279	98	182
	45%	46%	45%
Don't know	44	12	32
	7%	6%	8%
Answered	615	213	402
Mean Score	61.7	60.7	62.3
Standard error	1.44	2.31	1.85
Standard deviation	34.28	34.68	34.10

Columns Tested:: a,b

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	567	31	66	30	44	29	75	10	75	37	37	65	68
Effective base	258	7	29	13	11	15	30	5	48	25	13	48	37
Weighted Base	615	11	97	32	25	44	91	2	100	55	18	83	57
0-24%	85	1	7	4	*	13	14	-	11	13	*	12	9
	14%	9%	8%	13%	2%	29%	15%	-%	11%	24%	2%	15%	16%
25-49%	75	5	12	5	4	3	11	*	21	3	1	6	5
	12%	48%	13%	16%	15%	6%	12%	6%	21%	5%	8%	7%	8%
		fikl											
50-74%	132	*	2	7	9	13	22	*	17	15	4	28	14
	21%	2%	3%	22%	36%	29%	24%	7%	17%	28%	20%	34%	25%
				b	b		b		b	b		b	b
75-100%	279	4	63	14	10	13	38	1	44	18	13	35	26
	45%	39%	65%	44%	40%	28%	42%	28%	44%	33%	69%	42%	46%
			i								i		
Don't know	44	*	12	1	2	4	6	1	7	5	*	2	2
	7%	3%	12%	5%	7%	8%	7%	60%	7%	9%	*%	3%	4%
Answered	615	11	97	32	25	44	91	2	100	55	18	83	57
Mean Score	61.7	53.6	69.0	64.1	62.7	50.3	62.0	35.4	59.8	53.8	80.7	63.4	61.3
			ai								acdfhikl		
Standard error	1.44	6.42	4.29	6.52	4.78	6.98	4.00	18.11	3.90	5.99	3.74	3.79	4.02
Standard deviation	34.28	35.77	34.83	35.74	31.73	37.59	34.64	57.28	33.75	36.46	22.75	30.59	33.13

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 154 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	567	127	148	122	170	275	292
Effective base	258	46	56	75	98	102	170
Weighted Base	615	140	160	157	158	300	316
0-24%	85	13	27	24	22	40	46
	14%	9%	17%	15%	14%	13%	14%
25-49%	75	23	17	23	12	40	35
	12%	16%	11%	15%	7%	13%	11%
50-74%	132	10	43	33	46	53	79
	21%	7%	27%	21%	29%	18%	25%
			a	a	a		
75-100%	279	81	61	63	74	142	137
	45%	58%	38%	40%	47%	47%	43%
		b					
Don't know	44	14	12	13	5	26	18
	7%	10%	7%	9%	3%	9%	6%
Answered	615	140	160	157	158	300	316
Mean Score	61.7	66.7	58.8	57.3	64.6	62.5	61.0
		c					
Standard error	1.44	3.12	2.90	3.17	2.39	2.13	1.95
Standard deviation	34.28	35.12	35.25	35.01	31.15	35.35	33.28

Columns Tested:: a,b,c,d - a,b

Table 156

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	494	3	491	344	88	15	47	150
Effective base	217	2	217	199	39	10	22	48
Weighted Base	535	1	534	510	23	2	1	26
0-24%	255	-	255	246	7	1	*	9
	48%	-%	48%	48%	33%	52%	32%	34%
25-49%	97	*	97	89	7	*	*	8
	18%	26%	18%	18%	31%	24%	29%	31%
					a			a
50-74%	77	-	77	74	3	-	*	3
	14%	-%	14%	15%	11%	-%	15%	11%
75-100%	77	*	77	74	3	*	*	3
	14%	5%	14%	14%	14%	4%	23%	14%
Don't know	29	1	29	26	2	*	*	3
	5%	69%	5%	5%	11%	21%	1%	11%
Answered	535	1	534	510	23	2	1	26
Mean Score	33.3	12.6	33.3	33.2	36.3	19.7	45.6	35.7
Standard error	1.39	-	1.39	1.66	3.23	7.77	13.11	2.46
Standard deviation	30.82	-	30.81	30.87	30.28	30.10	89.89	30.15

Columns Tested:: a,b - a,b,c,d,e

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	494	145	144	55	59	44	47	344	88	62
Effective base	217	98	81	26	27	18	22	199	39	23
Weighted Base	535	266	208	36	16	8	1	510	23	3
0-24%	255	131	105	10	4	4	*	246	7	1
	48%	49%	51%	28%	25%	51%	32%	48%	33%	43%
		d	cd					d		
25-49%	97	33	52	4	5	2	*	89	7	1
	18%	13%	25%	12%	33%	27%	29%	18%	31%	26%
			a		a				ag	
50-74%	77	46	17	12	2	1	*	74	3	*
	14%	17%	8%	32%	10%	11%	15%	15%	11%	6%
				bdghi						
75-100%	77	40	28	6	3	*	*	74	3	*
	14%	15%	13%	16%	17%	6%	23%	14%	14%	12%
Don't know	29	17	5	4	2	*	*	26	2	*
	5%	6%	3%	12%	15%	4%	1%	5%	11%	13%
					bg					
Answered	535	266	208	36	16	8	1	510	23	3
Mean Score	33.3	33.9	30.9	41.3	38.2	29.2	45.6	33.2	36.3	30.3
				be						
Standard error	1.39	2.64	2.45	4.26	4.26	3.68	13.11	1.66	3.23	4.52
Standard deviation	30.82	31.82	29.35	31.57	32.69	24.39	89.89	30.87	30.28	35.60

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	494	224	120	88	15	47	222	111	36	28	60
Effective base	217	152	59	39	10	22	133	55	11	12	14
Weighted Base	535	423	87	23	2	1	374	89	22	7	15
0-24%	255	207	39	7	1	*	183	36	13	1	6
	48%	49%	45%	33%	52%	32%	49%	41%	59%	18%	38%
25-49%	97	82	7	7	*	*	69	13	5	2	4
	18%	19%	8%	31%	24%	29%	18%	14%	22%	35%	26%
		b		b		b					
50-74%	77	58	16	3	-	*	50	16	1	1	5
	14%	14%	19%	11%	-%	15%	13%	18%	4%	16%	33%
75-100%	77	56	18	3	*	*	57	17	2	*	*
	14%	13%	21%	14%	4%	23%	15%	19%	7%	7%	2%
Don't know	29	20	7	2	*	*	15	7	1	2	*
	5%	5%	8%	11%	21%	1%	4%	8%	7%	24%	2%
Answered	535	423	87	23	2	1	374	89	22	7	15
Mean Score	33.3	32.2	38.1	36.3	19.7	45.6	33.5	36.8	25.3	28.8	35.6
								c			
Standard error	1.39	2.01	3.15	3.23	7.77	13.11	2.14	2.93	4.28	5.39	3.22
Standard deviation	30.82	30.03	34.48	30.28	30.10	89.89	31.87	30.92	25.65	28.52	24.95

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	494	35	30	57	14	46	62	41	36	40
Effective base	217	16	19	39	6	21	36	25	19	20
Weighted Base	535	41	40	100	18	57	106	65	39	42
0-24%	255	28	19	51	10	30	40	33	17	18
	48%	69% f	47%	51%	55%	53%	38%	50%	45%	44%
25-49%	97	3	9	21	7	11	14	6	7	16
	18%	7%	23%	21%	38%	19%	13%	10%	17%	38% afg
50-74%	77	5	4	15	-	7	20	14	3	5
	14%	13%	9%	15%	-%	12%	19%	21%	9%	13%
75-100%	77	3	4	8	1	5	27	9	10	1
	14%	7%	10%	8%	7%	8%	26% ci	13%	27% i	2%
Don't know	29	1	5	6	-	5	5	4	1	1
	5%	3%	12%	6%	-%	8%	5%	6%	3%	3%
Answered	535	41	40	100	18	57	106	65	39	42
Mean Score	33.3	21.4	24.0	28.8	24.4	26.4	45.1 abcei	34.3	42.5 abcei	26.5
Standard error	1.39	4.21	4.63	3.39	6.06	3.64	4.57	5.01	6.16	3.21
Standard deviation	30.82	24.88	25.36	25.59	22.66	24.72	35.97	32.05	36.93	20.28

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	494	100	101	160	361	133	41	45	47
Effective base	217	47	53	99	198	39	15	21	15
Weighted Base	535	116	120	270	507	29	15	8	5
0-24%	255	58	65	123	246	9	3	3	2
	48%	50%	54%	46%	49%	30%	22%	41%	38%
			ef		e				
25-49%	97	34	19	41	94	4	2	2	*
	18%	29%	16%	15%	18%	13%	12%	21%	4%
		h							
50-74%	77	12	12	48	72	5	4	*	*
	14%	11%	10%	18%	14%	17%	27%	4%	8%
75-100%	77	7	17	44	68	9	6	2	2
	14%	6%	14%	16%	13%	33%	37%	20%	44%
						abcd	ad		abcd
Don't know	29	6	7	15	27	2	*	1	*
	5%	5%	6%	5%	5%	6%	2%	15%	5%
Answered	535	116	120	270	507	29	15	8	5
Mean Score	33.3	26.1	29.0	36.5	32.4	50.0	58.6	33.6	50.3
				a		abcdg	abcdg		abcdg
Standard error	1.39	2.27	3.05	2.55	1.59	3.19	5.45	5.28	6.25
Standard deviation	30.82	22.73	30.67	32.22	30.21	36.79	34.92	35.43	42.85

Columns Tested:: a,b,c,d,e,f,g,h

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	494	12	50	52	61	95	14	14	14	232
Effective base	217	8	16	17	22	44	8	7	7	111
Weighted Base	535	11	44	45	61	95	16	9	8	290
0-24%	255	8	30	30	34	39	5	1	5	133
	48%	76%	67%	67%	56%	41%	32%	14%	54%	46%
25-49%	97	-	5	5	5	24	3	4	3	53
	18%	-%	11%	12%	8%	26%	20%	44%	33%	18%
50-74%	77	*	2	2	10	12	3	1	1	48
	14%	3%	5%	5%	16%	12%	20%	11%	11%	16%
75-100%	77	1	3	3	11	12	2	2	*	46
	14%	9%	8%	7%	17%	13%	13%	19%	2%	16%
Don't know	29	1	4	4	2	8	2	1	-	10
	5%	12%	9%	9%	3%	8%	14%	12%	-%	4%
Answered	535	11	44	45	61	95	16	9	8	290
Mean Score	33.3	20.5	21.9	22.1	34.3	33.3	34.8	39.9	27.6	35.2
					bc	bc				bc
Standard error	1.39	6.34	3.87	3.78	4.30	3.04	9.00	8.88	4.56	2.05
Standard deviation	30.82	21.97	27.39	27.28	33.57	29.65	33.68	33.23	17.06	31.26

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	494	125	109	260	424	70	410	84	482	12
Effective base	217	45	52	121	185	33	196	24	212	6
Weighted Base	535	117	111	307	446	89	495	40	521	14
0-24%	255	72	44	139	206	49	240	15	246	8
	48%	62% b	40%	45%	46%	55%	49%	36%	47%	57%
25-49%	97	10	28	60	86	11	86	12	96	1
	18%	9%	25% a	19%	19%	13%	17%	29%	18%	10%
50-74%	77	12	15	49	63	14	73	4	75	2
	14%	11%	14%	16%	14%	15%	15%	10%	14%	17%
75-100%	77	15	14	48	64	13	72	5	75	2
	14%	13%	13%	16%	14%	15%	15%	12%	14%	16%
Don't know	29	7	10	12	27	2	24	5	29	*
	5%	6%	9%	4%	6%	3%	5%	13%	6%	1%
Answered	535	117	111	307	446	89	495	40	521	14
Mean Score	33.3	28.3	33.5	35.1 a	33.7	31.3	33.3	33.2	33.3	33.6
Standard error	1.39	2.75	2.88	1.92	1.49	3.75	1.53	3.20	1.40	10.31
Standard deviation	30.82	30.77	30.12	30.97	30.71	31.41	30.96	29.29	30.71	35.70

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	494	230	105	158	334	108	26	26	442	52
Effective base	217	105	33	80	166	34	12	5	200	17
Weighted Base	535	257	75	203	410	88	26	12	497	38
0-24%	255	116	34	104	179	52	16	8	231	24
	48%	45%	46%	51%	44%	59%	61%	66%	46%	63%
25-49%	97	42	12	44	79	12	6	*	91	6
	18%	16%	15%	22%	19%	14%	24%	1%	18%	17%
50-74%	77	39	15	22	61	14	1	1	74	3
	14%	15%	21%	11%	15%	16%	6%	10%	15%	7%
75-100%	77	44	12	21	64	10	1	3	74	4
	14%	17%	16%	10%	16%	11%	4%	22%	15%	10%
Don't know	29	16	2	12	27	*	1	*	28	1
	5%	6%	3%	6%	7%	1%	5%	1%	6%	4%
Answered	535	257	75	203	410	88	26	12	497	38
Mean Score	33.3	36.1	37.0	28.3	34.9	28.8	23.2	32.0	33.9	25.9
		c	c		f					
Standard error	1.39	2.11	2.94	2.30	1.70	2.89	3.89	8.03	1.47	3.84
Standard deviation	30.82	32.05	30.12	28.92	31.13	30.01	19.82	40.95	30.99	27.68

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	494	127	207	160	461	452	480	494	340	230
Effective base	217	74	92	51	195	193	209	217	134	79
Weighted Base	535	182	227	125	488	472	518	535	341	196
0-24%	255	84	95	76	233	233	251	255	175	84
	48%	46%	42%	60%	48%	49%	49%	48%	51%	43%
				b						
25-49%	97	35	44	18	94	90	97	97	63	34
	18%	19%	19%	14%	19%	19%	19%	18%	18%	17%
50-74%	77	31	30	16	62	62	68	77	42	33
	14%	17%	13%	13%	13%	13%	13%	14%	12%	17%
75-100%	77	25	39	13	69	58	72	77	39	37
	14%	13%	17%	11%	14%	12%	14%	14%	12%	19%
Don't know	29	8	19	2	29	29	29	29	23	8
	5%	4%	9%	2%	6%	6%	6%	5%	7%	4%
Answered	535	182	227	125	488	472	518	535	341	196
Mean Score	33.3	33.9	35.8	27.9	32.4	31.1	32.3	33.3	30.1	39.3
			c							abcde
Standard error	1.39	2.69	2.21	2.31	1.42	1.38	1.39	1.39	1.59	2.18
Standard deviation	30.82	30.28	31.84	29.25	30.43	29.41	30.37	30.82	29.40	33.14

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	*f	*g	h
Unweighted Base	494	34	308	31	42	30	25	10	65
Effective base	217	20	150	14	11	7	7	4	15
Weighted Base	535	55	368	34	32	13	7	9	29
0-24%	255	28	176	11	20	5	4	7	17
	48%	50%	48%	31%	62%	40%	67%	74%	57%
25-49%	97	7	78	4	4	2	1	1	4
	18%	12%	21%	13%	13%	12%	20%	15%	15%
50-74%	77	7	50	4	5	1	1	1	2
	14%	13%	14%	11%	17%	6%	9%	11%	8%
75-100%	77	14	37	15	*	5	*	-	6
	14%	25%	10%	45%	1%	40%	4%	-%	19%
		d		bd		bd			
Don't know	29	-	26	-	2	*	*	-	*
	5%	-%	7%	-%	7%	2%	*%	-%	1%
Answered	535	55	368	34	32	13	7	9	29
Mean Score	33.3	39.3	29.7	58.4	21.1	44.6	25.8	25.8	34.3
		d		abdh		bd			d
Standard error	1.39	6.28	1.60	7.25	2.79	6.32	3.97	3.72	3.35
Standard deviation	30.82	36.60	28.02	40.37	18.09	34.61	19.85	11.76	27.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	494	311	50	34	29	19	15	3	303	66	33	23	14	6	7
Effective base	217	152	19	9	8	9	5	1	151	21	12	9	3	4	2
Weighted Base	535	385	50	26	17	4	4	1	367	60	20	5	8	5	7
0-24%	255	179	26	12	12	2	2	*	175	30	13	3	2	4	6
	48%	46%	52%	47%	72%	48%	44%	12%	48%	50%	62%	51%	30%	74%	85%
25-49%	97	77	5	5	2	2	2	*	81	5	1	1	*	1	*
	18%	20%	11%	20%	13%	38%	53%	4%	22%	8%	5%	21%	5%	26%	1%
50-74%	77	49	4	7	1	*	-	1	49	9	1	1	1	-	1
	14%	13%	8%	26%	8%	1%	-%	84%	13%	15%	5%	21%	8%	-%	15%
75-100%	77	54	12	1	1	*	*	-	37	13	3	*	4	-	-
	14%	14%	24%	6%	6%	9%	3%	-%	10%	22%	16%	4%	57%	-%	-%
Don't know	29	26	3	*	*	*	*	-	24	2	2	*	-	-	-
	5%	7%	5%	1%	*%	3%	*%	-%	7%	4%	11%	3%	-%	-%	-%
Answered	535	385	50	26	17	4	4	1	367	60	20	5	8	5	7
Mean Score	33.3	32.2	37.2	32.2	24.7	29.5	27.8	45.7	29.6	39.3 a	28.2	28.8	53.4	24.6	24.4
Standard error	1.39	1.72	5.22	4.57	4.21	6.57	4.57	14.96	1.61	4.39	5.77	5.81	9.72	4.31	4.33
Standard deviation	30.82	30.27	36.92	26.63	22.67	28.64	17.68	25.91	28.09	35.67	33.15	27.88	36.37	10.55	11.45

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	494	309	71	42	27	21	19	5	45	142	105	125	79	28
Effective base	217	154	29	13	11	6	4	3	13	81	48	51	22	7
Weighted Base	535	378	81	31	15	13	10	8	31	207	118	122	50	18
0-24%	255	185	31	15	6	2	9	7	18	80	51	76	33	11
	48%	49%	38%	49%	39%	17%	90%	87%	59%	39%	43%	63% a	65% a	59%
25-49%	97	72	8	10	*	7	*	-	7	53	13	23	7	1
	18%	19%	10%	33%	2%	55%	1%	-%	23%	25% b	11%	19%	15%	8%
50-74%	77	49	19	4	2	2	1	1	4	28	18	15	6	1
	14%	13%	24%	12%	10%	19%	5%	13%	13%	14%	15%	12%	12%	5%
75-100%	77	48	20	2	6	1	*	-	2	34	25	5	2	5
	14%	13%	25%	5%	39%	9%	3%	-%	5%	16% c	21% c	4%	5%	26%
Don't know	29	24	3	-	1	-	*	-	*	13	11	3	2	1
	5%	6%	4%	-%	10%	-%	*%	-%	*%	6%	9%	2%	3%	3%
Answered	535	378	81	31	15	13	10	8	31	207	118	122	50	18
Mean Score	33.3	30.9	46.4 ach	27.3	46.2	43.0	15.4	19.1	27.9	36.6 cd	37.0 cd	24.4	22.1	31.1
Standard error	1.39	1.72	3.89	3.39	8.32	5.29	4.89	6.14	3.62	2.75	3.26	1.95	2.30	6.43
Standard deviation	30.82	30.15	32.77	22.00	43.24	24.23	21.31	13.73	24.26	32.81	33.46	21.85	20.47	34.04

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	494	170	94	106	65	24	185	90	102	57	18
Effective base	217	91	44	37	18	9	102	30	40	16	6
Weighted Base	535	236	108	91	43	7	247	79	87	41	17
0-24%	255	95	50	58	26	3	106	42	49	25	10
	48%	40%	46%	63%	62%	47%	43%	53%	56%	61%	59%
				a							
25-49%	97	54	17	14	7	1	54	7	21	6	1
	18%	23%	16%	15%	17%	21%	22%	9%	24%	16%	8%
50-74%	77	33	10	12	5	1	35	9	11	6	1
	14%	14%	10%	13%	13%	15%	14%	11%	13%	14%	6%
75-100%	77	41	20	4	2	1	33	15	3	2	4
	14%	17%	19%	5%	5%	9%	13%	19%	3%	6%	24%
								c			
Don't know	29	13	11	3	2	1	19	6	3	1	1
	5%	6%	10%	3%	4%	8%	8%	7%	3%	3%	3%
Answered	535	236	108	91	43	7	247	79	87	41	17
Mean Score	33.3	36.6	32.8	25.1	23.3	31.9	33.4	34.1	25.8	23.2	29.3
		cd	d				cd	cd			
Standard error	1.39	2.48	3.43	2.20	2.56	5.77	2.28	3.51	2.09	3.00	7.70
Standard deviation	30.82	32.31	33.22	22.63	20.67	28.25	31.06	33.28	21.06	22.66	32.66

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	494	208	84	117	58	22	293	36	162	454	40	447	14
Effective base	217	108	32	52	19	4	131	16	70	200	17	192	3
Weighted Base	535	260	85	120	47	14	336	37	160	494	41	480	8
0-24%	255	118	37	63	25	11	158	12	85	232	23	233	1
	48%	45%	44%	52%	54%	80%	47%	31%	53%	47%	56%	48%	9%
25-49%	97	57	11	18	10	*	61	11	25	90	7	89	4
	18%	22%	13%	15%	22%	*%	18%	30%	16%	18%	18%	19%	59%
50-74%	77	28	21	20	6	*	44	12	21	71	6	61	1
	14%	11%	24%	17%	12%	*%	13%	31%	13%	14%	14%	13%	18%
75-100%	77	42	11	11	4	2	50	2	23	72	5	68	1
	14%	16%	14%	9%	9%	17%	15%	4%	15%	15%	12%	14%	14%
Don't know	29	14	4	8	1	1	22	1	6	29	*	29	-
	5%	6%	5%	7%	3%	4%	7%	3%	4%	6%	*%	6%	-%
Answered	535	260	85	120	47	14	336	37	160	494	41	480	8
Mean Score	33.3	33.7	35.7	31.8	26.8	18.7	32.3	37.3	33.4	33.6	29.5	32.2	48.4
Standard error	1.39	2.23	3.23	2.57	3.42	7.48	1.81	3.80	2.46	1.46	4.36	1.44	6.42
Standard deviation	30.82	32.18	29.61	27.79	26.07	35.08	30.99	22.82	31.28	31.07	27.60	30.47	24.02

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	494	413	39	348	146	449	12	416	36	352	142
Effective base	217	184	10	158	60	192	3	182	11	160	58
Weighted Base	535	455	17	373	162	477	11	447	25	381	154
0-24%	255	229	4	179	75	229	5	224	9	185	69
	48%	50%	21%	48%	47%	48%	43%	50%	36%	49%	45%
25-49%	97	82	8	58	39	88	6	82	8	56	42
	18%	18%	45% a	16%	24%	19%	49%	18%	32%	15%	27% a
50-74%	77	60	2	48	29	62	1	57	5	51	26
	14%	13%	12%	13%	18%	13%	8%	13%	19%	13%	17%
75-100%	77	54	4	66	12	69	-	56	2	66	11
	14%	12%	21%	18%	7%	14%	-%	13%	7%	17%	7%
Don't know	29	29	*	23	6	29	-	27	2	24	5
	5%	6%	1%	6%	4%	6%	-%	6%	6%	6%	3%
Answered	535	455	17	373	162	477	11	447	25	381	154
Mean Score	33.3	30.5	46.7 a	34.9	29.5	32.6	26.6	30.9	33.9	34.8	29.7
Standard error	1.39	1.44	4.86	1.77	2.05	1.45	5.52	1.45	4.58	1.74	2.15
Standard deviation	30.82	29.25	30.33	32.99	24.77	30.64	19.12	29.54	27.49	32.60	25.58

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	494	349	352	103	1	354	304	85	1	422	283	115	-
Effective base	217	143	150	41	1	148	132	36	1	184	126	52	-
Weighted Base	535	354	368	110	4	365	322	95	1	465	301	130	-
0-24%	255	164	191	63	-	171	181	59	-	215	173	76	-
	48%	46%	52%	57%	-%	47%	56%	62%	-%	46%	58% a	59%	-%
25-49%	97	71	70	24	4	79	64	18	-	86	64	26	-
	18%	20%	19%	22%	100%	22%	20%	19%	-%	18%	21%	20%	-%
50-74%	77	46	43	13	-	44	41	10	1	72	34	18	-
	14%	13%	12%	11%	-%	12%	13%	10%	100%	15%	11%	13%	-%
75-100%	77	52	40	2	-	47	16	-	-	67	12	1	-
	14%	15% c	11%	1%	-%	13% bc	5%	-%	-%	14% bc	4%	1%	-%
Don't know	29	21	23	10	-	24	20	9	-	27	17	9	-
	5%	6%	6%	9%	-%	7%	6%	9%	-%	6%	6%	7%	-%
Answered	535	354	368	110	4	365	322	95	1	465	301	130	-
Mean Score	33.3	33.2 bc	28.0 c	19.9	40.0	31.8 bc	24.1 c	17.0	50.0	33.5 bc	22.9	20.8	-
Standard error	1.39	1.64	1.48	1.80	-	1.59	1.30	1.81	-	1.49	1.28	1.73	-
Standard deviation	30.82	30.55	27.69	18.31	-	29.96	22.74	16.73	-	30.60	21.53	18.53	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	494	438	432	494	398	312	22	327	494	333	88	43
Effective base	217	188	188	217	169	138	6	149	217	144	42	21
Weighted Base	535	472	459	535	424	338	16	363	535	359	106	55
0-24%	255	230	232	255	211	193	11	223	255	186	61	33
	48%	49%	51%	48%	50%	57%	69%	62%	48%	52%	58%	61%
								b				
25-49%	97	92	90	97	86	66	5	72	97	83	25	10
	18%	19%	20%	18%	20%	20%	30%	20%	18%	23%	24%	18%
50-74%	77	62	61	77	51	32	*	40	77	51	9	5
	14%	13%	13%	14%	12%	10%	1%	11%	14%	14%	9%	8%
75-100%	77	59	48	77	53	25	*	7	77	19	2	-
	14%	12%	11%	14%	12%	7%	1%	2%	14%	5%	2%	-%
									acd			
Don't know	29	29	28	29	24	22	-	21	29	21	8	7
	5%	6%	6%	5%	6%	7%	-%	6%	5%	6%	7%	13%
Answered	535	472	459	535	424	338	16	363	535	359	106	55
Mean Score	33.3	31.0	29.7	33.3	30.8	25.2	21.9	20.9	33.3	25.5	20.4	15.4
					b				acde	ade		
Standard error	1.39	1.39	1.35	1.39	1.47	1.43	3.00	1.01	1.39	1.22	1.98	2.15
Standard deviation	30.82	29.18	27.96	30.82	29.38	25.23	14.06	18.22	30.82	22.24	18.53	14.10

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	494	72	30	40	17	426	323	446	355	297	333	395	107	-	399	37
Effective base	217	32	8	19	9	183	135	191	152	122	136	171	44	-	167	21
Weighted Base	535	80	22	46	25	438	321	464	363	294	330	423	110	-	399	55
0-24%	255	32	8	22	13	224	158	231	173	147	162	219	66	-	187	31
	48%	40%	35%	46%	54%	51%	49%	50%	48%	50%	49%	52%	60%	-%	47%	56%
25-49%	97	19	3	5	2	80	63	88	74	60	69	79	17	-	71	5
	18%	24%	11%	11%	6%	18%	20%	19%	20%	20%	21%	19%	15%	-%	18%	10%
50-74%	77	11	4	15	5	59	51	69	58	40	48	60	7	-	64	5
	14%	14%	18%	32%	21%	13%	16%	15%	16%	14%	15%	14%	7%	-%	16%	8%
75-100%	77	14	6	4	3	46	31	48	35	33	29	43	7	-	53	11
	14%	18%	25%	9%	13%	11%	10%	10%	10%	11%	9%	10%	6%	-%	13%	20%
Don't know	29	3	2	1	1	28	17	28	22	15	22	22	12	-	23	3
	5%	4%	10%	1%	6%	6%	5%	6%	6%	5%	7%	5%	11%	-%	6%	5%
Answered	535	80	22	46	25	438	321	464	363	294	330	423	110	-	399	55
Mean Score	33.3	37.2	47.3	34.5	27.6	29.5	29.6	30.1	29.7	30.2	29.3	29.7	22.9	-	32.7	32.6
											c	c				
Standard error	1.39	3.94	6.26	4.31	7.89	1.34	1.51	1.31	1.45	1.65	1.49	1.39	2.35	-	1.50	5.55
Standard deviation	30.82	33.45	34.31	27.23	32.52	27.65	27.20	27.59	27.33	28.44	27.15	27.55	24.35	-	30.03	33.75

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	494	237	257	212	8	95	150	73	322	95	91	125	271
Effective base	217	107	110	85	5	33	71	26	147	44	39	54	121
Weighted Base	535	268	267	215	17	81	182	73	352	104	101	133	288
0-24%	255	119	135	100	12	35	93	25	172	57	48	56	150
	48%	44%	51%	46%	73%	44%	51%	35%	49%	55%	47%	42%	52%
25-49%	97	59	39	47	-	13	41	16	57	20	22	31	40
	18%	22%	15%	22%	-%	16%	22%	22%	16%	19%	21%	23%	14%
50-74%	77	37	40	34	4	12	28	14	50	13	23	15	38
	14%	14%	15%	16%	22%	15%	15%	19%	14%	13%	23%	12%	13%
75-100%	77	39	38	24	1	12	13	13	53	9	4	26	40
	14%	15%	14%	11%	4%	15%	7%	18%	15%	9%	4%	20%	14%
												a	
Don't know	29	14	15	10	-	8	7	5	19	5	4	4	20
	5%	5%	6%	5%	-%	10%	4%	7%	5%	4%	4%	3%	7%
Answered	535	268	267	215	17	81	182	73	352	104	101	133	288
Mean Score	33.3	33.5	33.1	31.0	26.5	32.8	27.6	36.5	34.0	27.0	27.1	40.2	30.9
								c	c			ac	
Standard error	1.39	1.99	1.94	1.97	6.85	3.27	2.07	3.74	1.74	2.79	2.40	3.04	1.83
Standard deviation	30.82	30.62	31.07	28.73	19.39	31.87	25.40	31.97	31.21	27.20	22.87	34.03	30.06

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	494	216	278
Effective base	217	77	140
Weighted Base	535	202	333
0-24%	255	96	158
	48%	48%	48%
25-49%	97	40	57
	18%	20%	17%
50-74%	77	34	43
	14%	17%	13%
75-100%	77	19	58
	14%	9%	18%
Don't know	29	13	17
	5%	6%	5%
Answered	535	202	333
Mean Score	33.3	31.3	34.5
Standard error	1.39	1.97	1.91
Standard deviation	30.82	28.99	31.85

Columns Tested:: a,b

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	494	16	54	35	45	27	65	5	67	33	35	60	52
Effective base	217	3	22	16	9	14	23	3	47	21	13	46	25
Weighted Base	535	5	79	33	24	44	69	*	102	46	16	78	40
0-24%	255	1	52	11	2	21	35	*	44	19	7	42	20
	48%	14%	66%	32%	10%	48%	51%	85%	43%	42%	45%	54%	50%
			cd				d		d			d	d
25-49%	97	1	8	7	8	6	11	-	21	10	1	16	9
	18%	10%	11%	20%	32%	13%	15%	-%	21%	22%	8%	21%	22%
50-74%	77	3	3	5	3	7	15	-	20	7	*	6	7
	14%	58%	4%	14%	15%	17%	22%	-%	20%	15%	1%	8%	17%
75-100%	77	*	9	10	10	9	6	-	11	5	6	8	3
	14%	9%	12%	30%	40%	20%	9%	-%	11%	11%	40%	10%	9%
					k						fhkl		
Don't know	29	*	6	1	1	1	2	*	6	4	1	6	1
	5%	8%	7%	4%	3%	2%	3%	15%	6%	9%	6%	7%	2%
Answered	535	5	79	33	24	44	69	*	102	46	16	78	40
Mean Score	33.3	49.0	24.1	47.4	58.0	33.9	30.1	20.0	35.7	32.3	49.1	25.8	31.5
				bfkl	bfhikl				b		bfhikl		
Standard error	1.39	7.49	4.18	6.18	5.55	6.38	3.03	-	3.56	4.83	6.30	3.66	3.63
Standard deviation	30.82	29.96	30.75	36.59	37.23	33.13	24.42	-	29.15	27.74	37.26	28.34	26.19

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 156 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	494	105	137	105	147	242	252
Effective base	217	37	45	67	83	83	147
Weighted Base	535	116	137	148	133	254	282
0-24%	255	63	59	63	69	122	133
	48%	54%	43%	43%	52%	48%	47%
25-49%	97	15	24	31	26	39	58
	18%	13%	18%	21%	20%	16%	21%
50-74%	77	11	26	27	13	37	40
	14%	9%	19%	18%	10%	15%	14%
75-100%	77	19	25	16	17	44	33
	14%	17%	18%	11%	13%	17%	12%
Don't know	29	8	4	10	7	11	18
	5%	7%	3%	7%	6%	4%	6%
Answered	535	116	137	148	133	254	282
Mean Score	33.3	31.8	36.1	34.6	30.2	34.1	32.6
Standard error	1.39	3.32	2.68	2.80	2.44	2.10	1.84
Standard deviation	30.82	34.04	31.35	28.65	29.60	32.62	29.13

Columns Tested:: a,b,c,d - a,b

Table 158

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	d	e
Unweighted Base	164	-	164	97	28	9	30	67
Effective base	58	-	58	52	10	7	17	15
Weighted Base	143	-	143	134	7	1	1	8
0-24%	87	-	87	85	2	1	*	3
	61%	-%	61%	63%	28%	81%	40%	34%
25-49%	17	-	17	16	1	*	*	2
	12%	-%	12%	12%	17%	13%	31%	18%
50-74%	17	-	17	15	2	-	*	2
	12%	-%	12%	11%	28%	-%	16%	24%
75-100%	13	-	13	13	-	-	*	*
	9%	-%	9%	10%	-%	-%	13%	1%
Don't know	8	-	8	6	2	*	-	2
	5%	-%	5%	4%	27%	6%	-%	22%
Answered	143	-	143	134	7	1	1	8
Mean Score	24.6	-	24.6	24.5	25.9	11.8	35.8	25.4
Standard error	2.16	-	2.16	2.83	5.00	-	-	3.16
Standard deviation	27.69	-	27.69	27.88	26.48	-	-	25.87

Columns Tested:: a,b - a,b,c,d,e

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	*e	f	g	*h	i
Unweighted Base	164	37	42	18	20	17	30	97	28	39
Effective base	58	24	23	10	7	12	17	52	10	18
Weighted Base	143	67	59	8	5	2	1	134	7	2
0-24%	87	41	37	6	1	2	*	85	2	1
	61%	61%	63%	80%	16%	75%	40%	63%	28%	62%
25-49%	17	6	10	*	1	*	*	16	1	*
	12%	9%	16%	1%	16%	19%	31%	12%	17%	21%
50-74%	17	5	9	1	2	*	*	15	2	*
	12%	7%	15%	13%	34%	4%	16%	11%	28%	7%
75-100%	13	10	3	*	-	-	*	13	-	*
	9%	15%	5%	*%	-%	-%	13%	10%	-%	6%
Don't know	8	5	-	1	2	*	-	6	2	*
	5%	8%	-%	7%	34%	2%	-%	4%	27%	3%
Answered	143	67	59	8	5	2	1	134	7	2
Mean Score	24.6	26.7	23.2	15.4	27.9	16.1	35.8	24.5	25.9	22.9
Standard error	2.16	5.29	3.63	3.74	6.44	4.40	-	2.83	5.00	6.16
Standard deviation	27.69	32.18	23.54	15.89	28.79	18.13	-	27.88	26.48	38.48

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted Base	164	59	38	28	9	30	60	39	17	12	25
Effective base	58	39	27	10	7	17	32	17	6	4	5
Weighted Base	143	112	22	7	1	1	88	22	14	3	3
0-24%	87	67	18	2	1	*	53	14	9	1	2
	61%	60%	80% e	28%	81%	40%	61%	62%	60%	34%	80%
25-49%	17	13	2	1	*	*	8	2	4	1	*
	12%	12%	11%	17%	13%	31%	10%	8%	26%	51%	5%
50-74%	17	13	2	2	-	*	10	4	*	*	*
	12%	12%	7%	28%	-%	16%	11%	20%	1%	2%	11%
75-100%	13	13	*	-	-	*	11	2	*	-	*
	9%	12%	*%	-%	-%	13%	13%	10%	*%	-%	2%
Don't know	8	5	1	2	*	-	5	*	2	*	*
	5%	5%	2%	27%	6%	-%	6%	1%	13%	13%	2%
Answered	143	112	22	7	1	1	88	22	14	3	3
Mean Score	24.6	26.1	16.3	25.9	11.8	35.8	25.9	28.9	17.6	24.9	14.9
Standard error	2.16	3.86	2.31	5.00	-	-	3.87	4.76	2.70	6.17	4.54
Standard deviation	27.69	29.62	14.26	26.48	-	-	29.94	29.74	11.15	21.36	22.71

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	164	7	11	17	3	22	20	11	12	12
Effective base	58	3	8	8	2	8	10	6	8	7
Weighted Base	143	11	18	23	2	24	27	15	7	10
0-24%	87	7	6	13	2	10	19	13	5	7
	61%	66%	35%	60%	100%	41%	69%	85%	73%	67%
25-49%	17	3	4	1	-	4	1	*	*	3
	12%	28%	22%	7%	-%	18%	5%	*%	6%	24%
50-74%	17	*	4	1	-	*	7	2	*	1
	12%	2%	25%	6%	-%	*%	26%	13%	7%	9%
75-100%	13	-	3	5	-	5	-	*	-	-
	9%	-%	18%	20%	-%	22%	-%	2%	-%	-%
Don't know	8	1	-	2	-	5	-	-	1	-
	5%	5%	-%	8%	-%	19%	-%	-%	14%	-%
Answered	143	11	18	23	2	24	27	15	7	10
Mean Score	24.6	10.7	42.8	30.1	7.9	33.1	20.3	16.2	13.9	16.7
Standard error	2.16	4.50	8.56	7.74	2.46	8.01	4.51	7.60	4.03	4.56
Standard deviation	27.69	11.89	28.38	31.91	4.26	37.58	20.16	25.20	13.96	15.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	*f	*g	*h
Unweighted Base	164	37	30	48	115	49	12	21	16
Effective base	58	15	15	24	53	13	3	10	4
Weighted Base	143	36	35	65	136	7	2	2	2
0-24%	87	18	18	45	82	6	2	2	2
	61%	51%	52%	70%	60%	88% ab	76%	91%	94%
25-49%	17	7	7	3	17	*	*	*	-
	12%	19%	21%	4%	12%	5%	15%	1%	-%
50-74%	17	1	5	10	16	*	*	*	*
	12%	3%	14%	16%	12%	6%	5%	8%	5%
75-100%	13	5	3	5	13	*	*	-	*
	9%	15%	9%	8%	10%	1%	2%	-%	*%
Don't know	8	5	1	2	8	*	*	-	-
	5%	13%	4%	3%	6%	1%	3%	-%	-%
Answered	143	36	35	65	136	7	2	2	2
Mean Score	24.6	27.2 e	27.4 e	22.7 e	25.1 e	12.2	17.2	13.8	6.0
Standard error	2.16	5.38	4.87	3.77	2.61	2.26	6.49	3.89	4.06
Standard deviation	27.69	32.70	26.67	26.13	28.03	15.83	22.47	17.85	16.25

Columns Tested:: a,b,c,d,e,f,g,h

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base	164	3	18	19	21	35	6	3	8	69
Effective base	58	2	6	6	5	18	4	2	3	25
Weighted Base	143	3	21	21	12	25	7	2	4	68
0-24%	87	3	12	12	3	17	7	2	2	41
	61%	97%	58%	58%	29%	67%	100%	100%	45%	60%
25-49%	17	-	4	4	4	2	*	-	*	6
	12%	-%	21%	21%	38%	10%	*%	-%	*%	9%
50-74%	17	*	*	*	*	4	-	-	*	12
	12%	3%	*%	*%	4%	16%	-%	-%	4%	18%
75-100%	13	-	5	5	3	-	-	-	2	3
	9%	-%	21%	21%	26%	-%	-%	-%	50%	5%
Don't know	8	-	-	-	*	2	-	-	-	5
	5%	-%	-%	-%	4%	8%	-%	-%	-%	8%
Answered	143	3	21	21	12	25	7	2	4	68
Mean Score	24.6	11.8	29.3	29.1	43.0	16.5	5.1	10.3	56.8	23.7
Standard error	2.16	6.44	7.47	7.26	8.03	3.19	1.86	4.02	18.01	2.98
Standard deviation	27.69	11.16	31.71	31.64	36.78	18.89	4.56	6.96	50.95	24.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	164	43	41	80	145	19	131	33	162	2
Effective base	58	13	21	28	49	9	52	11	57	1
Weighted Base	143	37	31	75	116	26	134	9	141	1
0-24%	87	19	23	45	69	19	81	6	87	*
	61%	52%	74%	61%	59%	72%	61%	71%	62%	4%
25-49%	17	9	2	6	16	2	16	1	17	-
	12%	24%	8%	8%	13%	7%	12%	10%	12%	-%
50-74%	17	1	4	12	14	3	15	2	15	1
	12%	2%	12%	16%	12%	10%	11%	19%	11%	96%
75-100%	13	8	-	6	10	3	13	-	13	-
	9%	21%	-%	8%	9%	12%	10%	-%	9%	-%
Don't know	8	*	2	5	8	-	8	-	8	-
	5%	1%	6%	7%	7%	-%	6%	-%	6%	-%
Answered	143	37	31	75	116	26	134	9	141	1
Mean Score	24.6	32.1	14.1	25.2	24.7	24.0	24.7	22.2	24.2	57.8
		b		b						
Standard error	2.16	5.01	2.73	3.06	2.25	7.00	2.46	3.69	2.17	13.96
Standard deviation	27.69	32.87	17.49	27.40	27.15	30.50	28.12	21.22	27.60	19.74

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	164	55	43	66	85	47	18	14	132	32
Effective base	58	16	10	32	35	12	9	3	47	12
Weighted Base	143	44	22	76	88	27	18	9	115	27
0-24%	87	26	7	54	52	12	15	9	63	24
	61%	59%	32%	71%	58%	43%	84%	97%	55%	89%
				b						be
25-49%	17	2	5	10	12	5	*	*	17	*
	12%	5%	23%	13%	13%	19%	*%	1%	15%	1%
50-74%	17	7	7	3	9	6	1	*	15	2
	12%	15%	32%	4%	10%	23%	8%	2%	13%	6%
			c							
75-100%	13	3	2	8	10	3	-	*	13	*
	9%	8%	10%	10%	11%	12%	-%	*%	12%	*%
Don't know	8	6	1	1	6	1	1	-	6	1
	5%	13%	3%	2%	7%	3%	8%	-%	6%	5%
Answered	143	44	22	76	88	27	18	9	115	27
Mean Score	24.6	23.5	38.3	21.2	26.0	32.3	15.6	5.2	27.5	12.1
			ac		f	f			f	
Standard error	2.16	3.73	4.46	3.24	3.19	4.23	3.56	2.55	2.55	2.51
Standard deviation	27.69	27.68	29.26	26.36	29.37	29.00	15.08	9.54	29.28	14.17

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	164	24	61	79	155	153	160	164	117	94
Effective base	58	13	22	24	53	53	56	58	37	25
Weighted Base	143	26	62	54	133	132	139	143	96	62
0-24%	87	14	37	36	82	84	87	87	52	39
	61%	54%	60%	66%	61%	63%	63%	61%	54%	63%
25-49%	17	7	5	5	15	15	15	17	14	10
	12%	27%	8%	10%	11%	11%	11%	12%	14%	15%
50-74%	17	4	5	8	16	16	16	17	13	8
	12%	16%	8%	15%	12%	12%	11%	12%	13%	13%
75-100%	13	-	10	3	13	10	13	13	10	5
	9%	-%	16%	6%	10%	7%	9%	9%	10%	9%
Don't know	8	1	5	2	8	7	8	8	7	*
	5%	4%	8%	4%	6%	6%	6%	5%	8%	*%
Answered	143	26	62	54	133	132	139	143	96	62
Mean Score	24.6	24.0	26.9	22.2	24.9	23.0	24.2	24.6	27.0	27.6
Standard error	2.16	3.11	4.32	2.79	2.26	2.12	2.20	2.16	2.61	2.74
Standard deviation	27.69	15.23	33.72	24.78	28.11	26.24	27.77	27.69	28.23	26.54

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	164	10	85	11	15	13	15	11	39
Effective base	58	6	35	5	3	3	3	4	9
Weighted Base	143	11	89	8	10	2	7	10	20
0-24%	87	8	60	4	1	2	4	9	14
	61%	68%	67%	44%	13%	76%	54%	86%	73%
25-49%	17	-	9	2	4	*	*	*	*
	12%	-%	10%	28%	37%	4%	3%	1%	2%
50-74%	17	-	9	*	5	*	-	1	2
	12%	-%	10%	2%	50%	14%	-%	13%	9%
75-100%	13	3	5	2	*	*	3	-	3
	9%	27%	5%	27%	*%	*%	43%	-%	16%
Don't know	8	1	7	-	-	*	-	-	*
	5%	5%	8%	-%	-%	5%	-%	-%	1%
Answered	143	11	89	8	10	2	7	10	20
Mean Score	24.6	31.0	19.3	41.8	37.4	22.6	48.5	14.6	27.7
Standard error	2.16	12.81	2.43	11.97	4.07	7.35	12.59	5.86	5.71
Standard deviation	27.69	40.52	22.39	39.69	15.77	26.51	48.75	19.43	35.67

Columns Tested:: a,b,c,d,e,f,g,h

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	164	87	17	15	9	14	10	3	84	28	11	9	8	6	7
Effective base	58	38	4	4	2	4	3	1	34	9	2	3	5	3	2
Weighted Base	143	96	10	12	2	6	6	1	87	25	4	5	1	3	8
0-24%	87	64	7	1	1	6	2	1	60	6	4	4	*	1	8
	61%	66%	68%	9%	75%	92%	29%	96%	69%	25%	94%	90%	69%	46%	99%
25-49%	17	7	3	4	*	*	-	*	6	9	*	*	*	-	*
	12%	8%	32%	35%	9%	2%	-%	4%	7%	36%	*%	*%	31%	-%	1%
50-74%	17	9	-	5	*	*	1	-	9	5	*	*	-	1	-
	12%	10%	-%	38%	15%	4%	22%	-%	10%	20%	6%	9%	-%	52%	-%
75-100%	13	8	*	2	*	-	3	-	7	3	*	*	-	*	-
	9%	8%	*%	19%	*%	-%	48%	-%	8%	12%	*%	1%	-%	2%	-%
Don't know	8	8	-	-	-	*	-	-	6	1	-	-	-	-	-
	5%	8%	-%	-%	-%	2%	-%	-%	7%	6%	-%	-%	-%	-%	-%
Answered	143	96	10	12	2	6	6	1	87	25	4	5	1	3	8
Mean Score	24.6	21.3	16.9	48.7	26.2	9.4	66.2	10.8	21.0	37.3	16.0	11.5	16.1	41.1	6.0
Standard error	2.16	2.74	4.19	7.51	7.19	3.78	12.53	5.74	2.85	5.34	3.99	5.50	-	11.78	1.22
Standard deviation	27.69	25.55	17.30	29.09	21.58	14.14	39.62	9.93	26.11	28.28	13.22	16.50	-	28.84	3.23

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	*b	c	d	*e
Unweighted Base	164	80	23	21	10	14	11	5	30	30	27	45	41	17
Effective base	58	33	7	7	4	3	3	2	9	17	10	15	11	4
Weighted Base	143	85	19	12	6	9	6	7	22	45	25	34	24	10
0-24%	87	56	6	7	2	6	6	3	15	25	15	25	14	8
	61%	67%	34%	62%	38%	72%	99%	45%	71%	55%	62%	72%	57%	82%
25-49%	17	7	3	1	*	2	*	4	6	2	4	5	4	*
	12%	8%	18%	5%	5%	27%	1%	54%	29%	5%	15%	14%	18%	*%
50-74%	17	8	9	*	-	*	-	-	*	4	1	4	5	2
	12%	9%	47%	2%	-%	1%	-%	-%	*%	10%	3%	13%	19%	17%
75-100%	13	8	-	3	2	-	-	*	*	8	5	*	*	*
	9%	9%	-%	26%	36%	-%	-%	1%	*%	17%	21%	*%	*%	1%
Don't know	8	6	*	1	1	-	-	-	-	6	-	1	1	-
	5%	7%	1%	4%	22%	-%	-%	-%	-%	13%	-%	1%	6%	-%
Answered	143	85	19	12	6	9	6	7	22	45	25	34	24	10
Mean Score	24.6	21.8	32.6	34.2	42.0	20.7	11.8	20.0	18.1	29.8	33.1	15.7	20.4	14.7
										c				
Standard error	2.16	3.05	4.08	9.38	15.23	2.31	2.03	6.63	1.98	5.73	7.29	2.43	2.82	5.45
Standard deviation	27.69	27.27	19.55	42.99	48.17	8.65	6.75	14.83	10.82	31.37	37.87	16.32	18.06	22.48

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	d	*e	a	b	c	d	*e
Unweighted Base	164	49	19	39	32	15	33	30	45	33	12
Effective base	58	21	8	11	9	4	18	9	15	9	4
Weighted Base	143	59	21	25	21	6	52	21	27	21	10
0-24%	87	38	12	17	10	4	33	11	21	11	8
	61%	64%	58%	68%	50%	71%	63%	51%	77%	50%	84%
25-49%	17	3	3	5	4	*	2	5	4	4	*
	12%	4%	17%	18%	21%	1%	4%	21%	14%	21%	*%
50-74%	17	5	*	3	5	2	7	1	2	5	1
	12%	8%	*%	11%	22%	28%	14%	3%	6%	23%	15%
75-100%	13	8	5	*	*	*	4	5	*	*	-
	9%	13%	25%	*%	*%	1%	9%	25%	*%	*%	-%
Don't know	8	6	-	1	1	-	5	-	1	1	-
	5%	10%	-%	2%	7%	-%	10%	-%	2%	6%	-%
Answered	143	59	21	25	21	6	52	21	27	21	10
Mean Score	24.6	23.5	36.9	17.1	22.4	24.7	24.3	37.5	13.4	22.0	13.4
							c	c		c	
Standard error	2.16	4.17	9.07	2.46	3.24	6.68	4.46	7.30	1.93	3.31	6.14
Standard deviation	27.69	29.21	39.55	15.38	18.34	25.87	25.63	40.01	12.94	19.00	21.27

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	164	35	28	54	35	11	118	14	32	143	21	144	11
Effective base	58	14	9	21	12	3	46	6	7	50	8	51	2
Weighted Base	143	41	19	44	28	8	114	15	14	124	19	128	6
0-24%	87	26	6	30	17	8	69	8	10	79	9	77	5
	61%	63%	34%	68%	63%	99%	60%	56%	74%	64%	46%	60%	81%
25-49%	17	2	7	3	4	*	16	*	1	11	6	15	*
	12%	5%	39%	8%	16%	1%	14%	2%	7%	9%	30%	11%	7%
50-74%	17	3	3	6	5	-	12	3	2	12	5	15	1
	12%	8%	15%	14%	16%	-%	11%	19%	11%	10%	24%	12%	11%
75-100%	13	5	2	3	*	-	10	3	*	13	-	13	-
	9%	11%	12%	8%	*%	-%	9%	20%	*%	11%	-%	10%	-%
Don't know	8	5	*	1	1	-	6	*	1	8	-	8	-
	5%	13%	*%	2%	5%	-%	6%	2%	7%	6%	-%	6%	-%
Answered	143	41	19	44	28	8	114	15	14	124	19	128	6
Mean Score	24.6	23.2	38.5	21.8	19.2	3.9	23.8	38.9	14.9	23.9	28.5	24.9	24.4
Standard error	2.16	4.70	4.97	3.70	2.91	1.30	2.48	9.45	3.34	2.43	3.43	2.38	4.19
Standard deviation	27.69	27.82	26.28	27.16	17.21	4.32	26.96	35.34	18.88	29.09	15.70	28.60	13.90

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	164	130	23	105	59	145	10	134	19	110	54
Effective base	58	49	3	41	18	51	2	49	3	43	16
Weighted Base	143	124	8	101	41	127	6	124	8	109	34
0-24%	87	77	6	65	22	77	5	77	6	69	18
	61%	63%	79%	65%	53%	60%	86%	62%	80%	64%	53%
25-49%	17	14	1	4	13	14	1	14	1	11	7
	12%	11%	18%	4%	32% a	11%	11%	11%	14%	10%	19%
50-74%	17	16	*	12	5	16	*	15	1	12	5
	12%	13%	3%	12%	11%	12%	3%	12%	7%	11%	14%
75-100%	13	10	*	13	-	13	-	10	*	10	3
	9%	8%	*%	13%	-%	10%	-%	8%	*%	9%	9%
Don't know	8	7	-	6	1	8	-	7	-	6	1
	5%	6%	-%	6%	3%	6%	-%	6%	-%	6%	4%
Answered	143	124	8	101	41	127	6	124	8	109	34
Mean Score	24.6	23.1	21.1	25.6	21.9	25.1	20.5	23.2	20.5	22.9	29.9
Standard error	2.16	2.36	2.10	3.06	1.97	2.38	4.25	2.32	2.97	2.64	3.73
Standard deviation	27.69	26.94	10.06	31.41	15.11	28.61	13.44	26.89	12.94	27.69	27.38

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	164	140	106	47	-	137	101	39	-	152	96	56	-
Effective base	58	46	37	17	-	47	37	14	-	55	36	22	-
Weighted Base	143	113	87	47	-	116	94	41	-	133	86	53	-
0-24%	87	71	61	38	-	70	70	38	-	78	68	46	-
	61%	63%	70%	81%	-%	60%	74%	91%	-%	59%	79%	87%	-%
								a			a	a	
25-49%	17	15	6	5	-	15	7	4	-	17	5	5	-
	12%	13%	7%	11%	-%	13%	8%	9%	-%	13%	6%	9%	-%
50-74%	17	14	6	3	-	14	10	*	-	17	3	2	-
	12%	13%	6%	7%	-%	12%	11%	*%	-%	12%	4%	4%	-%
75-100%	13	10	8	*	-	10	*	-	-	13	3	*	-
	9%	9%	9%	*%	-%	8%	*%	-%	-%	10%	4%	*%	-%
Don't know	8	3	7	*	-	7	6	-	-	8	6	-	-
	5%	3%	8%	*%	-%	6%	7%	-%	-%	6%	7%	-%	-%
Answered	143	113	87	47	-	116	94	41	-	133	86	53	-
Mean Score	24.6	25.6	19.6	15.9	-	24.6	15.2	8.6	-	25.6	14.9	12.8	-
		c				bc	c			bc			
Standard error	2.16	2.27	2.51	2.50	-	2.31	1.65	1.38	-	2.29	2.05	1.95	-
Standard deviation	27.69	26.84	25.79	17.17	-	26.99	16.59	8.63	-	28.20	20.06	14.59	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	164	144	143	164	144	99	13	100	127	164	46	24
Effective base	58	52	51	58	51	36	5	36	46	58	19	8
Weighted Base	143	130	128	143	126	89	16	83	113	143	44	23
0-24%	87	81	83	87	79	58	9	65	68	87	37	22
	61%	63%	65%	61%	62%	65%	57%	78%	60%	61%	85%	98%
25-49%	17	15	15	17	15	11	7	8	14	17	5	*
	12%	12%	12%	12%	12%	12%	43%	10%	13%	12%	11%	2%
50-74%	17	16	15	17	16	8	-	3	16	17	2	-
	12%	12%	12%	12%	12%	9%	-%	4%	14%	12%	4%	-%
75-100%	13	10	7	13	10	5	-	-	8	13	-	-
	9%	8%	5%	9%	8%	5%	-%	-%	7%	9%	-%	-%
Don't know	8	8	7	8	7	7	-	7	7	8	-	*
	5%	6%	6%	5%	5%	8%	-%	9%	6%	5%	-%	*%
Answered	143	130	128	143	126	89	16	83	113	143	44	23
Mean Score	24.6	23.1	21.0	24.6	23.3	19.5	20.5	11.6	24.0 ad	24.6 ad	13.4	6.0
Standard error	2.16	2.16	1.97	2.16	2.19	2.15	2.32	1.25	2.20	2.16	2.23	1.11
Standard deviation	27.69	25.93	23.58	27.69	26.23	21.38	8.35	12.47	24.74	27.69	15.10	5.45

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	164	25	15	12	8	138	113	149	127	105	127	126	40	-	142	10
Effective base	58	11	4	4	4	48	38	51	44	35	45	47	13	-	50	5
Weighted Base	143	28	8	13	10	114	95	128	111	83	114	120	35	-	114	13
0-24%	87	19	5	8	3	65	62	79	71	55	68	78	29	-	68	11
	61%	69%	59%	60%	33%	57%	65%	62%	63%	66%	60%	65%	83%	-%	59%	83%
25-49%	17	2	*	*	4	16	15	16	10	11	17	15	4	-	13	2
	12%	9%	2%	4%	35%	14%	16%	12%	9%	13%	15%	13%	13%	-%	12%	17%
50-74%	17	5	3	2	*	15	8	15	12	7	9	12	*	-	17	-
	12%	17%	39%	12%	1%	13%	8%	12%	11%	8%	8%	10%	1%	-%	15%	-%
75-100%	13	*	-	3	3	10	2	10	11	8	13	8	-	-	9	-
	9%	*%	-%	24%	30%	9%	2%	8%	10%	9%	11%	7%	-%	-%	8%	-%
Don't know	8	1	-	-	-	8	8	8	8	3	7	7	1	-	8	-
	5%	5%	-%	-%	-%	7%	8%	6%	7%	3%	6%	6%	4%	-%	7%	-%
Answered	143	28	8	13	10	114	95	128	111	83	114	120	35	-	114	13
Mean Score	24.6	15.4	29.0	35.7	44.0	24.6 b	18.2	23.1	22.8	22.9	24.8 c	21.1 c	12.0	-	24.6	13.1
Standard error	2.16	3.64	4.73	11.60	12.62	2.30	1.83	2.13	2.44	2.52	2.56	2.16	1.67	-	2.31	3.10
Standard deviation	27.69	18.18	18.31	40.18	35.70	27.06	19.47	26.04	27.49	25.80	28.82	24.23	10.56	-	27.55	9.81

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	164	93	71	93	5	47	58	34	101	28	40	42	79
Effective base	58	35	24	29	4	14	22	12	33	13	11	18	27
Weighted Base	143	93	50	67	12	32	53	23	77	38	26	39	71
0-24%	87	60	27	44	6	21	33	16	46	21	23	29	31
	61%	65%	54%	66%	54%	64%	61%	71%	59%	56%	89%	75%	43%
											c	c	
25-49%	17	7	10	9	3	6	9	*	13	4	1	4	11
	12%	8%	20%	13%	25%	20%	17%	1%	17%	11%	3%	11%	15%
50-74%	17	10	7	5	3	4	4	3	12	2	2	6	9
	12%	10%	15%	7%	21%	11%	7%	12%	16%	4%	8%	14%	12%
75-100%	13	13	*	3	-	*	3	2	*	11	*	*	13
	9%	14%	1%	5%	-%	*%	6%	10%	*%	29%	*%	*%	19%
Don't know	8	3	5	6	-	1	5	1	6	*	-	-	8
	5%	3%	10%	9%	-%	4%	9%	6%	8%	1%	-%	-%	11%
Answered	143	93	50	67	12	32	53	23	77	38	26	39	71
Mean Score	24.6	28.1	18.0	18.2	20.7	17.9	19.8	21.8	20.1	35.8	10.9	18.6	32.6
		b										a	ab
Standard error	2.16	3.11	2.56	2.43	8.08	2.27	3.33	5.26	1.87	7.21	2.14	2.50	3.85
Standard deviation	27.69	30.00	21.55	23.46	18.07	15.53	25.39	30.69	18.80	38.16	13.53	16.19	34.23

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	164	68	96
Effective base	58	19	43
Weighted Base	143	61	82
0-24%	87	32	55
	61%	53%	68%
25-49%	17	7	10
	12%	11%	13%
50-74%	17	9	7
	12%	16%	9%
75-100%	13	8	6
	9%	12%	7%
Don't know	8	5	3
	5%	8%	4%
Answered	143	61	82
Mean Score	24.6	27.8	22.2
Standard error	2.16	3.57	2.68
Standard deviation	27.69	29.45	26.23

Columns Tested:: a,b

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	164	2	17	9	15	7	29	3	23	10	16	17	16
Effective base	58	2	7	6	5	4	8	3	11	6	6	10	8
Weighted Base	143	*	26	6	2	11	22	*	28	14	3	16	14
0-24%	87	*	13	2	1	6	13	*	26	5	1	13	7
	61%	22%	49%	25%	54%	52%	60%	86%	92%	38%	40%	83%	52%
25-49%	17	-	*	1	1	2	4	-	2	3	1	2	2
	12%	-%	*%	11%	31%	15%	18%	-%	8%	22%	47%	11%	13%
50-74%	17	-	1	2	-	3	5	-	-	*	*	1	5
	12%	-%	5%	33%	-%	24%	21%	-%	-%	1%	13%	6%	33%
75-100%	13	*	8	-	*	-	*	-	*	5	*	-	-
	9%	78%	28%	-%	16%	-%	*%	-%	*%	39%	*%	-%	-%
Don't know	8	-	4	2	-	1	*	*	-	-	-	-	*
	5%	-%	17%	31%	-%	9%	1%	14%	-%	-%	-%	-%	2%
Answered	143	*	26	6	2	11	22	*	28	14	3	16	14
Mean Score	24.6	82.0	31.1	22.8	29.1	19.1	24.2	10.6	11.9	46.6	29.1	15.4	30.4
Standard error	2.16	-	9.90	7.65	9.97	8.39	3.12	-	1.95	13.34	5.65	3.51	5.89
Standard deviation	27.69	-	40.80	22.96	38.62	22.20	16.80	-	9.34	42.18	22.58	14.49	23.58

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 158 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	b	c	d	a	b
Unweighted Base	164	28	51	36	49	79	85
Effective base	58	10	14	18	21	23	38
Weighted Base	143	33	35	42	33	68	75
0-24%	87	15	20	31	22	35	53
	61%	45%	57%	74%	66%	51%	71%
25-49%	17	1	6	5	5	7	10
	12%	2%	18%	13%	14%	11%	14%
50-74%	17	3	7	*	6	11	6
	12%	10%	21%	*%	18%	16%	8%
75-100%	13	8	*	5	*	8	5
	9%	23%	1%	13%	*%	12%	7%
Don't know	8	6	1	*	*	7	*
	5%	19%	3%	*%	1%	11%	1%
Answered	143	33	35	42	33	68	75
Mean Score	24.6	29.6	23.0	23.3	22.9	26.1	23.1
Standard error	2.16	7.18	2.71	4.95	2.89	3.34	2.80
Standard deviation	27.69	37.97	19.32	29.70	20.26	29.70	25.83

Columns Tested:: a,b,c,d - a,b

Table 160

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	73	-	73	34	17	8	14	39
Effective base	19	-	19	17	13	6	8	24
Weighted Base	51	-	51	48	2	1	*	3
0-24%	38	-	38	35	2	1	*	3
	75%	-%	75%	74%	94%	86%	55%	87%
25-49%	4	-	4	3	-	*	*	*
	7%	-%	7%	7%	-%	7%	27%	5%
50-74%	1	-	1	1	-	-	*	*
	3%	-%	3%	3%	-%	-%	*%	*%
75-100%	1	-	1	1	-	-	*	*
	2%	-%	2%	2%	-%	-%	17%	2%
Don't know	7	-	7	7	*	*	-	*
	13%	-%	13%	14%	6%	7%	-%	6%
Answered	51	-	51	48	2	1	*	3
Mean Score	14.8	-	14.8	14.8	11.0	11.4	30.9	13.8
Standard error	1.85	-	1.85	2.72	2.62	-	-	3.00
Standard deviation	15.82	-	15.82	15.85	10.81	-	-	18.75

Columns Tested:: a,b - a,b,c,d,e

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	73	6	18	10	14	11	14	34	17	22
Effective base	19	4	10	6	11	8	8	17	13	12
Weighted Base	51	11	30	6	1	1	*	48	2	1
0-24%	38	7	26	2	1	1	*	35	2	1
	75%	61%	86%	37%	91%	92%	55%	74%	94%	75%
25-49%	4	-	3	-	-	*	*	3	-	*
	7%	-%	11%	-%	-%	4%	27%	7%	-%	14%
50-74%	1	-	-	1	-	-	*	1	-	*
	3%	-%	-%	26%	-%	-%	*%	3%	-%	*%
75-100%	1	-	1	-	-	-	*	1	-	*
	2%	-%	3%	-%	-%	-%	17%	2%	-%	6%
Don't know	7	4	-	2	*	*	-	7	*	*
	13%	39%	-%	37%	9%	4%	-%	14%	6%	4%
Answered	51	11	30	6	1	1	*	48	2	1
Mean Score	14.8	8.5	17.1	15.6	11.4	10.8	30.9	14.8	11.0	18.4
Standard error	1.85	3.38	3.87	7.20	4.10	3.82	-	2.72	2.62	12.40
Standard deviation	15.82	8.27	16.41	22.77	15.34	12.67	-	15.85	10.81	58.17

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	73	16	18	17	8	14	22	25	9	2	14
Effective base	19	11	8	13	6	8	8	10	3	2	7
Weighted Base	51	33	14	2	1	*	27	12	10	*	1
0-24%	38	26	9	2	1	*	19	8	10	*	1
	75%	78%	65%	94%	86%	55%	71%	64%	96%	31%	92%
25-49%	4	3	*	-	*	*	3	*	-	*	*
	7%	9%	3%	-%	7%	27%	12%	2%	-%	69%	4%
50-74%	1	-	1	-	-	*	*	1	*	-	-
	3%	-%	10%	-%	-%	*%	*%	9%	4%	-%	-%
75-100%	1	-	1	-	-	*	*	1	-	-	-
	2%	-%	6%	-%	-%	17%	*%	7%	-%	-%	-%
Don't know	7	4	2	*	*	-	4	2	-	-	*
	13%	13%	15%	6%	7%	-%	17%	18%	-%	-%	4%
Answered	51	33	14	2	1	*	27	12	10	*	1
Mean Score	14.8	13.8	17.4	11.0	11.4	30.9	10.8	19.9	19.8	23.9	9.4
Standard error	1.85	1.95	6.36	2.62	-	-	2.02	5.48	2.35	-	2.76
Standard deviation	15.82	7.82	26.97	10.81	-	-	9.49	27.38	7.05	-	10.33

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	73	5	4	9	1	11	3	4	6	4
Effective base	19	2	2	6	1	5	1	2	4	1
Weighted Base	51	8	2	10	1	19	3	1	2	2
0-24%	38	5	*	8	1	14	3	1	1	2
	75%	61%	2%	80%	100%	74%	98%	94%	96%	100%
25-49%	4	3	-	-	-	*	*	-	*	-
	7%	39%	-%	-%	-%	2%	2%	-%	4%	-%
50-74%	1	-	-	1	-	-	-	-	-	-
	3%	-%	-%	11%	-%	-%	-%	-%	-%	-%
75-100%	1	-	-	1	-	-	-	*	-	-
	2%	-%	-%	9%	-%	-%	-%	6%	-%	-%
Don't know	7	-	2	-	-	5	-	-	-	-
	13%	-%	98%	-%	-%	24%	-%	-%	-%	-%
Answered	51	8	2	10	1	19	3	1	2	2
Mean Score	14.8	13.2	.3	26.6	1.0	12.0	10.2	13.1	15.0	10.9
Standard error	1.85	4.63	1.52	9.05	-	2.54	1.63	29.39	3.94	1.52
Standard deviation	15.82	10.34	3.04	27.14	-	8.44	2.82	58.78	9.65	3.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	73	16	15	16	47	26	5	12	9
Effective base	19	6	4	8	17	7	2	7	3
Weighted Base	51	22	11	14	47	4	2	1	1
0-24%	38	17	6	12	35	3	1	1	*
	75%	78%	55%	85%	74%	82%	94%	88%	52%
25-49%	4	*	3	*	3	*	*	*	*
	7%	1%	27%	*%	7%	6%	3%	12%	*%
50-74%	1	-	-	1	1	*	-	-	*
	3%	-%	-%	8%	2%	10%	-%	-%	47%
75-100%	1	-	-	1	1	-	-	-	-
	2%	-%	-%	7%	2%	-%	-%	-%	-%
Don't know	7	5	2	-	7	*	*	-	-
	13%	21%	19%	-%	14%	1%	3%	-%	-%
Answered	51	22	11	14	47	4	2	1	1
Mean Score	14.8	11.5	11.0	22.4	14.6	16.9	17.1	10.0	27.6
Standard error	1.85	2.04	2.64	6.23	2.32	3.26	5.24	5.50	-
Standard deviation	15.82	8.16	10.22	24.93	15.94	16.62	11.71	19.06	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	73	-	9	9	7	17	1	3	2	34
Effective base	19	-	2	2	2	7	1	1	2	9
Weighted Base	51	-	8	8	9	6	*	2	2	23
0-24%	38	-	5	5	9	3	*	2	2	17
	75%	-%	58%	58%	98%	48%	100%	100%	100%	74%
25-49%	4	-	3	3	-	*	-	-	-	*
	7%	-%	42%	42%	-%	1%	-%	-%	-%	1%
50-74%	1	-	-	-	-	1	-	-	-	*
	3%	-%	-%	-%	-%	17%	-%	-%	-%	2%
75-100%	1	-	-	-	*	-	-	-	-	1
	2%	-%	-%	-%	1%	-%	-%	-%	-%	4%
Don't know	7	-	-	-	*	2	-	-	-	5
	13%	-%	-%	-%	1%	33%	-%	-%	-%	19%
Answered	51	-	8	8	9	6	*	2	2	23
Mean Score	14.8	-	21.7	21.7	15.4	16.1	10.0	9.2	13.0	12.4
Standard error	1.85	-	1.46	1.46	3.68	4.64	-	3.38	9.52	3.40
Standard deviation	15.82	-	4.39	4.39	9.73	19.13	-	5.86	13.46	19.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b
Unweighted Base	73	16	18	39	68	5	50	23	73	-
Effective base	19	5	7	11	18	2	17	10	19	-
Weighted Base	51	17	6	27	44	7	46	4	51	-
0-24%	38	14	3	21	31	7	34	4	38	-
	75%	80%	49%	78%	71%	100%	73%	89%	75%	-%
25-49%	4	3	*	*	4	-	3	*	4	-
	7%	19%	1%	1%	8%	-%	7%	11%	7%	-%
50-74%	1	-	1	*	1	-	1	*	1	-
	3%	-%	17%	1%	3%	-%	3%	*%	3%	-%
75-100%	1	*	-	1	1	-	1	-	1	-
	2%	*%	-%	3%	2%	-%	2%	-%	2%	-%
Don't know	7	*	2	5	7	-	7	-	7	-
	13%	1%	33%	17%	16%	-%	15%	-%	13%	-%
Answered	51	17	6	27	44	7	46	4	51	-
Mean Score	14.8	18.3	16.1	12.2	15.6	10.0	15.1	11.6	14.8	-
Standard error	1.85	2.04	4.49	2.97	2.06	.61	2.30	2.18	1.85	-
Standard deviation	15.82	8.16	19.06	18.55	16.96	1.37	16.27	10.48	15.82	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	*c	a	*b	*c	*d	e	*f
Unweighted Base	73	23	23	27	32	23	11	7	55	18
Effective base	19	6	5	9	11	4	4	2	15	5
Weighted Base	51	14	13	23	29	11	9	2	40	11
0-24%	38	9	7	22	18	10	8	2	28	10
	75%	62%	55%	93%	62%	94%	88%	95%	71%	89%
25-49%	4	-	4	*	4	*	*	-	4	*
	7%	-%	28%	*%	12%	*%	1%	-%	9%	*%
50-74%	1	-	1	-	*	*	1	-	*	1
	3%	-%	11%	-%	*%	3%	12%	-%	1%	10%
75-100%	1	1	-	-	1	-	-	*	1	*
	2%	7%	-%	-%	3%	-%	-%	5%	2%	1%
Don't know	7	5	1	1	7	*	-	-	7	-
	13%	31%	6%	6%	23%	2%	-%	-%	17%	-%
Answered	51	14	13	23	29	11	9	2	40	11
Mean Score	14.8	14.9	16.6	13.7	13.2	13.2	20.2	23.4	13.2	20.7
Standard error	1.85	5.20	3.24	1.35	3.17	2.22	3.90	10.53	2.18	3.23
Standard deviation	15.82	24.95	15.55	7.01	17.92	10.63	12.92	27.87	16.13	13.70

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f
Unweighted Base	73	8	24	41	71	68	72	73	64	56
Effective base	19	3	9	8	19	18	19	19	18	13
Weighted Base	51	6	23	22	50	47	51	51	48	32
0-24%	38	2	16	20	38	35	38	38	36	24
	75%	40%	67%	92%	76%	73%	75%	75%	75%	77%
25-49%	4	3	*	*	4	4	4	4	4	3
	7%	60%	1%	*%	7%	8%	7%	7%	8%	11%
50-74%	1	*	-	1	1	1	1	1	1	1
	3%	*%	-%	7%	3%	3%	3%	3%	3%	5%
75-100%	1	-	1	*	*	1	1	1	*	*
	2%	-%	4%	*%	*%	2%	2%	2%	*%	*%
Don't know	7	-	7	*	7	7	7	7	7	2
	13%	-%	28%	1%	14%	14%	13%	13%	14%	7%
Answered	51	6	23	22	50	47	51	51	48	32
Mean Score	14.8	19.4	11.7	17.0	13.3	15.2	14.8	14.8	13.4	15.8
Standard error	1.85	3.17	3.94	1.96	1.29	1.97	1.87	1.85	1.38	1.59
Standard deviation	15.82	8.98	19.29	12.57	10.85	16.27	15.83	15.82	11.03	11.88

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	73	4	27	7	9	12	10	3	25
Effective base	19	3	11	3	2	4	5	2	9
Weighted Base	51	3	32	2	8	3	2	1	5
0-24%	38	2	21	1	8	2	2	1	5
	75%	72%	65%	83%	100%	85%	93%	100%	91%
25-49%	4	-	3	*	-	*	*	-	*
	7%	-%	9%	17%	-%	11%	3%	-%	6%
50-74%	1	-	1	-	-	*	-	-	*
	3%	-%	5%	-%	-%	*%	-%	-%	*%
75-100%	1	1	-	-	-	-	*	-	*
	2%	28%	-%	-%	-%	-%	4%	-%	1%
Don't know	7	-	7	-	-	*	-	-	*
	13%	-%	21%	-%	-%	5%	-%	-%	2%
Answered	51	3	32	2	8	3	2	1	5
Mean Score	14.8	35.3	13.5	11.8	12.0	16.5	19.5	8.7	15.7
Standard error	1.85	24.20	2.26	5.49	2.62	2.92	8.94	2.99	2.68
Standard deviation	15.82	48.39	11.74	14.53	7.86	10.13	28.28	5.18	13.39

Columns Tested:: a,b,c,d,e,f,g,h

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	73	27	9	12	6	12	5	-	28	15	6	10	5	3	1
Effective base	19	11	2	2	2	5	3	-	10	4	3	3	4	2	1
Weighted Base	51	28	6	6	6	2	2	-	29	13	2	1	1	1	*
0-24%	38	18	5	5	6	2	2	-	20	10	2	1	*	1	*
	75%	65%	83%	94%	99%	82%	100%	-%	68%	76%	92%	95%	79%	100%	100%
25-49%	4	3	-	*	-	*	-	-	*	3	*	*	*	*	-
	7%	11%	-%	6%	-%	13%	-%	-%	1%	23%	8%	5%	8%	*%	-%
50-74%	1	*	1	-	-	*	-	-	1	*	-	-	-	-	-
	3%	1%	17%	-%	-%	*%	-%	-%	5%	*%	-%	-%	-%	-%	-%
75-100%	1	-	-	-	*	-	-	-	1	-	-	-	*	-	-
	2%	-%	-%	-%	1%	-%	-%	-%	3%	-%	-%	-%	13%	-%	-%
Don't know	7	7	-	-	-	*	-	-	7	*	-	-	-	-	-
	13%	23%	-%	-%	-%	6%	-%	-%	23%	1%	-%	-%	-%	-%	-%
Answered	51	28	6	6	6	2	2	-	29	13	2	1	1	1	*
Mean Score	14.8	12.4	17.0	16.7	9.7	17.5	8.2	-	14.8	15.6	18.9	16.1	24.0	8.7	20.0
Standard error	1.85	1.91	5.61	2.35	5.44	2.50	1.76	-	3.68	2.25	2.23	4.40	-	3.08	-
Standard deviation	15.82	9.90	16.83	8.13	13.33	8.65	3.94	-	19.45	8.70	5.47	13.93	-	5.33	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	73	23	12	13	11	5	7	2	14	12	9	23	17	11
Effective base	19	8	4	3	3	2	3	1	4	6	5	5	4	4
Weighted Base	51	18	11	9	2	6	2	4	11	18	5	14	12	2
0-24%	38	10	7	8	2	6	2	4	11	13	2	9	12	1
	75%	56%	67%	87%	83%	99%	96%	100%	99%	75%	40%	66%	98%	86%
25-49%	4	*	3	-	*	*	-	-	*	-	*	3	*	*
	7%	1%	28%	-%	17%	1%	-%	-%	*%	-%	1%	23%	2%	10%
50-74%	1	-	*	1	-	-	-	-	-	-	-	1	-	-
	3%	-%	3%	13%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%
75-100%	1	1	-	-	-	-	*	-	*	-	1	-	-	*
	2%	5%	-%	-%	-%	-%	4%	-%	1%	-%	18%	-%	-%	5%
Don't know	7	7	*	-	-	-	-	-	-	4	2	*	-	-
	13%	38%	1%	-%	-%	-%	-%	-%	-%	25%	41%	1%	-%	-%
Answered	51	18	11	9	2	6	2	4	11	18	5	14	12	2
Mean Score	14.8	12.0	16.2	13.9	19.7	17.2	13.9	20.0	17.6	11.3	24.7	17.4	12.2	20.0
Standard error	1.85	4.68	2.83	4.37	2.89	2.24	10.77	*	2.30	2.32	13.33	2.90	1.91	9.23
Standard deviation	15.82	22.46	9.82	15.76	9.59	5.02	28.49	*	8.62	8.04	40.00	13.89	7.87	30.63

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	73	19	9	19	14	10	12	13	18	15	9
Effective base	19	7	4	5	4	4	6	4	4	3	3
Weighted Base	51	20	3	13	12	2	18	9	8	11	1
0-24%	38	15	1	9	12	1	11	7	4	11	1
	75%	77%	31%	65%	98%	85%	63%	73%	56%	97%	95%
25-49%	4	*	*	3	*	*	-	*	3	*	-
	7%	*%	2%	23%	2%	10%	-%	1%	42%	3%	-%
50-74%	1	-	-	1	-	-	-	1	-	-	-
	3%	-%	-%	11%	-%	-%	-%	16%	-%	-%	-%
75-100%	1	-	-	-	-	*	-	1	-	-	*
	2%	-%	-%	-%	-%	5%	-%	10%	-%	-%	5%
Don't know	7	4	2	*	-	-	7	-	*	-	-
	13%	23%	67%	1%	-%	-%	37%	-%	2%	-%	-%
Answered	51	20	3	13	12	2	18	9	8	11	1
Mean Score	14.8	11.8	3.9	17.7	12.2	20.2	10.0	26.9	15.7	12.9	19.2
Standard error	1.85	1.85	3.10	3.19	2.11	10.05	2.56	8.18	2.32	2.04	11.90
Standard deviation	15.82	8.06	9.31	13.92	7.89	31.77	8.87	29.51	9.83	7.91	35.69

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	73	13	14	19	17	10	56	8	9	63	10	66	5
Effective base	19	4	3	6	6	5	17	2	5	15	4	17	2
Weighted Base	51	11	8	16	15	1	44	5	1	38	13	44	6
0-24%	38	6	6	12	13	1	32	5	1	26	12	33	4
	75%	58%	74%	71%	91%	91%	72%	95%	96%	69%	91%	76%	79%
25-49%	4	-	*	3	*	-	3	*	-	4	-	4	-
	7%	-%	1%	20%	2%	-%	8%	5%	-%	10%	-%	8%	-%
50-74%	1	-	*	-	1	*	1	-	-	*	1	*	1
	3%	-%	5%	-%	7%	*%	3%	-%	-%	1%	8%	1%	19%
75-100%	1	-	1	-	-	*	1	-	-	1	*	-	*
	2%	-%	11%	-%	-%	9%	2%	-%	-%	2%	1%	-%	1%
Don't know	7	4	1	2	-	-	7	-	*	7	-	7	-
	13%	42%	9%	10%	-%	-%	15%	-%	4%	18%	-%	15%	-%
Answered	51	11	8	16	15	1	44	5	1	38	13	44	6
Mean Score	14.8	7.7	26.5	13.2	14.9	17.6	14.5	18.1	10.1	12.8	20.6	11.6	26.2
Standard error	1.85	2.52	7.86	1.81	3.05	-	2.23	2.67	7.39	2.09	3.87	1.09	7.45
Standard deviation	15.82	9.08	29.42	7.89	12.57	-	16.70	7.55	22.18	16.56	12.24	8.84	16.66

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	73	51	17	36	37	65	6	54	14	33	40
Effective base	19	14	4	10	10	17	3	14	4	9	10
Weighted Base	51	39	8	21	30	40	10	35	13	21	30
0-24%	38	28	7	12	26	29	9	24	11	12	26
	75%	72%	78%	57%	87%	73%	86%	68%	87%	55%	88%
25-49%	4	3	*	*	4	3	*	4	*	3	*
	7%	8%	4%	1%	12%	8%	3%	10%	*%	15%	2%
50-74%	1	*	1	1	*	*	1	1	-	*	1
	3%	*%	17%	5%	1%	1%	11%	4%	-%	*%	5%
75-100%	1	1	*	1	*	*	-	1	*	1	*
	2%	2%	1%	4%	*%	*%	-%	3%	1%	4%	*%
Don't know	7	7	-	7	*	7	-	5	1	5	2
	13%	17%	-%	32%	*%	17%	-%	15%	12%	25%	5%
Answered	51	39	8	21	30	40	10	35	13	21	30
Mean Score	14.8	13.1	25.1	14.6	14.9	12.3	16.9	16.2	12.4	15.3	14.4
Standard error	1.85	2.22	3.70	3.75	1.52	1.21	5.88	2.43	2.90	3.62	1.83
Standard deviation	15.82	15.86	15.27	22.51	9.23	9.74	14.41	17.87	10.83	20.77	11.59

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	73	67	51	31	-	62	46	24	-	69	46	36	-
Effective base	19	18	14	10	-	17	13	6	-	19	12	11	-
Weighted Base	51	41	35	23	-	46	36	14	-	50	34	22	-
0-24%	38	33	27	20	-	34	28	10	-	37	28	17	-
	75%	82%	79%	89%	-%	74%	80%	68%	-%	74%	81%	76%	-%
25-49%	4	3	1	-	-	3	1	3	-	4	*	3	-
	7%	8%	2%	-%	-%	7%	2%	21%	-%	7%	1%	15%	-%
50-74%	1	1	*	*	-	1	-	-	-	1	*	*	-
	3%	4%	*%	2%	-%	3%	-%	-%	-%	3%	*%	2%	-%
75-100%	1	*	-	-	-	1	-	*	-	1	-	*	-
	2%	*%	-%	-%	-%	2%	-%	1%	-%	2%	-%	*%	-%
Don't know	7	2	7	2	-	6	7	1	-	7	6	1	-
	13%	6%	19%	10%	-%	13%	19%	10%	-%	14%	18%	7%	-%
Answered	51	41	35	23	-	46	36	14	-	50	34	22	-
Mean Score	14.8	15.5	8.7	14.4	-	15.3	10.1	16.1	-	15.0	10.0	15.9	-
		b		b		b				b		b	
Standard error	1.85	1.28	.97	1.57	-	2.07	1.13	2.17	-	1.91	1.10	1.75	-
Standard deviation	15.82	10.51	6.93	8.73	-	16.31	7.66	10.61	-	15.85	7.46	10.52	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	73	65	60	73	65	45	13	46	60	73	31	18
Effective base	19	18	16	19	17	14	5	14	18	19	10	7
Weighted Base	51	48	44	51	47	41	14	37	48	51	19	6
0-24%	38	38	34	38	37	32	11	28	38	38	14	5
	75%	78%	77%	75%	78%	76%	78%	77%	79%	75%	72%	82%
25-49%	4	4	4	4	4	3	3	*	4	4	3	*
	7%	7%	8%	7%	8%	8%	22%	1%	7%	7%	18%	6%
50-74%	1	*	*	1	*	*	-	1	-	1	-	-
	3%	1%	1%	3%	1%	*%	-%	4%	-%	3%	-%	-%
75-100%	1	-	1	1	1	-	-	-	-	1	-	-
	2%	-%	2%	2%	2%	-%	-%	-%	-%	2%	-%	-%
Don't know	7	7	5	7	5	7	-	7	7	7	2	1
	13%	14%	12%	13%	11%	16%	-%	18%	14%	13%	11%	12%
Answered	51	48	44	51	47	41	14	37	48	51	19	6
Mean Score	14.8	12.3	14.7	14.8	14.5	12.0	20.3	10.9	11.9	14.8	14.0	11.7
Standard error	1.85	1.09	1.97	1.85	1.84	1.23	1.03	1.56	1.05	1.85	1.54	1.92
Standard deviation	15.82	8.75	15.24	15.82	14.83	8.27	3.72	10.59	8.11	15.82	8.60	8.14

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	73	10	8	11	8	63	55	69	60	54	67	53	27	-	66	2
Effective base	19	4	3	2	3	18	15	19	16	15	19	18	7	-	19	2
Weighted Base	51	2	3	7	8	45	39	51	40	34	50	48	17	-	46	*
0-24%	38	2	2	6	7	33	27	38	28	30	37	35	12	-	33	*
	75%	100%	57%	86%	80%	74%	70%	75%	70%	88%	75%	74%	70%	-%	72%	61%
25-49%	4	-	*	*	*	4	4	4	4	*	4	4	3	-	3	*
	7%	-%	2%	4%	1%	8%	9%	7%	9%	1%	7%	7%	18%	-%	8%	39%
50-74%	1	-	1	-	*	*	1	1	1	*	1	1	*	-	1	-
	3%	-%	41%	-%	*%	1%	4%	3%	4%	1%	3%	3%	2%	-%	3%	-%
75-100%	1	-	-	-	*	1	*	1	-	1	1	1	-	-	1	-
	2%	-%	-%	-%	1%	2%	*%	2%	-%	3%	2%	2%	-%	-%	2%	-%
Don't know	7	-	-	1	1	7	7	7	7	2	7	7	2	-	7	-
	13%	-%	-%	10%	18%	15%	17%	13%	17%	6%	13%	14%	9%	-%	15%	-%
Answered	51	2	3	7	8	45	39	51	40	34	50	48	17	-	46	*
Mean Score	14.8	14.9	30.4	10.4	15.2	13.4	14.2	14.8	11.6	15.8	14.9	14.7	16.9	-	15.3	11.8
Standard error	1.85	3.18	7.72	1.94	4.25	1.98	1.62	1.91	1.41	2.27	1.94	2.18	1.90	-	2.04	-
Standard deviation	15.82	10.06	21.83	6.43	12.02	15.71	12.00	15.85	10.93	16.70	15.86	15.84	9.88	-	16.56	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	73	45	28	48	3	26	28	21	41	10	18	20	34
Effective base	19	12	8	13	3	8	8	9	10	3	4	5	10
Weighted Base	51	28	22	37	6	18	26	9	28	9	10	9	28
0-24%	38	24	14	29	3	12	21	6	20	8	9	8	16
	75%	84%	63%	78%	53%	66%	81%	70%	69%	84%	93%	98%	57%
25-49%	4	*	4	*	3	3	*	*	3	-	*	*	3
	7%	*%	16%	1%	47%	17%	2%	2%	12%	-%	*%	2%	12%
50-74%	1	1	-	1	-	1	-	1	-	*	-	*	1
	3%	5%	-%	4%	-%	8%	-%	17%	-%	*%	-%	*%	5%
75-100%	1	1	-	*	-	*	-	1	-	-	*	-	1
	2%	3%	-%	*%	-%	*%	-%	11%	-%	-%	1%	-%	3%
Don't know	7	2	5	6	-	1	5	-	5	2	1	-	6
	13%	7%	21%	16%	-%	8%	17%	-%	18%	16%	6%	-%	22%
Answered	51	28	22	37	6	18	26	9	28	9	10	9	28
Mean Score	14.8	19.4	8.9	12.8	17.0	19.1	9.5	29.5	10.4	12.0	12.2	12.6	15.6
Standard error	1.85	2.77	1.63	1.67	4.70	2.63	1.39	6.70	1.35	2.32	2.29	1.13	3.50
Standard deviation	15.82	18.57	8.62	11.58	8.15	13.41	7.34	30.69	8.63	7.33	9.71	5.07	20.38

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	73	40	33
Effective base	19	9	11
Weighted Base	51	27	24
0-24%	38	20	18
	75%	75%	75%
25-49%	4	1	3
	7%	2%	12%
50-74%	1	*	1
	3%	*%	6%
75-100%	1	1	-
	2%	4%	-%
Don't know	7	5	2
	13%	19%	7%
Answered	51	27	24
Mean Score	14.8	15.5	14.0
Standard error	1.85	2.97	2.11
Standard deviation	15.82	18.78	12.12

Columns Tested:: a,b

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	73	-	5	3	7	2	20	2	9	2	5	8	10
Effective base	19	-	2	3	4	1	6	2	2	1	2	3	4
Weighted Base	51	-	10	1	*	*	19	*	4	3	2	4	8
0-24%	38	-	4	1	*	*	17	*	4	*	*	3	8
	75%	-%	44%	78%	81%	100%	91%	76%	99%	1%	28%	72%	100%
25-49%	4	-	-	*	*	-	*	-	*	3	-	*	-
	7%	-%	-%	22%	19%	-%	*%	-%	1%	99%	-%	4%	-%
50-74%	1	-	*	-	*	-	-	-	-	-	1	-	-
	3%	-%	4%	-%	*%	-%	-%	-%	-%	-%	72%	-%	-%
75-100%	1	-	-	-	-	-	*	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	24%	-%
Don't know	7	-	5	-	-	-	2	*	-	-	-	-	-
	13%	-%	52%	-%	-%	-%	8%	24%	-%	-%	-%	-%	-%
Answered	51	-	10	1	*	*	19	*	4	3	2	4	8
Mean Score	14.8	-	4.1	22.2	18.8	.5	14.7	4.5	15.8	24.9	39.2	31.4	10.4
Standard error	1.85	-	4.48	4.78	-	-	2.01	-	2.51	1.04	13.23	16.13	.73
Standard deviation	15.82	-	10.02	8.28	-	-	9.01	-	7.52	1.47	29.58	45.64	2.31

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 160 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	73	8	29	13	23	37	36
Effective base	19	3	7	3	8	10	11
Weighted Base	51	11	20	7	13	31	20
0-24%	38	5	18	4	11	23	15
	75%	48%	91%	57%	83%	75%	74%
25-49%	4	*	*	3	*	*	3
	7%	3%	1%	42%	1%	1%	16%
50-74%	1	*	*	-	1	*	1
	3%	3%	*%	-%	9%	1%	5%
75-100%	1	-	*	-	1	*	1
	2%	-%	*%	-%	7%	*%	5%
Don't know	7	5	2	*	-	7	*
	13%	46%	8%	1%	-%	22%	*%
Answered	51	11	20	7	13	31	20
Mean Score	14.8	6.3	14.6	19.3	20.0	11.5	19.8 a
Standard error	1.85	3.99	1.69	2.11	5.42	1.74	3.49
Standard deviation	15.82	11.27	9.09	7.60	25.99	10.56	20.92

Columns Tested:: a,b,c,d - a,b

Table 162

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	110	1	109	73	18	7	12	37
Effective base	51	1	50	46	8	5	4	10
Weighted Base	123	*	123	116	6	1	*	8
0-24%	86	-	86	81	4	1	*	5
	70%	-%	70%	70%	63%	78%	95%	66%
25-49%	22	-	22	22	1	*	*	1
	18%	-%	18%	19%	9%	17%	5%	10%
50-74%	3	-	3	3	-	-	-	-
	2%	-%	2%	2%	-%	-%	-%	-%
75-100%	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	7%	-%	-%	6%
Don't know	11	*	11	10	1	*	-	1
	9%	100%	9%	9%	21%	5%	-%	18%
Answered	123	*	123	116	6	1	*	8
Mean Score	13.0	-	13.1	12.9	14.3	11.3	14.2	13.9
Standard error	1.27	-	1.28	1.46	6.12	-	-	3.95
Standard deviation	13.31	-	13.31	12.47	25.98	-	-	24.00

Columns Tested:: a,b - a,b,c,d,e

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	110	28	31	14	14	11	12	73	18	19
Effective base	51	20	19	10	6	6	4	46	8	7
Weighted Base	123	51	54	11	5	2	*	116	6	1
0-24%	86	34	39	8	3	2	*	81	4	1
	70%	67%	73%	72%	60%	78%	95%	70%	63%	81%
25-49%	22	8	13	-	*	*	*	22	1	*
	18%	17%	25%	-%	6%	20%	5%	19%	9%	15%
50-74%	3	-	1	2	-	-	-	3	-	-
	2%	-%	2%	15%	-%	-%	-%	2%	-%	-%
75-100%	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	8%	-%	-%	-%	7%	-%
Don't know	11	8	*	1	1	*	-	10	1	*
	9%	16%	*%	13%	26%	2%	-%	9%	21%	4%
Answered	123	51	54	11	5	2	*	116	6	1
Mean Score	13.0	10.1	15.6	13.2	14.7	12.3	14.2	12.9	14.3	11.8
Standard error	1.27	1.87	2.36	4.66	7.91	3.49	-	1.46	6.12	6.21
Standard deviation	13.31	9.89	13.15	17.42	29.58	11.56	-	12.47	25.98	27.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	110	51	22	18	7	12	48	20	9	6	20
Effective base	51	35	17	8	5	4	29	13	4	2	6
Weighted Base	123	98	17	6	1	*	79	21	10	2	4
0-24%	86	68	13	4	1	*	57	14	9	2	4
	70%	69%	75%	63%	78%	95%	73%	66%	87%	100%	91%
25-49%	22	22	-	1	*	*	16	2	-	-	*
	18%	22%	-%	9%	17%	5%	20%	7%	-%	-%	7%
50-74%	3	-	3	-	-	-	-	1	-	-	-
	2%	-%	17%	-%	-%	-%	-%	7%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	7%	-%	-%	-%	2%	-%	-%	-%
Don't know	11	8	1	1	*	-	6	4	1	-	*
	9%	9%	8%	21%	5%	-%	7%	18%	13%	-%	1%
Answered	123	98	17	6	1	*	79	21	10	2	4
Mean Score	13.0	12.6	14.8	14.3	11.3	14.2	12.7	11.6	6.7	4.9	9.1
Standard error	1.27	1.55	4.03	6.12	-	-	1.48	4.24	1.38	3.12	1.87
Standard deviation	13.31	11.07	18.92	25.98	-	-	10.25	18.95	4.15	7.64	8.36

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	110	8	11	13	4	10	12	7	7	9
Effective base	51	5	7	9	1	4	7	4	5	6
Weighted Base	123	15	18	22	4	10	17	10	12	10
0-24%	86	11	12	16	4	10	11	4	5	9
	70%	76%	67%	71%	97%	98%	66%	42%	41%	95%
25-49%	22	4	2	2	*	*	4	5	6	*
	18%	24%	9%	9%	3%	2%	21%	44%	49%	5%
50-74%	3	-	-	-	-	-	-	1	1	-
	2%	-%	-%	-%	-%	-%	-%	14%	10%	-%
75-100%	*	-	*	-	-	-	-	-	-	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	-	4	4	-	-	2	-	-	-
	9%	-%	22%	20%	-%	-%	13%	-%	-%	-%
Answered	123	15	18	22	4	10	17	10	12	10
Mean Score	13.0	14.1	10.4	6.9	10.6	9.1	12.1	25.5	23.9	11.5
Standard error	1.27	4.38	5.03	2.64	1.89	1.28	3.14	6.56	5.31	2.44
Standard deviation	13.31	12.39	16.67	9.51	3.78	4.06	10.88	17.36	14.05	7.33

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	*h
Unweighted Base	110	23	26	32	81	29	6	10	13
Effective base	51	10	18	19	47	10	3	4	5
Weighted Base	123	24	45	49	118	6	*	2	3
0-24%	86	23	28	31	82	4	*	1	3
	70%	97%	63%	63%	70%	73%	22%	62%	85%
25-49%	22	1	11	10	22	1	*	1	-
	18%	3%	25%	20%	19%	12%	1%	38%	-%
50-74%	3	-	1	1	3	*	*	-	-
	2%	-%	3%	3%	2%	4%	46%	-%	-%
75-100%	*	-	*	-	*	-	-	-	-
	*%	-%	1%	-%	*%	-%	-%	-%	-%
Don't know	11	-	4	7	11	1	*	-	*
	9%	-%	9%	13%	9%	11%	30%	-%	15%
Answered	123	24	45	49	118	6	*	2	3
Mean Score	13.0	10.3	15.2	12.6	13.1	10.3	28.1	17.2	4.6
Standard error	1.27	1.14	3.01	2.42	1.47	2.97	-	8.92	1.53
Standard deviation	13.31	5.48	15.37	13.67	13.24	16.00	-	28.20	5.52

Columns Tested:: a,b,c,d,e,f,g,h

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base	110	3	19	20	5	31	2	3	3	43
Effective base	51	2	9	9	2	15	2	2	2	20
Weighted Base	123	2	26	26	5	33	3	6	2	48
0-24%	86	1	11	11	1	22	1	5	2	42
	70%	70%	44%	45%	27%	69%	25%	98%	100%	87%
25-49%	22	-	10	10	4	5	-	-	-	3
	18%	-%	39%	39%	73%	16%	-%	-%	-%	7%
50-74%	3	-	1	1	-	2	-	-	-	-
	2%	-%	5%	5%	-%	5%	-%	-%	-%	-%
75-100%	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	11	*	3	3	-	3	2	*	-	3
	9%	30%	12%	11%	-%	9%	75%	2%	-%	5%
Answered	123	2	26	26	5	33	3	6	2	48
Mean Score	13.0	5.3	19.3	19.2	28.4	14.1	1.3	13.9	5.6	8.6
Standard error	1.27	5.35	3.39	3.30	5.47	2.81	1.87	3.31	3.92	1.40
Standard deviation	13.31	9.27	14.77	14.76	12.23	15.62	2.64	5.73	6.79	9.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	a	*b	a	*b
Unweighted Base	110	28	33	49	92	18	99	11	109	1
Effective base	51	12	16	24	43	9	50	4	51	1
Weighted Base	123	32	36	55	100	24	122	1	123	*
0-24%	86	14	23	49	75	11	85	1	86	*
	70%	43%	65%	89%	76%	46%	70%	89%	70%	100%
25-49%	22	14	5	3	12	11	22	*	22	-
	18%	42%	15%	6%	12%	45%	18%	11%	18%	-%
50-74%	3	1	2	-	1	1	3	-	3	-
	2%	4%	5%	-%	1%	6%	2%	-%	2%	-%
75-100%	*	-	*	-	*	-	*	-	*	-
	*%	-%	1%	-%	*%	-%	*%	-%	*%	-%
Don't know	11	3	5	3	11	*	11	-	11	-
	9%	11%	14%	5%	11%	2%	9%	-%	9%	-%
Answered	123	32	36	55	100	24	122	1	123	*
Mean Score	13.0	19.9	13.0	9.0	11.1	21.0	13.0	15.6	13.0	15.0
Standard error	1.27	2.78	2.68	1.27	1.22	3.91	1.34	4.47	1.28	-
Standard deviation	13.31	14.69	15.37	8.87	11.70	16.61	13.36	14.81	13.32	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	a	b	*c	*d	e	*f
Unweighted Base	110	28	26	55	53	30	18	9	83	27
Effective base	51	12	11	28	31	10	9	2	41	10
Weighted Base	123	29	24	70	73	28	21	2	101	22
0-24%	86	19	18	49	54	14	18	1	67	19
	70%	65%	75%	70%	73%	49%	86%	92%	66%	86%
25-49%	22	8	5	10	9	13	-	*	22	*
	18%	26%	20%	14%	13%	47%	-%	8%	22%	1%
						a				
50-74%	3	-	1	2	-	1	2	-	1	2
	2%	-%	5%	2%	-%	4%	8%	-%	1%	7%
75-100%	*	-	-	*	*	-	-	-	*	-
	*%	-%	-%	1%	1%	-%	-%	-%	*%	-%
Don't know	11	2	-	9	10	*	1	-	10	1
	9%	8%	-%	13%	13%	*%	6%	-%	10%	6%
Answered	123	29	24	70	73	28	21	2	101	22
Mean Score	13.0	13.6	14.9	12.1	10.9	19.8	11.0	15.6	13.4	11.3
						ae				
Standard error	1.27	2.34	2.74	1.83	1.70	2.69	2.92	3.32	1.49	2.33
Standard deviation	13.31	12.37	13.99	13.57	12.39	14.72	12.39	9.97	13.59	12.10

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	110	11	42	57	105	100	108	110	83	52
Effective base	51	7	24	20	48	45	50	51	39	17
Weighted Base	123	21	52	50	118	110	121	123	97	42
0-24%	86	17	36	33	82	76	84	86	65	25
	70%	80%	70%	65%	69%	69%	70%	70%	67%	59%
25-49%	22	2	7	13	22	21	22	22	21	15
	18%	9%	14%	26%	19%	19%	19%	18%	22%	36%
50-74%	3	-	-	3	3	3	3	3	3	-
	2%	-%	-%	6%	2%	3%	2%	2%	3%	-%
75-100%	*	-	*	-	*	*	*	*	*	*
	*%	-%	1%	-%	*%	*%	*%	*%	*%	1%
Don't know	11	2	8	1	11	11	11	11	8	1
	9%	11%	15%	3%	9%	10%	9%	9%	8%	4%
Answered	123	21	52	50	118	110	121	123	97	42
Mean Score	13.0	8.4	12.0	16.0	13.0	13.4	13.1	13.0	14.5	18.8 abcd
Standard error	1.27	2.81	2.07	1.87	1.30	1.35	1.29	1.27	1.55	2.04
Standard deviation	13.31	9.33	13.39	14.14	13.33	13.54	13.43	13.31	14.08	14.73

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base	110	10	62	5	13	6	5	7	18
Effective base	51	6	34	3	3	2	3	4	7
Weighted Base	123	13	91	6	5	2	*	3	6
0-24%	86	10	58	6	4	2	*	3	6
	70%	80%	64%	100%	81%	100%	65%	100%	97%
25-49%	22	3	19	-	1	-	*	-	*
	18%	20%	21%	-%	19%	-%	35%	-%	3%
50-74%	3	-	3	-	-	-	-	-	-
	2%	-%	3%	-%	-%	-%	-%	-%	-%
75-100%	*	-	*	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	11	-	11	-	-	-	-	-	-
	9%	-%	12%	-%	-%	-%	-%	-%	-%
Answered	123	13	91	6	5	2	*	3	6
Mean Score	13.0	13.0	13.4	6.5	19.5	5.7	17.7	11.8	10.2
Standard error	1.27	4.51	1.79	1.48	3.20	2.02	-	2.94	1.77
Standard deviation	13.31	14.25	14.07	3.31	11.53	4.94	-	7.78	7.52

Columns Tested:: a,b,c,d,e,f,g,h

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	110	72	6	7	7	5	6	2	60	12	13	6	3	3	3
Effective base	51	40	3	3	3	2	2	1	33	5	6	3	2	2	1
Weighted Base	123	106	1	3	5	1	1	1	83	14	10	1	*	1	1
0-24%	86	72	*	2	5	1	1	1	54	9	9	*	*	1	1
	70%	68%	38%	78%	98%	83%	100%	100%	66%	63%	92%	68%	100%	100%	100%
25-49%	22	21	*	1	*	*	*	-	16	4	1	*	*	-	-
	18%	20%	18%	22%	2%	17%	*%	-%	19%	27%	8%	32%	*%	-%	-%
50-74%	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
75-100%	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	45%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Don't know	11	11	-	-	-	-	-	-	9	1	-	-	-	-	-
	9%	10%	-%	-%	-%	-%	-%	-%	11%	9%	-%	-%	-%	-%	-%
Answered	123	106	1	3	5	1	1	1	83	14	10	1	*	1	1
Mean Score	13.0	12.5	54.3	15.7	16.2	11.8	8.4	5.0	13.7	13.7	9.8	11.7	13.1	8.8	18.4
Standard error	1.27	1.47	-	6.29	3.19	21.54	2.08	-	1.91	2.33	2.74	-	-	3.30	5.66
Standard deviation	13.31	12.50	-	16.65	8.44	48.17	5.10	-	14.83	8.07	9.88	-	-	5.72	9.81

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base	110	56	16	14	5	8	9	2	19	25	17	39	18	9
Effective base	51	31	6	6	3	4	2	1	6	14	11	17	7	2
Weighted Base	123	72	18	10	4	12	6	1	19	38	23	39	14	7
0-24%	86	45	18	10	3	8	2	1	11	23	12	33	13	3
	70%	63%	97%	99%	69%	68%	27%	100%	56%	62%	53%	85%	90%	44%
25-49%	22	14	*	*	-	4	5	-	8	11	4	4	*	4
	18%	19%	1%	1%	-%	32%	73%	-%	44%	28%	17%	10%	*%	56%
50-74%	3	3	-	-	-	-	-	-	-	1	-	1	-	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	4%	-%	4%	-%	-%
75-100%	*	-	*	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't know	11	10	-	-	1	-	-	-	-	2	7	*	1	-
	9%	14%	-%	-%	31%	-%	-%	-%	-%	6%	30%	*%	10%	-%
Answered	123	72	18	10	4	12	6	1	19	38	23	39	14	7
Mean Score	13.0	12.4	12.4	10.0	4.9	14.8	27.7	20.0	19.4	15.0	9.9	14.7	7.5	16.3
Standard error	1.27	1.90	3.58	1.78	2.24	2.63	4.32	.81	2.51	3.02	3.06	2.29	1.15	3.59
Standard deviation	13.31	14.23	14.32	6.66	5.01	7.43	12.95	1.15	10.92	15.09	12.60	14.29	4.88	10.76

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	c	*d	*e
Unweighted Base	110	37	18	28	13	8	28	15	32	18	6
Effective base	51	18	11	11	5	1	15	7	15	6	2
Weighted Base	123	48	28	24	11	4	41	17	36	13	3
0-24%	86	30	18	22	10	1	23	7	31	12	3
	70%	62%	62%	92%	88%	13%	56%	39%	87%	90%	96%
25-49%	22	14	4	*	-	4	9	8	4	*	*
	18%	29%	14%	1%	-%	87%	21%	44%	11%	*%	4%
50-74%	3	2	-	1	-	-	3	-	*	-	-
	2%	4%	-%	5%	-%	-%	7%	-%	1%	-%	-%
75-100%	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	1%	-%	-%
Don't know	11	2	7	*	1	-	6	3	*	1	-
	9%	5%	24%	*%	12%	-%	16%	17%	*%	10%	-%
Answered	123	48	28	24	11	4	41	17	36	13	3
Mean Score	13.0	15.1	9.2	14.3	8.4	22.7	14.0	17.4	13.4	7.6	6.1
Standard error	1.27	2.25	2.70	3.19	1.38	2.59	3.15	3.30	2.14	1.18	2.38
Standard deviation	13.31	13.67	11.46	16.87	4.98	7.32	16.64	12.76	12.10	5.00	5.84

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	110	19	28	28	24	11	85	7	17	95	15	100	5
Effective base	51	10	12	18	9	3	43	2	7	43	8	45	3
Weighted Base	123	24	29	42	20	8	100	6	18	102	22	109	9
0-24%	86	16	17	32	18	4	65	6	15	74	12	73	8
	70%	69%	58%	74%	91%	45%	66%	100%	84%	73%	55%	67%	99%
25-49%	22	3	8	8	*	5	22	-	*	13	10	22	*
	18%	11%	26%	18%	1%	55%	23%	-%	*%	13%	44%	20%	1%
50-74%	3	-	1	1	*	-	3	-	-	3	*	3	-
	2%	-%	4%	3%	1%	-%	3%	-%	-%	3%	1%	3%	-%
75-100%	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Don't know	11	5	3	1	1	-	8	-	3	11	-	11	-
	9%	21%	12%	3%	7%	-%	8%	-%	16%	11%	-%	10%	-%
Answered	123	24	29	42	20	8	100	6	18	102	22	109	9
Mean Score	13.0	7.5	16.7	14.0	8.4	21.4	14.8	9.3	4.6	11.7	18.9	13.3	9.1
Standard error	1.27	2.65	2.71	2.62	1.39	4.76	1.53	1.30	.93	1.33	3.50	1.38	1.90
Standard deviation	13.31	11.54	14.35	13.86	6.82	15.78	14.14	3.44	3.85	12.98	13.55	13.75	4.25

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	110	89	11	59	51	101	4	89	11	62	48
Effective base	51	42	3	30	23	45	3	41	4	31	22
Weighted Base	123	100	10	59	65	109	8	99	12	62	62
0-24%	86	70	6	47	39	74	8	70	6	48	39
	70%	70%	58%	81%	60%	67%	98%	71%	52%	77%	63%
25-49%	22	16	4	4	18	22	*	16	4	6	16
	18%	16%	42%	8%	28%	20%	2%	17%	36%	10%	26%
50-74%	3	3	-	1	1	3	-	3	-	1	1
	2%	3%	-%	2%	2%	3%	-%	3%	-%	2%	2%
75-100%	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	1%	-%	*%	-%	*%	-%	1%	-%
Don't know	11	11	-	5	6	11	-	9	1	6	5
	9%	11%	-%	9%	10%	10%	-%	9%	13%	10%	8%
Answered	123	100	10	59	65	109	8	99	12	62	62
Mean Score	13.0	13.2	15.4	10.2	15.5 a	13.3	9.2	13.3	13.4	10.9	15.1
Standard error	1.27	1.47	2.87	1.65	1.89	1.37	2.06	1.48	3.08	1.61	1.97
Standard deviation	13.31	13.89	9.50	12.65	13.48	13.76	4.11	13.92	10.22	12.71	13.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	110	80	91	57	1	81	74	47	-	100	78	62	-
Effective base	51	33	43	23	1	35	33	20	-	45	37	27	-
Weighted Base	123	82	102	56	4	91	76	52	-	111	87	63	-
0-24%	86	57	67	38	4	67	51	37	-	83	59	47	-
	70%	70%	65%	68%	100%	74%	67%	70%	-%	75%	68%	76%	-%
25-49%	22	14	21	11	-	13	14	9	-	14	18	8	-
	18%	17%	21%	19%	-%	14%	18%	16%	-%	13%	21%	13%	-%
50-74%	3	*	3	*	-	*	3	*	-	2	1	*	-
	2%	*%	3%	*%	-%	*%	4%	*%	-%	2%	2%	*%	-%
75-100%	*	-	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Don't know	11	11	11	7	-	11	8	7	-	11	8	7	-
	9%	13%	11%	13%	-%	12%	11%	13%	-%	10%	10%	11%	-%
Answered	123	82	102	56	4	91	76	52	-	111	87	63	-
Mean Score	13.0	11.2	13.5	11.6	10.0	11.2	13.7	11.4	-	11.2	13.2	10.1	-
Standard error	1.27	1.13	1.48	1.48	-	1.27	1.62	1.50	-	1.17	1.48	1.23	-
Standard deviation	13.31	10.12	14.16	11.15	-	11.39	13.94	10.27	-	11.72	13.04	9.72	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	110	99	94	110	94	70	17	74	86	110	52	26
Effective base	51	45	42	51	43	32	6	35	40	51	24	11
Weighted Base	123	112	104	123	101	78	16	81	101	123	58	26
0-24%	86	79	71	86	68	49	11	51	74	86	42	17
	70%	70%	69%	70%	67%	63%	68%	63%	73%	70%	74%	67%
25-49%	22	20	20	22	22	18	5	18	14	22	8	3
	18%	18%	20%	18%	22%	23%	32%	22%	14%	18%	14%	12%
50-74%	3	3	3	3	1	3	-	1	2	3	*	-
	2%	3%	3%	2%	1%	3%	-%	2%	2%	2%	*%	-%
75-100%	*	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	11	11	9	11	9	8	-	11	11	11	7	6
	9%	10%	9%	9%	9%	11%	-%	13%	11%	9%	12%	21%
Answered	123	112	104	123	101	78	16	81	101	123	58	26
Mean Score	13.0	12.5	13.4	13.0	13.0	14.5	15.9	13.2	11.7	13.0	10.9	8.5
Standard error	1.27	1.25	1.30	1.27	1.30	1.64	2.27	1.54	1.24	1.27	1.35	1.65
Standard deviation	13.31	12.43	12.56	13.31	12.57	13.72	9.34	13.21	11.46	13.31	9.74	8.40

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	110	19	7	12	10	98	77	103	93	87	82	92	47	-	92	8
Effective base	51	10	3	4	5	47	35	48	42	40	35	43	23	-	39	7
Weighted Base	123	24	6	9	13	112	83	117	105	100	90	105	56	-	83	22
0-24%	86	19	6	4	5	76	57	80	71	73	64	73	40	-	57	15
	70%	78%	98%	39%	41%	68%	68%	69%	67%	73%	71%	69%	72%	-%	68%	70%
25-49%	22	4	*	6	5	22	17	22	22	16	15	22	7	-	15	4
	18%	15%	2%	61%	36%	20%	20%	19%	21%	16%	17%	21%	13%	-%	18%	17%
50-74%	3	-	-	-	1	3	3	3	3	3	1	1	-	-	3	-
	2%	-%	-%	-%	11%	3%	3%	2%	3%	3%	1%	1%	-%	-%	3%	-%
75-100%	*	*	-	-	-	-	*	*	-	-	*	-	-	-	*	-
	*%	2%	-%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%	-%	1%	-%
Don't know	11	1	-	-	1	11	6	11	9	8	8	9	8	-	8	3
	9%	6%	-%	-%	11%	10%	8%	10%	9%	8%	9%	9%	15%	-%	10%	13%
Answered	123	24	6	9	13	112	83	117	105	100	90	105	56	-	83	22
Mean Score	13.0	12.6	10.8	19.2	19.4	13.1	14.7	13.3	13.8	12.4	12.4	13.2	9.7	-	13.1	13.5
Standard error	1.27	3.72	2.33	3.06	6.17	1.25	1.63	1.31	1.34	1.33	1.41	1.25	1.16	-	1.56	3.74
Standard deviation	13.31	16.21	6.16	10.59	19.52	12.39	14.32	13.25	12.88	12.39	12.77	11.98	7.96	-	14.98	10.57

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	*b	c
Unweighted Base	110	61	49	77	3	38	54	32	60	17	33	23	52
Effective base	51	30	22	33	3	17	26	13	28	10	17	8	25
Weighted Base	123	76	47	75	7	47	59	32	60	27	43	22	54
0-24%	86	55	31	56	7	23	50	23	42	18	23	17	41
	70%	72%	67%	74%	100%	49%	86% a	70%	70%	66%	55%	80%	75%
25-49%	22	11	11	11	-	14	5	5	12	5	14	4	4
	18%	15%	23%	14%	-%	29%	8%	17%	20%	19%	33% c	20%	7%
50-74%	3	2	1	3	-	1	1	-	3	-	1	-	1
	2%	2%	3%	4%	-%	3%	2%	-%	5%	-%	3%	-%	3%
75-100%	*	-	*	*	-	*	-	-	*	-	-	-	*
	*%	-%	1%	1%	-%	1%	-%	-%	1%	-%	-%	-%	1%
Don't know	11	8	3	6	-	8	2	4	3	4	3	-	8
	9%	11%	6%	7%	-%	18%	4%	13%	5%	15%	8%	-%	14%
Answered	123	76	47	75	7	47	59	32	60	27	43	22	54
Mean Score	13.0	11.9	14.7	13.1	10.0	16.9 b	9.5	12.2	15.0	10.1	17.9 c	11.5	10.1
Standard error	1.27	1.39	2.36	1.68	*	2.69	1.40	2.09	1.91	2.98	2.52	1.58	1.91
Standard deviation	13.31	10.89	16.50	14.77	*	16.56	10.32	11.85	14.78	12.28	14.49	7.56	13.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	110	41	69
Effective base	51	17	35
Weighted Base	123	47	76
0-24%	86	30	57
	70%	62%	75%
25-49%	22	14	8
	18%	30%	11%
50-74%	3	1	1
	2%	3%	2%
75-100%	*	-	*
	*%	-%	1%
Don't know	11	2	9
	9%	5%	12%
Answered	123	47	76
Mean Score	13.0	16.3	10.9
		b	
Standard error	1.27	2.08	1.56
Standard deviation	13.31	13.30	12.98

Columns Tested:: a,b

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	110	3	10	8	7	7	22	2	16	10	6	8	11
Effective base	51	2	4	5	3	5	8	2	9	7	3	7	5
Weighted Base	123	2	13	11	*	15	21	*	21	17	3	12	8
0-24%	86	2	7	8	*	11	15	*	15	14	2	6	5
	70%	100%	55%	73%	100%	72%	73%	76%	70%	80%	82%	53%	67%
25-49%	22	-	5	2	*	4	4	-	4	-	-	2	3
	18%	-%	35%	14%	*%	28%	20%	-%	17%	-%	-%	16%	33%
50-74%	3	-	1	-	-	-	-	-	*	-	-	1	-
	2%	-%	9%	-%	-%	-%	-%	-%	1%	-%	-%	12%	-%
75-100%	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Don't know	11	-	*	1	-	-	1	*	3	3	*	2	-
	9%	-%	1%	12%	-%	-%	7%	24%	12%	17%	18%	19%	-%
Answered	123	2	13	11	*	15	21	*	21	17	3	12	8
Mean Score	13.0	3.0	21.9	10.6	14.0	18.1	11.2	4.1	11.1	7.0	7.6	16.7	13.7
Standard error	1.27	1.33	5.92	3.22	-	4.90	1.66	-	2.73	5.00	2.00	6.08	2.87
Standard deviation	13.31	2.30	18.74	9.10	-	12.96	7.80	-	10.90	15.80	4.90	17.19	9.50

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 162 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	b	*c	*d	a	b
Unweighted Base	110	21	36	28	25	57	53
Effective base	51	10	13	16	15	22	30
Weighted Base	123	26	36	39	23	62	61
0-24%	86	17	27	29	14	44	43
	70%	66%	73%	75%	62%	70%	70%
25-49%	22	6	8	4	4	14	8
	18%	24%	23%	9%	20%	23%	13%
50-74%	3	1	-	*	1	1	2
	2%	5%	-%	1%	6%	2%	3%
75-100%	*	-	-	*	-	-	*
	*%	-%	-%	1%	-%	-%	1%
Don't know	11	1	1	6	3	3	8
	9%	6%	4%	14%	12%	5%	14%
Answered	123	26	36	39	23	62	61
Mean Score	13.0	15.7	14.1	9.3	14.6	14.8	11.2
Standard error	1.27	3.43	1.78	2.50	2.76	1.71	1.87
Standard deviation	13.31	15.70	10.68	13.25	13.79	12.90	13.58

Columns Tested:: a,b,c,d - a,b

Table 164

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	302	8	294	192	64	11	35	110
Effective base	119	5	118	108	28	9	19	37
Weighted Base	299	2	297	284	13	1	1	15
0-24%	204	-	204	197	6	1	*	7
	68%	-%	69%	69% bde	47%	49%	39%	46%
25-49%	44	-	44	41	2	*	*	3
	15%	-%	15%	14%	19%	17%	53% abe	20%
50-74%	18	*	18	18	1	*	*	1
	6%	3%	6%	6%	5%	13%	7%	6%
75-100%	23	2	20	20	2	*	*	2
	8%	97%	7%	7%	15%	17%	1%	14%
Don't know	10	-	10	8	2	*	*	2
	3%	-%	3%	3%	14% a	3%	1%	12% a
Answered	299	2	297	284	13	1	1	15
Mean Score	22.5	98.7	22.0	22.1	28.9	39.4	27.3	29.9 a
Standard error	1.38	3.80	1.35	1.70	4.02	17.66	-	3.03
Standard deviation	23.99	10.75	23.12	23.52	32.13	58.56	-	31.74

Columns Tested:: a,b - a,b,c,d,e

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	302	70	93	29	43	32	35	192	64	46
Effective base	119	47	51	11	18	15	19	108	28	18
Weighted Base	299	130	133	21	8	6	1	284	13	2
0-24%	204	94	91	12	3	4	*	197	6	1
	68%	72% dfh	68% df	60%	33%	65%	39%	69% dfhi	47%	45%
25-49%	44	17	21	2	2	1	*	41	2	1
	15%	13%	16%	11%	21%	15%	53% abdegh	14%	19%	30%
50-74%	18	9	3	6	1	*	*	18	1	*
	6%	7%	2%	29%	8%	3%	7%	6%	5%	11%
75-100%	23	4	16	-	1	1	*	20	2	*
	8%	3%	12%	-%	14%	16%	1%	7%	15%	11%
Don't know	10	6	2	-	2	*	*	8	2	*
	3%	5%	1%	-%	22% abfg	1%	1%	3%	14% bg	2%
Answered	299	130	133	21	8	6	1	284	13	2
Mean Score	22.5	17.8	25.8 a	26.4	28.1 a	32.6 ag	27.3	22.1	28.9 a	35.0 ag
Standard error	1.38	2.29	2.83	3.16	4.96	6.22	-	1.70	4.02	5.69
Standard deviation	23.99	19.16	27.33	17.01	32.50	35.20	-	23.52	32.13	38.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	302	122	70	64	11	35	127	49	29	19	49
Effective base	119	81	33	28	9	19	73	21	9	7	10
Weighted Base	299	231	53	13	1	1	203	40	21	4	11
0-24%	204	164	33	6	1	*	137	24	18	2	8
	68%	71% ce	62%	47%	49%	39%	68%	61%	85%	34%	76%
25-49%	44	36	5	2	*	*	32	5	1	2	1
	15%	15%	10%	19%	17%	53% abc	16%	13%	4%	49%	11%
50-74%	18	9	9	1	*	*	11	6	*	*	*
	6%	4%	17% a	5%	13%	7%	6%	15%	1%	8%	4%
75-100%	23	17	4	2	*	*	16	3	1	*	1
	8%	7%	7%	15%	17%	1%	8%	7%	3%	1%	9%
Don't know	10	6	1	2	*	*	6	1	1	*	*
	3%	3%	3%	14% a	3%	1%	3%	4%	7%	8%	1%
Answered	299	231	53	13	1	1	203	40	21	4	11
Mean Score	22.5	21.0	27.3	28.9	39.4	27.3	22.3	27.1	13.0	20.8	24.0
Standard error	1.38	2.05	3.20	4.02	17.66	-	2.09	3.73	2.94	4.57	3.94
Standard deviation	23.99	22.61	26.75	32.13	58.56	-	23.57	26.13	15.85	19.93	27.56

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	302	20	18	43	13	29	36	21	13	23
Effective base	119	10	9	25	6	13	20	11	6	11
Weighted Base	299	28	20	67	19	37	48	30	11	25
0-24%	204	16	13	57	10	28	27	22	5	19
	68%	55%	65%	84%	56%	74%	57%	75%	44%	77%
25-49%	44	6	5	6	4	5	8	1	4	5
	15%	21%	24%	8%	19%	13%	17%	3%	34%	20%
50-74%	18	-	*	*	*	*	10	6	2	-
	6%	-%	*%	*%	1%	*%	21%	20%	14%	-%
							c			
75-100%	23	5	2	3	4	1	3	-	-	1
	8%	19%	11%	5%	24%	1%	5%	-%	-%	4%
Don't know	10	1	-	2	-	5	-	1	1	-
	3%	5%	-%	3%	-%	12%	-%	2%	9%	-%
Answered	299	28	20	67	19	37	48	30	11	25
Mean Score	22.5	29.8	26.3	18.1	27.7	12.7	28.7	21.5	22.0	16.5
							c			
Standard error	1.38	7.41	7.17	3.10	7.97	2.77	3.66	3.91	4.39	4.04
Standard deviation	23.99	33.16	30.41	20.30	28.75	14.93	21.98	17.93	15.82	19.40

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	*f	*g	h
Unweighted Base	302	65	51	100	216	86	22	28	36
Effective base	119	30	24	56	110	21	7	14	11
Weighted Base	299	81	60	145	285	14	7	3	4
0-24%	204	57	33	106	196	8	3	2	3
	68%	70%	56%	73%	69%	56%	43%	71%	70%
25-49%	44	13	15	14	42	2	1	*	*
	15%	16%	25%	10%	15%	15%	17%	16%	10%
50-74%	18	*	2	16	18	*	*	*	*
	6%	*%	3%	11%	6%	3%	4%	8%	*%
75-100%	23	6	8	6	19	3	3	*	1
	8%	7%	13%	4%	7%	24% cd	35%	5%	16%
Don't know	10	5	2	2	9	*	*	-	*
	3%	6%	4%	2%	3%	2%	2%	-%	3%
Answered	299	81	60	145	285	14	7	3	4
Mean Score	22.5	17.3	27.2 a	22.3	21.9	35.9 acd	46.4	21.4	26.7
Standard error	1.38	2.58	4.12	2.08	1.57	4.04	8.90	5.25	6.30
Standard deviation	23.99	20.80	29.41	20.81	23.04	37.47	41.73	27.77	37.81

Columns Tested:: a,b,c,d,e,f,g,h

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	302	7	35	38	40	64	12	7	6	128
Effective base	119	4	10	11	13	25	6	3	4	57
Weighted Base	299	7	31	32	38	50	11	7	5	150
0-24%	204	2	24	24	28	35	8	2	4	102
	68%	37%	77%	75%	72%	70%	73%	27%	86%	68%
25-49%	44	-	6	6	5	11	2	3	-	16
	15%	-%	21%	20%	13%	23%	20%	49%	-%	11%
50-74%	18	1	*	*	4	*	-	2	-	11
	6%	17%	1%	1%	11%	*%	-%	23%	-%	7%
75-100%	23	2	*	1	1	2	1	-	1	15
	8%	25%	*%	3%	3%	5%	7%	-%	14%	10%
Don't know	10	1	-	-	*	1	-	*	-	6
	3%	21%	-%	-%	1%	3%	-%	1%	-%	4%
Answered	299	7	31	32	38	50	11	7	5	150
Mean Score	22.5	43.8	14.8	17.4	21.6	19.0	21.7	38.8	24.1	23.4
Standard error	1.38	16.15	2.00	3.04	3.21	2.45	7.88	6.26	14.39	2.25
Standard deviation	23.99	42.73	11.86	18.77	20.32	19.62	27.31	16.56	35.25	25.41

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	302	85	76	141	264	38	247	55	293	9
Effective base	119	27	32	63	100	20	109	11	115	5
Weighted Base	299	77	61	161	241	58	278	21	286	13
0-24%	204	54	43	108	163	41	188	16	194	10
	68%	70%	70%	67%	68%	71%	68%	78%	68%	81%
25-49%	44	11	13	19	36	8	43	1	42	2
	15%	15%	22%	12%	15%	14%	15%	7%	15%	19%
50-74%	18	6	*	12	12	7	18	1	18	-
	6%	8%	*%	8%	5%	12%	6%	3%	6%	-%
75-100%	23	4	3	16	22	*	22	1	23	-
	8%	5%	5%	10%	9%	1%	8%	5%	8%	-%
Don't know	10	2	1	6	8	1	8	1	10	-
	3%	2%	2%	4%	3%	2%	3%	7%	3%	-%
Answered	299	77	61	161	241	58	278	21	286	13
Mean Score	22.5	21.8	19.5	24.1	23.4	19.1	22.7	20.6	22.9	14.9
Standard error	1.38	2.51	2.40	2.14	1.55	2.84	1.54	2.86	1.42	4.60
Standard deviation	23.99	23.10	20.96	25.44	25.26	17.50	24.21	21.22	24.31	13.79

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	302	121	72	107	171	86	24	21	257	45
Effective base	119	52	23	45	79	27	9	5	106	14
Weighted Base	299	133	46	118	203	66	17	12	270	30
0-24%	204	82	31	91	140	51	12	2	190	14
	68%	62%	66%	77%	69%	76%	67%	19%	71%	47%
25-49%	44	17	13	13	24	12	3	5	36	8
	15%	13%	27%	11%	12%	18%	16%	43%	13%	27%
50-74%	18	13	1	4	17	1	1	-	18	1
	6%	10%	3%	3%	8%	1%	5%	-%	7%	3%
75-100%	23	13	1	9	15	3	1	5	17	5
	8%	9%	3%	7%	7%	4%	4%	37%	6%	18%
Don't know	10	8	*	1	8	*	1	-	8	1
	3%	6%	*%	1%	4%	*%	8%	-%	3%	5%
Answered	299	133	46	118	203	66	17	12	270	30
Mean Score	22.5	25.7	20.5	19.6	22.7	17.6	17.8	53.1	21.5	32.3
										abe
Standard error	1.38	2.30	2.18	2.34	1.80	2.11	4.37	7.51	1.42	4.80
Standard deviation	23.99	25.35	18.46	24.19	23.60	19.54	21.39	34.43	22.74	32.20

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	302	57	114	131	276	268	287	302	210	154
Effective base	119	34	45	40	108	104	113	119	81	46
Weighted Base	299	90	113	96	276	264	288	299	214	116
0-24%	204	50	89	65	189	186	195	204	148	87
	68%	56%	79%	67%	68%	70%	68%	68%	69%	75%
			a							
25-49%	44	12	12	20	42	41	44	44	30	20
	15%	14%	10%	21%	15%	16%	15%	15%	14%	17%
50-74%	18	14	3	2	15	13	18	18	14	6
	6%	15%	3%	2%	6%	5%	6%	6%	6%	5%
		bc								
75-100%	23	11	4	8	20	14	20	23	13	4
	8%	12%	3%	8%	7%	5%	7%	8%	6%	3%
Don't know	10	3	5	2	10	10	10	10	9	*
	3%	3%	4%	2%	3%	4%	3%	3%	4%	*%
Answered	299	90	113	96	276	264	288	299	214	116
Mean Score	22.5	29.8	17.1	22.2	22.1	20.6	22.2	22.5	21.7	20.2
		b								
Standard error	1.38	3.65	1.70	2.18	1.42	1.34	1.38	1.38	1.59	1.50
Standard deviation	23.99	27.52	18.15	24.91	23.57	21.95	23.37	23.99	23.09	18.67

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	*e	*f	*g	h
Unweighted Base	302	24	162	15	31	20	21	14	55
Effective base	119	11	78	6	5	8	7	5	17
Weighted Base	299	27	205	10	17	9	8	12	29
0-24%	204	11	142	7	15	5	5	10	20
	68%	42%	69%	75%	90%	60%	61%	81%	68%
25-49%	44	3	33	*	1	3	2	2	7
	15%	10%	16%	2%	6%	32%	30%	18%	25%
50-74%	18	7	10	2	*	*	*	-	*
	6%	26%	5%	16%	*%	2%	1%	-%	1%
75-100%	23	6	12	1	1	*	1	*	1
	8%	23%	6%	7%	5%	5%	8%	2%	5%
Don't know	10	-	9	-	-	*	-	-	*
	3%	-%	5%	-%	-%	1%	-%	-%	*%
Answered	299	27	205	10	17	9	8	12	29
Mean Score	22.5	37.8	20.3	25.4	15.7	24.6	28.6	20.2	24.0
Standard error	1.38	6.15	1.76	7.00	3.67	4.02	5.16	4.45	2.55
Standard deviation	23.99	30.12	22.35	27.10	20.45	17.97	23.66	16.66	18.90

Columns Tested:: a,b,c,d,e,f,g,h

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	302	172	28	24	20	16	12	4	158	41	24	18	11	8	8
Effective base	119	81	9	5	6	5	5	3	76	10	8	5	4	4	3
Weighted Base	299	216	22	14	12	7	3	2	198	30	11	7	4	4	10
0-24%	204	147	15	11	10	2	2	2	138	22	9	2	3	4	7
	68%	68%	69%	79%	84%	23%	73%	90%	70%	73%	78%	38%	74%	96%	78%
25-49%	44	30	5	*	2	5	*	-	28	6	2	3	*	*	2
	15%	14%	21%	1%	16%	74%	1%	-%	14%	21%	20%	40%	9%	1%	22%
50-74%	18	13	1	2	-	*	-	-	13	*	-	*	-	*	-
	6%	6%	4%	12%	-%	2%	-%	-%	6%	1%	-%	3%	-%	3%	-%
75-100%	23	17	1	1	-	-	1	*	12	*	*	1	1	-	-
	8%	8%	6%	7%	-%	-%	25%	10%	6%	*%	2%	19%	17%	-%	-%
Don't know	10	9	-	-	*	*	-	-	8	1	-	*	-	-	-
	3%	4%	-%	-%	*%	2%	-%	-%	4%	5%	-%	*%	-%	-%	-%
Answered	299	216	22	14	12	7	3	2	198	30	11	7	4	4	10
Mean Score	22.5	22.0	21.6	22.1	18.3	33.5	30.2	17.6	21.1	13.5	20.1	39.9	26.9	12.3	21.5
									b						
Standard error	1.38	1.83	4.50	5.31	1.72	3.40	12.67	19.30	1.85	1.37	3.12	7.53	10.33	3.37	4.34
Standard deviation	23.99	24.04	23.82	26.01	7.70	13.60	43.89	38.61	23.26	8.79	15.29	31.93	34.26	9.52	12.28

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	302	165	37	30	23	19	16	12	47	77	44	86	58	22
Effective base	119	78	12	8	9	4	4	6	14	42	21	31	18	5
Weighted Base	299	201	28	22	12	13	10	12	35	110	45	85	33	14
0-24%	204	132	21	19	10	7	8	9	23	68	32	72	22	2
	68%	65%	73%	87%	80%	54%	73%	71%	65%	61%	71%	84% a	68%	12%
25-49%	44	30	2	2	*	6	3	2	11	18	5	8	6	8
	15%	15%	6%	8%	2%	46%	25%	18%	30%	16%	10%	9%	17%	56%
50-74%	18	12	5	1	-	*	*	-	*	10	6	2	1	*
	6%	6%	17%	5%	-%	*%	2%	-%	*%	9%	12%	2%	3%	*%
75-100%	23	19	1	*	1	-	-	1	1	8	2	3	2	5
	8%	10%	4%	*%	7%	-%	-%	11%	4%	7%	5%	4%	7%	31%
Don't know	10	8	*	-	1	-	-	-	-	7	1	1	1	-
	3%	4%	*%	-%	11%	-%	-%	-%	-%	6%	2%	1%	4%	-%
Answered	299	201	28	22	12	13	10	12	35	110	45	85	33	14
Mean Score	22.5	23.5	24.7	13.5	18.3	17.7	23.3	26.1	22.2	23.3	21.9	17.1	21.1	48.4
		c	c						c					
Standard error	1.38	2.03	3.57	2.22	4.96	2.46	3.10	7.58	2.60	2.54	3.47	2.13	3.25	7.04
Standard deviation	23.99	26.06	21.73	12.16	23.77	10.73	12.38	26.27	17.80	22.25	23.02	19.73	24.73	33.00

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	302	95	43	72	46	19	90	47	70	43	16
Effective base	119	49	20	22	13	4	47	17	24	14	4
Weighted Base	299	131	46	62	26	10	124	40	63	27	10
0-24%	204	83	32	53	17	2	86	27	53	19	1
	68%	63%	70%	86% a	66%	17%	69%	68%	84%	72%	13%
25-49%	44	21	5	3	5	8	17	8	8	5	4
	15%	16%	11%	4%	19%	83%	14%	19%	12%	17%	42%
50-74%	18	7	6	2	1	*	9	3	*	*	*
	6%	5%	12%	3%	4%	*%	7%	8%	1%	*%	*%
75-100%	23	13	2	3	1	-	4	2	2	2	5
	8%	10%	5%	5%	5%	-%	4%	5%	3%	6%	44%
Don't know	10	7	1	1	1	-	8	-	1	1	-
	3%	5%	1%	1%	5%	-%	6%	-%	1%	5%	-%
Answered	299	131	46	62	26	10	124	40	63	27	10
Mean Score	22.5	24.6	20.6	18.1	20.9	27.4	19.3	23.0	16.3	18.9	58.6
Standard error	1.38	2.59	3.59	2.61	3.28	2.20	2.13	2.87	2.15	3.56	8.62
Standard deviation	23.99	25.23	23.52	22.12	22.22	9.61	20.17	19.67	18.03	23.32	34.50

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	302	95	51	67	61	25	192	19	90	276	26	264	12
Effective base	119	52	17	26	19	5	78	7	35	109	10	105	3
Weighted Base	299	130	43	69	38	16	194	20	86	271	28	267	9
0-24%	204	84	29	58	27	7	136	16	52	179	25	183	6
	68%	65%	67%	84%	70%	42%	70%	81%	61%	66%	88%	69%	62%
25-49%	44	14	7	10	7	5	29	2	14	41	3	38	3
	15%	11%	16%	14%	18%	28%	15%	8%	16%	15%	11%	14%	35%
50-74%	18	12	4	1	1	*	11	*	7	18	*	15	-
	6%	9%	10%	1%	4%	*%	6%	1%	8%	7%	*%	6%	-%
75-100%	23	12	3	*	2	5	12	2	9	22	*	20	*
	8%	9%	7%	1%	5%	30%	6%	8%	11%	8%	1%	8%	2%
Don't know	10	8	*	*	1	-	6	*	3	10	-	10	-
	3%	6%	*%	1%	4%	-%	3%	2%	4%	4%	-%	4%	-%
Answered	299	130	43	69	38	16	194	20	86	271	28	267	9
Mean Score	22.5	23.3 c	23.8 c	15.6	20.1	44.6	21.5	17.5	26.1	23.4	13.9	22.2	21.4
Standard error	1.38	2.61	3.56	1.55	2.83	6.86	1.69	5.89	2.62	1.49	2.28	1.45	6.89
Standard deviation	23.99	25.47	25.41	12.66	22.07	34.32	23.36	25.66	24.84	24.77	11.62	23.61	23.87

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	302	241	27	206	96	264	12	241	27	212	90
Effective base	119	98	6	87	34	105	4	97	7	88	33
Weighted Base	299	248	16	196	103	263	13	242	22	201	98
0-24%	204	178	8	124	80	179	10	171	14	130	75
	68%	72%	51%	63%	78%	68%	73%	71%	66%	64%	76%
25-49%	44	35	7	29	15	38	3	35	6	29	15
	15%	14%	42%	15%	15%	15%	25%	14%	30%	14%	16%
50-74%	18	13	-	14	4	15	-	13	-	14	4
	6%	5%	-%	7%	4%	6%	-%	5%	-%	7%	4%
75-100%	23	13	1	20	2	20	*	13	1	20	2
	8%	5%	7%	10%	2%	8%	2%	5%	5%	10%	2%
Don't know	10	10	-	8	1	10	-	10	-	8	1
	3%	4%	-%	4%	1%	4%	-%	4%	-%	4%	1%
Answered	299	248	16	196	103	263	13	242	22	201	98
Mean Score	22.5	20.5	22.1	24.8	18.3	22.3	18.0	20.7	19.4	24.5	18.5
				b						b	
Standard error	1.38	1.41	4.29	1.87	1.69	1.46	5.87	1.43	3.69	1.82	1.80
Standard deviation	23.99	21.97	22.30	26.87	16.54	23.74	20.34	22.21	19.19	26.51	17.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	302	234	213	76	1	235	179	66	-	289	158	83	-
Effective base	119	88	86	29	1	90	68	25	-	117	60	33	-
Weighted Base	299	219	217	77	4	228	177	71	-	296	152	81	-
0-24%	204	144	155	57	4	157	139	55	-	201	121	59	-
	68%	66%	72%	74%	100%	69%	79%	78%	-%	68%	79%	74%	-%
25-49%	44	40	31	9	-	40	17	10	-	44	16	11	-
	15%	18%	14%	12%	-%	18%	10%	14%	-%	15%	11%	13%	-%
50-74%	18	13	13	4	-	11	5	1	-	18	4	6	-
	6%	6%	6%	6%	-%	5%	3%	2%	-%	6%	2%	7%	-%
75-100%	23	17	7	6	-	12	7	5	-	23	5	5	-
	8%	8%	3%	8%	-%	5%	4%	7%	-%	8%	3%	6%	-%
Don't know	10	4	10	*	-	8	9	*	-	10	7	*	-
	3%	2%	4%	*%	-%	4%	5%	*%	-%	3%	5%	*%	-%
Answered	299	219	217	77	4	228	177	71	-	296	152	81	-
Mean Score	22.5	23.8 b	19.2	23.1	10.0	20.6	17.4	20.0	-	22.6 b	16.3	22.3 b	-
Standard error	1.38	1.53	1.34	2.95	-	1.40	1.46	2.88	-	1.41	1.40	2.50	-
Standard deviation	23.99	23.47	19.60	25.72	-	21.43	19.51	23.37	-	24.02	17.60	22.79	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	302	258	254	302	252	164	26	186	202	302	67	31
Effective base	119	103	101	119	101	66	8	75	83	119	28	12
Weighted Base	299	267	258	299	259	173	23	197	221	299	68	27
0-24%	204	186	184	204	178	132	16	154	169	204	51	21
	68%	70%	71%	68%	69%	76%	69%	78%	77%	68%	76%	76%
25-49%	44	38	38	44	38	22	7	22	20	44	10	7
	15%	14%	15%	15%	15%	13%	31%	11%	9%	15%	15%	24%
50-74%	18	13	13	18	15	7	-	4	15	18	6	-
	6%	5%	5%	6%	6%	4%	-%	2%	7%	6%	9%	-%
75-100%	23	19	13	23	19	4	-	10	7	23	-	-
	8%	7%	5%	8%	7%	2%	-%	5%	3%	8%	-%	-%
Don't know	10	10	10	10	9	9	-	8	9	10	-	*
	3%	4%	4%	3%	3%	5%	-%	4%	4%	3%	-%	*%
Answered	299	267	258	299	259	173	23	197	221	299	68	27
Mean Score	22.5	21.4	20.0	22.5	21.9	16.6	17.7	17.5	17.7	22.5	18.9	17.5
					b					ab		
Standard error	1.38	1.44	1.34	1.38	1.47	1.31	2.33	1.35	1.29	1.38	1.82	2.12
Standard deviation	23.99	23.08	21.42	23.99	23.31	16.80	11.88	18.47	18.40	23.99	14.87	11.82

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	302	42	22	24	14	254	188	270	227	198	221	238	66	-	261	17
Effective base	119	15	5	10	7	99	70	104	87	70	83	93	25	-	101	9
Weighted Base	299	38	8	24	21	248	185	266	223	176	222	242	70	-	244	23
0-24%	204	26	3	17	17	174	122	180	146	127	147	173	47	-	162	16
	68%	69%	33%	69%	80%	70%	66%	68%	66%	72%	66%	72%	67%	-%	66%	70%
25-49%	44	8	4	7	*	40	26	42	32	25	34	30	14	-	34	6
	15%	22%	43%	28%	1%	16%	14%	16%	15%	14%	15%	12%	21%	-%	14%	27%
50-74%	18	*	*	-	4	11	13	14	18	11	18	10	3	-	18	-
	6%	1%	*%	-%	18%	4%	7%	5%	8%	6%	8%	4%	4%	-%	8%	-%
75-100%	23	2	2	1	*	15	16	21	16	10	16	19	5	-	22	1
	8%	5%	23%	3%	*%	6%	8%	8%	7%	6%	7%	8%	7%	-%	9%	3%
Don't know	10	1	-	-	-	8	8	8	9	4	7	9	1	-	9	-
	3%	4%	-%	-%	-%	3%	4%	3%	4%	2%	3%	4%	2%	-%	4%	-%
Answered	299	38	8	24	21	248	185	266	223	176	222	242	70	-	244	23
Mean Score	22.5	17.7	46.5	18.1	20.0	20.6	23.5	22.7	22.8	20.3	23.0	21.4	20.8	-	23.9	21.3
Standard error	1.38	3.49	6.92	3.37	4.47	1.34	1.78	1.46	1.57	1.50	1.58	1.55	2.86	-	1.57	4.38
Standard deviation	23.99	22.60	32.47	16.50	16.71	21.43	24.46	23.96	23.72	21.14	23.47	23.84	23.25	-	25.44	18.05

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	302	148	154	155	8	64	110	62	195	44	69	72	158
Effective base	119	57	63	56	6	22	45	20	82	18	28	25	65
Weighted Base	299	147	152	147	19	59	121	52	197	45	67	67	159
0-24%	204	105	99	110	12	39	92	42	125	33	55	40	105
	68%	71%	65%	75%	62%	66%	77%	79%	63%	73%	81%	59%	66%
25-49%	44	24	20	19	4	14	12	7	34	3	9	13	23
	15%	16%	13%	13%	18%	25%	10%	14%	17%	6%	13%	19%	14%
50-74%	18	7	11	3	4	4	3	1	14	4	2	7	9
	6%	5%	8%	2%	20%	7%	2%	2%	7%	8%	3%	11%	6%
75-100%	23	8	15	9	-	*	9	1	17	5	2	7	13
	8%	5%	10%	6%	-%	*%	7%	1%	8%	12%	3%	11%	8%
Don't know	10	3	6	6	-	1	5	1	8	1	-	-	10
	3%	2%	4%	4%	-%	2%	4%	3%	4%	1%	-%	-%	6%
Answered	299	147	152	147	19	59	121	52	197	45	67	67	159
Mean Score	22.5	19.9	25.1	19.3	25.0	19.5	19.4	17.1	24.0	23.9	18.4	27.8	22.3
									a			a	
Standard error	1.38	1.74	2.12	1.77	6.39	1.88	2.25	2.02	1.74	4.48	2.14	3.31	1.90
Standard deviation	23.99	21.16	26.26	22.09	18.08	15.06	23.63	15.89	24.31	29.73	17.77	28.07	23.88

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	302	143	159
Effective base	119	46	74
Weighted Base	299	125	174
0-24%	204	75	129
	68%	60%	74%
25-49%	44	21	23
	15%	17%	13%
50-74%	18	11	7
	6%	9%	4%
75-100%	23	12	11
	8%	9%	6%
Don't know	10	6	3
	3%	5%	2%
Answered	299	125	174
Mean Score	22.5	25.0	20.8
Standard error	1.38	2.23	1.73
Standard deviation	23.99	26.65	21.79

Columns Tested:: a,b

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	h	*i	*j	k	l
Unweighted Base	302	8	32	22	23	15	47	4	40	20	20	38	33
Effective base	119	2	14	9	7	6	15	4	22	13	6	24	15
Weighted Base	299	2	51	25	6	19	44	*	51	29	5	41	25
0-24%	204	2	41	17	3	9	33	*	38	22	3	24	11
	68%	92%	82% l	66%	55%	47%	74%	28%	75% l	76%	66%	59%	43%
25-49%	44	*	1	1	2	4	7	*	7	2	*	7	12
	15%	*%	2%	3%	37%	21%	16%	33%	15%	8%	8%	18%	45% bh
50-74%	18	-	2	-	*	*	4	-	3	2	1	5	1
	6%	-%	3%	-%	*%	1%	10%	-%	7%	7%	18%	13%	2%
75-100%	23	*	1	6	*	5	*	*	2	1	*	4	2
	8%	1%	2%	25%	8%	25%	*%	28%	3%	5%	8%	10%	8%
Don't know	10	*	5	1	-	1	*	*	*	1	-	-	*
	3%	7%	10%	5%	-%	5%	*%	10%	*%	5%	-%	-%	1%
Answered	299	2	51	25	6	19	44	*	51	29	5	41	25
Mean Score	22.5	9.6	14.3	28.3	24.1	40.7	16.6	44.4	20.0	18.4	25.9	29.5 bf	27.8 bf
Standard error	1.38	5.70	2.97	7.07	5.56	9.00	2.02	-	3.16	5.07	6.96	4.20	4.21
Standard deviation	23.99	16.11	16.83	33.16	26.67	34.87	13.86	-	19.95	22.67	31.11	25.92	24.18

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 164 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	302	62	85	64	91	147	155
Effective base	119	24	24	36	44	48	78
Weighted Base	299	78	69	80	71	147	152
0-24%	204	60	45	60	39	105	99
	68%	77%	65%	75%	54%	71%	65%
25-49%	44	2	13	10	19	15	29
	15%	2%	19%	12%	27%	10%	19%
					a		
50-74%	18	2	4	5	7	6	12
	6%	2%	6%	7%	10%	4%	8%
75-100%	23	8	6	3	6	13	10
	8%	10%	8%	4%	9%	9%	6%
Don't know	10	7	1	1	*	8	2
	3%	9%	2%	2%	*%	5%	1%
Answered	299	78	69	80	71	147	152
Mean Score	22.5	18.8	23.9	19.5	28.6	21.2	23.8
					ac		
Standard error	1.38	3.06	2.68	2.64	2.65	2.02	1.89
Standard deviation	23.99	24.08	24.74	21.10	25.31	24.45	23.55

Columns Tested:: a,b,c,d - a,b

Table 166

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	*d	e
Unweighted Base	286	3	283	204	48	7	27	82
Effective base	131	3	129	123	19	5	13	24
Weighted Base	316	3	313	306	9	1	1	11
0-24%	151	-	151	147	4	*	*	5
	48%	-%	48%	48%	41%	70%	54%	43%
25-49%	57	-	57	55	2	*	*	3
	18%	-%	18%	18%	27%	10%	37%	26%
50-74%	37	-	37	36	1	-	-	1
	12%	-%	12%	12%	9%	-%	-%	8%
75-100%	55	3	52	54	*	*	*	*
	17%	100%	17%	18%	4%	8%	9%	4%
Don't know	16	-	16	14	2	*	*	2
	5%	-%	5%	4%	20%	12%	1%	19%
					a			a
Answered	316	3	313	306	9	1	1	11
Mean Score	35.0	100.0	34.5	35.5	22.1	12.0	29.2	21.9
				be				
Standard error	1.90	-	1.88	2.26	3.09	-	-	2.40
Standard deviation	32.10	-	31.64	32.33	21.41	-	-	21.77

Columns Tested:: a,b - a,b,c,d,e

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	*e	*f	g	h	i
Unweighted Base	286	87	85	32	33	22	27	204	48	34
Effective base	131	60	51	16	13	8	13	123	19	14
Weighted Base	316	158	128	20	7	3	1	306	9	1
0-24%	151	75	63	9	3	1	*	147	4	1
	48%	48%	49%	46%	41%	46%	54%	48%	41%	62%
25-49%	57	24	29	2	1	1	*	55	2	*
	18%	15%	23%	9%	18%	41%	37%	18%	27%	23%
50-74%	37	20	16	1	1	-	-	36	1	-
	12%	12%	12%	6%	12%	-%	-%	12%	9%	-%
75-100%	55	31	19	5	*	*	*	54	*	*
	17%	19%	15%	24%	1%	11%	9%	18%	4%	9%
Don't know	16	9	1	3	2	*	*	14	2	*
	5%	6%	1%	15%	28%	2%	1%	4%	20%	6%
				b	abg				bg	
Answered	316	158	128	20	7	3	1	306	9	1
Mean Score	35.0	37.1	33.3	37.1	18.9	26.9	29.2	35.5	22.1	20.7
		dh	dh	dh				dhi		
Standard error	1.90	3.64	3.25	6.16	3.45	5.97	-	2.26	3.09	9.68
Standard deviation	32.10	33.95	29.92	34.86	19.81	28.01	-	32.33	21.41	56.45

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	a	b	*c	*d	e
Unweighted Base	286	136	68	48	7	27	135	61	21	12	33
Effective base	131	95	35	19	5	13	82	30	8	6	8
Weighted Base	316	257	49	9	1	1	220	48	14	2	8
0-24%	151	123	24	4	*	*	100	21	10	*	5
	48%	48%	49%	41%	70%	54%	46%	44%	70%	27%	57%
25-49%	57	49	6	2	*	*	48	6	1	1	2
	18%	19%	11%	27%	10%	37%	22%	12%	4%	41%	27%
50-74%	37	33	3	1	-	-	27	9	1	-	*
	12%	13%	6%	9%	-%	-%	12%	18%	8%	-%	1%
75-100%	55	42	12	*	*	*	36	9	1	*	1
	17%	16%	25%	4%	8%	9%	16%	19%	9%	9%	13%
			c								
Don't know	16	9	4	2	*	*	9	4	1	*	*
	5%	4%	9%	20%	12%	1%	4%	8%	10%	23%	1%
				a							
Answered	316	257	49	9	1	1	220	48	14	2	8
Mean Score	35.0	35.5	35.5	22.1	12.0	29.2	35.2	36.6	19.9	24.0	24.1
		c	c								
Standard error	1.90	2.75	4.11	3.09	-	-	2.70	4.25	6.39	11.39	4.72
Standard deviation	32.10	32.10	33.86	21.41	-	-	31.34	33.19	29.27	39.44	27.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	286	30	20	41	9	28	29	16	15	21
Effective base	131	16	14	28	3	14	19	9	7	12
Weighted Base	316	41	30	70	7	39	50	25	13	25
0-24%	151	23	9	40	2	21	16	14	6	17
	48%	56%	29%	57%	25%	55%	32%	54%	47%	70%
25-49%	57	6	5	13	4	7	11	1	4	5
	18%	14%	16%	18%	62%	18%	23%	5%	29%	21%
50-74%	37	5	8	3	*	5	9	3	-	*
	12%	14%	28%	4%	3%	13%	18%	12%	-%	2%
75-100%	55	6	4	13	1	1	14	7	2	1
	17%	14%	12%	18%	10%	3%	28%	27%	17%	3%
Don't know	16	1	5	2	-	5	-	1	1	1
	5%	3%	15%	2%	-%	12%	-%	3%	7%	4%
Answered	316	41	30	70	7	39	50	25	13	25
Mean Score	35.0	30.1	36.7	31.3	38.2	21.9	47.6	40.7	29.9	23.5
Standard error	1.90	5.88	7.06	5.10	8.86	4.36	6.18	8.63	7.64	3.76
Standard deviation	32.10	32.23	31.57	32.64	26.58	23.08	33.29	34.51	29.60	17.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	*f	g	*h
Unweighted Base	286	58	65	86	209	77	19	30	28
Effective base	131	28	37	56	120	22	9	7	6
Weighted Base	316	70	84	145	300	16	6	6	4
0-24%	151	40	38	70	148	3	1	1	1
	48%	58%	45%	48%	49%	20%	16%	22%	22%
		e	e	e	e				
25-49%	57	16	14	25	56	2	1	*	*
	18%	23%	17%	17%	19%	9%	9%	8%	12%
50-74%	37	6	14	14	34	3	1	3	*
	12%	8%	16%	10%	11%	21%	8%	42%	7%
								acd	
75-100%	55	2	11	33	47	8	4	1	2
	17%	4%	14%	23%	16%	47%	65%	21%	58%
				a		abcd			
Don't know	16	6	7	2	15	1	*	*	*
	5%	8%	8%	2%	5%	4%	2%	7%	1%
Answered	316	70	84	145	300	16	6	6	4
Mean Score	35.0	24.0	32.5	38.6	33.5	64.4	75.7	52.2	65.3
				a	a	abcd		abd	
Standard error	1.90	2.86	3.89	3.64	2.15	4.17	8.88	6.18	7.80
Standard deviation	32.10	21.77	31.39	33.78	31.14	36.55	38.71	33.82	41.28

Columns Tested:: a,b,c,d,e,f,g,h

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	c	*d	e	*f	*g	*h	i
Unweighted Base	286	8	29	30	26	79	12	4	2	125
Effective base	131	5	9	9	6	33	8	3	2	69
Weighted Base	316	8	26	26	19	71	16	9	2	164
0-24%	151	3	17	17	10	27	4	2	2	86
	48%	41%	66%	66%	55%	37%	23%	17%	100%	53%
25-49%	57	1	4	4	1	15	3	3	-	31
	18%	12%	15%	15%	4%	21%	18%	34%	-%	19%
50-74%	37	2	*	*	3	12	3	-	-	18
	12%	25%	1%	1%	14%	16%	19%	-%	-%	11%
75-100%	55	*	4	4	5	14	6	4	-	21
	17%	6%	14%	14%	24%	20%	41%	48%	-%	13%
Don't know	16	1	1	1	*	4	-	*	-	9
	5%	16%	4%	4%	2%	5%	-%	1%	-%	6%
Answered	316	8	26	26	19	71	16	9	2	164
Mean Score	35.0	28.5	28.6	28.4	40.2	40.4 i	59.8	64.9	.7	29.8
Standard error	1.90	9.33	5.54	5.41	7.76	3.56	10.63	18.89	.96	2.60
Standard deviation	32.10	26.38	29.83	29.64	39.57	31.62	36.83	37.79	1.36	29.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	286	64	91	131	245	41	244	42	280	6
Effective base	131	19	41	72	109	22	121	12	128	3
Weighted Base	316	53	87	176	257	59	298	18	307	9
0-24%	151	31	30	90	120	31	141	11	144	7
	48%	58%	35%	51%	47%	53%	47%	57%	47%	77%
25-49%	57	6	18	34	44	14	57	1	57	-
	18%	11%	21%	19%	17%	24%	19%	4%	19%	-%
50-74%	37	5	15	18	33	4	35	2	35	2
	12%	10%	17%	10%	13%	7%	12%	13%	11%	23%
75-100%	55	9	21	25	47	8	52	2	55	-
	17%	16%	24%	14%	18%	13%	18%	13%	18%	-%
Don't know	16	3	4	9	14	2	13	2	16	-
	5%	5%	4%	5%	5%	3%	4%	13%	5%	-%
Answered	316	53	87	176	257	59	298	18	307	9
Mean Score	35.0	32.6	43.9	31.4	35.6	32.4	35.3	31.4	35.3	26.5
			ac							
Standard error	1.90	4.12	3.49	2.67	2.10	4.48	2.06	4.78	1.94	8.12
Standard deviation	32.10	32.94	33.27	30.56	32.86	28.66	32.21	30.95	32.38	19.88

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	286	108	58	119	176	69	24	17	245	41
Effective base	131	52	23	57	95	23	11	3	117	14
Weighted Base	316	121	50	144	226	59	23	9	285	32
0-24%	151	58	22	71	106	33	7	5	139	12
	48%	48%	43%	49%	47%	57%	31%	57%	49%	39%
25-49%	57	24	12	22	36	15	4	3	51	7
	18%	20%	23%	15%	16%	25%	17%	29%	18%	21%
50-74%	37	11	10	17	32	2	3	*	34	3
	12%	9%	20%	12%	14%	4%	13%	1%	12%	9%
75-100%	55	21	5	29	38	8	7	1	46	8
	17%	17%	11%	20%	17%	14%	32%	13%	16%	27%
Don't know	16	8	2	6	14	*	1	-	14	1
	5%	7%	3%	4%	6%	*%	6%	-%	5%	4%
Answered	316	121	50	144	226	59	23	9	285	32
Mean Score	35.0	34.3	32.6	36.6	35.5	30.2	48.0	21.0	34.4	40.5
Standard error	1.90	3.12	3.84	3.02	2.46	3.12	8.05	6.63	2.01	5.95
Standard deviation	32.10	32.43	29.27	32.91	32.64	25.91	39.44	27.32	31.39	38.07

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	286	53	123	110	256	250	272	286	189	132
Effective base	131	37	58	36	112	110	122	131	83	43
Weighted Base	316	85	140	91	280	274	299	316	210	101
0-24%	151	39	67	46	145	136	147	151	113	61
	48%	46%	47%	50%	52%	50%	49%	48%	54%	61%
25-49%	57	17	19	21	51	54	57	57	42	18
	18%	20%	13%	24%	18%	20%	19%	18%	20%	18%
50-74%	37	7	25	5	26	31	34	37	16	10
	12%	8%	18%	6%	9%	11%	11%	12%	8%	10%
75-100%	55	19	19	17	44	37	46	55	26	10
	17%	22%	14%	19%	16%	14%	15%	17%	13%	10%
Don't know	16	3	11	2	16	16	16	16	13	2
	5%	4%	8%	2%	6%	6%	5%	5%	6%	2%
Answered	316	85	140	91	280	274	299	316	210	101
Mean Score	35.0	37.3	34.5	33.8	32.4	31.9	33.3	35.0 ef	29.2	27.0
Standard error	1.90	4.93	2.76	2.94	1.95	1.91	1.88	1.90	2.16	2.45
Standard deviation	32.10	35.88	30.58	30.88	31.17	30.14	31.06	32.10	29.72	28.10

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	286	26	164	14	29	14	14	11	39
Effective base	131	15	84	7	6	4	4	4	12
Weighted Base	316	32	210	13	18	10	6	11	26
0-24%	151	8	96	8	16	9	1	9	19
	48%	26%	45%	64%	88%	86%	26%	79%	70%
25-49%	57	9	39	2	*	1	3	2	7
	18%	29%	19%	15%	2%	12%	55%	21%	25%
50-74%	37	6	25	3	1	-	*	-	*
	12%	19%	12%	21%	4%	-%	2%	-%	*%
75-100%	55	8	35	-	1	-	1	-	1
	17%	26%	17%	-%	6%	-%	17%	-%	4%
Don't know	16	-	15	-	-	*	*	-	*
	5%	-%	7%	-%	-%	1%	1%	-%	1%
Answered	316	32	210	13	18	10	6	11	26
Mean Score	35.0	48.6	34.2	24.9	16.6	18.7	42.2	16.6	22.8
			h						
Standard error	1.90	6.85	2.52	4.15	3.60	1.70	5.60	2.55	2.42
Standard deviation	32.10	34.92	32.33	15.53	19.37	6.35	20.95	8.44	15.11

Columns Tested:: a,b,c,d,e,f,g,h

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	286	171	25	20	16	11	11	2	154	45	17	12	9	7	6
Effective base	131	89	8	4	5	4	4	2	80	17	5	3	3	4	3
Weighted Base	316	223	21	13	12	7	3	2	194	49	8	5	7	2	9
0-24%	151	109	9	12	10	1	2	2	91	23	7	1	7	1	7
	48%	49%	42%	91%	86%	18%	61%	100%	47%	47%	83%	27%	98%	54%	76%
25-49%	57	41	2	1	1	5	*	-	43	4	1	2	*	1	2
	18%	18%	9%	9%	7%	79%	6%	-%	22%	9%	15%	49%	2%	39%	24%
50-74%	37	20	5	-	1	*	-	-	20	10	*	*	-	*	-
	12%	9%	22%	-%	6%	2%	-%	-%	10%	21%	2%	1%	-%	5%	-%
75-100%	55	37	6	-	*	-	1	-	27	10	-	1	-	-	-
	17%	17%	27%	-%	1%	-%	34%	-%	14%	19%	-%	22%	-%	-%	-%
Don't know	16	15	-	*	*	*	-	-	13	2	-	*	-	*	-
	5%	7%	-%	1%	*%	2%	-%	-%	7%	5%	-%	1%	-%	2%	-%
Answered	316	223	21	13	12	7	3	2	194	49	8	5	7	2	9
Mean Score	35.0	33.1	46.4	14.1	17.0	31.5	31.5	8.0	31.9	37.7	16.2	44.4	19.7	22.2	18.7
Standard error	1.90	2.44	7.34	1.38	3.68	4.12	11.94	2.70	2.44	5.26	2.80	7.59	.86	8.56	2.96
Standard deviation	32.10	31.85	36.68	6.16	14.72	13.67	39.59	3.82	30.24	35.27	11.55	26.30	2.57	22.66	7.26

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	286	153	44	26	19	16	19	9	44	77	49	78	47	21
Effective base	131	83	19	12	8	3	5	4	12	46	22	32	16	6
Weighted Base	316	189	54	33	11	8	12	9	29	111	49	85	34	20
0-24%	151	91	20	19	5	2	7	6	16	55	17	45	19	10
	48%	48%	38%	57%	48%	31%	56%	73%	54%	50%	35%	53%	55%	51%
25-49%	57	39	4	5	*	4	3	2	10	24	8	12	6	7
	18%	20%	7%	15%	1%	53%	26%	27%	33%	21%	17%	14%	19%	35%
50-74%	37	13	16	2	3	-	2	-	2	10	5	15	3	-
	12%	7%	31% a	7%	26%	-%	18%	-%	8%	9%	11%	18%	9%	-%
75-100%	55	33	12	7	1	1	*	-	1	15	13	11	4	3
	17%	17%	23%	21%	13%	15%	*%	-%	4%	14%	26%	13%	13%	13%
Don't know	16	13	1	-	1	-	*	*	*	7	5	2	1	*
	5%	7%	2%	-%	12%	-%	*%	1%	*%	6%	11%	2%	4%	*%
Answered	316	189	54	33	11	8	12	9	29	111	49	85	34	20
Mean Score	35.0	33.0	46.1 ah	36.8	32.5	32.1	29.9	17.5	26.8	31.0	39.8	35.2	29.9	27.2
Standard error	1.90	2.63	4.76	7.16	6.98	7.71	3.78	3.22	3.05	3.52	5.15	3.30	4.47	5.88
Standard deviation	32.10	32.52	31.60	36.49	30.44	30.84	16.49	9.65	20.21	30.90	36.02	29.13	30.64	26.95

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	286	96	46	62	37	15	92	34	75	31	17
Effective base	131	54	19	22	13	3	53	12	30	11	5
Weighted Base	316	136	47	59	30	8	125	35	73	25	16
0-24%	151	74	19	35	15	1	58	19	34	16	10
	48%	55%	40%	59%	52%	16%	46%	54%	46%	63%	63%
25-49%	57	27	4	6	6	7	23	11	13	3	3
	18%	20%	9%	11%	21%	84%	19%	32%	18%	13%	20%
50-74%	37	5	9	9	3	-	16	1	13	*	-
	12%	3%	20% a	15%	9%	-%	13%	3%	18%	1%	-%
75-100%	55	23	9	7	4	-	16	4	11	4	3
	17%	17%	19%	12%	13%	-%	13%	12%	15%	17%	16%
Don't know	16	7	5	2	1	-	12	*	2	1	*
	5%	5%	12%	3%	5%	-%	10%	*%	3%	5%	*%
Answered	316	136	47	59	30	8	125	35	73	25	16
Mean Score	35.0	31.7	37.1	31.9	30.9	25.0	30.4	27.8	38.3	28.2	27.9
Standard error	1.90	3.24	5.13	3.75	5.03	1.73	3.24	4.26	3.41	5.93	7.35
Standard deviation	32.10	31.78	34.80	29.49	30.60	6.70	31.09	24.86	29.52	33.03	30.31

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	286	85	52	79	47	22	205	17	62	261	25	250	6
Effective base	131	51	20	38	15	6	97	7	29	119	12	111	1
Weighted Base	316	121	47	92	35	17	252	12	49	285	31	276	4
0-24%	151	51	21	47	16	12	117	6	29	135	16	144	*
	48%	42%	45%	51%	46%	70%	46%	48%	58%	47%	52%	52%	7%
25-49%	57	24	9	17	5	2	43	3	11	53	4	47	4
	18%	20%	20%	18%	15%	13%	17%	28%	21%	19%	14%	17%	93%
50-74%	37	10	12	8	7	*	34	3	1	34	3	26	-
	12%	9%	27%	8%	19%	1%	13%	21%	1%	12%	11%	9%	-%
75-100%	55	26	3	17	6	3	46	*	6	48	7	44	-
	17%	21%	7%	19%	16%	16%	18%	*%	13%	17%	23%	16%	-%
Don't know	16	10	1	3	1	-	12	*	3	15	*	16	-
	5%	8%	2%	3%	4%	-%	5%	3%	6%	5%	*%	6%	-%
Answered	316	121	47	92	35	17	252	12	49	285	31	276	4
Mean Score	35.0	36.7	32.9	36.4	34.6	26.7	36.5 c	24.4	27.2	34.6	39.4	32.2	41.4
Standard error	1.90	3.83	3.51	3.62	4.59	6.55	2.27	4.12	3.72	1.98	6.78	1.98	4.33
Standard deviation	32.10	35.30	25.29	32.17	31.49	30.70	32.51	16.99	29.32	31.93	33.91	31.35	10.61

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	286	233	17	197	89	249	7	230	20	204	82
Effective base	131	107	4	93	39	111	2	104	6	96	36
Weighted Base	316	262	12	205	111	272	8	257	16	219	97
0-24%	151	136	1	96	56	140	4	128	8	104	47
	48%	52%	6%	47%	50%	52%	56%	50%	49%	48%	48%
25-49%	57	47	7	38	20	47	4	47	7	38	20
	18%	18%	57%	18%	18%	17%	44%	18%	40%	17%	20%
50-74%	37	31	-	23	14	26	-	31	*	23	14
	12%	12%	-%	11%	13%	9%	-%	12%	1%	10%	15%
75-100%	55	33	4	37	17	44	-	37	*	41	13
	17%	13%	37%	18%	16%	16%	-%	14%	1%	19%	14%
Don't know	16	15	*	12	4	15	*	14	2	13	3
	5%	6%	*%	6%	4%	6%	1%	5%	9%	6%	3%
Answered	316	262	12	205	111	272	8	257	16	219	97
Mean Score	35.0	31.0	52.3	35.2	34.8	32.7	22.5	32.9	15.4	35.3	34.5
Standard error	1.90	1.93	9.26	2.32	3.32	1.99	7.79	2.02	2.93	2.33	3.24
Standard deviation	32.10	29.50	38.17	32.60	31.31	31.41	20.60	30.63	13.12	33.31	29.36

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	286	213	198	70	1	209	170	64	1	274	149	80	-
Effective base	131	91	89	30	1	90	75	27	1	126	66	37	-
Weighted Base	316	227	210	79	4	231	176	74	1	305	153	86	-
0-24%	151	121	120	52	-	114	107	47	-	148	95	56	-
	48%	54%	57%	67%	-%	50%	61%	64%	-%	49%	62%	65%	-%
25-49%	57	42	31	12	4	50	19	12	-	56	21	15	-
	18%	18%	15%	15%	100%	22%	11%	16%	-%	18%	13%	17%	-%
50-74%	37	17	17	3	-	24	17	*	1	37	10	3	-
	12%	8%	8%	3%	-%	10%	10%	*%	100%	12%	7%	4%	-%
75-100%	55	37	27	6	-	30	18	10	-	49	16	8	-
	17%	16%	13%	8%	-%	13%	11%	14%	-%	16%	10%	9%	-%
Don't know	16	9	15	5	-	12	15	4	-	16	12	5	-
	5%	4%	7%	7%	-%	5%	8%	6%	-%	5%	8%	5%	-%
Answered	316	227	210	79	4	231	176	74	1	305	153	86	-
Mean Score	35.0	32.2	28.8	23.3	40.0	31.1	27.0	26.9	50.0	34.1	25.1	24.4	-
		c								bc			
Standard error	1.90	2.16	2.04	2.95	-	2.06	2.13	3.64	-	1.90	2.16	2.91	-
Standard deviation	32.10	31.51	28.68	24.71	-	29.74	27.82	29.09	-	31.47	26.41	26.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	286	245	241	286	218	174	18	176	193	286	64	33
Effective base	131	109	106	131	94	81	7	82	86	131	31	14
Weighted Base	316	271	265	316	234	207	17	193	214	316	71	33
0-24%	151	145	136	151	131	117	10	122	136	151	46	21
	48%	53%	51%	48%	56%	57%	59%	63%	64%	48%	64%	64%
								c	c			
25-49%	57	47	51	57	43	32	6	33	37	57	15	5
	18%	17%	19%	18%	19%	15%	34%	17%	17%	18%	21%	16%
50-74%	37	25	31	37	21	22	*	17	23	37	3	1
	12%	9%	12%	12%	9%	11%	1%	9%	11%	12%	5%	2%
75-100%	55	39	33	55	25	20	1	9	3	55	3	3
	17%	14%	13%	17%	11%	10%	5%	4%	1%	17%	4%	9%
										ab		
Don't know	16	15	14	16	13	15	-	13	15	16	5	3
	5%	6%	5%	5%	6%	7%	-%	7%	7%	5%	7%	10%
Answered	316	271	265	316	234	207	17	193	214	316	71	33
Mean Score	35.0	31.0	30.9	35.0	27.7	27.0	20.4	21.4	20.1	35.0	21.4	21.3
										abde		
Standard error	1.90	1.94	1.89	1.90	1.89	2.05	5.25	1.52	1.28	1.90	2.51	4.56
Standard deviation	32.10	30.37	29.37	32.10	27.96	26.98	22.26	20.15	17.85	32.10	20.04	26.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	286	51	20	26	12	245	174	256	221	187	209	234	59	-	240	17
Effective base	131	22	6	13	6	113	75	117	101	77	90	107	24	-	108	9
Weighted Base	316	58	11	36	16	276	187	288	252	180	232	265	66	-	243	21
0-24%	151	28	3	19	11	137	97	142	114	102	117	137	42	-	116	14
	48%	48%	25%	53%	71%	50%	52%	49%	45%	57%	51%	52%	64%	-%	48%	65%
25-49%	57	10	4	7	1	51	38	53	44	28	40	44	13	-	39	6
	18%	17%	33%	19%	5%	19%	20%	19%	17%	15%	17%	17%	19%	-%	16%	29%
50-74%	37	5	1	7	-	28	15	32	28	19	25	30	4	-	33	-
	12%	8%	5%	20%	-%	10%	8%	11%	11%	11%	11%	11%	6%	-%	13%	-%
75-100%	55	14	4	3	2	45	25	46	50	23	38	39	1	-	41	1
	17%	25%	38%	7%	15%	16%	14%	16%	20%	13%	17%	15%	2%	-%	17%	6%
Don't know	16	1	-	1	1	14	12	14	15	9	12	15	6	-	15	*
	5%	2%	-%	2%	9%	5%	6%	5%	6%	5%	5%	6%	9%	-%	6%	*%
Answered	316	58	11	36	16	276	187	288	252	180	232	265	66	-	243	21
Mean Score	35.0	40.2	59.0	29.2	25.7	33.8	30.4	33.6	36.3	30.7	33.7	31.7	17.2	-	34.0	26.5
											c	c				
Standard error	1.90	4.71	8.15	5.02	8.56	2.01	2.30	1.96	2.27	2.18	2.24	2.00	2.26	-	2.06	5.44
Standard deviation	32.10	33.62	36.44	25.59	29.66	31.50	30.37	31.29	33.75	29.79	32.36	30.56	17.33	-	31.95	22.43

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	286	153	133	142	8	66	98	67	174	45	73	64	147
Effective base	131	70	62	59	5	25	48	27	86	19	34	27	70
Weighted Base	316	175	141	149	16	60	126	72	196	48	87	58	170
0-24%	151	91	61	77	11	27	71	30	89	31	46	30	75
	48%	52%	43%	52%	72%	44%	57%	42%	46%	66%	53%	51%	44%
25-49%	57	29	28	22	3	17	16	10	44	3	13	16	28
	18%	17%	20%	15%	21%	29%	12%	14%	23%	6%	15%	28%	17%
50-74%	37	20	17	18	-	1	17	10	24	3	13	8	16
	12%	12%	12%	12%	-%	2%	14%	14%	12%	7%	16%	13%	9%
75-100%	55	27	28	21	1	9	17	20	29	6	14	5	36
	17%	15%	20%	14%	8%	16%	13%	28%	15%	13%	16%	8%	21%
Don't know	16	8	7	10	-	5	5	1	10	4	1	*	15
	5%	5%	5%	7%	-%	9%	4%	2%	5%	9%	1%	*%	9%
Answered	316	175	141	149	16	60	126	72	196	48	87	58	170
Mean Score	35.0	33.5	36.9	31.9	22.7	31.9	31.0	45.8	33.9	23.6	36.6	29.9	36.1
								bc					
Standard error	1.90	2.53	2.87	2.56	8.49	3.77	3.02	4.00	2.39	4.34	3.54	3.26	2.87
Standard deviation	32.10	31.31	33.08	30.47	24.01	30.66	29.94	32.76	31.52	29.10	30.24	26.11	34.77

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	286	116	170
Effective base	131	41	90
Weighted Base	316	108	208
0-24%	151	61	90
	48%	57%	43%
25-49%	57	16	41
	18%	15%	20%
50-74%	37	14	23
	12%	13%	11%
75-100%	55	9	45
	17%	9%	22%
Don't know	16	7	9
	5%	6%	4%
Answered	316	108	208
Mean Score	35.0	26.8	39.3
			a
Standard error	1.90	2.60	2.55
Standard deviation	32.10	28.01	33.29

Columns Tested:: a,b

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	h	*i	*j	k	*l
Unweighted Base	286	9	23	17	21	17	46	4	43	22	19	37	28
Effective base	131	3	11	5	7	9	15	2	29	15	7	25	13
Weighted Base	316	4	39	15	14	27	43	2	67	30	10	42	22
0-24%	151	1	25	6	6	13	21	*	30	10	5	25	10
	48%	26%	64%	38%	39%	46%	49%	8%	44%	32%	49%	60%	48%
25-49%	57	-	*	5	6	7	7	-	13	4	3	11	2
	18%	-%	1%	33%	39%	26%	16%	-%	19%	13%	27%	26%	11%
50-74%	37	-	3	1	3	1	4	*	12	7	-	2	4
	12%	-%	7%	6%	22%	5%	10%	10%	18%	23%	-%	5%	18%
75-100%	55	3	6	2	*	5	9	1	10	9	1	4	4
	17%	74%	14%	14%	*%	20%	21%	79%	15%	28%	14%	9%	20%
Don't know	16	-	6	1	-	1	2	*	3	1	1	-	1
	5%	-%	15%	9%	-%	4%	4%	3%	4%	4%	10%	-%	4%
Answered	316	4	39	15	14	27	43	2	67	30	10	42	22
Mean Score	35.0	59.1	25.8	37.1	28.2	37.4	35.0	85.7	37.5	45.1	29.0	27.7	38.3
Standard error	1.90	12.33	6.81	7.19	4.62	8.32	5.16	23.69	4.65	7.61	7.64	3.88	6.94
Standard deviation	32.10	36.98	32.66	29.67	21.15	34.29	35.02	47.39	30.48	35.71	33.32	23.61	36.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 166 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	286	49	84	69	84	133	153
Effective base	131	18	30	45	46	48	89
Weighted Base	316	59	84	100	74	143	173
0-24%	151	32	39	40	40	71	80
	48%	55%	46%	40%	55%	50%	46%
25-49%	57	5	20	17	16	25	33
	18%	9%	23%	17%	22%	17%	19%
50-74%	37	3	9	19	6	12	25
	12%	6%	10%	19%	8%	9%	14%
75-100%	55	11	14	20	10	25	30
	17%	18%	17%	20%	13%	18%	17%
Don't know	16	7	3	4	2	10	6
	5%	12%	3%	4%	2%	7%	3%
Answered	316	59	84	100	74	143	173
Mean Score	35.0	31.1	34.6	40.7	31.0	33.2	36.6
Standard error	1.90	4.72	3.56	3.94	3.20	2.84	2.55
Standard deviation	32.10	33.02	32.63	32.72	29.32	32.72	31.60

Columns Tested:: a,b,c,d - a,b

Table 168

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	55	-	55	39	8	4	4	16
Effective base	25	-	25	24	5	3	3	10
Weighted Base	65	-	65	63	1	1	*	2
0-24%	53	-	53	52	*	1	*	1
	81%	-%	81%	82%	35%	91%	54%	55%
25-49%	3	-	3	2	*	*	-	*
	4%	-%	4%	3%	40%	9%	-%	27%
50-74%	3	-	3	3	*	-	*	*
	4%	-%	4%	4%	25%	-%	46%	18%
75-100%	1	-	1	1	-	-	-	-
	2%	-%	2%	2%	-%	-%	-%	-%
Don't know	6	-	6	6	-	-	-	-
	8%	-%	8%	9%	-%	-%	-%	-%
Answered	65	-	65	63	1	1	*	2
Mean Score	13.1	-	13.1	12.9	29.2	8.7	42.7	23.5
Standard error	2.40	-	2.40	2.83	-	-	-	7.69
Standard deviation	17.82	-	17.82	17.69	-	-	-	30.78

Columns Tested:: a,b - a,b,c,d,e

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	55	21	16	2	5	7	4	39	8	8
Effective base	25	14	10	2	3	6	3	24	5	5
Weighted Base	65	35	28	*	*	1	*	63	1	1
0-24%	53	26	26	*	*	1	*	52	*	1
	81%	73%	92%	100%	100%	42%	54%	82%	35%	84%
25-49%	3	-	2	-	-	*	-	2	*	*
	4%	-%	8%	-%	-%	37%	-%	3%	40%	7%
50-74%	3	3	-	-	-	*	*	3	*	*
	4%	7%	-%	-%	-%	21%	46%	4%	25%	9%
75-100%	1	1	-	-	-	-	-	1	-	-
	2%	4%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know	6	6	-	-	-	-	-	6	-	-
	8%	16%	-%	-%	-%	-%	-%	9%	-%	-%
Answered	65	35	28	*	*	1	*	63	1	1
Mean Score	13.1	16.6	8.0	16.7	9.7	25.3	42.7	12.9	29.2	15.4
Standard error	2.40	4.83	1.90	-	-	17.67	-	2.83	-	-
Standard deviation	17.82	22.15	7.59	-	-	46.75	-	17.69	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	55	32	7	8	4	4	32	9	4	2	6
Effective base	25	22	3	5	3	3	19	2	2	1	4
Weighted Base	65	60	3	1	1	*	48	3	5	1	1
0-24%	53	50	2	*	1	*	37	3	5	-	1
	81%	83%	59%	35%	91%	54%	78%	87%	100%	-%	100%
25-49%	3	1	1	*	*	-	1	*	-	1	-
	4%	2%	41%	40%	9%	-%	3%	5%	-%	95%	-%
50-74%	3	3	-	*	-	*	3	*	-	*	-
	4%	4%	-%	25%	-%	46%	5%	8%	-%	5%	-%
75-100%	1	1	-	-	-	-	1	-	-	-	-
	2%	2%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Don't know	6	6	-	-	-	-	6	-	-	-	-
	8%	9%	-%	-%	-%	-%	12%	-%	-%	-%	-%
Answered	65	60	3	1	1	*	48	3	5	1	1
Mean Score	13.1	12.7	16.8	29.2	8.7	42.7	14.2	11.0	5.3	32.1	9.1
Standard error	2.40	3.16	5.56	-	-	-	3.48	6.30	.98	15.74	-
Standard deviation	17.82	17.89	14.70	-	-	-	19.70	18.91	1.97	22.26	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	5	4	5	-	6	8	1	4	7
Effective base	25	3	3	4	-	2	6	1	2	4
Weighted Base	65	8	6	8	-	6	19	5	3	8
0-24%	53	5	2	4	-	6	19	5	2	8
	81%	66%	38%	48%	-%	100%	100%	100%	50%	96%
25-49%	3	*	1	1	-	-	-	-	-	*
	4%	1%	17%	14%	-%	-%	-%	-%	-%	4%
50-74%	3	3	-	-	-	-	-	-	*	-
	4%	32%	-%	-%	-%	-%	-%	-%	10%	-%
75-100%	1	-	-	-	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	40%	-%
Don't know	6	-	3	3	-	-	-	-	-	-
	8%	-%	45%	38%	-%	-%	-%	-%	-%	-%
Answered	65	8	6	8	-	6	19	5	3	8
Mean Score	13.1	28.1	8.0	13.9	-	5.3	8.7	5.0	56.4	5.6
Standard error	2.40	11.06	5.87	5.42	-	.66	1.25	-	22.53	1.56
Standard deviation	17.82	24.73	11.74	12.12	-	1.61	3.55	-	45.07	4.14

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	55	13	13	14	40	15	2	7	6
Effective base	25	6	8	10	23	7	1	5	3
Weighted Base	65	14	17	32	62	3	1	1	*
0-24%	53	14	9	27	50	3	1	1	*
	81%	98%	54%	87%	80%	98%	93%	100%	100%
25-49%	3	*	1	1	3	*	*	-	-
	4%	2%	7%	4%	4%	2%	7%	-%	-%
50-74%	3	-	3	-	3	-	-	-	-
	4%	-%	17%	-%	5%	-%	-%	-%	-%
75-100%	1	-	1	-	1	-	-	-	-
	2%	-%	8%	-%	2%	-%	-%	-%	-%
Don't know	6	-	3	3	6	-	-	-	-
	8%	-%	15%	9%	9%	-%	-%	-%	-%
Answered	65	14	17	32	62	3	1	1	*
Mean Score	13.1	5.5	26.6	9.4	13.2	11.6	20.3	7.6	9.7
Standard error	2.40	.90	8.30	1.86	2.87	2.49	-	4.65	-
Standard deviation	17.82	3.26	29.93	6.97	18.13	9.64	-	12.31	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	-	11	11	-	18	2	-	-	24
Effective base	25	-	6	6	-	9	1	-	-	10
Weighted Base	65	-	18	18	-	21	2	-	-	24
0-24%	53	-	14	14	-	17	2	-	-	20
	81%	-%	76%	76%	-%	81%	100%	-%	-%	84%
25-49%	3	-	1	1	-	1	-	-	-	*
	4%	-%	8%	8%	-%	5%	-%	-%	-%	*%
50-74%	3	-	-	-	-	3	-	-	-	*
	4%	-%	-%	-%	-%	14%	-%	-%	-%	*%
75-100%	1	-	-	-	-	-	-	-	-	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	5%
Don't know	6	-	3	3	-	-	-	-	-	3
	8%	-%	16%	16%	-%	-%	-%	-%	-%	11%
Answered	65	-	18	18	-	21	2	-	-	24
Mean Score	13.1	-	7.3	7.3	-	17.9	3.3	-	-	14.3
Standard error	2.40	-	2.57	2.57	-	4.29	2.25	-	-	4.49
Standard deviation	17.82	-	8.52	8.52	-	18.18	3.18	-	-	22.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	55	11	20	24	48	7	48	7	53	2
Effective base	25	6	10	10	22	3	25	4	24	1
Weighted Base	65	18	23	24	55	10	64	1	63	2
0-24%	53	14	19	20	43	10	52	*	50	2
	81%	76%	83%	84%	78%	100%	81%	54%	81%	100%
25-49%	3	1	1	*	3	-	3	*	3	-
	4%	8%	5%	*%	5%	-%	4%	6%	4%	-%
50-74%	3	-	3	*	3	-	3	*	3	-
	4%	-%	12%	*%	5%	-%	4%	39%	5%	-%
75-100%	1	-	-	1	1	-	1	-	1	-
	2%	-%	-%	5%	2%	-%	2%	-%	2%	-%
Don't know	6	3	-	3	6	-	6	-	6	-
	8%	16%	-%	11%	10%	-%	9%	-%	9%	-%
Answered	65	18	23	24	55	10	64	1	63	2
Mean Score	13.1	7.3	16.6	14.3	14.5	5.0	12.9	31.9	13.4	5.0
Standard error	2.40	2.57	3.99	4.49	2.74	.62	2.55	-	2.48	-
Standard deviation	17.82	8.52	17.83	22.00	18.96	1.65	17.63	-	18.06	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	e	*f
Unweighted Base	55	15	9	31	24	19	8	4	43	12
Effective base	25	5	2	19	12	8	4	2	20	6
Weighted Base	65	8	7	50	28	21	13	3	49	16
0-24%	53	7	5	41	20	17	13	2	37	15
	81%	84%	74%	82%	73%	82%	100%	66%	77%	93%
25-49%	3	-	1	1	*	1	-	1	1	1
	4%	-%	22%	2%	1%	6%	-%	34%	3%	7%
50-74%	3	-	*	3	*	3	-	-	3	-
	4%	-%	5%	5%	1%	12%	-%	-%	6%	-%
75-100%	1	1	-	-	1	-	-	-	1	-
	2%	16%	-%	-%	5%	-%	-%	-%	3%	-%
Don't know	6	-	-	6	6	-	-	-	6	-
	8%	-%	-%	11%	20%	-%	-%	-%	11%	-%
Answered	65	8	7	50	28	21	13	3	49	16
Mean Score	13.1	28.7	16.0	10.3	15.2	13.2	8.8	12.7	14.3	9.6
Standard error	2.40	8.78	4.39	2.41	4.34	4.34	1.15	8.19	3.07	2.04
Standard deviation	17.82	34.01	13.17	13.40	21.27	18.93	3.26	16.39	20.11	7.07

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	*f
Unweighted Base	55	6	18	31	51	52	54	55	40	26
Effective base	25	4	8	14	22	23	24	25	17	8
Weighted Base	65	7	21	37	59	61	63	65	46	20
0-24%	53	6	14	32	47	51	51	53	39	16
	81%	82%	70%	87%	79%	82%	81%	81%	84%	80%
25-49%	3	-	*	2	3	3	3	3	1	3
	4%	-%	1%	6%	4%	4%	4%	4%	3%	13%
50-74%	3	-	*	3	3	3	3	3	3	*
	4%	-%	2%	7%	5%	5%	5%	4%	6%	1%
75-100%	1	1	-	-	1	-	1	1	-	1
	2%	18%	-%	-%	2%	-%	2%	2%	-%	6%
Don't know	6	-	6	-	6	6	6	6	3	-
	8%	-%	27%	-%	9%	9%	9%	8%	6%	-%
Answered	65	7	21	37	59	61	63	65	46	20
Mean Score	13.1	30.9	9.6	11.6	13.0	11.1	12.9	13.1	12.3	17.0
Standard error	2.40	14.36	2.39	2.67	2.59	1.80	2.46	2.40	2.25	4.84
Standard deviation	17.82	35.16	10.14	14.86	18.49	12.99	18.07	17.82	14.22	24.67

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	55	4	29	3	6	4	5	3	12
Effective base	25	3	16	1	2	3	2	2	4
Weighted Base	65	5	47	3	2	*	3	3	7
0-24%	53	4	36	3	2	*	3	3	6
	81%	74%	78%	96%	100%	70%	91%	100%	95%
25-49%	3	-	2	*	-	*	-	-	*
	4%	-%	5%	4%	-%	14%	-%	-%	1%
50-74%	3	-	3	-	-	*	*	-	*
	4%	-%	5%	-%	-%	17%	9%	-%	5%
75-100%	1	1	-	-	-	-	-	-	-
	2%	26%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	-	-	-	-	-	-
	8%	-%	12%	-%	-%	-%	-%	-%	-%
Answered	65	5	47	3	2	*	3	3	7
Mean Score	13.1	34.9	10.7	20.9	9.2	23.5	13.6	4.3	9.4
Standard error	2.40	22.21	2.56	3.19	1.61	-	7.08	1.46	3.61
Standard deviation	17.82	44.41	13.81	5.53	3.94	-	15.83	2.53	12.51

Columns Tested:: a,b,c,d,e,f,g,h

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	32	3	4	2	6	4	-	29	8	5	5	2	2	1
Effective base	25	18	2	1	2	2	3	-	16	2	2	1	1	2	1
Weighted Base	65	51	1	2	*	5	2	-	44	7	4	3	*	1	2
0-24%	53	39	1	1	*	5	1	-	36	4	4	3	*	1	2
	81%	77%	84%	96%	100%	99%	85%	-%	82%	60%	100%	98%	100%	100%	100%
25-49%	3	2	*	-	-	*	-	-	2	*	-	-	-	-	-
	4%	5%	16%	-%	-%	1%	-%	-%	6%	1%	-%	-%	-%	-%	-%
50-74%	3	3	-	*	-	-	*	-	-	3	-	*	-	-	-
	4%	5%	-%	4%	-%	-%	15%	-%	-%	39%	-%	2%	-%	-%	-%
75-100%	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	-	-	-	-	-	6	-	-	-	-	-	-
	8%	11%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%
Answered	65	51	1	2	*	5	2	-	44	7	4	3	*	1	2
Mean Score	13.1	13.5	11.6	14.8	17.0	7.2	13.7	-	7.9	31.0	15.4	11.2	7.7	6.4	3.0
Standard error	2.40	3.44	-	10.05	-	1.88	14.32	-	1.40	8.80	2.81	5.21	-	3.60	-
Standard deviation	17.82	19.48	-	20.11	-	4.61	28.63	-	7.55	24.89	6.29	11.65	-	5.09	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	55	28	6	4	5	5	6	1	12	10	8	21	8	7
Effective base	25	17	2	2	3	2	3	1	5	5	5	9	3	3
Weighted Base	65	38	7	4	*	6	8	2	16	17	14	18	9	5
0-24%	53	29	7	1	*	6	8	2	16	16	7	15	8	5
	81%	76%	99%	21%	62%	100%	100%	100%	100%	92%	49%	85%	86%	98%
25-49%	3	2	*	-	*	-	-	-	-	-	1	*	1	*
	4%	6%	1%	-%	24%	-%	-%	-%	-%	-%	10%	*%	11%	2%
50-74%	3	-	-	3	*	-	-	-	-	-	-	3	*	-
	4%	-%	-%	79%	14%	-%	-%	-%	-%	-%	-%	15%	3%	-%
75-100%	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Don't know	6	6	-	-	-	-	-	-	-	-	6	-	-	-
	8%	14%	-%	-%	-%	-%	-%	-%	-%	-%	41%	-%	-%	-%
Answered	65	38	7	4	*	6	8	2	16	17	14	18	9	5
Mean Score	13.1	12.0	15.1	51.4	26.2	6.4	6.7	3.0	6.1	13.8	8.4	17.2	13.9	5.4
Standard error	2.40	3.51	1.78	9.49	-	1.32	1.01	-	.78	8.19	3.33	4.24	3.55	2.47
Standard deviation	17.82	18.58	4.35	18.98	-	2.95	2.49	-	2.69	25.89	9.42	19.42	10.05	6.54

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	20	6	14	6	5	12	9	17	7	7
Effective base	25	9	4	5	3	2	6	4	9	3	3
Weighted Base	65	29	8	11	9	3	19	11	17	9	5
0-24%	53	25	2	11	7	3	16	7	15	8	5
	81%	86%	18%	99%	86%	96%	85%	61%	85%	89%	98%
25-49%	3	*	1	-	1	*	-	1	*	1	*
	4%	*%	17%	-%	12%	4%	-%	13%	*%	11%	2%
50-74%	3	3	-	*	*	-	*	*	3	-	-
	4%	9%	-%	1%	3%	-%	1%	1%	15%	-%	-%
75-100%	1	1	-	-	-	-	-	-	-	-	-
	2%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	-	-	-	3	3	-	-	-
	8%	-%	65%	-%	-%	-%	14%	26%	-%	-%	-%
Answered	65	29	8	11	9	3	19	11	17	9	5
Mean Score	13.1	16.5	6.8	9.5	14.0	5.8	6.5	10.8	17.1	12.7	5.4
Standard error	2.40	5.44	4.69	2.24	4.18	4.66	2.26	3.50	4.71	2.63	2.47
Standard deviation	17.82	24.32	11.49	8.39	10.23	10.41	7.84	10.49	19.42	6.97	6.54

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	55	9	13	19	7	7	43	6	6	47	8	47	4
Effective base	25	5	6	9	3	3	22	1	3	22	4	21	1
Weighted Base	65	11	15	21	9	10	56	5	4	50	14	55	5
0-24%	53	8	9	18	8	10	44	4	4	38	14	43	4
	81%	77%	60%	87%	89%	99%	79%	95%	100%	76%	100%	78%	92%
25-49%	3	-	1	*	1	*	2	*	-	3	-	2	*
	4%	-%	10%	*%	11%	1%	4%	3%	-%	5%	-%	5%	2%
50-74%	3	-	*	3	-	-	3	*	-	3	-	3	*
	4%	-%	2%	12%	-%	-%	5%	1%	-%	6%	-%	5%	5%
75-100%	1	-	1	-	-	-	1	-	-	1	-	1	-
	2%	-%	9%	-%	-%	-%	2%	-%	-%	3%	-%	2%	-%
Don't know	6	3	3	-	-	-	6	-	-	6	-	6	-
	8%	23%	20%	-%	-%	-%	10%	-%	-%	11%	-%	10%	-%
Answered	65	11	15	21	9	10	56	5	4	50	14	55	5
Mean Score	13.1	9.8	15.9	16.8	12.7	5.2	13.3	7.2	17.9	14.8	7.5	13.3	8.7
Standard error	2.40	2.82	8.10	4.05	2.63	1.73	2.87	4.42	2.52	2.87	2.26	2.75	7.15
Standard deviation	17.82	8.46	29.21	17.66	6.97	4.57	18.83	10.82	6.18	19.69	6.39	18.86	14.31

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	55	44	8	35	20	47	4	45	7	37	18
Effective base	25	22	1	19	6	21	1	22	1	21	5
Weighted Base	65	57	5	45	20	55	5	57	5	50	15
0-24%	53	46	5	37	16	42	5	46	4	39	14
	81%	81%	97%	82%	80%	78%	100%	81%	97%	79%	90%
25-49%	3	2	*	1	1	3	-	2	*	1	1
	4%	4%	3%	3%	6%	5%	-%	4%	3%	3%	9%
50-74%	3	3	-	3	*	3	-	3	-	3	*
	4%	5%	-%	6%	1%	5%	-%	5%	-%	5%	2%
75-100%	1	-	-	1	-	1	-	-	-	1	-
	2%	-%	-%	3%	-%	2%	-%	-%	-%	3%	-%
Don't know	6	6	-	3	3	6	-	6	-	6	-
	8%	10%	-%	7%	13%	10%	-%	10%	-%	11%	-%
Answered	65	57	5	45	20	55	5	57	5	50	15
Mean Score	13.1	11.4	7.2	15.1	8.6	13.6	5.9	11.5	6.5	14.4	8.9
Standard error	2.40	2.01	2.75	3.39	2.22	2.79	1.98	1.99	2.73	3.19	2.46
Standard deviation	17.82	13.34	7.79	20.08	9.94	19.12	3.97	13.32	7.23	19.41	10.44

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	55	47	45	38	-	47	39	34	-	53	45	49	-
Effective base	25	21	20	19	-	21	18	16	-	24	20	22	-
Weighted Base	65	57	52	51	-	58	50	44	-	64	54	59	-
0-24%	53	45	41	40	-	47	40	37	-	53	46	51	-
	81%	79%	79%	77%	-%	81%	79%	85%	-%	83%	85%	86%	-%
25-49%	3	3	1	2	-	3	2	1	-	3	1	3	-
	4%	4%	2%	5%	-%	4%	4%	3%	-%	4%	2%	4%	-%
50-74%	3	3	3	3	-	3	3	-	-	3	*	*	-
	4%	5%	6%	5%	-%	5%	5%	-%	-%	4%	1%	1%	-%
75-100%	1	1	1	1	-	-	-	-	-	-	1	-	-
	2%	2%	2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know	6	6	6	6	-	6	6	6	-	6	6	6	-
	8%	10%	11%	11%	-%	10%	11%	13%	-%	9%	10%	9%	-%
Answered	65	57	52	51	-	58	50	44	-	64	54	59	-
Mean Score	13.1	13.3	13.3	13.9	-	11.2	11.3	7.9	-	11.3	10.8	9.0	-
Standard error	2.40	2.74	2.90	3.11	-	1.95	2.19	1.21	-	1.75	2.38	1.17	-
Standard deviation	17.82	18.78	19.48	19.17	-	13.37	13.70	7.03	-	12.74	15.97	8.16	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	55	47	49	55	42	37	6	34	33	51	55	28
Effective base	25	21	23	25	18	17	2	17	16	23	25	13
Weighted Base	65	57	61	65	46	45	7	45	45	56	65	34
0-24%	53	45	50	53	37	36	6	38	39	45	53	28
	81%	79%	82%	81%	79%	80%	96%	85%	87%	81%	81%	81%
25-49%	3	3	3	3	3	1	*	1	*	3	3	1
	4%	4%	4%	4%	6%	3%	4%	3%	*%	5%	4%	3%
50-74%	3	3	3	3	*	3	-	-	*	3	3	-
	4%	5%	5%	4%	1%	6%	-%	-%	1%	5%	4%	-%
75-100%	1	1	-	1	1	-	-	-	-	-	1	-
	2%	2%	-%	2%	3%	-%	-%	-%	-%	-%	2%	-%
Don't know	6	6	6	6	6	6	-	6	6	6	6	6
	8%	10%	9%	8%	12%	12%	-%	12%	12%	10%	8%	16%
Answered	65	57	61	65	46	45	7	45	45	56	65	34
Mean Score	13.1	13.0	11.0	13.1	11.1	10.8	5.3	9.3	8.4	11.6	13.1	8.2
Standard error	2.40	2.73	1.84	2.40	2.69	2.30	1.95	1.28	1.29	1.91	2.40	1.35
Standard deviation	17.82	18.72	12.87	17.82	17.43	14.02	4.78	7.45	7.39	13.60	17.82	7.12

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	55	9	2	9	4	43	36	48	46	35	45	39	29	-	47	4
Effective base	25	5	1	3	1	20	16	22	22	16	20	20	11	-	20	4
Weighted Base	65	12	*	5	5	52	46	58	56	45	52	55	29	-	50	11
0-24%	53	12	*	5	5	41	39	47	44	36	41	44	21	-	40	8
	81%	100%	7%	93%	99%	79%	85%	81%	79%	80%	79%	81%	72%	-%	81%	74%
25-49%	3	-	*	*	-	1	1	1	2	2	3	1	2	-	3	-
	4%	-%	93%	2%	-%	3%	3%	2%	4%	5%	5%	2%	8%	-%	5%	-%
50-74%	3	-	-	*	*	3	3	3	3	3	3	3	*	-	3	-
	4%	-%	-%	5%	1%	6%	6%	5%	5%	6%	6%	5%	1%	-%	6%	-%
75-100%	1	-	-	-	-	1	-	1	1	1	-	1	-	-	1	-
	2%	-%	-%	-%	-%	2%	-%	2%	2%	3%	-%	2%	-%	-%	3%	-%
Don't know	6	-	-	-	-	6	3	6	6	3	6	6	6	-	3	3
	8%	-%	-%	-%	-%	11%	6%	9%	10%	6%	11%	10%	19%	-%	5%	26%
Answered	65	12	*	5	5	52	46	58	56	45	52	55	29	-	50	11
Mean Score	13.1	9.0	24.0	9.4	5.7	14.5	12.4	13.4	14.3	15.1	12.1	13.5	10.8	-	14.1	12.0
Standard error	2.40	2.19	-	4.57	4.13	2.95	2.33	2.68	2.77	3.42	2.10	3.01	1.88	-	2.90	4.18
Standard deviation	17.82	6.57	-	13.71	8.27	19.37	13.98	18.54	18.77	20.26	14.06	18.78	10.11	-	19.90	8.36

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	55	36	19	32	1	17	20	15	29	10	17	16	21
Effective base	25	17	9	14	1	8	10	7	13	5	9	6	10
Weighted Base	65	46	19	36	1	23	19	23	27	10	24	10	26
0-24%	53	37	15	28	1	15	17	18	23	8	21	10	18
	81%	81%	81%	79%	100%	64%	89%	76%	85%	74%	87%	96%	67%
25-49%	3	*	2	2	-	*	2	-	2	*	-	*	2
	4%	*%	13%	6%	-%	1%	11%	-%	9%	1%	-%	4%	8%
50-74%	3	3	-	3	-	3	-	3	*	-	*	-	3
	4%	6%	-%	8%	-%	12%	-%	11%	1%	-%	1%	-%	10%
75-100%	1	-	1	-	-	-	-	-	1	-	-	-	1
	2%	-%	7%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%
Don't know	6	6	-	3	-	6	-	3	-	3	3	-	3
	8%	12%	-%	7%	-%	23%	-%	13%	-%	25%	12%	-%	10%
Answered	65	46	19	36	1	23	19	23	27	10	24	10	26
Mean Score	13.1	10.7	19.1	11.8	5.0	11.2	10.0	12.4	17.2	7.3	8.3	10.2	20.0
Standard error	2.40	2.35	5.51	2.83	-	4.53	2.08	4.55	3.91	2.61	2.00	1.99	5.49
Standard deviation	17.82	14.10	24.00	15.99	-	18.70	9.28	17.61	21.08	8.26	8.24	7.95	25.14

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	55	19	36
Effective base	25	7	18
Weighted Base	65	20	45
0-24%	53	17	36
	81%	85%	79%
25-49%	3	2	1
	4%	8%	2%
50-74%	3	*	3
	4%	*%	6%
75-100%	1	1	-
	2%	7%	-%
Don't know	6	-	6
	8%	-%	12%
Answered	65	20	45
Mean Score	13.1	16.2	11.8
Standard error	2.40	5.59	2.37
Standard deviation	17.82	24.38	14.20

Columns Tested:: a,b

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	55	1	6	3	5	2	8	1	10	4	3	6	6
Effective base	25	1	3	1	2	1	3	1	6	3	2	6	3
Weighted Base	65	*	10	1	4	4	10	*	13	8	*	11	3
0-24%	53	*	6	1	3	4	10	*	11	5	*	11	*
	81%	100%	63%	100%	95%	100%	98%	100%	81%	62%	100%	100%	13%
25-49%	3	-	1	-	*	-	-	-	*	-	-	-	1
	4%	-%	10%	-%	3%	-%	-%	-%	*%	-%	-%	-%	46%
50-74%	3	-	3	-	*	-	*	-	-	-	-	-	-
	4%	-%	26%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%
75-100%	1	-	-	-	-	-	-	-	-	-	-	-	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%
Don't know	6	-	-	-	-	-	-	-	3	3	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	19%	38%	-%	-%	-%
Answered	65	*	10	1	4	4	10	*	13	8	*	11	3
Mean Score	13.1	2.0	22.8	5.2	15.7	12.0	8.6	5.0	9.6	3.2	9.0	8.9	56.2
Standard error	2.40	-	10.11	-	5.64	.09	2.86	-	2.93	1.45	-	2.34	18.52
Standard deviation	17.82	-	24.76	-	12.60	.13	8.08	-	9.27	2.89	-	5.73	45.37

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 168 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	55	10	15	15	15	25	30
Effective base	25	4	5	9	9	9	17
Weighted Base	65	11	18	21	15	29	36
0-24%	53	7	18	16	12	25	28
	81%	66%	98%	74%	82%	86%	77%
25-49%	3	1	*	*	1	1	1
	4%	9%	1%	*%	10%	4%	4%
50-74%	3	3	*	-	-	3	-
	4%	24%	2%	-%	-%	10%	-%
75-100%	1	-	-	-	1	-	1
	2%	-%	-%	-%	9%	-%	4%
Don't know	6	-	-	6	-	-	6
	8%	-%	-%	26%	-%	-%	15%
Answered	65	11	18	21	15	29	36
Mean Score	13.1	21.3	10.8	7.2	18.8	14.7	11.9
Standard error	2.40	7.66	2.12	2.08	6.98	3.30	3.46
Standard deviation	17.82	24.23	8.23	8.07	27.05	16.48	18.94

Columns Tested:: a,b,c,d - a,b

Table 170

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	60	1	59	41	10	5	4	19
Effective base	29	1	29	26	3	4	3	6
Weighted Base	60	*	60	56	3	1	*	4
0-24%	48	-	48	47	*	1	*	1
	80%	-%	80%	83%	13%	65%	100%	28%
25-49%	5	-	5	2	2	*	-	2
	8%	-%	8%	4%	75%	6%	-%	57%
50-74%	*	*	-	-	*	-	-	*
	1%	100%	-%	-%	11%	-%	-%	8%
75-100%	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	29%	-%	7%
Don't know	7	-	7	7	-	-	-	-
	12%	-%	12%	12%	-%	-%	-%	-%
Answered	60	*	60	56	3	1	*	4
Mean Score	9.7	50.0	9.4	8.0	32.5	36.4	12.2	32.8
Standard error	1.50	-	1.47	1.29	4.47	-	-	5.95
Standard deviation	11.64	-	11.26	8.23	14.14	-	-	25.95

Columns Tested:: a,b - a,b,c,d,e

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	60	21	16	4	6	9	4	41	10	9
Effective base	29	13	11	4	3	6	3	26	3	5
Weighted Base	60	34	18	4	3	1	*	56	3	1
0-24%	48	26	18	3	*	1	*	47	*	1
	80%	77%	100%	64%	5%	73%	100%	83%	13%	69%
25-49%	5	2	-	-	2	*	-	2	2	*
	8%	7%	-%	-%	83%	4%	-%	4%	75%	5%
50-74%	*	-	-	-	*	-	-	-	*	-
	1%	-%	-%	-%	13%	-%	-%	-%	11%	-%
75-100%	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	23%	-%	-%	-%	26%
Don't know	7	6	-	1	-	-	-	7	-	-
	12%	16%	-%	36%	-%	-%	-%	12%	-%	-%
Answered	60	34	18	4	3	1	*	56	3	1
Mean Score	9.7	9.2	6.9	3.6	34.1	32.0	12.2	8.0	32.5	33.7
Standard error	1.50	2.09	1.29	2.76	5.58	32.01	-	1.29	4.47	78.85
Standard deviation	11.64	9.59	5.15	5.52	13.66	96.04	-	8.23	14.14	236.56

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	60	32	9	10	5	4	28	13	4	3	8
Effective base	29	21	7	3	4	3	17	7	2	2	4
Weighted Base	60	49	7	3	1	*	42	9	2	*	3
0-24%	48	42	5	*	1	*	36	7	2	*	1
	80%	84%	78%	13%	65%	100%	87%	82%	100%	24%	34%
25-49%	5	2	-	2	*	-	*	*	-	-	2
	8%	5%	-%	75%	6%	-%	*%	1%	-%	-%	66%
50-74%	*	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	29%	-%	-%	-%	-%	76%	-%
Don't know	7	6	1	-	-	-	6	1	-	-	-
	12%	11%	22%	-%	-%	-%	13%	17%	-%	-%	-%
Answered	60	49	7	3	1	*	42	9	2	*	3
Mean Score	9.7	8.6	4.1	32.5	36.4	12.2	6.7	4.3	5.4	79.2	25.8
Standard error	1.50	1.51	1.38	4.47	-	-	.84	1.14	1.31	-	5.23
Standard deviation	11.64	8.53	4.14	14.14	-	-	4.45	4.11	2.63	-	14.79

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	60	5	8	11	1	6	8	1	3	3
Effective base	29	4	6	6	1	3	5	1	3	2
Weighted Base	60	10	11	12	*	2	15	*	3	2
0-24%	48	10	7	6	*	2	13	*	3	2
	80%	100%	62%	51%	100%	100%	86%	100%	100%	100%
25-49%	5	-	-	2	-	-	2	-	-	-
	8%	-%	-%	19%	-%	-%	14%	-%	-%	-%
50-74%	*	-	-	*	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Don't know	7	-	4	3	-	-	-	-	-	-
	12%	-%	38%	24%	-%	-%	-%	-%	-%	-%
Answered	60	10	11	12	*	2	15	*	3	2
Mean Score	9.7	7.9	5.3	14.6	20.0	7.4	13.0	10.0	6.2	6.5
Standard error	1.50	1.17	2.49	6.38	-	1.60	3.37	-	3.40	1.86
Standard deviation	11.64	2.61	7.04	21.17	-	3.93	9.53	-	5.88	3.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	60	10	16	20	46	14	3	4	7
Effective base	29	5	12	11	26	6	2	3	2
Weighted Base	60	5	24	28	56	4	1	1	1
0-24%	48	5	20	20	44	4	1	1	1
	80%	100%	83%	71%	78%	98%	97%	100%	98%
25-49%	5	-	-	5	5	*	*	-	*
	8%	-%	-%	17%	8%	2%	3%	-%	2%
50-74%	*	-	-	*	*	-	-	-	-
	1%	-%	-%	1%	1%	-%	-%	-%	-%
75-100%	*	-	-	*	*	-	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	-%
Don't know	7	-	4	3	7	-	-	-	-
	12%	-%	17%	11%	12%	-%	-%	-%	-%
Answered	60	5	24	28	56	4	1	1	1
Mean Score	9.7	7.4	6.5	13.7	10.1	3.4	3.4	4.6	2.5
Standard error	1.50	1.26	1.34	3.44	1.75	1.44	4.79	-	3.33
Standard deviation	11.64	3.97	5.37	15.40	11.85	5.40	8.30	-	8.81

Columns Tested:: a,b,c,d,e,f,g,h

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	60	1	9	9	4	22	2	-	1	21
Effective base	29	1	5	5	1	11	2	-	1	9
Weighted Base	60	1	10	10	3	22	3	-	1	20
0-24%	48	1	7	7	*	19	3	-	-	17
	80%	100%	69%	69%	9%	87%	100%	-%	-%	87%
25-49%	5	-	-	-	2	1	-	-	1	*
	8%	-%	-%	-%	91%	5%	-%	-%	100%	*%
50-74%	*	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%
75-100%	*	-	*	*	-	-	-	-	-	-
	*%	-%	3%	3%	-%	-%	-%	-%	-%	-%
Don't know	7	-	3	3	-	1	-	-	-	3
	12%	-%	28%	28%	-%	7%	-%	-%	-%	13%
Answered	60	1	10	10	3	22	3	-	1	20
Mean Score	9.7	1.0	8.4	8.4	37.5	9.0	3.5	-	40.0	6.9
Standard error	1.50	-	5.46	5.46	4.89	1.63	.78	-	-	1.18
Standard deviation	11.64	-	16.38	16.38	9.78	7.66	1.11	-	-	5.42

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	60	14	24	22	51	9	53	7	59	1
Effective base	29	7	13	10	24	5	26	3	29	1
Weighted Base	60	14	25	21	51	9	56	5	60	*
0-24%	48	9	22	17	39	8	43	4	48	*
	80%	60%	89%	82%	77%	97%	78%	99%	80%	100%
25-49%	5	2	1	1	5	*	5	*	5	-
	8%	17%	4%	6%	9%	*%	8%	1%	8%	-%
50-74%	*	-	*	-	*	-	*	-	*	-
	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
75-100%	*	*	-	-	-	*	*	-	*	-
	*%	2%	-%	-%	-%	3%	*%	-%	*%	-%
Don't know	7	3	1	3	7	-	7	-	7	-
	12%	21%	6%	12%	14%	-%	13%	-%	12%	-%
Answered	60	14	25	21	51	9	56	5	60	*
Mean Score	9.7	13.3	8.4	8.8	9.7	9.2	9.4	12.5	9.7	15.0
Standard error	1.50	5.03	1.51	2.03	1.48	5.83	1.65	2.22	1.52	-
Standard deviation	11.64	18.82	7.41	9.50	10.58	17.50	11.99	5.86	11.65	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	e	*f
Unweighted Base	60	14	9	37	29	16	8	7	45	15
Effective base	29	8	3	19	18	6	4	2	23	6
Weighted Base	60	12	10	38	39	8	9	4	47	13
0-24%	48	9	8	31	27	8	9	3	35	13
	80%	73%	84%	81%	70%	95%	100%	93%	75%	98%
25-49%	5	3	1	*	5	*	-	-	5	-
	8%	27%	13%	*%	12%	1%	-%	-%	10%	-%
50-74%	*	-	-	*	-	*	-	-	*	-
	1%	-%	-%	1%	-%	4%	-%	-%	1%	-%
75-100%	*	-	*	-	-	-	-	*	-	*
	*%	-%	3%	-%	-%	-%	-%	7%	-%	2%
Don't know	7	-	-	7	7	-	-	-	7	-
	12%	-%	-%	18%	18%	-%	-%	-%	15%	-%
Answered	60	12	10	38	39	8	9	4	47	13
Mean Score	9.7	14.3	16.1	6.5	10.3	7.6	8.4	10.8	9.8	9.1
Standard error	1.50	3.87	6.05	1.10	2.06	2.57	1.58	11.30	1.62	3.75
Standard deviation	11.64	14.49	18.14	6.70	11.08	10.29	4.46	29.89	10.89	14.54

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f
Unweighted Base	60	6	23	31	54	57	58	60	47	30
Effective base	29	4	13	12	26	27	28	29	23	12
Weighted Base	60	9	30	21	54	57	57	60	45	16
0-24%	48	7	20	21	45	47	48	48	38	14
	80%	74%	69%	97%	82%	83%	83%	80%	84%	83%
25-49%	5	2	2	*	2	2	2	5	2	1
	8%	26%	7%	*%	4%	4%	4%	8%	5%	6%
50-74%	*	-	-	*	-	-	-	*	-	-
	1%	-%	-%	2%	-%	-%	-%	1%	-%	-%
75-100%	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	1%	*%	*%	*%	*%	1%	2%
Don't know	7	-	7	-	7	7	7	7	4	1
	12%	-%	24%	-%	13%	12%	12%	12%	10%	9%
Answered	60	9	30	21	54	57	57	60	45	16
Mean Score	9.7	16.2	8.5	8.5	8.1	8.2	8.2	9.7	8.9	9.0
Standard error	1.50	6.23	1.88	2.29	1.34	1.27	1.26	1.50	1.53	2.47
Standard deviation	11.64	15.27	9.03	12.77	9.82	9.62	9.56	11.64	10.47	13.50

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base	60	4	30	2	6	8	3	5	16
Effective base	29	3	18	2	2	4	2	3	7
Weighted Base	60	4	43	1	2	3	*	5	7
0-24%	48	4	34	*	2	2	*	5	7
	80%	100%	81%	22%	100%	88%	100%	100%	96%
25-49%	5	-	1	1	-	*	-	-	*
	8%	-%	3%	78%	-%	2%	-%	-%	1%
50-74%	*	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	10%	-%	-%	4%
Don't know	7	-	7	-	-	-	-	-	-
	12%	-%	16%	-%	-%	-%	-%	-%	-%
Answered	60	4	43	1	2	3	*	5	7
Mean Score	9.7	9.4	7.7	20.5	9.1	14.9	9.2	3.7	7.9
Standard error	1.50	1.31	1.37	12.56	1.62	12.63	-	2.00	4.87
Standard deviation	11.64	2.62	7.50	17.76	3.97	35.73	-	4.48	19.48

Columns Tested:: a,b,c,d,e,f,g,h

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	60	31	4	4	4	7	4	-	29	9	8	3	3	3	2
Effective base	29	19	2	2	2	2	2	-	16	5	5	3	2	2	2
Weighted Base	60	45	1	2	2	3	2	-	32	14	5	*	*	1	3
0-24%	48	35	1	2	2	3	2	-	24	14	4	*	*	1	3
	80%	79%	100%	100%	100%	98%	100%	-%	74%	100%	80%	100%	38%	100%	100%
25-49%	5	2	-	-	-	*	-	-	1	-	1	-	-	-	-
	8%	5%	-%	-%	-%	2%	-%	-%	4%	-%	20%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	62%	-%	-%
Don't know	7	7	-	-	-	-	-	-	7	-	-	-	-	-	-
	12%	16%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%
Answered	60	45	1	2	2	3	2	-	32	14	5	*	*	1	3
Mean Score	9.7	8.7	7.2	9.7	2.7	4.3	7.6	-	6.9	9.8	11.0	6.0	65.0	7.9	1.9
Standard error	1.50	1.90	-	2.05	2.14	1.58	3.95	-	1.57	.79	2.97	-	-	5.20	1.22
Standard deviation	11.64	10.58	-	4.10	4.27	4.18	7.89	-	8.47	2.38	8.39	-	-	9.01	1.73

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	60	27	9	8	8	3	2	3	8	8	16	17	11	6
Effective base	29	17	2	5	3	1	2	2	4	5	9	9	4	2
Weighted Base	60	35	8	8	4	1	1	3	6	6	22	18	9	3
0-24%	48	24	7	7	3	1	1	3	6	6	15	15	9	3
	80%	69%	99%	88%	93%	100%	100%	100%	100%	95%	68%	87%	100%	100%
25-49%	5	4	*	1	-	-	-	-	-	*	-	2	-	-
	8%	10%	1%	12%	-%	-%	-%	-%	-%	1%	-%	13%	-%	-%
50-74%	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	7%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Don't know	7	7	-	-	-	-	-	-	-	-	7	-	-	-
	12%	20%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%	-%	-%
Answered	60	35	8	8	4	1	1	3	6	6	22	18	9	3
Mean Score	9.7	10.0	11.4	8.8	12.3	10.6	6.4	2.8	5.3	11.9	5.4	11.2	7.4	4.4
Standard error	1.50	2.36	.66	2.55	10.36	2.45	3.60	2.77	1.80	7.16	1.44	2.32	1.46	1.67
Standard deviation	11.64	12.27	1.98	7.20	29.29	4.24	5.09	4.79	5.10	20.24	5.78	9.58	4.84	4.08

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	60	18	11	11	9	5	9	15	15	11	6
Effective base	29	10	7	4	3	2	6	8	8	4	2
Weighted Base	60	22	14	7	9	3	10	18	16	9	3
0-24%	48	22	7	5	9	3	6	14	15	9	3
	80%	98%	48%	70%	100%	100%	61%	77%	94%	100%	100%
25-49%	5	*	-	2	-	-	*	1	1	-	-
	8%	*%	-%	30%	-%	-%	*%	7%	6%	-%	-%
50-74%	*	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	7	-	-	-	4	3	-	-	-
	12%	-%	52%	-%	-%	-%	39%	16%	-%	-%	-%
Answered	60	22	14	7	9	3	10	18	16	9	3
Mean Score	9.7	9.4	2.8	15.9	7.6	4.4	5.0	8.7	9.1	7.4	4.4
Standard error	1.50	2.66	1.23	3.99	1.58	1.84	1.75	2.63	1.41	1.46	1.67
Standard deviation	11.64	11.28	4.10	13.22	4.75	4.11	5.24	10.19	5.47	4.84	4.08

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	60	10	14	17	13	6	49	5	6	55	5	52	2
Effective base	29	8	7	9	4	2	24	3	3	26	3	25	1
Weighted Base	60	14	12	22	10	3	52	3	6	55	5	54	*
0-24%	48	7	9	19	10	3	43	1	3	45	2	45	*
	80%	55%	74%	87%	100%	91%	84%	53%	52%	82%	51%	83%	10%
25-49%	5	4	*	1	-	-	1	1	2	2	2	2	-
	8%	26%	*%	5%	-%	-%	2%	37%	42%	4%	49%	4%	-%
50-74%	*	-	-	*	-	-	-	-	*	*	-	-	-
	1%	-%	-%	2%	-%	-%	-%	-%	6%	1%	-%	-%	-%
75-100%	*	-	-	-	-	*	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	9%	-%	9%	-%	*%	-%	-%	90%
Don't know	7	3	3	1	-	-	7	-	-	7	-	7	-
	12%	19%	26%	7%	-%	-%	14%	-%	-%	13%	-%	13%	-%
Answered	60	14	12	22	10	3	52	3	6	55	5	54	*
Mean Score	9.7	16.0	4.4	9.1	7.4	13.3	7.2	28.7	22.6	8.6	22.0	7.7	91.9
Standard error	1.50	5.06	1.17	1.80	1.37	14.16	.96	13.05	8.18	1.38	9.03	1.02	-
Standard deviation	11.64	15.99	4.39	7.41	4.92	34.69	6.75	29.18	20.04	10.20	20.20	7.36	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	60	52	5	34	26	51	3	51	6	37	23
Effective base	29	27	3	19	10	25	2	26	2	19	11
Weighted Base	60	56	1	42	18	54	1	54	2	45	15
0-24%	48	47	1	36	12	44	*	46	1	39	9
	80%	83%	93%	86%	66%	83%	54%	86%	27%	86%	60%
25-49%	5	2	*	1	3	2	-	2	*	*	5
	8%	4%	7%	3%	19%	4%	-%	4%	2%	*%	30%
50-74%	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%
75-100%	*	*	-	-	*	-	*	-	*	*	-
	*%	*%	-%	-%	1%	-%	46%	-%	11%	1%	-%
Don't know	7	7	-	4	3	7	-	6	1	6	1
	12%	12%	-%	11%	14%	13%	-%	10%	60%	12%	10%
Answered	60	56	1	42	18	54	1	54	2	45	15
Mean Score	9.7	8.1	9.2	8.2	13.1	7.7	49.2	7.9	13.0	7.8	15.2
Standard error	1.50	1.34	-	1.43	3.29	1.03	-	1.01	16.25	1.55	3.26
Standard deviation	11.64	9.66	-	8.31	16.78	7.37	-	7.22	39.81	9.46	15.61

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	60	46	44	39	-	47	44	44	-	53	46	57	-
Effective base	29	22	22	20	-	23	22	21	-	26	23	27	-
Weighted Base	60	48	47	43	-	50	47	41	-	56	48	56	-
0-24%	48	39	38	33	-	41	38	33	-	44	39	43	-
	80%	81%	80%	78%	-%	81%	82%	79%	-%	79%	80%	78%	-%
25-49%	5	2	2	2	-	2	1	1	-	5	2	5	-
	8%	5%	5%	5%	-%	5%	3%	3%	-%	8%	5%	8%	-%
50-74%	*	-	-	-	-	-	-	-	-	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%
75-100%	*	-	*	-	-	-	-	*	-	-	-	*	-
	*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%
Don't know	7	7	7	7	-	7	7	7	-	7	7	7	-
	12%	14%	15%	16%	-%	14%	15%	17%	-%	13%	14%	13%	-%
Answered	60	48	47	43	-	50	47	41	-	56	48	56	-
Mean Score	9.7	7.9	7.8	7.3	-	8.0	7.4	7.4	-	9.2	8.0	9.9	-
Standard error	1.50	1.14	1.55	1.24	-	1.10	1.10	1.59	-	1.34	1.24	1.59	-
Standard deviation	11.64	7.70	10.25	7.76	-	7.51	7.29	10.56	-	9.76	8.43	12.02	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	60	52	55	60	46	42	10	42	42	51	60	30
Effective base	29	25	26	29	22	23	4	23	21	24	29	13
Weighted Base	60	54	55	60	42	46	9	48	46	47	60	32
0-24%	48	45	47	48	35	38	9	39	36	38	48	24
	80%	83%	86%	80%	82%	82%	100%	82%	80%	80%	80%	75%
25-49%	5	2	2	5	2	1	-	1	2	2	5	2
	8%	4%	4%	8%	5%	2%	-%	3%	5%	5%	8%	8%
50-74%	*	-	-	*	-	-	-	*	-	-	*	-
	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%
75-100%	*	-	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%
Don't know	7	7	6	7	6	7	-	7	7	7	7	6
	12%	13%	10%	12%	13%	15%	-%	15%	15%	15%	12%	17%
Answered	60	54	55	60	42	46	9	48	46	47	60	32
Mean Score	9.7	7.7	7.9	9.7	7.8	6.4	6.2	7.4	8.4	7.4	9.7	8.7
Standard error	1.50	1.02	.97	1.50	1.17	.88	1.31	1.25	1.19	1.05	1.50	1.85
Standard deviation	11.64	7.36	7.20	11.64	7.94	5.71	4.16	8.12	7.68	7.50	11.64	10.14

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	60	11	4	7	4	53	43	56	50	47	46	51	33	-	50	6
Effective base	29	4	1	3	3	27	21	28	25	20	23	27	15	-	25	3
Weighted Base	60	7	1	5	4	57	46	59	55	42	47	57	31	-	49	10
0-24%	48	7	1	5	2	45	39	47	43	35	39	45	19	-	40	7
	80%	100%	96%	94%	59%	79%	85%	80%	78%	84%	82%	79%	62%	-%	82%	68%
25-49%	5	-	*	-	-	5	2	5	5	2	1	5	5	-	5	-
	8%	-%	4%	-%	-%	8%	5%	8%	8%	5%	2%	8%	15%	-%	10%	-%
50-74%	*	-	-	-	-	*	*	*	-	*	-	*	-	-	-	*
	1%	-%	-%	-%	-%	1%	1%	1%	-%	1%	-%	1%	-%	-%	-%	3%
75-100%	*	-	-	*	-	-	-	-	*	-	*	-	-	-	*	-
	*%	-%	-%	6%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%	1%	-%
Don't know	7	-	-	-	1	7	4	7	7	4	7	7	7	-	4	3
	12%	-%	-%	-%	41%	12%	10%	12%	13%	10%	15%	12%	23%	-%	8%	29%
Answered	60	7	1	5	4	57	46	59	55	42	47	57	31	-	49	10
Mean Score	9.7	5.4	1.4	12.5	2.7	9.5	8.7	9.3	9.3	9.3	7.3	9.1	10.4	-	9.9	8.8
Standard error	1.50	1.01	6.26	9.10	1.43	1.39	1.22	1.34	1.64	1.24	1.32	1.40	2.15	-	1.72	4.00
Standard deviation	11.64	3.36	12.52	24.08	2.86	10.10	8.02	9.99	11.63	8.51	8.95	10.02	12.36	-	12.19	9.79

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	b	*a	b	*c	*a	*b	*c
Unweighted Base	60	41	19	41	2	17	30	18	34	8	19	14	27
Effective base	29	19	11	21	2	9	16	7	18	5	10	7	13
Weighted Base	60	43	17	33	4	19	24	17	35	8	18	10	32
0-24%	48	33	15	24	4	11	19	14	30	4	15	10	23
	80%	77%	87%	73%	100%	61%	81%	82%	86%	48%	83%	97%	72%
25-49%	5	2	2	5	-	*	5	-	5	-	*	*	5
	8%	6%	13%	14%	-%	*%	19%	-%	13%	-%	*%	1%	14%
50-74%	*	*	-	-	-	-	-	-	*	-	-	-	*
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%
75-100%	*	*	-	*	-	*	-	*	-	-	-	*	-
	*%	1%	-%	1%	-%	1%	-%	2%	-%	-%	-%	3%	-%
Don't know	7	7	-	4	-	7	-	3	-	4	3	-	4
	12%	16%	-%	12%	-%	37%	-%	17%	-%	52%	17%	-%	12%
Answered	60	43	17	33	4	19	24	17	35	8	18	10	32
Mean Score	9.7	9.4	10.4	10.6	8.8	6.1	11.8	7.3	12.2	3.5	4.7	11.7	11.8
Standard error	1.50	1.91	2.34	2.26	1.72	3.05	2.39	3.01	1.98	1.85	.92	4.39	2.35
Standard deviation	11.64	12.26	10.21	14.45	2.44	12.56	13.12	12.76	11.55	5.23	4.01	16.43	12.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	60	12	48
Effective base	29	6	26
Weighted Base	60	3	57
0-24%	48	3	45
	80%	91%	79%
25-49%	5	*	5
	8%	1%	8%
50-74%	*	-	*
	1%	-%	1%
75-100%	*	*	-
	*%	8%	-%
Don't know	7	-	7
	12%	-%	12%
Answered	60	3	57
Mean Score	9.7	16.1	9.3
Standard error	1.50	8.43	1.47
Standard deviation	11.64	29.21	10.18

Columns Tested:: a,b

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	60	1	3	8	6	5	9	-	7	3	6	4	8
Effective base	29	1	3	4	5	3	4	-	3	2	3	4	4
Weighted Base	60	*	5	4	6	8	10	-	6	7	1	7	7
0-24%	48	*	5	2	6	8	8	-	3	4	1	7	4
	80%	100%	100%	43%	100%	100%	85%	-%	55%	56%	100%	100%	61%
25-49%	5	-	-	2	-	-	-	-	*	-	-	-	2
	8%	-%	-%	57%	-%	-%	-%	-%	1%	-%	-%	-%	34%
50-74%	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
75-100%	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Don't know	7	-	-	-	-	-	1	-	3	3	-	-	-
	12%	-%	-%	-%	-%	-%	15%	-%	40%	44%	-%	-%	-%
Answered	60	*	5	4	6	8	10	-	6	7	1	7	7
Mean Score	9.7	1.0	8.6	22.1	4.9	8.2	6.5	-	6.5	5.1	6.3	7.9	23.7
Standard error	1.50	-	2.21	5.78	1.61	2.23	1.58	-	8.18	2.94	-	1.48	5.68
Standard deviation	11.64	-	3.83	16.35	3.94	4.98	4.73	-	21.65	5.10	-	2.96	16.08

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 170 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	60	12	20	10	18	32	28
Effective base	29	6	10	6	9	15	14
Weighted Base	60	9	23	13	15	32	28
0-24%	48	7	22	7	12	29	19
	80%	75%	94%	56%	82%	89%	69%
25-49%	5	2	-	*	2	2	2
	8%	25%	-%	*%	16%	7%	9%
50-74%	*	-	-	-	*	-	*
	1%	-%	-%	-%	2%	-%	1%
75-100%	*	-	-	*	-	-	*
	*%	-%	-%	2%	-%	-%	1%
Don't know	7	-	1	6	-	1	6
	12%	-%	6%	42%	-%	5%	20%
Answered	60	9	23	13	15	32	28
Mean Score	9.7	14.3	6.6	5.7	15.2	8.7	10.7
Standard error	1.50	3.65	1.03	4.70	3.21	1.45	2.79
Standard deviation	11.64	12.65	4.61	14.86	13.60	8.23	14.75

Columns Tested:: a,b,c,d - a,b

Table 172

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	59	-	59	43	6	5	5	16
Effective base	28	-	28	27	4	4	3	10
Weighted Base	71	-	71	70	*	1	*	1
0-24%	62	-	62	61	*	1	*	1
	87%	-%	87%	87%	100%	92%	100%	96%
25-49%	2	-	2	2	-	-	-	-
	3%	-%	3%	3%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	7	7	-	*	-	*
	10%	-%	10%	10%	-%	8%	-%	4%
Answered	71	-	71	70	*	1	*	1
Mean Score	7.3	-	7.3	7.3	11.2	7.0	8.1	8.6
Standard error	.94	-	.94	1.11	-	-	-	3.48
Standard deviation	7.25	-	7.25	7.28	-	-	-	13.91

Columns Tested:: a,b - a,b,c,d,e

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	59	24	15	4	4	7	5	43	6	10
Effective base	28	16	9	3	3	5	3	27	4	6
Weighted Base	71	44	22	4	*	1	*	70	*	1
0-24%	62	37	21	3	*	1	*	61	*	1
	87%	83%	96%	83%	100%	93%	100%	87%	100%	93%
25-49%	2	2	-	-	-	-	-	2	-	-
	3%	4%	-%	-%	-%	-%	-%	3%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	6	1	1	-	*	-	7	-	*
	10%	12%	4%	17%	-%	7%	-%	10%	-%	7%
Answered	71	44	22	4	*	1	*	70	*	1
Mean Score	7.3	8.1	6.1	5.0	12.9	6.6	8.1	7.3	11.2	7.2
Standard error	.94	1.65	1.52	1.71	-	-	-	1.11	-	-
Standard deviation	7.25	8.08	5.90	3.42	-	-	-	7.28	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	59	34	9	6	5	5	32	13	3	-	9
Effective base	28	24	6	4	4	3	20	6	1	-	5
Weighted Base	71	65	5	*	1	*	52	10	2	-	1
0-24%	62	57	4	*	1	*	44	8	2	-	1
	87%	89%	71%	100%	92%	100%	86%	83%	100%	-%	95%
25-49%	2	2	-	-	-	-	2	-	-	-	-
	3%	3%	-%	-%	-%	-%	4%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	6	2	-	*	-	6	2	-	-	*
	10%	9%	29%	-%	8%	-%	11%	17%	-%	-%	5%
Answered	71	65	5	*	1	*	52	10	2	-	1
Mean Score	7.3	7.5	4.4	11.2	7.0	8.1	8.5	2.3	9.4	-	7.8
Standard error	.94	1.28	1.22	-	-	-	1.38	.63	1.47	-	7.36
Standard deviation	7.25	7.47	3.67	-	-	-	7.81	2.27	2.55	-	22.08

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	59	2	5	7	3	5	9	4	1	8
Effective base	28	2	4	6	1	2	5	3	1	7
Weighted Base	71	*	6	16	1	3	19	9	2	12
0-24%	62	*	3	12	1	3	19	9	2	10
	87%	100%	50%	76%	100%	100%	100%	100%	100%	84%
25-49%	2	-	-	-	-	-	-	-	-	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	16%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	3	4	-	-	-	-	-	-
	10%	-%	50%	24%	-%	-%	-%	-%	-%	-%
Answered	71	*	6	16	1	3	19	9	2	12
Mean Score	7.3	5.0	2.8	3.3	5.6	9.4	8.4	5.4	21.0	13.2
Standard error	.94	-	1.41	1.32	-	1.32	1.24	4.09	*	4.14
Standard deviation	7.25	-	3.15	3.50	-	2.96	3.71	8.19	*	11.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	59	16	8	20	44	15	4	7	4
Effective base	28	10	5	14	26	5	1	3	2
Weighted Base	71	16	8	43	67	4	1	3	*
0-24%	62	14	5	40	58	4	1	3	*
	87%	88%	61%	91%	87%	99%	94%	100%	100%
25-49%	2	2	-	-	2	-	-	-	-
	3%	12%	-%	-%	3%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	3	4	7	*	*	-	-
	10%	-%	39%	9%	11%	1%	6%	-%	-%
Answered	71	16	8	43	67	4	1	3	*
Mean Score	7.3	12.0	6.4	5.9	7.4	5.3	4.3	5.6	5.4
Standard error	.94	2.58	2.89	1.18	1.12	.59	-	.98	-
Standard deviation	7.25	10.31	8.18	5.26	7.44	2.27	-	2.59	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	59	-	10	10	1	22	2	1	-	23
Effective base	28	-	4	4	1	11	1	1	-	10
Weighted Base	71	-	11	11	2	24	2	2	-	30
0-24%	62	-	8	8	2	22	2	2	-	27
	87%	-%	73%	73%	100%	89%	100%	100%	-%	88%
25-49%	2	-	-	-	-	2	-	-	-	-
	3%	-%	-%	-%	-%	8%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	3	3	-	1	-	-	-	4
	10%	-%	27%	27%	-%	3%	-%	-%	-%	12%
Answered	71	-	11	11	2	24	2	2	-	30
Mean Score	7.3	-	4.8	4.8	10.0	11.2	3.2	5.0	-	5.2
Standard error	.94	-	2.29	2.29	*	1.84	1.66	-	-	1.09
Standard deviation	7.25	-	7.24	7.24	*	8.64	2.34	-	-	5.24

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	59	11	24	24	55	4	51	8	57	2
Effective base	28	5	13	11	26	3	27	4	28	2
Weighted Base	71	13	26	32	62	10	70	2	71	*
0-24%	62	10	24	28	52	10	61	2	62	*
	87%	78%	90%	89%	85%	100%	87%	100%	87%	100%
25-49%	2	-	2	-	2	-	2	-	2	-
	3%	-%	7%	-%	3%	-%	3%	-%	3%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	3	1	4	7	-	7	-	7	-
	10%	22%	2%	11%	12%	-%	10%	-%	10%	-%
Answered	71	13	26	32	62	10	70	2	71	*
Mean Score	7.3	5.7	10.6	5.2	7.2	8.1	7.3	9.0	7.3	5.0
Standard error	.94	2.06	1.75	1.04	.97	3.94	1.02	2.05	.96	-
Standard deviation	7.25	6.83	8.58	5.10	7.21	7.89	7.31	5.79	7.26	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	a	*b	*c	*d	e	*f
Unweighted Base	59	16	11	32	32	17	6	4	49	10
Effective base	28	6	3	20	18	6	3	2	23	5
Weighted Base	71	17	10	44	49	10	9	3	60	12
0-24%	62	16	10	37	42	8	9	3	51	12
	87%	94%	94%	83%	86%	80%	100%	100%	85%	100%
25-49%	2	-	-	2	-	2	-	-	2	-
	3%	-%	-%	4%	-%	19%	-%	-%	3%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	1	1	6	7	*	-	-	7	-
	10%	6%	6%	12%	14%	1%	-%	-%	12%	-%
Answered	71	17	10	44	49	10	9	3	60	12
Mean Score	7.3	4.4	8.7	8.1	5.8	13.3	9.8	4.5	7.1	8.4
Standard error	.94	.89	2.13	1.44	.97	3.18	1.58	1.35	1.10	1.35
Standard deviation	7.25	3.57	7.07	8.12	5.46	13.10	3.87	2.69	7.72	4.26

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	*f
Unweighted Base	59	8	24	27	54	56	58	59	39	26
Effective base	28	6	13	10	25	26	27	28	16	7
Weighted Base	71	10	39	22	65	67	69	71	38	14
0-24%	62	9	33	20	58	58	60	62	34	14
	87%	91%	84%	91%	89%	86%	87%	87%	90%	95%
25-49%	2	-	-	2	-	2	2	2	-	-
	3%	-%	-%	9%	-%	3%	3%	3%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	1	6	*	7	7	7	7	4	1
	10%	9%	16%	*%	11%	11%	10%	10%	10%	5%
Answered	71	10	39	22	65	67	69	71	38	14
Mean Score	7.3	4.6	6.1	10.6	6.0	7.2	7.2	7.3	7.0	4.8
Standard error	.94	1.46	1.18	1.83	.72	1.00	.97	.94	.94	.58
Standard deviation	7.25	4.12	5.76	9.52	5.30	7.47	7.36	7.25	5.87	2.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base	59	5	31	3	6	8	1	4	13
Effective base	28	4	17	1	2	3	1	2	4
Weighted Base	71	7	47	2	2	4	*	7	11
0-24%	62	5	40	2	2	4	*	7	11
	87%	71%	85%	100%	100%	100%	100%	100%	100%
25-49%	2	2	-	-	-	-	-	-	-
	3%	29%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	7	-	-	-	-	-	-
	10%	-%	15%	-%	-%	-%	-%	-%	-%
Answered	71	7	47	2	2	4	*	7	11
Mean Score	7.3	18.8	6.1	9.5	9.9	3.8	5.0	4.4	4.2
Standard error	.94	5.77	1.07	1.50	1.79	.92	-	.49	.45
Standard deviation	7.25	12.90	5.93	2.59	4.38	2.61	-	.99	1.63

Columns Tested:: a,b,c,d,e,f,g,h

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	59	33	6	6	2	4	2	1	34	4	9	2	3	1	3
Effective base	28	19	2	2	1	2	2	1	19	1	4	2	1	1	2
Weighted Base	71	51	7	2	1	3	*	*	47	5	5	*	2	*	7
0-24%	62	44	7	2	1	3	*	*	38	5	5	*	2	*	7
	87%	86%	100%	100%	100%	100%	100%	100%	81%	100%	100%	100%	100%	100%	100%
25-49%	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	-	-	-	-	-	7	-	-	-	-	-	-
	10%	14%	-%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%
Answered	71	51	7	2	1	3	*	*	47	5	5	*	2	*	7
Mean Score	7.3	6.6	2.7	9.9	1.1	3.1	5.0	5.0	7.3	10.9	7.8	7.4	5.4	5.0	4.4
Standard error	.94	.97	1.20	1.52	1.74	.43	-	-	1.47	1.43	1.56	-	1.01	-	.58
Standard deviation	7.25	5.55	2.93	3.73	2.46	.87	-	-	8.57	2.87	4.68	-	1.75	-	1.01

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	59	38	6	-	7	3	4	1	8	12	11	16	14	5
Effective base	28	21	2	-	3	2	2	1	4	8	7	7	5	2
Weighted Base	71	56	6	-	4	3	*	2	5	14	23	17	12	3
0-24%	62	47	6	-	4	3	*	2	5	13	17	15	12	3
	87%	84%	100%	-%	100%	100%	100%	100%	100%	93%	73%	88%	100%	100%
25-49%	2	2	-	-	-	-	-	-	-	-	-	2	-	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	-	-	-	-	-	-	1	6	*	-	-
	10%	13%	-%	-%	-%	-%	-%	-%	-%	7%	27%	*%	-%	-%
Answered	71	56	6	-	4	3	*	2	5	14	23	17	12	3
Mean Score	7.3	7.4	10.2	-	4.2	7.5	5.6	3.0	5.6	8.1	4.2	10.9	7.4	3.6
Standard error	.94	1.29	1.49	-	1.10	2.10	-	-	1.20	1.72	1.20	2.90	1.20	.96
Standard deviation	7.25	7.92	3.65	-	2.90	3.64	-	-	3.40	5.95	3.99	11.61	4.48	2.14

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	59	19	12	9	10	4	15	9	16	11	5
Effective base	28	10	8	3	3	2	9	5	8	4	2
Weighted Base	71	25	22	8	8	3	22	17	13	11	3
0-24%	62	24	15	8	8	3	18	14	11	11	3
	87%	96%	71%	99%	100%	100%	81%	83%	85%	100%	100%
25-49%	2	-	-	-	-	-	-	-	2	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	1	6	*	-	-	4	3	*	-	-
	10%	4%	29%	1%	-%	-%	19%	17%	*%	-%	-%
Answered	71	25	22	8	8	3	22	17	13	11	3
Mean Score	7.3	7.3	3.6	7.1	8.5	3.6	4.8	5.5	13.9	7.6	3.6
Standard error	.94	1.14	1.03	2.92	1.42	1.07	1.56	1.28	2.87	1.39	.96
Standard deviation	7.25	4.98	3.56	8.77	4.50	2.15	6.04	3.83	11.48	4.62	2.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	59	17	12	15	11	4	49	2	8	55	4	53	1
Effective base	28	10	5	8	4	2	24	1	4	27	1	25	1
Weighted Base	71	26	9	23	10	3	60	*	11	69	2	65	*
0-24%	62	23	6	21	10	3	51	*	11	60	2	58	*
	87%	87%	61%	92%	100%	100%	85%	100%	100%	87%	100%	89%	100%
25-49%	2	-	-	2	-	-	2	-	-	2	-	-	-
	3%	-%	-%	8%	-%	-%	3%	-%	-%	3%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	3	4	-	-	-	7	-	*	7	-	7	-
	10%	13%	39%	-%	-%	-%	12%	-%	*%	10%	-%	11%	-%
Answered	71	26	9	23	10	3	60	*	11	69	2	65	*
Mean Score	7.3	6.7	3.6	9.8	7.8	3.6	8.1	4.0	3.2	7.2	9.9	6.0	5.0
Standard error	.94	1.70	1.30	2.35	1.27	1.07	1.07	-	1.42	.99	.46	.73	-
Standard deviation	7.25	7.00	4.49	9.08	4.21	2.15	7.50	-	4.00	7.36	.92	5.30	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	59	50	6	38	21	53	1	51	5	40	19
Effective base	28	25	4	22	6	25	1	25	4	24	5
Weighted Base	71	66	1	56	15	64	*	66	*	63	8
0-24%	62	57	1	50	13	57	*	57	*	54	8
	87%	86%	100%	89%	83%	89%	100%	86%	100%	86%	99%
25-49%	2	2	-	2	-	-	-	2	-	2	-
	3%	3%	-%	3%	-%	-%	-%	3%	-%	3%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	5	3	7	-	7	-	7	*
	10%	11%	-%	8%	17%	11%	-%	11%	-%	11%	1%
Answered	71	66	1	56	15	64	*	66	*	63	8
Mean Score	7.3	7.2	8.2	7.8	5.2	6.0	5.0	7.2	10.1	7.3	7.0
Standard error	.94	1.06	-	1.28	.73	.73	-	1.05	-	1.21	.66
Standard deviation	7.25	7.50	-	7.92	3.33	5.31	-	7.49	-	7.65	2.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	59	43	51	39	-	40	50	39	-	52	49	48	-
Effective base	28	18	25	17	-	19	24	20	-	25	25	24	-
Weighted Base	71	50	65	47	-	49	64	48	-	63	66	60	-
0-24%	62	43	57	40	-	40	55	40	-	55	58	51	-
	87%	86%	89%	85%	-%	83%	86%	83%	-%	87%	87%	86%	-%
25-49%	2	-	-	-	-	2	2	2	-	2	2	2	-
	3%	-%	-%	-%	-%	4%	3%	4%	-%	3%	3%	3%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	7	7	-	6	7	6	-	6	6	6	-
	10%	14%	11%	15%	-%	13%	11%	13%	-%	10%	10%	11%	-%
Answered	71	50	65	47	-	49	64	48	-	63	66	60	-
Mean Score	7.3	5.8	6.0	6.5	-	7.8	7.3	8.2	-	7.9	7.4	8.3	-
Standard error	.94	.79	.74	.95	-	1.26	1.07	1.32	-	1.03	1.06	1.08	-
Standard deviation	7.25	5.16	5.29	5.93	-	7.96	7.58	8.23	-	7.42	7.43	7.50	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	59	54	55	59	49	44	9	50	39	48	44	59
Effective base	28	25	26	28	22	21	3	26	20	21	21	28
Weighted Base	71	65	67	71	57	51	4	68	52	54	54	71
0-24%	62	58	58	62	47	43	4	59	42	46	46	62
	87%	89%	86%	87%	84%	86%	100%	87%	82%	85%	85%	87%
25-49%	2	-	2	2	2	-	-	2	2	2	2	2
	3%	-%	3%	3%	3%	-%	-%	3%	4%	4%	4%	3%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	7	7	7	7	-	7	7	6	6	7
	10%	11%	11%	10%	13%	14%	-%	10%	14%	12%	11%	10%
Answered	71	65	67	71	57	51	4	68	52	54	54	71
Mean Score	7.3	6.0	7.2	7.3	7.2	5.4	4.2	7.2	7.8	6.4	8.2	7.3
Standard error	.94	.72	1.01	.94	1.13	.73	1.44	1.04	1.25	1.05	1.11	.94
Standard deviation	7.25	5.30	7.47	7.25	7.88	4.83	4.31	7.39	7.82	7.27	7.39	7.25

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	59	8	7	7	4	49	37	51	48	46	39	51	29	-	44	8
Effective base	28	4	1	2	3	23	17	24	22	20	17	24	13	-	19	6
Weighted Base	71	9	2	7	4	61	48	63	58	53	45	63	31	-	42	18
0-24%	62	9	2	7	4	54	43	56	51	49	37	56	25	-	36	15
	87%	100%	100%	91%	100%	88%	90%	89%	88%	92%	84%	89%	79%	-%	86%	83%
25-49%	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	-	1	-	7	5	7	7	4	7	7	6	-	4	3
	10%	-%	-%	9%	-%	12%	10%	11%	12%	8%	16%	11%	21%	-%	10%	17%
Answered	71	9	2	7	4	61	48	63	58	53	45	63	31	-	42	18
Mean Score	7.3	7.3	5.8	4.6	4.4	6.1	6.0	6.0	6.2	5.9	4.9	6.0	6.1	-	7.8	6.8
Standard error	.94	2.89	1.46	.57	1.53	.78	.96	.75	.79	.69	.74	.75	1.06	-	1.17	2.22
Standard deviation	7.25	8.17	3.86	1.52	3.06	5.43	5.82	5.36	5.47	4.70	4.62	5.36	5.70	-	7.75	6.27

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	59	39	20	32	1	13	26	13	34	12	19	15	25
Effective base	28	19	10	14	1	5	13	5	16	7	9	9	11
Weighted Base	71	54	18	25	4	14	25	13	40	19	24	15	32
0-24%	62	48	15	23	4	9	25	10	38	14	21	14	27
	87%	89%	83%	90%	100%	61%	100%	78%	96%	76%	85%	94%	86%
25-49%	2	-	2	-	-	-	-	-	-	2	-	-	2
	3%	-%	11%	-%	-%	-%	-%	-%	-%	10%	-%	-%	6%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	6	1	3	-	6	*	3	2	3	4	1	3
	10%	11%	6%	10%	-%	39%	*%	22%	4%	14%	15%	6%	8%
Answered	71	54	18	25	4	14	25	13	40	19	24	15	32
Mean Score	7.3	6.3	10.3	5.2	5.0	3.5	6.4	7.8	7.1	7.4	4.5	8.3	8.9
Standard error	.94	.89	2.36	.60	-	.92	1.03	1.95	.81	3.25	.70	1.99	1.75
Standard deviation	7.25	5.57	10.55	3.39	-	3.31	5.26	7.04	4.73	11.27	3.04	7.70	8.73

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	59	19	40
Effective base	28	6	22
Weighted Base	71	19	53
0-24%	62	17	45
	87%	91%	86%
25-49%	2	-	2
	3%	-%	4%
50-74%	-	-	-
	-%	-%	-%
75-100%	-	-	-
	-%	-%	-%
Don't know	7	2	6
	10%	9%	10%
Answered	71	19	53
Mean Score	7.3	5.0	8.1
Standard error	.94	1.44	1.18
Standard deviation	7.25	6.28	7.46

Columns Tested:: a,b

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	59	1	9	3	6	1	9	1	9	2	4	9	5
Effective base	28	1	4	2	4	1	3	1	5	2	3	7	2
Weighted Base	71	*	15	1	5	4	9	*	11	5	1	15	5
0-24%	62	*	15	1	5	4	9	-	7	2	1	13	5
	87%	100%	96%	100%	100%	100%	100%	-%	68%	43%	100%	87%	100%
25-49%	2	-	-	-	-	-	-	-	-	-	-	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	-	1	-	-	-	-	*	3	3	-	-	-
	10%	-%	4%	-%	-%	-%	-%	100%	32%	57%	-%	-%	-%
Answered	71	*	15	1	5	4	9	*	11	5	1	15	5
Mean Score	7.3	20.0	3.8	5.0	4.8	12.0	7.1	1.0	3.3	8.6	4.2	11.1	13.8
Standard error	.94	-	.99	-	1.20	-	1.16	-	1.40	7.80	-	3.65	2.66
Standard deviation	7.25	-	2.98	-	2.94	-	3.47	-	4.21	11.03	-	10.96	5.95

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 172 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	59	13	16	12	18	29	30
Effective base	28	5	7	7	10	11	18
Weighted Base	71	16	19	16	20	35	37
0-24%	62	16	19	10	19	34	28
	87%	96%	100%	60%	91%	98%	77%
25-49%	2	-	-	-	2	-	2
	3%	-%	-%	-%	9%	-%	5%
50-74%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	7	1	-	6	-	1	6
	10%	4%	-%	40%	-%	2%	18%
Answered	71	16	19	16	20	35	37
Mean Score	7.3	3.9	7.6	5.0	11.5	5.9	8.7
Standard error	.94	.86	.96	2.08	2.32	.73	1.69
Standard deviation	7.25	3.10	3.84	7.19	9.83	3.92	9.25

Columns Tested:: a,b,c,d - a,b

Table 174

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	79	-	79	58	12	4	5	21
Effective base	35	-	35	33	3	3	4	6
Weighted Base	85	-	85	83	2	1	*	3
0-24%	68	-	68	65	2	1	*	3
	79%	-%	79%	79%	96%	100%	74%	95%
25-49%	5	-	5	4	*	-	-	*
	5%	-%	5%	5%	4%	-%	-%	3%
50-74%	7	-	7	7	-	-	*	*
	8%	-%	8%	8%	-%	-%	26%	1%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	6	-	-	-	-
	7%	-%	7%	7%	-%	-%	-%	-%
Answered	85	-	85	83	2	1	*	3
Mean Score	12.7	-	12.7	12.8	12.1	8.6	18.8	11.7
Standard error	1.59	-	1.59	1.88	2.42	-	-	2.04
Standard deviation	14.14	-	14.14	14.31	8.39	-	-	9.34

Columns Tested:: a,b - a,b,c,d,e

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	79	25	25	8	8	8	5	58	12	9
Effective base	35	17	14	5	2	6	4	33	3	5
Weighted Base	85	48	30	5	2	1	*	83	2	1
0-24%	68	35	28	2	2	1	*	65	2	1
	79%	74%	91%	49%	100%	91%	74%	79%	96%	95%
25-49%	5	*	3	2	-	*	-	4	*	-
	5%	*%	9%	37%	-%	9%	-%	5%	4%	-%
50-74%	7	7	-	-	-	-	*	7	-	*
	8%	14%	-%	-%	-%	-%	26%	8%	-%	5%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	1	-	-	-	6	-	-
	7%	12%	-%	13%	-%	-%	-%	7%	-%	-%
Answered	85	48	30	5	2	1	*	83	2	1
Mean Score	12.7	12.7	11.7	19.6	10.6	12.4	18.8	12.8	12.1	10.5
Standard error	1.59	3.26	1.94	6.47	1.66	-	-	1.88	2.42	-
Standard deviation	14.14	16.31	9.71	18.31	4.69	-	-	14.31	8.39	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	79	43	15	12	4	5	42	14	5	2	10
Effective base	35	28	10	3	3	4	24	7	3	2	4
Weighted Base	85	74	9	2	1	*	62	8	4	*	2
0-24%	68	60	6	2	1	*	48	7	3	*	2
	79%	81%	63%	96%	100%	74%	77%	91%	98%	100%	98%
25-49%	5	2	3	*	-	-	4	-	*	-	-
	5%	3%	30%	4%	-%	-%	7%	-%	2%	-%	-%
50-74%	7	7	-	-	-	*	4	-	-	-	*
	8%	9%	-%	-%	-%	26%	7%	-%	-%	-%	2%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	1	-	-	-	6	1	-	-	-
	7%	7%	7%	-%	-%	-%	9%	9%	-%	-%	-%
Answered	85	74	9	2	1	*	62	8	4	*	2
Mean Score	12.7	12.2	17.6	12.1	8.6	18.8	12.5	4.7	7.8	6.7	11.1
Standard error	1.59	2.19	3.56	2.42	-	-	2.19	1.31	3.65	-	2.65
Standard deviation	14.14	14.35	13.80	8.39	-	-	14.20	4.90	8.15	-	8.37

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	79	6	6	11	3	9	8	6	4	7
Effective base	35	4	4	6	3	4	7	2	3	5
Weighted Base	85	7	7	16	*	8	22	8	4	9
0-24%	68	7	4	10	*	8	18	8	4	5
	79%	100%	54%	62%	100%	100%	80%	100%	100%	61%
25-49%	5	-	-	1	-	*	-	-	-	3
	5%	-%	-%	5%	-%	*%	-%	-%	-%	39%
50-74%	7	-	-	2	-	-	4	-	-	*
	8%	-%	-%	15%	-%	-%	20%	-%	-%	*%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	3	3	-	-	-	-	-	-
	7%	-%	46%	18%	-%	-%	-%	-%	-%	-%
Answered	85	7	7	16	*	8	22	8	4	9
Mean Score	12.7	7.2	4.4	13.3	15.6	5.8	19.0	11.2	6.8	18.8
Standard error	1.59	1.09	2.02	5.10	-	1.46	6.13	2.14	2.27	6.90
Standard deviation	14.14	2.66	4.95	16.91	-	4.37	17.34	5.25	4.53	18.26

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	79	19	16	25	60	19	3	9	7
Effective base	35	10	10	15	33	8	2	6	2
Weighted Base	85	17	18	46	82	4	*	2	2
0-24%	68	14	15	36	64	3	*	1	2
	79%	80%	82%	77%	79%	91%	76%	87%	98%
25-49%	5	3	-	1	4	*	*	*	*
	5%	20%	-%	2%	5%	9%	24%	13%	2%
50-74%	7	*	-	7	7	-	-	-	-
	8%	*%	-%	15%	8%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	3	3	6	-	-	-	-
	7%	-%	18%	6%	8%	-%	-%	-%	-%
Answered	85	17	18	46	82	4	*	2	2
Mean Score	12.7	12.7	6.0	15.7	12.9	8.3	13.5	10.5	4.9
Standard error	1.59	3.36	1.01	3.18	1.84	2.69	-	6.48	2.73
Standard deviation	14.14	14.64	4.04	15.90	14.26	11.75	-	19.45	7.23

Columns Tested:: a,b,c,d,e,f,g,h

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	79	2	13	13	5	29	3	1	-	26
Effective base	35	1	6	6	2	13	2	1	-	11
Weighted Base	85	1	16	16	5	29	3	2	-	29
0-24%	68	1	13	13	3	26	2	2	-	20
	79%	100%	82%	82%	55%	91%	72%	100%	-%	69%
25-49%	5	-	-	-	-	2	1	-	-	2
	5%	-%	-%	-%	-%	6%	27%	-%	-%	7%
50-74%	7	-	-	-	2	-	*	-	-	4
	8%	-%	-%	-%	45%	-%	1%	-%	-%	15%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	3	3	-	1	-	-	-	3
	7%	-%	18%	18%	-%	2%	-%	-%	-%	9%
Answered	85	1	16	16	5	29	3	2	-	29
Mean Score	12.7	4.2	7.2	7.2	25.7	11.3	9.5	5.0	-	15.9
Standard error	1.59	4.90	2.00	2.00	11.02	1.72	7.74	-	-	3.47
Standard deviation	14.14	6.93	7.19	7.19	24.64	9.27	13.40	-	-	17.69

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	a	*b	a	*b	a	*b
Unweighted Base	79	20	32	27	63	16	70	9	77	2
Effective base	35	9	15	12	28	8	33	3	34	1
Weighted Base	85	23	32	31	64	21	81	4	83	2
0-24%	68	17	29	22	47	21	64	4	65	2
	79%	77%	90%	71%	73%	99%	78%	95%	79%	100%
25-49%	5	-	3	2	4	*	4	*	5	-
	5%	-%	8%	6%	7%	1%	5%	5%	6%	-%
50-74%	7	2	*	4	7	-	7	-	7	-
	8%	10%	*%	15%	11%	-%	9%	-%	8%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	3	1	3	6	-	6	-	6	-
	7%	13%	2%	8%	10%	-%	8%	-%	7%	-%
Answered	85	23	32	31	64	21	81	4	83	2
Mean Score	12.7	11.3	11.2	15.3	12.9	12.3	12.8	12.0	12.9	5.7
Standard error	1.59	3.32	1.67	3.35	1.99	1.80	1.72	2.66	1.63	2.43
Standard deviation	14.14	14.85	9.44	17.38	15.83	7.22	14.42	7.98	14.28	3.44

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	*b	c	a	*b	*c	*d	e	*f
Unweighted Base	79	18	12	48	38	22	11	8	60	19
Effective base	35	7	5	24	21	7	6	2	28	8
Weighted Base	85	20	8	57	53	16	12	4	69	16
0-24%	68	13	7	47	38	13	12	4	52	16
	79%	65%	91%	83%	72%	83%	100%	100%	75%	100%
25-49%	5	*	*	4	2	3	-	-	5	-
	5%	1%	1%	7%	4%	16%	-%	-%	7%	-%
50-74%	7	7	-	*	7	*	-	-	7	-
	8%	34%	-%	*%	13%	*%	-%	-%	10%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	1	6	6	-	-	-	6	-
	7%	-%	8%	10%	12%	-%	-%	-%	9%	-%
Answered	85	20	8	57	53	16	12	4	69	16
Mean Score	12.7	22.6	7.1	10.1	13.9	14.2	8.1	4.6	14.0	7.3
Standard error	1.59	4.91	1.60	1.47	2.65	2.38	1.52	1.52	1.97	1.14
Standard deviation	14.14	20.82	5.54	10.18	16.36	11.18	5.03	4.30	15.24	4.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f
Unweighted Base	79	10	28	41	69	71	76	79	52	36
Effective base	35	7	15	14	29	31	33	35	21	10
Weighted Base	85	17	36	32	72	71	81	85	50	24
0-24%	68	10	28	29	60	60	66	68	45	21
	79%	60%	78%	92%	82%	85%	81%	79%	89%	89%
25-49%	5	-	2	3	2	5	5	5	2	2
	5%	-%	5%	8%	3%	6%	6%	5%	4%	8%
50-74%	7	7	-	*	5	*	5	7	*	*
	8%	40%	-%	*%	6%	*%	6%	8%	*%	*%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	-	6	6	6	6	4	1
	7%	-%	17%	-%	9%	9%	8%	7%	7%	3%
Answered	85	17	36	32	72	71	81	85	50	24
Mean Score	12.7	27.4	7.5	10.8	10.7	9.8	11.7	12.7	9.3	10.7
Standard error	1.59	6.17	1.81	1.44	1.52	1.13	1.49	1.59	1.14	1.70
Standard deviation	14.14	19.52	9.57	9.22	12.65	9.52	12.99	14.14	8.19	10.22

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base	79	9	41	5	7	5	4	5	14
Effective base	35	6	20	3	3	3	2	2	4
Weighted Base	85	16	48	4	2	2	1	7	10
0-24%	68	9	40	4	2	2	1	7	10
	79%	57%	83%	100%	100%	100%	100%	100%	100%
25-49%	5	3	2	-	-	-	-	-	-
	5%	16%	4%	-%	-%	-%	-%	-%	-%
50-74%	7	4	*	-	-	-	-	-	-
	8%	27%	*%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	-	-	-	-	-	-
	7%	-%	13%	-%	-%	-%	-%	-%	-%
Answered	85	16	48	4	2	2	1	7	10
Mean Score	12.7	24.7	9.2	5.0	9.8	4.6	9.8	5.0	5.3
Standard error	1.59	6.58	1.37	1.75	1.78	2.58	-	1.30	.94
Standard deviation	14.14	19.75	8.75	3.90	4.70	5.77	-	2.90	3.53

Columns Tested:: a,b,c,d,e,f,g,h

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	79	45	5	5	4	6	3	1	41	9	10	3	3	2	3
Effective base	35	23	3	3	2	2	3	1	20	4	6	2	2	2	2
Weighted Base	85	63	2	3	2	3	1	*	45	12	7	*	1	*	7
0-24%	68	50	2	3	2	3	1	*	34	12	7	*	1	*	7
	79%	80%	100%	100%	100%	100%	100%	100%	76%	100%	100%	100%	100%	100%	100%
25-49%	5	2	-	-	-	-	-	-	5	-	-	-	-	-	-
	5%	3%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%
50-74%	7	5	-	-	-	-	-	-	-	*	-	-	-	-	-
	8%	7%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	-	-	-	-	-	6	-	-	-	-	-	-
	7%	10%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%
Answered	85	63	2	3	2	3	1	*	45	12	7	*	1	*	7
Mean Score	12.7	11.3	9.0	8.2	4.2	5.1	11.4	5.0	10.8	10.6	6.3	10.1	9.1	13.1	4.4
Standard error	1.59	2.00	2.70	1.68	3.46	1.69	-	-	1.79	1.22	1.55	-	-	-	.58
Standard deviation	14.14	13.39	6.05	3.76	6.93	4.13	-	-	11.44	3.67	4.90	-	-	-	1.01

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	79	38	12	10	7	4	6	2	12	17	17	18	17	7
Effective base	35	22	2	5	3	2	2	1	4	9	8	8	7	2
Weighted Base	85	55	7	9	3	3	6	2	11	26	22	14	15	3
0-24%	68	40	5	8	3	3	6	2	11	18	15	14	15	3
	79%	73%	77%	91%	100%	100%	100%	100%	100%	69%	68%	100%	100%	100%
25-49%	5	2	2	1	-	-	-	-	-	4	1	-	-	-
	5%	4%	23%	9%	-%	-%	-%	-%	-%	14%	4%	-%	-%	-%
50-74%	7	7	-	*	-	-	-	-	-	4	-	*	-	-
	8%	12%	-%	*%	-%	-%	-%	-%	-%	17%	-%	*%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	-	-	-	-	-	-	-	6	-	-	-
	7%	11%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%	-%	-%
Answered	85	55	7	9	3	3	6	2	11	26	22	14	15	3
Mean Score	12.7	13.5	17.8	9.8	3.9	7.4	14.2	4.2	10.2	23.9	4.5	7.6	6.2	5.1
Standard error	1.59	2.65	3.79	2.06	1.13	1.80	.93	4.11	1.55	3.84	1.48	1.01	.97	1.44
Standard deviation	14.14	16.35	13.14	6.52	3.00	3.60	2.27	5.81	5.37	15.83	6.10	4.28	3.99	3.80

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	79	24	15	11	12	6	20	13	17	14	7
Effective base	35	11	8	5	4	2	10	6	8	5	2
Weighted Base	85	31	20	6	11	3	25	17	14	12	3
0-24%	68	24	14	6	11	3	18	13	14	12	3
	79%	79%	68%	99%	100%	100%	72%	78%	100%	100%	100%
25-49%	5	2	*	-	-	-	4	1	-	-	-
	5%	6%	1%	-%	-%	-%	15%	5%	-%	-%	-%
50-74%	7	4	-	*	-	-	*	-	-	-	-
	8%	15%	-%	1%	-%	-%	*%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	6	-	-	-	3	3	-	-	-
	7%	-%	31%	-%	-%	-%	13%	17%	-%	-%	-%
Answered	85	31	20	6	11	3	25	17	14	12	3
Mean Score	12.7	17.6	4.3	8.2	7.0	5.1	16.6	4.8	7.4	6.5	5.1
Standard error	1.59	3.37	1.17	1.68	1.21	1.56	2.68	1.72	.85	1.21	1.44
Standard deviation	14.14	16.52	4.52	5.56	4.20	3.82	11.99	6.21	3.49	4.53	3.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	79	14	17	22	19	7	68	5	6	66	13	67	2
Effective base	35	9	6	10	8	2	31	2	3	31	5	29	2
Weighted Base	85	24	12	25	17	7	74	1	10	73	12	72	*
0-24%	68	14	9	25	13	7	63	1	3	58	10	59	*
	79%	59%	69%	100%	75%	100%	85%	100%	32%	79%	81%	82%	100%
25-49%	5	*	*	-	4	-	5	-	-	5	-	2	-
	5%	1%	1%	-%	25%	-%	6%	-%	-%	6%	-%	3%	-%
50-74%	7	7	-	-	-	-	*	-	7	4	2	5	-
	8%	29%	-%	-%	-%	-%	*%	-%	68%	6%	19%	6%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	3	4	-	-	-	6	-	-	6	-	6	-
	7%	11%	29%	-%	-%	-%	8%	-%	-%	8%	-%	9%	-%
Answered	85	24	12	25	17	7	74	1	10	73	12	72	*
Mean Score	12.7	23.2	5.2	5.6	14.6	11.1	9.5	8.6	37.1	11.6	19.3	10.7	8.5
Standard error	1.59	5.01	1.28	.85	3.28	2.22	1.14	2.31	8.11	1.67	4.48	1.55	-
Standard deviation	14.14	18.74	5.27	3.98	14.29	5.86	9.41	5.18	19.86	13.57	16.16	12.66	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	*b
Unweighted Base	79	63	8	48	31	67	2	64	7	50	29
Effective base	35	30	5	26	9	29	2	30	3	27	8
Weighted Base	85	70	1	61	24	72	*	70	1	68	18
0-24%	68	59	1	50	18	59	*	59	1	54	14
	79%	85%	96%	82%	73%	82%	100%	85%	96%	80%	77%
25-49%	5	5	-	3	2	2	-	5	-	3	2
	5%	7%	-%	5%	7%	3%	-%	7%	-%	4%	9%
50-74%	7	-	*	4	2	5	-	-	*	4	2
	8%	-%	4%	7%	10%	6%	-%	-%	4%	7%	14%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	4	3	6	-	6	-	6	-
	7%	9%	-%	6%	10%	9%	-%	9%	-%	9%	-%
Answered	85	70	1	61	24	72	*	70	1	68	18
Mean Score	12.7	9.7	11.1	11.9	14.6	10.7	8.0	9.7	11.2	11.2	18.7
Standard error	1.59	1.20	14.63	1.99	2.71	1.55	-	1.19	9.16	1.88	2.96
Standard deviation	14.14	9.53	41.39	13.78	15.10	12.68	-	9.55	24.22	13.32	15.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	79	55	58	49	-	59	54	48	-	74	57	69	-
Effective base	35	22	27	22	-	24	23	20	-	33	25	32	-
Weighted Base	85	58	68	57	-	59	58	52	-	82	65	79	-
0-24%	68	47	55	46	-	50	50	44	-	65	53	62	-
	79%	81%	81%	81%	-%	85%	86%	84%	-%	79%	82%	79%	-%
25-49%	5	*	2	*	-	3	2	2	-	4	2	5	-
	5%	*%	3%	1%	-%	5%	3%	5%	-%	5%	3%	6%	-%
50-74%	7	5	5	5	-	*	*	*	-	7	5	7	-
	8%	8%	7%	8%	-%	*%	*%	*%	-%	8%	7%	9%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	6	6	-	6	6	6	-	6	6	6	-
	7%	11%	9%	11%	-%	9%	11%	11%	-%	8%	8%	7%	-%
Answered	85	58	68	57	-	59	58	52	-	82	65	79	-
Mean Score	12.7	11.0	11.0	11.2	-	9.8	8.3	8.2	-	12.8	11.2	13.0	-
Standard error	1.59	1.71	1.70	1.84	-	1.13	1.13	1.24	-	1.66	1.75	1.76	-
Standard deviation	14.14	12.67	12.95	12.85	-	8.70	8.31	8.62	-	14.31	13.23	14.59	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	79	68	69	79	61	53	7	52	59	73	79	31
Effective base	35	29	30	35	28	25	2	26	26	31	35	15
Weighted Base	85	72	71	85	63	65	4	67	68	74	85	38
0-24%	68	60	60	68	52	53	4	55	55	63	68	28
	79%	82%	85%	79%	83%	82%	100%	82%	81%	85%	79%	73%
25-49%	5	2	4	5	4	1	-	2	2	5	5	2
	5%	3%	6%	5%	7%	2%	-%	3%	3%	6%	5%	4%
50-74%	7	5	-	7	*	5	-	4	4	*	7	2
	8%	6%	-%	8%	*%	7%	-%	7%	7%	*%	8%	6%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	6	6	6	6	-	6	6	6	6	6
	7%	9%	9%	7%	10%	10%	-%	9%	9%	8%	7%	16%
Answered	85	72	71	85	63	65	4	67	68	74	85	38
Mean Score	12.7	10.7	9.7	12.7	9.5	10.6	3.5	10.7	11.7	9.5	12.7	9.8
Standard error	1.59	1.53	1.14	1.59	1.29	1.72	1.58	1.80	1.71	1.10	1.59	2.49
Standard deviation	14.14	12.65	9.45	14.14	10.06	12.53	4.18	12.99	13.13	9.39	14.14	13.88

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	79	10	8	14	5	68	45	69	63	62	58	66	38	-	68	4
Effective base	35	5	2	5	3	30	20	31	28	26	26	31	16	-	30	4
Weighted Base	85	9	2	13	8	70	51	72	69	61	60	72	37	-	68	13
0-24%	68	9	*	12	7	59	47	61	58	53	52	62	27	-	55	10
	79%	100%	20%	95%	91%	85%	93%	85%	85%	87%	86%	86%	73%	-%	81%	78%
25-49%	5	-	2	-	1	2	*	2	2	4	2	2	2	-	3	-
	5%	-%	80%	-%	9%	3%	*%	3%	3%	7%	3%	3%	6%	-%	4%	-%
50-74%	7	-	-	-	-	2	-	2	2	-	*	2	2	-	7	-
	8%	-%	-%	-%	-%	3%	-%	3%	3%	-%	*%	3%	6%	-%	10%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	-	1	-	6	4	6	6	3	6	6	6	-	3	3
	7%	-%	-%	5%	-%	9%	7%	9%	9%	5%	10%	9%	15%	-%	5%	22%
Answered	85	9	2	13	8	70	51	72	69	61	60	72	37	-	68	13
Mean Score	12.7	6.6	33.6	5.9	11.7	9.6	7.9	9.4	9.3	9.9	7.8	9.5	10.1	-	13.5	5.7
Standard error	1.59	1.35	5.99	.75	3.38	1.30	.87	1.28	1.36	1.22	1.07	1.30	2.25	-	1.79	2.42
Standard deviation	14.14	4.26	16.94	2.81	7.57	10.72	5.83	10.62	10.82	9.60	8.13	10.58	13.89	-	14.74	4.84

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	*a	b	*a	b	*c	a	*b	c
Unweighted Base	79	48	31	52	1	21	37	24	42	13	31	17	30
Effective base	35	21	14	22	1	9	18	8	21	8	14	9	13
Weighted Base	85	50	36	46	4	25	31	19	54	13	37	15	32
0-24%	68	37	31	39	4	20	27	16	45	6	31	13	23
	79%	74%	86%	85%	100%	78%	86%	84%	84%	51%	84%	88%	70%
25-49%	5	4	*	2	-	-	2	-	1	4	2	2	*
	5%	9%	1%	4%	-%	-%	6%	-%	2%	29%	7%	12%	1%
50-74%	7	2	5	2	-	-	2	-	7	-	-	-	7
	8%	5%	13%	5%	-%	-%	8%	-%	13%	-%	-%	-%	21%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	3	-	6	-	3	1	3	4	-	3
	7%	12%	-%	6%	-%	22%	-%	16%	1%	20%	10%	-%	8%
Answered	85	50	36	46	4	25	31	19	54	13	37	15	32
Mean Score	12.7	11.5	14.4	10.4	5.0	6.7	11.3	7.8	13.9	15.1	9.2	9.5	18.1
													a
Standard error	1.59	1.93	2.73	1.73	-	1.22	2.38	1.18	2.35	4.76	1.69	2.94	3.26
Standard deviation	14.14	13.36	15.18	12.46	-	5.58	14.48	5.77	15.22	17.18	9.42	12.12	17.88

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	79	23	56
Effective base	35	5	30
Weighted Base	85	16	70
0-24%	68	13	55
	79%	84%	78%
25-49%	5	2	3
	5%	12%	4%
50-74%	7	-	7
	8%	-%	10%
75-100%	-	-	-
	-%	-%	-%
Don't know	6	1	6
	7%	4%	8%
Answered	85	16	70
Mean Score	12.7	13.1	12.6
Standard error	1.59	2.37	1.97
Standard deviation	14.14	11.38	14.75

Columns Tested:: a,b

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	79	1	11	9	2	5	13	-	11	5	5	11	6
Effective base	35	1	6	5	2	2	4	-	7	3	2	8	3
Weighted Base	85	*	19	3	*	7	9	-	15	8	2	16	5
0-24%	68	*	18	3	*	7	3	-	12	3	2	16	3
	79%	100%	96%	99%	100%	100%	35%	-%	81%	32%	95%	100%	56%
25-49%	5	-	*	*	-	-	2	-	*	3	*	-	-
	5%	-%	*%	1%	-%	-%	17%	-%	1%	32%	5%	-%	-%
50-74%	7	-	-	-	-	-	4	-	-	*	-	-	2
	8%	-%	-%	-%	-%	-%	48%	-%	-%	*%	-%	-%	44%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	1	-	-	-	-	-	3	3	-	-	-
	7%	-%	4%	-%	-%	-%	-%	-%	17%	36%	-%	-%	-%
Answered	85	*	19	3	*	7	9	-	15	8	2	16	5
Mean Score	12.7	1.0	7.5	10.0	5.0	9.7	32.6	-	8.4	13.1	10.1	8.9	25.7
Standard error	1.59	-	1.71	1.74	-	1.58	6.04	-	2.57	7.76	3.79	1.94	9.70
Standard deviation	14.14	-	5.68	5.21	-	3.54	21.78	-	8.52	17.34	8.46	6.44	23.77

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 174 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	79	21	20	16	22	41	38
Effective base	35	8	6	10	13	13	23
Weighted Base	85	22	17	23	23	39	46
0-24%	68	21	11	15	21	32	36
	79%	97%	64%	64%	90%	82%	77%
25-49%	5	*	2	3	*	2	3
	5%	*%	9%	12%	*%	4%	6%
50-74%	7	-	4	*	2	4	2
	8%	-%	27%	*%	10%	12%	5%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	6	1	-	6	-	1	6
	7%	3%	-%	24%	-%	2%	12%
Answered	85	22	17	23	23	39	46
Mean Score	12.7	7.8	22.5	10.1	12.9	14.2	11.5
Standard error	1.59	1.22	4.45	3.05	2.97	2.41	2.11
Standard deviation	14.14	5.59	19.90	12.20	13.93	15.40	13.03

Columns Tested:: a,b,c,d - a,b

Table 176

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	836	28	808	581	145	30	80	255
Effective base	364	8	356	335	60	12	41	77
Standard	43.6	53.0	43.4	43.9 de	36.8	42.6	26.8	36.8
Signed For	20.5	.6	20.8	20.3 c	24.0 c	8.8	25.8	22.7 c
Special Delivery Guaranteed by 1pm	4.0	-	4.1	4.0	5.1	2.7	12.9 abe	5.3
Special Delivery Guaranteed by 9am	.9	-	.9	.9	.6	2.3 b	6.4 abe	1.1
Parcelforce Worldwide	1.8	-	1.9	1.8	2.7	3.0	1.2	2.7
Royal Mail Tracked 24 Hours	7.7	13.5	7.6	7.6	10.8	15.7 a	11.3	11.3 a
Royal Mail Tracked 48 Hours	12.7	17.2	12.6	13.1 bce	6.0	2.0	8.8	5.7
International Tracked (previously Airsure)	1.0	-	1.0	1.0	.8	1.3	2.8	1.0
International Signed	.7	1.0	.7	.5	2.8 a	8.9 abd	.7	3.2 a
International Standard Mail (previously Airmail)	.6	-	.6	.6	.1	1.1 be	.6	.3
International Tracked and Signed	1.2	-	1.3	1.3	.7	1.5	1.4	.8
International Economy	.2	-	.2	.2	.2	2.1 abe	.3	.4

Columns Tested:: a,b - a,b,c,d,e

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	836	260	238	83	92	83	80	581	145	110
Effective base	364	170	132	40	40	32	41	335	60	27
Standard	43.6	46.4 dfhi	41.8 df	36.5	31.0	48.2 dfh	26.8	43.9 df	36.8	37.0
Signed For	20.5	20.0	19.9	25.5 i	25.7 ei	17.1	25.8 i	20.3	24.0 i	14.8
Special Delivery Guaranteed by 1pm	4.0	4.0	4.3	2.1	6.2 c	2.6	12.9 abcegh	4.0	5.1	6.3 c
Special Delivery Guaranteed by 9am	.9	.2	1.6 a	1.5 a	.6	1.0 a	6.4 abdgh	.9	.6	3.7 adgh
Parcelforce Worldwide	1.8	1.1	2.6 a	2.5	3.2 a	2.0	1.2	1.8	2.7	2.4 a
Royal Mail Tracked 24 Hours	7.7	5.1	10.7 ag	9.4 a	9.6 a	14.2 ag	11.3 a	7.6 a	10.8 a	14.2 ag
Royal Mail Tracked 48 Hours	12.7	13.0 dehi	13.2 dehi	12.9 dhi	5.2	6.2	8.8	13.1 dehi	6.0	4.4
International Tracked (previously Airsure)	1.0	1.3	.7	.1	.1	2.1 bcd	2.8	1.0	.8	1.8
International Signed	.7	.7	.4	.3	3.8 abcfg	2.7 abg	.7	.5	2.8 abcg	6.0 abcfg
International Standard Mail (previously Airmail)	.6	.8 h	.4	.3	.2	.3	.6	.6	.1	1.0 dh
International Tracked and Signed	1.2	1.3	1.1	1.6	.7	.9	1.4	1.3	.7	1.5
International Economy	.2	.3	*	.7 b	.3	.6 b	.3	.2	.2	1.5 abgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	836	385	196	145	30	80	381	151	67	45	102
Effective base	364	254	103	60	12	41	225	74	21	17	24
Standard	43.6	44.5 ce	41.4 e	36.8	42.6	26.8	44.8 b	31.1	38.2	57.0 bc	48.4 b
Signed For	20.5	19.8 d	22.9 d	24.0 d	8.8	25.8	20.8	27.9 acd	15.4	13.1	22.2 d
Special Delivery Guaranteed by 1pm	4.0	4.3	2.5	5.1 b	2.7	12.9 abc	3.8	5.4 e	7.1 e	4.7	1.6
Special Delivery Guaranteed by 9am	.9	.7	1.7	.6	2.3 ac	6.4 abc	.5	2.1 a	5.6 abde	.1	.5
Parcelforce Worldwide	1.8	1.8	1.8	2.7	3.0	1.2	1.7	2.1	1.9 d	.6	1.4
Royal Mail Tracked 24 Hours	7.7	7.1	10.0	10.8 a	15.7 a	11.3	7.5	9.2	7.6	6.4	10.9
Royal Mail Tracked 48 Hours	12.7	13.2 cd	12.1 cd	6.0	2.0	8.8	12.8 d	15.0 de	7.8	2.5	8.2
International Tracked (previously Airsure)	1.0	1.1	.3	.8	1.3	2.8	1.1	.3	.8	2.6 be	.3
International Signed	.7	.6	.2	2.8 ab	8.9 abce	.7	.5	.3	.2	1.9	3.5 abc
International Standard Mail (previously Airmail)	.6	.7 bc	.2	.1	1.1 bc	.6	.7 b	.2	.5	-	.3
International Tracked and Signed	1.2	1.3	1.1	.7	1.5	1.4	1.3 b	.3	.8	*	1.0 b
International Economy	.2	.2	.3	.2	2.1 abc	.3	.2	.4	-	*	.4

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	836	61	50	97	23	73	89	63	58	58
Effective base	364	34	31	59	10	35	57	38	29	28
Standard	43.6	40.5	33.8	40.9	52.8	48.2	35.5	52.3	49.9	50.9
						f		bf	bf	bf
Signed For	20.5	11.8	15.1	20.0	15.7	16.2	28.7	21.4	26.0	16.6
				a			abei	a	a	
Special Delivery Guaranteed by 1pm	4.0	1.6	11.9	4.7	.5	8.5	3.3	2.3	1.5	2.6
			acfghi			ah				
Special Delivery Guaranteed by 9am	.9	1.4	*	1.9	*	2.5	.2	.1	.4	.3
		f				bfghi				
Parcelforce Worldwide	1.8	2.9	2.9	1.0	1.6	1.0	1.2	2.5	4.6	1.7
									cef	
Royal Mail Tracked 24 Hours	7.7	11.4	8.3	8.5	18.9	5.1	8.2	6.1	3.9	6.1
		h								
Royal Mail Tracked 48 Hours	12.7	16.5	17.5	15.2	9.5	9.1	14.4	9.9	6.2	8.7
		h	ehi	h						
International Tracked (previously Airsure)	1.0	3.0	.7	.8	-	.3	1.0	.2	2.9	.7
							g			
International Signed	.7	1.0	.9	1.2	.1	.2	1.2	*	.3	.2
		eg	g							
International Standard Mail (previously Airmail)	.6	*	.3	.4	.2	.3	.9	.5	.5	2.3
							a			abceg
International Tracked and Signed	1.2	.7	.5	1.5	.2	.5	2.6	.8	.4	2.5
International Economy	.2	*	*	.2	.5	*	.7	.1	*	.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	836	154	169	249	572	264	83	92	89
Effective base	364	73	94	154	318	82	31	30	25
Standard	43.6	49.8 cfh	41.3	41.6	43.5	45.2 f	34.4	62.7 abcdefh	35.8
Signed For	20.5	16.2	17.3	23.8 abg	20.4 g	20.8 g	29.5 abdg	10.7	20.2 g
Special Delivery Guaranteed by 1pm	4.0	5.2 efgh	4.8 efgh	3.5 e	4.3 eh	1.2	1.1	1.2	1.1
Special Delivery Guaranteed by 9am	.9	1.3	.6	.8	.9	.9	.9	.5	1.7
Parcelforce Worldwide	1.8	1.3	3.4 acdefgh	1.5	1.9 e	.8	.4	1.1	1.2
Royal Mail Tracked 24 Hours	7.7	7.5 g	8.1 g	7.8 g	7.8 g	7.3 g	11.1 g	2.3	8.2 g
Royal Mail Tracked 48 Hours	12.7	9.0	13.6	13.5	12.5	15.2 a	15.3	12.3	20.7 ad
International Tracked (previously Airsure)	1.0	.4	2.2 ace	.7	1.0	.4	.5	.4	.4
International Signed	.7	.2	.8 ae	.9 e	.7 e	.2	.2	.2	.3
International Standard Mail (previously Airmail)	.6	1.0 be	.3	.6	.6	.3	.1	.6 f	.2
International Tracked and Signed	1.2	1.2	.6	1.8 bef	1.3 e	.4	.2	.7	.6
International Economy	.2	.1	*	.4 b	.2	.2	-	.5	.2

Columns Tested:: a,b,c,d,e,f,g,h

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	836	24	75	80	91	178	27	26	23	387
Effective base	364	16	25	26	34	78	16	11	11	181
Standard	43.6	49.8	32.0	31.3	46.5 bc	38.3	27.9	29.4	55.6	47.5 bce
Signed For	20.5	9.9	15.9	15.6	22.5	19.4	19.6	16.1	15.1	22.0
Special Delivery Guaranteed by 1pm	4.0	1.6	10.3 ei	10.0 ei	5.5	2.5	1.2	1.0	16.4	3.5
Special Delivery Guaranteed by 9am	.9	-	2.8 ei	2.7 ei	1.5	.6	*	.8	1.6	.6
Parcelforce Worldwide	1.8	.4	8.1 dei	7.9 dei	1.5	2.8 i	.1	3.5	.8	.9
Royal Mail Tracked 24 Hours	7.7	12.6	7.5	8.7	9.0	5.8	8.1	12.2	7.3	7.6
Royal Mail Tracked 48 Hours	12.7	10.4	12.1	11.8	8.2	17.6 di	32.7	28.1	.1	10.6
International Tracked (previously Airsure)	1.0	-	2.1	2.1	-	2.3 i	.2	-	-	.7
International Signed	.7	*	1.4 i	1.4 i	1.1 i	1.2 i	.3	-	3.1	.3
International Standard Mail (previously Airmail)	.6	-	.9	.8	.3	1.7 di	.2	.4	-	.3
International Tracked and Signed	1.2	.2	1.9	1.9	1.4	2.0	.9	.4	-	1.0
International Economy	.2	-	.2	.2	*	.8 di	*	-	-	.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	836	195	205	436	726	110	698	138	818	18
Effective base	364	74	93	200	308	56	332	37	356	9
Standard	43.6	41.6	36.7	47.0 b	43.5	44.1	43.8	40.2	43.4	50.1
Signed For	20.5	18.5	19.4	21.6	20.7	19.1	20.2	23.7	20.4	23.1
Special Delivery Guaranteed by 1pm	4.0	6.6 bc	2.3	3.8	4.0	4.3	4.1	3.5	4.0	3.9
Special Delivery Guaranteed by 9am	.9	1.8 bc	.5	.7	.9	.5	.9	.9	.9	-
Parcelforce Worldwide	1.8	3.6 c	2.4 c	1.0	1.5	3.4 a	1.9 b	.4	1.9	.1
Royal Mail Tracked 24 Hours	7.7	9.4	6.2	7.8	7.8	7.6	7.7	7.5	7.7	9.2
Royal Mail Tracked 48 Hours	12.7	9.8	19.9 ac	11.0	12.6	13.1	12.9	10.2	12.7	11.7
International Tracked (previously Airsure)	1.0	.7	2.0 c	.7	1.1	.3	1.0	.4	1.0	.5
International Signed	.7	1.0	1.1 c	.4	.7	.5	.6	1.0	.7	.1
International Standard Mail (previously Airmail)	.6	.4	1.5 ac	.3	.6	.6	.6	.3	.6	*
International Tracked and Signed	1.2	1.4	1.9	.9	1.1	1.8	1.3	.9	1.3	.6
International Economy	.2	.1	.7 ac	.1	.3	*	.2	.3	.2	.1

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	836	396	184	254	564	178	46	48	742	94
Effective base	364	179	63	123	279	57	18	11	336	29
Standard	43.6	50.2 bc	42.2 c	34.1	46.4 bcdf	39.2 cf	17.3	30.1	45.3 cdf	21.6
Signed For	20.5	21.1	20.3	19.7	21.1	19.2	15.1	18.0	20.8	16.1
Special Delivery Guaranteed by 1pm	4.0	2.3	6.2 a	5.6 a	3.4	6.6 ae	6.9 d	2.4	3.9	5.4
Special Delivery Guaranteed by 9am	.9	.5	1.6 a	1.1	.6	1.1	4.7 abe	1.8	.6	3.7 abe
Parcelforce Worldwide	1.8	.9	2.6 a	2.9 a	1.2	4.2 ae	5.7 ade	1.2	1.7	4.2 ade
Royal Mail Tracked 24 Hours	7.7	7.8	6.9	7.9	6.8	8.9	7.7	31.4 abcef	7.1	15.7 abe
Royal Mail Tracked 48 Hours	12.7	9.4	12.1	18.1 ab	11.8	13.6	27.1 abde	9.0	12.1	21.0 abde
International Tracked (previously Airsure)	1.0	.5	.8	1.8 a	.6	2.1 ae	2.9 ae	2.0	.9	2.6 ae
International Signed	.7	.4	1.2	.8	.6	.5	1.9 abe	1.9 e	.6	1.9 abe
International Standard Mail (previously Airmail)	.6	.2	.7 a	1.2 a	.4	1.0 a	2.1 ade	.7	.5	1.6 ae
International Tracked and Signed	1.2	1.0	.4	2.0 b	1.1	1.7	2.5 d	.8	1.2	1.9
International Economy	.2	.1	.1	.5 a	.1	.1	2.8 abde	.1	.1	1.9 abde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	836	223	341	272	742	717	780	836	524	355
Effective base	364	131	148	86	315	309	338	364	216	116
Standard	43.6	52.0 bc	41.1 c	33.6	43.9 f	44.7 f	43.7 f	43.6 f	41.5	36.2
Signed For	20.5	18.7	23.4 c	18.2	20.5	19.9	20.5	20.5	19.5	27.6 abcde
Special Delivery Guaranteed by 1pm	4.0	1.9	4.8 a	6.3 a	4.3	4.1	4.1	4.0	4.9	6.1 bcd
Special Delivery Guaranteed by 9am	.9	.3	.8	1.9 ab	.9	1.0	.9	.9	1.2	1.8 abcd
Parcelforce Worldwide	1.8	.5	1.8 a	4.2 ab	2.0	2.0	1.9	1.8	2.7 d	2.8 d
Royal Mail Tracked 24 Hours	7.7	8.1	5.5	11.0 b	7.9	7.4	7.8	7.7	8.8	8.4
Royal Mail Tracked 48 Hours	12.7	9.6	13.9 a	15.9 a	11.7	11.9	12.2	12.7	11.6	9.8
International Tracked (previously Airsure)	1.0	.7	.6	2.2 ab	1.0	.9	1.0	1.0	1.1	1.2
International Signed	.7	.4	.7	.9	.6	.6	.6	.7	.8	.5
International Standard Mail (previously Airmail)	.6	.1	.7 a	1.2 a	.5 f	.7 f	.6 f	.6 f	.5	.2
International Tracked and Signed	1.2	1.4	.8	1.8 b	1.0	.9	1.2	1.2	.9	.9
International Economy	.2	*	.2	.7 ab	.2	.3	.2	.2	.4	.2

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Standard	43.6	35.8 f	46.5 acefh	30.5	49.8 acefh	34.1 f	18.0	45.8	34.1 f
Signed For	20.5	22.2	18.8	43.1 abdfh	15.6	32.5 bdfh	12.8	13.4	20.2
Special Delivery Guaranteed by 1pm	4.0	3.6	3.0	7.7 b	8.8 be	2.8	26.0 abcdeh	8.4	11.0 abe
Special Delivery Guaranteed by 9am	.9	1.2	.7	.4	2.3 bc	2.3 b	2.5 b	.6	1.7 b
Parcelforce Worldwide	1.8	1.7	2.1	.9	2.2	.6	.7	2.1	1.2
Royal Mail Tracked 24 Hours	7.7	10.3	7.2	5.4	6.1	11.9	18.2 bcd	13.2	14.1 bcd
Royal Mail Tracked 48 Hours	12.7	15.7 d	12.4	6.9	7.0	10.1	17.9 cd	9.9	12.1 d
International Tracked (previously Airsure)	1.0	1.7	.9	1.3	.4	.5	3.0 bd	.8	1.2
International Signed	.7	.4	.6	.6	.4	2.2 b	.1	.9	1.2
International Standard Mail (previously Airmail)	.6	1.3 b	.5	.5	.5	.8 f	.1	1.7	.9 f
International Tracked and Signed	1.2	4.1 bcdh	.8	.4	.5	.5	.6	1.9	1.1
International Economy	.2	*	.2	.3	.8 b	.1	.1	1.3	.5 a

Columns Tested:: a,b,c,d,e,f,g,h

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base	364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Standard	43.6	44.3	44.5	38.4	52.2 c	16.3	9.3	82.5	48.2 bd	28.6	43.4 b	33.9	30.9	30.3	34.4
Signed For	20.5	20.0	25.9	23.8	19.5	13.3	14.5	7.8	19.0	25.2 ad	19.2	13.3	37.9	22.6	15.7
Special Delivery Guaranteed by 1pm	4.0	3.3	2.4	16.2 abd	1.8	6.4	48.1	1.9	3.2	9.7 ac	2.3	4.5	1.0	19.5	4.4
Special Delivery Guaranteed by 9am	.9	.6	1.5	2.6 a	2.5 a	3.9	1.5	-	.8	2.2 a	1.3	1.9	1.3	1.9	*
Parcelforce Worldwide	1.8	2.1	.7	1.2	3.6	1.3	1.4	.6	2.0	2.1	3.2 d	.6	.4	1.9	2.2
Royal Mail Tracked 24 Hours	7.7	7.7	6.7	8.6	10.5	26.2	9.7	5.2	7.3	4.3	7.6	22.3 abc	10.2	9.0	19.3
Royal Mail Tracked 48 Hours	12.7	11.9	13.8 c	5.3	9.1	23.2	10.1	2.0	10.8	19.7 ac	4.3	17.8 c	13.7	9.3	15.3
International Tracked (previously Airsure)	1.0	1.1	.1	.6	*	3.7	2.6	-	.6	2.4 a	2.3 a	2.5 a	.1	1.4	.6
International Signed	.7	.6	.1	.4	.3	1.5	1.3	-	.4	1.5 ad	1.8 ad	.1	2.6	1.9	.6
International Standard Mail (previously Airmail)	.6	.5	.3	.5	.1	.9	.3	*	.6	.6	1.3 d	.1	1.1	.3	2.7
International Tracked and Signed	1.2	1.1	.2	.6	.3	1.7	.8	*	.8	1.3	1.4 d	.2	.7	1.1	2.7
International Economy	.2	.2	.1	1.1 a	*	.2	.3	-	.1	.9 a	1.2 a	-	.1	.3	2.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base	836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base	364	266	38	23	16	9	7	7	23	131	81	80	34	12
Standard	43.6	49.8 bdeh	17.5	42.9 bde	21.5	21.2	37.2	37.3	31.0 b	43.5 e	44.1 e	48.0 e	43.1 e	23.5
Signed For	20.5	18.5	36.8 ach	14.2	29.5 ach	26.2 ch	8.3	10.5	15.8	22.9 cd	23.5 cd	15.8	14.7	16.4
Special Delivery Guaranteed by 1pm	4.0	2.9	6.0 a	6.7 a	10.9 a	8.8 a	3.6	9.8	7.2 a	4.1	4.5	2.9	6.5 c	4.3
Special Delivery Guaranteed by 9am	.9	.3	1.7 a	2.1 a	1.7	4.9 ab	1.3	5.3	3.7 a	.6	.7	1.3	1.9 a	.9
Parcelforce Worldwide	1.8	1.4	2.2	1.7	.9	8.3 abcd	9.3	1.6	6.9 abcd	1.7	1.2	3.0 b	1.4	3.3 bd
Royal Mail Tracked 24 Hours	7.7	7.5	6.9	5.0	9.4	10.9 c	12.7	22.4	14.5 abc	7.8	5.3	7.7	9.3 b	19.9 abcd
Royal Mail Tracked 48 Hours	12.7	9.9	24.3 aeh	20.7 a	14.9	11.9	19.7	10.7	14.3	10.4	10.4	15.9 ab	13.6	15.3
International Tracked (previously Airsure)	1.0	.7	1.0	3.1 a	.5	1.7	2.9	.4	1.8	.7	.6	1.6	1.6	.8
International Signed	.7	.5	.8	1.2	1.9	.7	.4	.7	.6	.2	.6	1.1 a	.9	.3
International Standard Mail (previously Airmail)	.6	.7	.6	-	.7	1.1	.1	.4	.6	.3	.5	1.0	1.2 ab	.3
International Tracked and Signed	1.2	1.2	1.2	1.4	.6	1.1	4.2	.7	2.1	1.9 bc	.5	.6	1.3 bc	.5
International Economy	.2	.1	.8 a	.2	.1	1.4 a	.1	-	.6 a	*	.3	.1	1.3 abce	.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	836	293	141	171	99	36	288	141	170	79	35
Effective base	364	154	70	56	26	8	157	53	64	24	11
Standard	43.6	43.5 e	45.6 e	49.1 de	38.9 e	25.0	48.4 de	43.6 e	43.4 e	37.2	23.4
Signed For	20.5	22.2 e	21.7 e	17.1	16.0	10.4	21.9 c	20.7	15.9	16.8	17.0
Special Delivery Guaranteed by 1pm	4.0	3.6	4.7	3.2	7.4 ac	6.9	3.4	6.2 c	2.6	8.3 ac	4.4
Special Delivery Guaranteed by 9am	.9	.6	.1	1.8 ab	2.3 ab	1.6 b	.5	1.9 a	.9	2.5 ac	.9
Parcelforce Worldwide	1.8	1.8	1.6	2.6	1.5	5.1 abd	1.5	2.3	3.4 a	1.8	.7
Royal Mail Tracked 24 Hours	7.7	8.3	5.8	8.3	8.7	13.3 b	6.3	7.0	7.2	9.2	19.9 abcd
Royal Mail Tracked 48 Hours	12.7	11.1	10.6	14.1	14.8	10.3	10.1	7.4	19.9 ab	12.8	14.6
International Tracked (previously Airsure)	1.0	1.2	.4	.8	1.9 bc	.8	.3	.9 a	2.1 a	2.0 a	.9
International Signed	.7	.5	.2	.9	1.0 b	.6	.1	1.2 a	1.0 a	1.2 a	.4
International Standard Mail (previously Airmail)	.6	.5	.5	.4	1.0 a	.5	.3	.7 a	1.3 a	1.5 ab	.3
International Tracked and Signed	1.2	1.4 c	.5	.3	1.3 bc	.8	1.1	.6	.7	1.4	.5
International Economy	.2	*	.3	.1	1.6 abc	.1	*	.6 a	.1	1.5 ac	.1

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base	364	177	59	84	32	9	223	22	117	335	29	310	5
Standard	43.6	52.7 bcde	38.7 e	36.1 e	32.8 e	18.8	36.4	39.5	59.8 ab	45.0 b	25.7	44.5	9.6
Signed For	20.5	20.0	22.9 e	19.8	17.3	11.0	20.0	26.6	19.7	20.5	19.3	20.3	29.0
Special Delivery Guaranteed by 1pm	4.0	2.2	5.5 a	5.0 a	7.3 ae	1.3	5.0 c	11.2 ac	.8	3.7	8.6 a	4.2	10.6
Special Delivery Guaranteed by 9am	.9	.2	1.6 a	1.1 a	3.0 ac	.6	1.2 c	1.9 c	*	.6	4.3 a	.7	11.6
Parcelforce Worldwide	1.8	.4	3.7 a	3.1 a	2.3 a	7.6 abcd	2.7 c	1.0 c	.3	1.5	6.6 a	1.9	6.1
Royal Mail Tracked 24 Hours	7.7	6.9	7.8	5.6	10.5 c	30.6 abcd	7.7	6.7	8.2	7.8	6.3	7.8	15.3
Royal Mail Tracked 48 Hours	12.7	10.2	11.6	17.3 ab	16.6 a	19.4 a	17.0 bc	5.8	5.0	12.2	19.4 a	11.7	12.3
International Tracked (previously Airsure)	1.0	.2	1.8 a	1.8 a	1.5 a	2.1 a	1.4 c	.6	.3	.9	1.7	1.0	3.1
International Signed	.7	.5	.4	1.1	1.0	1.6	.7	1.5	.5	.6	1.7 a	.5	2.1
International Standard Mail (previously Airmail)	.6	.4	.3	1.2 ab	1.1 ab	.4	.9 c	*	.1	.6	.4	.5	*
International Tracked and Signed	1.2	1.3	.5	.7	3.4 abc	3.4 bc	1.3	.2	1.4	1.0	3.8 a	1.0	.1
International Economy	.2	*	.3	.3	1.1 abc	.1	.3 c	*	*	.2	.3	.2	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	836	656	61	641	195	720	22	659	58	649	187
Effective base	364	296	13	283	83	310	5	295	14	286	79
Standard	43.6	45.8	19.4	47.1	32.9	44.2	29.1	45.4	29.4	46.8	32.9
Signed For	20.5	19.6	27.2 b	19.9	22.2	20.5	18.2	19.6	26.5	19.8 b	22.8
Special Delivery Guaranteed by 1pm	4.0	4.1	5.5 a	4.0	4.2	4.2	7.3	4.1	5.0	3.7	5.1
Special Delivery Guaranteed by 9am	.9	.7	7.2 a	.5	2.1 a	.6	10.6	.8	4.8 a	.5	2.2 a
Parcelforce Worldwide	1.8	1.9	5.2 a	.9	4.7 a	1.9	4.8	1.9	4.8 a	1.0	4.7 a
Royal Mail Tracked 24 Hours	7.7	7.2	11.8 a	7.4	8.8	7.8	14.4	7.1	13.2 a	7.4	9.0
Royal Mail Tracked 48 Hours	12.7	11.5	20.6 a	11.0	17.9 a	11.8	11.1	12.1	7.8	11.5	16.7 a
International Tracked (previously Airsure)	1.0	.9	1.2	1.0	.8	1.0	1.7	.9	.9	1.1	.7
International Signed	.7	.6	.2	.5	1.1	.5	1.8	.6	1.0	.5	1.2
International Standard Mail (previously Airmail)	.6	.7	.2	.7	.4	.5	.1	.7	.1	.7	.3
International Tracked and Signed	1.2	1.0	.4	1.1	1.7	1.0	.2	1.0	.4	1.1	1.6
International Economy	.2	.2	.6	.2	.2	.2	.7	.3	-	.2	.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base	364	199	250	60	1	199	221	52	1	267	222	74	-
Standard	43.6	32.2	49.8 ac	31.2	-	30.8	54.6 ac	34.1	-	32.8	57.9 ac	31.5	-
Signed For	20.5	23.7 bc	17.2	14.3	40.0	24.7 bc	14.8	12.3	50.0	24.1 bc	13.3	15.5	-
Special Delivery Guaranteed by 1pm	4.0	5.8 b	2.8	4.8	-	6.1 bc	2.7	2.7	-	5.3 b	2.5	3.9	-
Special Delivery Guaranteed by 9am	.9	1.3 b	.5	2.1 b	-	1.5 b	.7	1.8 b	-	1.2	.7	2.0 b	-
Parcelforce Worldwide	1.8	1.9	2.3	4.2 ab	10.0	2.2	2.0	4.6 ab	-	1.9	2.2	3.6 ab	-
Royal Mail Tracked 24 Hours	7.7	10.5 b	6.9	11.6 b	10.0	10.0 b	5.9	10.8 b	-	10.3 b	4.8	10.3 b	-
Royal Mail Tracked 48 Hours	12.7	14.7 b	10.1	11.9	40.0	15.2 b	9.1	15.1 b	50.0	16.1 b	7.4	12.0 b	-
International Tracked (previously Airsure)	1.0	1.5	1.2	4.6 ab	-	1.4	1.1	2.6 ab	-	1.1	1.1	3.0 ab	-
International Signed	.7	.8	.6	2.0 ab	-	.8	.7	2.3 ab	-	.8	.7	3.2 ab	-
International Standard Mail (previously Airmail)	.6	.6	.6	2.0 ab	-	.8	.9	3.0 ab	-	.8	.9	2.8 ab	-
International Tracked and Signed	1.2	1.3	1.2	4.1 ab	-	1.2	.9	3.2 ab	-	1.6	1.4	5.9 ab	-
International Economy	.2	.4	.3	1.1 ab	-	.3	.3	1.0 ab	-	.3	.4	1.0 ab	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	836	689	665	836	594	475	35	567	494	512	123	66
Effective base	364	297	293	364	248	211	10	258	217	217	58	31
Standard	43.6	44.6	45.9	43.6	42.4	49.9	15.2	61.7	34.3	28.7	23.8	38.5
					c	ac		bcde	cd			cd
Signed For	20.5	20.0	19.4	20.5	21.4	16.8	14.5	12.3	33.3	17.6	15.9	10.8
					b				acde	ae	ae	
Special Delivery Guaranteed by 1pm	4.0	4.1	3.8	4.0	4.8	3.4	13.0	1.6	5.1	6.7	4.3	1.7
							ab		a	ae	a	
Special Delivery Guaranteed by 9am	.9	.8	.9	.9	1.1	1.0	11.4	.7	1.1	1.4	2.0	.9
							ab			a	ab	
Parcelforce Worldwide	1.8	1.9	2.0	1.8	2.1	2.2	10.1	1.7	2.2	3.1	4.6	2.8
							ab			a	ab	
Royal Mail Tracked 24 Hours	7.7	7.8	7.4	7.7	9.3	5.7	16.3	5.6	7.3	12.9	9.5	6.1
					b		ab		a	abe	a	
Royal Mail Tracked 48 Hours	12.7	11.5	11.7	12.7	10.6	11.0	14.3	6.7	8.1	21.3	11.2	9.0
										abde	ab	
International Tracked (previously Airsure)	1.0	1.0	1.0	1.0	.8	1.0	1.4	.7	.7	1.3	6.3	3.6
										a	abc	abc
International Signed	.7	.6	.6	.7	.5	.6	2.1	.6	.7	.7	4.3	3.5
							ab				abc	abc
International Standard Mail (previously Airmail)	.6	.5	.7	.6	.7	.5	.7	.8	.7	.7	3.3	6.7
											abc	abcd
International Tracked and Signed	1.2	1.1	1.0	1.2	1.0	1.4	.5	1.2	1.5	1.3	8.0	4.8
											abc	abc
International Economy	.2	.3	.3	.2	.1	.3	.5	.2	.3	.4	1.2	2.5
											abc	abc

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base	364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Standard	43.6	39.0 d	31.0	38.7 d	21.6	45.7 d	43.6	44.5	41.1	42.3	36.2	46.2 ac	33.1	-	42.4	43.0
Signed For	20.5	25.2	25.4	24.0	20.1	18.2	19.3	18.7	18.1	20.3	19.8	18.5	19.4	-	20.0	21.7
Special Delivery Guaranteed by 1pm	4.0	3.7	5.9	6.8	13.6 a	3.9	3.5	4.0	4.3	4.3	5.8 b	3.7	3.2	-	4.3	2.1
Special Delivery Guaranteed by 9am	.9	.2	1.9	1.0	3.6 ac	.8	1.1	1.0	.8	1.2	1.5	1.0	2.2 b	-	1.1	.1
Parcelforce Worldwide	1.8	2.6	1.6	2.6	7.4 ab	2.1	2.5	2.1	2.4	2.8	2.3	2.0	4.2 ab	-	1.7	3.6 a
Royal Mail Tracked 24 Hours	7.7	5.8	9.4	6.5	12.6 a	7.2	8.8	8.1	8.5	8.1	10.4 b	7.6	11.3 b	-	9.0	6.0
Royal Mail Tracked 48 Hours	12.7	20.0	15.5	15.8	12.2	13.1	11.6	13.0	15.4 b	12.7	16.0 bc	12.3	8.7	-	12.7	6.8
International Tracked (previously Airsure)	1.0	.9	*	.7	.8	1.1	1.2	1.0	1.4	1.5	1.3	1.1	2.5 ab	-	1.1	1.6
International Signed	.7	.3	*	.9	.3	.8	.8	.7	.9	.9	.7	.8	2.5 ab	-	.7	1.1
International Standard Mail (previously Airmail)	.6	.5	.3	.5	.6	.5	.6	.5	.6	.7	.4	.6	1.5 ab	-	.5	1.5 a
International Tracked and Signed	1.2	.5	1.7	1.1	2.8 a	.9	.8	.9	1.1	1.4 b	.9	1.0	2.9 ab	-	1.4	.9
International Economy	.2	.1	*	.5	-	.2	.3	.2	.3	.3	.2	.2	1.0 ab	-	.1	1.3 a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base	364	168	196	126	7	50	104	50	247	64	65	80	210
Standard	43.6	37.5	48.9 a	35.0	17.8	22.4	40.7 a	26.2	46.8 a	46.5 a	38.6	41.0	46.6 a
Signed For	20.5	22.2	19.0	22.2	20.1	23.2	19.9	20.9	20.4	19.2	17.4	28.2 ac	17.8
Special Delivery Guaranteed by 1pm	4.0	6.4 b	1.9	4.1	11.2	5.0	4.2	3.9	2.6	9.4 ab	1.8	3.9 a	4.6
Special Delivery Guaranteed by 9am	.9	1.4 b	.4	1.6	5.0	2.9 b	1.0	2.0 b	.5	.8	.8	.6	.9
Parcelforce Worldwide	1.8	2.3	1.5	3.3	3.2	6.8 b	2.2	3.1 b	1.5	1.9	4.9 bc	1.3	1.1
Royal Mail Tracked 24 Hours	7.7	7.2	8.2	9.5	21.8	9.9	9.3	7.0	8.1	7.4	7.9	9.9	7.1
Royal Mail Tracked 48 Hours	12.7	14.5	11.2	15.8	16.1	16.5	15.4	26.0 bc	11.3	7.7	20.2 bc	9.2	12.2
International Tracked (previously Airsure)	1.0	1.2	.8	1.4	.2	2.3 b	.8	2.2 bc	.8	.5	1.3	.6	1.0
International Signed	.7	1.0 b	.4	1.2	1.6	1.0	1.1	1.0	.7	.2	.5	.6	.8
International Standard Mail (previously Airmail)	.6	.8 b	.4	.4	1.0	.4	.6	.8	.5	.9	.7	.7	.6
International Tracked and Signed	1.2	1.4	1.1	1.6	1.0	1.5	1.4	1.2	1.3	1.3	2.1 b	.8	1.2
International Economy	.2	.4 b	.1	.2	1.0	.6 b	*	.1	.3	.1	.4	.3	.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	836	349	487
Effective base	364	125	240
Standard	43.6	42.8	44.0
Signed For	20.5	20.9	20.2
Special Delivery Guaranteed by 1pm	4.0	5.6	3.2
		b	
Special Delivery Guaranteed by 9am	.9	1.4	.6
		b	
Parcelforce Worldwide	1.8	2.6	1.5
		b	
Royal Mail Tracked 24 Hours	7.7	10.3	6.4
		b	
Royal Mail Tracked 48 Hours	12.7	9.5	14.4
			a
International Tracked (previously Airsure)	1.0	1.1	.9
International Signed	.7	.2	.9
			a
International Standard Mail (previously Airmail)	.6	.3	.8
			a
International Tracked and Signed	1.2	.7	1.6
			a
International Economy	.2	.1	.3

Columns Tested:: a,b

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base	364	8	38	25	16	22	39	6	69	37	23	68	48
Standard	43.6	50.6 e	52.5 cehi	37.4	40.0	33.5	46.1	21.2	40.4	36.9	50.9 e	46.8	45.6
Signed For	20.5	21.2	14.9	28.4 bfkl	35.8 bfhikl	22.5	17.1	1.8	24.6 bfl	18.4	26.6 bfl	17.9	16.3
Special Delivery Guaranteed by 1pm	4.0	.2	6.5	2.5	1.6	3.1	4.5 a	.9	2.2	8.0 dhk	2.7	2.2	5.6 ah
Special Delivery Guaranteed by 9am	.9	-	.3	.5	.2	*	2.3 bdeh	.2	.4	1.0	2.1	1.0	1.0 e
Parcelforce Worldwide	1.8	.5	2.2 d	2.1 d	.1	4.1 adhjl	1.9 d	.2	1.6 d	1.5	.7	1.8	1.4 d
Royal Mail Tracked 24 Hours	7.7	1.5	5.7	13.1 abdfj	3.7	11.8 ad	6.0 a	5.4	6.8 a	6.7	4.4	10.8 adfj	9.2 ad
Royal Mail Tracked 48 Hours	12.7	22.6 bcdjkl	8.0	10.0	10.6	15.2	12.3	35.5	17.1 bk	17.2 b	9.8	10.3	10.9
International Tracked (previously Airsure)	1.0	*	1.7	.1	1.4	.8	.7	.2	.9	.3	.1	.9	2.3
International Signed	.7	*	.3	1.6	.8	1.0	.5	-	.3	.4	.2	.5	2.1 bfh
International Standard Mail (previously Airmail)	.6	.1	.5	.1	.6 c	.7	.5	*	.2	.6	.1	1.5 h	.9
International Tracked and Signed	1.2	*	1.1 d	.6	*	1.1 d	2.5	-	.9	1.3	.6	1.3 d	1.8
International Economy	.2	-	.4	-	.1	1.0 l	.2	-	.1	-	.1	.2	*

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 176 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	836	180	225	184	247	405	431
Effective base	364	66	76	110	138	142	243
Standard	43.6	48.1	41.4	38.9	46.9	44.5	42.8
		c			c		
Signed For	20.5	19.1	21.8	22.1	18.5	20.6	20.4
Special Delivery Guaranteed by 1pm	4.0	5.0	3.6	4.2	3.4	4.2	3.8
Special Delivery Guaranteed by 9am	.9	.4	1.3	.6	1.2	.8	.9
			a				
Parcelforce Worldwide	1.8	2.1	2.3	1.5	1.5	2.2	1.5
Royal Mail Tracked 24 Hours	7.7	7.5	7.3	6.8	9.4	7.4	8.0
Royal Mail Tracked 48 Hours	12.7	9.4	12.9	17.5	10.5	11.3	14.1
				ad			
International Tracked (previously Airsure)	1.0	1.2	.9	.7	1.3	1.0	1.0
International Signed	.7	.7	.7	.3	1.0	.7	.7
International Standard Mail (previously Airmail)	.6	.3	.6	.4	1.1	.5	.7
					ac		
International Tracked and Signed	1.2	.9	1.7	1.0	1.4	1.3	1.2
International Economy	.2	.3	.4	.1	.1	.4	.1

Columns Tested:: a,b,c,d - a,b

Table 189

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	836	28	808	581	145	30	80	255
Effective base	364	8	356	335	60	12	41	77
Standard	61.7	79.9	61.4	62.1 be	51.9	64.2	49.4	52.9
Signed For	33.3	12.6	33.3	33.2	36.3	19.7	45.6	35.7
Special Delivery Guaranteed by 1pm	24.6	-	24.6	24.5	25.9	11.8	35.8	25.4
Special Delivery Guaranteed by 9am	14.8	-	14.8	14.8	11.0	11.4	30.9	13.8
Parcelforce Worldwide	13.0	-	13.1	12.9	14.3	11.3	14.2	13.9
Royal Mail Tracked 24 Hours	22.5	98.7	22.0	22.1	28.9	39.4	27.3	29.9 a
Royal Mail Tracked 48 Hours	35.0	100.0	34.5	35.5 be	22.1	12.0	29.2	21.9
International Tracked (previously Airsure)	13.1	-	13.1	12.9	29.2	8.7	42.7	23.5
International Signed	9.7	50.0	9.4	8.0	32.5	36.4	12.2	32.8
International Standard Mail (previously Airmail)	7.3	-	7.3	7.3	11.2	7.0	8.1	8.6
International Tracked and Signed	12.7	-	12.7	12.8	12.1	8.6	18.8	11.7
International Economy	7.3	-	7.3	6.9	34.2	13.2	14.6	18.0

Columns Tested:: a,b - a,b,c,d,e

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	836	260	238	83	92	83	80	581	145	110
Effective base	364	170	132	40	40	32	41	335	60	27
Standard	61.7	63.3 dh	61.0 dh	58.5	45.6	64.5 dh	49.4	62.1 dh	51.9	59.6 d
Signed For	33.3	33.9	30.9	41.3 be	38.2	29.2	45.6	33.2	36.3	30.3
Special Delivery Guaranteed by 1pm	24.6	26.7	23.2	15.4	27.9	16.1	35.8	24.5	25.9	22.9
Special Delivery Guaranteed by 9am	14.8	8.5	17.1	15.6	11.4	10.8	30.9	14.8	11.0	18.4
Parcelforce Worldwide	13.0	10.1	15.6	13.2	14.7	12.3	14.2	12.9	14.3	11.8
Royal Mail Tracked 24 Hours	22.5	17.8	25.8 a	26.4	28.1 a	32.6 ag	27.3	22.1	28.9 a	35.0 ag
Royal Mail Tracked 48 Hours	35.0	37.1 dh	33.3 dh	37.1 dh	18.9	26.9	29.2	35.5 dhi	22.1	20.7
International Tracked (previously Airsure)	13.1	16.6	8.0	16.7	9.7	25.3	42.7	12.9	29.2	15.4
International Signed	9.7	9.2	6.9	3.6	34.1	32.0	12.2	8.0	32.5	33.7
International Standard Mail (previously Airmail)	7.3	8.1	6.1	5.0	12.9	6.6	8.1	7.3	11.2	7.2
International Tracked and Signed	12.7	12.7	11.7	19.6	10.6	12.4	18.8	12.8	12.1	10.5
International Economy	7.3	9.1	1.6	8.5	47.0	12.5	14.6	6.9	34.2	13.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	836	385	196	145	30	80	381	151	67	45	102
Effective base	364	254	103	60	12	41	225	74	21	17	24
Standard	61.7	61.9	63.4	51.9	64.2	49.4	62.7	52.7	50.0	76.5	59.3
		c	c				bc			abce	
Signed For	33.3	32.2	38.1	36.3	19.7	45.6	33.5	36.8	25.3	28.8	35.6
								c			
Special Delivery Guaranteed by 1pm	24.6	26.1	16.3	25.9	11.8	35.8	25.9	28.9	17.6	24.9	14.9
Special Delivery Guaranteed by 9am	14.8	13.8	17.4	11.0	11.4	30.9	10.8	19.9	19.8	23.9	9.4
Parcelforce Worldwide	13.0	12.6	14.8	14.3	11.3	14.2	12.7	11.6	6.7	4.9	9.1
Royal Mail Tracked 24 Hours	22.5	21.0	27.3	28.9	39.4	27.3	22.3	27.1	13.0	20.8	24.0
Royal Mail Tracked 48 Hours	35.0	35.5	35.5	22.1	12.0	29.2	35.2	36.6	19.9	24.0	24.1
		c	c								
International Tracked (previously Airsure)	13.1	12.7	16.8	29.2	8.7	42.7	14.2	11.0	5.3	32.1	9.1
International Signed	9.7	8.6	4.1	32.5	36.4	12.2	6.7	4.3	5.4	79.2	25.8
International Standard Mail (previously Airmail)	7.3	7.5	4.4	11.2	7.0	8.1	8.5	2.3	9.4	-	7.8
International Tracked and Signed	12.7	12.2	17.6	12.1	8.6	18.8	12.5	4.7	7.8	6.7	11.1
International Economy	7.3	6.6	8.5	34.2	13.2	14.6	6.6	9.5	-	5.0	10.5

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	836	61	50	97	23	73	89	63	58	58
Effective base	364	34	31	59	10	35	57	38	29	28
Standard	61.7	58.4	59.8	54.7	65.1	61.1	61.0	69.1 c	67.6 c	62.1
Signed For	33.3	21.4	24.0	28.8	24.4	26.4	45.1 abcei	34.3	42.5 abcei	26.5
Special Delivery Guaranteed by 1pm	24.6	10.7	42.8	30.1	7.9	33.1	20.3	16.2	13.9	16.7
Special Delivery Guaranteed by 9am	14.8	13.2	.3	26.6	1.0	12.0	10.2	13.1	15.0	10.9
Parcelforce Worldwide	13.0	14.1	10.4	6.9	10.6	9.1	12.1	25.5	23.9	11.5
Royal Mail Tracked 24 Hours	22.5	29.8	26.3	18.1	27.7	12.7	28.7 c	21.5	22.0	16.5
Royal Mail Tracked 48 Hours	35.0	30.1	36.7	31.3	38.2	21.9	47.6	40.7	29.9	23.5
International Tracked (previously Airsure)	13.1	28.1	8.0	13.9	-	5.3	8.7	5.0	56.4	5.6
International Signed	9.7	7.9	5.3	14.6	20.0	7.4	13.0	10.0	6.2	6.5
International Standard Mail (previously Airmail)	7.3	5.0	2.8	3.3	5.6	9.4	8.4	5.4	21.0	13.2
International Tracked and Signed	12.7	7.2	4.4	13.3	15.6	5.8	19.0	11.2	6.8	18.8
International Economy	7.3	5.0	1.2	5.0	15.0	8.9	8.3	19.3	1.0	3.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	836	154	169	249	572	264	83	92	89
Effective base	364	73	94	154	318	82	31	30	25
Standard	61.7	62.0	62.0	60.8	61.4	65.4	59.8	74.1 abcdfh	54.8
Signed For	33.3	26.1	29.0	36.5 a	32.4	50.0 abcdg	58.6 abcdg	33.6	50.3 abcdg
Special Delivery Guaranteed by 1pm	24.6	27.2 e	27.4 e	22.7 e	25.1 e	12.2	17.2	13.8	6.0
Special Delivery Guaranteed by 9am	14.8	11.5	11.0	22.4	14.6	16.9	17.1	10.0	27.6
Parcelforce Worldwide	13.0	10.3	15.2	12.6	13.1	10.3	28.1	17.2	4.6
Royal Mail Tracked 24 Hours	22.5	17.3	27.2 a	22.3	21.9	35.9 acd	46.4	21.4	26.7
Royal Mail Tracked 48 Hours	35.0	24.0	32.5	38.6 a	33.5 a	64.4 abcd	75.7	52.2 abd	65.3
International Tracked (previously Airsure)	13.1	5.5	26.6	9.4	13.2	11.6	20.3	7.6	9.7
International Signed	9.7	7.4	6.5	13.7	10.1	3.4	3.4	4.6	2.5
International Standard Mail (previously Airmail)	7.3	12.0	6.4	5.9	7.4	5.3	4.3	5.6	5.4
International Tracked and Signed	12.7	12.7	6.0	15.7	12.9	8.3	13.5	10.5	4.9
International Economy	7.3	7.4	1.3	7.7	6.8	26.3	-	23.6	52.2

Columns Tested:: a,b,c,d,e,f,g,h

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	836	24	75	80	91	178	27	26	23	387
Effective base	364	16	25	26	34	78	16	11	11	181
Standard	61.7	61.4	57.8	56.6	68.7 e	58.0	51.4	56.3	69.3	62.5
Signed For	33.3	20.5	21.9	22.1	34.3 bc	33.3 bc	34.8	39.9	27.6	35.2 bc
Special Delivery Guaranteed by 1pm	24.6	11.8	29.3	29.1	43.0	16.5	5.1	10.3	56.8	23.7
Special Delivery Guaranteed by 9am	14.8	-	21.7	21.7	15.4	16.1	10.0	9.2	13.0	12.4
Parcelforce Worldwide	13.0	5.3	19.3	19.2	28.4	14.1	1.3	13.9	5.6	8.6
Royal Mail Tracked 24 Hours	22.5	43.8	14.8	17.4	21.6	19.0	21.7	38.8	24.1	23.4
Royal Mail Tracked 48 Hours	35.0	28.5	28.6	28.4	40.2	40.4 i	59.8	64.9	.7	29.8
International Tracked (previously Airsure)	13.1	-	7.3	7.3	-	17.9	3.3	-	-	14.3
International Signed	9.7	1.0	8.4	8.4	37.5	9.0	3.5	-	40.0	6.9
International Standard Mail (previously Airmail)	7.3	-	4.8	4.8	10.0	11.2	3.2	5.0	-	5.2
International Tracked and Signed	12.7	4.2	7.2	7.2	25.7	11.3	9.5	5.0	-	15.9
International Economy	7.3	-	2.0	2.0	5.0	8.2	15.0	-	-	9.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	836	195	205	436	726	110	698	138	818	18
Effective base	364	74	93	200	308	56	332	37	356	9
Standard	61.7	63.9	57.2	62.5	61.9	61.1	61.9	59.6	61.5	71.1
Signed For	33.3	28.3	33.5	35.1	33.7	31.3	33.3	33.2	33.3	33.6
Special Delivery Guaranteed by 1pm	24.6	32.1 b	14.1	25.2 a b	24.7	24.0	24.7	22.2	24.2	57.8
Special Delivery Guaranteed by 9am	14.8	18.3	16.1	12.2	15.6	10.0	15.1	11.6	14.8	-
Parcelforce Worldwide	13.0	19.9	13.0	9.0	11.1	21.0	13.0	15.6	13.0	15.0
Royal Mail Tracked 24 Hours	22.5	21.8	19.5	24.1	23.4	19.1	22.7	20.6	22.9	14.9
Royal Mail Tracked 48 Hours	35.0	32.6	43.9 ac	31.4	35.6	32.4	35.3	31.4	35.3	26.5
International Tracked (previously Airsure)	13.1	7.3	16.6	14.3	14.5	5.0	12.9	31.9	13.4	5.0
International Signed	9.7	13.3	8.4	8.8	9.7	9.2	9.4	12.5	9.7	15.0
International Standard Mail (previously Airmail)	7.3	5.7	10.6	5.2	7.2	8.1	7.3	9.0	7.3	5.0
International Tracked and Signed	12.7	11.3	11.2	15.3	12.9	12.3	12.8	12.0	12.9	5.7
International Economy	7.3	2.0	8.2	9.0	8.1	1.0	6.7	35.4	7.2	55.0

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	836	396	184	254	564	178	46	48	742	94
Effective base	364	179	63	123	279	57	18	11	336	29
Standard	61.7	68.7 bc	58.5	51.6	64.5 bdf	57.1 df	33.5	38.3	63.4 df	35.6
Signed For	33.3	36.1 c	37.0 c	28.3	34.9 f	28.8	23.2	32.0	33.9	25.9
Special Delivery Guaranteed by 1pm	24.6	23.5	38.3 ac	21.2	26.0 f	32.3 f	15.6	5.2	27.5 f	12.1
Special Delivery Guaranteed by 9am	14.8	14.9	16.6	13.7	13.2	13.2	20.2	23.4	13.2	20.7
Parcelforce Worldwide	13.0	13.6	14.9	12.1	10.9	19.8 ae	11.0	15.6	13.4	11.3
Royal Mail Tracked 24 Hours	22.5	25.7	20.5	19.6	22.7	17.6	17.8	53.1	21.5	32.3 abe
Royal Mail Tracked 48 Hours	35.0	34.3	32.6	36.6	35.5	30.2	48.0	21.0	34.4	40.5
International Tracked (previously Airsure)	13.1	28.7	16.0	10.3	15.2	13.2	8.8	12.7	14.3	9.6
International Signed	9.7	14.3	16.1	6.5	10.3	7.6	8.4	10.8	9.8	9.1
International Standard Mail (previously Airmail)	7.3	4.4	8.7	8.1	5.8	13.3	9.8	4.5	7.1	8.4
International Tracked and Signed	12.7	22.6	7.1	10.1	13.9	14.2	8.1	4.6	14.0	7.3
International Economy	7.3	5.6	10.7	7.4	5.1	3.0	13.7	2.7	4.4	12.4

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	836	223	341	272	742	717	780	836	524	355
Effective base	364	131	148	86	315	309	338	364	216	116
Standard	61.7	69.5	59.5	50.9	60.9	61.5	61.1	61.7	58.7	56.8
		bc	c							
Signed For	33.3	33.9	35.8	27.9	32.4	31.1	32.3	33.3	30.1	39.3
			c							abcde
Special Delivery Guaranteed by 1pm	24.6	24.0	26.9	22.2	24.9	23.0	24.2	24.6	27.0	27.6
Special Delivery Guaranteed by 9am	14.8	19.4	11.7	17.0	13.3	15.2	14.8	14.8	13.4	15.8
Parcelforce Worldwide	13.0	8.4	12.0	16.0	13.0	13.4	13.1	13.0	14.5	18.8
										abcd
Royal Mail Tracked 24 Hours	22.5	29.8	17.1	22.2	22.1	20.6	22.2	22.5	21.7	20.2
		b								
Royal Mail Tracked 48 Hours	35.0	37.3	34.5	33.8	32.4	31.9	33.3	35.0	29.2	27.0
								ef		
International Tracked (previously Airsure)	13.1	30.9	9.6	11.6	13.0	11.1	12.9	13.1	12.3	17.0
International Signed	9.7	16.2	8.5	8.5	8.1	8.2	8.2	9.7	8.9	9.0
International Standard Mail (previously Airmail)	7.3	4.6	6.1	10.6	6.0	7.2	7.2	7.3	7.0	4.8
International Tracked and Signed	12.7	27.4	7.5	10.8	10.7	9.8	11.7	12.7	9.3	10.7
International Economy	7.3	55.0	4.8	8.8	8.2	7.3	7.3	7.3	7.8	7.0

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Standard	61.7	58.0	62.5 h	53.5	64.9 h	58.0	37.8	50.3	50.4
Signed For	33.3	39.3 d	29.7	58.4 abdh	21.1	44.6 bd	25.8	25.8	34.3 d
Special Delivery Guaranteed by 1pm	24.6	31.0	19.3	41.8	37.4	22.6	48.5	14.6	27.7
Special Delivery Guaranteed by 9am	14.8	35.3	13.5	11.8	12.0	16.5	19.5	8.7	15.7
Parcelforce Worldwide	13.0	13.0	13.4	6.5	19.5	5.7	17.7	11.8	10.2
Royal Mail Tracked 24 Hours	22.5	37.8	20.3	25.4	15.7	24.6	28.6	20.2	24.0
Royal Mail Tracked 48 Hours	35.0	48.6	34.2 h	24.9	16.6	18.7	42.2	16.6	22.8
International Tracked (previously Airsure)	13.1	34.9	10.7	20.9	9.2	23.5	13.6	4.3	9.4
International Signed	9.7	9.4	7.7	20.5	9.1	14.9	9.2	3.7	7.9
International Standard Mail (previously Airmail)	7.3	18.8	6.1	9.5	9.9	3.8	5.0	4.4	4.2
International Tracked and Signed	12.7	24.7	9.2	5.0	9.8	4.6	9.8	5.0	5.3
International Economy	7.3	1.0	7.2	50.0	22.2	10.0	5.0	5.0	5.2

Columns Tested:: a,b,c,d,e,f,g,h

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base	364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Standard	61.7	60.5	72.1 acd	56.2	57.5	29.1	20.8	85.0	64.0 b	49.3	58.4	67.9	61.5	42.5	34.5
Signed For	33.3	32.2	37.2	32.2	24.7	29.5	27.8	45.7	29.6	39.3 a	28.2	28.8	53.4	24.6	24.4
Special Delivery Guaranteed by 1pm	24.6	21.3	16.9	48.7	26.2	9.4	66.2	10.8	21.0	37.3	16.0	11.5	16.1	41.1	6.0
Special Delivery Guaranteed by 9am	14.8	12.4	17.0	16.7	9.7	17.5	8.2	-	14.8	15.6	18.9	16.1	24.0	8.7	20.0
Parcelforce Worldwide	13.0	12.5	54.3	15.7	16.2	11.8	8.4	5.0	13.7	13.7	9.8	11.7	13.1	8.8	18.4
Royal Mail Tracked 24 Hours	22.5	22.0	21.6	22.1	18.3	33.5	30.2	17.6	21.1	13.5	20.1	39.9	26.9	12.3	21.5
Royal Mail Tracked 48 Hours	35.0	33.1	46.4	14.1	17.0	31.5	31.5	8.0	31.9 b	37.7	16.2	44.4	19.7	22.2	18.7
International Tracked (previously Airsure)	13.1	13.5	11.6	14.8	17.0	7.2	13.7	-	7.9	31.0	15.4	11.2	7.7	6.4	3.0
International Signed	9.7	8.7	7.2	9.7	2.7	4.3	7.6	-	6.9	9.8	11.0	6.0	65.0	7.9	1.9
International Standard Mail (previously Airmail)	7.3	6.6	2.7	9.9	1.1	3.1	5.0	5.0	7.3	10.9	7.8	7.4	5.4	5.0	4.4
International Tracked and Signed	12.7	11.3	9.0	8.2	4.2	5.1	11.4	5.0	10.8	10.6	6.3	10.1	9.1	13.1	4.4
International Economy	7.3	6.8	17.3	27.0	20.0	10.0	5.0	-	3.9	11.5	20.9	-	5.0	5.0	5.0

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base	836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base	364	266	38	23	16	9	7	7	23	131	81	80	34	12
Standard	61.7	65.1 bh	44.1	67.1 bh	37.7	37.4	46.2	39.4	41.4	62.7 e	62.4 e	64.6 de	56.1 e	31.7
Signed For	33.3	30.9	46.4 ach	27.3	46.2	43.0	15.4	19.1	27.9	36.6 cd	37.0 cd	24.4	22.1	31.1
Special Delivery Guaranteed by 1pm	24.6	21.8	32.6	34.2	42.0	20.7	11.8	20.0	18.1	29.8 c	33.1	15.7	20.4	14.7
Special Delivery Guaranteed by 9am	14.8	12.0	16.2	13.9	19.7	17.2	13.9	20.0	17.6	11.3	24.7	17.4	12.2	20.0
Parcelforce Worldwide	13.0	12.4	12.4	10.0	4.9	14.8	27.7	20.0	19.4	15.0	9.9	14.7	7.5	16.3
Royal Mail Tracked 24 Hours	22.5	23.5 c	24.7 c	13.5	18.3	17.7	23.3	26.1	22.2 c	23.3	21.9	17.1	21.1	48.4
Royal Mail Tracked 48 Hours	35.0	33.0	46.1 ah	36.8	32.5	32.1	29.9	17.5	26.8	31.0	39.8	35.2	29.9	27.2
International Tracked (previously Airsure)	13.1	12.0	15.1	51.4	26.2	6.4	6.7	3.0	6.1	13.8	8.4	17.2	13.9	5.4
International Signed	9.7	10.0	11.4	8.8	12.3	10.6	6.4	2.8	5.3	11.9	5.4	11.2	7.4	4.4
International Standard Mail (previously Airmail)	7.3	7.4	10.2	-	4.2	7.5	5.6	3.0	5.6	8.1	4.2	10.9	7.4	3.6
International Tracked and Signed	12.7	13.5	17.8	9.8	3.9	7.4	14.2	4.2	10.2	23.9	4.5	7.6	6.2	5.1
International Economy	7.3	3.9	11.4	29.3	11.3	21.2	5.0	-	18.0	2.0	8.7	5.4	10.8	5.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	836	293	141	171	99	36	288	141	170	79	35
Effective base	364	154	70	56	26	8	157	53	64	24	11
Standard	61.7	61.6 d	65.0 d	64.8 d	51.0	28.1	66.7 d	58.4	60.9 d	51.0	32.7
Signed For	33.3	36.6 cd	32.8 d	25.1	23.3	31.9	33.4 cd	34.1 cd	25.8	23.2	29.3
Special Delivery Guaranteed by 1pm	24.6	23.5	36.9	17.1	22.4	24.7	24.3 c	37.5 c	13.4	22.0 c	13.4
Special Delivery Guaranteed by 9am	14.8	11.8	3.9	17.7	12.2	20.2	10.0	26.9	15.7	12.9	19.2
Parcelforce Worldwide	13.0	15.1	9.2	14.3	8.4	22.7	14.0	17.4	13.4	7.6	6.1
Royal Mail Tracked 24 Hours	22.5	24.6	20.6	18.1	20.9	27.4	19.3	23.0	16.3	18.9	58.6
Royal Mail Tracked 48 Hours	35.0	31.7	37.1	31.9	30.9	25.0	30.4	27.8	38.3	28.2	27.9
International Tracked (previously Airsure)	13.1	16.5	6.8	9.5	14.0	5.8	6.5	10.8	17.1	12.7	5.4
International Signed	9.7	9.4	2.8	15.9	7.6	4.4	5.0	8.7	9.1	7.4	4.4
International Standard Mail (previously Airmail)	7.3	7.3	3.6	7.1	8.5	3.6	4.8	5.5	13.9	7.6	3.6
International Tracked and Signed	12.7	17.6	4.3	8.2	7.0	5.1	16.6	4.8	7.4	6.5	5.1
International Economy	7.3	2.9	8.0	27.2	10.8	5.8	1.8	11.6	4.2	10.3	5.8

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base	364	177	59	84	32	9	223	22	117	335	29	310	5
Standard	61.7	70.4 bcd	60.4 c	50.7	51.0	24.5	54.3	59.4	75.0 ab	63.2 b	40.7	61.0	46.5
Signed For	33.3	33.7	35.7	31.8	26.8	18.7	32.3	37.3	33.4	33.6	29.5	32.2	48.4
Special Delivery Guaranteed by 1pm	24.6	23.2	38.5	21.8	19.2	3.9	23.8	38.9	14.9	23.9	28.5	24.9	24.4
Special Delivery Guaranteed by 9am	14.8	7.7	26.5	13.2	14.9	17.6	14.5	18.1	10.1	12.8	20.6	11.6	26.2
Parcelforce Worldwide	13.0	7.5	16.7	14.0	8.4	21.4	14.8	9.3	4.6	11.7	18.9	13.3	9.1
Royal Mail Tracked 24 Hours	22.5	23.3 c	23.8 c	15.6	20.1	44.6	21.5	17.5	26.1	23.4	13.9	22.2	21.4
Royal Mail Tracked 48 Hours	35.0	36.7	32.9	36.4	34.6	26.7	36.5 c	24.4	27.2	34.6	39.4	32.2	41.4
International Tracked (previously Airsure)	13.1	9.8	15.9	16.8	12.7	5.2	13.3	7.2	17.9	14.8	7.5	13.3	8.7
International Signed	9.7	16.0	4.4	9.1	7.4	13.3	7.2	28.7	22.6	8.6	22.0	7.7	91.9
International Standard Mail (previously Airmail)	7.3	6.7	3.6	9.8	7.8	3.6	8.1	4.0	3.2	7.2	9.9	6.0	5.0
International Tracked and Signed	12.7	23.2	5.2	5.6	14.6	11.1	9.5	8.6	37.1	11.6	19.3	10.7	8.5
International Economy	7.3	3.7	7.8	5.7	10.3	5.8	7.1	10.0	20.0	8.3	3.5	8.2	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	836	656	61	641	195	720	22	659	58	649	187
Effective base	364	296	13	283	83	310	5	295	14	286	79
Standard	61.7	62.2	38.6	65.2 b	50.1	60.8	63.8	62.2	44.7	64.4 b	51.5
Signed For	33.3	30.5	46.7 a	34.9	29.5	32.6	26.6	30.9	33.9	34.8	29.7
Special Delivery Guaranteed by 1pm	24.6	23.1	21.1	25.6	21.9	25.1	20.5	23.2	20.5	22.9	29.9
Special Delivery Guaranteed by 9am	14.8	13.1	25.1	14.6	14.9	12.3	16.9	16.2	12.4	15.3	14.4
Parcelforce Worldwide	13.0	13.2	15.4	10.2	15.5 a	13.3	9.2	13.3	13.4	10.9	15.1
Royal Mail Tracked 24 Hours	22.5	20.5	22.1	24.8 b	18.3	22.3	18.0	20.7	19.4	24.5 b	18.5
Royal Mail Tracked 48 Hours	35.0	31.0	52.3	35.2	34.8	32.7	22.5	32.9	15.4	35.3	34.5
International Tracked (previously Airsure)	13.1	11.4	7.2	15.1	8.6	13.6	5.9	11.5	6.5	14.4	8.9
International Signed	9.7	8.1	9.2	8.2	13.1	7.7	49.2	7.9	13.0	7.8	15.2
International Standard Mail (previously Airmail)	7.3	7.2	8.2	7.8	5.2	6.0	5.0	7.2	10.1	7.3	7.0
International Tracked and Signed	12.7	9.7	11.1	11.9	14.6	10.7	8.0	9.7	11.2	11.2	18.7
International Economy	7.3	6.8	34.3	9.1	4.8	7.8	50.0	7.3	-	7.5	6.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base	364	199	250	60	1	199	221	52	1	267	222	74	-
Standard	61.7	48.7	62.6	39.3	-	48.0	63.8	41.4	-	51.6	63.8	41.3	-
		c	ac				ac			c	ac		
Signed For	33.3	33.2	28.0	19.9	40.0	31.8	24.1	17.0	50.0	33.5	22.9	20.8	-
		bc	c			bc	c			bc			
Special Delivery Guaranteed by 1pm	24.6	25.6	19.6	15.9	-	24.6	15.2	8.6	-	25.6	14.9	12.8	-
		c				bc	c			bc			
Special Delivery Guaranteed by 9am	14.8	15.5	8.7	14.4	-	15.3	10.1	16.1	-	15.0	10.0	15.9	-
		b		b		b				b		b	
Parcelforce Worldwide	13.0	11.2	13.5	11.6	10.0	11.2	13.7	11.4	-	11.2	13.2	10.1	-
Royal Mail Tracked 24 Hours	22.5	23.8	19.2	23.1	10.0	20.6	17.4	20.0	-	22.6	16.3	22.3	-
		b								b		b	
Royal Mail Tracked 48 Hours	35.0	32.2	28.8	23.3	40.0	31.1	27.0	26.9	50.0	34.1	25.1	24.4	-
		c								bc			
International Tracked (previously Airsure)	13.1	13.3	13.3	13.9	-	11.2	11.3	7.9	-	11.3	10.8	9.0	-
International Signed	9.7	7.9	7.8	7.3	-	8.0	7.4	7.4	-	9.2	8.0	9.9	-
International Standard Mail (previously Airmail)	7.3	5.8	6.0	6.5	-	7.8	7.3	8.2	-	7.9	7.4	8.3	-
International Tracked and Signed	12.7	11.0	11.0	11.2	-	9.8	8.3	8.2	-	12.8	11.2	13.0	-
International Economy	7.3	8.2	8.0	8.7	-	6.9	6.6	6.7	-	7.6	7.2	7.1	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	836	689	665	836	594	475	35	567	494	512	123	66
Effective base	364	297	293	364	248	211	10	258	217	217	58	31
Standard	61.7	60.4	61.7	61.7	57.8	61.7	23.7	61.7 bcde	50.6 cd	45.3 d	33.6	44.0
Signed For	33.3	31.0	29.7	33.3	30.8 b	25.2	21.9	20.9	33.3 acde	25.5 ade	20.4	15.4
Special Delivery Guaranteed by 1pm	24.6	23.1	21.0	24.6	23.3 b	19.5	20.5	11.6	24.0 ad	24.6 ad	13.4	6.0
Special Delivery Guaranteed by 9am	14.8	12.3	14.7	14.8	14.5	12.0	20.3	10.9	11.9	14.8	14.0	11.7
Parcelforce Worldwide	13.0	12.5	13.4	13.0	13.0	14.5	15.9	13.2	11.7	13.0	10.9	8.5
Royal Mail Tracked 24 Hours	22.5	21.4	20.0	22.5	21.9 b	16.6	17.7	17.5	17.7	22.5 ab	18.9	17.5
Royal Mail Tracked 48 Hours	35.0	31.0	30.9	35.0	27.7	27.0	20.4	21.4	20.1	35.0 abde	21.4	21.3
International Tracked (previously Airsure)	13.1	13.0	11.0	13.1	11.1	10.8	5.3	9.3	8.4	11.6	13.1	8.2
International Signed	9.7	7.7	7.9	9.7	7.8	6.4	6.2	7.4	8.4	7.4	9.7	8.7
International Standard Mail (previously Airmail)	7.3	6.0	7.2	7.3	7.2	5.4	4.2	7.2	7.8	6.4	8.2	7.3
International Tracked and Signed	12.7	10.7	9.7	12.7	9.5	10.6	3.5	10.7	11.7	9.5	12.7	9.8
International Economy	7.3	8.2	6.9	7.3	4.6	7.2	22.3	7.4	7.6	7.3	7.0	7.3

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base	364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Standard	61.7	64.2	59.6	52.3	37.5	61.5	58.5	60.8	58.2	59.7	54.7	61.2	43.0	-	60.8	55.0
Signed For	33.3	37.2	47.3	34.5	27.6	29.5	29.6	30.1	29.7	30.2	c 29.3	ac 29.7	22.9	-	32.7	32.6
Special Delivery Guaranteed by 1pm	24.6	15.4	29.0	35.7	44.0	24.6	18.2	23.1	22.8	22.9	c 24.8	c 21.1	12.0	-	24.6	13.1
Special Delivery Guaranteed by 9am	14.8	14.9	30.4	10.4	15.2	b 13.4	14.2	14.8	11.6	15.8	c 14.9	c 14.7	16.9	-	15.3	11.8
Parcelforce Worldwide	13.0	12.6	10.8	19.2	19.4	13.1	14.7	13.3	13.8	12.4	12.4	13.2	9.7	-	13.1	13.5
Royal Mail Tracked 24 Hours	22.5	17.7	46.5	18.1	20.0	20.6	23.5	22.7	22.8	20.3	23.0	21.4	20.8	-	23.9	21.3
Royal Mail Tracked 48 Hours	35.0	40.2	59.0	29.2	25.7	33.8	30.4	33.6	36.3	30.7	33.7	31.7	17.2	-	34.0	26.5
International Tracked (previously Airsure)	13.1	9.0	24.0	9.4	5.7	14.5	12.4	13.4	14.3	15.1	c 12.1	c 13.5	10.8	-	14.1	12.0
International Signed	9.7	5.4	1.4	12.5	2.7	9.5	8.7	9.3	9.3	9.3	7.3	9.1	10.4	-	9.9	8.8
International Standard Mail (previously Airmail)	7.3	7.3	5.8	4.6	4.4	6.1	6.0	6.0	6.2	5.9	4.9	6.0	6.1	-	7.8	6.8
International Tracked and Signed	12.7	6.6	33.6	5.9	11.7	9.6	7.9	9.4	9.3	9.9	7.8	9.5	10.1	-	13.5	5.7
International Economy	7.3	15.1	14.6	6.3	-	8.4	8.7	8.4	8.7	6.5	5.9	7.9	8.2	-	5.7	9.4

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base	364	168	196	126	7	50	104	50	247	64	65	80	210
Standard	61.7	58.0	64.5 a	52.2	36.3	37.5	56.4 a	44.5	64.3 a	62.1 a	52.4	59.9	65.1 a
Signed For	33.3	33.5	33.1	31.0	26.5	32.8	27.6	36.5 c	34.0 c	27.0	27.1	40.2 ac	30.9
Special Delivery Guaranteed by 1pm	24.6	28.1 b	18.0	18.2	20.7	17.9	19.8	21.8	20.1	35.8	10.9	18.6 a	32.6 ab
Special Delivery Guaranteed by 9am	14.8	19.4	8.9	12.8	17.0	19.1	9.5	29.5	10.4	12.0	12.2	12.6	15.6
Parcelforce Worldwide	13.0	11.9	14.7	13.1	10.0	16.9 b	9.5	12.2	15.0	10.1	17.9 c	11.5	10.1
Royal Mail Tracked 24 Hours	22.5	19.9	25.1	19.3	25.0	19.5	19.4	17.1	24.0 a	23.9	18.4	27.8 a	22.3
Royal Mail Tracked 48 Hours	35.0	33.5	36.9	31.9	22.7	31.9	31.0	45.8 bc	33.9	23.6	36.6	29.9	36.1
International Tracked (previously Airsure)	13.1	10.7	19.1	11.8	5.0	11.2	10.0	12.4	17.2	7.3	8.3	10.2	20.0
International Signed	9.7	9.4	10.4	10.6	8.8	6.1	11.8	7.3	12.2	3.5	4.7	11.7	11.8
International Standard Mail (previously Airmail)	7.3	6.3	10.3	5.2	5.0	3.5	6.4	7.8	7.1	7.4	4.5	8.3	8.9
International Tracked and Signed	12.7	11.5	14.4	10.4	5.0	6.7	11.3	7.8	13.9	15.1	9.2	9.5	18.1 a
International Economy	7.3	7.1	8.2	8.0	5.0	8.3	2.7	17.1	7.9	2.5	4.3	14.1	10.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	836	349	487
Effective base	364	125	240
Standard	61.7	60.7	62.3
Signed For	33.3	31.3	34.5
Special Delivery Guaranteed by 1pm	24.6	27.8	22.2
Special Delivery Guaranteed by 9am	14.8	15.5	14.0
Parcelforce Worldwide	13.0	16.3	10.9
		b	
Royal Mail Tracked 24 Hours	22.5	25.0	20.8
Royal Mail Tracked 48 Hours	35.0	26.8	39.3
			a
International Tracked (previously Airsure)	13.1	16.2	11.8
International Signed	9.7	16.1	9.3
International Standard Mail (previously Airmail)	7.3	5.0	8.1
International Tracked and Signed	12.7	13.1	12.6
International Economy	7.3	7.1	7.3

Columns Tested:: a,b

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base	364	8	38	25	16	22	39	6	69	37	23	68	48
Standard	61.7	53.6	69.0 ai	64.1	62.7	50.3	62.0	35.4	59.8	53.8	80.7 acdfhikl	63.4	61.3
Signed For	33.3	49.0	24.1	47.4 bfkl	58.0 bfhikl	33.9	30.1	20.0	35.7 b	32.3	49.1 bfhikl	25.8	31.5
Special Delivery Guaranteed by 1pm	24.6	82.0	31.1	22.8	29.1	19.1	24.2	10.6	11.9	46.6	29.1	15.4	30.4
Special Delivery Guaranteed by 9am	14.8	-	4.1	22.2	18.8	.5	14.7	4.5	15.8	24.9	39.2	31.4	10.4
Parcelforce Worldwide	13.0	3.0	21.9	10.6	14.0	18.1	11.2	4.1	11.1	7.0	7.6	16.7	13.7
Royal Mail Tracked 24 Hours	22.5	9.6	14.3	28.3	24.1	40.7	16.6	44.4	20.0	18.4	25.9	29.5 bf	27.8 bf
Royal Mail Tracked 48 Hours	35.0	59.1	25.8	37.1	28.2	37.4	35.0	85.7	37.5	45.1	29.0	27.7	38.3
International Tracked (previously Airsure)	13.1	2.0	22.8	5.2	15.7	12.0	8.6	5.0	9.6	3.2	9.0	8.9	56.2
International Signed	9.7	1.0	8.6	22.1	4.9	8.2	6.5	-	6.5	5.1	6.3	7.9	23.7
International Standard Mail (previously Airmail)	7.3	20.0	3.8	5.0	4.8	12.0	7.1	1.0	3.3	8.6	4.2	11.1	13.8
International Tracked and Signed	12.7	1.0	7.5	10.0	5.0	9.7	32.6	-	8.4	13.1	10.1	8.9	25.7
International Economy	7.3	-	7.2	-	30.1	16.0	7.8	-	5.6	-	8.0	2.8	5.1

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 189 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	836	180	225	184	247	405	431
Effective base	364	66	76	110	138	142	243
Standard	61.7	66.7 c	58.8	57.3	64.6	62.5	61.0
Signed For	33.3	31.8	36.1	34.6	30.2	34.1	32.6
Special Delivery Guaranteed by 1pm	24.6	29.6	23.0	23.3	22.9	26.1	23.1
Special Delivery Guaranteed by 9am	14.8	6.3	14.6	19.3	20.0	11.5	19.8 a
Parcelforce Worldwide	13.0	15.7	14.1	9.3	14.6	14.8	11.2
Royal Mail Tracked 24 Hours	22.5	18.8	23.9	19.5	28.6 ac	21.2	23.8
Royal Mail Tracked 48 Hours	35.0	31.1	34.6	40.7	31.0	33.2	36.6
International Tracked (previously Airsure)	13.1	21.3	10.8	7.2	18.8	14.7	11.9
International Signed	9.7	14.3	6.6	5.7	15.2	8.7	10.7
International Standard Mail (previously Airmail)	7.3	3.9	7.6	5.0	11.5	5.9	8.7
International Tracked and Signed	12.7	7.8	22.5	10.1	12.9	14.2	11.5
International Economy	7.3	7.2	12.6	5.6	3.1	9.9	3.8

Columns Tested:: a,b,c,d - a,b

Table 202

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	5	*	5	5	*	-	-	*
		1%	*%	1%	1%	1%	-%	-%	1%
Not very important	(-1)	26	*	26	24	1	*	-	1
		3%	*%	3%	3%	3%	1%	-%	3%
Neither important nor unimportant	(0)	70	5	65	68	1	*	*	2
		8%	30%	8%	8%	4%	2%	13%	4%
Important	(1)	406	3	403	386	17	2	1	20
		47%	17%	47%	46%	51%	46%	42%	50%
Very important	(2)	359	9	350	342	14	2	1	17
		41%	54%	41%	41%	41%	50%	46%	42%
Don't know		6	-	6	6	-	-	-	-
		1%	-%	1%	1%	-%	-%	-%	-%
NET Important		765	12	753	728	32	4	2	37
		88%	70%	88%	88%	92%	97%	87%	92%
NET Not Important		31	*	31	29	1	*	-	1
		4%	*%	4%	3%	4%	1%	-%	4%
Answered		865	17	848	825	34	4	2	40
Mean Score		1.3	1.2	1.3	1.3	1.3	1.5	1.3	1.3
Standard error		.03	.17	.03	.03	.06	.13	.11	.05
Standard deviation		.77	.91	.77	.78	.76	.71	.96	.75

Columns Tested:: a,b - a,b,c,d,e

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	5	4	1	-	*	-	-	5	*	-
		1%	1%	*%	-%	1%	-%	-%	1%	1%	-%
Not very important	(-1)	26	10	14	1	1	*	-	24	1	*
		3%	2%	4%	2%	4%	2%	-%	3%	3%	1%
Neither important nor unimportant	(0)	70	28	38	2	1	*	*	68	1	*
		8%	6%	12%	3%	5%	1%	13%	8%	4%	6%
Important	(1)	406	221	130	35	11	8	1	386	17	3
		47%	49%	40%	61%	45%	60%	42%	46%	51%	45%
					b		b				
Very important	(2)	359	186	136	20	11	5	1	342	14	3
		41%	41%	42%	35%	45%	36%	46%	41%	41%	49%
Don't know		6	2	4	-	-	-	-	6	-	-
		1%	*%	1%	-%	-%	-%	-%	1%	-%	-%
NET Important		765	407	266	55	22	14	2	728	32	5
		88%	90%	82%	95%	90%	97%	87%	88%	92%	93%
			b		b		b				
NET Not Important		31	14	14	1	1	*	-	29	1	*
		4%	3%	4%	2%	5%	2%	-%	3%	4%	1%
Answered		865	449	318	58	24	14	2	825	34	6
Mean Score		1.3	1.3	1.2	1.3	1.3	1.3	1.3	1.3	1.3	1.4
Standard error		.03	.05	.05	.07	.09	.07	.11	.03	.06	.07
Standard deviation		.77	.75	.84	.62	.83	.62	.96	.78	.76	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	5	4	1	*	-	-	4	-	*	1	-
		1%	1%	1%	1%	-%	-%	1%	-%	1%	6%	-%
Not very important	(-1)	26	11	14	1	*	-	16	8	-	-	1
		3%	2%	9%	3%	1%	-%	3%	7%	-%	-%	5%
				ae								
Neither important nor unimportant	(0)	70	57	11	1	*	*	34	14	4	3	*
		8%	8%	8%	4%	2%	13%	6%	12%	12%	21%	1%
											ae	
Important	(1)	406	317	69	17	2	1	288	51	18	6	15
		47%	46%	48%	51%	46%	42%	48%	43%	50%	39%	60%
Very important	(2)	359	293	50	14	2	1	255	44	13	5	8
		41%	43%	34%	41%	50%	46%	42%	38%	37%	34%	34%
Don't know		6	6	-	-	-	-	6	-	-	-	-
		1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET Important		765	610	118	32	4	2	543	95	31	11	23
		88%	89%	82%	92%	97%	87%	90%	81%	87%	73%	94%
								bd				
NET Not Important		31	15	14	1	*	-	20	8	*	1	1
		4%	2%	10%	4%	1%	-%	3%	7%	1%	6%	5%
				ae								
Answered		865	681	144	34	4	2	598	118	36	15	25
Mean Score		1.3	1.3	1.1	1.3	1.5	1.3	1.3	1.1	1.2	1.0	1.2
			b									
Standard error		.03	.04	.07	.06	.13	.11	.04	.07	.09	.16	.07
Standard deviation		.77	.73	.93	.76	.71	.96	.75	.87	.71	1.08	.72

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	5	-	3	-	*	-	-	-	1	-
		1%	-%	4%	-%	1%	-%	-%	-%	2%	-%
Not very important	(-1)	26	6	3	1	2	2	5	4	1	-
		3%	8%	5%	1%	6%	2%	3%	4%	1%	-%
Neither important nor unimportant	(0)	70	6	3	7	4	2	20	10	9	4
		8%	9%	5%	5%	13%	2%	12%	9%	15%	6%
Important	(1)	406	19	32	82	8	51	68	60	34	20
		47%	26%	51%	57%	29%	55%	41%	58%	55%	29%
				a	ai		ai		ai	a	
Very important	(2)	359	42	23	53	14	37	69	30	17	43
		41%	57%	36%	37%	51%	39%	42%	29%	28%	64%
			gh								bcefgh
Don't know		6	-	-	-	-	2	4	-	-	-
		1%	-%	-%	-%	-%	2%	3%	-%	-%	-%
NET Important		765	61	55	136	22	88	137	91	52	62
		88%	83%	86%	94%	80%	94%	83%	87%	82%	94%
					f						
NET Not Important		31	6	6	1	2	2	5	4	2	-
		4%	8%	9%	1%	7%	2%	3%	4%	3%	-%
				c							
Answered		865	74	64	144	27	91	162	104	63	67
Mean Score		1.3	1.3	1.1	1.3	1.2	1.3	1.2	1.1	1.0	1.6
											bcfgh
Standard error		.03	.12	.14	.06	.20	.07	.08	.09	.11	.08
Standard deviation		.77	.95	.99	.60	.98	.61	.78	.73	.81	.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	5	*	4	-	4	1	1	-	*
		1%	*%	2%	-%	1%	1%	3%	-%	*%
Not very important	(-1)	26	3	10	10	23	2	*	2	-
		3%	2%	5%	2%	3%	4%	*%	10%	-%
Neither important nor unimportant	(0)	70	10	19	37	65	4	2	*	2
		8%	5%	9%	9%	8%	6%	6%	1%	15%
Important	(1)	406	78	86	211	375	31	12	13	5
		47%	42%	43%	51%	47%	45%	41%	51%	41%
Very important	(2)	359	93	82	153	329	30	15	10	6
		41%	50%	41%	37%	41%	44%	50%	38%	44%
Don't know		6	2	-	4	6	-	-	-	-
		1%	1%	-%	1%	1%	-%	-%	-%	-%
NET Important		765	172	168	364	704	61	28	23	11
		88%	92%	84%	88%	88%	89%	91%	89%	85%
NET Not Important		31	4	14	10	27	3	1	2	*
		4%	2%	7%	2%	3%	5%	3%	10%	*%
Answered		865	185	201	410	796	68	30	25	13
Mean Score		1.3	1.4	1.2	1.2	1.3	1.3	1.3	1.2	1.3
			b							
Standard error		.03	.06	.07	.05	.03	.05	.09	.09	.08
Standard deviation		.77	.69	.93	.71	.77	.83	.85	.88	.74

Columns Tested:: a,b,c,d,e,f,g,h

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	5	-	*	*	-	*	-	1	-	4
		1%	-%	*%	*%	-%	*%	-%	4%	-%	1%
Not very important	(-1)	26	2	1	1	2	2	-	-	-	19
		3%	8%	2%	2%	2%	1%	-%	-%	-%	4%
Neither important nor unimportant	(0)	70	*	3	3	6	8	2	*	2	47
		8%	2%	5%	5%	7%	5%	7%	*%	12%	10%
Important	(1)	406	12	34	36	49	60	12	15	7	215
		47%	54%	56%	57%	53%	37%	41%	68%	44%	46%
Very important	(2)	359	8	22	23	35	88	15	6	7	177
		41%	36%	37%	36%	38%	54% i	51%	28%	43%	38%
Don't know		6	-	-	-	-	4	-	-	-	2
		1%	-%	-%	-%	-%	3%	-%	-%	-%	*%
NET Important		765	21	57	59	84	149	27	21	14	391
		88%	90%	93%	93%	91%	91%	93%	96%	88%	84%
NET Not Important		31	2	1	1	2	2	-	1	-	22
		4%	8%	2%	2%	2%	1%	-%	4%	-%	5%
Answered		865	23	61	63	93	159	29	22	15	461
Mean Score		1.3	1.2	1.3	1.3	1.3	1.5 i	1.4	1.2	1.3	1.2
Standard error		.03	.17	.08	.07	.07	.05	.12	.16	.15	.04
Standard deviation		.77	.83	.67	.67	.69	.66	.64	.80	.70	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	5	*	*	5	4	1	5	*	5	-
		1%	*%	*%	1%	1%	1%	1%	*%	1%	-%
Not very important	(-1)	26	5	2	19	20	6	25	1	26	-
		3%	3%	1%	4%	3%	4%	3%	1%	3%	-%
Neither important nor unimportant	(0)	70	10	10	49	57	13	67	3	69	*
		8%	6%	5%	10%	8%	9%	8%	5%	8%	1%
Important	(1)	406	97	72	236	344	61	375	30	398	8
		47%	54%	38%	47%	48%	42%	46%	53%	47%	38%
			b								
Very important	(2)	359	67	103	189	293	66	336	23	346	13
		41%	37%	54%	38%	40%	45%	41%	40%	41%	61%
				ac							
Don't know		6	-	4	2	6	-	6	-	6	-
		1%	-%	2%	*%	1%	-%	1%	-%	1%	-%
NET Important		765	164	176	426	638	127	712	53	744	21
		88%	92%	91%	85%	88%	87%	87%	94%	87%	99%
NET Not Important		31	5	2	23	24	7	30	1	31	-
		4%	3%	1%	5%	3%	5%	4%	1%	4%	-%
Answered		865	179	188	498	718	146	808	57	844	21
Mean Score		1.3	1.3	1.5	1.2	1.3	1.3	1.3	1.3	1.2	1.6
				ac							
Standard error		.03	.05	.05	.04	.03	.08	.03	.05	.03	.12
Standard deviation		.77	.70	.65	.83	.76	.83	.78	.63	.78	.51

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	5	5	*	-	5	*	-	-	5	-
		1%	1%	*%	-%	1%	*%	-%	-%	1%	-%
Not very important	(-1)	26	12	12	2	14	11	1	-	24	1
		3%	3%	9%	1%	2%	8%	3%	-%	3%	2%
				ac			a				
Neither important nor unimportant	(0)	70	49	14	5	56	9	1	4	65	5
		8%	11%	10%	2%	8%	7%	3%	18%	8%	8%
			c	c							
Important	(1)	406	226	57	122	331	47	21	6	378	27
		47%	51%	42%	42%	49%	36%	52%	29%	47%	45%
Very important	(2)	359	150	53	156	272	64	13	11	335	24
		41%	34%	39%	53%	40%	49%	32%	53%	41%	39%
					a						
Don't know		6	-	-	6	2	-	4	-	2	4
		1%	-%	-%	2%	*%	-%	10%	-%	*%	7%
					a			abe			abe
NET Important		765	377	110	278	602	111	34	17	714	51
		88%	85%	81%	95%	89%	85%	84%	82%	88%	84%
					ab						
NET Not Important		31	17	12	2	19	11	1	-	29	1
		4%	4%	9%	1%	3%	8%	3%	-%	4%	2%
				c							
Answered		865	442	136	285	677	131	36	20	808	57
Mean Score		1.3	1.1	1.1	1.5	1.3	1.2	1.3	1.4	1.3	1.3
					ab						
Standard error		.03	.04	.07	.04	.03	.07	.10	.11	.03	.07
Standard deviation		.77	.80	.93	.57	.75	.92	.67	.78	.78	.71

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	5	5	*	*	5	5	5	5	3	3
		1%	1%	*%	*%	1%	1%	1%	1%	1%	1%
Not very important	(-1)	26	7	7	12	25	25	25	26	22	14
		3%	2%	2%	6%	3%	3%	3%	3%	4%	5%
Neither important nor unimportant	(0)	70	18	38	14	61	48	61	70	27	26
		8%	5%	11%	7%	8%	7%	7%	8%	5%	9%
Important	(1)	406	180	151	75	368	339	384	406	259	136
		47%	54%	43%	39%	48%	46%	47%	47%	49%	49%
			c								
Very important	(2)	359	119	152	88	307	311	336	359	212	96
		41%	36%	44%	46%	40%	42%	41%	41%	40%	34%
Don't know		6	2	-	4	6	6	6	6	4	4
		1%	1%	-%	2%	1%	1%	1%	1%	1%	1%
NET Important		765	299	303	162	675	650	720	765	471	232
		88%	90%	87%	84%	87%	88%	88%	88%	89%	83%
NET Not Important		31	12	7	12	30	30	30	31	25	17
		4%	4%	2%	6%	4%	4%	4%	4%	5%	6%
Answered		865	329	348	188	766	729	811	865	523	275
Mean Score		1.3	1.2	1.3	1.3	1.2	1.3	1.3	1.3	1.3	1.1
Standard error		.03	.05	.04	.05	.03	.03	.03	.03	.03	.05
Standard deviation		.77	.77	.74	.86	.78	.79	.78	.77	.78	.86

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	5	-	5	-	-	-	-	-	-
		1%	-%	1%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	26	-	16	5	4	-	-	-	-
		3%	-%	3%	11%	10%	-%	-%	-%	-%
					abh					
Neither important nor unimportant	(0)	70	11	44	*	2	2	*	1	3
		8%	11%	8%	*%	5%	12%	1%	5%	6%
Important	(1)	406	49	270	28	16	4	7	9	20
		47%	50%	47%	62%	38%	23%	53%	48%	40%
					e					
Very important	(2)	359	38	239	12	20	12	6	9	26
		41%	39%	41%	27%	47%	65%	46%	47%	53%
							c			
Don't know		6	-	6	-	-	-	-	-	-
		1%	-%	1%	-%	-%	-%	-%	-%	-%
NET Important		765	87	509	40	37	16	13	17	46
		88%	89%	88%	89%	85%	88%	99%	95%	94%
NET Not Important		31	-	21	5	4	-	-	-	-
		4%	-%	4%	11%	10%	-%	-%	-%	-%
					ah					
Answered		865	98	574	45	43	18	13	18	50
Mean Score		1.3	1.3	1.3	1.0	1.2	1.5	1.5	1.4	1.5
										c
Standard error		.03	.07	.04	.12	.11	.11	.08	.13	.06
Standard deviation		.77	.65	.78	.85	.94	.72	.53	.60	.62

Columns Tested:: a,b,c,d,e,f,g,h

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	5	5	-	-	-	-	-	-	5	*	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	26	16	5	-	4	-	-	-	14	10	1	-	-	-	-
		3%	3%	7%	-%	20%	-%	-%	-%	2%	11%	3%	-%	-%	-%	-%
						a					a					
Neither important nor unimportant	(0)	70	44	11	2	2	*	1	-	40	6	2	*	*	1	-
		8%	7%	16%	6%	9%	4%	10%	-%	7%	6%	6%	2%	2%	16%	-%
Important	(1)	406	303	33	16	5	3	6	2	269	33	22	7	1	1	7
		47%	49%	46%	46%	23%	36%	65%	32%	47%	35%	74%	57%	8%	25%	67%
												ab				
Very important	(2)	359	244	22	17	11	6	2	5	244	41	5	5	9	3	3
		41%	39%	31%	48%	49%	60%	25%	68%	43%	44%	17%	41%	90%	59%	33%
										c						
Don't know		6	6	-	-	-	-	-	-	2	4	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	*%	4%	-%	-%	-%	-%	-%
											a					
NET Important		765	547	55	34	16	9	8	7	513	74	27	11	10	5	11
		88%	88%	77%	94%	72%	96%	90%	100%	89%	78%	90%	98%	98%	84%	100%
NET Not Important		31	21	5	-	4	-	-	-	19	11	1	-	-	-	-
		4%	3%	7%	-%	20%	-%	-%	-%	3%	11%	3%	-%	-%	-%	-%
						a					a					
Answered		865	612	71	36	22	9	9	7	571	90	30	12	11	6	11
Mean Score		1.3	1.3	1.0	1.4	1.0	1.6	1.1	1.7	1.3	1.2	1.0	1.4	1.9	1.4	1.3
Standard error		.03	.03	.10	.08	.17	.11	.12	.18	.04	.10	.09	.09	.09	.23	.15
Standard deviation		.77	.77	.88	.61	1.19	.61	.61	.50	.77	1.00	.61	.55	.41	.83	.49

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	5	2	3	*	-	-	-	-	-	1	1	3	-	-
		1%	*%	3%	*%	-%	-%	-%	-%	-%	*%	1%	2%	-%	-%
Not very important	(-1)	26	9	7	10	*	-	-	*	*	7	11	2	4	-
		3%	1%	6%	17%	*%	-%	-%	2%	1%	2%	6%	1%	6%	-%
				a	ah										
Neither important nor unimportant	(0)	70	52	4	3	3	2	6	-	8	29	16	12	1	2
		8%	8%	4%	5%	13%	9%	30%	-%	14%	9%	9%	6%	2%	6%
Important	(1)	406	299	51	24	8	11	9	4	24	159	104	81	28	11
		47%	47%	50%	41%	33%	54%	49%	25%	45%	48%	56%	43%	37%	31%
Very important	(2)	359	269	38	17	13	8	4	10	22	132	54	86	41	22
		41%	43%	37%	30%	54%	37%	21%	72%	40%	40%	29%	46%	55%	63%
													b	b	b
Don't know		6	2	-	4	-	-	-	-	-	2	-	4	-	-
		1%	*%	-%	7%	-%	-%	-%	-%	-%	1%	-%	2%	-%	-%
					a										
NET Important		765	568	89	42	21	19	13	14	46	291	158	167	70	33
		88%	90%	87%	71%	87%	91%	70%	98%	85%	88%	85%	89%	92%	94%
			c												
NET Not Important		31	11	9	10	*	-	-	*	*	8	13	5	4	-
		4%	2%	9%	17%	*%	-%	-%	2%	1%	2%	7%	3%	6%	-%
				a	ah										
Answered		865	630	102	55	24	21	19	14	54	328	187	184	75	35
Mean Score		1.3	1.3	1.1	.9	1.4	1.3	.9	1.7	1.3	1.3	1.1	1.3	1.4	1.6
			c										b	b	b
Standard error		.03	.03	.09	.13	.11	.11	.14	.15	.08	.05	.06	.05	.07	.09
Standard deviation		.77	.71	.95	1.07	.72	.64	.73	.62	.72	.73	.82	.78	.80	.62

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	5	1	1	3	-	-	4	1	*	-	-
		1%	*%	1%	2%	-%	-%	1%	1%	*%	-%	-%
Not very important	(-1)	26	9	9	2	4	-	16	3	1	4	-
		3%	2%	6%	2%	7%	-%	4%	2%	1%	8%	-%
Neither important nor unimportant	(0)	70	31	17	9	1	2	31	10	4	1	2
		8%	8%	11%	6%	2%	11%	8%	8%	3%	2%	7%
Important	(1)	406	192	83	58	24	8	181	65	61	22	10
		47%	49%	51%	43%	38%	41%	48%	50%	43%	39%	35%
Very important	(2)	359	153	52	58	33	10	143	51	71	29	17
		41%	39%	32%	43%	53%	48%	38%	39%	50%	51%	58%
Don't know		6	2	-	4	-	-	2	-	4	-	-
		1%	1%	-%	3%	-%	-%	1%	-%	3%	-%	-%
NET Important		765	345	135	117	57	18	324	116	132	50	28
		88%	89%	83%	87%	91%	89%	86%	89%	93%	90%	93%
NET Not Important		31	10	10	5	4	-	20	4	1	4	-
		4%	3%	6%	4%	7%	-%	5%	3%	1%	8%	-%
Answered		865	387	163	130	62	20	375	131	137	56	30
Mean Score		1.3	1.3	1.1	1.3	1.4	1.4	1.2	1.2	1.5 a	1.3	1.5
Standard error		.03	.04	.07	.06	.08	.11	.05	.07	.05	.10	.11
Standard deviation		.77	.73	.85	.84	.84	.69	.83	.78	.62	.87	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	5	2	3	-	*	-	*	3	2	5	-	5	-
		1%	*%	2%	-%	*%	-%	*%	5% a	1%	1%	-%	1%	-%
Not very important	(-1)	26	13	4	3	5	-	20	1	5	24	1	24	1
		3%	3%	3%	2%	7%	-%	4%	2%	2%	3%	2%	3%	9%
Neither important nor unimportant	(0)	70	47	7	6	8	2	30	3	36	69	*	60	*
		8%	11% c	5%	3%	10%	10%	6%	6%	13% a	9%	*%	8%	1%
Important	(1)	406	212	55	98	25	8	217	34	151	375	31	359	9
		47%	48%	42%	51%	34%	34%	40%	65% a	56% a	46%	49%	47%	69%
Very important	(2)	359	162	63	81	35	13	269	11	77	328	31	304	3
		41%	37%	48%	42%	48%	56%	50% bc	22%	28%	41%	49%	40%	21%
Don't know		6	2	-	4	-	-	6	-	-	6	-	6	-
		1%	1%	-%	2%	-%	-%	1%	-%	-%	1%	-%	1%	-%
NET Important		765	373	119	180	60	21	486	45	228	703	62	663	11
		88%	85%	90%	93%	82%	90%	90%	87%	84%	87%	98%	87%	90%
NET Not Important		31	15	7	3	6	-	20	4	7	29	1	29	1
		4%	3%	5%	2%	8%	-%	4%	7%	3%	4%	2%	4%	9%
Answered		865	435	132	189	73	24	536	52	271	802	63	753	13
Mean Score		1.3	1.2	1.3	1.4	1.2	1.5	1.4 bc	1.0	1.1	1.2	1.5	1.2	1.0
Standard error		.03	.04	.07	.05	.09	.11	.03	.11	.05	.03	.07	.03	.16
Standard deviation		.77	.78	.87	.63	.93	.69	.76	.91	.74	.78	.60	.78	.78

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	5	5	-	5	-	5	-	5	-	5	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	26	24	1	12	13	20	5	21	4	11	14
		3%	3%	4%	2%	6%	3%	33%	3%	13%	2%	7%
						a				a		a
Neither important nor unimportant	(0)	70	48	*	63	7	61	*	48	*	64	5
		8%	7%	2%	10%	3%	8%	*%	7%	1%	10%	3%
											b	
Important	(1)	406	328	11	318	88	359	10	328	11	325	81
		47%	46%	38%	49%	41%	47%	59%	47%	33%	48%	40%
Very important	(2)	359	299	12	257	102	305	1	294	17	259	100
		41%	42%	42%	39%	47%	40%	8%	42%	52%	39%	50%
Don't know		6	2	4	-	6	6	-	6	-	6	-
		1%	*%	14%	-%	3%	1%	-%	1%	-%	1%	-%
				a		a						
NET Important		765	627	24	575	189	664	11	623	28	584	181
		88%	89%	81%	88%	88%	88%	67%	89%	86%	87%	90%
NET Not Important		31	29	1	17	13	25	5	26	4	16	14
		4%	4%	4%	3%	6%	3%	33%	4%	13%	2%	7%
												a
Answered		865	704	25	656	209	749	16	697	32	665	200
Mean Score		1.3	1.3	1.4	1.2	1.3	1.3	.4	1.3	1.2	1.2	1.3
Standard error		.03	.03	.10	.03	.06	.03	.23	.03	.13	.03	.06
Standard deviation		.77	.79	.75	.76	.81	.77	1.06	.78	1.02	.75	.84

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	5	4	1	-	-	4	1	-	-	3	2	-	-
		1%	1%	*%	-%	-%	1%	*%	-%	-%	*%	*%	-%	-%
Not very important	(-1)	26	18	15	1	-	18	10	-	-	18	11	2	-
		3%	4%	3%	1%	-%	4%	2%	-%	-%	3%	2%	1%	-%
Neither important nor unimportant	(0)	70	43	47	7	-	35	30	1	-	48	28	9	-
		8%	9%	8%	4%	-%	7%	6%	1%	-%	7%	5%	5%	-%
Important	(1)	406	226	292	80	-	206	254	57	-	292	256	87	-
		47%	46%	49%	52%	-%	44%	49%	44%	-%	45%	50%	50%	-%
Very important	(2)	359	202	240	66	4	204	226	73	1	279	218	77	-
		41%	41%	40%	43%	100%	43%	43%	56%	100%	43%	42%	44%	-%
Don't know		6	4	2	-	-	4	2	-	-	6	2	-	-
		1%	1%	*%	-%	-%	1%	*%	-%	-%	1%	*%	-%	-%
NET Important		765	427	532	146	4	410	480	130	1	571	474	164	-
		88%	86%	89%	95%	100%	87%	92%	99% a	100%	88%	92%	94%	-%
NET Not Important		31	22	16	1	-	22	11	-	-	21	13	2	-
		4%	4%	3%	1%	-%	5%	2%	-%	-%	3%	3%	1%	-%
Answered		865	492	596	154	4	467	521	131	1	640	515	175	-
Mean Score		1.3	1.2	1.3	1.4	2.0	1.3	1.3	1.5 ab	2.0	1.3	1.3	1.4	-
Standard error		.03	.04	.03	.05	-	.04	.03	.05	-	.03	.03	.05	-
Standard deviation		.77	.82	.73	.60	-	.82	.69	.52	-	.76	.71	.64	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	5	5	5	5	4	1	-	1	4	3	-	-
		1%	1%	1%	1%	1%	*%	-%	*%	1%	1%	-%	-%
Not very important	(-1)	26	18	21	26	16	13	-	12	21	17	2	*
		3%	2%	3%	3%	3%	3%	-%	2%	4%	3%	1%	*%
Neither important nor unimportant	(0)	70	57	45	70	52	20	*	41	44	28	3	5
		8%	8%	6%	8%	9% b	4%	*%	7%	8%	5%	2%	6%
Important	(1)	406	350	319	406	298	232	9	305	236	234	71	41
		47%	48%	45%	47%	49%	46%	35%	50%	44%	45%	52%	52%
Very important	(2)	359	294	305	359	240	235	16	254	228	235	60	33
		41%	40%	43%	41%	39%	46%	64%	41%	43%	45%	44%	42%
Don't know		6	6	6	6	-	6	-	2	2	4	-	-
		1%	1%	1%	1%	-%	1%	-%	*%	*%	1%	-%	-%
NET Important		765	645	624	765	538	467	25	559	463	469	130	73
		88%	88%	89%	88%	88%	92%	100%	91%	87%	90%	96% b	94%
NET Not Important		31	23	26	31	21	14	-	13	25	20	2	*
		4%	3%	4%	4%	3%	3%	-%	2%	5%	4%	1%	*%
Answered		865	725	696	865	611	501	25	613	533	517	135	78
Mean Score		1.3	1.3	1.3	1.3	1.2	1.4 a	1.6	1.3	1.2	1.3	1.4	1.4
Standard error		.03	.03	.03	.03	.03	.03	.08	.03	.04	.03	.05	.07
Standard deviation		.77	.76	.78	.77	.77	.70	.50	.69	.82	.77	.61	.60

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	5	*	3	-	-	5	2	5	4	2	3	2	-	-	5	-
		1%	*%	6%	-%	-%	1%	*%	1%	1%	*%	1%	*%	-%	-%	1%	-%
Not very important	(-1)	26	2	1	-	-	24	20	26	15	8	15	23	1	-	22	4
		3%	2%	3%	-%	-%	3%	4%	3%	3%	2%	3%	3%	1%	-%	3%	4%
Neither important nor unimportant	(0)	70	4	8	*	*	57	44	59	40	39	39	50	5	-	45	2
		8%	4%	19% c	*%	*%	8%	9%	8%	7%	9%	8%	7%	4%	-%	7%	3%
Important	(1)	406	45	19	39	22	340	226	357	275	190	228	331	52	-	299	43
		47%	38%	45%	58%	66%	48%	46%	48%	46%	43%	47%	49%	40%	-%	46%	52%
Very important	(2)	359	62	11	26	12	281	195	296	257	194	201	273	71	-	277	32
		41%	53%	26%	38%	34%	39%	40%	40%	43%	44%	41%	40%	55% b	-%	42%	39%
Don't know		6	4	-	2	-	4	4	4	4	4	4	-	-	-	4	2
		1%	4%	-%	3%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	1%	3%
NET Important		765	106	30	65	34	621	421	653	532	384	429	604	123	-	576	74
		88%	91%	71%	96% b	100% b	87%	86%	87%	89%	88%	88%	89%	95%	-%	88%	90%
NET Not Important		31	2	4	-	-	29	22	31	19	10	18	26	1	-	27	4
		4%	2%	10%	-%	-%	4%	4%	4%	3%	2%	4%	4%	1%	-%	4%	4%
Answered		865	113	42	65	34	708	487	743	590	433	485	680	129	-	648	80
Mean Score		1.3	1.5 b	.8	1.4 b	1.3	1.2	1.2	1.2	1.3	1.3	1.3	1.2	1.5 ab	-	1.3	1.3
Standard error		.03	.06	.15	.07	.09	.03	.04	.03	.03	.03	.04	.03	.05	-	.03	.10
Standard deviation		.77	.68	1.08	.50	.48	.79	.80	.79	.76	.75	.78	.76	.62	-	.79	.73

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	5	3	2	-	-	-	-	3	2	-	-	3	2
		1%	1%	*%	-%	-%	-%	-%	2%	*%	-%	-%	2%	*%
Not very important	(-1)	26	11	15	16	-	1	15	1	19	6	5	3	13
		3%	3%	3%	5%	-%	1%	6%	1%	3%	4%	3%	2%	3%
Neither important nor unimportant	(0)	70	31	38	22	1	10	13	8	49	11	5	24	39
		8%	8%	8%	7%	4%	9%	5%	6%	8%	7%	3%	13% a	8%
Important	(1)	406	170	235	121	14	57	97	51	283	65	70	70	255
		47%	42%	51%	40%	61%	50%	38%	40%	48%	44%	44%	37%	51% b
Very important	(2)	359	184	175	135	8	47	121	60	232	65	71	89	193
		41%	45%	38%	45%	34%	41%	48%	47%	39%	45%	45%	47%	38%
Don't know		6	6	-	6	-	-	6	4	2	-	6	-	-
		1%	2%	-%	2%	-%	-%	3%	3%	*%	-%	4% c	-%	-%
NET Important		765	354	411	256	21	104	218	111	514	130	141	159	448
		88%	87%	88%	85%	96%	90%	86%	87%	88%	89%	90%	84%	89%
NET Not Important		31	14	17	16	-	1	15	4	21	6	5	6	15
		4%	3%	4%	5%	-%	1%	6%	3%	4%	4%	3%	3%	3%
Answered		865	399	466	294	22	115	247	123	584	146	151	189	502
Mean Score		1.3	1.3	1.2	1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.4	1.3	1.2
Standard error		.03	.04	.04	.05	.16	.06	.06	.07	.03	.06	.06	.06	.03
Standard deviation		.77	.79	.76	.82	.55	.67	.83	.82	.77	.77	.71	.86	.74

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	5	*	5
		1%	*%	1%
Not very important	(-1)	26	5	20
		3%	2%	4%
Neither important nor unimportant	(0)	70	37	32
		8%	12%	6%
			b	
Important	(1)	406	147	259
		47%	49%	45%
Very important	(2)	359	113	246
		41%	37%	43%
Don't know		6	-	6
		1%	-%	1%
NET Important		765	260	505
		88%	86%	89%
NET Not Important		31	5	26
		4%	2%	4%
Answered		865	302	563
Mean Score		1.3	1.2	1.3
Standard error		.03	.04	.04
Standard deviation		.77	.72	.80

Columns Tested:: a,b

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	5	-	*	-	-	3	1	-	-	-	-	1	-
		1%	-%	*%	-%	-%	4%	1%	-%	-%	-%	-%	1%	-%
Not very important	(-1)	26	-	6	1	5	-	4	*	6	-	3	-	*
		3%	-%	5%	2%	13%	-%	3%	1%	4%	-%	12%	-%	*%
						k						kl		
Neither important nor unimportant	(0)	70	*	14	5	6	5	12	*	8	3	2	9	6
		8%	3%	11%	8%	15%	7%	10%	7%	5%	4%	8%	8%	8%
Important	(1)	406	8	87	24	16	19	66	2	57	35	11	48	33
		47%	66%	68%	44%	42%	28%	55%	43%	39%	44%	36%	42%	44%
				ehijkl										
Very important	(2)	359	4	21	25	12	40	35	2	75	42	13	54	36
		41%	31%	17%	46%	30%	61%	28%	49%	51%	52%	44%	48%	48%
					b		bf			bf	bf	b	bf	b
Don't know		6	-	-	-	-	-	4	-	2	-	-	-	-
		1%	-%	-%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%
NET Important		765	11	108	49	28	59	101	4	132	77	23	102	70
		88%	97%	85%	90%	72%	89%	83%	92%	90%	96%	80%	91%	91%
											d			
NET Not Important		31	-	6	1	5	3	5	*	6	-	3	1	*
		4%	-%	5%	2%	13%	4%	4%	1%	4%	-%	12%	1%	*%
												kl		
Answered		865	11	128	55	39	67	118	4	146	80	29	113	76
Mean Score		1.3	1.3	1.0	1.3	.9	1.4	1.1	1.4	1.4	1.5	1.1	1.4	1.4
					b		b			bd	bdf		bd	bd
Standard error		.03	.09	.07	.09	.12	.14	.07	.21	.07	.07	.13	.08	.07
Standard deviation		.77	.53	.68	.71	.99	.94	.78	.77	.76	.57	1.01	.73	.66

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 202 (continuation)

QD10A_1. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	5	*	4	-	1	4	1
		1%	*%	2%	-%	1%	1%	*%
Not very important	(-1)	26	7	9	6	4	16	10
		3%	4%	4%	2%	2%	4%	2%
Neither important nor unimportant	(0)	70	18	22	11	18	41	29
		8%	10%	10%	5%	8%	10%	6%
Important	(1)	406	118	102	94	92	220	186
		47%	61%	45%	41%	42%	52%	41%
			cd				b	
Very important	(2)	359	50	87	119	103	137	222
		41%	26%	38%	51%	47%	32%	49%
					a	a		a
Don't know		6	-	4	2	-	4	2
		1%	-%	2%	1%	-%	1%	*%
NET Important		765	168	188	213	195	357	408
		88%	87%	83%	92%	89%	85%	91%
NET Not Important		31	7	13	6	5	20	11
		4%	4%	6%	2%	2%	5%	2%
Answered		865	194	223	230	218	417	448
Mean Score		1.3	1.1	1.2	1.4	1.3	1.1	1.4
					ab	a		a
Standard error		.03	.05	.06	.05	.05	.04	.04
Standard deviation		.77	.70	.88	.70	.75	.80	.73

Columns Tested:: a,b,c,d - a,b

Table 203

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	1	*	1	1	-	-	-	-
		*%	*%	*%	*%	-%	-%	-%	-%
Not very important	(-1)	8	-	8	8	*	-	-	*
		1%	-%	1%	1%	1%	-%	-%	1%
Neither important nor unimportant	(0)	70	4	65	69	1	*	*	1
		8%	24%	8%	8%	2%	3%	13% be	3%
Important	(1)	358	2	355	341	14	2	1	17
		41%	14%	42%	41%	42%	48%	32%	42%
Very important	(2)	434	10	424	412	19	2	1	22
		50%	61%	50%	50%	55%	49%	52%	55%
Don't know		*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	3% a	*%
NET Important		792	13	779	753	33	4	2	39
		91%	76%	91%	91%	97% d	97%	84%	97% d
NET Not Important		10	*	10	9	*	-	-	*
		1%	*%	1%	1%	1%	-%	-%	1%
Answered		871	17	854	831	34	4	2	40
Mean Score		1.4	1.4	1.4	1.4	1.5	1.5	1.4	1.5
Standard error		.02	.17	.02	.03	.05	.12	.11	.04
Standard deviation		.69	.88	.69	.69	.59	.65	1.02	.60

Columns Tested:: a,b - a,b,c,d,e

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	1	1	1	-	-	-	-	1	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	8	3	5	-	*	*	-	8	*	-
		1%	1%	1%	-%	1%	1%	-%	1%	1%	-%
Neither important nor unimportant	(0)	70	44	23	1	*	*	*	69	1	*
		8%	10% h	7%	2%	1%	3%	13% dh	8%	2%	7%
Important	(1)	358	185	128	28	10	6	1	341	14	2
		41%	41%	40%	48%	42%	43%	32%	41%	42%	42%
Very important	(2)	434	218	166	29	13	7	1	412	19	3
		50%	48%	52%	50%	56%	53%	52%	50%	55%	50%
Don't know		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	3% g	-%	-%	1%
NET Important		792	403	294	56	23	14	2	753	33	5
		91%	89%	91%	98% f	98% f	96%	84%	91%	97% af	92%
NET Not Important		10	4	5	-	*	*	-	9	*	-
		1%	1%	2%	-%	1%	1%	-%	1%	1%	-%
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		1.4	1.4	1.4	1.5	1.5	1.5	1.4	1.4	1.5	1.4
Standard error		.02	.04	.05	.06	.06	.07	.11	.03	.05	.07
Standard deviation		.69	.70	.70	.55	.59	.62	1.02	.69	.59	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	1	1	1	-	-	-	1	-	-	-	-
		*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	8	7	1	*	-	-	8	*	-	-	-
		1%	1%	*%	1%	-%	-%	1%	*%	-%	-%	-%
Neither important nor unimportant	(0)	70	57	12	1	*	*	53	9	1	2	*
		8%	8%	8%	2%	3%	13% c	9%	8%	2%	13%	2%
Important	(1)	358	279	62	14	2	1	261	47	13	5	7
		41%	41%	43%	42%	48%	32%	43%	40%	38%	37%	30%
Very important	(2)	434	343	69	19	2	1	281	62	22	7	17
		50%	50%	48%	55%	49%	52%	46%	53%	61%	50%	67%
Don't know		*	-	-	-	-	*	-	-	-	-	*
		*%	-%	-%	-%	-%	3% a	-%	-%	-%	-%	*%
NET Important		792	622	131	33	4	2	542	108	35	13	24
		91%	91%	91%	97% e	97%	84%	90%	92%	98%	87%	98%
NET Not Important		10	8	1	*	-	-	9	*	-	-	-
		1%	1%	1%	1%	-%	-%	2%	*%	-%	-%	-%
Answered		871	687	144	34	4	2	604	118	36	15	25
Mean Score		1.4	1.4	1.4	1.5	1.5	1.4	1.3	1.4	1.6	1.4	1.7 a
Standard error		.02	.04	.05	.05	.12	.11	.04	.05	.07	.11	.05
Standard deviation		.69	.69	.69	.59	.65	1.02	.71	.64	.54	.72	.52

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	1	-	-	-	-	-	-	-	-	1
		*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Not very important	(-1)	8	1	-	4	-	-	-	-	1	*
		1%	2%	-%	3%	-%	-%	-%	-%	1%	*%
Neither important nor unimportant	(0)	70	*	3	16	6	3	9	15	10	2
		8%	1%	5%	11%	21%	3%	5%	15% a	16% a	4%
Important	(1)	358	33	27	47	9	37	80	48	29	21
		41%	45%	42%	33%	33%	40%	48%	46%	46%	32%
Very important	(2)	434	38	34	77	13	54	78	41	23	42
		50%	52%	54%	53%	46%	58%	47%	40%	37%	63% h
Don't know		*	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
NET Important		792	72	61	124	22	91	157	89	52	63
		91%	97%	95%	86%	79%	97%	95%	85%	83%	95%
NET Not Important		10	1	-	4	-	-	-	-	1	1
		1%	2%	-%	3%	-%	-%	-%	-%	1%	1%
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		1.4	1.5	1.5	1.4	1.3	1.5 gh	1.4	1.2	1.2	1.6
Standard error		.02	.08	.08	.08	.16	.07	.06	.09	.10	.09
Standard deviation		.69	.62	.59	.80	.79	.56	.59	.70	.73	.69

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	1	1	-	-	1	1	1	-	*
		*%	*%	-%	-%	*%	1%	2%	-%	*%
Not very important	(-1)	8	*	2	4	6	2	1	-	1
		1%	*%	1%	1%	1%	3%	3%	-%	8% ad
Neither important nor unimportant	(0)	70	11	14	40	64	5	1	4	1
		8%	6%	7%	10%	8%	8%	2%	15%	7%
Important	(1)	358	67	89	174	331	27	11	12	4
		41%	36%	44%	42%	41%	39%	37%	46%	29%
Very important	(2)	434	108	96	196	400	34	17	10	7
		50%	58%	48%	47%	50%	50%	56%	38%	56%
Don't know		*	-	*	-	*	-	-	-	-
		*%	-%	*%	-%	*%	-%	-%	-%	-%
NET Important		792	176	185	370	731	61	28	22	11
		91%	94%	92%	89%	91%	89%	93%	85%	85%
NET Not Important		10	1	2	4	7	2	1	-	1
		1%	*%	1%	1%	1%	4%	5%	-%	8% d
Answered		871	187	201	415	803	68	30	25	13
Mean Score		1.4	1.5	1.4	1.4	1.4	1.3	1.4	1.2	1.3
Standard error		.02	.05	.05	.04	.03	.05	.09	.07	.10
Standard deviation		.69	.65	.66	.70	.68	.81	.84	.71	.95

Columns Tested:: a,b,c,d,e,f,g,h

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	1	-	-	-	-	*	-	-	-	1
		*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Not very important	(-1)	8	-	*	*	1	2	-	1	-	4
		1%	-%	*%	*%	1%	1%	-%	4%	-%	1%
Neither important nor unimportant	(0)	70	*	3	3	2	17	3	1	*	42
		8%	2%	5%	5%	2%	11%	11%	5%	*%	9%
Important	(1)	358	12	29	30	44	58	8	6	4	195
		41%	51%	48%	48%	47%	36%	29%	28%	24%	42%
Very important	(2)	434	11	28	29	46	85	17	14	12	220
		50%	47%	46%	46%	50%	52%	60%	64%	76%	48%
Don't know		*	-	*	*	-	-	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET Important		792	23	57	60	90	143	26	20	15	416
		91%	98%	94%	95%	97%	88%	89%	91%	100%	90%
NET Not Important		10	-	*	*	1	2	-	1	-	6
		1%	-%	*%	*%	1%	1%	-%	4%	-%	1%
Answered		871	23	61	63	93	163	29	22	15	464
Mean Score		1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.5	1.8	1.4
Standard error		.02	.11	.07	.07	.06	.06	.13	.15	.09	.04
Standard deviation		.69	.55	.61	.61	.59	.74	.70	.77	.44	.71

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	1	-	*	1	1	-	1	*	1	-
		*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Not very important	(-1)	8	1	2	5	8	-	8	1	8	-
		1%	1%	1%	1%	1%	-%	1%	1%	1%	-%
Neither important nor unimportant	(0)	70	6	20	43	67	3	69	*	69	1
		8%	3%	11%	9%	9%	2%	8%	1%	8%	3%
Important	(1)	358	86	66	205	278	79	332	25	353	4
		41%	48%	35%	41%	38%	54% a	41%	45%	42%	22%
Very important	(2)	434	86	103	246	370	65	404	30	419	16
		50%	48%	53%	49%	51%	44%	50%	53%	49%	76%
Don't know		*	*	-	-	*	-	*	-	*	-
		*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
NET Important		792	172	169	451	648	144	736	55	772	20
		91%	96%	88%	90%	89%	98% a	90%	98%	91%	97%
NET Not Important		10	1	2	6	10	-	9	1	10	-
		1%	1%	1%	1%	1%	-%	1%	1%	1%	-%
Answered		871	179	192	501	725	146	815	57	850	21
Mean Score		1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.7
Standard error		.02	.04	.05	.03	.03	.05	.03	.05	.02	.12
Standard deviation		.69	.59	.73	.71	.72	.53	.70	.58	.69	.51

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	1	1	*	1	1	-	-	-	1	-
		*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
Not very important	(-1)	8	5	2	1	8	-	-	*	8	*
		1%	1%	2%	*%	1%	-%	-%	1%	1%	*%
Neither important nor unimportant	(0)	70	42	20	7	49	18	1	2	67	3
		8%	10%	15%	2%	7%	13%	3%	9%	8%	5%
			c	c							
Important	(1)	358	192	46	118	284	41	19	13	325	32
		41%	43%	34%	40%	42%	32%	48%	64%	40%	53%
									b		
Very important	(2)	434	202	67	165	337	72	20	5	409	25
		50%	46%	49%	56%	50%	55%	49%	26%	50%	42%
Don't know		*	-	*	-	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
NET Important		792	394	113	282	620	114	39	19	734	58
		91%	89%	83%	97%	91%	87%	97%	90%	91%	95%
					ab						
NET Not Important		10	5	2	2	10	-	-	*	10	*
		1%	1%	2%	1%	1%	-%	-%	1%	1%	*%
Answered		871	442	136	292	679	131	40	20	810	61
Mean Score		1.4	1.3	1.3	1.5	1.4	1.4	1.5	1.2	1.4	1.4
					ab						
Standard error		.02	.04	.06	.04	.03	.05	.08	.09	.03	.06
Standard deviation		.69	.70	.79	.60	.69	.72	.56	.60	.70	.59

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	1	1	1	-	1	1	1	1	1	-
		*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	8	4	5	*	4	6	6	8	4	1
		1%	1%	1%	*%	1%	1%	1%	1%	1%	*%
Neither important nor unimportant	(0)	70	31	18	21	59	50	63	70	33	11
		8%	9%	5%	11%	8%	7%	8%	8%	6%	4%
Important	(1)	358	160	124	74	330	305	342	358	240	129
		41%	48%	36%	38%	43%	41%	42%	41%	46%	46%
			b								
Very important	(2)	434	136	200	98	378	373	405	434	249	138
		50%	41%	58%	51%	49%	51%	50%	50%	47%	49%
				a							
Don't know		*	-	-	*	*	*	*	*	*	*
		*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
NET Important		792	296	324	172	708	678	746	792	490	267
		91%	89%	93%	89%	92%	92%	91%	91%	93%	95%
NET Not Important		10	5	5	*	5	7	8	10	4	1
		1%	1%	1%	*%	1%	1%	1%	1%	1%	*%
Answered		871	331	348	192	772	735	817	871	527	279
Mean Score		1.4	1.3	1.5	1.4	1.4	1.4	1.4	1.4	1.4	1.4
				a							
Standard error		.02	.05	.04	.04	.02	.03	.02	.02	.03	.03
Standard deviation		.69	.70	.67	.68	.66	.67	.68	.69	.65	.60

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	1	1	1	-	-	-	-	-	-
		*%	1%	*%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	8	3	3	*	*	*	-	-	*
		1%	3%	1%	*%	1%	*%	-%	-%	*%
Neither important nor unimportant	(0)	70	13	36	9	4	*	*	*	*
		8%	14%	6%	19%	10%	*%	1%	*%	1%
			h		bh					
Important	(1)	358	39	253	19	14	3	5	9	17
		41%	40%	44%	42%	32%	19%	34%	51%	35%
Very important	(2)	434	43	288	18	25	15	9	9	32
		50%	43%	50%	39%	58%	80%	64%	49%	65%
							ac			
Don't know		*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		792	81	540	37	39	18	13	18	49
		91%	83%	93%	81%	90%	99%	99%	100%	99%
				ac						ac
NET Not Important		10	3	4	*	*	*	-	-	*
		1%	4%	1%	*%	1%	*%	-%	-%	*%
Answered		871	98	580	45	43	18	13	18	50
Mean Score		1.4	1.2	1.4	1.2	1.5	1.8	1.6	1.5	1.6
							ac			ac
Standard error		.02	.10	.03	.11	.08	.07	.09	.11	.05
Standard deviation		.69	.84	.64	.75	.71	.46	.53	.52	.51

Columns Tested:: a,b,c,d,e,f,g,h

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	8	3	*	-	*	-	-	-	5	*	*	-	-	-	-
		1%	1%	*%	-%	1%	-%	-%	-%	1%	*%	1%	-%	-%	-%	-%
Neither important nor unimportant	(0)	70	48	7	2	2	*	*	-	32	12	5	1	*	*	-
		8%	8%	10%	5%	7%	1%	1%	-%	6%	13%	16%	9%	1%	*%	-%
Important	(1)	358	268	30	14	4	3	5	5	242	43	11	4	*	2	4
		41%	43%	42%	39%	19%	32%	64%	74%	42%	46%	36%	33%	3%	28%	37%
Very important	(2)	434	298	34	20	16	6	3	2	292	39	14	7	10	4	7
		50%	48%	47%	56%	72%	68%	35%	26%	51%	41%	48%	59%	96%	71%	63%
Don't know		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		792	566	64	34	20	9	8	7	534	82	25	11	10	6	11
		91%	92%	89%	95%	92%	99%	99%	100%	93%	87%	83%	91%	99%	100%	100%
NET Not Important		10	4	*	-	*	-	-	-	7	*	*	-	-	-	-
		1%	1%	*%	-%	1%	-%	-%	-%	1%	*%	1%	-%	-%	-%	-%
Answered		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.4	1.4	1.4	1.5	1.6	1.7	1.3	1.3	1.4	1.3	1.3	1.5	2.0	1.7	1.6
Standard error		.02	.03	.08	.08	.10	.09	.11	.17	.03	.07	.11	.11	.06	.14	.15
Standard deviation		.69	.66	.68	.60	.69	.51	.53	.47	.67	.69	.77	.68	.26	.51	.51

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	1	1	-	-	-	-	-	-	-	1	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	8	8	*	-	*	-	-	-	-	3	3	*	-	*
		1%	1%	*%	-%	1%	-%	-%	-%	-%	1%	1%	*%	-%	*%
Neither important nor unimportant	(0)	70	47	5	3	5	5	4	1	10	34	17	6	*	6
		8%	7%	5%	6%	19%	22%	21%	6%	18%	10% cd	9%	3%	*%	18% cd
Important	(1)	358	257	55	22	5	7	8	4	18	131	84	82	30	15
		41%	41%	54% d	38%	20%	32%	40%	29%	34%	40%	45%	43%	39%	44%
Very important	(2)	434	319	42	34	14	10	7	9	26	161	83	101	46	13
		50%	50%	41%	57%	60%	46%	39%	65%	48%	49%	44%	54%	60%	38%
Don't know		*	*	-	-	-	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		792	576	97	56	19	16	15	13	44	292	167	183	75	29
		91%	91%	95%	94%	80%	78%	79%	94%	82%	88%	90%	97% ae	100% abe	82%
NET Not Important		10	9	*	-	*	-	-	-	-	5	3	*	-	*
		1%	1%	*%	-%	1%	-%	-%	-%	-%	1%	1%	*%	-%	*%
Answered		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		1.4	1.4	1.4	1.5	1.4	1.2	1.2	1.6	1.3	1.4	1.3	1.5	1.6 be	1.2
Standard error		.02	.03	.06	.07	.13	.14	.15	.15	.09	.05	.05	.04	.05	.11
Standard deviation		.69	.70	.58	.61	.85	.81	.78	.63	.76	.74	.70	.56	.50	.74

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	1	1	-	-	-	-	1	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	8	4	*	*	-	*	3	3	-	-	*
		1%	1%	*%	*%	-%	1%	1%	2%	-%	-%	*%
Neither important nor unimportant	(0)	70	38	14	3	*	4	32	12	4	*	2
		8%	10%	9%	2%	*%	19% cd	8%	9%	3%	*%	8%
Important	(1)	358	155	79	59	26	11	164	47	58	21	15
		41%	40%	49%	44%	42%	53%	43%	36%	41%	38%	49%
Very important	(2)	434	192	69	72	36	5	177	69	79	35	13
		50%	49%	42%	54%	58%	27%	47%	53%	56%	62%	43%
Don't know		*	*	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		792	347	149	131	62	16	341	116	137	56	27
		91%	89%	91%	98% ae	100% e	80%	90%	89%	97%	100%	92%
NET Not Important		10	4	*	*	-	*	4	3	-	-	*
		1%	1%	*%	*%	-%	1%	1%	2%	-%	-%	*%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		1.4	1.4	1.3	1.5 e	1.6 e	1.1	1.4	1.4	1.5	1.6	1.3
Standard error		.02	.04	.05	.04	.05	.12	.04	.06	.04	.06	.11
Standard deviation		.69	.71	.64	.55	.51	.71	.70	.74	.56	.49	.65

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	1	1	1	-	-	-	1	-	1	1	-	1	-
		*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Not very important	(-1)	8	4	4	*	-	*	4	*	4	8	-	4	*
		1%	1%	3%	*%	-%	*%	1%	1%	1%	1%	-%	1%	1%
Neither important nor unimportant	(0)	70	41	4	18	6	*	37	10	22	68	1	58	1
		8%	9%	3%	9%	8%	*%	7%	20% a	8%	8%	2%	8%	9%
Important	(1)	358	184	54	78	25	12	206	22	126	337	21	327	3
		41%	42%	40%	40%	34%	52%	38%	42%	46%	42%	33%	43%	22%
Very important	(2)	434	207	70	96	42	11	294	20	118	393	41	370	9
		50%	47%	53%	50%	58%	48%	54%	37%	44%	49%	65%	49%	69%
Don't know		*	*	-	-	-	-	*	-	-	*	-	*	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET Important		792	391	124	174	67	24	500	42	244	730	62	697	12
		91%	89%	94%	90%	92%	99%	92%	80%	90%	90%	98%	92%	91%
NET Not Important		10	5	4	*	-	*	5	*	4	10	-	4	*
		1%	1%	3%	*%	-%	*%	1%	1%	2%	1%	-%	1%	1%
Answered		871	437	132	193	73	24	542	52	271	808	63	759	13
Mean Score		1.4	1.4	1.4	1.4	1.5	1.5	1.5	1.2	1.3	1.4	1.6 a	1.4	1.6
Standard error		.02	.04	.06	.05	.07	.09	.03	.10	.04	.03	.06	.02	.15
Standard deviation		.69	.71	.73	.66	.65	.54	.67	.76	.70	.70	.52	.66	.71

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	1	1	-	1	-	1	-	1	-	1	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	8	6	*	8	-	4	-	6	*	8	*
		1%	1%	*%	1%	-%	1%	-%	1%	*%	1%	*%
Neither important nor unimportant	(0)	70	45	6	53	16	58	1	46	4	53	17
		8%	6%	19%	8%	7%	8%	7%	7%	12%	8%	8%
Important	(1)	358	293	12	290	67	327	3	298	7	294	63
		41%	42%	40%	44% b	31%	43%	17%	42%	21%	44%	32%
Very important	(2)	434	361	12	302	132	366	13	352	22	315	120
		50%	51%	41%	46%	61% a	48%	77%	50%	67%	47%	60% a
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		792	654	24	592	199	693	15	650	28	609	183
		91%	93%	81%	90%	93%	92%	93%	92%	87%	91%	91%
NET Not Important		10	7	*	10	-	5	-	7	*	10	*
		1%	1%	*%	1%	-%	1%	-%	1%	*%	1%	*%
Answered		871	706	29	656	216	756	16	703	32	671	200
Mean Score		1.4	1.4	1.2	1.3	1.5 a	1.4	1.7	1.4	1.5	1.4	1.5
Standard error		.02	.03	.10	.03	.05	.02	.13	.03	.10	.03	.05
Standard deviation		.69	.67	.76	.70	.63	.66	.61	.67	.73	.70	.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	1	1	1	-	-	-	1	1	-	1	1	1	-
		*%	*%	*%	-%	-%	-%	*%	1%	-%	*%	*%	*%	-%
Not very important	(-1)	8	4	3	2	-	3	3	*	-	7	2	*	-
		1%	1%	1%	1%	-%	1%	1%	*%	-%	1%	*%	*%	-%
Neither important nor unimportant	(0)	70	33	45	7	-	28	25	8	-	42	35	8	-
		8%	7%	8%	5%	-%	6%	5%	6%	-%	7%	7%	5%	-%
Important	(1)	358	194	264	57	-	178	235	46	-	240	239	71	-
		41%	39%	44%	37%	-%	38%	45%	35%	-%	37%	46% a	41%	-%
Very important	(2)	434	265	285	88	4	261	258	76	1	357	239	94	-
		50%	53%	48%	57%	100%	55%	49%	58%	100%	55%	46%	54%	-%
Don't know		*	-	*	-	-	*	-	-	-	*	-	-	-
		*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
NET Important		792	459	549	145	4	440	494	122	1	597	478	166	-
		91%	92%	92%	94%	100%	93%	94%	93%	100%	92%	93%	95%	-%
NET Not Important		10	4	4	2	-	3	5	1	-	7	3	1	-
		1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
Answered		871	496	598	154	4	471	523	131	1	647	517	175	-
Mean Score		1.4	1.4	1.4	1.5	2.0	1.5	1.4	1.5	2.0	1.5	1.4	1.5	-
Standard error		.02	.03	.03	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.69	.66	.66	.64	-	.64	.64	.67	-	.67	.65	.64	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	1	1	1	1	1	1	-	1	1	1	1	1
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	1%
Not very important	(-1)	8	3	4	8	3	3	-	6	3	6	2	2
		1%	*%	1%	1%	1%	1%	-%	1%	1%	1%	1%	2%
Neither important nor unimportant	(0)	70	50	45	70	44	39	4	61	31	17	*	3
		8%	7%	6%	8%	7%	8%	16%	10% cd	6%	3%	*%	4%
Important	(1)	358	315	290	358	241	219	6	257	204	190	52	29
		41%	43%	41%	41%	39%	43%	26%	42%	38%	37%	39%	37%
Very important	(2)	434	363	362	434	321	245	14	290	296	307	80	43
		50%	50%	52%	50%	53%	48%	58%	47%	55%	59% a	59%	56%
Don't know		*	*	*	*	*	-	-	-	*	-	-	-
		*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%
NET Important		792	678	652	792	563	464	21	548	499	497	133	73
		91%	93%	93%	91%	92%	92%	84%	89%	93%	95% a	98% a	93%
NET Not Important		10	4	6	10	4	4	-	7	5	6	3	2
		1%	*%	1%	1%	1%	1%	-%	1%	1%	1%	2%	3%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.3	1.5 a	1.5 a	1.6 a	1.4
Standard error		.02	.02	.03	.02	.03	.03	.13	.03	.03	.03	.06	.09
Standard deviation		.69	.64	.66	.69	.66	.68	.77	.71	.66	.63	.63	.76

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	1	-	-	-	-	1	*	1	1	1	-	1	-	-	1	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%
Not very important	(-1)	8	1	-	*	1	4	3	4	7	2	4	8	2	-	5	*
		1%	1%	-%	*%	2%	1%	1%	1%	1%	*%	1%	1%	1%	-%	1%	*%
Neither important nor unimportant	(0)	70	5	4	8	-	60	33	64	30	27	21	56	6	-	45	2
		8%	4%	10%	12%	-%	8%	7%	9%	5%	6%	4%	8%	4%	-%	7%	3%
Important	(1)	358	50	18	26	22	296	211	312	249	157	190	280	42	-	282	33
		41%	43%	43%	38%	63%	42%	43%	42%	42%	36%	39%	41%	33%	-%	43%	40%
Very important	(2)	434	61	20	33	12	351	244	366	308	251	275	335	79	-	319	47
		50%	52%	48%	49%	34%	49%	50%	49%	52%	57%	56%	49%	61%	-%	49%	57%
Don't know		*	-	-	-	*	*	*	*	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
NET Important		792	111	38	59	33	647	455	678	557	408	465	615	122	-	601	80
		91%	95%	90%	88%	98%	91%	93%	91%	94%	93%	95%	90%	94%	-%	92%	97%
NET Not Important		10	1	-	*	1	5	3	5	8	3	4	9	2	-	6	*
		1%	1%	-%	*%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
Answered		871	117	42	67	34	712	491	747	594	437	490	680	129	-	652	83
Mean Score		1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.4	1.5	1.5 b	1.4	1.5	-	1.4	1.5
Standard error		.02	.06	.09	.09	.11	.03	.03	.03	.03	.03	.03	.03	.06	-	.03	.08
Standard deviation		.69	.63	.66	.71	.59	.68	.65	.68	.66	.65	.62	.70	.65	-	.67	.57

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	1	-	1	1	-	-	1	-	1	-	-	-	1
		*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
Not very important	(-1)	8	3	5	*	-	*	-	-	8	1	1	1	7
		1%	1%	1%	*%	-%	*%	-%	-%	1%	1%	*%	1%	1%
Neither important nor unimportant	(0)	70	26	43	18	-	7	19	9	47	11	9	9	45
		8%	7%	9%	6%	-%	6%	8%	7%	8%	8%	6%	5%	9%
Important	(1)	358	167	191	105	4	38	88	44	237	71	49	86	212
		41%	41%	41%	35%	19%	33%	35%	35%	40%	49%	32%	46%	42%
Very important	(2)	434	209	226	176	18	70	145	74	293	63	97	92	236
		50%	52%	48%	59%	81%	61%	57%	58%	50%	43%	62%	49%	47%
												c		
Don't know		*	*	-	-	-	-	-	-	*	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
NET Important		792	376	416	281	22	108	233	119	530	134	147	179	449
		91%	93%	89%	94%	100%	94%	92%	93%	90%	92%	94%	95%	89%
NET Not Important		10	3	7	1	-	*	1	-	9	1	1	1	8
		1%	1%	1%	*%	-%	*%	*%	-%	2%	1%	*%	1%	2%
Answered		871	405	466	300	22	115	253	127	587	146	157	189	502
Mean Score		1.4	1.4	1.4	1.5	1.8	1.6	1.5	1.5	1.4	1.3	1.6	1.4	1.3
												c		
Standard error		.02	.03	.03	.04	.11	.05	.05	.05	.03	.05	.05	.04	.03
Standard deviation		.69	.65	.72	.64	.40	.61	.66	.63	.71	.64	.63	.62	.72

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	1	1	1
		*%	*%	*%
Not very important	(-1)	8	*	8
		1%	*%	1%
Neither important nor unimportant	(0)	70	32	38
		8%	10%	7%
Important	(1)	358	126	232
		41%	42%	41%
Very important	(2)	434	144	290
		50%	48%	51%
Don't know		*	-	*
		*%	-%	*%
NET Important		792	270	522
		91%	89%	92%
NET Not Important		10	1	9
		1%	*%	2%
Answered		871	302	569
Mean Score		1.4	1.4	1.4
Standard error		.02	.04	.03
Standard deviation		.69	.69	.69

Columns Tested:: a,b

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	1	-	*	-	1	-	-	-	-	-	-	-	-
		*%	-%	*%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	8	-	*	-	3	*	-	*	-	-	4	1	*
		1%	-%	*%	-%	7%	1%	-%	3%	-%	-%	15%	1%	*%
												bcfhikl		
Neither important nor unimportant	(0)	70	*	5	9	10	*	18	*	5	*	3	15	6
		8%	*%	4%	16%	26%	*%	14%	1%	3%	*%	10%	13%	7%
					hi	behi		hi					hi	
Important	(1)	358	6	61	13	14	34	54	2	58	30	6	46	32
		41%	50%	48%	24%	36%	52%	45%	53%	39%	37%	22%	40%	42%
				j			j							
Very important	(2)	434	6	61	33	11	32	50	2	85	50	15	52	39
		50%	50%	48%	60%	28%	47%	41%	42%	57%	63%	53%	46%	51%
					d					d	d			
Don't know		*	-	*	-	-	-	-	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		792	11	123	46	25	66	104	4	143	80	22	97	71
		91%	100%	96%	84%	64%	99%	86%	95%	97%	100%	75%	86%	93%
				dj			dj			cdfjk	cdfjk			dj
NET Not Important		10	-	*	-	4	*	-	*	-	-	4	1	*
		1%	-%	*%	-%	10%	1%	-%	3%	-%	-%	15%	1%	*%
												bcfhikl		
Answered		871	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		1.4	1.5	1.4	1.4	.8	1.5	1.3	1.3	1.5	1.6	1.1	1.3	1.4
				d	d		d			dfjk	dfjk		d	d
Standard error		.02	.09	.06	.10	.13	.08	.07	.22	.05	.06	.15	.07	.07
Standard deviation		.69	.52	.58	.76	1.05	.54	.70	.78	.56	.49	1.12	.72	.63

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 203 (continuation)

QD10A_2. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	1	*	1	-	-	1	-
		*%	*%	1%	-%	-%	*%	-%
Not very important	(-1)	8	*	3	*	5	3	5
		1%	*%	1%	*%	2%	1%	1%
Neither important nor unimportant	(0)	70	14	28	5	23	41	28
		8%	7%	12%	2%	11%	10%	6%
				c		c		
Important	(1)	358	80	103	90	84	183	174
		41%	41%	45%	39%	39%	44%	39%
Very important	(2)	434	100	92	137	106	192	242
		50%	51%	41%	59%	48%	46%	54%
					b			
Don't know		*	*	-	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%
NET Important		792	180	195	227	190	375	417
		91%	93%	86%	98%	87%	89%	93%
					bd			
NET Not Important		10	*	4	*	5	4	5
		1%	*%	2%	*%	2%	1%	1%
Answered		871	194	227	232	218	421	450
Mean Score		1.4	1.4	1.2	1.6	1.3	1.3	1.5
					bd			
Standard error		.02	.05	.05	.04	.05	.04	.03
Standard deviation		.69	.63	.76	.54	.76	.71	.67

Columns Tested:: a,b,c,d - a,b

Table 204

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	5	1	4	5	-	-	-	-
		1%	4%	*%	1%	-%	-%	-%	-%
Not very important	(-1)	11	1	10	10	*	-	*	*
		1%	3%	1%	1%	*%	-%	3%	1%
Neither important nor unimportant	(0)	88	1	86	86	2	*	*	2
		10%	7%	10%	10%	5%	1%	4%	4%
Important	(1)	378	4	375	357	18	2	1	21
		43%	21%	44%	43%	51%	63%	46%	52%
Very important	(2)	390	11	379	373	15	1	1	17
		45%	64%	44%	45%	42%	35%	47%	42%
Don't know		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	1%	-%	-%	1%
NET Important		768	14	754	730	32	4	2	38
		88%	86%	88%	88%	94%	99%	93%	94%
NET Not Important		15	1	14	15	*	-	*	*
		2%	7%	2%	2%	*%	-%	3%	1%
Answered		871	17	854	831	34	4	2	40
Mean Score		1.3	1.4	1.3	1.3	1.4	1.3	1.4	1.4
Standard error		.03	.20	.03	.03	.05	.11	.11	.04
Standard deviation		.74	1.06	.73	.75	.61	.59	.99	.60

Columns Tested:: a,b - a,b,c,d,e

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	5	3	2	-	-	-	-	5	-	-
		1%	1%	1%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	11	7	1	2	*	*	*	10	*	*
		1%	2%	*%	4%	1%	*%	3%	1%	*%	1%
Neither important nor unimportant	(0)	88	48	36	2	1	1	*	86	2	*
		10%	11%	11%	3%	4%	5%	4%	10%	5%	2%
Important	(1)	378	202	129	27	12	8	1	357	18	3
		43%	45%	40%	46%	49%	59%	46%	43%	51%	57%
							b				
Very important	(2)	390	192	154	27	11	5	1	373	15	2
		45%	42%	48%	47%	45%	36%	47%	45%	42%	39%
Don't know		*	-	-	-	*	-	-	-	*	-
		*%	-%	-%	-%	1%	-%	-%	-%	1%	-%
NET Important		768	394	283	54	22	13	2	730	32	6
		88%	87%	88%	93%	94%	95%	93%	88%	94%	96%
NET Not Important		15	10	3	2	*	*	*	15	*	*
		2%	2%	1%	4%	1%	*%	3%	2%	*%	1%
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		1.3	1.3	1.3	1.4	1.4	1.3	1.4	1.3	1.4	1.3
Standard error		.03	.05	.05	.08	.07	.06	.11	.03	.05	.06
Standard deviation		.74	.76	.74	.73	.62	.58	.99	.75	.61	.64

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	5	5	*	-	-	-	5	-	-	-	-
		1%	1%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Not very important	(-1)	11	7	3	*	-	*	5	1	3	-	*
		1%	1%	2%	*%	-%	3%	1%	1%	10% a	-%	*%
Neither important nor unimportant	(0)	88	74	12	2	*	*	70	9	1	4	*
		10%	11%	8%	5%	1%	4%	12%	7%	4%	28% bce	1%
Important	(1)	378	302	56	18	2	1	283	42	11	4	15
		43%	44%	39%	51%	63%	46%	47%	36%	31%	29%	60% b
Very important	(2)	390	300	73	15	1	1	241	65	20	6	10
		45%	44%	51%	42%	35%	47%	40%	55% a	55%	43%	39%
Don't know		*	-	-	*	-	-	*	*	-	-	-
		*%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%
NET Important		768	601	129	32	4	2	524	107	31	10	24
		88%	88%	90%	94%	99%	93%	87%	91% d	86%	72%	99% d
NET Not Important		15	12	3	*	-	*	10	1	3	-	*
		2%	2%	2%	*%	-%	3%	2%	1%	10% a	-%	*%
Answered		871	687	144	34	4	2	604	117	36	15	25
Mean Score		1.3	1.3	1.4	1.4	1.3	1.4	1.2	1.5 a	1.3	1.2	1.4
Standard error		.03	.04	.05	.05	.11	.11	.04	.06	.12	.13	.05
Standard deviation		.74	.75	.73	.61	.59	.99	.75	.68	.95	.86	.53

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	5	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	11	3	-	1	-	3	*	1	1	*
		1%	3%	-%	1%	-%	3%	*%	1%	1%	*%
Neither important nor unimportant	(0)	88	8	5	9	5	5	13	15	6	11
		10%	11%	8%	6%	18%	6%	8%	14%	10%	17%
Important	(1)	378	30	37	58	11	41	61	51	37	28
		43%	41%	57%	41%	41%	43%	37%	49%	58%	42%
Very important	(2)	390	33	22	75	11	44	92	38	20	27
		45%	45%	34%	52%	41%	47%	56% h	36%	31%	41%
Don't know		*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		768	63	59	134	22	85	153	89	56	55
		88%	86%	92%	93%	82%	91%	92%	85%	89%	83%
NET Not Important		15	3	-	1	-	3	*	1	1	*
		2%	3%	-%	1%	-%	3%	*%	1%	1%	*%
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		1.3	1.3	1.3	1.4	1.2	1.4	1.5	1.2	1.2	1.2
Standard error		.03	.10	.09	.07	.16	.09	.07	.09	.09	.10
Standard deviation		.74	.79	.61	.65	.75	.74	.64	.71	.65	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	5	-	-	-	-	5	1	4	*
		1%	-%	-%	-%	-%	7% abcd	2% d	15% abcdh	*%
Not very important	(-1)	11	3	3	2	9	2	*	*	1
		1%	2%	2%	1%	1%	3%	1%	1%	10% cd
Neither important nor unimportant	(0)	88	21	19	36	77	11	4	6	1
		10%	11%	10%	9%	10%	16%	14%	22% cd	9%
Important	(1)	378	80	104	171	354	24	8	12	5
		43%	43%	52% ef	41%	44%	35%	26%	46%	36%
Very important	(2)	390	83	75	205	363	27	17	4	6
		45%	44% g	37% g	50% g	45% g	39% g	57% g	16%	44% g
Don't know		*	*	-	-	*	*	-	*	-
		*%	*%	-%	-%	*%	*%	-%	*%	-%
NET Important		768	163	178	376	717	51	25	16	10
		88%	87% g	89% eg	91% eg	89% eg	75%	83%	61%	80%
NET Not Important		15	3	3	2	9	6	1	4	1
		2%	2%	2%	1%	1%	9% bcd	3%	17% abcd	10% cd
Answered		871	187	201	415	802	68	30	25	13
Mean Score		1.3	1.3 eg	1.2 g	1.4 eg	1.3 eg	1.0 g	1.4 g	.5	1.1 g
Standard error		.03	.06	.05	.04	.03	.07	.10	.13	.11
Standard deviation		.74	.73	.69	.67	.69	1.13	.92	1.25	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	5	-	-	-	2	*	-	-	-	3
		1%	-%	-%	-%	2%	*%	-%	-%	-%	1%
Not very important	(-1)	11	*	*	*	3	1	-	1	1	4
		1%	2%	*%	*%	3%	1%	-%	4%	6%	1%
Neither important nor unimportant	(0)	88	-	8	9	8	12	3	1	*	54
		10%	-%	13%	14%	9%	7%	11%	7%	*%	12%
Important	(1)	378	13	33	34	35	59	7	7	10	213
		43%	54%	54%	55%	38%	36%	22%	33%	64%	46%
Very important	(2)	390	10	19	19	43	91	19	12	5	190
		45%	44%	32%	31%	47%	56% bci	67%	57%	30%	41%
Don't know		*	-	*	*	*	-	-	-	-	*
		*%	-%	*%	*%	*%	-%	-%	-%	-%	*%
NET Important		768	23	52	54	79	150	26	19	15	403
		88%	98%	86%	86%	85%	92%	89%	90%	94%	87%
NET Not Important		15	*	*	*	5	1	-	1	1	6
		2%	2%	*%	*%	6%	1%	-%	4%	6%	1%
Answered		871	23	61	63	92	163	29	22	15	463
Mean Score		1.3	1.4	1.2	1.2	1.2	1.5 ci	1.6	1.4	1.2	1.3
Standard error		.03	.13	.08	.07	.10	.05	.13	.16	.15	.04
Standard deviation		.74	.62	.66	.66	.92	.66	.69	.79	.73	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	5	2	*	3	3	2	5	*	5	-
		1%	1%	*%	1%	*%	1%	1%	*%	1%	-%
Not very important	(-1)	11	4	1	6	7	3	10	1	11	-
		1%	2%	1%	1%	1%	2%	1%	1%	1%	-%
Neither important nor unimportant	(0)	88	17	15	56	80	7	85	3	86	1
		10%	10%	8%	11%	11%	5%	10%	5%	10%	7%
Important	(1)	378	82	66	230	301	78	354	24	373	5
		43%	46%	34%	46%	41%	53%	43%	43%	44%	26%
Very important	(2)	390	73	110	207	334	56	361	29	376	14
		45%	41%	57% ac	41%	46%	38%	44%	51%	44%	68%
Don't know		*	*	-	*	*	-	*	-	*	-
		*%	*%	-%	*%	*%	-%	*%	-%	*%	-%
NET Important		768	155	176	437	634	134	715	53	749	19
		88%	87%	92%	87%	88%	91%	88%	94%	88%	93%
NET Not Important		15	6	1	8	10	5	14	1	15	-
		2%	3%	1%	2%	1%	3%	2%	1%	2%	-%
Answered		871	178	192	501	725	146	814	57	850	21
Mean Score		1.3	1.2	1.5 ac	1.3	1.3	1.3	1.3	1.4	1.3	1.6
Standard error		.03	.06	.05	.04	.03	.07	.03	.06	.03	.15
Standard deviation		.74	.80	.66	.74	.74	.76	.75	.65	.74	.62

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	5	4	*	1	3	2	-	-	5	-
		1%	1%	*%	*%	*%	2%	-%	-%	1%	-%
Not very important	(-1)	11	6	4	1	9	-	1	-	9	1
		1%	1%	3%	*%	1%	-%	3%	-%	1%	2%
Neither important nor unimportant	(0)	88	50	12	25	76	9	*	2	85	2
		10%	11%	9%	9%	11%	7%	1%	10%	11%	4%
Important	(1)	378	201	56	122	318	46	11	4	364	15
		43%	45%	41%	42%	47%	35%	26%	20%	45%	24%
						f				f	
Very important	(2)	390	180	65	143	273	74	28	14	347	43
		45%	41%	48%	49%	40%	56%	70%	70%	43%	70%
							a	ae			ae
Don't know		*	*	*	-	-	*	-	-	*	-
		*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET Important		768	381	120	265	591	120	39	18	711	57
		88%	86%	88%	91%	87%	91%	96%	90%	88%	94%
NET Not Important		15	10	4	1	12	2	1	-	14	1
		2%	2%	3%	*%	2%	2%	3%	-%	2%	2%
Answered		871	442	136	292	679	131	40	20	810	61
Mean Score		1.3	1.2	1.3	1.4	1.3	1.4	1.6	1.6	1.3	1.6
								ae			ae
Standard error		.03	.04	.06	.04	.03	.06	.10	.10	.03	.07
Standard deviation		.74	.78	.75	.67	.74	.76	.66	.68	.74	.66

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	5	1	2	2	4	4	4	5	2	2
		1%	*%	1%	1%	1%	1%	*%	1%	*%	1%
Not very important	(-1)	11	3	7	1	9	9	9	11	5	5
		1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
Neither important nor unimportant	(0)	88	44	32	11	85	69	87	88	48	18
		10%	13%	9%	6%	11%	9%	11%	10%	9%	6%
Important	(1)	378	168	149	61	345	326	364	378	222	112
		43%	51%	43%	32%	45%	44%	45%	43%	42%	40%
			c								
Very important	(2)	390	115	158	117	330	327	353	390	250	142
		45%	35%	45%	61%	43%	44%	43%	45%	47%	51%
					ab						
Don't know		*	-	-	*	*	*	*	*	*	*
		*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
NET Important		768	284	307	178	674	653	717	768	471	254
		88%	86%	88%	92%	87%	89%	88%	88%	89%	91%
NET Not Important		15	3	8	3	13	13	13	15	7	7
		2%	1%	2%	2%	2%	2%	2%	2%	1%	3%
Answered		871	331	348	192	772	735	817	871	526	279
Mean Score		1.3	1.2	1.3	1.5	1.3	1.3	1.3	1.3	1.4	1.4
					a						
Standard error		.03	.05	.04	.04	.03	.03	.03	.03	.03	.04
Standard deviation		.74	.71	.76	.73	.74	.73	.74	.74	.72	.75

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	5	-	4	-	-	-	-	-	-
		1%	-%	1%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	11	-	6	-	*	-	3	-	3
		1%	-%	1%	-%	*%	-%	23%	-%	6%
								ab		
Neither important nor unimportant	(0)	88	20	60	3	4	*	*	-	*
		10%	20%	10%	7%	9%	1%	1%	-%	1%
			h							
Important	(1)	378	50	269	24	8	5	2	5	12
		43%	51%	46%	54%	19%	30%	14%	28%	25%
			dh	dh	dfh					
Very important	(2)	390	29	242	18	31	12	8	13	33
		45%	29%	42%	39%	72%	69%	60%	72%	68%
						abc	a			ab
Don't know		*	-	-	-	-	*	*	-	*
		*%	-%	-%	-%	-%	1%	2%	-%	1%
NET Important		768	78	511	42	39	18	10	18	46
		88%	80%	88%	93%	91%	99%	74%	100%	93%
NET Not Important		15	-	10	-	*	-	3	-	3
		2%	-%	2%	-%	*%	-%	23%	-%	6%
								ab		
Answered		871	98	581	45	43	18	13	18	49
Mean Score		1.3	1.1	1.3	1.3	1.6	1.7	1.1	1.7	1.5
						a	a			a
Standard error		.03	.08	.03	.09	.08	.07	.21	.10	.08
Standard deviation		.74	.70	.74	.60	.66	.49	1.30	.46	.80

Columns Tested:: a,b,c,d,e,f,g,h

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	5	4	-	-	-	-	-	-	2	2	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	11	5	1	-	-	-	3	-	6	3	*	*	-	-	-
		1%	1%	2%	-%	-%	-%	36%	-%	1%	3%	*%	1%	-%	-%	-%
Neither important nor unimportant	(0)	88	78	2	2	2	*	*	-	62	4	3	*	*	-	-
		10%	13%	3%	5%	9%	1%	*%	-%	11%	4%	10%	3%	1%	-%	-%
Important	(1)	378	281	39	14	3	1	2	5	276	31	13	3	2	*	*
		43%	45%	55%	39%	13%	16%	18%	70%	48%	33%	43%	27%	23%	4%	2%
			d	d												
Very important	(2)	390	251	29	20	17	8	4	2	228	54	14	8	8	5	10
		45%	41%	40%	56%	78%	81%	46%	30%	40%	57%	46%	68%	75%	95%	98%
						ab										
Don't know		*	-	-	*	-	*	-	-	-	*	-	*	-	*	-
		*%	-%	-%	*%	-%	3%	-%	-%	-%	*%	-%	1%	-%	1%	-%
NET Important		768	532	68	34	20	9	6	7	504	85	27	11	10	6	11
		88%	86%	95%	95%	91%	96%	64%	100%	88%	90%	90%	95%	99%	99%	100%
NET Not Important		15	8	1	-	-	-	3	-	7	5	*	*	-	-	-
		2%	1%	2%	-%	-%	-%	36%	-%	1%	5%	*%	1%	-%	-%	-%
Answered		871	619	71	35	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.3	1.2	1.3	1.5	1.7	1.8	.7	1.3	1.3	1.4	1.4	1.7	1.7	2.0	2.0
						a										
Standard error		.03	.03	.07	.09	.09	.08	.29	.17	.03	.09	.10	.10	.11	.06	.04
Standard deviation		.74	.75	.63	.60	.65	.42	1.44	.49	.71	.89	.68	.58	.50	.22	.14

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	5	3	-	2	-	-	-	-	-	-	2	2	-	-
		1%	*%	-%	4%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%
Not very important	(-1)	11	6	-	4	*	-	-	*	*	4	3	1	-	*
		1%	1%	-%	7%	*%	-%	-%	2%	1%	1%	2%	1%	-%	*%
					a										
Neither important nor unimportant	(0)	88	81	4	*	2	-	*	-	*	35	23	18	3	7
		10%	13%	4%	*%	8%	-%	2%	-%	1%	11%	13%	10%	4%	21%
Important	(1)	378	293	40	20	9	9	7	1	17	149	91	90	23	11
		43%	46%	39%	34%	38%	42%	37%	7%	31%	45%	49%	48%	31%	31%
Very important	(2)	390	250	58	33	13	12	11	13	36	142	67	77	49	17
		45%	40%	57%	56%	54%	58%	60%	90%	67%	43%	36%	41%	65%	48%
				a						a				abc	
Don't know		*	-	*	-	-	-	*	*	*	-	-	*	-	*
		*%	-%	*%	-%	-%	-%	1%	*%	*%	-%	-%	*%	-%	*%
NET Important		768	543	98	53	22	21	18	14	53	291	158	167	72	27
		88%	86%	96%	89%	92%	100%	97%	97%	98%	88%	85%	89%	96%	79%
NET Not Important		15	8	-	6	*	-	-	*	*	4	5	3	-	*
		2%	1%	-%	11%	*%	-%	-%	2%	1%	1%	3%	2%	-%	*%
					ab										
Answered		871	633	102	59	24	21	19	14	54	330	187	188	75	35
Mean Score		1.3	1.2	1.5	1.3	1.5	1.6	1.6	1.9	1.7	1.3	1.2	1.3	1.6	1.3
				a						a				abc	
Standard error		.03	.03	.06	.12	.10	.09	.11	.13	.06	.05	.06	.05	.05	.12
Standard deviation		.74	.74	.57	1.04	.66	.51	.55	.54	.53	.71	.80	.74	.57	.80

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	5	4	-	-	-	-	-	2	2	-	-
		1%	1%	-%	-%	-%	-%	-%	2%	1%	-%	-%
Not very important	(-1)	11	4	3	1	-	*	5	4	-	-	*
		1%	1%	2%	1%	-%	*%	1%	3%	-%	-%	*%
Neither important nor unimportant	(0)	88	44	22	13	1	5	29	16	14	3	7
		10%	11%	14%	9%	1%	25% d	8%	12%	10%	5%	25%
Important	(1)	378	163	87	68	19	8	188	53	66	12	6
		43%	42%	53% d	51%	30%	40%	50% d	41%	46% d	22%	21%
Very important	(2)	390	174	51	52	43	7	155	55	60	41	16
		45%	45%	31%	39%	69% abc	35%	41%	42%	42%	73% abc	54%
Don't know		*	*	-	*	-	-	-	-	*	-	*
		*%	*%	-%	*%	-%	-%	-%	-%	*%	-%	*%
NET Important		768	337	137	120	62	15	343	108	126	53	22
		88%	87%	84%	90%	99% be	75%	91%	83%	89%	95%	75%
NET Not Important		15	8	3	1	-	*	5	6	2	-	*
		2%	2%	2%	1%	-%	*%	1%	5%	1%	-%	*%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		1.3	1.3	1.1	1.3	1.7 abce	1.1	1.3	1.2	1.3	1.7 abc	1.3
Standard error		.03	.05	.06	.05	.05	.13	.04	.07	.06	.06	.15
Standard deviation		.74	.79	.72	.66	.50	.79	.66	.89	.75	.57	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	5	2	-	3	-	-	4	-	1	5	-	4	-
		1%	*%	-%	1%	-%	-%	1%	-%	*%	1%	-%	1%	-%
Not very important	(-1)	11	6	*	-	1	*	3	3	5	9	1	8	1
		1%	1%	*%	-%	2%	*%	1%	6% a	2%	1%	2%	1%	9%
Neither important nor unimportant	(0)	88	46	17	23	1	*	42	8	36	88	-	85	*
		10%	10%	13%	12%	2%	*%	8%	15%	13%	11%	-%	11%	1%
Important	(1)	378	230	50	65	21	12	226	24	126	357	21	341	4
		43%	53% bcd	38%	34%	29%	52%	42%	45%	47%	44%	33%	45%	30%
Very important	(2)	390	154	65	102	50	11	267	17	103	349	41	322	8
		45%	35%	49%	53% a	68% a	47%	49% c	34%	38%	43%	65% a	42%	61%
Don't know		*	-	*	*	-	-	*	-	-	*	*	*	-
		*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%
NET Important		768	384	114	167	70	24	493	41	229	706	62	663	12
		88%	88%	87%	86%	97%	99%	91%	79%	85%	87%	98%	87%	91%
NET Not Important		15	8	*	3	1	*	7	3	5	14	1	12	1
		2%	2%	*%	1%	2%	*%	1%	6%	2%	2%	2%	2%	9%
Answered		871	437	132	193	73	24	542	52	271	808	63	759	13
Mean Score		1.3	1.2	1.4	1.4	1.6 a	1.5	1.4 c	1.1	1.2	1.3	1.6 a	1.3	1.4
Standard error		.03	.04	.06	.06	.06	.08	.03	.11	.05	.03	.07	.03	.19
Standard deviation		.74	.71	.72	.81	.61	.53	.71	.86	.75	.75	.59	.74	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	5	4	-	5	-	4	-	4	-	5	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	11	8	1	11	-	8	1	9	-	9	1
		1%	1%	4%	2%	-%	1%	7%	1%	-%	1%	1%
Neither important nor unimportant	(0)	88	69	*	75	13	85	*	69	*	74	13
		10%	10%	*%	11%	6%	11%	*%	10%	*%	11%	7%
Important	(1)	378	309	17	298	81	342	3	311	15	312	66
		43%	44%	58%	45%	37%	45%	19%	44%	46%	47% b	33%
Very important	(2)	390	316	11	268	122	318	12	310	17	270	120
		45%	45%	38%	41%	56% a	42%	73%	44%	53%	40%	60% a
Don't know		*	*	*	*	*	*	*	*	*	*	*
		*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
NET Important		768	625	28	566	202	659	15	621	32	582	186
		88%	89%	95%	86%	94%	87%	92%	88%	99%	87%	93%
NET Not Important		15	12	1	15	-	12	1	13	-	14	1
		2%	2%	4%	2%	-%	2%	7%	2%	-%	2%	1%
Answered		871	706	29	656	215	756	16	703	32	671	200
Mean Score		1.3	1.3	1.3	1.2	1.5 a	1.3	1.6	1.3	1.5	1.2	1.5 a
Standard error		.03	.03	.09	.03	.04	.03	.19	.03	.07	.03	.05
Standard deviation		.74	.74	.68	.77	.61	.74	.83	.74	.51	.76	.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	5	2	2	-	-	2	2	-	-	2	3	1	-
		1%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Not very important	(-1)	11	5	5	-	-	5	5	-	-	5	6	-	-
		1%	1%	1%	-%	-%	1%	1%	-%	-%	1%	1%	-%	-%
Neither important nor unimportant	(0)	88	37	74	11	-	22	61	8	-	39	72	13	-
		10%	7%	12%	7%	-%	5%	12% a	6%	-%	6%	14% a	7%	-%
Important	(1)	378	203	285	62	-	190	239	56	1	253	248	59	-
		43%	41%	48%	40%	-%	40%	46%	43%	100%	39%	48% ac	34%	-%
Very important	(2)	390	249	232	81	4	252	217	67	-	347	188	102	-
		45%	50% b	39%	53%	100%	54% b	41%	51%	-%	54% b	36%	58% b	-%
Don't know		*	*	*	*	-	*	*	-	-	*	*	-	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		768	452	517	143	4	442	455	123	1	600	436	161	-
		88%	91%	87%	93%	100%	94% b	87%	94%	100%	93% b	84%	92%	-%
NET Not Important		15	7	7	-	-	7	7	-	-	7	9	1	-
		2%	1%	1%	-%	-%	1%	1%	-%	-%	1%	2%	*%	-%
Answered		871	496	598	154	4	471	523	131	1	647	517	175	-
Mean Score		1.3	1.4 b	1.2	1.5 b	2.0	1.5 b	1.3	1.5	1.0	1.5 b	1.2	1.5 b	-
Standard error		.03	.03	.03	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.74	.70	.72	.62	-	.68	.73	.61	-	.67	.75	.67	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	5	2	2	5	-	2	-	5	-	-	-	-
		1%	*%	*%	1%	-%	*%	-%	1%	-%	-%	-%	-%
Not very important	(-1)	11	5	4	11	4	4	-	7	*	4	-	-
		1%	1%	1%	1%	1%	1%	-%	1%	*%	1%	-%	-%
Neither important nor unimportant	(0)	88	81	67	88	54	68	*	82	34	25	10	6
		10%	11%	9%	10%	9%	13%	*%	13% bc	6%	5%	8%	8%
Important	(1)	378	327	313	378	272	221	8	286	215	206	45	34
		43%	45%	45%	43%	45%	44%	34%	46%	40%	39%	33%	44%
Very important	(2)	390	316	316	390	280	211	16	235	286	286	80	37
		45%	43%	45%	45%	46%	42%	66%	38%	53% a	55% a	59% a	48%
Don't know		*	*	*	*	*	*	-	*	*	*	*	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET Important		768	643	629	768	552	433	25	521	501	492	125	72
		88%	88%	90%	88%	90%	85%	100%	85%	94% a	94% a	92%	92%
NET Not Important		15	7	6	15	4	6	-	12	*	4	-	-
		2%	1%	1%	2%	1%	1%	-%	2% b	*%	1%	-%	-%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		1.3	1.3	1.3	1.3	1.4	1.3	1.7	1.2	1.5 a	1.5 a	1.5 a	1.4
Standard error		.03	.03	.03	.03	.03	.03	.08	.03	.03	.03	.06	.08
Standard deviation		.74	.71	.69	.74	.67	.74	.49	.77	.62	.63	.64	.64

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	5	2	-	-	-	5	2	5	2	1	2	3	-	-	1	2
		1%	2%	-%	-%	-%	1%	*%	1%	*%	*%	*%	*%	-%	-%	*%	3% a
Not very important	(-1)	11	1	1	3	-	9	6	11	7	2	5	11	*	-	10	*
		1%	1%	3%	5%	-%	1%	1%	1%	1%	1%	1%	2%	*%	-%	2%	*%
Neither important nor unimportant	(0)	88	8	4	4	2	70	50	72	58	44	32	69	3	-	60	12
		10%	7%	10%	6%	7%	10%	10%	10%	10%	10%	7%	10%	2%	-%	9%	15%
Important	(1)	378	59	16	24	17	317	209	325	246	168	202	296	53	-	286	23
		43%	50%	39%	36%	49%	44%	43%	44%	41%	38%	41%	44%	41%	-%	44%	28%
Very important	(2)	390	47	20	35	15	311	223	334	281	222	248	302	73	-	295	46
		45%	40%	47%	53%	44%	44%	45%	45%	47%	51%	51%	44%	56%	-%	45%	55%
Don't know		*	*	-	*	-	*	*	*	*	*	*	*	*	-	*	*
		*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NET Important		768	106	36	60	32	627	432	659	528	390	450	598	127	-	580	69
		88%	90%	86%	89%	93%	88%	88%	88%	89%	89%	92%	88%	98% b	-%	89%	83%
NET Not Important		15	3	1	3	-	14	8	15	9	3	7	13	*	-	11	2
		2%	3%	3%	5%	-%	2%	2%	2%	1%	1%	2%	2%	*%	-%	2%	3%
Answered		871	117	42	67	34	712	490	747	594	437	489	680	129	-	652	83
Mean Score		1.3	1.3	1.3	1.4	1.4	1.3	1.3	1.3	1.3	1.4	1.4	1.3	1.5 b	-	1.3	1.3
Standard error		.03	.07	.11	.11	.11	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.12
Standard deviation		.74	.77	.80	.80	.62	.75	.74	.75	.73	.70	.70	.74	.54	-	.72	.91

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	5	4	1	-	-	-	-	-	3	2	2	1	2
		1%	1%	*%	-%	-%	-%	-%	-%	*%	1%	1%	*%	*%
Not very important	(-1)	11	6	4	1	-	1	*	4	2	5	1	*	9
		1%	2%	1%	*%	-%	1%	*%	3%	*%	3% b	*%	*%	2%
Neither important nor unimportant	(0)	88	22	66	14	-	4	18	1	72	13	11	20	53
		10%	5%	14% a	5%	-%	3%	7%	1%	12% a	9% a	7%	10%	10%
Important	(1)	378	166	212	115	5	45	100	58	251	64	69	79	217
		43%	41%	45%	38%	22%	39%	39%	46%	43%	44%	44%	42%	43%
Very important	(2)	390	207	183	169	17	65	136	65	259	62	75	89	221
		45%	51% b	39%	56%	78%	56%	54%	51%	44%	42%	48%	47%	44%
Don't know		*	*	*	*	-	*	-	*	*	-	-	*	*
		*%	*%	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	*%
NET Important		768	373	395	285	22	110	235	123	510	126	143	168	438
		88%	92% b	85%	95%	100%	96%	93%	96%	87%	86%	91%	89%	87%
NET Not Important		15	10	5	1	-	1	*	4	4	7	3	1	11
		2%	2%	1%	*%	-%	1%	*%	3%	1%	5% b	2%	1%	2%
Answered		871	405	466	300	22	115	253	127	586	146	157	189	502
Mean Score		1.3	1.4 b	1.2	1.5	1.8	1.5	1.5	1.4	1.3	1.2	1.4	1.3	1.3
Standard error		.03	.04	.03	.03	.12	.05	.04	.06	.03	.07	.06	.05	.03
Standard deviation		.74	.75	.73	.61	.42	.61	.63	.66	.73	.86	.75	.70	.76

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	5	5	-
		1%	2%	-%
Not very important	(-1)	11	5	6
		1%	2%	1%
Neither important nor unimportant	(0)	88	23	64
		10%	8%	11%
Important	(1)	378	139	239
		43%	46%	42%
Very important	(2)	390	131	259
		45%	43%	46%
Don't know		*	*	*
		*%	*%	*%
NET Important		768	270	499
		88%	89%	88%
NET Not Important		15	9	6
		2%	3%	1%
Answered		871	302	569
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.03
Standard deviation		.74	.80	.71

Columns Tested:: a,b

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	5	-	*	-	2	-	2	1	-	-	-	-	-
		1%	-%	*%	-%	5%	-%	2%	17%	-%	-%	-%	-%	-%
Not very important	(-1)	11	-	3	*	1	3	*	*	-	-	3	-	*
		1%	-%	3%	*%	3%	4%	*%	3%	-%	-%	11%	-%	*%
												fhkl		
Neither important nor unimportant	(0)	88	1	4	12	3	4	26	*	9	3	2	19	6
		10%	6%	3%	21%	8%	5%	21%	*%	6%	4%	7%	17%	8%
					bhi			bhi					bhi	
Important	(1)	378	7	73	14	23	23	42	3	61	50	10	43	28
		43%	60%	57%	25%	60%	35%	34%	74%	41%	63%	34%	38%	37%
				cf		c					cefhjkl			
Very important	(2)	390	4	47	29	10	37	52	*	78	27	14	51	41
		45%	34%	37%	53%	25%	56%	42%	5%	53%	34%	48%	45%	54%
										d				d
Don't know		*	-	-	-	-	-	*	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
NET Important		768	11	121	43	33	61	93	3	139	77	24	94	69
		88%	94%	95%	79%	85%	91%	77%	80%	94%	96%	83%	83%	91%
				f						cfk	cfk			
NET Not Important		15	-	3	*	3	3	2	1	-	-	3	-	*
		2%	-%	3%	*%	7%	4%	2%	20%	-%	-%	11%	-%	*%
												hkl		
Answered		871	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		1.3	1.3	1.3	1.3	1.0	1.4	1.2	.5	1.5	1.3	1.2	1.3	1.4
										df				d
Standard error		.03	.10	.07	.11	.11	.11	.08	.38	.06	.07	.13	.08	.07
Standard deviation		.74	.59	.65	.81	.93	.77	.88	1.38	.61	.54	.99	.74	.67

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 204 (continuation)

QD10A_3. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	5	*	4	1	-	4	1
		1%	*%	2%	*%	-%	1%	*%
Not very important	(-1)	11	3	4	*	3	7	4
		1%	2%	2%	*%	2%	2%	1%
Neither important nor unimportant	(0)	88	16	33	12	28	48	39
		10%	8%	14%	5%	13%	11%	9%
				c		c		
Important	(1)	378	94	88	114	82	182	196
		43%	49%	39%	49%	37%	43%	44%
Very important	(2)	390	81	99	105	106	179	211
		45%	42%	43%	45%	48%	43%	47%
Don't know		*	-	*	-	*	*	*
		*%	-%	*%	-%	*%	*%	*%
NET Important		768	175	187	219	187	362	406
		88%	90%	82%	95%	86%	86%	90%
					bd			
NET Not Important		15	3	7	1	3	11	4
		2%	2%	3%	*%	2%	3%	1%
Answered		871	194	227	232	218	421	450
Mean Score		1.3	1.3	1.2	1.4	1.3	1.3	1.4
Standard error		.03	.05	.06	.05	.05	.04	.03
Standard deviation		.74	.69	.87	.62	.76	.79	.69

Columns Tested:: a,b,c,d - a,b

Table 205

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	17	2	15	17	*	-	*	*
		2%	10%	2%	2%	*%	-%	*%	*%
Not very important	(-1)	50	*	49	48	2	-	*	2
		6%	2%	6%	6%	6%	-%	4%	5%
Neither important nor unimportant	(0)	182	4	178	177	4	*	*	4
		21%	22%	21%	21%	11%	4%	12%	11%
					e				
Important	(1)	355	1	353	338	14	2	1	17
		41%	9%	41%	41%	41%	49%	56%	43%
Very important	(2)	267	10	258	251	14	2	1	16
		31%	57%	30%	30%	40%	48%	28%	40%
Don't know		1	-	1	1	*	-	-	*
		*%	-%	*%	*%	1%	-%	-%	1%
NET Important		622	11	611	589	28	4	2	33
		71%	66%	71%	71%	81%	96%	83%	83%
							a		a
NET Not Important		67	2	65	64	2	-	*	2
		8%	12%	8%	8%	6%	-%	4%	6%
Answered		870	17	853	830	34	4	2	40
Mean Score		.9	1.0	.9	.9	1.2	1.4	1.1	1.2
									a
Standard error		.03	.26	.03	.04	.07	.12	.12	.05
Standard deviation		.96	1.36	.95	.96	.89	.66	1.06	.86

Columns Tested:: a,b - a,b,c,d,e

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	17	9	5	4	-	*	*	17	*	*
		2%	2%	1%	6%	-%	1%	*%	2%	*%	*%
Not very important	(-1)	50	32	14	2	1	1	*	48	2	*
		6%	7%	4%	3%	5%	7%	4%	6%	6%	2%
Neither important nor unimportant	(0)	182	104	63	9	3	1	*	177	4	*
		21%	23% ehi	20%	16%	14%	5%	12%	21% e	11%	7%
Important	(1)	355	197	123	18	9	7	1	338	14	3
		41%	44%	38%	31%	37%	50%	56% bc	41%	41%	51%
Very important	(2)	267	109	117	25	11	5	1	251	14	2
		31%	24%	36% a	43% a	44% a	35%	28%	30%	40% a	41%
Don't know		1	*	-	*	-	*	-	1	*	-
		*%	*%	-%	1%	-%	2%	-%	*%	1%	-%
NET Important		622	306	240	43	19	12	2	589	28	5
		71%	68%	75%	74%	81%	86% a	83% a	71%	81% a	92% abg
NET Not Important		67	41	18	5	1	1	*	64	2	*
		8%	9%	6%	9%	5%	7%	4%	8%	6%	2%
Answered		870	451	322	57	24	14	2	830	34	6
Mean Score		.9	.8	1.0 a	1.0	1.2 a	1.1	1.1	.9	1.2 a	1.3 ag
Standard error		.03	.06	.06	.13	.09	.10	.12	.04	.07	.07
Standard deviation		.96	.95	.93	1.14	.87	.88	1.06	.96	.89	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	17	13	4	*	-	*	13	4	-	-	-
		2%	2%	3%	*%	-%	*%	2%	3%	-%	-%	-%
Not very important	(-1)	50	43	5	2	-	*	37	4	5	*	1
		6%	6%	3%	6%	-%	4%	6%	3%	14%	*%	2%
Neither important nor unimportant	(0)	182	154	23	4	*	*	145	20	4	3	3
		21%	22%	16%	11%	4%	12%	24%	17%	11%	20%	14%
Important	(1)	355	285	53	14	2	1	257	40	11	6	10
		41%	41%	37%	41%	49%	56%	43%	34%	32%	39%	43%
							b					
Very important	(2)	267	192	59	14	2	1	151	50	15	6	10
		31%	28%	41%	40%	48%	28%	25%	42%	43%	41%	41%
				a					a			
Don't know		1	*	*	*	-	-	1	*	-	-	-
		*%	*%	*%	1%	-%	-%	*%	*%	-%	-%	-%
NET Important		622	477	111	28	4	2	408	89	27	12	21
		71%	69%	77%	81%	96%	83%	68%	76%	75%	80%	84%
						a						
NET Not Important		67	56	9	2	-	*	50	8	5	*	1
		8%	8%	6%	6%	-%	4%	8%	7%	14%	*%	2%
Answered		870	687	143	34	4	2	603	117	36	15	25
Mean Score		.9	.9	1.1	1.2	1.4	1.1	.8	1.1	1.1	1.2	1.2
				a	a	a			a			a
Standard error		.03	.05	.07	.07	.12	.12	.05	.08	.13	.12	.08
Standard deviation		.96	.95	.97	.89	.66	1.06	.95	1.01	1.06	.79	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	17	3	-	4	-	1	-	2	2	1
		2%	4%	-%	2%	-%	1%	-%	2%	2%	1%
Not very important	(-1)	50	8	3	15	-	3	6	2	1	6
		6%	10%	4%	11%	-%	3%	4%	2%	2%	9%
Neither important nor unimportant	(0)	182	9	18	14	14	27	25	30	15	9
		21%	12%	28%	10%	52%	29%	15%	29%	24%	14%
				c			c		c		
Important	(1)	355	31	26	59	7	32	80	41	31	25
		41%	42%	41%	41%	27%	34%	48%	39%	49%	38%
Very important	(2)	267	23	17	53	6	30	55	29	13	25
		31%	31%	26%	37%	22%	32%	33%	27%	21%	37%
Don't know		1	-	*	-	-	-	-	*	*	-
		*%	-%	1%	-%	-%	-%	-%	*%	*%	-%
NET Important		622	54	43	111	13	62	135	70	45	50
		71%	73%	67%	77%	48%	67%	81%	67%	71%	76%
NET Not Important		67	11	3	19	-	4	6	4	3	7
		8%	15%	4%	13%	-%	4%	4%	4%	5%	11%
Answered		870	74	64	144	27	93	166	104	63	67
Mean Score		.9	.9	.9	1.0	.7	.9	1.1	.9	.9	1.0
Standard error		.03	.14	.12	.11	.17	.11	.08	.12	.12	.13
Standard deviation		.96	1.11	.84	1.06	.82	.93	.79	.92	.87	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	17	2	5	6	13	4	2	2	*
		2%	1%	2%	1%	2%	6%	6%	9%	*%
							d		cd	
Not very important	(-1)	50	9	11	24	44	6	4	2	*
		6%	5%	6%	6%	5%	9%	13%	7%	1%
Neither important nor unimportant	(0)	182	50	42	69	162	20	7	7	5
		21%	27%	21%	17%	20%	29%	23%	29%	43%
							c			bcd
Important	(1)	355	65	89	180	333	22	8	10	4
		41%	35%	44%	43%	41%	32%	25%	41%	29%
Very important	(2)	267	61	53	136	250	17	10	4	4
		31%	33%	26%	33%	31%	25%	33%	15%	28%
					g					
Don't know		1	-	1	*	1	-	-	-	-
		*%	-%	*%	*%	*%	-%	-%	-%	-%
NET Important		622	126	142	316	583	39	17	14	7
		71%	67%	70%	76%	73%	57%	58%	56%	57%
					efgh	e				
NET Not Important		67	11	16	29	57	10	6	4	*
		8%	6%	8%	7%	7%	15%	20%	16%	1%
							d	acdh	h	
Answered		870	187	200	414	802	68	30	25	13
Mean Score		.9	.9	.9	1.0	1.0	.6	.6	.5	.8
			g		eg	eg				
Standard error		.03	.08	.07	.06	.04	.07	.14	.12	.09
Standard deviation		.96	.94	.95	.92	.94	1.14	1.26	1.12	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	17	-	-	-	2	8	-	*	-	6
		2%	-%	-%	-%	3%	5%	-%	2%	-%	1%
Not very important	(-1)	50	-	2	3	5	8	-	2	1	30
		6%	-%	4%	5%	6%	5%	-%	9%	6%	6%
Neither important nor unimportant	(0)	182	5	5	5	20	22	11	7	3	109
		21%	21%	9%	9%	21%	13%	39%	32%	18%	23%
Important	(1)	355	13	44	45	34	68	5	3	6	182
		41%	55%	72% dei	71% dei	36%	41%	18%	16%	38%	39%
Very important	(2)	267	6	9	10	32	56	12	9	6	137
		31%	25%	15%	15%	34%	35%	42%	41%	37%	30%
Don't know		1	-	-	-	-	*	*	-	-	*
		*%	-%	-%	-%	-%	*%	1%	-%	-%	*%
NET Important		622	18	53	54	65	124	17	12	12	318
		71%	79%	87%	87%	71%	76%	60%	57%	76%	69%
NET Not Important		67	-	2	3	8	17	-	2	1	36
		8%	-%	4%	5%	8%	10%	-%	11%	6%	8%
Answered		870	23	61	63	93	163	29	22	15	463
Mean Score		.9	1.0	1.0	1.0	.9	1.0	1.0	.9	1.1	.9
Standard error		.03	.14	.07	.07	.11	.08	.18	.22	.19	.05
Standard deviation		.96	.69	.64	.66	1.01	1.08	.92	1.14	.92	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	17	2	8	6	12	4	17	*	17	-
		2%	1%	4%	1%	2%	3%	2%	*%	2%	-%
Not very important	(-1)	50	8	8	33	41	9	49	1	48	1
		6%	5%	4%	7%	6%	6%	6%	1%	6%	7%
Neither important nor unimportant	(0)	182	30	33	119	144	38	172	10	176	5
		21%	17%	17%	24%	20%	26%	21%	17%	21%	24%
Important	(1)	355	91	73	191	309	45	331	24	353	2
		41%	51%	38%	38%	43%	31%	41%	42%	42%	9%
Very important	(2)	267	47	69	152	217	50	245	22	255	12
		31%	26%	36%	30%	30%	34%	30%	39%	30%	60%
Don't know		1	-	1	*	1	-	1	*	1	-
		*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET Important		622	138	141	343	526	96	576	46	608	14
		71%	77%	74%	68%	73%	65%	71%	81%	71%	69%
NET Not Important		67	11	17	39	54	13	66	1	65	1
		8%	6%	9%	8%	7%	9%	8%	1%	8%	7%
Answered		870	179	191	500	724	146	814	56	849	21
Mean Score		.9	1.0	1.0	.9	.9	.9	.9	1.2	.9	1.2
Standard error		.03	.06	.07	.05	.03	.10	.04	.07	.03	.25
Standard deviation		.96	.86	1.05	.95	.94	1.05	.97	.77	.95	1.07

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	17	7	1	9	10	6	1	*	16	1
		2%	2%	1%	3%	1%	4%	3%	1%	2%	2%
Not very important	(-1)	50	31	8	11	45	5	*	*	50	*
		6%	7%	6%	4%	7%	3%	*%	*%	6%	*%
Neither important nor unimportant	(0)	182	98	26	57	154	24	2	3	177	4
		21%	22%	19%	20%	23% f	18%	4%	13%	22%	7%
Important	(1)	355	185	47	121	281	55	11	8	336	19
		41%	42%	34%	41%	41%	42%	27%	40%	41%	31%
Very important	(2)	267	120	53	94	188	43	27	10	231	37
		31%	27%	39%	32%	28%	33%	67% abe	47%	28%	60% abe
Don't know		1	*	1	-	1	-	-	-	1	-
		*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
NET Important		622	306	100	215	469	98	38	18	566	55
		71%	69%	74%	74%	69%	74%	93% ae	86%	70%	91% ae
NET Not Important		67	37	9	20	55	10	1	*	65	1
		8%	8%	7%	7%	8%	8%	3%	1%	8%	2%
Answered		870	441	135	292	678	131	40	20	809	61
Mean Score		.9	.9	1.1	1.0	.9	1.0	1.5 abe	1.3	.9	1.5 abe
Standard error		.03	.05	.07	.06	.04	.08	.12	.11	.04	.08
Standard deviation		.96	.95	.96	.97	.94	1.02	.82	.76	.95	.80

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	17	4	6	7	10	13	13	17	5	2
		2%	1%	2%	4%	1%	2%	2%	2%	1%	1%
Not very important	(-1)	50	23	22	5	43	41	47	50	18	9
		6%	7%	6%	2%	6%	6%	6%	6%	3%	3%
Neither important nor unimportant	(0)	182	75	79	28	162	148	175	182	97	35
		21%	23%	23%	14%	21%	20%	21%	21%	18%	12%
						f		f	f		
Important	(1)	355	156	125	74	319	301	330	355	230	131
		41%	47%	36%	38%	41%	41%	40%	41%	44%	47%
Very important	(2)	267	72	115	79	237	232	251	267	176	103
		31%	22%	33%	41%	31%	32%	31%	31%	33%	37%
				a	a						
Don't know		1	*	1	-	1	1	1	1	1	*
		*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
NET Important		622	229	240	153	556	533	581	622	406	233
		71%	69%	69%	80%	72%	72%	71%	71%	77%	84%
											abcd
NET Not Important		67	27	28	11	53	54	60	67	24	11
		8%	8%	8%	6%	7%	7%	7%	8%	4%	4%
Answered		870	331	347	192	771	735	816	870	526	279
Mean Score		.9	.8	.9	1.1	.9	1.0	.9	.9	1.1	1.2
					a						abcd
Standard error		.03	.06	.05	.06	.03	.04	.03	.03	.04	.04
Standard deviation		.96	.90	.98	.98	.93	.95	.94	.96	.86	.81

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	17	2	8	2	-	*	-	-	*
		2%	2%	1%	5%	-%	2%	-%	-%	1%
Not very important	(-1)	50	8	35	1	4	-	*	-	*
		6%	8%	6%	1%	9%	-%	*%	-%	*%
Neither important nor unimportant	(0)	182	37	115	13	5	1	3	1	5
		21%	38%	20%	29%	12%	4%	25%	4%	9%
			bdeh							
Important	(1)	355	31	243	13	18	10	5	11	26
		41%	31%	42%	28%	41%	55%	37%	59%	52%
Very important	(2)	267	20	180	16	16	7	5	7	19
		31%	20%	31%	36%	38%	39%	36%	37%	38%
Don't know		1	*	*	-	-	-	*	-	*
		*%	*%	*%	-%	-%	-%	2%	-%	*%
NET Important		622	51	423	29	34	17	10	17	44
		71%	52%	73%	64%	79%	94%	73%	96%	89%
				a			a			ac
NET Not Important		67	10	42	3	4	*	*	-	*
		8%	11%	7%	7%	9%	2%	*%	-%	1%
Answered		870	98	580	45	43	18	13	18	49
Mean Score		.9	.6	1.0	.9	1.1	1.3	1.1	1.3	1.3
				a			a			a
Standard error		.03	.11	.04	.16	.11	.11	.13	.12	.07
Standard deviation		.96	.98	.93	1.09	.94	.74	.81	.57	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	17	7	3	-	-	*	-	-	10	*	2	-	-	-	-
		2%	1%	5%	-%	-%	4%	-%	-%	2%	*%	8%	-%	-%	-%	-%
Not very important	(-1)	50	39	*	1	3	-	*	-	39	1	1	-	-	-	-
		6%	6%	*%	2%	14%	-%	*%	-%	7%	1%	5%	-%	-%	-%	-%
Neither important nor unimportant	(0)	182	126	23	6	3	1	3	-	125	17	5	*	-	*	1
		21%	20%	33%	18%	12%	7%	38%	-%	22%	18%	16%	3%	-%	1%	6%
Important	(1)	355	276	18	12	4	4	1	4	224	45	11	6	8	2	7
		41%	45%	26%	33%	17%	45%	16%	58%	39%	48%	36%	50%	72%	36%	62%
Very important	(2)	267	171	26	17	12	4	4	3	175	31	11	5	3	4	3
		31%	28%	37%	47%	56%	44%	43%	42%	31%	32%	36%	47%	28%	63%	32%
						a										
Don't know		1	1	-	-	-	-	*	-	-	1	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	-%	-%
NET Important		622	447	44	28	16	8	5	7	399	75	21	11	11	6	10
		71%	72%	62%	80%	74%	89%	58%	100%	70%	80%	72%	97%	100%	99%	94%
													a			
NET Not Important		67	46	4	1	3	*	*	-	49	1	4	-	-	-	-
		8%	7%	5%	2%	14%	4%	*%	-%	9%	1%	12%	-%	-%	-%	-%
Answered		870	618	71	36	22	9	8	7	573	93	30	12	11	6	11
Mean Score		.9	.9	.9	1.2	1.2	1.3	1.0	1.4	.9	1.1	.9	1.4	1.3	1.6	1.3
Standard error		.03	.04	.12	.12	.17	.17	.20	.19	.04	.07	.17	.09	.11	.15	.18
Standard deviation		.96	.91	1.06	.83	1.14	.93	.98	.53	.97	.76	1.20	.58	.47	.56	.59

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	17	14	*	1	*	1	*	-	1	3	2	4	-	2
		2%	2%	*%	2%	*%	4%	2%	-%	2%	1%	1%	2%	-%	7%
Not very important	(-1)	50	47	3	*	*	-	-	-	-	24	10	12	1	-
		6%	7%	3%	*%	*%	-%	-%	-%	-%	7%	5%	7%	1%	-%
Neither important nor unimportant	(0)	182	138	22	14	6	1	*	1	3	81	44	48	1	1
		21%	22%	21%	23%	25%	7%	*%	9%	5%	24% d	24% d	26% d	2%	2%
Important	(1)	355	258	45	12	9	13	9	8	30	127	92	63	31	17
		41%	41% c	44%	20%	38%	60% c	50%	60%	56% c	38%	49% c	34%	41%	49%
Very important	(2)	267	175	32	32	9	6	9	4	20	95	38	60	42	15
		31%	28%	31%	54% a	37%	29%	48%	32%	36%	29%	20%	32%	56% abc	42%
Don't know		1	-	1	*	-	-	-	-	-	*	-	*	*	-
		*%	-%	1%	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
NET Important		622	433	77	44	18	19	19	13	50	222	130	123	73	32
		71%	68%	75%	74%	75%	89%	98%	91%	93% a	67%	70%	65%	97% abc	91%
NET Not Important		67	62	3	1	*	1	*	-	1	28	12	17	1	2
		8%	10%	3%	2%	1%	4%	2%	-%	2%	8%	6%	9%	1%	7%
Answered		870	633	101	59	24	21	19	14	54	330	187	188	75	35
Mean Score		.9	.8	1.1	1.3	1.1	1.1	1.4	1.2	1.2	.9	.8	.9	1.5 abc	1.2
Standard error		.03	.04	.08	.11	.13	.15	.14	.14	.09	.06	.07	.07	.06	.15
Standard deviation		.96	.99	.80	.95	.82	.87	.70	.61	.76	.95	.86	1.02	.61	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	17	7	2	1	-	*	6	1	3	-	2
		2%	2%	2%	1%	-%	1%	1%	1%	2%	-%	8%
Not very important	(-1)	50	28	7	7	1	-	24	8	8	1	-
		6%	7%	4%	6%	1%	-%	6%	6%	6%	2%	-%
Neither important nor unimportant	(0)	182	87	41	33	1	1	86	24	37	1	*
		21%	22%	25%	25%	1%	3%	23%	18%	26%	1%	*%
			d	d	d			d	d	d		
Important	(1)	355	158	77	45	26	13	156	58	50	24	13
		41%	41%	47%	33%	42%	64%	41%	44%	35%	43%	44%
Very important	(2)	267	110	36	47	34	7	106	39	43	30	14
		31%	28%	22%	35%	55%	32%	28%	30%	30%	54%	48%
						ab					abc	
Don't know		1	*	-	*	*	-	*	*	-	-	-
		*%	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%
NET Important		622	268	113	92	61	19	261	97	93	54	27
		71%	69%	69%	69%	97%	96%	69%	74%	66%	97%	92%
						abc					abc	
NET Not Important		67	34	10	9	1	*	29	10	11	1	2
		8%	9%	6%	6%	1%	1%	8%	7%	8%	2%	8%
Answered		870	389	163	134	62	20	377	130	141	56	30
Mean Score		.9	.9	.8	1.0	1.5	1.3	.9	1.0	.9	1.5	1.2
						abc					abc	
Standard error		.03	.06	.07	.07	.06	.10	.06	.08	.08	.07	.18
Standard deviation		.96	.96	.87	.95	.59	.59	.94	.91	1.00	.63	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	17	7	2	4	4	*	13	1	2	16	1	9	1
		2%	2%	1%	2%	5%	*%	2%	3%	1%	2%	2%	1%	9%
Not very important	(-1)	50	31	10	10	*	-	26	*	24	50	*	43	*
		6%	7%	7%	5%	*%	-%	5%	*%	9%	6%	*%	6%	*%
Neither important nor unimportant	(0)	182	107	24	39	7	1	98	14	68	178	3	161	1
		21%	25%	18%	20%	10%	3%	18%	27%	25%	22% b	6%	21%	7%
Important	(1)	355	187	55	68	30	8	226	23	104	324	31	317	2
		41%	43%	42%	35%	41%	32%	42%	44%	38%	40%	49%	42%	15%
Very important	(2)	267	104	41	71	33	16	178	14	73	240	28	228	8
		31%	24%	31%	37% a	45% a	66% ab	33%	27%	27%	30%	44%	30%	66%
Don't know		1	*	*	*	-	-	1	-	-	1	-	1	*
		*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	2%
NET Important		622	291	96	139	62	23	404	37	176	564	58	545	10
		71%	67%	73%	72%	86% a	97% a	75%	70%	65%	70%	93% a	72%	81%
NET Not Important		67	38	11	14	4	*	39	1	26	65	1	52	1
		8%	9%	9%	7%	5%	*%	7%	3%	10%	8%	2%	7%	10%
Answered		870	437	132	192	73	24	541	52	271	807	63	758	13
Mean Score		.9	.8	.9	1.0	1.2 a	1.6 ab	1.0	.9	.8	.9	1.3 a	.9	1.3
Standard error		.03	.05	.08	.07	.10	.09	.04	.11	.06	.03	.09	.03	.28
Standard deviation		.96	.94	.96	.98	.98	.60	.96	.88	.96	.96	.74	.92	1.29

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	17	12	1	11	5	9	1	13	*	11	6
		2%	2%	4%	2%	3%	1%	7%	2%	*%	2%	3%
Not very important	(-1)	50	41	*	39	11	43	*	41	*	41	9
		6%	6%	*%	6%	5%	6%	1%	6%	*%	6%	4%
Neither important nor unimportant	(0)	182	145	3	151	30	161	1	145	2	150	31
		21%	21%	9%	23%	14%	21%	6%	21%	7%	22%	16%
Important	(1)	355	293	9	265	89	317	2	294	8	279	76
		41%	41%	29%	40%	42%	42%	13%	42%	23%	42%	38%
Very important	(2)	267	215	17	188	79	225	12	209	22	189	79
		31%	30%	57%	29%	37%	30%	74%	30%	69%	28%	39%
				a						a		
Don't know		1	1	-	1	*	1	-	1	-	1	*
		*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
NET Important		622	508	25	453	169	542	14	503	30	468	154
		71%	72%	86%	69%	78%	72%	87%	72%	93%	70%	77%
NET Not Important		67	53	1	50	16	52	1	54	*	52	14
		8%	7%	4%	8%	8%	7%	7%	8%	*%	8%	7%
Answered		870	705	29	655	215	755	16	702	32	670	200
Mean Score		.9	.9	1.3	.9	1.1	.9	1.5	.9	1.6	.9	1.1
										a		
Standard error		.03	.04	.12	.04	.07	.03	.24	.04	.09	.04	.07
Standard deviation		.96	.94	.97	.95	.97	.92	1.13	.95	.66	.94	.99

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	17	2	9	-	-	6	11	1	-	10	12	2	-
		2%	*%	2%	-%	-%	1%	2%	1%	-%	2%	2%	1%	-%
Not very important	(-1)	50	14	39	5	-	13	37	7	-	22	42	10	-
		6%	3%	7%	3%	-%	3%	7%	6%	-%	3%	8%	6%	-%
								a				a		
Neither important nor unimportant	(0)	182	83	132	25	4	79	100	18	1	115	112	23	-
		21%	17%	22%	16%	100%	17%	19%	14%	100%	18%	22%	13%	-%
Important	(1)	355	219	242	63	-	202	215	61	-	276	207	73	-
		41%	44%	40%	41%	-%	43%	41%	46%	-%	43%	40%	42%	-%
Very important	(2)	267	177	175	62	-	170	159	44	-	224	144	67	-
		31%	36%	29%	40%	-%	36%	30%	34%	-%	35%	28%	38%	-%
Don't know		1	1	1	-	-	1	-	-	-	1	1	*	-
		*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
NET Important		622	397	417	124	-	372	374	105	-	499	350	140	-
		71%	80%	70%	81%	-%	79%	72%	80%	-%	77%	68%	80%	-%
			b								b		b	
NET Not Important		67	16	49	5	-	19	49	8	-	32	54	11	-
		8%	3%	8%	3%	-%	4%	9%	6%	-%	5%	10%	6%	-%
				a				a				a		
Answered		870	495	597	154	4	470	523	131	1	646	516	174	-
Mean Score		.9	1.1	.9	1.2	-	1.1	.9	1.1	-	1.1	.8	1.1	-
			b		b		b				b		b	
Standard error		.03	.04	.04	.07	-	.04	.04	.08	-	.04	.04	.07	-
Standard deviation		.96	.81	.95	.81	-	.86	.98	.87	-	.89	1.00	.90	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	17	9	12	17	5	11	*	13	9	2	1	1
		2%	1%	2%	2%	1%	2%	*%	2%	2%	*%	1%	1%
Not very important	(-1)	50	42	40	50	36	38	1	46	27	18	8	7
		6%	6%	6%	6%	6%	8%	3%	7%	5%	3%	6%	10%
Neither important nor unimportant	(0)	182	148	137	182	107	116	1	132	92	78	13	5
		21%	20%	19%	21%	18%	23%	4%	22% d	17%	15%	9%	7%
Important	(1)	355	304	289	355	258	207	15	255	223	215	64	42
		41%	42%	41%	41%	42%	41%	62%	41%	42%	41%	47%	54%
Very important	(2)	267	227	223	267	203	134	8	168	185	208	50	23
		31%	31%	32%	31%	33%	26%	32%	27%	35%	40% a	37%	29%
Don't know		1	1	1	1	1	1	-	1	*	1	*	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
NET Important		622	531	513	622	461	341	23	423	407	422	114	64
		71%	73%	73%	71%	76% b	67%	94%	69%	76%	81% a	84% a	83%
NET Not Important		67	51	52	67	41	49	1	59	36	20	9	8
		8%	7%	7%	8%	7%	10%	3%	10% c	7%	4%	7%	11%
Answered		870	731	702	870	610	506	25	615	535	520	135	78
Mean Score		.9	1.0	1.0	.9	1.0 b	.8	1.2	.8	1.0 a	1.2 a	1.1 a	1.0
Standard error		.03	.04	.04	.03	.04	.05	.11	.04	.04	.04	.08	.11
Standard deviation		.96	.92	.94	.96	.91	.98	.66	.98	.93	.83	.86	.92

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	17	*	2	2	-	11	12	14	13	8	4	14	1	-	12	3
		2%	*%	6%	4%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	2%	4%
Not very important	(-1)	50	13	*	6	1	36	24	36	23	24	7	38	2	-	26	9
		6%	11%	*%	9%	2%	5%	5%	5%	4%	6%	1%	6%	2%	-%	4%	11%
													a				
Neither important nor unimportant	(0)	182	28	8	12	2	149	79	155	105	70	84	143	14	-	129	6
		21%	24%	18%	17%	6%	21%	16%	21%	18%	16%	17%	21%	11%	-%	20%	8%
Important	(1)	355	45	19	33	18	294	205	306	246	183	208	288	64	-	257	49
		41%	38%	44%	50%	53%	41%	42%	41%	41%	42%	42%	42%	49%	-%	39%	59%
																	a
Very important	(2)	267	32	13	13	13	221	171	235	206	153	186	198	48	-	227	15
		31%	27%	31%	20%	39%	31%	35%	31%	35%	35%	38%	29%	37%	-%	35%	19%
												b					
Don't know		1	-	*	*	-	1	*	1	1	-	1	*	*	-	1	-
		*%	-%	1%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
NET Important		622	76	31	46	31	515	376	541	452	335	394	485	111	-	483	64
		71%	65%	75%	69%	92%	72%	77%	72%	76%	77%	80%	71%	86%	-%	74%	77%
												b		b			
NET Not Important		67	13	2	9	1	47	36	50	37	32	11	51	3	-	38	12
		8%	11%	6%	13%	2%	7%	7%	7%	6%	7%	2%	8%	3%	-%	6%	15%
													a				
Answered		870	117	41	67	34	711	490	746	593	437	488	680	129	-	651	83
Mean Score		.9	.8	1.0	.7	1.3	1.0	1.0	1.0	1.0	1.0	1.2	.9	1.2	-	1.0	.8
												b		b			
Standard error		.03	.09	.14	.13	.12	.04	.04	.03	.04	.04	.04	.04	.07	-	.04	.13
Standard deviation		.96	.96	1.02	1.00	.69	.93	.96	.94	.94	.95	.81	.95	.77	-	.93	1.01

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	17	9	8	7	-	3	7	2	10	5	3	1	12
		2%	2%	2%	2%	-%	3%	3%	2%	2%	3%	2%	1%	2%
Not very important	(-1)	50	24	26	8	-	5	12	5	33	11	8	14	27
		6%	6%	6%	3%	-%	4%	5%	4%	6%	8%	5%	7%	5%
Neither important nor unimportant	(0)	182	69	112	49	-	4	50	18	137	25	28	30	115
		21%	17%	24%	16%	-%	4%	20% a	14%	23%	17%	18%	16%	23%
Important	(1)	355	170	184	110	11	51	87	50	244	56	61	83	204
		41%	42%	40%	37%	48%	44%	34%	39%	42%	38%	39%	44%	41%
Very important	(2)	267	132	135	125	11	52	98	52	162	49	56	61	144
		31%	33%	29%	42%	52%	45%	39%	41%	28%	34%	36%	32%	29%
Don't know		1	1	*	*	-	*	-	1	*	-	*	-	*
		*%	*%	*%	*%	-%	*%	-%	1%	*%	-%	*%	-%	*%
NET Important		622	303	319	236	22	103	185	102	407	105	117	143	347
		71%	75%	69%	79%	100%	89% b	73%	80%	69%	72%	75%	76%	69%
NET Not Important		67	33	34	15	-	8	18	7	43	16	11	15	39
		8%	8%	7%	5%	-%	7%	7%	6%	7%	11%	7%	8%	8%
Answered		870	405	466	300	22	115	253	127	586	146	157	189	502
Mean Score		.9	1.0	.9	1.1	1.5	1.2	1.0	1.1	.9	.9	1.0	1.0	.9
Standard error		.03	.05	.04	.05	.15	.08	.07	.08	.04	.09	.08	.07	.04
Standard deviation		.96	.96	.95	.94	.51	.93	1.00	.92	.94	1.06	.97	.92	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	17	6	11
		2%	2%	2%
Not very important	(-1)	50	16	34
		6%	5%	6%
Neither important nor unimportant	(0)	182	58	123
		21%	19%	22%
Important	(1)	355	115	240
		41%	38%	42%
Very important	(2)	267	108	160
		31%	36%	28%
Don't know		1	-	1
		*%	-%	*%
NET Important		622	222	400
		71%	74%	70%
NET Not Important		67	22	45
		8%	7%	8%
Answered		870	302	568
Mean Score		.9	1.0	.9
Standard error		.03	.05	.04
Standard deviation		.96	.97	.95

Columns Tested:: a,b

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	17	-	1	3	3	1	*	1	-	-	3	5	-
		2%	-%	1%	6%	7%	1%	*%	17%	-%	-%	11%	4%	-%
												fhl		
Not very important	(-1)	50	*	*	2	1	7	1	*	14	3	4	15	2
		6%	1%	*%	4%	3%	10%	1%	3%	9%	4%	15%	13%	3%
										b		bf	bfl	
Neither important nor unimportant	(0)	182	5	28	18	19	5	30	1	28	13	5	15	15
		21%	41%	22%	32%	49%	7%	25%	36%	19%	17%	17%	13%	20%
					ek	ehijkl								
Important	(1)	355	5	73	14	12	32	43	2	60	35	9	45	26
		41%	41%	57%	26%	31%	48%	35%	39%	40%	44%	31%	40%	34%
				cl										
Very important	(2)	267	2	25	18	4	23	47	*	46	28	7	34	33
		31%	17%	20%	32%	10%	34%	39%	4%	31%	36%	26%	30%	43%
								d			d			bd
Don't know		1	-	*	-	*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	1%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		622	7	98	32	16	54	90	2	106	64	16	79	59
		71%	58%	77%	57%	41%	82%	74%	43%	72%	80%	57%	70%	77%
				d			d	d		d	d		d	d
NET Not Important		67	*	1	6	4	8	1	1	14	3	8	20	2
		8%	1%	1%	10%	10%	11%	1%	20%	9%	4%	27%	17%	3%
							f					bfhil	bfil	
Answered		870	11	127	55	38	67	122	4	148	80	29	113	76
Mean Score		.9	.7	.9	.7	.3	1.0	1.1	.1	.9	1.1	.4	.8	1.2
				d			d	dj		d	dj			djk
Standard error		.03	.13	.08	.15	.12	.15	.08	.36	.09	.10	.18	.12	.09
Standard deviation		.96	.78	.72	1.14	.96	.98	.82	1.29	.93	.81	1.34	1.14	.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 205 (continuation)

QD10A_4. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	17	5	4	1	8	8	9
		2%	2%	2%	*%	4%	2%	2%
Not very important	(-1)	50	3	9	17	22	11	38
		6%	1%	4%	7%	10%	3%	9%
						a		a
Neither important nor unimportant	(0)	182	50	53	43	35	104	78
		21%	26%	24%	19%	16%	25%	17%
Important	(1)	355	91	87	97	80	178	177
		41%	47%	38%	42%	37%	42%	39%
Very important	(2)	267	45	74	75	74	118	149
		31%	23%	32%	32%	34%	28%	33%
Don't know		1	*	1	-	-	1	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		622	136	160	171	154	297	325
		71%	70%	71%	74%	71%	70%	72%
NET Not Important		67	7	13	17	30	20	47
		8%	4%	6%	7%	14%	5%	10%
						a		a
Answered		870	194	226	232	218	420	450
Mean Score		.9	.9	1.0	1.0	.9	.9	.9
Standard error		.03	.06	.06	.07	.07	.04	.05
Standard deviation		.96	.86	.93	.91	1.10	.90	1.01

Columns Tested:: a,b,c,d - a,b

Table 206

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	33	5	28	33	-	-	*	*
		4%	27%	3%	4%	-%	-%	5%	*%
								e	
Not very important	(-1)	93	2	90	90	2	*	*	2
		11%	13%	11%	11%	6%	*%	4%	6%
Neither important nor unimportant	(0)	218	4	213	210	7	*	*	7
		25%	25%	25%	25%	20%	2%	17%	18%
Important	(1)	357	1	355	336	18	2	1	20
		41%	8%	42%	40%	51%	55%	36%	51%
Very important	(2)	171	4	167	161	8	2	1	10
		20%	26%	20%	19%	23%	42%	38%	25%
								a	
Don't know		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	6	522	498	25	4	2	30
		61%	34%	61%	60%	74%	97%	74%	76%
						a	a		a
NET Not Important		126	7	119	123	2	*	*	2
		14%	41%	14%	15%	6%	*%	9%	6%
					e				
Answered		871	17	855	831	34	4	2	40
Mean Score		.6	-.1	.6	.6	.9	1.4	1.0	.9
						a	a	a	a
Standard error		.04	.30	.04	.04	.07	.12	.17	.05
Standard deviation		1.03	1.58	1.02	1.04	.83	.65	1.52	.84

Columns Tested:: a,b - a,b,c,d,e

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	33	14	16	3	-	-	*	33	-	*
		4%	3%	5%	6%	-%	-%	5%	4%	-%	2%
Not very important	(-1)	93	56	30	4	1	1	*	90	2	*
		11%	13%	9%	7%	4%	9%	4%	11%	6%	2%
Neither important nor unimportant	(0)	218	128	75	7	5	2	*	210	7	*
		25%	28%	23%	13%	19%	16%	17%	25%	20%	7%
			ci						i		
Important	(1)	357	175	129	32	12	7	1	336	18	3
		41%	39%	40%	56%	51%	52%	36%	40%	51%	48%
					a						
Very important	(2)	171	78	73	11	6	3	1	161	8	2
		20%	17%	23%	18%	25%	23%	38%	19%	23%	41%
								ag			ag
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	253	202	43	18	11	2	498	25	5
		61%	56%	63%	74%	77%	75%	74%	60%	74%	89%
					a	ag	a	a		ag	abg
NET Not Important		126	70	45	7	1	1	*	123	2	*
		14%	16%	14%	13%	4%	9%	9%	15%	6%	4%
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		.6	.5	.7	.7	1.0	.9	1.0	.6	.9	1.2
						ag		ag		ag	abcg
Standard error		.04	.06	.07	.11	.08	.10	.17	.04	.07	.09
Standard deviation		1.03	1.01	1.08	1.03	.80	.89	1.52	1.04	.83	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	33	27	6	-	-	*	22	4	1	1	*
		4%	4%	4%	-%	-%	5%	4%	4%	3%	4%	*%
Not very important	(-1)	93	80	11	2	*	*	68	12	6	1	2
		11%	12%	7%	6%	*%	4%	11%	10%	16%	8%	6%
Neither important nor unimportant	(0)	218	184	26	7	*	*	168	24	6	4	3
		25%	27%	18%	20%	2%	17%	28%	20%	16%	30%	11%
Important	(1)	357	273	64	18	2	1	241	48	12	5	14
		41%	40%	44%	51%	55%	36%	40%	41%	33%	32%	57%
Very important	(2)	171	124	38	8	2	1	104	30	11	4	6
		20%	18%	26%	23%	42%	38%	17%	25%	32%	26%	25%
						a	a					
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	396	101	25	4	2	345	78	23	8	20
		61%	58%	70%	74%	97%	74%	57%	66%	65%	58%	82%
				a	a	ab						a
NET Not Important		126	107	16	2	*	*	91	16	7	2	2
		14%	16%	11%	6%	*%	9%	15%	14%	19%	12%	7%
Answered		871	687	144	34	4	2	604	118	36	15	25
Mean Score		.6	.6	.8	.9	1.4	1.0	.6	.7	.8	.7	1.0
				a	a	a	a					a
Standard error		.04	.05	.07	.07	.12	.17	.05	.09	.14	.17	.08
Standard deviation		1.03	1.04	1.03	.83	.65	1.52	1.02	1.06	1.16	1.12	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	33	2	1	12	1	*	6	2	3	1
		4%	3%	2%	9%	2%	*%	4%	2%	4%	1%
Not very important	(-1)	93	12	2	15	1	5	24	12	*	8
		11%	16%	3%	11%	2%	5%	15%	11%	*%	12%
			h					h			
Neither important nor unimportant	(0)	218	18	15	44	14	24	16	34	22	12
		25%	25%	23%	31%	50%	26%	10%	32%	35%	18%
					f		f		f	f	
Important	(1)	357	28	34	41	9	34	92	40	30	29
		41%	38%	53%	29%	32%	36%	56%	38%	47%	43%
				c				c			
Very important	(2)	171	14	12	30	4	31	27	17	9	17
		20%	19%	19%	21%	14%	33%	16%	16%	14%	25%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	42	46	72	13	65	120	56	39	46
		61%	57%	72%	50%	46%	70%	72%	54%	61%	69%
				c				c			
NET Not Important		126	14	3	28	1	5	31	14	3	9
		14%	19%	5%	19%	4%	5%	18%	14%	4%	13%
					e						
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		.6	.5	.8	.4	.5	1.0	.7	.5	.7	.8
							cg				
Standard error		.04	.14	.12	.12	.18	.10	.11	.12	.11	.13
Standard deviation		1.03	1.06	.83	1.19	.86	.89	1.04	.97	.87	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	33	1	6	21	28	5	2	2	*
		4%	1%	3%	5%	4%	7%	7%	8%	4%
Not very important	(-1)	93	13	14	52	78	15	7	6	3
		11%	7%	7%	12%	10%	21% abd	22% abd	22% abd	21%
Neither important nor unimportant	(0)	218	50	55	94	199	19	8	6	5
		25%	27%	27%	23%	25%	27%	26%	23%	38%
Important	(1)	357	72	92	173	337	20	8	9	3
		41%	38%	46% e	42%	42% e	29%	26%	35%	26%
Very important	(2)	171	51	35	74	161	11	6	3	1
		20%	28%	17%	18%	20%	16%	20%	12%	12%
Don't know		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	123	126	248	497	31	14	12	5
		61%	66% eh	63% eh	60% eh	62% eh	45%	46%	47%	37%
NET Not Important		126	14	19	73	106	19	9	8	3
		14%	8%	10%	18% a	13%	28% abd	28% abd	30% abd	25% a
Answered		871	187	201	415	803	68	30	25	13
Mean Score		.6	.8 cefgh	.7 egh	.6	.7 egh	.3	.3	.2	.2
Standard error		.04	.08	.07	.07	.04	.07	.13	.12	.11
Standard deviation		1.03	.93	.94	1.08	1.02	1.17	1.22	1.18	1.06

Columns Tested:: a,b,c,d,e,f,g,h

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	33	*	*	*	3	8	2	-	-	20
		4%	2%	*%	*%	3%	5%	7%	-%	-%	4%
Not very important	(-1)	93	1	7	7	8	19	5	2	*	51
		11%	4%	11%	11%	9%	12%	18%	8%	2%	11%
Neither important nor unimportant	(0)	218	6	13	15	29	38	7	8	3	112
		25%	27%	22%	23%	31%	23%	23%	35%	21%	24%
Important	(1)	357	11	29	29	40	69	5	5	10	187
		41%	49%	47%	46%	43%	43%	17%	25%	63%	40%
Very important	(2)	171	4	12	12	13	29	10	7	2	94
		20%	18%	19%	19%	14%	18%	35%	32%	14%	20%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	15	41	41	53	98	15	12	12	281
		61%	67%	67%	66%	57%	60%	52%	57%	77%	61%
NET Not Important		126	1	7	7	11	27	7	2	*	70
		14%	6%	11%	11%	12%	16%	25%	8%	2%	15%
Answered		871	23	61	63	93	163	29	22	15	464
Mean Score		.6	.8	.7	.7	.6	.6	.5	.8	.9	.6
Standard error		.04	.18	.10	.10	.10	.08	.26	.20	.14	.05
Standard deviation		1.03	.89	.91	.90	.95	1.06	1.34	1.00	.68	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	33	3	10	20	28	5	33	*	33	-
		4%	2%	5%	4%	4%	3%	4%	*%	4%	-%
Not very important	(-1)	93	16	24	53	68	25	92	*	92	*
		11%	9%	13%	11%	9%	17%	11% b	*%	11%	2%
Neither important nor unimportant	(0)	218	50	45	123	181	37	209	9	214	3
		25%	28%	23%	25%	25%	25%	26%	16%	25%	16%
Important	(1)	357	80	74	202	302	55	323	34	344	13
		41%	45%	39%	40%	42%	37%	40%	59% a	40%	60%
Very important	(2)	171	29	39	103	146	25	158	14	167	4
		20%	16%	20%	21%	20%	17%	19%	24%	20%	22%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	110	113	305	448	80	481	47	511	17
		61%	61%	59%	61%	62%	54%	59%	84% a	60%	82%
NET Not Important		126	19	34	72	96	30	125	*	125	*
		14%	11%	18%	14%	13%	20%	15% b	*%	15%	2%
Answered		871	179	192	501	725	146	815	57	850	21
Mean Score		.6	.7	.6	.6	.6	.5	.6	1.1 a	.6	1.0
Standard error		.04	.07	.08	.05	.04	.10	.04	.06	.04	.16
Standard deviation		1.03	.92	1.10	1.05	1.03	1.06	1.05	.65	1.04	.70

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	33	22	3	8	23	9	-	*	33	*
		4%	5%	2%	3%	3%	7%	-%	1%	4%	*%
Not very important	(-1)	93	47	8	37	77	11	2	2	88	5
		11%	11%	6%	13%	11%	9%	6%	11%	11%	7%
Neither important nor unimportant	(0)	218	131	21	65	182	31	2	2	213	5
		25%	30%	16%	22%	27%	23%	6%	11%	26%	8%
			b			cf				f	
Important	(1)	357	157	75	123	267	54	23	12	321	36
		41%	35%	55%	42%	39%	41%	57%	61%	40%	58%
				a							ae
Very important	(2)	171	85	29	58	130	26	13	3	155	16
		20%	19%	21%	20%	19%	19%	31%	16%	19%	26%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	242	104	181	397	80	36	16	477	52
		61%	55%	76%	62%	58%	61%	88%	77%	59%	85%
				a				abe			abe
NET Not Important		126	69	11	45	100	21	2	2	121	5
		14%	16%	8%	16%	15%	16%	6%	11%	15%	8%
Answered		871	442	136	292	679	131	40	20	810	61
Mean Score		.6	.5	.9	.6	.6	.6	1.1	.8	.6	1.0
				a				ae			ae
Standard error		.04	.05	.07	.06	.04	.08	.11	.13	.04	.08
Standard deviation		1.03	1.07	.89	1.03	1.03	1.12	.77	.87	1.04	.81

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	33	11	12	10	19	21	22	33	14	1
		4%	3%	3%	5%	2%	3%	3%	4% f	3%	*%
Not very important	(-1)	93	39	38	16	79	80	89	93	49	15
		11%	12%	11%	8%	10%	11%	11%	11%	9%	5%
Neither important nor unimportant	(0)	218	109	73	36	193	174	205	218	113	47
		25%	33% bc	21%	18%	25%	24%	25%	25%	21%	17%
Important	(1)	357	125	142	90	327	308	340	357	227	134
		41%	38%	41%	47%	42%	42%	42%	41%	43%	48%
Very important	(2)	171	47	83	42	154	153	162	171	125	82
		20%	14%	24% a	22%	20%	21%	20%	20%	24%	29% acd
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	172	225	131	481	460	502	528	352	217
		61%	52%	65% a	68% a	62%	63%	61%	61%	67%	78% abcde
NET Not Important		126	50	50	25	99	101	110	126	62	16
		14%	15%	15%	13%	13% f	14% f	14% f	14% f	12%	6%
Answered		871	331	348	192	772	735	817	871	527	279
Mean Score		.6	.5	.7	.7	.7	.7	.7	.6	.8	1.0 abcde
Standard error		.04	.07	.06	.06	.04	.04	.04	.04	.04	.04
Standard deviation		1.03	.99	1.06	1.05	.99	1.01	1.00	1.03	1.00	.84

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Weighted Base	871	98	581	45	43	18	13	18	50
Not at all important (-2)	33	3	16	2	-	-	-	*	*
	4%	3%	3%	5%	-%	-%	-%	*%	*%
Not very important (-1)	93	14	59	6	3	2	2	2	6
	11%	14%	10%	13%	8%	11%	18%	11%	13%
Neither important nor unimportant (0)	218	37	152	5	6	1	*	4	5
	25%	38%	26%	11%	13%	7%	3%	21%	11%
		cefh							
Important (1)	357	36	243	24	17	9	6	4	20
	41%	37%	42%	53%	38%	51%	48%	25%	41%
Very important (2)	171	8	110	8	18	6	4	8	18
	20%	8%	19%	18%	41%	31%	31%	43%	35%
					ab				a
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important	528	44	353	32	34	15	11	12	38
	61%	45%	61%	71%	79%	83%	79%	68%	76%
					a	a			a
NET Not Important	126	17	76	8	3	2	2	2	6
	14%	17%	13%	18%	8%	11%	18%	12%	13%
Answered	871	98	581	45	43	18	13	18	50
Mean Score	.6	.3	.6	.7	1.1	1.0	.9	1.0	1.0
					a	a			a
Standard error	.04	.11	.05	.16	.11	.14	.17	.24	.10
Standard deviation	1.03	.93	.99	1.09	.93	.92	1.07	1.08	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	33	17	2	-	-	*	-	-	18	1	2	-	-	-	*
		4%	3%	3%	-%	-%	*%	-%	-%	3%	1%	8%	-%	-%	-%	*%
Not very important	(-1)	93	67	5	-	3	4	*	-	65	5	3	2	2	*	2
		11%	11%	7%	-%	15%	47%	1%	-%	11%	5%	12%	20%	18%	*%	19%
Neither important nor unimportant	(0)	218	154	26	6	2	1	*	4	162	9	1	2	*	*	-
		25%	25%	36%	17%	11%	6%	1%	55%	28%	10%	2%	17%	1%	2%	-%
										bc						
Important	(1)	357	271	22	17	6	3	6	1	222	52	20	5	3	4	2
		41%	44%	30%	49%	29%	33%	68%	20%	39%	55%	66%	44%	27%	76%	17%
												a				
Very important	(2)	171	109	17	12	10	1	3	2	106	27	4	2	6	1	7
		20%	18%	24%	34%	45%	13%	30%	26%	19%	29%	12%	20%	53%	22%	63%
						a										
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	381	39	29	16	4	8	3	328	79	23	7	9	6	9
		61%	62%	54%	83%	74%	47%	97%	45%	57%	84%	78%	63%	81%	98%	80%
											a					
NET Not Important		126	84	7	-	3	4	*	-	83	6	6	2	2	*	2
		14%	14%	10%	-%	15%	47%	1%	-%	14%	6%	19%	20%	18%	*%	20%
Answered		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		.6	.6	.7	1.2	1.0	.1	1.3	.7	.6	1.1	.6	.6	1.2	1.2	1.2
					a						a					
Standard error		.04	.04	.11	.10	.16	.23	.12	.32	.05	.08	.16	.17	.26	.14	.37
Standard deviation		1.03	.99	1.01	.70	1.11	1.22	.58	.92	1.01	.82	1.10	1.06	1.18	.51	1.23

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	33	28	-	-	-	-	4	*	5	9	4	5	1	2
		4%	4%	-%	-%	-%	-%	22%	2%	8%	3%	2%	3%	1%	7%
Not very important	(-1)	93	77	3	3	4	1	2	3	6	48	11	24	4	3
		11%	12%	3%	5%	19%	4%	12%	19%	11%	14%	6%	13%	5%	9%
						b									
Neither important nor unimportant	(0)	218	182	20	10	5	*	*	1	1	80	54	60	7	5
		25%	29%	20%	17%	20%	1%	1%	4%	2%	24%	29%	32%	9%	13%
			h	h		h					d	d	d		
Important	(1)	357	241	59	21	13	9	10	4	24	134	89	58	45	14
		41%	38%	58%	35%	53%	44%	55%	28%	44%	40%	48%	31%	60%	39%
				a								c		ac	
Very important	(2)	171	105	20	25	2	11	2	7	19	61	28	42	19	11
		20%	17%	20%	43%	9%	51%	9%	48%	35%	18%	15%	22%	26%	32%
					ad		ad			a					
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	346	79	46	15	20	12	11	43	194	117	100	64	25
		61%	55%	78%	78%	61%	95%	65%	75%	79%	59%	63%	53%	85%	71%
				a	a		a			a				abc	
NET Not Important		126	106	3	3	4	1	6	3	10	56	15	29	4	5
		14%	17%	3%	5%	19%	4%	34%	21%	19%	17%	8%	15%	6%	16%
			b			b				b					
Answered		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		.6	.5	1.0	1.2	.5	1.4	.2	1.0	.9	.6	.7	.6	1.0	.8
				a	ad		ad							abc	
Standard error		.04	.05	.07	.10	.14	.13	.27	.30	.14	.07	.07	.07	.07	.17
Standard deviation		1.03	1.05	.71	.88	.91	.74	1.41	1.26	1.25	1.03	.89	1.05	.80	1.19

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	33	14	4	-	1	-	12	1	6	*	2
		4%	4%	3%	-%	1%	-%	3%	1%	4%	*%	8%
Not very important	(-1)	93	48	9	17	3	3	47	9	17	3	3
		11%	12%	5%	12%	5%	16%	13%	7%	12%	5%	11%
Neither important nor unimportant	(0)	218	90	53	43	3	5	98	29	38	5	5
		25%	23%	32%	32%	5%	23%	26%	22%	27%	9%	15%
			d	d	d							
Important	(1)	357	166	74	38	38	9	152	64	49	32	10
		41%	43%	45%	28%	61%	45%	40%	49%	35%	58%	32%
						c						
Very important	(2)	171	72	23	37	17	3	68	27	32	16	10
		20%	19%	14%	27%	28%	16%	18%	21%	22%	29%	34%
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	238	97	75	56	12	220	91	81	48	20
		61%	61%	59%	56%	89%	62%	58%	70%	57%	86%	66%
						abc					ac	
NET Not Important		126	62	13	17	4	3	59	10	23	3	5
		14%	16%	8%	12%	6%	16%	16%	8%	16%	5%	18%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		.6	.6	.6	.7	1.1	.6	.6	.8	.6	1.1	.7
						ab					ac	
Standard error		.04	.06	.08	.08	.08	.16	.06	.07	.08	.09	.21
Standard deviation		1.03	1.04	.89	1.00	.80	.96	1.02	.86	1.09	.76	1.27

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	33	17	3	6	7	-	25	-	8	31	2	19	*
		4%	4%	3%	3%	9%	-%	5%	-%	3%	4%	3%	3%	*%
Not very important	(-1)	93	55	11	21	3	2	51	10	32	91	1	79	*
		11%	13%	9%	11%	4%	10%	9%	19%	12%	11%	2%	10%	1%
Neither important nor unimportant	(0)	218	129	22	52	12	1	117	9	90	211	7	193	*
		25%	30%	17%	27%	16%	3%	22%	17%	33% a	26%	11%	25%	*%
Important	(1)	357	171	65	67	35	13	233	22	100	324	32	320	7
		41%	39%	49%	35%	48%	56%	43%	42%	37%	40%	52%	42%	56%
Very important	(2)	171	64	30	48	17	8	116	12	41	151	20	148	5
		20%	15%	23%	25% a	23%	32%	21%	22%	15%	19%	32%	20%	43%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	235	95	115	52	21	349	33	141	475	53	468	13
		61%	54%	72% a	60%	71%	88% a	64% c	64%	52%	59%	84% a	62%	99%
NET Not Important		126	73	15	26	9	2	75	10	40	122	3	99	*
		14%	17%	11%	14%	13%	10%	14%	19%	15%	15%	5%	13%	1%
Answered		871	437	132	193	73	24	542	52	271	808	63	759	13
Mean Score		.6	.5	.8 a	.7	.7	1.1	.7	.7	.5	.6	1.1 a	.7	1.4
Standard error		.04	.05	.08	.08	.12	.14	.05	.13	.06	.04	.11	.04	.12
Standard deviation		1.03	1.02	.97	1.05	1.14	.87	1.05	1.03	.99	1.04	.90	.99	.58

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	33	21	*	26	6	19	*	21	*	26	6
		4%	3%	*%	4%	3%	3%	*%	3%	*%	4%	3%
Not very important	(-1)	93	79	1	77	15	79	-	80	*	78	14
		11%	11%	2%	12%	7%	11%	-%	11%	*%	12%	7%
Neither important nor unimportant	(0)	218	174	*	170	47	192	1	173	1	172	46
		25%	25%	1%	26%	22%	25%	5%	25%	3%	26%	23%
			b									
Important	(1)	357	294	14	263	94	321	6	292	16	265	91
		41%	42%	47%	40%	43%	42%	38%	42%	49%	40%	46%
Very important	(2)	171	138	15	119	53	144	9	137	15	129	42
		20%	20%	50%	18%	24%	19%	56%	20%	47%	19%	21%
				a						a		
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	432	29	382	146	465	15	429	31	395	133
		61%	61%	97%	58%	68%	62%	94%	61%	96%	59%	67%
				a						a		
NET Not Important		126	100	1	104	22	99	*	100	*	105	21
		14%	14%	2%	16%	10%	13%	*%	14%	*%	16%	10%
Answered		871	706	29	656	216	756	16	703	32	671	200
Mean Score		.6	.6	1.4	.6	.8	.7	1.5	.6	1.4	.6	.7
				a						a		
Standard error		.04	.04	.08	.04	.07	.04	.14	.04	.08	.04	.07
Standard deviation		1.03	1.01	.64	1.04	.99	.99	.63	1.01	.59	1.05	.98

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	33	9	14	2	-	13	14	2	-	23	15	7	-
		4%	2%	2%	1%	-%	3%	3%	2%	-%	4%	3%	4%	-%
Not very important	(-1)	93	51	69	11	-	51	52	18	-	64	56	22	-
		11%	10%	12%	7%	-%	11%	10%	13%	-%	10%	11%	12%	-%
Neither important nor unimportant	(0)	218	94	161	36	4	85	135	25	-	141	131	34	-
		25%	19%	27% a	24%	100%	18%	26%	19%	-%	22%	25%	20%	-%
Important	(1)	357	226	252	70	-	205	228	58	1	274	221	79	-
		41%	46%	42%	46%	-%	44%	44%	44%	100%	42%	43%	45%	-%
Very important	(2)	171	116	101	35	-	117	94	29	-	145	94	33	-
		20%	23%	17%	23%	-%	25%	18%	22%	-%	22%	18%	19%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	342	354	105	-	322	322	86	1	419	315	112	-
		61%	69% b	59%	68%	-%	68%	62%	66%	100%	65%	61%	64%	-%
NET Not Important		126	61	83	13	-	64	66	20	-	88	71	28	-
		14%	12%	14%	8%	-%	14%	13%	15%	-%	14%	14%	16%	-%
Answered		871	496	598	154	4	471	523	131	1	647	517	175	-
Mean Score		.6	.8 b	.6	.8	-	.8	.6	.7	1.0	.7	.6	.6	-
Standard error		.04	.04	.04	.07	-	.05	.04	.09	-	.04	.04	.08	-
Standard deviation		1.03	.98	.98	.90	-	1.03	.97	1.02	-	1.04	.99	1.05	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	33	19	20	33	11	20	*	26	15	12	2	2
		4%	3%	3%	4%	2%	4%	*%	4%	3%	2%	1%	3%
Not very important	(-1)	93	77	77	93	66	58	2	72	44	50	21	13
		11%	11%	11%	11%	11%	11%	9%	12%	8%	10%	15%	17%
Neither important nor unimportant	(0)	218	183	172	218	133	124	*	165	113	105	19	19
		25%	25%	24%	25%	22%	24%	1%	27% d	21%	20%	14%	25%
Important	(1)	357	303	283	357	270	201	13	239	237	226	66	30
		41%	41%	40%	41%	44%	40%	50%	39%	44%	43%	49%	38%
Very important	(2)	171	150	151	171	132	104	10	114	125	127	27	13
		20%	20%	21%	20%	22%	21%	40%	19%	23%	24%	20%	17%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	453	433	528	401	305	22	353	363	353	93	43
		61%	62%	62%	61%	66%	60%	90%	57%	68% a	68% a	69%	55%
NET Not Important		126	96	97	126	77	78	2	98	60	63	22	16
		14%	13%	14%	14%	13%	15%	9%	16%	11%	12%	17%	20%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		.6	.7	.7	.6	.7	.6	1.2	.6	.8 a	.8 a	.7	.5
Standard error		.04	.04	.04	.04	.04	.05	.15	.04	.04	.04	.09	.13
Standard deviation		1.03	1.00	1.02	1.03	.98	1.06	.88	1.05	.99	1.00	1.00	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	33	1	1	4	1	28	25	30	30	18	5	30	2	-	24	3
		4%	1%	2%	7%	2%	4%	5%	4%	5%	4%	1%	4%	1%	-%	4%	3%
													a				
Not very important	(-1)	93	16	3	2	3	76	48	79	57	47	43	73	3	-	73	7
		11%	14%	8%	3%	7%	11%	10%	11%	10%	11%	9%	11%	3%	-%	11%	8%
Neither important nor unimportant	(0)	218	25	4	18	3	175	106	181	141	105	105	174	23	-	132	15
		25%	21%	10%	27%	8%	25%	22%	24%	24%	24%	21%	26%	18%	-%	20%	18%
Important	(1)	357	49	21	31	19	291	212	309	246	176	220	276	70	-	284	43
		41%	42%	51%	47%	56%	41%	43%	41%	41%	40%	45%	41%	54%	-%	44%	52%
Very important	(2)	171	27	12	11	9	143	99	149	120	91	116	128	31	-	138	15
		20%	23%	29%	16%	27%	20%	20%	20%	20%	21%	24%	19%	24%	-%	21%	19%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	76	33	42	28	434	311	458	366	267	336	404	101	-	422	59
		61%	65%	80%	63%	82%	61%	63%	61%	62%	61%	69%	59%	78%	-%	65%	71%
												b		b			
NET Not Important		126	17	4	7	3	103	73	108	87	65	49	103	5	-	98	10
		14%	14%	11%	10%	9%	15%	15%	14%	15%	15%	10%	15%	4%	-%	15%	12%
													c				
Answered		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Mean Score		.6	.7	1.0	.6	1.0	.6	.6	.6	.6	.6	.8	.6	1.0	-	.7	.7
												b		b			
Standard error		.04	.09	.13	.13	.17	.04	.05	.04	.04	.05	.04	.04	.07	-	.04	.13
Standard deviation		1.03	.99	.98	1.01	.93	1.04	1.07	1.04	1.06	1.06	.93	1.05	.80	-	1.05	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	33	16	17	11	-	4	9	5	19	9	8	3	21
		4%	4%	4%	4%	-%	4%	3%	4%	3%	6%	5%	2%	4%
Not very important	(-1)	93	41	52	17	-	10	20	12	57	24	22	22	49
		11%	10%	11%	6%	-%	9%	8%	9%	10%	16%	14%	12%	10%
Neither important nor unimportant	(0)	218	87	130	60	-	13	57	23	154	36	33	35	145
		25%	21%	28%	20%	-%	12%	22%	18%	26%	25%	21%	18%	29%
Important	(1)	357	174	182	141	15	52	115	55	243	56	56	81	208
		41%	43%	39%	47%	67%	45%	45%	43%	41%	38%	36%	43%	41%
Very important	(2)	171	86	85	71	7	36	53	33	114	21	38	47	80
		20%	21%	18%	24%	33%	31%	21%	26%	19%	14%	24%	25%	16%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	261	267	213	22	87	168	87	357	77	94	129	287
		61%	64%	57%	71%	100%	76%	66%	68%	61%	53%	60%	68%	57%
NET Not Important		126	57	68	28	-	14	29	17	76	33	30	26	70
		14%	14%	15%	9%	-%	13%	11%	13%	13%	23%	19%	14%	14%
Answered		871	405	466	300	22	115	253	127	587	146	157	189	502
Mean Score		.6	.7	.6	.8	1.3	.9	.7	.8	.6	.4	.6	.8	.6
Standard error		.04	.05	.05	.06	.14	.09	.07	.09	.04	.09	.10	.07	.05
Standard deviation		1.03	1.04	1.02	.98	.48	1.06	.99	1.05	1.00	1.11	1.15	1.01	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	33	12	20
		4%	4%	4%
Not very important	(-1)	93	35	58
		11%	12%	10%
Neither important nor unimportant	(0)	218	67	151
		25%	22%	27%
Important	(1)	357	118	239
		41%	39%	42%
Very important	(2)	171	71	101
		20%	23%	18%
Don't know		-	-	-
		-%	-%	-%
NET Important		528	188	340
		61%	62%	60%
NET Not Important		126	47	78
		14%	16%	14%
Answered		871	302	569
Mean Score		.6	.7	.6
Standard error		.04	.06	.05
Standard deviation		1.03	1.08	1.01

Columns Tested:: a,b

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	33	-	*	3	9	1	5	-	4	-	3	8	*
		4%	-%	*%	6%	23% bfhil	1%	4%	-%	3%	-%	9%	7%	*%
Not very important	(-1)	93	3	12	6	2	8	8	1	19	8	*	19	5
		11%	27% j	10%	12%	6%	12%	7%	24%	13%	10%	*%	17% j	6%
Neither important nor unimportant	(0)	218	6	40	12	8	22	31	1	36	8	8	22	23
		25%	50% i	31% i	22%	21%	34% i	25%	33%	24%	10%	28%	20%	31% i
Important	(1)	357	1	47	25	15	23	53	2	67	50	13	33	28
		41%	10%	37%	45%	40%	35%	43%	39%	45%	62% abekl	44%	29%	37%
Very important	(2)	171	1	28	9	4	12	25	*	22	14	5	30	20
		20%	13%	22%	16%	11%	18%	21%	4%	15%	18%	19%	27%	26%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		528	3	76	33	19	35	78	2	89	64	18	63	48
		61%	23%	59%	60%	50%	53%	64% a	43%	60% a	80% adehk	63%	56%	63% a
NET Not Important		126	3	12	9	11	9	13	1	23	8	3	28	5
		14%	27%	10%	17%	29% l	13%	11%	24%	16%	10%	9%	25% l	6%
Answered		871	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		.6	.1	.7	.5	.1	.6	.7	.2	.6	.9 ad	.6	.5	.8 ad
Standard error		.04	.16	.10	.14	.16	.14	.09	.27	.09	.11	.14	.13	.09
Standard deviation		1.03	.98	.92	1.07	1.35	.97	1.00	.99	.99	.82	1.09	1.26	.91

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 206 (continuation)

QD10A_5. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	33	3	14	4	11	18	15
		4%	2%	6%	2%	5%	4%	3%
Not very important	(-1)	93	22	19	28	24	41	52
		11%	11%	8%	12%	11%	10%	12%
Neither important nor unimportant	(0)	218	58	61	45	54	119	98
		25%	30%	27%	19%	25%	28%	22%
Important	(1)	357	73	91	118	74	164	192
		41%	38%	40%	51%	34%	39%	43%
					d			
Very important	(2)	171	38	41	37	55	79	92
		20%	20%	18%	16%	25%	19%	20%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		528	111	132	155	129	244	284
		61%	57%	58%	67%	59%	58%	63%
NET Not Important		126	25	33	32	35	58	67
		14%	13%	15%	14%	16%	14%	15%
Answered		871	194	227	232	218	421	450
Mean Score		.6	.6	.6	.7	.6	.6	.7
Standard error		.04	.07	.07	.07	.07	.05	.05
Standard deviation		1.03	.98	1.08	.94	1.13	1.03	1.04

Columns Tested:: a,b,c,d - a,b

Table 207

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	2	*	2	2	*	-	-	*
		*%	*%	*%	*%	*%	-%	-%	*%
Not very important	(-1)	14	-	14	14	*	-	-	*
		2%	-%	2%	2%	1%	-%	-%	*%
Neither important nor unimportant	(0)	70	6	64	69	1	*	*	1
		8%	34%	8%	8%	2%	2%	8%	2%
					e				
Important	(1)	388	3	384	367	18	1	1	20
		45%	20%	45%	44%	52%	40%	46%	51%
Very important	(2)	397	8	390	379	15	2	1	18
		46%	46%	46%	46%	44%	58%	47%	46%
Don't know		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	1%	-%	-%	1%
NET Important		785	11	774	746	33	4	2	39
		90%	66%	91%	90%	97%	98%	92%	97%
									a
NET Not Important		16	*	16	16	*	-	-	*
		2%	*%	2%	2%	1%	-%	-%	1%
Answered		871	17	854	831	34	4	2	40
Mean Score		1.3	1.1	1.3	1.3	1.4	1.6	1.4	1.4
Standard error		.02	.17	.02	.03	.05	.11	.10	.04
Standard deviation		.71	.92	.71	.72	.57	.62	.88	.58

Columns Tested:: a,b - a,b,c,d,e

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	2	2	-	-	-	*	-	2	*	-
		*%	*%	-%	-%	-%	*%	-%	*%	*%	-%
Not very important	(-1)	14	11	3	-	*	-	-	14	*	-
		2%	2%	1%	-%	1%	-%	-%	2%	1%	-%
Neither important nor unimportant	(0)	70	32	34	3	*	*	*	69	1	*
		8%	7%	10%	6%	2%	2%	8%	8%	2%	4%
				h							
Important	(1)	388	222	120	25	11	8	1	367	18	2
		45%	49%	37%	44%	47%	57%	46%	44%	52%	42%
			b				b				
Very important	(2)	397	184	165	29	12	6	1	379	15	3
		46%	41%	51%	51%	49%	40%	47%	46%	44%	54%
Don't know		*	-	-	-	*	-	-	-	*	-
		*%	-%	-%	-%	1%	-%	-%	-%	1%	-%
NET Important		785	406	285	55	23	14	2	746	33	6
		90%	90%	89%	94%	96%	98%	92%	90%	97%	96%
NET Not Important		16	12	3	-	*	*	-	16	*	-
		2%	3%	1%	-%	1%	*%	-%	2%	1%	-%
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		1.3	1.3	1.4	1.4	1.5	1.4	1.4	1.3	1.4	1.5
Standard error		.02	.05	.05	.07	.06	.06	.10	.03	.05	.06
Standard deviation		.71	.73	.71	.61	.59	.56	.88	.72	.57	.63

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	2	2	-	*	-	-	2	-	-	-	-
		*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	14	13	1	*	-	-	11	-	3	-	-
		2%	2%	1%	1%	-%	-%	2%	-%	7%	-%	-%
Neither important nor unimportant	(0)	70	58	11	1	*	*	52	10	1	2	1
		8%	9%	7%	2%	2%	8%	9%	8%	3%	13%	3%
Important	(1)	388	311	56	18	1	1	285	46	14	7	10
		45%	45%	39%	52%	40%	46%	47%	39%	40%	48%	40%
Very important	(2)	397	303	76	15	2	1	254	62	18	6	14
		46%	44%	53%	44%	58%	47%	42%	53%	50%	39%	56%
Don't know		*	-	-	*	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
NET Important		785	614	132	33	4	2	540	108	32	13	24
		90%	89%	92%	97%	98%	92%	89%	92%	90%	87%	97%
NET Not Important		16	15	1	*	-	-	13	-	3	-	-
		2%	2%	1%	1%	-%	-%	2%	-%	7%	-%	-%
Answered		871	687	144	34	4	2	604	118	36	15	25
Mean Score		1.3	1.3	1.4	1.4	1.6	1.4	1.3	1.4	1.3	1.3	1.5
Standard error		.02	.04	.05	.05	.11	.10	.04	.05	.10	.10	.06
Standard deviation		.71	.73	.66	.57	.62	.88	.72	.64	.85	.69	.57

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	2	-	-	-	-	-	-	-	2	*
		*%	-%	-%	-%	-%	-%	-%	-%	2%	*%
Not very important	(-1)	14	4	3	*	-	1	-	-	-	2
		2%	5%	4%	*%	-%	1%	-%	-%	-%	3%
Neither important nor unimportant	(0)	70	7	3	17	4	5	10	8	5	6
		8%	10%	5%	12%	16%	5%	6%	7%	7%	9%
Important	(1)	388	28	25	62	11	41	73	53	42	24
		45%	38%	39%	43%	39%	44%	44%	51%	66%	36%
										abci	
Very important	(2)	397	34	33	65	12	46	83	44	15	34
		46%	47%	52%	45%	44%	50%	50%	42%	24%	51%
				h			h	h			h
Don't know		*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		785	63	58	127	23	88	156	97	57	58
		90%	85%	91%	88%	84%	94%	94%	93%	90%	87%
NET Not Important		16	4	3	*	-	1	-	-	2	2
		2%	5%	4%	*%	-%	1%	-%	-%	2%	4%
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		1.3	1.3	1.4	1.3	1.3	1.4	1.4	1.3	1.1	1.3
							h	h			
Standard error		.02	.11	.11	.07	.15	.07	.06	.08	.10	.11
Standard deviation		.71	.84	.77	.68	.74	.63	.61	.61	.73	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	2	*	2	-	2	*	*	-	-
		*%	*%	1%	-%	*%	*%	*%	-%	-%
Not very important	(-1)	14	3	6	*	10	4	*	3	2
		2%	2%	3%	*%	1%	6%	*%	10%	13%
				c			cd		cd	acd
Neither important nor unimportant	(0)	70	15	15	35	65	5	3	1	1
		8%	8%	8%	8%	8%	7%	10%	6%	5%
Important	(1)	388	76	95	188	359	29	10	15	4
		45%	41%	47%	45%	45%	43%	33%	59%	33%
									f	
Very important	(2)	397	92	83	192	368	30	17	6	6
		46%	49%	41%	46%	46%	43%	56%	25%	50%
			g		g	g		g		
Don't know		*	*	-	-	*	-	-	-	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%
NET Important		785	168	178	380	726	59	27	21	11
		90%	90%	88%	92%	90%	86%	89%	84%	82%
NET Not Important		16	3	8	*	11	4	*	3	2
		2%	2%	4%	*%	1%	6%	1%	10%	13%
				c			cd		cd	acd
Answered		871	187	201	415	802	68	30	25	13
Mean Score		1.3	1.4	1.3	1.4	1.3	1.2	1.5	1.0	1.2
			g		g	g		g		
Standard error		.02	.06	.06	.04	.03	.05	.08	.09	.11
Standard deviation		.71	.71	.79	.64	.70	.85	.71	.87	1.05

Columns Tested:: a,b,c,d,e,f,g,h

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	2	-	-	-	-	2	-	-	-	*
		*%	-%	-%	-%	-%	1%	-%	-%	-%	*%
Not very important	(-1)	14	-	-	-	2	2	-	1	-	9
		2%	-%	-%	-%	2%	1%	-%	4%	-%	2%
Neither important nor unimportant	(0)	70	2	2	3	8	15	1	2	1	39
		8%	9%	3%	4%	9%	9%	4%	9%	6%	8%
Important	(1)	388	7	33	34	40	61	10	4	5	227
		45%	28%	55%	55%	43%	37%	35%	18%	35%	49%
Very important	(2)	397	14	26	26	42	83	18	15	9	189
		46%	63%	42%	41%	46%	51%	60%	69%	60%	41%
Don't know		*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		785	21	59	60	82	144	28	19	15	416
		90%	91%	97%	96%	89%	89%	96%	88%	94%	90%
NET Not Important		16	-	-	-	2	4	-	1	-	9
		2%	-%	-%	-%	2%	2%	-%	4%	-%	2%
Answered		871	23	61	63	93	163	29	22	15	464
Mean Score		1.3	1.5	1.4	1.4	1.3	1.4	1.6	1.5	1.5	1.3
Standard error		.02	.14	.06	.06	.08	.06	.11	.16	.13	.04
Standard deviation		.71	.67	.55	.57	.74	.78	.59	.82	.63	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	2	-	2	*	2	-	2	-	2	-
		*%	-%	1%	*%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	14	2	2	10	9	5	14	-	14	-
		2%	1%	1%	2%	1%	3%	2%	-%	2%	-%
Neither important nor unimportant	(0)	70	13	16	42	62	8	68	2	68	2
		8%	7%	8%	8%	9%	6%	8%	4%	8%	8%
Important	(1)	388	81	71	236	324	64	366	22	386	2
		45%	45%	37%	47%	45%	44%	45%	39%	45%	11%
Very important	(2)	397	83	101	214	328	70	365	32	380	17
		46%	46%	53%	43%	45%	47%	45%	56%	45%	82%
Don't know		*	-	*	-	*	-	-	*	*	-
		*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
NET Important		785	164	172	449	652	133	731	54	766	19
		90%	92%	90%	90%	90%	91%	90%	95%	90%	92%
NET Not Important		16	2	4	10	11	5	16	-	16	-
		2%	1%	2%	2%	2%	3%	2%	-%	2%	-%
Answered		871	179	192	501	725	146	815	56	850	21
Mean Score		1.3	1.4	1.4	1.3	1.3	1.4	1.3	1.5	1.3	1.7
Standard error		.02	.05	.05	.03	.03	.07	.03	.05	.02	.14
Standard deviation		.71	.67	.76	.70	.71	.74	.72	.59	.71	.60

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	2	*	-	2	2	-	*	-	2	*
		*%	*%	-%	1%	*%	-%	*%	-%	*%	*%
Not very important	(-1)	14	7	3	4	10	4	-	-	14	-
		2%	2%	2%	1%	1%	3%	-%	-%	2%	-%
Neither important nor unimportant	(0)	70	49	10	11	57	9	1	3	66	4
		8%	11%	8%	4%	8%	7%	3%	16%	8%	7%
			c								
Important	(1)	388	209	56	123	322	49	13	4	371	17
		45%	47%	41%	42%	47%	37%	31%	19%	46%	27%
						f					
Very important	(2)	397	177	66	152	288	69	27	13	357	40
		46%	40%	49%	52%	42%	53%	66%	64%	44%	65%
					a						ae
Don't know		*	-	*	-	*	-	-	-	*	-
		*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
NET Important		785	386	122	275	610	118	39	17	729	56
		90%	87%	90%	94%	90%	90%	97%	84%	90%	93%
					a						
NET Not Important		16	7	3	5	11	4	*	-	16	*
		2%	2%	2%	2%	2%	3%	*%	-%	2%	*%
Answered		871	442	136	292	679	131	40	20	810	61
Mean Score		1.3	1.3	1.4	1.4	1.3	1.4	1.6	1.5	1.3	1.6
					a						a
Standard error		.02	.04	.05	.04	.03	.06	.08	.11	.03	.07
Standard deviation		.71	.71	.73	.68	.70	.76	.55	.78	.71	.63

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	2	*	2	*	*	2	2	2	2	-
		*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	14	5	5	4	12	12	12	14	6	2
		2%	1%	1%	2%	2%	2%	1%	2%	1%	1%
Neither important nor unimportant	(0)	70	26	31	13	55	55	62	70	36	19
		8%	8%	9%	7%	7%	7%	8%	8%	7%	7%
Important	(1)	388	175	148	65	356	329	367	388	243	121
		45%	53%	43%	34%	46%	45%	45%	45%	46%	43%
			c								
Very important	(2)	397	125	162	109	350	338	375	397	239	137
		46%	38%	47%	57%	45%	46%	46%	46%	45%	49%
					a						
Don't know		*	-	*	-	*	*	*	*	*	-
		*%	-%	*%	-%	*%	*%	*%	*%	*%	-%
NET Important		785	300	310	175	705	667	742	785	482	258
		90%	91%	89%	91%	91%	91%	91%	90%	92%	92%
NET Not Important		16	5	6	4	12	13	13	16	8	2
		2%	1%	2%	2%	2%	2%	2%	2%	1%	1%
Answered		871	331	347	192	772	735	817	871	527	279
Mean Score		1.3	1.3	1.3	1.5	1.4	1.3	1.3	1.3	1.4	1.4
Standard error		.02	.04	.04	.04	.02	.03	.03	.02	.03	.03
Standard deviation		.71	.67	.73	.72	.68	.71	.70	.71	.69	.65

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	2	2	*	-	-	-	-	-	-
		*%	2%	*%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	14	-	11	-	1	-	*	-	*
		2%	-%	2%	-%	2%	-%	*%	-%	*%
Neither important nor unimportant	(0)	70	14	40	5	3	*	*	*	*
		8%	14% h	7%	11%	6%	*%	1%	*%	*%
Important	(1)	388	36	284	18	13	4	5	7	16
		45%	37%	49%	40%	31%	20%	37%	38%	31%
Very important	(2)	397	46	246	22	26	14	8	11	34
		46%	47%	42%	49%	61%	79% b	61%	62%	68% b
Don't know		*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		785	82	530	40	40	18	13	18	49
		90%	84%	91%	89%	92%	100%	98%	100%	99% a
NET Not Important		16	2	11	-	1	-	*	-	*
		2%	2%	2%	-%	2%	-%	*%	-%	*%
Answered		871	98	580	45	43	18	13	18	50
Mean Score		1.3	1.3	1.3	1.4	1.5	1.8 ab	1.6	1.6	1.7 ab
Standard error		.02	.10	.03	.10	.09	.06	.09	.11	.05
Standard deviation		.71	.83	.68	.69	.72	.43	.56	.50	.49

Columns Tested:: a,b,c,d,e,f,g,h

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	2	*	-	-	-	-	-	-	2	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	14	11	*	*	1	-	-	-	9	2	*	-	-	*	-
		2%	2%	*%	*%	4%	-%	-%	-%	2%	2%	*%	-%	-%	1%	-%
Neither important nor unimportant	(0)	70	42	8	3	1	*	*	-	48	3	2	*	*	*	-
		8%	7%	12%	10%	3%	1%	*%	-%	8%	4%	8%	2%	1%	1%	-%
Important	(1)	388	302	23	13	5	5	2	5	274	33	13	5	1	1	2
		45%	49%	33%	38%	21%	52%	27%	75%	48%	35%	44%	45%	8%	21%	17%
Very important	(2)	397	264	39	19	16	4	6	2	239	56	14	6	10	4	9
		46%	43%	55%	52%	72%	47%	73%	25%	42%	59%	48%	52%	91%	77%	83%
						a										
Don't know		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		785	566	63	32	20	9	9	7	513	89	27	11	10	6	11
		90%	91%	88%	90%	93%	99%	100%	100%	90%	94%	92%	98%	99%	98%	100%
NET Not Important		16	11	*	*	1	-	-	-	11	2	*	-	-	*	-
		2%	2%	*%	*%	4%	-%	-%	-%	2%	2%	*%	-%	-%	1%	-%
Answered		871	618	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.3	1.3	1.4	1.4	1.6	1.5	1.7	1.3	1.3	1.5	1.4	1.5	1.9	1.7	1.8
Standard error		.02	.03	.08	.10	.11	.10	.10	.17	.03	.07	.09	.09	.08	.16	.12
Standard deviation		.71	.68	.71	.68	.75	.54	.48	.47	.71	.68	.66	.57	.34	.57	.40

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	2	2	-	-	*	-	-	-	-	*	-	2	-	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	1%	-%	-%
Not very important	(-1)	14	12	-	2	-	-	-	*	*	6	2	3	-	*
		2%	2%	-%	4%	-%	-%	-%	3%	1%	2%	1%	2%	-%	*%
Neither important nor unimportant	(0)	70	59	3	1	3	*	4	*	4	14	26	14	1	7
		8%	9%	3%	2%	14%	1%	21%	*%	8%	4%	14% ad	7%	1%	20% ad
Important	(1)	388	306	35	19	7	7	11	3	21	173	75	79	29	9
		45%	48%	35%	33%	29%	35%	57%	19%	38%	52%	40%	42%	39%	27%
Very important	(2)	397	255	64	36	13	14	4	11	28	137	83	90	45	19
		46%	40%	63% a	62% a	57%	64%	22%	78%	53%	41%	44%	48%	60%	53%
Don't know		*	*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		785	561	99	56	20	21	15	14	49	310	158	170	75	28
		90%	89%	97%	94%	86%	99%	79%	97%	91%	94% b	85%	90%	99% be	80%
NET Not Important		16	13	-	2	*	-	-	*	*	6	2	5	-	*
		2%	2%	-%	4%	*%	-%	-%	3%	1%	2%	1%	2%	-%	*%
Answered		871	632	102	59	24	21	19	14	54	330	187	188	75	35
Mean Score		1.3	1.3	1.6 a	1.5	1.4	1.6	1.0	1.7	1.4	1.3	1.3	1.3	1.6 ab	1.3
Standard error		.02	.03	.05	.09	.11	.09	.13	.15	.08	.04	.06	.05	.05	.12
Standard deviation		.71	.72	.54	.72	.75	.51	.67	.63	.68	.65	.75	.76	.51	.80

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	2	*	-	-	-	-	*	-	2	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	1%	-%	-%
Not very important	(-1)	14	8	*	3	-	-	7	2	2	-	*
		2%	2%	*%	2%	-%	-%	2%	2%	2%	-%	*%
Neither important nor unimportant	(0)	70	17	24	8	*	5	23	12	12	1	7
		8%	4%	15% ad	6%	*%	23% ad	6%	9%	8%	1%	23% d
Important	(1)	388	198	63	62	25	7	190	61	54	19	5
		45%	51%	39%	46%	41%	34%	50% e	46%	38%	33%	17%
Very important	(2)	397	165	76	60	37	9	156	56	71	37	18
		46%	42%	46%	45%	59%	43%	41%	43%	51%	65% a	60%
Don't know		*	-	-	*	-	-	-	-	*	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET Important		785	363	139	123	62	16	347	116	125	55	23
		90%	93% b	85%	91%	100% be	77%	92%	89%	89%	99% e	77%
NET Not Important		16	8	*	3	-	-	7	2	4	-	*
		2%	2%	*%	2%	-%	-%	2%	2%	3%	-%	*%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		1.3	1.3	1.3	1.3	1.6	1.2	1.3	1.3	1.4	1.6 ab	1.4
Standard error		.02	.04	.06	.05	.05	.13	.04	.06	.06	.06	.14
Standard deviation		.71	.67	.72	.70	.50	.81	.68	.71	.79	.51	.85

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	2	*	2	-	*	-	2	-	-	2	-	*	-
		*%	*%	1%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Not very important	(-1)	14	11	1	2	-	-	7	-	7	14	*	12	-
		2%	2%	1%	1%	-%	-%	1%	-%	3%	2%	*%	2%	-%
Neither important nor unimportant	(0)	70	27	14	20	6	-	40	5	25	69	1	53	1
		8%	6%	11%	10%	8%	-%	7%	9%	9%	9%	2%	7%	9%
Important	(1)	388	238	47	74	20	8	226	24	137	367	21	353	3
		45%	55% bcd	35%	38%	27%	36%	42%	46%	51%	45%	34%	46%	24%
Very important	(2)	397	161	68	96	47	15	268	23	101	357	41	341	9
		46%	37%	51%	50% a	64% a	64%	49% c	45%	37%	44%	64% a	45%	67%
Don't know		*	-	*	-	-	-	-	-	*	*	-	*	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET Important		785	399	115	170	67	24	493	47	238	723	62	694	12
		90%	91%	87%	88%	92%	100%	91%	91%	88%	89%	98%	91%	91%
NET Not Important		16	11	3	2	*	-	9	-	7	16	*	12	-
		2%	2%	2%	1%	*%	-%	2%	-%	3%	2%	*%	2%	-%
Answered		871	437	132	193	73	24	542	52	270	808	63	759	13
Mean Score		1.3	1.3	1.3	1.4	1.6 a	1.6	1.4	1.4	1.2	1.3	1.6 a	1.3	1.6
Standard error		.02	.04	.07	.05	.07	.08	.03	.08	.04	.03	.07	.03	.14
Standard deviation		.71	.68	.81	.72	.65	.49	.71	.65	.72	.72	.53	.68	.67

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	2	2	-	2	-	*	-	2	-	2	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	14	12	*	14	*	12	*	12	*	14	*
		2%	2%	*%	2%	*%	2%	*%	2%	*%	2%	*%
Neither important nor unimportant	(0)	70	52	3	58	12	53	1	55	*	56	15
		8%	7%	10%	9%	5%	7%	8%	8%	*%	8%	7%
Important	(1)	388	318	11	307	81	353	2	317	12	312	76
		45%	45%	38%	47%	38%	47%	14%	45%	37%	47%	38%
Very important	(2)	397	323	15	275	123	337	13	318	20	287	110
		46%	46%	52%	42%	57% a	45%	78%	45%	63%	43%	55%
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		785	641	27	581	204	690	15	635	32	600	186
		90%	91%	90%	89%	95%	91%	92%	90%	100%	89%	93%
NET Not Important		16	13	*	16	*	12	*	13	*	16	*
		2%	2%	*%	2%	*%	2%	*%	2%	*%	2%	*%
Answered		871	706	29	655	216	755	16	703	32	671	200
Mean Score		1.3	1.3	1.4	1.3	1.5 a	1.3	1.7	1.3	1.6	1.3	1.5 a
Standard error		.02	.03	.09	.03	.04	.03	.14	.03	.07	.03	.05
Standard deviation		.71	.71	.68	.73	.60	.68	.65	.71	.51	.73	.63

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	2	-	*	-	-	2	2	-	-	2	2	-	-
		*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Not very important	(-1)	14	4	10	2	-	5	9	2	-	7	10	3	-
		2%	1%	2%	1%	-%	1%	2%	2%	-%	1%	2%	2%	-%
Neither important nor unimportant	(0)	70	25	42	3	-	19	46	5	-	36	45	9	-
		8%	5%	7%	2%	-%	4%	9%	3%	-%	6%	9%	5%	-%
Important	(1)	388	207	290	66	4	193	250	50	-	264	246	68	-
		45%	42%	49%	43%	100%	41%	48%	38%	-%	41%	48%	39%	-%
Very important	(2)	397	260	256	84	-	252	216	74	1	339	214	95	-
		46%	52%	43%	54%	-%	54%	41%	56%	100%	52%	41%	54%	-%
			b				b		b		b			
Don't know		*	-	*	-	-	-	*	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
NET Important		785	466	546	149	4	445	466	124	1	603	460	163	-
		90%	94%	91%	97%	100%	94%	89%	95%	100%	93%	89%	93%	-%
NET Not Important		16	4	10	2	-	7	10	2	-	8	11	3	-
		2%	1%	2%	1%	-%	1%	2%	2%	-%	1%	2%	2%	-%
Answered		871	496	598	154	4	471	523	131	1	647	517	175	-
Mean Score		1.3	1.5	1.3	1.5	1.0	1.5	1.3	1.5	2.0	1.4	1.3	1.5	-
			b				b				b			
Standard error		.02	.03	.03	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.71	.64	.68	.61	-	.66	.72	.65	-	.67	.73	.68	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	2	*	2	2	2	2	-	2	2	*	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Not very important	(-1)	14	10	10	14	9	9	-	13	6	1	2	2
		2%	1%	1%	2%	1%	2%	-%	2%	1%	*%	2%	3%
Neither important nor unimportant	(0)	70	50	49	70	32	45	*	58	32	18	1	2
		8%	7%	7%	8%	5%	9%	1%	9%	6%	4%	1%	3%
									cd				
Important	(1)	388	343	316	388	274	216	8	290	223	206	56	27
		45%	47%	45%	45%	45%	43%	31%	47%	42%	40%	41%	34%
Very important	(2)	397	328	326	397	294	235	17	252	273	295	76	47
		46%	45%	46%	46%	48%	46%	69%	41%	51%	57%	56%	60%
										a	a	a	a
Don't know		*	*	*	*	*	*	-	*	-	-	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
NET Important		785	672	642	785	568	451	25	543	496	501	132	74
		90%	92%	91%	90%	93%	89%	99%	88%	93%	96%	97%	95%
											a	a	
NET Not Important		16	10	11	16	10	11	-	14	7	1	2	2
		2%	1%	2%	2%	2%	2%	-%	2%	1%	*%	2%	3%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		1.3	1.4	1.4	1.3	1.4	1.3	1.7	1.3	1.4	1.5	1.5	1.5
										a	a	a	
Standard error		.02	.03	.03	.02	.03	.03	.08	.03	.03	.03	.06	.09
Standard deviation		.71	.67	.69	.71	.68	.74	.49	.74	.68	.58	.61	.69

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	2	-	*	-	-	*	2	2	2	*	*	2	*	-	2	*
		*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Not very important	(-1)	14	6	*	-	-	10	7	10	5	3	5	9	-	-	10	2
		2%	6%	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	3%
Neither important nor unimportant	(0)	70	10	4	7	1	58	50	65	55	29	21	64	3	-	43	12
		8%	9%	10%	11%	2%	8%	10%	9%	9%	7%	4%	9% a	3%	-%	7%	15%
Important	(1)	388	53	15	27	15	324	205	332	252	200	204	302	47	-	277	37
		45%	45%	35%	40%	43%	46%	42%	44%	42%	46%	42%	44%	36%	-%	42%	45%
Very important	(2)	397	48	22	33	19	319	228	338	281	205	260	303	79	-	321	31
		46%	41%	54%	49%	55%	45%	46%	45%	47%	47%	53%	45%	61% b	-%	49%	37%
Don't know		*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%
NET Important		785	100	37	60	33	644	432	670	533	405	464	605	126	-	598	68
		90%	86%	89%	89%	98%	90%	88%	90%	90%	93%	95% b	89%	97%	-%	92%	82%
NET Not Important		16	6	*	-	-	10	9	12	7	3	5	11	*	-	11	2
		2%	6%	1%	-%	-%	1%	2%	2%	1%	1%	1%	2%	*%	-%	2%	3%
Answered		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	82
Mean Score		1.3	1.2	1.4	1.4	1.5	1.3	1.3	1.3	1.4	1.4	1.5 b	1.3	1.6 b	-	1.4	1.2
Standard error		.02	.08	.10	.09	.10	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.10
Standard deviation		.71	.82	.72	.68	.55	.69	.74	.71	.71	.64	.63	.72	.55	-	.70	.78

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	2	*	2	2	-	-	2	*	2	-	*	*	2
		*%	*%	*%	1%	-%	-%	1%	*%	*%	-%	*%	*%	*%
Not very important	(-1)	14	7	7	*	-	*	2	5	5	4	2	4	8
		2%	2%	2%	*%	-%	*%	1%	4%	1%	3%	1%	2%	2%
Neither important nor unimportant	(0)	70	30	40	16	-	9	13	6	42	21	14	9	45
		8%	7%	9%	5%	-%	8%	5%	4%	7%	14%	9%	5%	9%
Important	(1)	388	155	233	126	1	47	103	48	275	64	57	98	227
		45%	38%	50%	42%	6%	41%	41%	38%	47%	44%	36%	52%	45%
				a										
Very important	(2)	397	213	184	157	21	59	133	69	263	57	84	78	220
		46%	53%	39%	52%	94%	51%	53%	54%	45%	39%	53%	41%	44%
			b											
Don't know		*	*	-	-	-	-	-	-	-	*	-	-	*
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
NET Important		785	368	417	283	22	106	236	117	538	121	141	176	447
		90%	91%	89%	94%	100%	92%	93%	92%	92%	83%	90%	93%	89%
										c				
NET Not Important		16	7	9	2	-	*	4	5	7	4	2	4	10
		2%	2%	2%	1%	-%	*%	2%	4%	1%	3%	1%	2%	2%
Answered		871	405	466	300	22	115	253	127	587	146	157	189	502
Mean Score		1.3	1.4	1.3	1.5	1.9	1.4	1.4	1.4	1.4	1.2	1.4	1.3	1.3
			b											
Standard error		.02	.04	.03	.04	.07	.05	.05	.07	.03	.06	.06	.05	.03
Standard deviation		.71	.70	.71	.65	.24	.64	.69	.75	.68	.78	.71	.66	.73

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	2	*	2
		*%	*%	*%
Not very important	(-1)	14	6	8
		2%	2%	1%
Neither important nor unimportant	(0)	70	23	47
		8%	8%	8%
Important	(1)	388	143	245
		45%	47%	43%
Very important	(2)	397	131	267
		46%	43%	47%
Don't know		*	-	*
		*%	-%	*%
NET Important		785	273	512
		90%	90%	90%
NET Not Important		16	6	10
		2%	2%	2%
Answered		871	302	569
Mean Score		1.3	1.3	1.3
Standard error		.02	.04	.03
Standard deviation		.71	.70	.72

Columns Tested:: a,b

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	2	-	*	-	-	-	*	-	-	-	-	2	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%
Not very important	(-1)	14	-	*	1	1	3	2	*	3	2	1	-	*
		2%	-%	*%	1%	2%	4%	2%	3%	2%	3%	4%	-%	1%
Neither important nor unimportant	(0)	70	*	*	6	3	4	15	*	12	1	13	14	2
		8%	1%	*%	12%	9%	6%	12%	*%	8%	1%	44%	12%	3%
					b			b				abcdefhikl	bi	
Important	(1)	388	5	76	22	20	24	48	3	62	38	3	47	39
		45%	46%	60%	40%	53%	36%	39%	84%	42%	48%	11%	41%	51%
			j	j	j	j	j	j		j	j		j	j
Very important	(2)	397	6	51	25	14	36	57	1	71	39	12	51	35
		46%	53%	40%	46%	36%	54%	46%	13%	48%	49%	40%	45%	46%
Don't know		*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET Important		785	11	127	48	34	60	105	4	133	77	15	98	74
		90%	99%	100%	87%	89%	90%	86%	96%	90%	96%	50%	87%	97%
			j	cefhjk	j	j	j	j		j	j		j	jk
NET Not Important		16	-	*	1	1	3	2	*	3	2	1	2	*
		2%	-%	*%	1%	2%	4%	2%	3%	2%	3%	4%	1%	1%
Answered		871	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		1.3	1.5	1.4	1.3	1.2	1.4	1.3	1.1	1.4	1.4	.9	1.3	1.4
				j				j		j	j		j	j
Standard error		.02	.09	.05	.10	.08	.12	.07	.16	.07	.09	.14	.08	.06
Standard deviation		.71	.55	.51	.74	.70	.79	.75	.59	.73	.66	1.02	.79	.57

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 207 (continuation)

QD10A_6. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	2	*	*	-	2	*	2
		*%	*%	*%	-%	1%	*%	*%
Not very important	(-1)	14	1	6	6	2	7	7
		2%	1%	2%	2%	1%	2%	2%
Neither important nor unimportant	(0)	70	7	23	13	28	29	41
		8%	3%	10%	5%	13%	7%	9%
						ac		
Important	(1)	388	104	93	103	89	196	192
		45%	53%	41%	44%	41%	47%	43%
Very important	(2)	397	83	106	111	98	189	208
		46%	43%	47%	48%	45%	45%	46%
Don't know		*	-	-	-	*	-	*
		*%	-%	-%	-%	*%	-%	*%
NET Important		785	186	199	214	186	385	400
		90%	96%	88%	92%	85%	91%	89%
			d					
NET Not Important		16	1	6	6	3	7	9
		2%	1%	2%	2%	1%	2%	2%
Answered		871	194	227	232	218	421	450
Mean Score		1.3	1.4	1.3	1.4	1.3	1.3	1.3
Standard error		.02	.04	.05	.05	.05	.03	.04
Standard deviation		.71	.58	.75	.70	.77	.68	.74

Columns Tested:: a,b,c,d - a,b

Table 208

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	19	*	19	19	*	-	-	*
		2%	1%	2%	2%	*%	-%	-%	*%
Not very important	(-1)	20	-	20	17	2	*	*	3
		2%	-%	2%	2%	7%	6%	5%	6%
Neither important nor unimportant	(0)	124	3	121	121	3	*	*	3
		14%	18%	14%	15%	8%	2%	11%	8%
Important	(1)	376	2	374	356	18	2	1	21
		43%	13%	44%	43%	51%	55%	47%	51%
Very important	(2)	329	11	319	316	11	1	1	13
		38%	65%	37%	38%	32%	36%	37%	33%
Don't know		3	1	3	3	1	-	-	1
		*%	3%	*%	*%	2%	-%	-%	1%
NET Important		706	13	693	672	29	3	2	34
		81%	78%	81%	81%	83%	92%	84%	84%
NET Not Important		39	*	38	36	2	*	*	3
		4%	1%	5%	4%	7%	6%	5%	7%
Answered		868	16	852	829	34	4	2	40
Mean Score		1.1	1.5	1.1	1.1	1.1	1.2	1.2	1.1
Standard error		.03	.17	.03	.04	.07	.16	.13	.05
Standard deviation		.89	.88	.89	.89	.85	.88	1.13	.84

Columns Tested:: a,b - a,b,c,d,e

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	19	11	7	1	*	*	-	19	*	-
		2%	2%	2%	2%	1%	*%	-%	2%	*%	-%
Not very important	(-1)	20	11	6	*	1	1	*	17	2	*
		2%	2%	2%	1%	5%	8%	5%	2%	7%	5%
							g				
Neither important nor unimportant	(0)	124	51	57	13	3	*	*	121	3	*
		14%	11%	18%	22%	10%	2%	11%	15%	8%	5%
				e	ehi						
Important	(1)	376	209	125	22	10	10	1	356	18	3
		43%	46%	39%	38%	42%	68%	47%	43%	51%	52%
							abcdg				
Very important	(2)	329	168	127	21	9	3	1	316	11	2
		38%	37%	40%	37%	39%	21%	37%	38%	32%	37%
Don't know		3	3	-	-	1	-	-	3	1	-
		*%	1%	-%	-%	2%	-%	-%	*%	2%	-%
NET Important		706	377	252	43	19	13	2	672	29	5
		81%	83%	78%	75%	81%	89%	84%	81%	83%	89%
NET Not Important		39	21	13	2	1	1	*	36	2	*
		4%	5%	4%	3%	6%	8%	5%	4%	7%	5%
Answered		868	449	322	58	23	14	2	829	34	6
Mean Score		1.1	1.1	1.1	1.1	1.2	1.0	1.2	1.1	1.1	1.2
Standard error		.03	.05	.06	.10	.09	.09	.13	.04	.07	.08
Standard deviation		.89	.88	.91	.91	.88	.79	1.13	.89	.85	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	19	16	3	*	-	-	15	3	-	1	*
		2%	2%	2%	*%	-%	-%	3%	3%	-%	5%	*%
Not very important	(-1)	20	15	2	2	*	*	12	*	3	*	4
		2%	2%	2%	7%	6%	5%	2%	*%	7%	*%	16% ab
Neither important nor unimportant	(0)	124	91	30	3	*	*	80	20	6	3	4
		14%	13%	21% c	8%	2%	11%	13%	17%	16%	19%	14%
Important	(1)	376	296	59	18	2	1	271	46	19	8	6
		43%	43%	41%	51%	55%	47%	45%	39%	52%	56% e	24%
Very important	(2)	329	267	49	11	1	1	223	48	9	3	11
		38%	39%	34%	32%	36%	37%	37%	41%	24%	20%	46%
Don't know		3	3	-	1	-	-	3	-	-	-	-
		*%	*%	-%	2%	-%	-%	*%	-%	-%	-%	-%
NET Important		706	564	108	29	3	2	494	94	27	11	17
		81%	82%	75%	83%	92%	84%	82%	80%	76%	76%	70%
NET Not Important		39	31	5	2	*	*	27	3	3	1	4
		4%	4%	4%	7%	6%	5%	5%	3%	7%	6%	16% ab
Answered		868	685	144	34	4	2	602	118	36	15	25
Mean Score		1.1	1.1	1.0	1.1	1.2	1.2	1.1	1.2	.9	.8	1.0
Standard error		.03	.05	.06	.07	.16	.13	.05	.07	.10	.14	.11
Standard deviation		.89	.89	.90	.85	.88	1.13	.89	.90	.85	.95	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	19	1	1	*	-	2	9	3	-	1
		2%	1%	1%	*%	-%	2%	6%	3%	-%	1%
Not very important	(-1)	20	7	1	4	-	1	1	*	3	*
		2%	10%	2%	2%	-%	1%	1%	*%	5%	*%
Neither important nor unimportant	(0)	124	12	6	23	-	13	30	11	7	9
		14%	17%	9%	16%	-%	14%	18%	10%	12%	13%
Important	(1)	376	26	29	56	14	43	69	51	36	23
		43%	35%	45%	39%	51%	46%	41%	49%	58%	35%
Very important	(2)	329	27	28	61	13	35	56	37	16	33
		38%	37%	44%	42%	49%	37%	34%	35%	26%	50%
Don't know		3	-	-	-	-	-	1	3	-	-
		*%	-%	-%	-%	-%	-%	*%	2%	-%	-%
NET Important		706	54	56	117	27	77	125	88	53	57
		81%	73%	88%	81%	100%	83%	75%	84%	83%	85%
NET Not Important		39	8	2	4	-	3	11	3	3	1
		4%	11%	2%	3%	-%	3%	6%	3%	5%	2%
Answered		868	74	64	144	27	93	166	102	63	67
Mean Score		1.1	1.0	1.3	1.2	1.5	1.2	1.0	1.2	1.0	1.3
Standard error		.03	.13	.11	.08	.11	.10	.11	.11	.10	.11
Standard deviation		.89	1.01	.77	.82	.51	.85	1.03	.85	.76	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	19	3	1	13	17	2	*	2	*
		2%	1%	1%	3%	2%	3%	*%	8% b	1%
Not very important	(-1)	20	1	11	5	18	2	*	2	*
		2%	1%	6%	1%	2%	3%	*%	7%	*%
Neither important nor unimportant	(0)	124	22	26	64	112	12	3	4	5
		14%	12%	13%	15%	14%	18%	11%	17%	35% abcdf
Important	(1)	376	80	91	175	346	30	12	13	4
		43%	43%	45%	42%	43%	44%	40%	53%	35%
Very important	(2)	329	82	72	154	307	22	15	4	4
		38%	44% g	36% g	37% g	38% g	32%	48% g	14%	29%
Don't know		3	-	-	3	3	*	-	*	-
		*%	-%	-%	1%	*%	*%	-%	*%	-%
NET Important		706	161	163	330	654	52	27	17	8
		81%	86% gh	81%	80%	81% h	76%	89% gh	67%	64%
NET Not Important		39	4	12	18	34	4	*	4	*
		4%	2%	6%	4%	4%	6%	1%	16% acdfh	1%
Answered		868	187	201	412	800	68	30	25	13
Mean Score		1.1	1.3 g	1.1 g	1.1 g	1.1 g	1.0	1.4 gh	.6	.9
Standard error		.03	.06	.07	.06	.04	.06	.08	.12	.09
Standard deviation		.89	.80	.87	.92	.88	.97	.73	1.10	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	19	1	1	1	5	3	2	-	-	7
		2%	2%	2%	2%	5%	2%	7%	-%	-%	2%
Not very important	(-1)	20	1	1	1	*	2	-	*	-	16
		2%	4%	2%	2%	*%	1%	-%	*%	-%	3%
Neither important nor unimportant	(0)	124	5	5	5	12	25	2	1	2	71
		14%	23%	9%	8%	13%	15%	7%	3%	12%	15%
Important	(1)	376	9	35	37	39	67	12	15	7	191
		43%	39%	57%	59%	42%	41%	41%	70%	48%	41%
Very important	(2)	329	7	18	18	36	67	13	5	6	176
		38%	31%	30%	29%	39%	41%	45%	24%	40%	38%
Don't know		3	-	*	*	-	-	-	1	-	3
		*%	-%	*%	*%	-%	-%	-%	2%	-%	1%
NET Important		706	16	53	55	75	133	25	20	14	367
		81%	70%	87%	88%	81%	82%	86%	95%	88%	79%
NET Not Important		39	1	2	2	5	5	2	*	-	23
		4%	6%	4%	4%	6%	3%	7%	*%	-%	5%
Answered		868	23	61	63	93	163	29	21	15	461
Mean Score		1.1	.9	1.1	1.1	1.1	1.2	1.2	1.2	1.3	1.1
Standard error		.03	.20	.09	.09	.11	.06	.21	.10	.14	.05
Standard deviation		.89	.97	.81	.80	1.01	.86	1.08	.51	.69	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	19	7	5	7	11	8	18	1	19	-
		2%	4%	3%	1%	2%	5%	2%	1%	2%	-%
Not very important	(-1)	20	2	2	16	11	8	18	1	20	-
		2%	1%	1%	3%	2%	6%	2%	2%	2%	-%
							a				
Neither important nor unimportant	(0)	124	23	27	74	104	20	120	4	122	2
		14%	13%	14%	15%	14%	14%	15%	7%	14%	8%
Important	(1)	376	85	79	213	328	49	351	26	372	4
		43%	47%	41%	43%	45%	33%	43%	45%	44%	20%
Very important	(2)	329	62	80	188	268	62	304	25	314	15
		38%	35%	42%	38%	37%	42%	37%	44%	37%	72%
Don't know		3	*	-	3	3	-	3	-	3	-
		*%	*%	-%	1%	*%	-%	*%	-%	*%	-%
NET Important		706	146	158	401	595	110	655	51	687	19
		81%	82%	82%	80%	82%	75%	80%	89%	81%	92%
NET Not Important		39	9	7	23	23	16	37	2	39	-
		4%	5%	4%	5%	3%	11%	4%	4%	5%	-%
							a				
Answered		868	179	192	498	722	146	812	57	847	21
Mean Score		1.1	1.1	1.2	1.1	1.1	1.0	1.1	1.3	1.1	1.6
Standard error		.03	.07	.06	.04	.03	.11	.03	.07	.03	.15
Standard deviation		.89	.93	.90	.87	.83	1.13	.90	.81	.89	.64

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	19	7	*	12	14	2	*	3	16	3
		2%	2%	*%	4%	2%	2%	*%	14% ae	2%	5%
Not very important	(-1)	20	7	4	8	17	2	-	1	19	1
		2%	2%	3%	3%	2%	1%	-%	5%	2%	2%
Neither important nor unimportant	(0)	124	62	29	33	103	11	7	2	115	9
		14%	14%	22%	11%	15%	9%	18%	9%	14%	15%
Important	(1)	376	204	57	115	298	56	18	4	354	23
		43%	46%	42%	39%	44%	42%	45%	21%	44%	37%
Very important	(2)	329	159	45	124	244	60	15	10	304	25
		38%	36%	33%	42%	36%	46%	37%	51%	38%	41%
Don't know		3	3	*	1	3	*	-	-	3	-
		*%	1%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		706	363	102	239	542	116	33	15	658	48
		81%	82%	75%	82%	80%	88%	82%	71%	81%	78%
NET Not Important		39	15	4	20	31	4	*	4	35	4
		4%	3%	3%	7%	5%	3%	*%	19% abe	4%	6%
Answered		868	439	136	291	676	131	40	20	807	61
Mean Score		1.1	1.1	1.1	1.1	1.1	1.3	1.2	.9	1.1	1.1
Standard error		.03	.04	.06	.06	.04	.06	.11	.21	.03	.11
Standard deviation		.89	.84	.82	1.00	.89	.81	.73	1.47	.88	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	19	6	8	5	11	16	16	19	9	5
		2%	2%	2%	3%	1%	2%	2%	2%	2%	2%
Not very important	(-1)	20	4	13	3	15	17	17	20	10	6
		2%	1%	4%	2%	2%	2%	2%	2%	2%	2%
Neither important nor unimportant	(0)	124	53	51	20	109	85	116	124	59	22
		14%	16%	15%	11%	14%	12%	14%	14%	11%	8%
Important	(1)	376	169	129	79	351	337	363	376	239	129
		43%	51%	37%	41%	45%	46%	44%	43%	45%	46%
			b								
Very important	(2)	329	96	148	86	282	278	302	329	208	118
		38%	29%	43%	44%	37%	38%	37%	38%	39%	42%
				a	a						
Don't know		3	3	-	*	3	3	3	3	3	*
		*%	1%	-%	*%	*%	*%	*%	*%	*%	*%
NET Important		706	265	276	164	633	614	665	706	447	246
		81%	80%	80%	85%	82%	84%	81%	81%	85%	88%
NET Not Important		39	11	20	8	26	33	33	39	19	11
		4%	3%	6%	4%	3%	4%	4%	4%	4%	4%
Answered		868	328	348	192	769	732	814	868	524	279
Mean Score		1.1	1.0	1.1	1.2	1.1	1.2	1.1	1.1	1.2	1.2
Standard error		.03	.06	.05	.05	.03	.03	.03	.03	.04	.04
Standard deviation		.89	.82	.95	.89	.84	.87	.87	.89	.83	.83

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	19	4	9	1	-	*	*	2	2
		2%	4%	2%	2%	-%	*%	*%	11%	4%
Not very important	(-1)	20	3	11	1	3	*	*	-	*
		2%	3%	2%	2%	6%	*%	*%	-%	*%
Neither important nor unimportant	(0)	124	37	64	7	4	1	2	*	3
		14%	37%	11%	16%	9%	4%	18%	*%	7%
			bdeh							
Important	(1)	376	27	281	20	14	8	6	7	22
		43%	27%	48%	44%	33%	47%	48%	38%	44%
				a						
Very important	(2)	329	28	212	16	23	9	4	9	22
		38%	29%	37%	36%	53%	49%	33%	50%	45%
Don't know		3	-	3	-	-	-	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%
NET Important		706	55	493	36	37	17	11	16	44
		81%	56%	85%	80%	85%	96%	81%	88%	89%
				a		a	a			a
NET Not Important		39	7	20	2	3	*	*	2	2
		4%	7%	3%	4%	6%	*%	1%	11%	5%
Answered		868	98	577	45	43	18	13	18	50
Mean Score		1.1	.7	1.2	1.1	1.3	1.4	1.1	1.1	1.3
				a		a	a			a
Standard error		.03	.12	.04	.13	.10	.09	.12	.28	.09
Standard deviation		.89	1.03	.82	.87	.87	.64	.76	1.26	.93

Columns Tested:: a,b,c,d,e,f,g,h

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	19	9	-	-	*	2	*	-	11	2	1	-	*	-	2
		2%	1%	-%	-%	*%	22%	*%	-%	2%	2%	3%	-%	*%	-%	19%
Not very important	(-1)	20	12	1	1	1	*	-	-	14	*	2	1	-	*	-
		2%	2%	2%	2%	4%	*%	-%	-%	2%	*%	5%	9%	-%	1%	-%
Neither important nor unimportant	(0)	124	91	10	5	1	3	*	*	71	8	3	2	-	*	*
		14%	15%	14%	13%	3%	33%	1%	1%	12%	9%	11%	21%	-%	2%	*%
Important	(1)	376	288	28	18	5	3	5	5	264	49	10	5	5	2	2
		43%	47%	39%	50%	21%	27%	61%	75%	46%	52%	33%	46%	46%	35%	18%
Very important	(2)	329	215	32	13	16	2	3	2	210	35	14	3	6	4	7
		38%	35%	45%	36%	72%	18%	37%	24%	37%	37%	48%	24%	54%	62%	62%
						a										
Don't know		3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET Important		706	503	60	30	20	4	8	7	474	84	24	8	11	6	9
		81%	81%	84%	85%	93%	45%	98%	99%	83%	89%	81%	70%	100%	98%	80%
NET Not Important		39	22	1	1	1	2	*	-	25	2	2	1	*	*	2
		4%	3%	2%	2%	4%	22%	*%	-%	4%	2%	8%	9%	*%	1%	19%
Answered		868	616	71	36	22	9	9	7	570	94	30	12	11	6	11
Mean Score		1.1	1.1	1.3	1.2	1.6	.2	1.3	1.2	1.1	1.2	1.2	.9	1.5	1.6	1.0
Standard error		.03	.04	.09	.10	.11	.27	.12	.17	.04	.08	.15	.15	.13	.18	.49
Standard deviation		.89	.84	.77	.73	.77	1.44	.58	.48	.86	.79	1.03	.93	.57	.63	1.62

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	19	14	1	2	*	-	-	2	2	9	3	*	1	2
		2%	2%	*%	4%	*%	-%	-%	15%	4%	3%	2%	*%	1%	7% c
Not very important	(-1)	20	17	-	*	1	*	-	1	1	5	3	4	4	1
		2%	3%	-%	*%	5%	1%	-%	7%	2%	2%	2%	2%	6%	3%
Neither important nor unimportant	(0)	124	104	11	2	2	1	3	*	4	42	39	19	13	3
		14%	16%	11%	4%	9%	7%	14%	*%	8%	13%	21% c	10%	18%	8%
Important	(1)	376	265	61	18	8	9	9	6	24	155	81	82	27	18
		43%	42%	60% ac	31%	35%	42%	48%	45%	45%	47%	43%	43%	36%	52%
Very important	(2)	329	229	29	36	12	11	7	5	23	116	60	84	30	10
		38%	36%	29%	62% ab	51%	51%	38%	33%	42%	35%	32%	45%	39%	28%
Don't know		3	3	-	-	-	-	-	-	-	3	-	-	*	1
		*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%
NET Important		706	494	90	55	20	19	16	11	47	272	141	166	57	28
		81%	78%	89%	93%	86%	93%	86%	78%	87%	82%	76%	88% b	76%	80%
NET Not Important		39	32	1	2	1	*	-	3	3	14	7	4	5	3
		4%	5%	*%	4%	5%	1%	-%	21%	6%	4%	4%	2%	7%	10%
Answered		868	630	102	59	24	21	19	14	54	328	187	189	75	34
Mean Score		1.1	1.1	1.2	1.5 a	1.3	1.4	1.2	.8	1.2	1.1	1.0	1.3 b	1.1	.9
Standard error		.03	.04	.06	.10	.13	.12	.14	.33	.11	.06	.07	.05	.09	.16
Standard deviation		.89	.92	.65	.88	.85	.66	.70	1.42	.95	.89	.87	.73	.95	1.08

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	19	8	1	*	*	2	11	2	-	1	2
		2%	2%	1%	*%	*%	12%	3%	2%	-%	1%	8%
							c					c
Not very important	(-1)	20	5	3	1	4	1	9	*	3	4	1
		2%	1%	2%	1%	7%	5%	2%	*%	2%	7%	3%
Neither important nor unimportant	(0)	124	45	36	19	10	*	42	17	16	7	3
		14%	12%	22%	14%	15%	1%	11%	13%	11%	13%	9%
				a								
Important	(1)	376	193	63	58	24	12	179	59	59	25	14
		43%	50%	38%	43%	39%	57%	48%	45%	42%	44%	47%
Very important	(2)	329	136	60	56	24	4	134	52	64	19	9
		38%	35%	37%	42%	39%	22%	36%	40%	45%	34%	30%
Don't know		3	3	-	-	*	1	3	-	-	*	1
		*%	1%	-%	-%	*%	3%	1%	-%	-%	*%	2%
NET Important		706	329	123	114	49	16	314	111	123	44	23
		81%	85%	75%	85%	78%	79%	83%	85%	87%	78%	78%
NET Not Important		39	13	5	1	4	3	19	2	3	5	3
		4%	3%	3%	1%	7%	17%	5%	2%	2%	9%	12%
							c					
Answered		868	387	163	134	62	20	375	131	141	56	29
Mean Score		1.1	1.2	1.1	1.3	1.1	.7	1.1	1.2	1.3	1.0	.9
Standard error		.03	.05	.07	.06	.09	.21	.05	.07	.06	.11	.20
Standard deviation		.89	.82	.86	.73	.90	1.26	.90	.80	.75	.96	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	19	12	-	4	1	2	17	1	1	19	-	11	-
		2%	3%	-%	2%	1%	9%	3%	2%	*%	2%	-%	1%	-%
Not very important	(-1)	20	12	2	4	2	*	9	3	8	18	1	15	-
		2%	3%	1%	2%	2%	*%	2%	5%	3%	2%	2%	2%	-%
Neither important nor unimportant	(0)	124	64	28	21	6	3	68	10	45	116	8	109	*
		14%	15%	21%	11%	8%	11%	12%	19%	17%	14%	12%	14%	3%
Important	(1)	376	205	35	85	35	10	224	22	126	350	27	345	6
		43%	47% b	26%	44% b	47% b	41%	41%	42%	47%	43%	42%	45%	50%
Very important	(2)	329	141	68	80	30	9	225	17	88	302	27	276	6
		38%	32%	51% a	41%	41%	37%	41%	32%	33%	37%	43%	36%	48%
Don't know		3	3	-	-	*	1	1	-	3	3	-	3	-
		*%	1%	-%	-%	*%	2%	*%	-%	1%	*%	-%	*%	-%
NET Important		706	346	102	165	64	19	448	39	214	652	54	621	12
		81%	79%	77%	85%	88%	78%	83%	74%	79%	81%	86%	82%	97%
NET Not Important		39	25	2	7	3	2	26	4	9	37	1	26	-
		4%	6%	1%	4%	4%	9%	5%	7%	3%	5%	2%	3%	-%
Answered		868	435	132	193	73	23	541	52	268	805	63	756	13
Mean Score		1.1	1.0	1.3	1.2	1.2	1.0	1.2	1.0	1.1	1.1	1.3	1.1	1.5
Standard error		.03	.05	.07	.06	.08	.19	.04	.12	.05	.03	.09	.03	.12
Standard deviation		.89	.92	.85	.85	.80	1.17	.93	.96	.80	.90	.76	.84	.57

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	19	16	-	19	-	11	-	16	-	19	-
		2%	2%	-%	3%	-%	2%	-%	2%	-%	3%	-%
Not very important	(-1)	20	17	*	16	3	15	*	17	-	17	2
		2%	2%	*%	3%	1%	2%	*%	2%	-%	3%	1%
Neither important nor unimportant	(0)	124	84	1	93	30	108	1	81	4	95	29
		14%	12%	3%	14%	14%	14%	8%	12%	12%	14%	14%
Important	(1)	376	322	15	280	97	344	6	324	13	282	95
		43%	46%	49%	43%	45%	46%	40%	46%	39%	42%	47%
Very important	(2)	329	264	14	244	85	274	8	262	16	255	74
		38%	37%	48%	37%	40%	36%	52%	37%	49%	38%	37%
Don't know		3	3	-	3	-	3	-	3	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		706	586	29	524	182	618	15	586	28	537	169
		81%	83%	97%	80%	84%	82%	91%	83%	88%	80%	84%
NET Not Important		39	33	*	35	3	26	*	33	-	36	2
		4%	5%	*%	5%	1%	3%	*%	5%	-%	5%	1%
Answered		868	703	29	653	216	753	16	700	32	668	200
Mean Score		1.1	1.1	1.4	1.1	1.2	1.1	1.4	1.1	1.4	1.1	1.2
Standard error		.03	.03	.07	.04	.05	.03	.14	.03	.09	.04	.05
Standard deviation		.89	.88	.57	.93	.74	.84	.67	.88	.70	.94	.72

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	19	8	8	3	-	13	9	6	-	15	10	9	-
		2%	2%	1%	2%	-%	3%	2%	5%	-%	2%	2%	5%	-%
Not very important	(-1)	20	5	14	*	-	5	15	3	-	12	16	4	-
		2%	1%	2%	*%	-%	1%	3%	2%	-%	2%	3%	2%	-%
Neither important nor unimportant	(0)	124	58	96	9	-	27	68	9	-	76	67	14	-
		14%	12%	16% c	6%	-%	6%	13% a	7%	-%	12%	13%	8%	-%
Important	(1)	376	234	272	72	-	226	238	48	-	279	231	79	-
		43%	47%	45%	47%	-%	48%	45%	37%	-%	43%	45%	45%	-%
Very important	(2)	329	192	205	69	4	200	191	64	1	265	189	68	-
		38%	39%	34%	45%	100%	42%	36%	49%	100%	41%	37%	39%	-%
Don't know		3	*	3	1	-	*	3	1	-	*	3	1	-
		*%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
NET Important		706	426	477	141	4	426	428	113	1	544	420	147	-
		81%	86%	80%	92% b	100%	90% b	82%	86%	100%	84%	81%	84%	-%
NET Not Important		39	13	22	3	-	18	24	9	-	27	26	13	-
		4%	3%	4%	2%	-%	4%	5%	7%	-%	4%	5%	8%	-%
Answered		868	496	595	153	4	471	520	131	1	647	514	174	-
Mean Score		1.1	1.2	1.1	1.3	2.0	1.3	1.1	1.2	2.0	1.2	1.1	1.1	-
Standard error		.03	.04	.04	.06	-	.04	.04	.09	-	.04	.04	.08	-
Standard deviation		.89	.80	.84	.77	-	.84	.87	1.01	-	.88	.89	1.02	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	19	9	14	19	11	9	2	15	8	10	9	6
		2%	1%	2%	2%	2%	2%	8%	2%	2%	2%	7%	8%
												bc	b
Not very important	(-1)	20	15	17	20	13	15	1	17	10	7	*	*
		2%	2%	2%	2%	2%	3%	3%	3%	2%	1%	*%	*%
Neither important nor unimportant	(0)	124	102	83	124	82	56	-	77	58	59	10	4
		14%	14%	12%	14%	13%	11%	-%	13%	11%	11%	7%	5%
Important	(1)	376	328	315	376	263	219	14	276	231	218	62	37
		43%	45%	45%	43%	43%	43%	57%	45%	43%	42%	46%	48%
Very important	(2)	329	274	271	329	241	207	8	227	227	227	54	31
		38%	37%	39%	38%	39%	41%	32%	37%	42%	44%	40%	40%
Don't know		3	3	3	3	1	3	-	3	1	*	-	-
		*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%	-%
NET Important		706	602	586	706	504	425	22	503	458	445	116	68
		81%	82%	83%	81%	82%	84%	89%	82%	86%	85%	86%	88%
NET Not Important		39	24	31	39	25	23	3	32	18	17	10	6
		4%	3%	4%	4%	4%	5%	11%	5%	3%	3%	7%	8%
Answered		868	728	699	868	610	504	25	612	535	521	135	78
Mean Score		1.1	1.2	1.2	1.1	1.2	1.2	1.0	1.1	1.2	1.2	1.1	1.1
Standard error		.03	.03	.03	.03	.04	.04	.19	.04	.04	.04	.09	.13
Standard deviation		.89	.83	.87	.89	.87	.87	1.11	.90	.83	.85	1.05	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	19	5	*	1	-	14	7	16	10	6	11	14	1	-	15	3
		2%	5%	*%	1%	-%	2%	1%	2%	2%	1%	2%	2%	1%	-%	2%	4%
Not very important	(-1)	20	4	*	*	*	14	16	18	13	6	7	19	2	-	20	-
		2%	4%	1%	*%	*%	2%	3%	2%	2%	1%	2%	3%	2%	-%	3%	-%
Neither important nor unimportant	(0)	124	12	2	4	4	97	65	105	67	52	52	95	10	-	89	4
		14%	10%	5%	6%	11%	14%	13%	14%	11%	12%	11%	14%	8%	-%	14%	5%
Important	(1)	376	56	18	33	19	324	206	327	262	195	224	296	57	-	266	38
		43%	48%	42%	50%	57%	45%	42%	44%	44%	45%	46%	44%	44%	-%	41%	46%
Very important	(2)	329	40	22	28	8	260	193	278	241	176	194	253	58	-	260	37
		38%	34%	52%	42%	24%	37%	39%	37%	41%	40%	40%	37%	45%	-%	40%	45%
Don't know		3	*	-	-	3	3	3	3	1	1	1	3	1	-	3	-
		*%	*%	-%	-%	7%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET Important		706	96	39	62	28	584	400	606	503	371	418	549	115	-	526	75
		81%	82%	94%	92%	81%	82%	81%	81%	85%	85%	85%	81%	89%	-%	81%	91%
NET Not Important		39	10	*	1	*	28	23	34	23	13	19	33	4	-	35	3
		4%	8%	1%	1%	*%	4%	5%	4%	4%	3%	4%	5%	3%	-%	5%	4%
Answered		868	117	42	67	31	709	488	744	594	437	489	677	129	-	649	83
Mean Score		1.1	1.0	1.4	1.3	1.1	1.1	1.2	1.1	1.2	1.2	1.2	1.1	1.3	-	1.1	1.3
Standard error		.03	.10	.09	.10	.11	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.12
Standard deviation		.89	1.00	.65	.72	.62	.86	.88	.89	.85	.82	.86	.89	.77	-	.92	.90

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	19	11	8	4	-	-	4	1	14	4	6	6	8
		2%	3%	2%	1%	-%	-%	2%	1%	2%	3%	4%	3%	2%
Not very important	(-1)	20	6	14	4	1	2	4	3	12	4	3	1	15
		2%	1%	3%	1%	5%	2%	1%	3%	2%	3%	2%	1%	3%
Neither important nor unimportant	(0)	124	26	98	41	4	13	34	10	98	14	8	31	77
		14%	6%	21%	14%	17%	11%	13%	8%	17%	9%	5%	17%	15%
				a									a	a
Important	(1)	376	186	191	125	8	47	106	56	252	67	58	61	247
		43%	46%	41%	42%	37%	41%	42%	44%	43%	46%	37%	32%	49%
														b
Very important	(2)	329	177	152	126	9	54	106	57	209	57	78	89	155
		38%	44%	33%	42%	41%	47%	42%	44%	36%	39%	50%	47%	31%
			b									c	c	
Don't know		3	-	3	-	-	-	-	1	3	*	3	-	*
		*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	2%	-%	*%
												c		
NET Important		706	363	343	251	17	101	211	112	461	124	137	151	402
		81%	90%	74%	84%	78%	88%	84%	88%	79%	85%	87%	80%	80%
			b											
NET Not Important		39	16	22	8	1	2	8	4	26	9	9	7	23
		4%	4%	5%	3%	5%	2%	3%	3%	4%	6%	6%	4%	5%
Answered		868	405	463	300	22	115	253	127	584	146	154	189	502
Mean Score		1.1	1.3	1.0	1.2	1.1	1.3	1.2	1.3	1.1	1.2	1.3	1.2	1.1
			b									c		
Standard error		.03	.04	.04	.05	.26	.06	.06	.07	.04	.08	.08	.07	.04
Standard deviation		.89	.85	.91	.83	.89	.73	.84	.80	.90	.92	.95	.95	.85

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	19	6	13
		2%	2%	2%
Not very important	(-1)	20	2	17
		2%	1%	3%
Neither important nor unimportant	(0)	124	40	84
		14%	13%	15%
Important	(1)	376	144	232
		43%	48%	41%
Very important	(2)	329	109	220
		38%	36%	39%
Don't know		3	*	3
		*%	*%	1%
NET Important		706	254	452
		81%	84%	79%
NET Not Important		39	8	30
		4%	3%	5%
Answered		868	302	566
Mean Score		1.1	1.2	1.1
Standard error		.03	.04	.04
Standard deviation		.89	.83	.92

Columns Tested:: a,b

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	19	-	2	*	1	-	2	-	5	4	1	4	*
		2%	-%	1%	1%	2%	-%	2%	-%	3%	5%	3%	3%	*%
Not very important	(-1)	20	-	2	1	*	4	2	*	4	3	1	*	*
		2%	-%	2%	2%	*%	6%	2%	5%	3%	4%	5%	*%	*%
Neither important nor unimportant	(0)	124	1	8	3	15	7	27	2	16	11	9	12	12
		14%	7%	7%	6%	40%	10%	22%	41%	11%	14%	29%	11%	15%
						bchk						bchk		
Important	(1)	376	8	69	20	13	24	63	1	59	35	9	44	31
		43%	68%	54%	36%	34%	36%	51%	21%	40%	44%	32%	39%	41%
Very important	(2)	329	3	46	30	9	32	28	1	60	26	9	52	33
		38%	25%	36%	54%	23%	48%	23%	33%	41%	33%	31%	46%	43%
					df		f						f	f
Don't know		3	-	-	-	-	-	-	-	3	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%
NET Important		706	11	115	50	22	56	90	2	119	62	18	97	64
		81%	93%	90%	90%	58%	84%	74%	54%	81%	77%	63%	86%	84%
				dj	dj								dj	d
NET Not Important		39	-	4	2	1	4	4	*	10	7	2	4	*
		4%	-%	3%	3%	3%	6%	4%	5%	6%	9%	8%	3%	1%
											l			
Answered		868	11	128	55	39	67	122	4	145	80	29	113	76
Mean Score		1.1	1.2	1.2	1.4	.8	1.3	.9	.8	1.1	1.0	.8	1.3	1.3
					dfj									df
Standard error		.03	.09	.08	.10	.11	.13	.08	.31	.09	.14	.14	.09	.08
Standard deviation		.89	.56	.76	.78	.90	.87	.83	1.10	.98	1.05	1.03	.91	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 208 (continuation)

QD10A_7. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	19	2	3	9	5	5	14
		2%	1%	1%	4%	2%	1%	3%
Not very important	(-1)	20	4	6	8	2	10	10
		2%	2%	3%	3%	1%	2%	2%
Neither important nor unimportant	(0)	124	13	50	29	33	62	62
		14%	7%	22%	12%	15%	15%	14%
				a				
Important	(1)	376	96	100	95	85	196	180
		43%	50%	44%	41%	39%	47%	40%
Very important	(2)	329	79	68	88	94	148	182
		38%	41%	30%	38%	43%	35%	40%
Don't know		3	-	-	3	*	-	3
		*%	-%	-%	1%	*%	-%	1%
NET Important		706	176	168	183	179	344	362
		81%	91%	74%	79%	82%	82%	80%
			bc					
NET Not Important		39	6	9	17	7	15	24
		4%	3%	4%	7%	3%	4%	5%
Answered		868	194	227	229	218	421	447
Mean Score		1.1	1.3	1.0	1.1	1.2	1.1	1.1
			b					
Standard error		.03	.06	.06	.07	.06	.04	.05
Standard deviation		.89	.76	.87	1.00	.88	.83	.95

Columns Tested:: a,b,c,d - a,b

Table 209

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	42	1	40	40	1	-	-	1
		5%	7%	5%	5%	3%	-%	-%	3%
Not very important	(-1)	100	*	99	99	1	*	*	1
		11%	2%	12%	12%	3%	1%	3%	3%
					be				
Neither important nor unimportant	(0)	220	6	214	214	6	*	*	6
		25%	35%	25%	26%	16%	6%	2%	15%
					de	d			d
Important	(1)	308	1	307	288	17	2	1	21
		35%	9%	36%	35%	50%	60%	66%	52%
						a		a	a
Very important	(2)	198	7	191	187	9	1	1	11
		23%	44%	22%	23%	26%	33%	30%	26%
Don't know		3	1	3	3	1	-	-	1
		*%	3%	*%	*%	1%	-%	-%	1%
NET Important		507	9	498	475	26	3	2	31
		58%	53%	58%	57%	76%	93%	95%	78%
						a	a	abe	a
NET Not Important		141	2	140	139	2	*	*	2
		16%	9%	16%	17%	6%	1%	3%	6%
					bde				
Answered		868	16	852	828	34	4	2	40
Mean Score		.6	.8	.6	.6	.9	1.2	1.2	1.0
						a	a	a	a
Standard error		.04	.24	.04	.05	.08	.13	.10	.06
Standard deviation		1.10	1.27	1.10	1.11	.93	.72	.86	.90

Columns Tested:: a,b - a,b,c,d,e

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	42	21	15	5	1	-	-	40	1	-
		5%	5%	5%	8%	5%	-%	-%	5%	3%	-%
Not very important	(-1)	100	64	29	6	*	1	*	99	1	*
		11%	14%	9%	10%	1%	6%	3%	12%	3%	2%
			dfh						dh		
Neither important nor unimportant	(0)	220	123	82	9	5	1	*	214	6	*
		25%	27%	26%	16%	20%	8%	2%	26%	16%	4%
			efi	efi	f	f			efi	f	
Important	(1)	308	143	120	24	12	8	1	288	17	4
		35%	32%	37%	41%	49%	55%	66%	35%	50%	62%
						a	ag	abcg		ag	abg
Very important	(2)	198	99	74	14	6	4	1	187	9	2
		23%	22%	23%	25%	23%	32%	30%	23%	26%	32%
Don't know		3	1	2	-	1	-	-	3	1	-
		*%	*%	1%	-%	2%	-%	-%	*%	1%	-%
NET Important		507	243	194	38	17	12	2	475	26	5
		58%	54%	60%	66%	73%	86%	95%	57%	76%	94%
						a	abcg	abcdgh		abg	abcdgh
NET Not Important		141	85	44	10	1	1	*	139	2	*
		16%	19%	14%	18%	6%	6%	3%	17%	6%	2%
			dfhi		fi				fhi		
Answered		868	450	320	58	23	14	2	828	34	6
Mean Score		.6	.5	.7	.6	.9	1.1	1.2	.6	.9	1.2
							abg	abcg		ag	abcg
Standard error		.04	.07	.07	.13	.10	.09	.10	.05	.08	.06
Standard deviation		1.10	1.12	1.08	1.19	.97	.81	.86	1.11	.93	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	42	32	9	1	-	-	33	6	1	-	*
		5%	5%	6%	3%	-%	-%	6%	5%	3%	-%	*%
Not very important	(-1)	100	91	7	1	*	*	76	10	9	1	1
		11%	13%	5%	3%	1%	3%	13%	8%	25%	4%	2%
			bc							e		
Neither important nor unimportant	(0)	220	175	39	6	*	*	159	31	4	4	4
		25%	25%	27%	16%	6%	2%	26%	26%	12%	27%	17%
			e	e	e							
Important	(1)	308	231	57	17	2	1	205	48	14	7	11
		35%	34%	39%	50%	60%	66%	34%	41%	38%	49%	47%
					a		ab					
Very important	(2)	198	155	32	9	1	1	128	23	8	3	8
		23%	23%	22%	26%	33%	30%	21%	19%	22%	20%	34%
Don't know		3	3	-	1	-	-	3	-	-	-	-
		*%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%
NET Important		507	386	89	26	3	2	332	71	22	10	20
		58%	56%	62%	76%	93%	95%	55%	61%	61%	69%	80%
					a	ab	abc					a
NET Not Important		141	123	16	2	*	*	109	16	10	1	1
		16%	18%	11%	6%	1%	3%	18%	13%	28%	4%	2%
			ce					e		e		
Answered		868	684	144	34	4	2	601	118	36	15	25
Mean Score		.6	.6	.7	.9	1.2	1.2	.5	.6	.5	.8	1.1
					a	a	ab					abc
Standard error		.04	.06	.08	.08	.13	.10	.06	.08	.14	.12	.08
Standard deviation		1.10	1.12	1.07	.93	.72	.86	1.12	1.04	1.19	.81	.79

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	42	5	1	14	-	3	7	1	3	1
		5%	7%	1%	10%	-%	3%	4%	1%	5%	2%
Not very important	(-1)	100	18	4	15	5	10	14	13	2	12
		11%	25% bfh	5%	11%	18%	11%	8%	12%	3%	17%
Neither important nor unimportant	(0)	220	14	19	36	12	24	29	35	23	9
		25%	19%	29%	25%	45%	26%	18%	33%	36%	14%
Important	(1)	308	19	27	50	8	33	69	43	23	20
		35%	26%	42%	35%	28%	35%	42%	42%	36%	30%
Very important	(2)	198	16	14	29	3	23	46	12	11	25
		23%	22%	22%	20%	10%	25%	27%	12%	18%	38% g
Don't know		3	1	-	-	-	-	1	-	1	-
		*%	2%	-%	-%	-%	-%	*%	-%	2%	-%
NET Important		507	35	41	79	10	56	115	56	34	45
		58%	48%	64%	55%	37%	60%	69% a	53%	54%	67%
NET Not Important		141	23	4	30	5	13	21	14	5	13
		16%	31% bfh	7%	21%	18%	14%	13%	13%	8%	19%
Answered		868	73	64	144	27	93	166	104	62	67
Mean Score		.6	.3	.8	.4	.3	.7	.8	.5	.6	.8
Standard error		.04	.16	.13	.12	.19	.12	.11	.11	.13	.15
Standard deviation		1.10	1.26	.90	1.21	.89	1.06	1.08	.89	.99	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	42	4	9	23	36	6	4	2	*
		5%	2%	4%	6%	4%	9%	14%	7%	*%
								adh		
Not very important	(-1)	100	27	24	42	93	7	3	3	1
		11%	14%	12%	10%	12%	10%	10%	13%	4%
Neither important nor unimportant	(0)	220	45	56	100	201	19	6	8	5
		25%	24%	28%	24%	25%	27%	19%	32%	38%
Important	(1)	308	60	68	162	291	17	4	9	4
		35%	32%	34%	39%	36%	25%	14%	35%	32%
				f	ef	f				
Very important	(2)	198	51	42	87	179	19	13	3	3
		23%	27%	21%	21%	22%	28%	43%	11%	25%
								bcdg		
Don't know		3	-	3	1	3	*	-	*	-
		*%	-%	1%	*%	*%	1%	-%	2%	-%
NET Important		507	111	110	249	470	36	17	12	7
		58%	59%	55%	60%	59%	53%	57%	46%	58%
NET Not Important		141	31	32	65	128	13	7	5	1
		16%	16%	16%	16%	16%	19%	24%	21%	4%
								h		
Answered		868	187	198	414	800	68	30	25	13
Mean Score		.6	.7	.6	.6	.6	.5	.6	.3	.8
Standard error		.04	.09	.08	.07	.05	.08	.16	.11	.10
Standard deviation		1.10	1.08	1.08	1.09	1.09	1.25	1.48	1.09	.91

Columns Tested:: a,b,c,d,e,f,g,h

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	42	2	-	-	3	9	3	-	*	25
		5%	7%	-%	-%	3%	6%	10%	-%	2%	5%
Not very important	(-1)	100	-	9	9	4	18	1	2	3	64
		11%	-%	15%	14%	4%	11%	3%	9%	18%	14%
Neither important nor unimportant	(0)	220	7	15	16	27	37	7	8	1	117
		25%	30%	25%	25%	30%	23%	23%	35%	7%	25%
Important	(1)	308	9	18	19	39	61	10	6	8	157
		35%	39%	29%	30%	42%	37%	35%	27%	55%	34%
Very important	(2)	198	6	19	19	20	38	8	5	3	99
		23%	24%	31%	31%	22%	23%	29%	25%	18%	21%
Don't know		3	-	-	-	-	-	-	1	-	3
		*%	-%	-%	-%	-%	-%	-%	4%	-%	1%
NET Important		507	14	37	38	59	98	19	11	11	256
		58%	63%	60%	60%	63%	60%	64%	52%	73%	55%
NET Not Important		141	2	9	9	6	27	4	2	3	88
		16%	7%	15%	14%	7%	17%	13%	9%	20%	19%
Answered		868	23	61	63	93	163	29	21	15	461
Mean Score		.6	.7	.8	.8	.8	.6	.7	.7	.7	.5
Standard error		.04	.22	.12	.12	.10	.08	.24	.20	.22	.06
Standard deviation		1.10	1.07	1.06	1.05	.94	1.13	1.22	.97	1.07	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	42	4	12	25	30	12	41	*	42	-
		5%	2%	6%	5%	4%	8%	5%	1%	5%	-%
Not very important	(-1)	100	13	19	68	79	21	98	1	92	7
		11%	7%	10%	14%	11%	14%	12%	3%	11%	35%
Neither important nor unimportant	(0)	220	50	44	126	186	34	216	3	219	1
		25%	28%	23%	25%	26%	23%	27% b	6%	26%	6%
Important	(1)	308	66	71	172	257	52	279	30	305	3
		35%	37%	37%	34%	35%	35%	34%	52% a	36%	16%
Very important	(2)	198	45	46	107	171	27	176	22	189	9
		23%	25%	24%	21%	24%	19%	22%	38% a	22%	43%
Don't know		3	-	-	3	3	*	3	-	3	-
		*%	-%	-%	1%	*%	*%	*%	-%	*%	-%
NET Important		507	111	117	278	427	79	455	51	494	12
		58%	62%	61%	56%	59%	54%	56%	91% a	58%	58%
NET Not Important		141	17	31	93	109	32	140	2	134	7
		16%	10%	16%	19%	15%	22%	17% b	3%	16%	35%
Answered		868	179	192	497	722	146	811	57	847	21
Mean Score		.6	.8	.6	.5	.6	.4	.6	1.3 a	.6	.7
Standard error		.04	.07	.08	.05	.04	.11	.04	.06	.04	.32
Standard deviation		1.10	.99	1.14	1.12	1.08	1.18	1.11	.74	1.10	1.37

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	42	29	4	9	37	4	-	*	41	*
		5%	7%	3%	3%	5%	3%	-%	2%	5%	1%
Not very important	(-1)	100	46	10	45	71	22	2	5	93	6
		11%	10%	7%	15%	10%	17%	5%	22%	12%	11%
Neither important nor unimportant	(0)	220	123	34	62	171	41	5	2	213	7
		25%	28%	25%	21%	25%	31%	13%	10%	26%	12%
Important	(1)	308	161	49	99	249	37	17	6	286	23
		35%	36%	36%	34%	37%	28%	42%	27%	35%	37%
Very important	(2)	198	80	39	77	147	27	16	8	174	24
		23%	18%	29%	26%	22%	20%	40%	39%	21%	39% ae
Don't know		3	3	-	1	3	-	-	-	3	-
		*%	1%	-%	*%	1%	-%	-%	-%	*%	-%
NET Important		507	241	88	176	396	64	33	14	460	47
		58%	55%	65%	60%	58%	49%	82% abe	66%	57%	77% be
NET Not Important		141	74	14	53	108	26	2	5	134	7
		16%	17%	10%	18%	16%	20%	5%	24%	17%	11%
Answered		868	439	136	291	675	131	40	20	807	61
Mean Score		.6	.5	.8	.7	.6	.5	1.2 abe	.8	.6	1.0 abe
Standard error		.04	.06	.08	.07	.05	.08	.12	.18	.04	.10
Standard deviation		1.10	1.10	1.03	1.12	1.10	1.09	.84	1.27	1.10	1.01

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	42	24	13	5	30	32	32	42	22	3
		5%	7%	4%	2%	4%	4%	4%	5%	4%	1%
Not very important	(-1)	100	28	43	29	93	83	98	100	46	17
		11%	9%	12%	15%	12%	11%	12%	11%	9%	6%
Neither important nor unimportant	(0)	220	94	78	48	195	187	209	220	124	45
		25%	28%	22%	25%	25%	25%	26%	25%	23%	16%
						f	f	f	f		
Important	(1)	308	121	128	60	283	258	291	308	207	130
		35%	37%	37%	31%	37%	35%	36%	35%	39%	46%
											bcd
Very important	(2)	198	60	87	51	169	174	185	198	128	83
		23%	18%	25%	26%	22%	24%	23%	23%	24%	30%
Don't know		3	3	-	-	2	1	2	3	-	1
		*%	1%	-%	-%	*%	*%	*%	*%	-%	*%
NET Important		507	181	215	111	452	432	475	507	335	213
		58%	55%	62%	57%	59%	59%	58%	58%	64%	76%
											abcde
NET Not Important		141	53	55	33	123	115	130	141	68	20
		16%	16%	16%	17%	16%	16%	16%	16%	13%	7%
						f	f	f	f		
Answered		868	328	348	192	770	734	815	868	527	278
Mean Score		.6	.5	.7	.6	.6	.6	.6	.6	.7	1.0
											abcde
Standard error		.04	.08	.06	.07	.04	.04	.04	.04	.05	.05
Standard deviation		1.10	1.11	1.09	1.10	1.08	1.09	1.08	1.10	1.06	.90

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	42	3	30	-	-	-	*	-	*
		5%	3%	5%	-%	-%	-%	*%	-%	*%
Not very important	(-1)	100	14	68	12	3	*	-	-	*
		11%	14%	12%	25%	7%	2%	-%	-%	1%
			h		h					
Neither important nor unimportant	(0)	220	35	158	9	5	1	*	1	2
		25%	36%	27%	21%	11%	4%	4%	5%	4%
			deh	h						
Important	(1)	308	30	198	15	21	9	7	11	27
		35%	30%	34%	32%	49%	49%	52%	62%	55%
										b
Very important	(2)	198	15	125	10	14	8	6	6	20
		23%	15%	22%	22%	32%	45%	44%	33%	40%
										ab
Don't know		3	1	1	-	-	-	-	-	-
		*%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important		507	45	323	25	35	17	13	17	47
		58%	46%	56%	54%	82%	94%	96%	95%	95%
						ab	abc	abc		abc
NET Not Important		141	17	98	12	3	*	*	-	*
		16%	17%	17%	25%	7%	2%	*%	-%	1%
			h	h	h					
Answered		868	97	580	45	43	18	13	18	50
Mean Score		.6	.4	.6	.5	1.1	1.4	1.4	1.3	1.3
						a	abc	abc		abc
Standard error		.04	.12	.05	.16	.10	.10	.10	.12	.06
Standard deviation		1.10	1.01	1.11	1.11	.86	.67	.61	.57	.61

Columns Tested:: a,b,c,d,e,f,g,h

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	42	28	3	-	-	-	*	-	32	-	-	-	*	-	-
		5%	4%	4%	-%	-%	-%	*%	-%	6%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	100	87	3	-	3	*	-	-	70	3	9	*	-	-	-
		11%	14%	4%	-%	14%	4%	-%	-%	12%	4%	31% abd	*%	-%	-%	-%
Neither important nor unimportant	(0)	220	162	22	7	3	*	1	-	167	17	1	1	*	1	-
		25%	26%	31%	19%	13%	*%	11%	-%	29% c	18%	3%	12%	4%	16%	-%
Important	(1)	308	216	30	20	4	3	5	6	186	42	12	5	5	2	6
		35%	35%	42%	56% d	17%	27%	55%	84%	32%	44%	40%	43%	47%	36%	60%
Very important	(2)	198	124	14	9	12	6	3	1	118	32	7	5	5	3	4
		23%	20%	19%	24%	56% ab	69%	34%	16%	21%	34%	25%	45% a	49%	48%	40%
Don't know		3	2	-	-	-	-	-	-	1	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		507	340	43	29	16	9	8	7	303	74	19	10	10	5	11
		58%	55%	61%	81%	74%	96%	89%	100%	53%	78% a	66%	88% a	95%	84%	100%
NET Not Important		141	114	5	-	3	*	*	-	102	3	9	*	*	-	-
		16%	18%	8%	-%	14%	4%	*%	-%	18% b	4%	31% bd	*%	*%	-%	-%
Answered		868	616	71	36	22	9	9	7	572	94	30	12	11	6	11
Mean Score		.6	.5	.7	1.1	1.2	1.6	1.2	1.2	.5	1.1 a	.6	1.3 a	1.4	1.3	1.4
Standard error		.04	.05	.11	.09	.16	.13	.14	.14	.05	.08	.17	.12	.14	.22	.16
Standard deviation		1.10	1.10	.96	.67	1.13	.71	.70	.39	1.12	.82	1.19	.71	.64	.81	.52

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	42	41	*	1	-	-	-	-	-	23	4	5	1	-
		5%	6%	*%	1%	-%	-%	-%	-%	-%	7%	2%	3%	1%	-%
Not very important	(-1)	100	92	6	*	2	-	-	-	-	32	24	32	3	7
		11%	14% ch	6%	*%	10%	-%	-%	-%	-%	10%	13%	17%	5%	19%
Neither important nor unimportant	(0)	220	174	22	9	5	4	5	1	10	81	66	48	9	5
		25%	28%	22%	14%	20%	19%	29%	5%	19%	25%	35% d	25%	12%	16%
Important	(1)	308	201	48	31	9	6	5	8	19	117	64	60	34	15
		35%	32%	47%	53% a	39%	28%	28%	58%	36%	36%	34%	32%	45%	43%
Very important	(2)	198	122	25	19	7	11	8	5	25	76	28	44	28	7
		23%	19%	25%	32%	31%	53% a	44%	36%	46% a	23%	15%	23%	37% b	20%
Don't know		3	3	-	-	-	-	-	-	-	2	-	-	-	1
		*%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%
NET Important		507	322	74	50	17	17	14	13	44	193	93	104	62	22
		58%	51%	72% a	85% a	70%	81%	71%	95%	81% a	58%	50%	55%	83% abc	63%
NET Not Important		141	132	6	1	2	-	-	-	-	54	28	37	4	7
		16%	21% bch	6%	1%	10%	-%	-%	-%	-%	16%	15%	20%	6%	19%
Answered		868	629	102	59	24	21	19	14	54	329	187	189	75	34
Mean Score		.6	.4	.9 a	1.1 a	.9	1.3 a	1.2	1.3	1.3 a	.6	.5	.6	1.1 abc	.7
Standard error		.04	.05	.08	.09	.15	.14	.17	.14	.09	.07	.08	.08	.08	.15
Standard deviation		1.10	1.15	.85	.73	.97	.79	.86	.59	.76	1.15	.98	1.10	.87	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	42	24	4	1	1	-	26	2	4	*	-
		5%	6%	3%	1%	1%	-%	7%	1%	3%	*%	-%
Not very important	(-1)	100	51	14	26	2	-	28	22	25	2	7
		11%	13%	8%	19%	3%	-%	7%	17%	17%	4%	23%
					d					a		
Neither important nor unimportant	(0)	220	94	60	31	3	5	115	31	31	9	1
		25%	24%	37%	23%	5%	27%	31%	24%	22%	16%	4%
			d	d	d							
Important	(1)	308	135	62	47	30	7	126	45	45	27	15
		35%	35%	38%	35%	47%	36%	33%	34%	32%	48%	49%
Very important	(2)	198	83	23	28	27	7	82	31	37	18	7
		23%	21%	14%	21%	44%	34%	22%	24%	26%	32%	22%
						abc						
Don't know		3	2	-	-	-	1	*	-	-	-	1
		*%	*%	-%	-%	-%	3%	*%	-%	-%	-%	2%
NET Important		507	218	85	75	57	14	208	76	82	45	21
		58%	56%	52%	56%	91%	71%	55%	58%	58%	80%	72%
						abc					a	
NET Not Important		141	75	18	28	2	-	54	24	29	2	7
		16%	19%	11%	21%	4%	-%	14%	18%	20%	4%	23%
			d		d							
Answered		868	387	163	134	62	20	377	131	141	56	29
Mean Score		.6	.5	.5	.6	1.3	1.1	.6	.6	.6	1.1	.7
						abc					a	
Standard error		.04	.07	.08	.08	.08	.14	.07	.09	.09	.09	.18
Standard deviation		1.10	1.15	.93	1.06	.78	.81	1.12	1.07	1.13	.80	1.08

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	42	34	2	2	3	-	24	1	17	39	3	30	-
		5%	8% c	2%	1%	4%	-%	4%	2%	6%	5%	4%	4%	-%
Not very important	(-1)	100	45	16	34	1	5	65	3	32	98	2	93	-
		11%	10%	12%	18% d	1%	19% d	12%	5%	12%	12%	2%	12%	-%
Neither important nor unimportant	(0)	220	134	24	42	17	1	121	18	81	213	7	194	1
		25%	31%	18%	22%	24%	4%	22%	34%	30%	26%	11%	25%	10%
Important	(1)	308	137	56	68	26	14	184	21	97	280	28	276	7
		35%	31%	42%	35%	36%	57%	34%	41%	36%	35%	44%	36%	52%
Very important	(2)	198	86	33	46	26	4	146	9	43	174	24	164	5
		23%	20%	25%	24%	36% a	18%	27% c	18%	16%	22%	38% a	22%	38%
Don't know		3	2	1	-	-	1	3	-	*	3	-	2	-
		*%	*%	1%	-%	-%	2%	1%	-%	*%	*%	-%	*%	-%
NET Important		507	223	89	114	52	18	330	31	140	455	52	440	12
		58%	51%	68% a	59%	72% a	75%	61%	59%	52%	56%	82% a	58%	90%
NET Not Important		141	79	18	36	3	5	88	4	49	137	4	123	-
		16%	18%	14%	19%	5%	19%	16%	7%	18%	17%	7%	16%	-%
Answered		868	436	131	193	73	23	539	52	270	805	63	757	13
Mean Score		.6	.4	.8 a	.6	1.0 a	.7	.7	.7	.4	.6	1.1 a	.6	1.3
Standard error		.04	.06	.08	.08	.10	.16	.05	.11	.07	.04	.12	.04	.14
Standard deviation		1.10	1.15	1.01	1.07	.99	.99	1.12	.91	1.09	1.10	.98	1.08	.66

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	42	32	-	37	4	30	-	32	-	37	4
		5%	5%	-%	6%	2%	4%	-%	5%	-%	6%	2%
Not very important	(-1)	100	83	*	79	21	93	-	83	*	81	18
		11%	12%	2%	12%	10%	12%	-%	12%	*%	12%	9%
Neither important nor unimportant	(0)	220	182	6	169	51	193	1	181	7	164	56
		25%	26%	20%	26%	24%	26%	9%	26%	21%	24%	28%
Important	(1)	308	247	11	232	77	277	6	248	9	242	67
		35%	35%	38%	35%	36%	37%	35%	35%	29%	36%	33%
Very important	(2)	198	162	12	135	63	160	9	158	16	143	55
		23%	23%	41%	21%	29%	21%	56%	23%	50% a	21%	28%
Don't know		3	1	-	3	-	2	-	1	-	3	-
		*%	*%	-%	1%	-%	*%	-%	*%	-%	1%	-%
NET Important		507	409	23	367	139	437	15	407	25	385	122
		58%	58%	78%	56%	65%	58%	91%	58%	79%	57%	61%
NET Not Important		141	114	*	116	25	123	-	115	*	119	23
		16%	16%	2%	18%	12%	16%	-%	16%	*%	18%	11%
Answered		868	705	29	652	216	754	16	702	32	668	200
Mean Score		.6	.6	1.2	.5	.8	.6	1.5	.6	1.3 a	.6	.8
Standard error		.04	.04	.10	.04	.07	.04	.14	.04	.11	.04	.08
Standard deviation		1.10	1.10	.81	1.12	1.03	1.08	.67	1.10	.81	1.12	1.03

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	42	19	23	6	-	20	18	5	1	28	19	5	-
		5%	4%	4%	4%	-%	4%	4%	4%	100%	4%	4%	3%	-%
Not very important	(-1)	100	52	81	29	-	50	72	30	-	78	75	32	-
		11%	11%	13%	19%	-%	11%	14%	23% a	-%	12%	15%	18%	-%
Neither important nor unimportant	(0)	220	111	163	30	4	102	132	26	-	148	122	37	-
		25%	22%	27%	19%	100%	22%	25%	20%	-%	23%	24%	21%	-%
Important	(1)	308	195	207	58	-	174	176	36	-	230	177	56	-
		35%	39%	35%	37%	-%	37%	34%	28%	-%	36%	34%	32%	-%
Very important	(2)	198	117	122	30	-	124	124	34	-	161	119	44	-
		23%	24%	20%	19%	-%	26%	24%	26%	-%	25%	23%	25%	-%
Don't know		3	1	2	2	-	*	1	1	-	1	3	1	-
		*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	1%	*%	-%
NET Important		507	312	329	88	-	298	300	70	-	391	296	100	-
		58%	63%	55%	57%	-%	63%	57%	53%	-%	60%	57%	57%	-%
NET Not Important		141	71	103	35	-	70	90	35	1	106	95	37	-
		16%	14%	17%	23%	-%	15%	17%	27% a	100%	16%	18%	21%	-%
Answered		868	495	596	152	4	471	522	131	1	646	513	174	-
Mean Score		.6	.7	.5	.5	-	.7	.6	.5	-2.0	.6	.6	.6	-
Standard error		.04	.05	.05	.09	-	.05	.05	.11	-	.04	.05	.09	-
Standard deviation		1.10	1.06	1.08	1.12	-	1.10	1.10	1.21	-	1.11	1.11	1.14	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	42	30	32	42	26	22	-	29	30	21	4	4
		5%	4%	5%	5%	4%	4%	-%	5%	6%	4%	3%	5%
Not very important	(-1)	100	93	82	100	85	66	*	88	68	58	23	15
		11%	13%	12%	11%	14%	13%	*%	14%	13%	11%	17%	20%
Neither important nor unimportant	(0)	220	180	182	220	143	124	4	145	118	117	22	24
		25%	25%	26%	25%	23%	24%	16%	24%	22%	22%	16%	31%
Important	(1)	308	260	234	308	205	166	9	216	191	182	46	15
		35%	36%	33%	35%	34%	33%	35%	35%	36%	35%	34%	19%
Very important	(2)	198	166	172	198	151	130	12	135	127	143	39	20
		23%	23%	24%	23%	25%	26%	49%	22%	24%	27%	29%	25%
Don't know		3	2	1	3	2	*	-	2	1	-	1	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	1%	-%
NET Important		507	426	406	507	356	296	21	351	318	325	86	35
		58%	58%	58%	58%	58%	58%	84%	57%	59%	62%	63%	44%
NET Not Important		141	123	114	141	110	87	*	118	98	79	27	19
		16%	17%	16%	16%	18%	17%	*%	19%	18%	15%	20%	25%
Answered		868	729	701	868	609	507	25	614	534	521	134	78
Mean Score		.6	.6	.6	.6	.6	.6	1.3 a	.6	.6	.7	.7	.4
Standard error		.04	.04	.04	.04	.05	.05	.13	.05	.05	.05	.10	.15
Standard deviation		1.10	1.10	1.11	1.10	1.12	1.13	.75	1.12	1.14	1.11	1.15	1.21

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	42	2	-	3	-	33	28	36	31	27	17	35	5	-	30	4
		5%	1%	-%	4%	-%	5%	6%	5%	5%	6%	3%	5%	4%	-%	5%	5%
Not very important	(-1)	100	20	3	12	-	88	61	92	74	65	57	90	20	-	69	8
		11%	17%	6%	17%	-%	12%	12%	12%	13%	15%	12%	13%	16%	-%	11%	9%
Neither important nor unimportant	(0)	220	30	6	5	7	182	124	189	142	98	112	178	34	-	143	20
		25%	26%	15%	8%	21%	26%	25%	25%	24%	22%	23%	26%	26%	-%	22%	24%
Important	(1)	308	42	21	33	20	248	165	257	202	147	178	214	32	-	237	42
		35%	36%	49%	49%	59%	35%	34%	34%	34%	34%	36%	31%	25%	-%	36%	50%
Very important	(2)	198	23	13	14	7	158	112	170	144	98	125	162	38	-	169	10
		23%	20%	30%	21%	20%	22%	23%	23%	24%	22%	26%	24%	29%	-%	26%	12%
Don't know		3	-	-	-	-	3	1	3	2	3	1	2	1	-	3	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	1%	-%
NET Important		507	66	33	47	27	406	277	427	346	245	303	376	70	-	407	51
		58%	56%	79%	70%	79%	57%	56%	57%	58%	56%	62%	55%	54%	-%	62%	62%
NET Not Important		141	21	3	14	-	121	90	128	105	91	74	125	25	-	99	12
		16%	18%	6%	22%	-%	17%	18%	17%	18%	21%	15%	18%	20%	-%	15%	14%
Answered		868	117	42	67	34	709	490	744	592	434	489	678	129	-	649	83
Mean Score		.6	.6	1.0	.7	1.0	.6	.6	.6	.6	.5	.7	.6	.6	-	.7	.5
Standard error		.04	.10	.12	.15	.12	.04	.05	.04	.05	.05	.05	.04	.10	-	.04	.13
Standard deviation		1.10	1.04	.84	1.13	.65	1.10	1.14	1.11	1.14	1.17	1.08	1.14	1.18	-	1.11	.99

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	42	16	26	4	-	5	2	*	34	8	9	2	30
		5%	4%	6%	1%	-%	4%	1%	*%	6%	5%	6%	1%	6%
Not very important	(-1)	100	53	46	38	-	8	39	21	55	24	27	21	52
		11%	13%	10%	13%	-%	7%	15%	17%	9%	16%	17%	11%	10%
Neither important nor unimportant	(0)	220	96	124	72	1	19	67	19	159	39	23	47	143
		25%	24%	27%	24%	4%	17%	27%	15%	27%	27%	15%	25%	28% a
Important	(1)	308	148	161	98	16	47	78	47	200	57	49	72	178
		35%	36%	34%	33%	73%	41%	31%	37%	34%	39%	31%	38%	35%
Very important	(2)	198	93	105	89	5	37	67	38	138	18	48	46	97
		23%	23%	23%	30%	23%	32%	27%	30% c	23%	12%	31%	24%	19%
Don't know		3	-	3	-	-	-	-	2	1	*	1	-	3
		*%	-%	1%	-%	-%	-%	-%	1%	*%	*%	*%	-%	1%
NET Important		507	241	266	187	21	84	145	85	338	75	97	118	275
		58%	59%	57%	62%	96%	73%	57%	67%	58%	51%	62%	63%	55%
NET Not Important		141	69	72	42	-	12	40	21	88	32	36	23	82
		16%	17%	16%	14%	-%	11%	16%	17%	15%	22%	23%	12%	16%
Answered		868	405	462	300	22	115	253	126	585	146	156	189	499
Mean Score		.6	.6	.6	.8	1.2	.9	.7	.8 c	.6	.4	.6	.7	.5
Standard error		.04	.06	.05	.06	.14	.09	.07	.09	.05	.09	.10	.07	.05
Standard deviation		1.10	1.09	1.11	1.05	.50	1.05	1.05	1.05	1.11	1.07	1.24	.99	1.10

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	42	16	26
		5%	5%	5%
Not very important	(-1)	100	40	60
		11%	13%	10%
Neither important nor unimportant	(0)	220	74	146
		25%	24%	26%
Important	(1)	308	108	200
		35%	36%	35%
Very important	(2)	198	63	135
		23%	21%	24%
Don't know		3	1	2
		*%	*%	*%
NET Important		507	171	335
		58%	57%	59%
NET Not Important		141	56	86
		16%	18%	15%
Answered		868	301	567
Mean Score		.6	.5	.6
Standard error		.04	.06	.05
Standard deviation		1.10	1.12	1.09

Columns Tested:: a,b

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	42	3	2	4	7	2	1	1	6	1	3	11	2
		5%	25%	1%	7%	19%	2%	1%	17%	4%	1%	10%	9%	3%
			bfhil			bf								
Not very important	(-1)	100	1	14	13	2	17	6	*	19	5	2	17	3
		11%	6%	11%	24%	6%	26%	5%	5%	13%	7%	6%	15%	4%
					fl		fil						l	
Neither important nor unimportant	(0)	220	4	40	15	14	7	43	*	30	11	10	27	18
		25%	36%	31%	28%	37%	10%	35%	7%	20%	14%	34%	24%	24%
								ei						
Important	(1)	308	2	49	13	12	30	47	2	47	40	7	31	29
		35%	21%	38%	23%	31%	45%	39%	38%	31%	50%	25%	27%	38%
											ck			
Very important	(2)	198	1	23	10	3	11	25	1	46	22	7	27	21
		23%	11%	18%	18%	7%	16%	21%	33%	31%	28%	25%	24%	28%
										d				
Don't know		3	-	-	-	-	-	-	-	1	-	-	*	3
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	3%
NET Important		507	4	72	23	15	41	72	3	92	62	15	57	50
		58%	33%	57%	41%	38%	61%	59%	71%	62%	78%	50%	51%	66%
											acdjk			c
NET Not Important		141	4	16	17	10	19	7	1	25	6	5	28	5
		16%	31%	12%	31%	25%	28%	6%	22%	17%	8%	16%	24%	7%
			f		fil		fil						fil	
Answered		868	11	128	55	39	67	122	4	147	80	29	112	74
Mean Score		.6	-.1	.6	.2	*	.5	.7	.7	.7	1.0	.5	.4	.9
								acd		d	acdk			acdk
Standard error		.04	.23	.10	.16	.15	.17	.08	.45	.11	.12	.16	.13	.10
Standard deviation		1.10	1.37	.95	1.20	1.20	1.12	.88	1.62	1.15	.91	1.23	1.27	.98

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 209 (continuation)

QD10A_8. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	42	8	10	7	16	19	23
		5%	4%	4%	3%	7%	4%	5%
Not very important	(-1)	100	28	25	25	22	53	47
		11%	14%	11%	11%	10%	13%	10%
Neither important nor unimportant	(0)	220	59	64	42	55	123	97
		25%	30%	28%	18%	25%	29%	22%
Important	(1)	308	64	89	88	67	153	155
		35%	33%	39%	38%	31%	36%	34%
Very important	(2)	198	34	39	70	55	73	125
		23%	18%	17%	30%	25%	17%	28%
					b			a
Don't know		3	-	-	1	3	-	3
		*%	-%	-%	*%	1%	-%	1%
NET Important		507	99	128	158	122	226	280
		58%	51%	56%	68%	56%	54%	62%
					a			
NET Not Important		141	36	35	32	37	72	70
		16%	19%	16%	14%	17%	17%	15%
Answered		868	194	227	231	215	421	447
Mean Score		.6	.5	.5	.8	.6	.5	.7
					a			
Standard error		.04	.08	.07	.08	.08	.05	.05
Standard deviation		1.10	1.08	1.04	1.08	1.19	1.06	1.14

Columns Tested:: a,b,c,d - a,b

Table 210

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	9	*	9	9	-	-	-	-
		1%	*%	1%	1%	-%	-%	-%	-%
Not very important	(-1)	7	-	7	6	1	*	*	1
		1%	-%	1%	1%	2%	13% ab	1%	3%
Neither important nor unimportant	(0)	137	2	135	132	4	*	*	5
		16%	12%	16%	16%	13%	3%	12%	12%
Important	(1)	454	5	449	432	19	2	1	22
		52%	32%	52%	52%	56%	42%	38%	54%
Very important	(2)	264	9	254	251	10	2	1	13
		30%	56%	30%	30%	30%	43%	49% ab	32%
Don't know		*	-	*	*	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET Important		717	15	703	683	30	3	2	34
		82%	88%	82%	82%	86%	85%	87%	86%
NET Not Important		16	*	16	15	1	*	*	1
		2%	*%	2%	2%	2%	13% ab	1%	3%
Answered		871	17	854	831	34	4	2	40
Mean Score		1.1	1.4	1.1	1.1	1.1	1.1	1.4 a	1.2
Standard error		.03	.14	.03	.03	.06	.21	.11	.05
Standard deviation		.76	.72	.76	.76	.69	1.13	1.02	.73

Columns Tested:: a,b - a,b,c,d,e

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	9	3	6	1	-	-	-	9	-	-
		1%	1%	2%	1%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	7	2	4	*	1	*	*	6	1	*
		1%	1%	1%	*%	2%	3%	1%	1%	2%	9% ag
Neither important nor unimportant	(0)	137	73	50	10	3	1	*	132	4	*
		16%	16%	16%	17%	13%	8%	12%	16%	13%	6%
Important	(1)	454	240	161	31	13	8	1	432	19	2
		52%	53%	50%	54%	53%	57%	38%	52%	56%	41%
Very important	(2)	264	133	102	16	8	4	1	251	10	3
		30%	30%	32%	27%	31%	31%	49% abcgh	30%	30%	45%
Don't know		*	-	*	-	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET Important		717	374	262	47	20	12	2	683	30	5
		82%	83%	81%	82%	84%	88%	87%	82%	86%	86%
NET Not Important		16	5	10	1	1	*	*	15	1	*
		2%	1%	3%	1%	2%	3%	1%	2%	2%	9% ag
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.4 g	1.1	1.1	1.2
Standard error		.03	.04	.05	.08	.08	.08	.11	.03	.06	.09
Standard deviation		.76	.72	.82	.74	.73	.74	1.02	.76	.69	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	9	7	2	-	-	-	7	2	1	-	-
		1%	1%	1%	-%	-%	-%	1%	1%	1%	-%	-%
Not very important	(-1)	7	4	2	1	*	*	5	2	*	*	-
		1%	1%	1%	2%	13%	1%	1%	1%	1%	2%	-%
						abc						
Neither important nor unimportant	(0)	137	106	26	4	*	*	89	23	5	3	5
		16%	15%	18%	13%	3%	12%	15%	19%	13%	22%	21%
Important	(1)	454	360	72	19	2	1	314	63	19	7	11
		52%	52%	50%	56%	42%	38%	52%	53%	52%	49%	44%
Very important	(2)	264	210	41	10	2	1	190	29	11	4	9
		30%	31%	28%	30%	43%	49%	31%	25%	32%	28%	35%
							abc					
Don't know		*	*	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		717	570	113	30	3	2	504	92	30	11	19
		82%	83%	79%	86%	85%	87%	83%	78%	85%	76%	79%
NET Not Important		16	11	4	1	*	*	11	3	1	*	-
		2%	2%	3%	2%	13%	1%	2%	3%	2%	2%	-%
						ac						
Answered		871	687	144	34	4	2	604	118	36	15	25
Mean Score		1.1	1.1	1.0	1.1	1.1	1.4	1.1	1.0	1.1	1.0	1.1
							b					
Standard error		.03	.04	.06	.06	.21	.11	.04	.06	.10	.12	.07
Standard deviation		.76	.75	.81	.69	1.13	1.02	.76	.79	.78	.78	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	9	1	-	4	-	2	-	-	2	1
		1%	1%	-%	3%	-%	2%	-%	-%	2%	1%
Not very important	(-1)	7	2	-	2	-	*	-	-	1	*
		1%	3%	-%	1%	-%	*%	-%	-%	2%	*%
Neither important nor unimportant	(0)	137	7	12	29	10	8	24	20	11	4
		16%	9%	18%	20%	37%	9%	14%	19%	18%	5%
Important	(1)	454	40	32	61	11	39	103	61	40	36
		52%	54%	50%	42%	40%	42%	62%	59%	64%	55%
								c			
Very important	(2)	264	25	20	48	6	44	39	23	9	26
		30%	33%	31%	33%	22%	47%	24%	22%	14%	38%
							fgh				h
Don't know		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		717	64	52	109	17	83	142	84	49	62
		82%	87%	82%	76%	63%	90%	86%	81%	78%	93%
											c
NET Not Important		16	3	-	6	-	2	-	-	3	1
		2%	4%	-%	4%	-%	2%	-%	-%	4%	1%
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		1.1	1.2	1.1	1.0	.8	1.3	1.1	1.0	.9	1.3
							h				h
Standard error		.03	.10	.10	.09	.16	.09	.06	.08	.10	.09
Standard deviation		.76	.77	.70	.92	.77	.79	.61	.65	.77	.69

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	9	2	2	4	9	*	-	-	*
		1%	1%	1%	1%	1%	*%	-%	-%	2%
Not very important	(-1)	7	*	3	2	5	2	2	1	-
		1%	*%	2%	*%	1%	4%	6%	3%	-%
								cd		
Neither important nor unimportant	(0)	137	22	30	73	125	12	3	6	2
		16%	12%	15%	18%	16%	18%	11%	25%	19%
Important	(1)	454	87	112	225	424	29	12	12	5
		52%	46%	56%	54%	53%	43%	41%	48%	39%
Very important	(2)	264	76	54	110	240	24	13	6	5
		30%	40%	27%	27%	30%	35%	43%	23%	40%
			c							
Don't know		*	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	1%	-%	2%	-%
NET Important		717	163	166	335	664	53	25	18	10
		82%	87%	83%	81%	83%	78%	83%	71%	80%
NET Not Important		16	3	5	6	14	3	2	1	*
		2%	1%	3%	1%	2%	4%	6%	3%	2%
Answered		871	187	201	415	803	68	30	25	13
Mean Score		1.1	1.2	1.1	1.1	1.1	1.1	1.2	.9	1.2
Standard error		.03	.06	.06	.05	.03	.05	.09	.08	.09
Standard deviation		.76	.77	.75	.74	.75	.84	.86	.79	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	9	-	*	*	-	2	1	-	-	6
		1%	-%	*%	*%	-%	1%	3%	-%	-%	1%
Not very important	(-1)	7	-	*	*	2	1	-	-	*	4
		1%	-%	*%	1%	2%	1%	-%	-%	2%	1%
Neither important nor unimportant	(0)	137	6	15	16	21	18	12	6	*	59
		16%	25%	25%	25%	23%	11%	42%	28%	*%	13%
Important	(1)	454	11	26	26	47	82	6	8	13	261
		52%	47%	42%	41%	51%	50%	21%	38%	81%	56%
Very important	(2)	264	6	20	21	22	60	10	7	3	135
		30%	28%	33%	33%	24%	37%	35%	32%	17%	29%
Don't know		*	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
NET Important		717	17	45	47	69	142	16	15	15	396
		82%	75%	75%	74%	75%	87%	56%	71%	98%	85%
NET Not Important		16	-	*	1	2	3	1	-	*	9
		2%	-%	1%	1%	2%	2%	3%	-%	2%	2%
Answered		871	23	61	63	93	163	29	21	15	464
Mean Score		1.1	1.0	1.1	1.1	1.0	1.2	.8	1.0	1.1	1.1
Standard error		.03	.15	.09	.09	.08	.06	.20	.16	.10	.04
Standard deviation		.76	.75	.79	.80	.75	.76	1.02	.80	.50	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	9	*	3	6	9	-	9	*	9	-
		1%	*%	2%	1%	1%	-%	1%	*%	1%	-%
Not very important	(-1)	7	3	1	4	5	3	7	1	7	*
		1%	1%	*%	1%	1%	2%	1%	1%	1%	1%
Neither important nor unimportant	(0)	137	42	30	65	117	20	134	3	136	1
		16%	24% c	16%	13%	16%	14%	16%	5%	16%	6%
Important	(1)	454	84	88	282	371	82	424	29	445	9
		52%	47%	46%	56%	51%	56%	52%	52%	52%	42%
Very important	(2)	264	49	70	144	223	41	240	23	253	10
		30%	28%	36%	29%	31%	28%	29%	41%	30%	50%
Don't know		*	-	-	*	-	*	*	-	*	-
		*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		717	133	158	426	594	123	664	53	698	19
		82%	75%	82%	85% a	82%	84%	82%	94%	82%	92%
NET Not Important		16	3	4	10	14	3	16	1	16	*
		2%	2%	2%	2%	2%	2%	2%	1%	2%	1%
Answered		871	179	192	500	725	146	814	57	850	21
Mean Score		1.1	1.0	1.2	1.1	1.1	1.1	1.1	1.3 a	1.1	1.4
Standard error		.03	.05	.06	.04	.03	.07	.03	.05	.03	.16
Standard deviation		.76	.77	.81	.74	.77	.70	.76	.64	.76	.68

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	9	5	1	3	8	1	-	-	9	-
		1%	1%	*%	1%	1%	*%	-%	-%	1%	-%
Not very important	(-1)	7	6	1	1	6	1	*	*	7	1
		1%	1%	*%	*%	1%	*%	1%	2%	1%	1%
Neither important nor unimportant	(0)	137	83	23	31	124	8	*	5	132	5
		16%	19%	17%	11%	18%	6%	*%	25%	16%	8%
						bc				b	
Important	(1)	454	243	71	139	353	73	22	6	426	28
		52%	55%	52%	48%	52%	56%	53%	29%	53%	45%
Very important	(2)	264	105	42	117	186	49	19	9	236	28
		30%	24%	31%	40%	27%	38%	46%	44%	29%	45%
					a						a
Don't know		*	*	-	-	*	-	-	-	*	-
		*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		717	347	112	256	539	123	40	15	662	55
		82%	79%	82%	88%	79%	93%	99%	73%	82%	91%
					a		ae	a			
NET Not Important		16	11	1	4	15	1	*	*	16	1
		2%	2%	1%	2%	2%	1%	1%	2%	2%	1%
Answered		871	441	136	292	678	131	40	20	810	61
Mean Score		1.1	1.0	1.1	1.3	1.0	1.3	1.4	1.2	1.1	1.4
					a		ae	ae			a
Standard error		.03	.04	.05	.05	.03	.05	.08	.13	.03	.07
Standard deviation		.76	.76	.72	.75	.78	.63	.54	.88	.76	.68

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	9	6	2	1	6	8	9	9	7	1
		1%	2%	1%	*%	1%	1%	1%	1%	1%	*%
Not very important	(-1)	7	2	4	1	7	7	7	7	6	1
		1%	1%	1%	1%	1%	1%	1%	1%	1%	*%
Neither important nor unimportant	(0)	137	63	62	13	106	102	120	137	63	34
		16%	19%	18%	7%	14%	14%	15%	16%	12%	12%
			c	c							
Important	(1)	454	186	167	101	424	391	436	454	287	146
		52%	56%	48%	52%	55%	53%	53%	52%	54%	52%
Very important	(2)	264	74	113	77	228	226	245	264	164	98
		30%	22%	32%	40%	30%	31%	30%	30%	31%	35%
					a						
Don't know		*	*	-	-	*	*	*	*	-	-
		*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
NET Important		717	260	280	178	652	617	681	717	451	243
		82%	78%	80%	92%	84%	84%	83%	82%	86%	87%
					ab						
NET Not Important		16	8	6	2	14	15	16	16	13	2
		2%	2%	2%	1%	2%	2%	2%	2%	2%	1%
Answered		871	331	348	192	772	735	817	871	527	279
Mean Score		1.1	1.0	1.1	1.3	1.1	1.1	1.1	1.1	1.1	1.2
					ab						
Standard error		.03	.05	.04	.04	.03	.03	.03	.03	.03	.04
Standard deviation		.76	.78	.77	.65	.73	.76	.75	.76	.76	.69

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Weighted Base	871	98	581	45	43	18	13	18	50
Not at all important (-2)	9	3	6	-	*	-	-	-	-
	1%	3%	1%	-%	*%	-%	-%	-%	-%
Not very important (-1)	7	*	6	*	*	*	-	*	*
	1%	*%	1%	1%	*%	1%	-%	1%	1%
Neither important nor unimportant (0)	137	27	75	9	6	1	*	2	3
	16%	27%	13%	20%	14%	4%	2%	12%	6%
		bh							
Important (1)	454	43	324	26	20	9	7	7	23
	52%	44%	56%	58%	46%	50%	51%	37%	46%
Very important (2)	264	25	169	10	17	8	6	9	23
	30%	26%	29%	21%	40%	44%	46%	50%	47%
Don't know	*	-	*	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important	717	68	493	36	37	17	13	16	46
	82%	70%	85%	80%	85%	95%	98%	87%	93%
			a						a
NET Not Important	16	3	12	*	*	*	-	*	*
	2%	3%	2%	1%	1%	1%	-%	1%	1%
Answered	871	98	580	45	43	18	13	18	50
Mean Score	1.1	.9	1.1	1.0	1.2	1.4	1.4	1.4	1.4
									a
Standard error	.03	.10	.03	.10	.09	.10	.09	.16	.06
Standard deviation	.76	.89	.74	.67	.74	.65	.56	.76	.66

Columns Tested:: a,b,c,d,e,f,g,h

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	9	6	-	-	*	-	-	-	8	*	-	-	-	-	-
		1%	1%	-%	-%	1%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	7	5	2	-	-	*	-	*	5	1	1	*	*	-	*
		1%	1%	3%	-%	-%	*%	-%	3%	1%	1%	2%	*%	3%	-%	*%
Neither important nor unimportant	(0)	137	77	20	4	2	3	*	-	84	7	6	2	*	*	2
		16%	12%	29%	11%	11%	28%	1%	-%	15%	8%	19%	20%	2%	1%	19%
				a												
Important	(1)	454	347	34	23	7	2	5	5	304	60	17	4	2	2	2
		52%	56%	48%	65%	32%	21%	54%	79%	53%	64%	56%	37%	21%	35%	20%
Very important	(2)	264	183	14	9	12	5	4	1	171	26	7	5	8	4	6
		30%	30%	20%	24%	56%	51%	45%	18%	30%	27%	22%	43%	74%	64%	60%
						b										
Don't know		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET Important		717	531	49	31	19	7	8	7	475	86	23	9	10	6	9
		82%	86%	68%	89%	88%	72%	99%	97%	83%	91%	79%	80%	95%	99%	80%
			b													
NET Not Important		16	11	2	-	*	*	-	*	14	1	1	*	*	-	*
		2%	2%	3%	-%	1%	*%	-%	3%	2%	1%	2%	*%	3%	-%	*%
Answered		871	618	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.1	1.1	.8	1.1	1.4	1.2	1.4	1.1	1.1	1.2	1.0	1.2	1.7	1.6	1.4
						b										
Standard error		.03	.03	.09	.08	.11	.17	.11	.20	.04	.06	.10	.13	.15	.15	.25
Standard deviation		.76	.73	.77	.59	.78	.92	.56	.58	.78	.61	.72	.81	.68	.55	.84

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	9	8	-	1	*	-	-	-	-	6	*	2	-	-
		1%	1%	-%	1%	1%	-%	-%	-%	-%	2%	*%	1%	-%	-%
Not very important	(-1)	7	7	-	-	1	-	*	*	*	3	3	*	*	-
		1%	1%	-%	-%	3%	-%	*%	1%	*%	1%	2%	*%	*%	-%
Neither important nor unimportant	(0)	137	112	10	4	7	1	1	2	4	38	35	37	6	4
		16%	18%	10%	7%	28%	5%	3%	17%	7%	12%	19%	20%	8%	12%
Important	(1)	454	321	58	30	13	11	11	9	31	192	110	84	37	15
		52%	51%	57%	51%	55%	53%	59%	63%	58%	58%	59%	44%	49%	42%
Very important	(2)	264	184	34	24	3	9	7	3	19	91	38	65	33	16
		30%	29%	33%	40%	13%	42%	38%	19%	35%	27%	21%	35%	43%	46%
													b	b	
Don't know		*	*	-	-	-	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		717	505	92	54	16	20	18	11	50	282	148	149	69	31
		82%	80%	90%	92%	68%	95%	97%	81%	92%	85%	79%	79%	92%	88%
				d						d					
NET Not Important		16	15	-	1	1	-	*	*	*	10	3	3	*	-
		2%	2%	-%	1%	3%	-%	*%	1%	*%	3%	2%	2%	*%	-%
Answered		871	632	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		1.1	1.1	1.2	1.3	.8	1.4	1.4	1.0	1.3	1.1	1.0	1.1	1.4	1.3
				d	d		d			d				b	
Standard error		.03	.03	.06	.08	.12	.10	.11	.16	.07	.05	.05	.06	.06	.10
Standard deviation		.76	.79	.61	.69	.76	.59	.55	.67	.61	.77	.69	.81	.64	.69

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	9	6	-	1	-	-	7	*	2	-	-
		1%	1%	-%	1%	-%	-%	2%	*%	1%	-%	-%
Not very important	(-1)	7	3	3	1	*	-	5	1	*	*	-
		1%	1%	2%	*%	*%	-%	1%	1%	*%	*%	-%
Neither important nor unimportant	(0)	137	43	34	23	2	4	60	13	20	5	4
		16%	11%	21% ad	17%	4%	20%	16%	10%	14%	9%	14%
Important	(1)	454	222	94	62	35	11	210	81	65	26	10
		52%	57%	57%	46%	56%	55%	56%	62%	46%	46%	32%
Very important	(2)	264	115	32	48	25	5	95	36	54	25	16
		30%	30%	20%	36%	40%	24%	25%	28%	38%	45%	54% a
Don't know		*	*	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		717	337	126	110	60	16	305	117	119	50	26
		82%	87%	77%	82%	96% b	80%	81%	89%	84%	90%	86%
NET Not Important		16	9	3	1	*	-	12	1	2	*	-
		2%	2%	2%	1%	*%	-%	3%	1%	1%	*%	-%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		1.1	1.1	1.0	1.2	1.4 b	1.0	1.0	1.2	1.2	1.3 a	1.4
Standard error		.03	.04	.06	.06	.06	.11	.05	.05	.06	.08	.12
Standard deviation		.76	.75	.69	.76	.56	.68	.79	.63	.78	.67	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	9	7	2	1	-	-	8	*	1	9	-	6	-
		1%	1%	1%	*%	-%	-%	1%	*%	*%	1%	-%	1%	-%
Not very important	(-1)	7	5	2	*	*	*	5	*	2	7	*	7	*
		1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	*%	1%	4%
Neither important nor unimportant	(0)	137	82	17	29	3	4	73	8	56	129	8	106	-
		16%	19% d	13%	15%	5%	17%	14%	15%	21%	16%	13%	14%	-%
Important	(1)	454	244	72	88	35	9	271	32	145	422	32	418	6
		52%	56%	55%	46%	48%	36%	50%	62%	53%	52%	50%	55%	43%
Very important	(2)	264	99	40	75	35	11	185	12	67	241	23	221	7
		30%	23%	30%	39% a	47% a	46%	34%	23%	25%	30%	37%	29%	53%
Don't know		*	*	-	-	-	-	-	-	*	*	-	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET Important		717	343	112	163	69	19	456	44	211	663	55	640	12
		82%	79%	85%	85%	95% a	82%	84%	84%	78%	82%	87%	84%	96%
NET Not Important		16	11	3	1	*	*	13	*	3	16	*	13	*
		2%	3%	2%	1%	1%	1%	2%	1%	1%	2%	*%	2%	4%
Answered		871	437	132	193	73	24	542	52	270	808	63	759	13
Mean Score		1.1	1.0	1.1	1.2 a	1.4 ab	1.3	1.1	1.1	1.0	1.1	1.2	1.1	1.5
Standard error		.03	.04	.06	.05	.06	.13	.04	.08	.04	.03	.08	.03	.15
Standard deviation		.76	.77	.76	.73	.61	.80	.79	.66	.72	.76	.68	.73	.72

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	9	8	-	9	-	6	-	8	-	9	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	7	7	*	5	3	7	*	6	1	5	2
		1%	1%	1%	1%	1%	1%	3%	1%	2%	1%	1%
Neither important nor unimportant	(0)	137	102	*	123	14	105	1	101	1	122	15
		16%	14%	*%	19% b	7%	14%	5%	14%	3%	18% b	8%
Important	(1)	454	372	19	336	118	418	6	379	12	349	105
		52%	53%	65%	51%	55%	55%	35%	54%	39%	52%	52%
Very important	(2)	264	216	10	183	80	219	9	208	18	185	78
		30%	31%	34%	28%	37%	29%	57%	30%	56% a	28%	39%
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		717	588	29	519	198	637	15	587	31	535	183
		82%	83%	99%	79%	92% a	84%	92%	83%	95%	80%	91% a
NET Not Important		16	15	*	14	3	13	*	15	1	14	2
		2%	2%	1%	2%	1%	2%	3%	2%	2%	2%	1%
Answered		871	705	29	655	216	755	16	703	32	671	200
Mean Score		1.1	1.1	1.3	1.0	1.3 a	1.1	1.5	1.1	1.5	1.0	1.3 a
Standard error		.03	.03	.07	.03	.05	.03	.16	.03	.09	.03	.05
Standard deviation		.76	.77	.53	.79	.64	.73	.75	.76	.68	.78	.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	9	6	-	-	-	8	2	1	-	8	2	1	-
		1%	1%	-%	-%	-%	2%	*%	1%	-%	1%	*%	1%	-%
Not very important	(-1)	7	4	7	2	-	3	6	2	-	4	5	2	-
		1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	1%	1%	-%
Neither important nor unimportant	(0)	137	61	83	16	-	58	72	17	-	89	71	21	-
		16%	12%	14%	10%	-%	12%	14%	13%	-%	14%	14%	12%	-%
Important	(1)	454	272	328	73	-	238	281	49	-	320	277	73	-
		52%	55%	55%	48%	-%	51%	54% c	37%	-%	50%	54%	42%	-%
Very important	(2)	264	153	179	63	4	165	162	62	1	226	161	78	-
		30%	31%	30%	41%	100%	35%	31%	47% b	100%	35%	31%	45% b	-%
Don't know		*	-	*	-	-	*	*	-	-	-	*	-	-
		*%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%	-%	-%
NET Important		717	425	507	136	4	403	443	111	1	547	438	150	-
		82%	86%	85%	88%	100%	85%	85%	85%	100%	85%	85%	86%	-%
NET Not Important		16	11	7	2	-	10	8	3	-	12	7	3	-
		2%	2%	1%	1%	-%	2%	2%	2%	-%	2%	1%	2%	-%
Answered		871	496	598	154	4	471	523	131	1	647	516	175	-
Mean Score		1.1	1.1	1.1	1.3	2.0	1.2	1.1	1.3	2.0	1.2	1.1	1.3	-
Standard error		.03	.03	.03	.06	-	.04	.03	.07	-	.03	.03	.06	-
Standard deviation		.76	.75	.68	.70	-	.78	.72	.81	-	.77	.71	.77	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	9	6	8	9	7	7	-	7	8	6	1	1
		1%	1%	1%	1%	1%	1%	-%	1%	2%	1%	1%	1%
Not very important	(-1)	7	6	6	7	2	6	-	7	4	3	1	2
		1%	1%	1%	1%	*%	1%	-%	1%	1%	*%	1%	2%
Neither important nor unimportant	(0)	137	101	100	137	83	66	2	103	67	66	13	16
		16%	14%	14%	16%	14%	13%	9%	17%	13%	13%	9%	20%
Important	(1)	454	395	368	454	320	270	13	315	267	252	57	33
		52%	54%	52%	52%	52%	53%	53%	51%	50%	48%	42%	42%
Very important	(2)	264	222	219	264	199	157	10	184	188	196	64	27
		30%	30%	31%	30%	32%	31%	38%	30%	35%	38%	47% a	34%
Don't know		*	*	*	*	-	*	-	-	*	-	-	-
		*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%
NET Important		717	617	587	717	518	427	23	499	456	447	121	60
		82%	84%	84%	82%	85%	84%	91%	81%	85%	86%	89%	77%
NET Not Important		16	13	14	16	9	13	-	13	12	8	2	2
		2%	2%	2%	2%	2%	3%	-%	2%	2%	2%	1%	3%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.2	1.2	1.3 a	1.1
Standard error		.03	.03	.03	.03	.03	.04	.11	.03	.04	.03	.07	.10
Standard deviation		.76	.73	.76	.76	.75	.78	.63	.77	.79	.76	.73	.85

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	9	-	-	1	-	6	7	9	8	2	1	8	1	-	9	*
		1%	-%	-%	1%	-%	1%	1%	1%	1%	1%	*%	1%	1%	-%	1%	*%
Not very important	(-1)	7	1	*	*	-	7	6	7	6	6	2	7	2	-	5	3
		1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	*%	1%	2%	-%	1%	3%
Neither important nor unimportant	(0)	137	14	2	3	2	110	77	119	80	63	53	115	13	-	94	11
		16%	12%	6%	5%	5%	15%	16%	16%	14%	15%	11%	17%	10%	-%	14%	13%
Important	(1)	454	64	31	33	24	373	253	383	311	219	260	340	50	-	337	49
		52%	54%	74%	49%	70%	52%	52%	51%	52%	50%	53%	50%	39%	-%	52%	60%
Very important	(2)	264	39	8	30	9	216	147	230	188	146	173	209	63	-	208	19
		30%	33%	20%	45%	25%	30%	30%	31%	32%	33%	35%	31%	49% b	-%	32%	23%
Don't know		*	-	-	-	-	-	-	-	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%
NET Important		717	102	39	63	32	589	401	612	500	366	433	550	114	-	544	69
		82%	87%	94%	94%	95%	83%	82%	82%	84%	84%	88% b	81%	88%	-%	83%	83%
NET Not Important		16	1	*	1	-	13	13	16	14	8	3	15	3	-	13	3
		2%	1%	1%	2%	-%	2%	3%	2%	2%	2%	1%	2%	2%	-%	2%	4%
Answered		871	117	42	67	34	712	491	747	594	437	489	680	129	-	652	83
Mean Score		1.1	1.2	1.1	1.4	1.2	1.1	1.1	1.1	1.1	1.1	1.2 b	1.1	1.3 b	-	1.1	1.0
Standard error		.03	.06	.07	.09	.09	.03	.04	.03	.03	.03	.03	.03	.07	-	.03	.10
Standard deviation		.76	.67	.52	.70	.52	.75	.79	.77	.78	.75	.67	.79	.79	-	.77	.73

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	9	1	8	2	-	-	2	-	8	1	-	*	9
		1%	*%	2%	1%	-%	-%	1%	-%	1%	1%	-%	*%	2%
Not very important	(-1)	7	5	3	*	-	3	*	*	5	2	*	2	5
		1%	1%	1%	*%	-%	2%	*%	*%	1%	1%	*%	1%	1%
Neither important nor unimportant	(0)	137	57	80	24	1	11	21	8	105	22	15	28	90
		16%	14%	17%	8%	5%	9%	8%	6%	18% a	15%	10%	15%	18%
Important	(1)	454	209	245	146	11	66	119	65	300	85	70	98	275
		52%	52%	53%	49%	48%	57%	47%	51%	51%	58%	45%	52%	55%
Very important	(2)	264	133	130	128	10	36	110	54	169	36	71	60	124
		30%	33%	28%	42%	47%	31%	44%	42% c	29%	25%	45% c	32%	25%
Don't know		*	-	*	-	-	-	-	-	-	*	-	-	*
		*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
NET Important		717	342	375	274	21	102	229	119	469	121	142	158	398
		82%	84%	81%	91%	95%	88%	91%	93% b	80%	83%	90% c	84%	79%
NET Not Important		16	6	11	3	-	3	3	*	13	3	*	3	13
		2%	1%	2%	1%	-%	2%	1%	*%	2%	2%	*%	1%	3%
Answered		871	405	466	300	22	115	253	127	587	146	157	189	502
Mean Score		1.1	1.2	1.0	1.3	1.4	1.2	1.3	1.4 bc	1.1	1.1	1.4 c	1.1	1.0
Standard error		.03	.04	.04	.04	.17	.06	.05	.05	.03	.06	.05	.05	.04
Standard deviation		.76	.72	.79	.69	.60	.69	.71	.62	.79	.71	.66	.71	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	9	1	8
		1%	*%	1%
Not very important	(-1)	7	4	3
		1%	1%	1%
Neither important nor unimportant	(0)	137	55	82
		16%	18%	14%
Important	(1)	454	152	302
		52%	50%	53%
Very important	(2)	264	91	173
		30%	30%	30%
Don't know		*	-	*
		*%	-%	*%
NET Important		717	242	475
		82%	80%	83%
NET Not Important		16	5	11
		2%	2%	2%
Answered		871	302	569
Mean Score		1.1	1.1	1.1
Standard error		.03	.04	.03
Standard deviation		.76	.75	.77

Columns Tested:: a,b

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	9	-	*	1	5	-	-	-	-	-	1	2	-
		1%	-%	*%	2%	13%	-%	-%	-%	-%	-%	3%	1%	-%
						fh								
Not very important	(-1)	7	*	*	*	2	1	*	*	1	-	2	-	*
		1%	1%	*%	*%	4%	2%	*%	3%	1%	-%	8%	-%	1%
Neither important nor unimportant	(0)	137	1	29	12	3	1	11	1	18	13	8	28	12
		16%	5%	23%	21%	7%	1%	9%	30%	12%	16%	27%	25%	16%
				e	e							e	ef	
Important	(1)	454	9	63	16	25	45	77	1	75	41	12	49	39
		52%	82%	49%	30%	64%	68%	63%	20%	51%	52%	42%	44%	52%
			cjk			c	c	c						
Very important	(2)	264	1	35	25	5	19	33	2	53	26	6	33	24
		30%	11%	28%	46%	12%	29%	27%	47%	36%	33%	20%	30%	32%
					d									
Don't know		*	-	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
NET Important		717	11	98	42	29	65	110	3	128	67	18	83	64
		82%	94%	77%	76%	76%	97%	91%	67%	87%	84%	62%	73%	83%
							bcjk	jk		j				
NET Not Important		16	*	*	1	7	1	*	*	1	-	3	2	*
		2%	1%	*%	3%	17%	2%	*%	3%	1%	-%	11%	1%	1%
						bfhkl						bfhl		
Answered		871	11	128	55	39	67	122	4	148	80	29	112	76
Mean Score		1.1	1.0	1.0	1.2	.6	1.2	1.2	1.1	1.2	1.2	.7	1.0	1.1
							dj	dj		dj	dj			dj
Standard error		.03	.08	.08	.12	.14	.09	.06	.30	.07	.09	.13	.08	.07
Standard deviation		.76	.46	.72	.94	1.17	.57	.58	1.09	.69	.68	1.01	.82	.70

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 210 (continuation)

QD10A_9. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	9	1	5	-	3	6	3
		1%	1%	2%	-%	1%	1%	1%
Not very important	(-1)	7	*	3	2	3	3	4
		1%	*%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	137	42	15	32	48	57	80
		16%	21%	7%	14%	22%	13%	18%
			b			b		
Important	(1)	454	89	147	117	101	236	218
		52%	46%	65%	50%	46%	56%	48%
				ad				
Very important	(2)	264	62	57	81	63	119	144
		30%	32%	25%	35%	29%	28%	32%
Don't know		*	-	-	-	*	-	*
		*%	-%	-%	-%	*%	-%	*%
NET Important		717	151	204	198	164	355	362
		82%	78%	90%	85%	75%	84%	81%
				ad				
NET Not Important		16	2	8	2	5	9	7
		2%	1%	3%	1%	2%	2%	2%
Answered		871	194	227	232	218	421	450
Mean Score		1.1	1.1	1.1	1.2	1.0	1.1	1.1
Standard error		.03	.06	.05	.05	.05	.04	.04
Standard deviation		.76	.77	.75	.69	.82	.76	.76

Columns Tested:: a,b,c,d - a,b

Table 211

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	3	*	3	3	*	-	-	*
		*%	*%	*%	*%	*%	-%	-%	*%
Not very important	(-1)	43	-	43	42	1	*	*	1
		5%	-%	5%	5%	2%	1%	3%	2%
Neither important nor unimportant	(0)	128	4	124	124	3	1	*	4
		15%	26%	14%	15%	8%	15%	12%	9%
Important	(1)	368	6	363	350	16	1	1	18
		42%	34%	42%	42%	47%	28%	37%	45%
Very important	(2)	328	7	321	310	15	2	1	17
		38%	40%	38%	37%	42%	50%	47%	43%
Don't know		1	-	1	1	*	*	-	*
		*%	-%	*%	*%	*%	5%	-%	1%
							a		
NET Important		696	12	684	661	31	3	2	35
		80%	74%	80%	80%	89%	78%	85%	88%
NET Not Important		46	*	46	45	1	*	*	1
		5%	*%	5%	5%	2%	1%	3%	2%
Answered		870	17	854	831	34	4	2	40
Mean Score		1.1	1.1	1.1	1.1	1.3	1.3	1.3	1.3
Standard error		.03	.16	.03	.04	.06	.17	.12	.05
Standard deviation		.86	.84	.86	.87	.72	.94	1.10	.73

Columns Tested:: a,b - a,b,c,d,e

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	3	3	1	-	*	-	-	3	*	-
		*%	1%	*%	-%	*%	-%	-%	*%	*%	-%
Not very important	(-1)	43	26	14	2	*	*	*	42	1	*
		5%	6%	4%	3%	1%	2%	3%	5%	2%	2%
Neither important nor unimportant	(0)	128	66	50	8	3	1	*	124	3	1
		15%	15%	16%	14%	11%	6%	12%	15%	8%	14%
Important	(1)	368	191	136	24	10	7	1	350	16	2
		42%	42%	42%	41%	42%	51%	37%	42%	47%	31%
Very important	(2)	328	165	121	24	11	5	1	310	15	3
		38%	37%	37%	42%	46%	39%	47%	37%	42%	49%
Don't know		1	-	1	-	*	*	-	1	*	*
		*%	-%	*%	-%	*%	1%	-%	*%	*%	3%
											g
NET Important		696	356	257	48	21	13	2	661	31	5
		80%	79%	80%	83%	87%	90%	85%	80%	89%	80%
NET Not Important		46	29	15	2	*	*	*	45	1	*
		5%	6%	5%	3%	1%	2%	3%	5%	2%	2%
Answered		870	451	322	58	24	14	2	831	34	6
Mean Score		1.1	1.1	1.1	1.2	1.3	1.3	1.3	1.1	1.3	1.3
Standard error		.03	.06	.05	.09	.08	.08	.12	.04	.06	.08
Standard deviation		.86	.89	.84	.81	.74	.72	1.10	.87	.72	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	3	3	1	*	-	-	3	-	-	-	*
		*%	*%	*%	*%	-%	-%	1%	-%	-%	-%	*%
Not very important	(-1)	43	38	4	1	*	*	31	7	4	1	*
		5%	6%	3%	2%	1%	3%	5%	6%	11%	4%	*%
Neither important nor unimportant	(0)	128	101	23	3	1	*	93	18	2	3	2
		15%	15%	16%	8%	15%	12%	15%	15%	6%	23%	7%
Important	(1)	368	290	60	16	1	1	258	45	17	6	11
		42%	42%	42%	47%	28%	37%	43%	38%	47%	43%	46%
Very important	(2)	328	255	56	15	2	1	218	48	13	4	11
		38%	37%	39%	42%	50%	47%	36%	41%	35%	29%	47%
Don't know		1	1	-	*	*	-	1	-	*	-	-
		*%	*%	-%	*%	5%	-%	*%	-%	1%	-%	-%
						ab						
NET Important		696	545	116	31	3	2	476	93	29	10	23
		80%	79%	81%	89%	78%	85%	79%	79%	82%	72%	93%
NET Not Important		46	41	5	1	*	*	34	7	4	1	*
		5%	6%	3%	2%	1%	3%	6%	6%	11%	4%	*%
Answered		870	687	144	34	4	2	604	118	35	15	25
Mean Score		1.1	1.1	1.2	1.3	1.3	1.3	1.1	1.1	1.1	1.0	1.4
Standard error		.03	.04	.06	.06	.17	.12	.04	.07	.12	.13	.06
Standard deviation		.86	.88	.82	.72	.94	1.10	.87	.89	.94	.87	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	3	-	-	2	-	-	-	-	-	1
		*%	-%	-%	1%	-%	-%	-%	-%	-%	1%
Not very important	(-1)	43	8	1	6	-	6	10	3	3	-
		5%	11%	1%	4%	-%	6%	6%	3%	5%	-%
Neither important nor unimportant	(0)	128	4	8	32	6	5	16	26	12	8
		15%	6%	13%	22%	21%	5%	10%	25%	19%	12%
					ae				aef		
Important	(1)	368	22	28	56	12	42	80	39	27	31
		42%	30%	43%	39%	44%	45%	48%	38%	42%	46%
Very important	(2)	328	39	27	48	10	40	60	36	21	27
		38%	53%	43%	34%	35%	43%	36%	34%	34%	41%
Don't know		1	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		696	61	55	104	22	82	140	75	48	58
		80%	83%	86%	72%	79%	88%	84%	72%	76%	87%
NET Not Important		46	8	1	8	-	6	10	3	3	1
		5%	11%	1%	5%	-%	6%	6%	3%	5%	1%
Answered		870	74	64	144	27	93	166	104	63	67
Mean Score		1.1	1.2	1.3	1.0	1.1	1.2	1.1	1.0	1.0	1.3
Standard error		.03	.13	.10	.09	.16	.10	.09	.11	.11	.10
Standard deviation		.86	1.00	.73	.92	.75	.83	.83	.85	.86	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	3	1	-	2	3	1	1	-	*
		*%	*%	-%	*%	*%	1%	2%	-%	*%
Not very important	(-1)	43	6	12	19	38	5	2	3	*
		5%	3%	6%	5%	5%	8%	6%	13%	2%
Neither important nor unimportant	(0)	128	19	24	74	117	11	5	4	2
		15%	10%	12%	18%	15%	16%	16%	16%	15%
Important	(1)	368	85	77	175	336	32	12	14	6
		42%	45%	38%	42%	42%	47%	40%	54%	47%
Very important	(2)	328	77	88	144	309	19	11	4	5
		38%	41%	44%	35%	38%	28%	35%	15%	35%
			g	eg	g	g				
Don't know		1	*	-	-	*	1	-	1	-
		*%	*%	-%	-%	*%	1%	-%	2%	-%
									d	
NET Important		696	162	164	319	645	51	23	17	11
		80%	86%	82%	77%	80%	74%	76%	69%	82%
			g							
NET Not Important		46	7	12	21	40	6	2	3	*
		5%	4%	6%	5%	5%	9%	8%	13%	2%
Answered		870	187	201	415	803	68	30	25	13
Mean Score		1.1	1.2	1.2	1.1	1.1	.9	1.0	.7	1.2
			eg	g		g				
Standard error		.03	.06	.07	.05	.04	.06	.11	.09	.08
Standard deviation		.86	.79	.88	.87	.85	.92	.98	.89	.79

Columns Tested:: a,b,c,d,e,f,g,h

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	3	-	-	-	-	*	-	-	-	3
		*%	-%	-%	-%	-%	*%	-%	-%	-%	1%
Not very important	(-1)	43	-	1	1	2	7	-	*	1	32
		5%	-%	2%	2%	2%	4%	-%	2%	6%	7%
Neither important nor unimportant	(0)	128	2	5	6	11	18	1	8	*	81
		15%	11%	9%	9%	12%	11%	5%	37%	2%	17%
Important	(1)	368	16	22	24	35	77	11	4	9	192
		42%	71%	36%	37%	37%	47%	39%	19%	58%	41%
Very important	(2)	328	4	33	33	45	60	16	9	5	155
		38%	18%	54%	52%	48%	37%	56%	42%	34%	33%
Don't know		1	-	-	-	-	1	*	-	-	-
		*%	-%	-%	-%	-%	*%	1%	-%	-%	-%
NET Important		696	21	55	56	79	137	27	13	14	348
		80%	89%	90%	90%	86%	84%	94%	61%	92%	75%
NET Not Important		46	-	1	1	2	7	-	*	1	35
		5%	-%	2%	2%	2%	4%	-%	2%	6%	8%
Answered		870	23	61	63	93	162	29	22	15	464
Mean Score		1.1	1.1	1.4	1.4	1.3	1.2	1.5	1.0	1.2	1.0
				i	i						
Standard error		.03	.11	.08	.08	.08	.06	.12	.19	.16	.05
Standard deviation		.86	.55	.73	.72	.78	.79	.60	.95	.77	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	3	-	*	3	3	-	3	*	3	-
		*%	-%	*%	1%	*%	-%	*%	*%	*%	-%
Not very important	(-1)	43	3	7	33	38	5	42	1	43	-
		5%	2%	3%	7%	5%	4%	5%	1%	5%	-%
Neither important nor unimportant	(0)	128	19	20	89	116	12	126	2	127	1
		15%	11%	10%	18%	16%	9%	16% b	3%	15%	7%
Important	(1)	368	74	89	205	303	65	349	19	359	9
		42%	42%	46%	41%	42%	44%	43%	34%	42%	44%
Very important	(2)	328	82	76	170	264	64	293	34	317	10
		38%	46%	40%	34%	36%	43%	36%	61% a	37%	50%
Don't know		1	-	1	-	1	*	*	1	1	-
		*%	-%	*%	-%	*%	*%	*%	1%	*%	-%
NET Important		696	156	165	375	568	128	642	54	677	19
		80%	87% c	86% c	75%	78%	88%	79%	95% a	80%	93%
NET Not Important		46	3	7	36	41	5	46	1	46	-
		5%	2%	3%	7%	6%	4%	6%	1%	5%	-%
Answered		870	179	191	501	724	146	814	56	850	21
Mean Score		1.1	1.3 c	1.2 c	1.0	1.1	1.3	1.1	1.6 a	1.1	1.4
Standard error		.03	.05	.05	.04	.03	.07	.03	.05	.03	.15
Standard deviation		.86	.74	.77	.92	.88	.77	.87	.62	.86	.63

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	3	2	*	1	3	-	-	*	3	*
		*%	1%	*%	*%	*%	-%	-%	*%	*%	*%
Not very important	(-1)	43	24	9	10	40	2	*	*	43	*
		5%	5%	7%	3%	6%	2%	*%	1%	5%	*%
Neither important nor unimportant	(0)	128	81	28	19	109	11	5	3	121	8
		15%	18%	21%	7%	16%	9%	11%	14%	15%	12%
			c	c							
Important	(1)	368	198	43	127	277	65	21	6	341	27
		42%	45%	32%	43%	41%	49%	52%	31%	42%	45%
Very important	(2)	328	137	55	135	249	53	15	11	302	26
		38%	31%	40%	46%	37%	40%	37%	54%	37%	43%
					a						
Don't know		1	-	1	*	1	*	-	-	1	-
		*%	-%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		696	335	98	262	525	118	36	17	643	53
		80%	76%	72%	90%	77%	90%	88%	85%	79%	87%
					ab		a				
NET Not Important		46	26	9	11	44	2	*	*	46	*
		5%	6%	7%	4%	6%	2%	*%	1%	6%	*%
Answered		870	442	135	291	678	131	40	20	810	61
Mean Score		1.1	1.0	1.1	1.3	1.1	1.3	1.2	1.4	1.1	1.3
					ab						
Standard error		.03	.04	.07	.05	.04	.05	.10	.11	.03	.07
Standard deviation		.86	.87	.94	.77	.90	.70	.66	.78	.87	.70

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	3	3	1	*	1	1	1	3	1	-
		*%	1%	*%	*%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	43	15	26	3	43	39	43	43	24	8
		5%	4%	7%	1%	6%	5%	5%	5%	5%	3%
				c							
Neither important nor unimportant	(0)	128	77	32	19	117	101	122	128	65	24
		15%	23%	9%	10%	15%	14%	15%	15%	12%	8%
			bc								
Important	(1)	368	141	135	92	327	314	343	368	222	113
		42%	43%	39%	48%	42%	43%	42%	42%	42%	41%
Very important	(2)	328	95	153	79	284	279	307	328	215	133
		38%	29%	44%	41%	37%	38%	38%	38%	41%	48%
				a							a
Don't know		1	-	1	*	*	1	1	1	*	1
		*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
NET Important		696	237	289	171	611	593	650	696	437	247
		80%	71%	83%	89%	79%	81%	80%	80%	83%	88%
				a	a						acd
NET Not Important		46	17	26	3	43	40	44	46	25	8
		5%	5%	8%	1%	6%	6%	5%	5%	5%	3%
				c							
Answered		870	331	347	192	772	735	816	870	527	278
Mean Score		1.1	.9	1.2	1.3	1.1	1.1	1.1	1.1	1.2	1.3
				a	a						abcd
Standard error		.03	.06	.05	.04	.03	.03	.03	.03	.04	.04
Standard deviation		.86	.88	.90	.69	.86	.85	.86	.86	.83	.75

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	3	1	1	-	-	-	*	-	*
		*%	1%	*%	-%	-%	-%	*%	-%	*%
Not very important	(-1)	43	-	33	3	3	*	*	4	4
		5%	-%	6%	6%	8%	1%	2%	21%	8%
Neither important nor unimportant	(0)	128	26	82	4	5	*	3	2	5
		15%	27%	14%	9%	11%	2%	21%	9%	10%
Important	(1)	368	34	259	17	19	2	5	7	14
		42%	35%	45%	37%	44%	12%	38%	38%	28%
				e						
Very important	(2)	328	36	206	22	16	15	5	6	26
		38%	37%	35%	48%	37%	84%	39%	33%	53%
							abdf			
Don't know		1	1	-	-	*	*	-	-	*
		*%	1%	-%	-%	*%	1%	-%	-%	*%
NET Important		696	71	465	39	35	18	10	13	40
		80%	72%	80%	85%	81%	96%	77%	70%	82%
NET Not Important		46	1	33	3	3	*	*	4	4
		5%	1%	6%	6%	8%	1%	2%	21%	8%
Answered		870	98	581	45	43	18	13	18	49
Mean Score		1.1	1.1	1.1	1.3	1.1	1.8	1.1	.8	1.3
							abcdf			
Standard error		.03	.10	.04	.13	.11	.07	.14	.25	.09
Standard deviation		.86	.85	.85	.86	.89	.50	.86	1.13	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	3	1	-	-	-	-	*	-	1	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	43	34	1	3	*	*	*	4	33	*	6	-	-	*	-
		5%	6%	2%	9%	*%	1%	2%	55%	6%	*%	20%	-%	-%	1%	-%
												ab				
Neither important nor unimportant	(0)	128	92	17	2	3	2	*	1	84	12	*	3	1	*	1
		15%	15%	24%	5%	13%	26%	3%	13%	15%	12%	1%	29%	5%	*%	7%
													c			
Important	(1)	368	274	26	15	3	4	5	*	242	47	13	5	*	*	7
		42%	44%	37%	43%	12%	40%	53%	1%	42%	50%	44%	45%	3%	6%	62%
			d													
Very important	(2)	328	217	27	15	16	3	4	2	212	35	10	3	10	5	3
		38%	35%	37%	43%	75%	32%	42%	31%	37%	38%	35%	26%	92%	93%	31%
						ab										
Don't know		1	-	-	*	-	*	-	-	1	*	*	-	-	-	-
		*%	-%	-%	*%	-%	2%	-%	-%	*%	*%	1%	-%	-%	-%	-%
NET Important		696	492	53	31	19	7	8	2	454	82	23	8	10	6	10
		80%	79%	74%	86%	87%	72%	95%	32%	79%	87%	78%	71%	95%	99%	93%
NET Not Important		46	35	1	3	*	*	*	4	34	*	6	-	*	*	-
		5%	6%	2%	9%	*%	1%	3%	55%	6%	*%	20%	-%	*%	1%	-%
												ab				
Answered		870	619	71	35	22	9	9	7	572	94	29	12	11	6	11
Mean Score		1.1	1.1	1.1	1.2	1.6	1.1	1.3	.1	1.1	1.2	.9	1.0	1.9	1.9	1.2
						a										
Standard error		.03	.04	.09	.13	.11	.16	.14	.51	.04	.07	.16	.13	.12	.12	.18
Standard deviation		.86	.85	.83	.90	.74	.83	.72	1.45	.87	.67	1.10	.78	.53	.42	.59

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	3	3	-	-	-	-	-	-	-	1	-	-	*	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Not very important	(-1)	43	37	3	3	*	-	-	*	*	17	13	11	1	*
		5%	6%	3%	5%	1%	-%	-%	*%	*%	5%	7%	6%	1%	*%
Neither important nor unimportant	(0)	128	105	14	2	3	-	3	1	4	53	39	22	5	3
		15%	17%	14%	4%	12%	-%	14%	9%	7%	16%	21%	12%	7%	9%
Important	(1)	368	269	43	26	7	10	7	6	23	142	65	81	37	18
		42%	42%	43%	45%	30%	46%	35%	46%	42%	43%	35%	43%	49%	51%
Very important	(2)	328	218	42	28	14	11	10	6	27	116	69	75	32	14
		38%	34%	41%	47%	57%	54%	50%	45%	50%	35%	37%	40%	42%	40%
Don't know		1	1	*	-	-	-	*	-	*	1	-	-	*	*
		*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	*%	*%
NET Important		696	487	85	54	21	21	16	13	50	258	135	155	69	32
		80%	77%	83%	92%	87%	100%	85%	91%	92%	78%	72%	82%	92% b	90%
NET Not Important		46	41	3	3	*	-	-	*	*	19	13	11	1	*
		5%	6%	3%	5%	1%	-%	-%	*%	*%	6%	7%	6%	1%	*%
Answered		870	632	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		1.1	1.0	1.2	1.3	1.4	1.5	1.4	1.4	1.4 a	1.1	1.0	1.2	1.3	1.3
Standard error		.03	.04	.08	.09	.12	.09	.15	.16	.07	.06	.07	.06	.06	.10
Standard deviation		.86	.89	.78	.77	.75	.51	.74	.68	.64	.87	.93	.86	.67	.66

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	3	1	-	-	*	-	1	-	-	*	-
		*%	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Not very important	(-1)	43	29	3	10	1	*	16	12	11	-	*
		5%	7%	2%	7%	2%	1%	4%	9%	7%	-%	*%
Neither important nor unimportant	(0)	128	54	37	19	4	3	73	10	10	4	3
		15%	14%	22%	14%	6%	16%	19% bc	7%	7%	7%	10%
Important	(1)	368	163	60	60	32	12	157	55	62	27	14
		42%	42%	37%	45%	52%	59%	42%	42%	44%	47%	45%
Very important	(2)	328	142	63	46	25	5	129	53	58	25	13
		38%	37%	39%	34%	40%	24%	34%	41%	41%	45%	44%
Don't know		1	-	-	-	*	*	1	*	-	*	-
		*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%
NET Important		696	305	123	106	57	17	286	109	120	52	27
		80%	78%	75%	79%	92%	83%	76%	83%	85%	92%	90%
NET Not Important		46	29	3	10	1	*	17	12	11	*	*
		5%	8%	2%	7%	2%	1%	5%	9%	7%	*%	*%
Answered		870	389	163	134	62	20	377	130	141	56	30
Mean Score		1.1	1.1	1.1	1.1	1.3	1.1	1.1	1.1	1.2	1.4	1.3
Standard error		.03	.05	.07	.07	.07	.11	.05	.08	.07	.07	.11
Standard deviation		.86	.90	.83	.88	.67	.67	.86	.92	.87	.63	.68

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	3	3	1	-	*	-	1	-	2	3	-	1	-
		*%	1%	*%	-%	*%	-%	*%	-%	1%	*%	-%	*%	-%
Not very important	(-1)	43	22	4	16	*	*	19	5	17	43	-	43	*
		5%	5%	3%	8%	*%	1%	3%	10%	6%	5%	-%	6%	1%
Neither important nor unimportant	(0)	128	92	14	13	5	4	57	12	59	127	2	116	2
		15%	21%	10%	7%	7%	15%	11%	22%	22%	16%	2%	15%	12%
			c							a				
Important	(1)	368	187	45	85	39	6	236	16	114	342	26	324	3
		42%	43%	34%	44%	54%	27%	44%	30%	42%	42%	42%	43%	23%
Very important	(2)	328	133	69	78	28	14	229	20	77	293	34	276	8
		38%	31%	52%	40%	38%	57%	42%	38%	28%	36%	55%	36%	63%
				a				c				a		
Don't know		1	-	-	1	*	-	1	-	*	*	1	*	-
		*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	1%	*%	-%
NET Important		696	320	114	163	67	20	465	35	191	635	61	600	11
		80%	73%	86%	84%	92%	84%	86%	67%	71%	79%	97%	79%	87%
				a	a	a		bc				a		
NET Not Important		46	25	5	16	*	*	19	5	20	46	-	43	*
		5%	6%	4%	8%	*%	1%	4%	10%	7%	6%	-%	6%	1%
Answered		870	437	132	192	73	24	541	52	271	808	62	759	13
Mean Score		1.1	1.0	1.3	1.2	1.3	1.4	1.2	.9	.9	1.1	1.5	1.1	1.5
				a		a		c				a		
Standard error		.03	.05	.07	.06	.06	.12	.04	.13	.06	.03	.07	.03	.16
Standard deviation		.86	.88	.83	.89	.62	.78	.79	1.01	.92	.87	.55	.86	.77

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	3	1	-	3	-	1	-	1	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	43	39	*	41	2	43	-	39	*	41	2
		5%	6%	*%	6%	1%	6%	-%	6%	*%	6%	1%
					b							
Neither important nor unimportant	(0)	128	98	2	106	22	115	2	98	2	105	24
		15%	14%	8%	16%	10%	15%	15%	14%	7%	16%	12%
Important	(1)	368	301	13	281	88	326	1	305	9	299	69
		42%	43%	45%	43%	41%	43%	8%	43%	29%	45%	35%
Very important	(2)	328	265	14	224	103	271	13	259	21	223	105
		38%	38%	47%	34%	48%	36%	78%	37%	64%	33%	53%
						a				a		a
Don't know		1	1	-	*	1	*	-	1	-	*	1
		*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
NET Important		696	566	27	505	191	597	14	564	30	522	174
		80%	80%	92%	77%	89%	79%	85%	80%	93%	78%	87%
						a						
NET Not Important		46	40	*	45	2	43	-	40	*	44	2
		5%	6%	*%	7%	1%	6%	-%	6%	*%	7%	1%
					b						b	
Answered		870	705	29	655	215	755	16	702	32	671	200
Mean Score		1.1	1.1	1.4	1.0	1.4	1.1	1.6	1.1	1.6	1.0	1.4
						a				a		a
Standard error		.03	.03	.08	.04	.05	.03	.16	.03	.08	.03	.05
Standard deviation		.86	.86	.65	.89	.70	.86	.75	.86	.65	.88	.73

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	3	1	1	-	-	*	1	1	-	2	1	1	-
		*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	*%	*%	-%
Not very important	(-1)	43	21	38	7	-	16	34	3	-	20	39	10	-
		5%	4%	6%	5%	-%	3%	7%	2%	-%	3%	8% a	6%	-%
Neither important nor unimportant	(0)	128	74	93	19	-	62	68	13	-	72	80	18	-
		15%	15%	15%	13%	-%	13%	13%	10%	-%	11%	16%	10%	-%
Important	(1)	368	192	261	68	-	174	238	62	-	263	224	72	-
		42%	39%	44%	44%	-%	37%	46%	47%	-%	41%	43%	41%	-%
Very important	(2)	328	209	205	59	4	219	181	53	1	289	172	74	-
		38%	42%	34%	38%	100%	47% b	35%	40%	100%	45% b	33%	42%	-%
Don't know		1	*	*	-	-	*	1	-	-	*	1	-	-
		*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		696	401	466	128	4	393	419	115	1	552	396	146	-
		80%	81%	78%	83%	100%	83%	80%	87%	100%	85% b	77%	84%	-%
NET Not Important		46	21	39	7	-	16	36	4	-	23	40	11	-
		5%	4%	7%	5%	-%	3%	7%	3%	-%	4%	8% a	6%	-%
Answered		870	496	598	154	4	471	522	131	1	647	516	175	-
Mean Score		1.1	1.2	1.1	1.2	2.0	1.3 b	1.1	1.2	2.0	1.3 b	1.0	1.2	-
Standard error		.03	.04	.04	.07	-	.04	.04	.07	-	.03	.04	.07	-
Standard deviation		.86	.84	.87	.82	-	.82	.87	.76	-	.81	.90	.87	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	3	1	1	3	1	1	-	3	1	2	1	1
		*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	1%	1%
Not very important	(-1)	43	39	38	43	29	27	1	40	21	14	8	6
		5%	5%	5%	5%	5%	5%	3%	7%	4%	3%	6%	8%
Neither important nor unimportant	(0)	128	109	97	128	89	73	1	94	68	56	7	11
		15%	15%	14%	15%	15%	14%	3%	15% d	13%	11%	5%	14%
Important	(1)	368	309	298	368	247	213	11	276	203	209	53	35
		42%	42%	42%	42%	40%	42%	42%	45%	38%	40%	39%	45%
Very important	(2)	328	274	267	328	244	192	13	202	242	239	66	25
		38%	37%	38%	38%	40%	38%	51%	33%	45% a	46% a	49% a	32%
Don't know		1	*	*	1	*	*	-	1	*	*	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
NET Important		696	583	565	696	491	406	23	478	445	448	119	60
		80%	80%	80%	80%	80%	80%	94%	78%	83%	86% a	88%	77%
NET Not Important		46	40	40	46	30	28	1	43	22	17	9	7
		5%	5%	6%	5%	5%	6%	3%	7%	4%	3%	7%	9%
Answered		870	731	702	870	611	507	25	615	535	521	135	78
Mean Score		1.1	1.1	1.1	1.1	1.2	1.1	1.4	1.0	1.2 a	1.3 a	1.3 a	1.0
Standard error		.03	.03	.03	.03	.03	.04	.12	.04	.04	.04	.08	.11
Standard deviation		.86	.86	.86	.86	.85	.86	.71	.89	.84	.80	.87	.93

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	3	-	-	-	-	3	*	3	3	1	*	3	*	-	3	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Not very important	(-1)	43	6	-	*	2	37	31	37	33	26	23	35	3	-	35	4
		5%	6%	-%	*%	5%	5%	6%	5%	6%	6%	5%	5%	3%	-%	5%	5%
Neither important nor unimportant	(0)	128	14	11	2	-	109	75	114	70	58	59	111	9	-	93	4
		15%	12%	26% c	3%	-%	15%	15%	15%	12%	13%	12%	16%	7%	-%	14%	4%
Important	(1)	368	53	11	44	10	312	192	323	256	186	197	294	49	-	267	40
		42%	45%	27%	66% bd	30%	44%	39%	43%	43%	42%	40%	43%	38%	-%	41%	48%
Very important	(2)	328	44	20	20	22	250	192	269	232	168	211	237	68	-	253	35
		38%	38%	47%	30%	65% c	35%	39%	36%	39%	38%	43%	35%	52% b	-%	39%	42%
Don't know		1	*	-	1	-	*	*	*	*	*	*	*	-	-	1	-
		*%	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		696	97	31	64	32	563	385	592	489	353	408	531	117	-	520	75
		80%	82%	74%	96% b	95%	79%	78%	79%	82%	81%	83%	78%	90% b	-%	80%	90%
NET Not Important		46	6	-	*	2	41	31	41	36	26	23	38	3	-	38	4
		5%	6%	-%	*%	5%	6%	6%	5%	6%	6%	5%	6%	3%	-%	6%	5%
Answered		870	117	42	66	34	712	491	747	594	437	490	680	129	-	651	83
Mean Score		1.1	1.1	1.2	1.3	1.6	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.4 b	-	1.1	1.3
Standard error		.03	.08	.11	.07	.13	.03	.04	.03	.04	.04	.04	.03	.06	-	.03	.10
Standard deviation		.86	.84	.84	.53	.74	.87	.89	.86	.87	.87	.83	.87	.74	-	.88	.79

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	3	-	3	1	-	-	1	*	1	2	-	-	3
		*%	-%	1%	*%	-%	-%	*%	*%	*%	1%	-%	-%	1%
Not very important	(-1)	43	13	29	4	-	1	3	8	29	6	6	7	28
		5%	3%	6%	1%	-%	1%	1%	7%	5%	4%	4%	4%	6%
Neither important nor unimportant	(0)	128	37	91	33	-	9	31	11	84	29	5	31	85
		15%	9%	19%	11%	-%	7%	12%	8%	14%	20%	3%	17%	17%
				a									a	a
Important	(1)	368	179	189	124	8	33	114	40	267	59	82	63	218
		42%	44%	41%	41%	38%	29%	45%	32%	46%	40%	52%	33%	43%
												b		
Very important	(2)	328	175	153	138	14	73	103	68	204	51	64	88	167
		38%	43%	33%	46%	62%	63%	41%	53%	35%	35%	41%	46%	33%
			b				b		b				c	
Don't know		1	1	*	1	-	*	1	-	1	-	-	*	1
		*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%
NET Important		696	354	342	262	22	106	217	108	471	110	146	151	385
		80%	87%	73%	87%	100%	92%	86%	85%	80%	75%	93%	80%	77%
			b									bc		
NET Not Important		46	13	33	5	-	1	4	8	30	8	6	7	32
		5%	3%	7%	2%	-%	1%	2%	7%	5%	5%	4%	4%	6%
Answered		870	405	466	300	22	115	252	127	586	146	157	189	501
Mean Score		1.1	1.3	1.0	1.3	1.6	1.5	1.3	1.3	1.1	1.0	1.3	1.2	1.0
			b				b					c		
Standard error		.03	.04	.04	.04	.14	.06	.05	.08	.04	.07	.06	.06	.04
Standard deviation		.86	.76	.92	.74	.50	.67	.74	.89	.84	.91	.72	.85	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	3	1	3
		*%	*%	*%
Not very important	(-1)	43	8	35
		5%	3%	6%
Neither important nor unimportant	(0)	128	51	77
		15%	17%	14%
Important	(1)	368	131	237
		42%	43%	42%
Very important	(2)	328	111	217
		38%	37%	38%
Don't know		1	*	1
		*%	*%	*%
NET Important		696	242	454
		80%	80%	80%
NET Not Important		46	9	37
		5%	3%	7%
Answered		870	302	568
Mean Score		1.1	1.1	1.1
Standard error		.03	.04	.04
Standard deviation		.86	.80	.89

Columns Tested:: a,b

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	3	-	*	-	1	-	*	-	-	-	-	2	-
		*%	-%	*%	-%	3%	-%	*%	-%	-%	-%	-%	2%	-%
Not very important	(-1)	43	*	2	1	3	7	11	*	9	-	2	3	5
		5%	1%	1%	1%	8%	11%	9%	3%	6%	-%	6%	2%	7%
Neither important nor unimportant	(0)	128	1	31	3	17	7	11	1	27	8	7	8	8
		15%	12%	25%	6%	43%	10%	9%	33%	18%	10%	23%	7%	10%
				k		cefhikl				k		k		
Important	(1)	368	8	60	21	14	14	70	1	58	26	12	52	34
		42%	68%	47%	38%	35%	21%	57%	29%	39%	32%	42%	46%	44%
			e	e				ei					e	
Very important	(2)	328	2	35	30	4	39	30	1	55	46	8	48	29
		38%	18%	27%	55%	10%	58%	25%	22%	37%	58%	28%	43%	38%
					bdf		bdfj			d	abdfhj		d	d
Don't know		1	-	-	-	-	-	-	1	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	13%	-%	-%	1%	-%	*%
NET Important		696	10	95	51	17	53	100	2	112	72	20	101	63
		80%	86%	74%	93%	45%	79%	82%	51%	76%	90%	70%	89%	82%
				d	dj		d	d		d	d		dhj	d
NET Not Important		46	*	2	1	4	7	11	*	9	-	2	5	5
		5%	1%	1%	1%	12%	11%	9%	3%	6%	-%	6%	4%	7%
Answered		870	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		1.1	1.0	1.0	1.5	.4	1.3	1.0	.8	1.1	1.5	.9	1.3	1.1
				d	bdfhj		d	d		d	bdfhjl		d	d
Standard error		.03	.10	.08	.09	.11	.15	.08	.29	.08	.09	.12	.08	.09
Standard deviation		.86	.62	.76	.67	.91	1.03	.85	1.02	.89	.67	.89	.83	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 211 (continuation)

QD10A_10. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	3	*	1	-	2	1	2
		*%	*%	1%	-%	1%	*%	*%
Not very important	(-1)	43	2	22	9	10	24	19
		5%	1%	10%	4%	5%	6%	4%
				a				
Neither important nor unimportant	(0)	128	36	34	36	22	70	58
		15%	19%	15%	15%	10%	17%	13%
Important	(1)	368	89	97	85	98	186	183
		42%	46%	43%	37%	45%	44%	41%
Very important	(2)	328	67	73	102	86	140	188
		38%	35%	32%	44%	39%	33%	42%
Don't know		1	-	-	1	*	-	1
		*%	-%	-%	*%	*%	-%	*%
NET Important		696	156	170	187	184	326	370
		80%	80%	75%	80%	84%	77%	82%
NET Not Important		46	2	23	9	12	25	21
		5%	1%	10%	4%	5%	6%	5%
				a				
Answered		870	194	227	231	218	421	449
Mean Score		1.1	1.1	1.0	1.2	1.2	1.0	1.2
Standard error		.03	.06	.06	.06	.05	.04	.04
Standard deviation		.86	.75	.95	.84	.85	.87	.85

Columns Tested:: a,b,c,d - a,b

Table 212

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	6	*	6	6	-	-	-	-
		1%	*%	1%	1%	-%	-%	-%	-%
Not very important	(-1)	22	1	21	20	1	*	*	2
		2%	3%	2%	2%	4%	9%	5%	5%
Neither important nor unimportant	(0)	79	1	78	75	4	*	*	4
		9%	4%	9%	9%	12%	2%	7%	11%
Important	(1)	368	6	362	350	16	1	1	18
		42%	33%	42%	42%	46%	40%	37%	45%
Very important	(2)	395	10	385	380	13	2	1	16
		45%	60%	45%	46%	38%	48%	49%	39%
Don't know		1	-	1	1	-	-	*	*
		*%	-%	*%	*%	-%	-%	3%	*%
								a	
NET Important		763	16	748	730	29	3	2	34
		88%	93%	88%	88%	84%	88%	86%	84%
NET Not Important		28	1	27	26	1	*	*	2
		3%	3%	3%	3%	4%	9%	5%	5%
Answered		870	17	853	830	34	4	2	40
Mean Score		1.3	1.5	1.3	1.3	1.2	1.3	1.3	1.2
Standard error		.03	.14	.03	.03	.07	.19	.13	.05
Standard deviation		.79	.74	.79	.79	.81	1.05	1.15	.82

Columns Tested:: a,b - a,b,c,d,e

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	6	*	6	-	-	-	-	6	-	-
		1%	*%	2%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	22	9	10	*	1	*	*	20	1	*
		2%	2%	3%	*%	6%	4%	5%	2%	4%	8%
Neither important nor unimportant	(0)	79	17	46	12	3	1	*	75	4	*
		9%	4%	14%	21%	14%	7%	7%	9%	12%	4%
				a	agi	a			a	a	
Important	(1)	368	221	108	21	9	8	1	350	16	2
		42%	49%	33%	37%	38%	58%	37%	42%	46%	39%
			b				b				
Very important	(2)	395	203	153	23	10	5	1	380	13	3
		45%	45%	47%	40%	42%	32%	49%	46%	38%	48%
Don't know		1	-	-	1	-	-	*	1	-	*
		*%	-%	-%	2%	-%	-%	3%	*%	-%	1%
								abg			
NET Important		763	424	261	44	19	13	2	730	29	5
		88%	94%	81%	77%	81%	90%	86%	88%	84%	87%
			bcdgh								
NET Not Important		28	10	16	*	1	*	*	26	1	*
		3%	2%	5%	*%	6%	4%	5%	3%	4%	8%
Answered		870	451	322	57	24	14	2	830	34	6
Mean Score		1.3	1.4	1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.3
Standard error		.03	.04	.06	.09	.09	.08	.13	.03	.07	.09
Standard deviation		.79	.67	.92	.78	.89	.73	1.15	.79	.81	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	6	5	1	-	-	-	5	1	-	-	*
		1%	1%	1%	-%	-%	-%	1%	1%	-%	-%	1%
Not very important	(-1)	22	17	3	1	*	*	10	3	3	*	*
		2%	2%	2%	4%	9%	5%	2%	3%	8%	1%	1%
Neither important nor unimportant	(0)	79	48	26	4	*	*	42	19	3	3	4
		9%	7%	18%	12%	2%	7%	7%	16%	8%	22%	16%
				a					a		a	
Important	(1)	368	290	60	16	1	1	271	42	18	7	9
		42%	42%	42%	46%	40%	37%	45%	36%	52%	48%	38%
Very important	(2)	395	326	53	13	2	1	276	51	12	4	11
		45%	47%	37%	38%	48%	49%	46%	44%	33%	28%	44%
Don't know		1	-	1	-	-	*	*	1	-	-	-
		*%	-%	1%	-%	-%	3%	*%	1%	-%	-%	-%
							a					
NET Important		763	616	113	29	3	2	547	93	30	11	20
		88%	90%	79%	84%	88%	86%	91%	79%	84%	76%	81%
			b					b				
NET Not Important		28	22	3	1	*	*	15	4	3	*	1
		3%	3%	2%	4%	9%	5%	2%	3%	8%	1%	3%
Answered		870	687	143	34	4	2	604	117	36	15	25
Mean Score		1.3	1.3	1.1	1.2	1.3	1.3	1.3	1.2	1.1	1.0	1.2
			b									
Standard error		.03	.04	.06	.07	.19	.13	.04	.07	.10	.12	.09
Standard deviation		.79	.78	.81	.81	1.05	1.15	.75	.86	.85	.77	.87

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	6	-	-	-	-	1	4	-	-	-
		1%	-%	-%	-%	-%	1%	3%	-%	-%	-%
Not very important	(-1)	22	3	1	3	3	*	5	3	2	-
		2%	4%	2%	2%	12%	*%	3%	2%	3%	-%
Neither important nor unimportant	(0)	79	9	7	11	4	8	7	13	7	7
		9%	13%	11%	8%	16%	9%	4%	12%	12%	10%
Important	(1)	368	23	28	65	8	46	72	43	32	25
		42%	31%	43%	45%	31%	49%	43%	41%	50%	37%
Very important	(2)	395	39	28	64	11	38	79	46	22	35
		45%	53%	43%	44%	41%	40%	47%	44%	35%	53%
Don't know		1	-	-	1	-	-	-	*	-	-
		*%	-%	-%	1%	-%	-%	-%	*%	-%	-%
NET Important		763	62	55	129	20	84	150	89	54	60
		88%	84%	87%	89%	71%	90%	91%	85%	86%	90%
NET Not Important		28	3	1	3	3	1	9	3	2	-
		3%	4%	2%	2%	12%	1%	5%	2%	3%	-%
Answered		870	74	64	143	27	93	166	104	63	67
Mean Score		1.3	1.3	1.3	1.3	1.0	1.3	1.3	1.3	1.2	1.4
Standard error		.03	.11	.11	.07	.22	.08	.09	.10	.10	.09
Standard deviation		.79	.84	.75	.71	1.05	.71	.88	.77	.74	.67

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	6	1	-	4	5	1	-	1	*
		1%	*%	-%	1%	1%	1%	-%	3%	*%
Not very important	(-1)	22	4	6	10	20	2	1	1	*
		2%	2%	3%	2%	2%	3%	4%	4%	1%
Neither important nor unimportant	(0)	79	19	24	30	74	5	3	2	*
		9%	10%	12%	7%	9%	8%	9%	8%	3%
Important	(1)	368	79	83	180	342	26	5	14	6
		42%	42%	41%	43%	43%	38%	18%	57%	51%
			f	f	f	f	f		f	f
Very important	(2)	395	84	89	189	361	34	21	7	6
		45%	45%	44%	45%	45%	50%	69%	28%	46%
							g	abcdg		
Don't know		1	-	-	1	1	-	-	-	-
		*%	-%	-%	*%	*%	-%	-%	-%	-%
NET Important		763	163	171	368	703	60	26	22	12
		88%	87%	85%	89%	88%	88%	87%	85%	96%
NET Not Important		28	4	6	14	25	3	1	2	*
		3%	2%	3%	3%	3%	4%	4%	6%	1%
Answered		870	187	201	413	802	68	30	25	13
Mean Score		1.3	1.3	1.3	1.3	1.3	1.3	1.5	1.0	1.4
								g		
Standard error		.03	.06	.06	.05	.03	.05	.09	.09	.07
Standard deviation		.79	.77	.78	.80	.78	.83	.82	.89	.62

Columns Tested:: a,b,c,d,e,f,g,h

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	6	-	-	-	-	*	-	*	-	6
		1%	-%	-%	-%	-%	*%	-%	2%	-%	1%
Not very important	(-1)	22	-	-	-	3	1	*	*	1	17
		2%	-%	-%	-%	3%	*%	1%	*%	6%	4%
Neither important nor unimportant	(0)	79	2	9	9	12	10	2	*	2	42
		9%	8%	14%	14%	13%	6%	7%	1%	12%	9%
Important	(1)	368	13	16	17	53	64	7	11	7	197
		42%	55%	27%	27%	57%	39%	26%	51%	44%	42%
						bc					
Very important	(2)	395	9	36	37	24	87	19	10	6	203
		45%	38%	59%	59%	26%	54%	66%	46%	38%	44%
				d	d		d				
Don't know		1	-	-	-	*	1	-	-	-	-
		*%	-%	-%	-%	*%	1%	-%	-%	-%	-%
NET Important		763	21	52	54	77	151	27	21	13	400
		88%	92%	86%	86%	83%	93%	92%	97%	82%	86%
NET Not Important		28	-	-	-	3	1	*	*	1	22
		3%	-%	-%	-%	3%	*%	1%	2%	6%	5%
Answered		870	23	61	63	93	162	29	22	15	464
Mean Score		1.3	1.3	1.4	1.5	1.1	1.5	1.6	1.4	1.1	1.2
				d	d		di				
Standard error		.03	.13	.08	.08	.08	.05	.13	.14	.18	.04
Standard deviation		.79	.62	.74	.73	.73	.63	.68	.70	.87	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	6	-	*	6	6	*	6	*	6	-
		1%	-%	*%	1%	1%	*%	1%	*%	1%	-%
Not very important	(-1)	22	3	1	18	19	3	20	2	21	*
		2%	2%	*%	4%	3%	2%	2%	3%	3%	1%
Neither important nor unimportant	(0)	79	23	13	44	67	13	70	9	76	3
		9%	13%	7%	9%	9%	9%	9%	17%	9%	14%
Important	(1)	368	83	71	214	323	45	345	23	363	5
		42%	46%	37%	43%	45%	31%	42%	40%	43%	24%
Very important	(2)	395	70	107	219	310	86	373	23	382	13
		45%	39%	55%	44%	43%	58%	46%	40%	45%	62%
				a			a				
Don't know		1	*	1	-	1	-	1	*	1	-
		*%	*%	1%	-%	*%	-%	*%	*%	*%	-%
NET Important		763	152	177	433	633	131	718	45	746	18
		88%	85%	92%	87%	87%	89%	88%	80%	88%	86%
NET Not Important		28	3	1	24	24	3	26	2	27	*
		3%	2%	*%	5%	3%	2%	3%	3%	3%	1%
Answered		870	179	191	501	724	146	814	56	849	21
Mean Score		1.3	1.2	1.5	1.2	1.3	1.5	1.3	1.2	1.3	1.5
				ac							
Standard error		.03	.05	.04	.04	.03	.07	.03	.07	.03	.18
Standard deviation		.79	.74	.64	.84	.79	.76	.79	.82	.79	.77

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	6	5	*	1	6	*	-	-	6	-
		1%	1%	*%	*%	1%	*%	-%	-%	1%	-%
Not very important	(-1)	22	9	6	5	19	1	*	2	20	2
		2%	2%	5%	2%	3%	1%	*%	8%	2%	3%
Neither important nor unimportant	(0)	79	56	17	6	64	12	*	3	76	3
		9%	13%	13%	2%	9%	9%	*%	16%	9%	5%
			c	c							
Important	(1)	368	212	49	107	295	47	22	5	342	26
		42%	48%	36%	37%	43%	36%	54%	23%	42%	43%
Very important	(2)	395	161	62	173	295	72	18	11	367	28
		45%	36%	46%	59%	43%	55%	43%	53%	45%	47%
					a						
Don't know		1	-	1	-	-	-	1	*	-	1
		*%	-%	1%	-%	-%	-%	3%	*%	-%	2%
								ae			e
NET Important		763	372	111	280	590	119	39	15	709	55
		88%	84%	82%	96%	87%	90%	97%	76%	87%	90%
					ab						
NET Not Important		28	14	6	6	25	1	*	2	26	2
		3%	3%	5%	2%	4%	1%	*%	8%	3%	3%
Answered		870	442	135	292	679	131	39	20	810	60
Mean Score		1.3	1.2	1.2	1.5	1.3	1.4	1.4	1.2	1.3	1.4
					ab						
Standard error		.03	.04	.06	.04	.03	.05	.08	.15	.03	.08
Standard deviation		.79	.80	.85	.66	.81	.70	.51	1.01	.79	.72

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	6	6	*	*	6	6	6	6	1	1
		1%	2%	*%	*%	1%	1%	1%	1%	*%	*%
Not very important	(-1)	22	5	14	2	18	18	19	22	14	4
		2%	1%	4%	1%	2%	2%	2%	2%	3%	1%
Neither important nor unimportant	(0)	79	37	27	15	73	58	77	79	46	28
		9%	11%	8%	8%	9%	8%	9%	9%	9%	10%
Important	(1)	368	167	127	73	328	317	346	368	243	134
		42%	50%	37%	38%	42%	43%	42%	42%	46%	48%
			b								
Very important	(2)	395	116	179	100	346	335	368	395	221	111
		45%	35%	51%	52%	45%	46%	45%	45%	42%	40%
				a	a						
Don't know		1	-	-	1	1	1	1	1	1	1
		*%	-%	-%	1%	*%	*%	*%	*%	*%	*%
NET Important		763	284	306	174	674	652	714	763	465	245
		88%	86%	88%	90%	87%	89%	87%	88%	88%	88%
NET Not Important		28	11	14	3	24	24	25	28	15	5
		3%	3%	4%	1%	3%	3%	3%	3%	3%	2%
Answered		870	331	348	191	771	734	816	870	526	278
Mean Score		1.3	1.2	1.4	1.4	1.3	1.3	1.3	1.3	1.3	1.3
				a	a						
Standard error		.03	.05	.04	.04	.03	.03	.03	.03	.03	.04
Standard deviation		.79	.81	.80	.71	.79	.79	.79	.79	.75	.72

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	6	-	6	-	-	-	-	*	*
		1%	-%	1%	-%	-%	-%	-%	2%	1%
Not very important	(-1)	22	1	13	3	*	2	*	*	2
		2%	1%	2%	6%	*%	11%	*%	*%	4%
Neither important nor unimportant	(0)	79	22	44	4	6	1	*	-	1
		9%	22% bh	8%	9%	14%	3%	4%	-%	2%
Important	(1)	368	31	255	20	25	5	7	4	16
		42%	32%	44%	44%	57%	27%	54%	21%	32%
Very important	(2)	395	45	262	19	12	11	6	14	30
		45%	45%	45%	41%	28%	58%	42%	77%	61% d
Don't know		1	-	1	-	*	-	-	-	-
		*%	-%	*%	-%	*%	-%	-%	-%	-%
NET Important		763	76	517	39	37	16	13	18	46
		88%	77%	89% a	86%	85%	86%	96%	98%	93%
NET Not Important		28	1	19	3	*	2	*	*	2
		3%	1%	3%	6%	*%	11%	*%	2%	5%
Answered		870	98	579	45	43	18	13	18	50
Mean Score		1.3	1.2	1.3	1.2	1.1	1.3	1.4	1.7	1.5
Standard error		.03	.09	.04	.12	.08	.15	.10	.15	.08
Standard deviation		.79	.82	.78	.83	.66	1.00	.60	.68	.80

Columns Tested:: a,b,c,d,e,f,g,h

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	6	6	-	-	-	-	*	-	6	-	-	-	-	*	-
		1%	1%	-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	6%	-%
Not very important	(-1)	22	14	3	*	2	*	-	-	13	3	2	*	-	*	*
		2%	2%	4%	*%	8%	3%	-%	-%	2%	3%	6%	*%	-%	1%	*%
Neither important nor unimportant	(0)	79	55	6	6	4	*	*	-	48	9	*	*	*	*	-
		9%	9%	9%	16%	20%	4%	5%	-%	8%	10%	1%	1%	2%	1%	-%
Important	(1)	368	263	28	17	8	5	4	2	232	51	20	9	1	1	2
		42%	43%	39%	49%	38%	50%	50%	29%	41%	54%	69% a	80% a	9%	19%	17%
Very important	(2)	395	281	33	12	7	4	4	5	273	31	7	2	9	4	9
		45%	45%	46%	34%	34%	44%	41%	71%	48% c	33%	24%	19%	90%	73%	83%
Don't know		1	-	1	-	-	-	-	-	1	-	*	-	-	-	-
		*%	-%	2%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%
NET Important		763	544	61	30	16	9	8	7	505	82	28	12	10	5	11
		88%	88%	86%	83%	72%	93%	91%	100%	88%	87%	93%	99%	98%	92%	100%
NET Not Important		28	19	3	*	2	*	*	-	19	3	2	*	-	*	*
		3%	3%	4%	*%	8%	3%	4%	-%	3%	3%	6%	*%	-%	7%	*%
Answered		870	619	70	36	22	9	9	7	572	94	30	12	11	6	11
Mean Score		1.3	1.3	1.3	1.2	1.0	1.3	1.2	1.7	1.3	1.2	1.1	1.2	1.9	1.5	1.8
Standard error		.03	.04	.09	.10	.14	.13	.18	.17	.04	.07	.10	.07	.09	.31	.13
Standard deviation		.79	.79	.79	.71	.95	.72	.92	.49	.80	.73	.71	.44	.39	1.12	.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	6	6	-	-	-	-	*	-	*	1	4	-	-	*
		1%	1%	-%	-%	-%	-%	2%	-%	1%	*%	2%	-%	-%	1%
Not very important	(-1)	22	20	*	*	*	2	*	*	2	5	4	10	*	*
		2%	3%	*%	*%	*%	8%	*%	*%	3%	2%	2%	5%	*%	*%
Neither important nor unimportant	(0)	79	60	6	7	4	*	*	*	1	23	31	15	8	*
		9%	10%	6%	13%	18%	1%	2%	3%	2%	7%	17% a	8%	10%	1%
Important	(1)	368	260	47	30	10	8	6	7	21	164	71	68	28	15
		42%	41%	47%	50%	42%	40%	32%	48%	39%	50%	38%	36%	37%	43%
Very important	(2)	395	288	48	20	9	11	12	7	30	137	76	94	39	19
		45%	45%	47%	35%	39%	51%	64%	49%	55%	42%	41%	50%	52%	56%
Don't know		1	-	-	1	*	-	-	-	-	-	-	1	*	-
		*%	-%	-%	2%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%
NET Important		763	547	95	50	19	19	18	14	51	301	147	163	68	34
		88%	87%	94%	85%	81%	92%	96%	97%	95%	91% b	79%	86%	90%	98%
NET Not Important		28	25	*	*	*	2	*	*	2	6	8	10	*	*
		3%	4%	*%	*%	*%	8%	2%	*%	4%	2%	4%	5%	*%	1%
Answered		870	633	102	58	24	21	19	14	54	330	187	187	75	35
Mean Score		1.3	1.3	1.4	1.2	1.2	1.4	1.6	1.5	1.5	1.3	1.1	1.3	1.4	1.5
Standard error		.03	.04	.06	.08	.12	.15	.14	.14	.08	.05	.07	.06	.06	.09
Standard deviation		.79	.83	.61	.68	.76	.86	.73	.59	.75	.70	.93	.83	.68	.64

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	6	1	4	-	-	*	6	-	-	-	*
		1%	*%	3%	-%	-%	2%	1%	-%	-%	-%	1%
Not very important	(-1)	22	5	5	8	*	*	8	*	10	-	*
		2%	1%	3%	6%	*%	*%	2%	*%	7%	-%	*%
Neither important nor unimportant	(0)	79	26	28	11	7	*	35	11	7	5	-
		9%	7%	17% a	8%	12%	1%	9%	8%	5%	8%	-%
Important	(1)	368	182	54	52	25	13	176	57	49	24	11
		42%	47%	33%	39%	40%	62%	47%	43%	34%	44%	36%
Very important	(2)	395	175	71	62	30	7	152	62	76	27	19
		45%	45%	44%	46%	48%	35%	40%	47%	54%	48%	62%
Don't know		1	-	-	1	*	-	-	1	*	-	-
		*%	-%	-%	1%	*%	-%	-%	1%	*%	-%	-%
NET Important		763	357	125	114	55	20	328	118	124	51	29
		88%	92% b	77%	85%	88%	97%	87%	91%	88%	92%	99%
NET Not Important		28	6	10	8	*	*	14	*	10	-	*
		3%	2%	6%	6%	*%	2%	4%	*%	7%	-%	1%
Answered		870	389	163	133	62	20	377	129	141	56	30
Mean Score		1.3	1.3 b	1.1	1.3	1.4	1.3	1.2	1.4	1.3	1.4	1.6
Standard error		.03	.04	.08	.07	.07	.11	.05	.06	.07	.07	.11
Standard deviation		.79	.69	.99	.85	.69	.68	.82	.65	.87	.64	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	6	6	-	-	-	*	*	-	6	6	-	6	-
		1%	1%	-%	-%	-%	1%	*%	-%	2% a	1%	-%	1%	-%
Not very important	(-1)	22	10	3	6	2	*	8	5	9	18	4	18	*
		2%	2%	2%	3%	3%	*%	1%	9% a	3%	2%	6%	2%	2%
Neither important nor unimportant	(0)	79	47	15	12	5	*	32	10	38	77	2	72	*
		9%	11%	11%	6%	7%	*%	6%	18% a	14% a	10%	3%	10%	2%
Important	(1)	368	202	48	74	30	6	208	22	134	349	19	321	6
		42%	46%	36%	38%	41%	25%	38%	43%	49%	43%	30%	42%	51%
Very important	(2)	395	172	66	101	35	17	293	15	85	358	37	341	5
		45%	39%	50%	52% a	47%	73% a	54% bc	30%	31%	44%	59%	45%	36%
Don't know		1	-	-	-	1	-	1	-	-	*	1	*	1
		*%	-%	-%	-%	2%	-%	*%	-%	-%	*%	2% a	*%	9%
NET Important		763	374	114	175	65	23	501	38	218	707	56	663	11
		88%	86%	86%	91%	89%	98%	92% bc	72%	81%	88%	89%	87%	87%
NET Not Important		28	16	3	6	2	*	8	5	15	24	4	24	*
		3%	4%	2%	3%	3%	2%	1%	9% a	5% a	3%	6%	3%	2%
Answered		870	437	132	193	72	24	541	52	271	808	62	759	12
Mean Score		1.3	1.2	1.3	1.4	1.4	1.7	1.5 bc	.9	1.0	1.3	1.4	1.3	1.3
Standard error		.03	.04	.06	.05	.08	.10	.03	.12	.05	.03	.10	.03	.14
Standard deviation		.79	.82	.77	.75	.74	.64	.68	.93	.88	.78	.83	.79	.65

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	6	6	-	6	*	6	-	6	-	6	*
		1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
Not very important	(-1)	22	18	*	18	3	18	*	18	*	18	3
		2%	3%	1%	3%	2%	2%	2%	3%	1%	3%	2%
Neither important nor unimportant	(0)	79	56	2	67	12	68	5	52	6	64	15
		9%	8%	7%	10%	6%	9%	31%	7%	17%	10%	7%
Important	(1)	368	303	14	264	104	323	5	307	10	273	95
		42%	43%	48%	40%	48%	43%	31%	44%	32%	41%	47%
Very important	(2)	395	323	12	300	96	341	5	319	16	309	86
		45%	46%	40%	46%	44%	45%	30%	45%	50%	46%	43%
Don't know		1	*	1	1	-	*	1	1	-	*	1
		*%	*%	4%	*%	-%	*%	7%	*%	-%	*%	1%
				a								
NET Important		763	626	26	564	200	664	10	626	26	583	181
		88%	89%	88%	86%	93%	88%	60%	89%	81%	87%	90%
NET Not Important		28	24	*	24	4	24	*	24	*	24	4
		3%	3%	1%	4%	2%	3%	2%	3%	1%	4%	2%
Answered		870	706	28	654	216	756	15	702	32	671	199
Mean Score		1.3	1.3	1.3	1.3	1.4	1.3	.9	1.3	1.3	1.3	1.3
Standard error		.03	.03	.09	.03	.05	.03	.19	.03	.11	.03	.05
Standard deviation		.79	.79	.68	.82	.67	.79	.88	.79	.80	.81	.70

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	6	1	5	*	-	6	5	*	-	6	5	*	-
		1%	*%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
Not very important	(-1)	22	13	15	*	-	9	15	*	-	16	15	3	-
		2%	3%	3%	*%	-%	2%	3%	*%	-%	2%	3%	2%	-%
Neither important nor unimportant	(0)	79	49	53	6	-	38	40	3	-	63	32	7	-
		9%	10%	9%	4%	-%	8%	8%	2%	-%	10%	6%	4%	-%
Important	(1)	368	197	265	59	-	192	223	35	-	242	226	53	-
		42%	40%	44%	38%	-%	41%	43%	27%	-%	37%	44%	30%	-%
								c				c		
Very important	(2)	395	234	259	89	4	225	240	93	1	320	239	111	-
		45%	47%	43%	58%	100%	48%	46%	71%	100%	49%	46%	64%	-%
					b				ab				ab	
Don't know		1	1	-	-	-	1	*	-	-	1	-	-	-
		*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%
NET Important		763	432	524	148	4	417	463	128	1	562	465	164	-
		88%	87%	88%	96%	100%	89%	89%	98%	100%	87%	90%	94%	-%
									ab					
NET Not Important		28	14	21	1	-	15	20	*	-	22	20	4	-
		3%	3%	3%	*%	-%	3%	4%	*%	-%	3%	4%	2%	-%
Answered		870	495	598	154	4	470	523	131	1	646	517	175	-
Mean Score		1.3	1.3	1.3	1.5	2.0	1.3	1.3	1.7	2.0	1.3	1.3	1.6	-
					ab				ab				ab	
Standard error		.03	.04	.03	.05	-	.04	.04	.05	-	.03	.04	.05	-
Standard deviation		.79	.77	.80	.60	-	.80	.81	.54	-	.82	.79	.68	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	6	6	6	6	6	5	-	5	6	*	*	*
		1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	*%	*%
Not very important	(-1)	22	17	17	22	15	10	*	17	5	13	2	3
		2%	2%	2%	2%	2%	2%	*%	3%	1%	3%	2%	3%
Neither important nor unimportant	(0)	79	67	56	79	72	30	*	55	56	50	6	2
		9%	9%	8%	9%	12% b	6%	*%	9%	11%	10%	4%	2%
Important	(1)	368	307	297	368	235	214	12	263	203	187	38	13
		42%	42%	42%	42%	39%	42%	50%	43% de	38% e	36% e	28%	17%
Very important	(2)	395	334	327	395	283	248	12	274	266	270	88	60
		45%	46%	47%	45%	46%	49%	50%	45%	50%	52%	65% ab	77% abc
Don't know		1	-	-	1	-	-	-	1	*	1	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%
NET Important		763	641	624	763	519	462	25	537	468	456	127	73
		88%	88%	89%	88%	85%	91% a	100%	87%	87%	88%	94%	94%
NET Not Important		28	23	22	28	20	16	*	22	11	14	3	3
		3%	3%	3%	3%	3%	3%	*%	4%	2%	3%	2%	4%
Answered		870	731	702	870	611	507	25	614	535	520	135	78
Mean Score		1.3	1.3	1.3	1.3	1.3	1.4	1.5	1.3	1.3	1.4	1.6 ab	1.7 abc
Standard error		.03	.03	.03	.03	.03	.04	.09	.03	.04	.03	.06	.09
Standard deviation		.79	.80	.79	.79	.83	.77	.52	.80	.79	.77	.68	.72

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	6	-	4	1	-	6	5	6	1	1	5	6	*	-	6	-
		1%	-%	11% a	1%	-%	1%	1%	1%	*%	*%	1%	1%	*%	-%	1%	-%
Not very important	(-1)	22	*	*	1	1	20	13	20	15	8	8	19	3	-	19	1
		2%	*%	*%	1%	2%	3%	3%	3%	2%	2%	2%	3%	2%	-%	3%	1%
Neither important nor unimportant	(0)	79	4	3	*	4	64	52	70	55	41	46	59	5	-	66	-
		9%	3%	8%	*%	11%	9%	11%	9%	9%	9%	9%	9%	4%	-%	10%	-%
Important	(1)	368	43	14	37	13	309	199	319	237	159	199	286	48	-	269	42
		42%	36%	34%	55%	39%	43%	41%	43%	40%	36%	41%	42%	37%	-%	41%	51%
Very important	(2)	395	70	18	29	16	313	220	331	286	228	231	310	73	-	291	40
		45%	60%	44%	43%	47%	44%	45%	44%	48%	52%	47%	46%	56%	-%	45%	48%
Don't know		1	-	1	-	-	-	1	1	1	*	1	1	-	-	1	-
		*%	-%	3%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		763	113	33	65	29	622	419	650	523	387	430	596	121	-	560	82
		88%	96% b	78%	98% b	87%	87%	85%	87%	88%	89%	88%	88%	94%	-%	86%	99% a
NET Not Important		28	*	5	1	1	26	18	26	15	9	13	25	3	-	25	1
		3%	*%	11% a	2%	2%	4%	4%	3%	3%	2%	3%	4%	2%	-%	4%	1%
Answered		870	117	41	67	34	712	490	746	593	437	488	679	129	-	651	83
Mean Score		1.3	1.6 b	1.0	1.4	1.3	1.3	1.3	1.3	1.3	1.4	1.3	1.3	1.5	-	1.3	1.5
Standard error		.03	.06	.18	.09	.14	.03	.04	.03	.03	.03	.04	.03	.06	-	.03	.07
Standard deviation		.79	.58	1.26	.66	.77	.80	.83	.80	.76	.75	.79	.80	.70	-	.82	.56

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	6	-	6	*	-	-	*	-	5	1	-	4	1
		1%	-%	1%	*%	-%	-%	*%	-%	1%	1%	-%	2%	*%
Not very important	(-1)	22	12	10	4	-	1	4	3	17	1	*	6	16
		2%	3%	2%	1%	-%	1%	1%	2%	3%	1%	*%	3%	3%
Neither important nor unimportant	(0)	79	16	63	17	4	6	16	2	68	8	4	19	53
		9%	4%	14%	5%	17%	5%	6%	1%	12%	5%	2%	10%	11%
				a						a				a
Important	(1)	368	161	207	137	6	42	113	42	264	59	62	70	224
		42%	40%	44%	45%	27%	36%	45%	33%	45%	40%	39%	37%	45%
Very important	(2)	395	215	180	142	12	65	120	79	232	77	91	90	206
		45%	53%	39%	47%	56%	57%	47%	62%	40%	53%	58%	48%	41%
			b						b			c		
Don't know		1	1	-	1	-	1	*	1	*	-	-	-	1
		*%	*%	-%	*%	-%	1%	*%	1%	*%	-%	-%	-%	*%
NET Important		763	376	387	278	18	107	233	122	496	136	153	160	431
		88%	93%	83%	93%	83%	93%	92%	95%	85%	93%	97%	85%	86%
			b						b			bc		
NET Not Important		28	12	16	5	-	1	4	3	22	2	*	10	17
		3%	3%	3%	2%	-%	1%	2%	2%	4%	2%	*%	5%	3%
Answered		870	404	466	299	22	114	253	126	586	146	157	189	501
Mean Score		1.3	1.4	1.2	1.4	1.4	1.5	1.4	1.6	1.2	1.4	1.6	1.2	1.2
			b						b		b	bc		
Standard error		.03	.04	.04	.04	.22	.05	.05	.06	.03	.06	.05	.07	.04
Standard deviation		.79	.71	.83	.67	.78	.63	.68	.65	.82	.71	.56	.92	.78

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	6	1	5
		1%	*%	1%
Not very important	(-1)	22	6	16
		2%	2%	3%
Neither important nor unimportant	(0)	79	30	49
		9%	10%	9%
Important	(1)	368	134	234
		42%	44%	41%
Very important	(2)	395	132	264
		45%	44%	46%
Don't know		1	-	1
		*%	-%	*%
NET Important		763	265	498
		88%	88%	88%
NET Not Important		28	7	21
		3%	2%	4%
Answered		870	302	568
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.04
Standard deviation		.79	.75	.81

Columns Tested:: a,b

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	6	-	4	-	-	-	-	-	-	-	1	*	*
		1%	-%	4%	-%	-%	-%	-%	-%	-%	-%	3%	*%	*%
Not very important	(-1)	22	*	2	-	*	4	5	1	*	3	*	1	7
		2%	1%	1%	-%	1%	6%	4%	17%	*%	3%	*%	1%	9%
														hk
Neither important nor unimportant	(0)	79	1	11	9	4	-	13	*	11	7	7	9	6
		9%	7%	9%	17%	10%	-%	11%	3%	8%	9%	25%	8%	8%
												ehk		
Important	(1)	368	4	59	21	22	22	59	2	67	25	8	43	36
		42%	35%	46%	38%	56%	32%	49%	42%	45%	31%	29%	38%	47%
Very important	(2)	395	6	51	25	13	41	45	2	70	45	12	59	27
		45%	57%	40%	45%	33%	62%	37%	37%	47%	57%	40%	53%	36%
							l							
Don't know		1	-	-	-	-	-	-	-	-	*	1	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	4%	-%	-%
NET Important		763	10	110	46	34	63	104	3	137	70	20	103	63
		88%	91%	86%	83%	89%	94%	85%	79%	92%	88%	69%	91%	83%
							j			j			j	
NET Not Important		28	*	6	-	*	4	5	1	*	3	1	1	7
		3%	1%	5%	-%	1%	6%	4%	17%	*%	3%	3%	1%	9%
														h
Answered		870	11	128	55	39	67	122	4	148	80	28	113	76
Mean Score		1.3	1.5	1.2	1.3	1.2	1.5	1.2	1.0	1.4	1.4	1.1	1.4	1.1
										l			l	
Standard error		.03	.12	.10	.10	.08	.12	.07	.34	.06	.10	.13	.07	.09
Standard deviation		.79	.72	.91	.74	.66	.78	.77	1.21	.63	.78	.97	.70	.91

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 212 (continuation)

QD10A_11. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	6	4	-	-	1	4	1
		1%	2%	-%	-%	1%	1%	*%
Not very important	(-1)	22	2	9	3	7	11	11
		2%	1%	4%	1%	3%	3%	2%
Neither important nor unimportant	(0)	79	21	17	18	22	39	40
		9%	11%	8%	8%	10%	9%	9%
Important	(1)	368	84	103	94	88	187	181
		42%	43%	45%	40%	40%	44%	40%
Very important	(2)	395	82	98	117	98	180	215
		45%	42%	43%	50%	45%	43%	48%
Don't know		1	-	-	*	1	-	1
		*%	-%	-%	*%	1%	-%	*%
NET Important		763	166	201	210	186	367	396
		88%	86%	89%	91%	85%	87%	88%
NET Not Important		28	6	9	3	9	15	12
		3%	3%	4%	1%	4%	4%	3%
Answered		870	194	227	232	217	421	449
Mean Score		1.3	1.2	1.3	1.4	1.3	1.3	1.3
Standard error		.03	.06	.05	.05	.05	.04	.04
Standard deviation		.79	.86	.77	.70	.83	.81	.77

Columns Tested:: a,b,c,d - a,b

Table 213

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	3	-	3	2	*	-	-	*
		*%	-%	*%	*%	1%	-%	-%	1%
Not very important	(-1)	8	*	8	8	*	-	*	*
		1%	*%	1%	1%	*%	-%	2%	*%
Neither important nor unimportant	(0)	60	3	57	55	4	*	*	5
		7%	16%	7%	7%	13%	1%	9%	11%
Important	(1)	341	2	340	327	11	2	1	14
		39%	10%	40%	39%	31%	58%	46%	34%
Very important	(2)	460	12	448	439	19	2	1	21
		53%	73%	52%	53%	54%	41%	43%	53%
Don't know		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	*%	-%	-%	*%
NET Important		801	14	787	766	29	4	2	35
		92%	84%	92%	92%	86%	99%	89%	87%
NET Not Important		10	*	10	10	1	-	*	1
		1%	*%	1%	1%	2%	-%	2%	2%
Answered		871	17	854	831	34	4	2	40
Mean Score		1.4	1.6	1.4	1.4	1.4	1.4	1.3	1.4
Standard error		.02	.15	.02	.03	.07	.11	.11	.05
Standard deviation		.69	.78	.69	.68	.83	.59	1.01	.80

Columns Tested:: a,b - a,b,c,d,e

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	3	2	-	-	*	-	-	2	*	-
		*%	*%	-%	-%	2%	-%	-%	*%	1%	-%
Not very important	(-1)	8	6	1	1	*	*	*	8	*	*
		1%	1%	*%	2%	1%	*%	2%	1%	*%	1%
Neither important nor unimportant	(0)	60	30	21	4	4	1	*	55	4	*
		7%	7%	7%	7%	15%	4%	9%	7%	13%	4%
						g					
Important	(1)	341	180	119	28	6	6	1	327	11	3
		39%	40%	37%	48%	27%	46%	46%	39%	31%	54%
											dh
Very important	(2)	460	233	180	25	13	7	1	439	19	2
		53%	52%	56%	43%	55%	49%	43%	53%	54%	42%
Don't know		*	-	-	-	*	-	-	-	*	-
		*%	-%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		801	414	300	53	20	13	2	766	29	5
		92%	92%	93%	91%	82%	95%	89%	92%	86%	96%
				d					d		
NET Not Important		10	8	1	1	1	*	*	10	1	*
		1%	2%	*%	2%	2%	*%	2%	1%	2%	1%
Answered		871	451	322	58	24	14	2	831	34	6
Mean Score		1.4	1.4	1.5	1.3	1.3	1.4	1.3	1.4	1.4	1.4
Standard error		.02	.04	.04	.08	.10	.07	.11	.03	.07	.06
Standard deviation		.69	.71	.63	.70	.91	.61	1.01	.68	.83	.65

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	3	2	-	*	-	-	2	-	*	-	-
		*%	*%	-%	1%	-%	-%	*%	-%	1%	-%	-%
Not very important	(-1)	8	6	2	*	-	*	3	1	4	*	-
		1%	1%	1%	*%	-%	2%	*%	1%	10%	*%	-%
										a		
Neither important nor unimportant	(0)	60	45	10	4	*	*	41	11	4	2	2
		7%	7%	7%	13%	1%	9%	7%	9%	10%	12%	7%
Important	(1)	341	266	61	11	2	1	249	43	10	5	11
		39%	39%	42%	31%	58%	46%	41%	36%	29%	35%	45%
Very important	(2)	460	368	71	19	2	1	309	63	18	8	12
		53%	54%	49%	54%	41%	43%	51%	54%	49%	53%	47%
Don't know		*	-	-	*	-	-	-	-	*	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET Important		801	634	132	29	4	2	559	106	28	13	23
		92%	92%	92%	86%	99%	89%	92%	90%	78%	88%	93%
								c				
NET Not Important		10	8	2	1	-	*	5	1	4	*	-
		1%	1%	1%	2%	-%	2%	1%	1%	11%	*%	-%
										ab		
Answered		871	687	144	34	4	2	604	118	36	15	25
Mean Score		1.4	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.2	1.4	1.4
Standard error		.02	.03	.05	.07	.11	.11	.03	.06	.13	.11	.06
Standard deviation		.69	.68	.68	.83	.59	1.01	.67	.70	1.06	.73	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	3	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Not very important	(-1)	8	3	-	*	-	*	3	1	-	1
		1%	4%	-%	*%	-%	*%	2%	1%	-%	2%
Neither important nor unimportant	(0)	60	4	4	9	-	5	8	1	15	5
		7%	5%	6%	6%	-%	6%	5%	1%	24% acefg	8%
Important	(1)	341	22	25	49	15	30	74	54	30	16
		39%	30%	38%	34%	53%	33%	45%	52% i	48%	24%
Very important	(2)	460	45	35	86	13	57	80	48	18	45
		53%	61% h	55% h	60% h	47%	62% h	48%	46%	28%	67% h
Don't know		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		801	67	60	135	27	88	155	102	48	60
		92%	91%	94%	94% h	100%	94% h	93% h	98% h	76%	91%
NET Not Important		10	3	-	*	-	*	3	1	-	1
		1%	4%	-%	*%	-%	*%	2%	1%	-%	2%
Answered		871	74	64	144	27	93	166	104	63	67
Mean Score		1.4	1.5 h	1.5 h	1.5 h	1.5	1.6 h	1.4 h	1.4 h	1.0	1.6 h
Standard error		.02	.10	.09	.06	.11	.07	.07	.07	.10	.09
Standard deviation		.69	.76	.62	.61	.51	.61	.68	.57	.72	.71

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	3	-	-	*	*	2	-	2	-
		*%	-%	-%	*%	*%	3%	-%	8%	-%
							d		abcd	
Not very important	(-1)	8	1	3	3	7	1	*	*	*
		1%	1%	1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	60	11	23	19	52	8	2	2	3
		7%	6%	11%	4%	6%	11%	8%	9%	23%
				c						acd
Important	(1)	341	61	77	178	316	26	7	15	3
		39%	32%	38%	43%	39%	37%	24%	60%	25%
					f				abdefh	
Very important	(2)	460	115	98	214	427	33	20	6	7
		53%	61%	49%	52%	53%	48%	68%	22%	51%
			g	g	g	g	g	g		g
Don't know		*	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	*%	-%	-%	*%
NET Important		801	175	175	392	743	58	28	21	10
		92%	94%	87%	95%	93%	85%	91%	82%	76%
			h		begh	egh				
NET Not Important		10	1	3	4	8	3	*	2	*
		1%	1%	1%	1%	1%	4%	1%	10%	1%
									acd	
Answered		871	187	201	415	803	68	30	25	13
Mean Score		1.4	1.5	1.3	1.5	1.4	1.3	1.6	.9	1.3
			eg	g	g	eg		g		
Standard error		.02	.05	.06	.04	.03	.06	.07	.11	.09
Standard deviation		.69	.63	.73	.63	.66	.92	.67	1.06	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	3	-	-	-	3	-	-	-	-	-
		*%	-%	-%	-%	3% i	-%	-%	-%	-%	-%
Not very important	(-1)	8	-	*	*	-	1	-	-	1	6
		1%	-%	*%	*%	-%	1%	-%	-%	6%	1%
Neither important nor unimportant	(0)	60	4	8	8	2	9	3	2	*	31
		7%	19%	13%	12%	2%	6%	10%	10%	*%	7%
Important	(1)	341	12	25	27	34	62	5	5	6	189
		39%	54%	41%	42%	37%	38%	19%	22%	40%	41%
Very important	(2)	460	6	28	28	54	90	21	15	8	237
		53%	27%	46%	45%	58%	55%	71%	68%	54%	51%
Don't know		*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		801	19	53	55	88	153	26	20	15	426
		92%	81%	87%	87%	95%	94%	90%	90%	94%	92%
NET Not Important		10	-	*	*	3	1	-	-	1	6
		1%	-%	*%	*%	3%	1%	-%	-%	6%	1%
Answered		871	23	61	63	93	163	29	22	15	463
Mean Score		1.4	1.1	1.3	1.3	1.5	1.5	1.6	1.6	1.4	1.4
Standard error		.02	.14	.08	.08	.08	.05	.13	.13	.17	.03
Standard deviation		.69	.69	.71	.70	.79	.63	.67	.68	.80	.67

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	3	3	-	-	3	-	3	-	3	-
		*%	1%	-%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	8	*	1	7	5	3	8	*	8	-
		1%	*%	1%	1%	1%	2%	1%	*%	1%	-%
Neither important nor unimportant	(0)	60	14	12	33	49	11	54	6	58	2
		7%	8%	6%	7%	7%	8%	7%	10%	7%	8%
Important	(1)	341	74	68	200	283	58	323	19	337	4
		39%	41%	35%	40%	39%	40%	40%	33%	40%	21%
Very important	(2)	460	88	111	260	386	74	428	32	445	15
		53%	49%	58%	52%	53%	51%	53%	57%	52%	71%
Don't know		*	-	-	*	*	-	-	*	*	-
		*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
NET Important		801	162	179	460	669	132	750	51	782	19
		92%	91%	93%	92%	92%	90%	92%	90%	92%	92%
NET Not Important		10	3	1	7	8	3	10	*	10	-
		1%	2%	1%	1%	1%	2%	1%	*%	1%	-%
Answered		871	179	192	501	725	146	815	57	850	21
Mean Score		1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.5	1.4	1.6
Standard error		.02	.05	.04	.03	.03	.07	.03	.06	.02	.15
Standard deviation		.69	.76	.64	.68	.68	.71	.69	.68	.69	.65

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	3	2	*	-	-	2	-	*	2	*
		*%	*%	*%	-%	-%	2%	-%	2%	*%	1%
Not very important	(-1)	8	5	3	*	8	*	*	-	8	*
		1%	1%	2%	*%	1%	*%	*%	-%	1%	*%
Neither important nor unimportant	(0)	60	40	10	9	51	3	2	3	54	6
		7%	9%	8%	3%	8%	2%	6%	16%	7%	9%
			c								
Important	(1)	341	190	45	105	267	46	22	7	313	28
		39%	43%	33%	36%	39%	35%	54%	32%	39%	47%
Very important	(2)	460	205	77	178	353	81	16	10	434	26
		53%	46%	57%	61%	52%	61%	40%	49%	53%	43%
					a						
Don't know		*	-	*	-	-	-	-	*	-	*
		*%	-%	*%	-%	-%	-%	-%	*%	-%	*%
NET Important		801	394	122	282	620	126	38	17	746	55
		92%	89%	90%	97%	91%	96%	94%	81%	92%	90%
					a						
NET Not Important		10	7	3	*	8	2	*	*	10	*
		1%	2%	2%	*%	1%	2%	*%	2%	1%	1%
Answered		871	442	136	292	679	131	40	20	810	61
Mean Score		1.4	1.3	1.4	1.6	1.4	1.5	1.3	1.3	1.4	1.3
					a						
Standard error		.02	.04	.06	.04	.03	.05	.09	.13	.03	.07
Standard deviation		.69	.73	.75	.56	.68	.70	.59	.91	.69	.71

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	3	-	-	3	2	2	2	3	3	3
		*%	-%	-%	1%	*%	*%	*%	*%	*%	1%
Not very important	(-1)	8	4	4	*	8	8	8	8	1	1
		1%	1%	1%	*%	1%	1%	1%	1%	*%	*%
Neither important nor unimportant	(0)	60	34	17	9	57	47	58	60	37	21
		7%	10%	5%	5%	7%	6%	7%	7%	7%	7%
Important	(1)	341	156	111	74	311	285	323	341	216	107
		39%	47%	32%	38%	40%	39%	40%	39%	41%	38%
			b								
Very important	(2)	460	138	215	107	395	394	427	460	270	148
		53%	42%	62%	56%	51%	54%	52%	53%	51%	53%
				a	a						
Don't know		*	-	-	*	*	*	*	*	*	*
		*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
NET Important		801	294	326	181	706	679	750	801	486	255
		92%	89%	94%	94%	91%	92%	92%	92%	92%	91%
NET Not Important		10	4	4	3	10	10	10	10	4	4
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Answered		871	331	348	192	772	735	817	871	527	279
Mean Score		1.4	1.3	1.5	1.5	1.4	1.4	1.4	1.4	1.4	1.4
				a							
Standard error		.02	.05	.03	.04	.03	.03	.02	.02	.03	.04
Standard deviation		.69	.69	.65	.71	.69	.69	.69	.69	.68	.73

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	3	-	2	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	8	-	7	-	*	-	-	-	-
		1%	-%	1%	-%	*%	-%	-%	-%	-%
Neither important nor unimportant	(0)	60	11	39	1	3	*	3	1	4
		7%	12%	7%	1%	7%	1%	20%	4%	7%
Important	(1)	341	39	236	20	15	4	2	7	12
		39%	40%	41%	45%	35%	19%	13%	39%	25%
Very important	(2)	460	47	297	25	25	15	9	10	34
		53%	48%	51%	54%	57%	80%	67%	57%	68%
Don't know		*	-	-	-	-	-	-	*	*
		*%	-%	-%	-%	-%	-%	-%	*%	*%
NET Important		801	87	532	45	40	18	11	17	46
		92%	88%	92%	99%	92%	99%	80%	96%	93%
NET Not Important		10	-	9	-	*	-	-	-	-
		1%	-%	2%	-%	*%	-%	-%	-%	-%
Answered		871	98	581	45	43	18	13	18	50
Mean Score		1.4	1.4	1.4	1.5	1.5	1.8	1.5	1.5	1.6
							a			
Standard error		.02	.08	.03	.08	.08	.06	.14	.13	.06
Standard deviation		.69	.69	.70	.53	.65	.43	.84	.59	.62

Columns Tested:: a,b,c,d,e,f,g,h

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	3	2	-	-	-	-	-	-	-	2	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	8	7	*	-	-	-	-	-	7	-	*	-	-	-	-
		1%	1%	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%
Neither important nor unimportant	(0)	60	48	3	2	2	2	*	-	38	5	1	2	*	*	1
		7%	8%	4%	5%	8%	25%	4%	-%	7%	5%	2%	20%	*%	1%	6%
Important	(1)	341	258	26	12	5	1	1	6	220	40	17	4	1	1	2
		39%	42%	37%	35%	24%	16%	16%	87%	38%	42%	59%	38%	8%	22%	19%
Very important	(2)	460	304	42	21	15	6	7	1	308	47	12	5	10	4	8
		53%	49%	59%	60%	67%	59%	80%	12%	54%	50%	39%	42%	92%	77%	74%
Don't know		*	-	-	-	-	-	-	*	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%
NET Important		801	562	68	34	20	7	8	7	527	87	29	9	11	6	10
		92%	91%	96%	95%	92%	75%	96%	99%	92%	93%	98%	80%	100%	99%	93%
NET Not Important		10	9	*	-	-	-	-	-	7	2	*	-	-	-	-
		1%	2%	*%	-%	-%	-%	-%	-%	1%	2%	*%	-%	-%	-%	-%
Answered		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.4	1.4	1.5	1.5	1.6	1.3	1.8	1.1	1.4	1.4	1.4	1.2	1.9	1.8	1.7
Standard error		.02	.03	.07	.08	.10	.17	.11	.13	.03	.08	.08	.13	.07	.14	.20
Standard deviation		.69	.71	.59	.60	.65	.90	.55	.35	.68	.78	.55	.79	.30	.50	.62

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	3	-	*	2	-	-	-	-	-	-	2	-	-	-
		*%	-%	*%	4% a	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Not very important	(-1)	8	7	-	*	*	-	-	*	*	7	*	*	-	-
		1%	1%	-%	*%	*%	-%	-%	2%	1%	2%	*%	*%	-%	-%
Neither important nor unimportant	(0)	60	49	4	1	2	*	2	1	3	18	18	14	3	6
		7%	8%	4%	1%	9%	2%	12%	5%	6%	5%	10%	7%	4%	16%
Important	(1)	341	245	54	16	6	9	8	3	21	143	70	68	29	13
		39%	39%	53% c	27%	26%	45%	44%	22%	38%	43%	37%	36%	38%	37%
Very important	(2)	460	331	43	41	15	11	8	10	30	163	96	107	44	16
		53%	52%	42%	69% b	65%	54%	44%	71%	55%	49%	52%	57%	58%	47%
Don't know		*	-	-	-	-	-	-	*	*	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%
NET Important		801	576	97	56	22	21	17	13	50	306	166	175	73	29
		92%	91%	95%	95%	91%	98%	88%	92%	93%	93%	89%	93%	96%	84%
NET Not Important		10	7	*	2	*	-	-	*	*	7	2	*	-	-
		1%	1%	*%	4%	*%	-%	-%	2%	1%	2%	1%	*%	-%	-%
Answered		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		1.4	1.4	1.4	1.6	1.6	1.5	1.3	1.6	1.5	1.4	1.4	1.5	1.5	1.3
Standard error		.02	.03	.06	.10	.10	.10	.13	.18	.07	.04	.06	.04	.05	.11
Standard deviation		.69	.69	.61	.84	.67	.54	.70	.72	.65	.69	.76	.63	.57	.74

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	3	2	-	-	-	-	-	2	-	-	-
		*%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Not very important	(-1)	8	7	*	*	-	-	7	*	-	-	-
		1%	2%	*%	*%	-%	-%	2%	*%	-%	-%	-%
Neither important nor unimportant	(0)	60	25	14	9	3	5	25	8	6	3	5
		7%	6%	9%	7%	4%	27% a	7%	6%	4%	5%	18%
Important	(1)	341	161	66	51	23	10	157	45	51	23	9
		39%	41%	41%	38%	36%	48%	42%	34%	36%	42%	28%
Very important	(2)	460	194	82	74	37	5	188	75	85	30	16
		53%	50%	50%	55%	59%	25%	50%	58%	60%	54%	53%
Don't know		*	-	-	*	-	-	-	-	-	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
NET Important		801	355	148	125	60	15	345	120	136	53	24
		92%	91%	91%	93%	96%	73%	91%	92%	96%	95%	82%
NET Not Important		10	9	*	*	-	-	7	2	-	-	-
		1%	2%	*%	*%	-%	-%	2%	2%	-%	-%	-%
Answered		871	389	163	134	62	20	377	131	141	56	30
Mean Score		1.4	1.4	1.4	1.5 e	1.6 e	1.0	1.4	1.5	1.6	1.5	1.4
Standard error		.02	.04	.06	.05	.06	.12	.04	.06	.04	.07	.13
Standard deviation		.69	.73	.65	.63	.58	.74	.70	.77	.57	.59	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	3	*	-	2	-	-	3	-	-	2	*	2	-
		*%	*%	-%	1%	-%	-%	*%	-%	-%	*%	1%	*%	-%
Not very important	(-1)	8	8	*	-	*	-	1	1	6	8	-	8	-
		1%	2%	*%	-%	*%	-%	*%	2%	2% a	1%	-%	1%	-%
Neither important nor unimportant	(0)	60	30	12	14	3	1	30	6	24	57	2	56	*
		7%	7%	9%	7%	3%	3%	5%	11%	9%	7%	4%	7%	3%
Important	(1)	341	188	38	73	28	10	179	21	137	323	18	308	3
		39%	43%	29%	38%	38%	43%	33%	40%	51% a	40%	29%	41%	24%
Very important	(2)	460	211	82	103	43	13	330	25	103	418	42	385	9
		53%	48%	62%	54%	59%	54%	61% c	47%	38%	52%	66%	51%	73%
Don't know		*	-	-	-	-	-	-	*	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
NET Important		801	399	120	176	70	23	509	45	240	741	60	693	12
		92%	91%	91%	92%	96%	97%	94%	87%	89%	92%	95%	91%	97%
NET Not Important		10	8	*	2	*	-	3	1	6	10	*	10	-
		1%	2%	*%	1%	*%	-%	1%	2%	2%	1%	1%	1%	-%
Answered		871	437	132	193	73	24	542	52	271	808	63	759	13
Mean Score		1.4	1.4	1.5	1.4	1.6	1.5	1.5 c	1.3	1.2	1.4	1.6	1.4	1.7
Standard error		.02	.04	.05	.05	.06	.09	.03	.10	.04	.02	.08	.03	.11
Standard deviation		.69	.70	.66	.72	.57	.57	.65	.76	.71	.69	.64	.69	.53

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	3	2	-	3	-	2	-	2	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	8	7	*	8	*	7	*	8	-	8	*
		1%	1%	*%	1%	*%	1%	*%	1%	-%	1%	*%
Neither important nor unimportant	(0)	60	45	2	53	7	57	*	45	1	53	6
		7%	6%	6%	8%	3%	7%	*%	6%	4%	8%	3%
Important	(1)	341	270	16	262	79	308	3	272	13	268	74
		39%	38%	53%	40%	37%	41%	20%	39%	40%	40%	37%
Very important	(2)	460	382	12	330	129	382	13	375	18	340	120
		53%	54%	40%	50%	60%	51%	80%	53%	56%	51%	60%
Don't know		*	*	-	*	-	*	-	*	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		801	651	28	592	209	690	16	648	31	607	194
		92%	92%	94%	90%	97%	91%	99%	92%	96%	91%	97%
NET Not Important		10	10	*	10	*	10	*	10	-	10	*
		1%	1%	*%	2%	*%	1%	*%	1%	-%	2%	*%
Answered		871	706	29	656	216	756	16	703	32	671	200
Mean Score		1.4	1.4	1.3	1.4	1.6 a	1.4	1.8	1.4	1.5	1.4	1.6 a
Standard error		.02	.03	.08	.03	.04	.03	.10	.03	.08	.03	.04
Standard deviation		.69	.69	.61	.72	.56	.69	.45	.69	.58	.72	.56

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	3	2	-	-	-	2	-	-	-	3	-	-	-
		*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Not very important	(-1)	8	*	7	*	-	1	7	*	-	1	7	*	-
		1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
Neither important nor unimportant	(0)	60	30	50	6	-	20	39	5	-	26	42	10	-
		7%	6%	8%	4%	-%	4%	7%	4%	-%	4%	8%	6%	-%
Important	(1)	341	200	236	50	-	179	201	42	-	235	215	50	-
		39%	40%	39%	32%	-%	38%	38%	32%	-%	36%	42% c	29%	-%
Very important	(2)	460	264	305	98	4	270	276	84	1	382	253	114	-
		53%	53%	51%	64%	100%	57%	53%	64%	100%	59% b	49%	65% b	-%
Don't know		*	*	-	*	-	-	*	-	-	-	-	*	-
		*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
NET Important		801	464	541	148	4	448	478	126	1	618	468	164	-
		92%	94%	90%	96%	100%	95%	91%	96%	100%	95% b	91%	94%	-%
NET Not Important		10	2	7	*	-	3	7	*	-	4	7	*	-
		1%	*%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
Answered		871	496	598	154	4	471	523	131	1	647	517	175	-
Mean Score		1.4	1.5	1.4	1.6 b	2.0	1.5	1.4	1.6	2.0	1.5 b	1.4	1.6 b	-
Standard error		.02	.03	.03	.05	-	.03	.03	.05	-	.03	.03	.05	-
Standard deviation		.69	.65	.69	.56	-	.63	.69	.56	-	.62	.69	.60	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	3	-	-	3	-	-	-	2	*	-	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%
Not very important	(-1)	8	7	8	8	7	6	*	7	*	1	*	-
		1%	1%	1%	1%	1%	1%	*%	1%	*%	*%	*%	-%
Neither important nor unimportant	(0)	60	52	44	60	38	29	1	42	22	20	5	2
		7%	7%	6%	7%	6%	6%	3%	7%	4%	4%	3%	2%
Important	(1)	341	298	268	341	237	192	10	255	198	178	38	25
		39%	41%	38%	39%	39%	38%	38%	41%	37%	34%	28%	32%
Very important	(2)	460	374	382	460	329	279	15	310	315	322	93	51
		53%	51%	54%	53%	54%	55%	59%	50%	59%	62% a	69% a	66%
Don't know		*	*	*	*	*	*	-	*	-	-	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
NET Important		801	672	651	801	566	471	24	564	512	499	131	76
		92%	92%	93%	92%	93%	93%	97%	92%	96%	96%	96%	98%
NET Not Important		10	7	8	10	7	6	*	9	1	1	*	-
		1%	1%	1%	1%	1%	1%	*%	1%	*%	*%	*%	-%
Answered		871	731	702	871	611	507	25	615	535	521	135	78
Mean Score		1.4	1.4	1.5	1.4	1.5	1.5	1.6	1.4	1.5 a	1.6 a	1.7 a	1.6
Standard error		.02	.03	.03	.02	.03	.03	.10	.03	.03	.03	.05	.06
Standard deviation		.69	.67	.66	.69	.66	.66	.57	.70	.59	.58	.55	.53

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	3	3	-	-	-	2	-	2	-	*	2	-	-	-	*	2
		*%	2%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%	-%	-%	*%	3% a
Not very important	(-1)	8	1	*	*	-	8	7	8	4	3	1	8	*	-	8	*
		1%	1%	1%	*%	-%	1%	2%	1%	1%	1%	*%	1%	*%	-%	1%	*%
Neither important nor unimportant	(0)	60	5	5	1	6	50	30	52	34	28	26	46	2	-	36	7
		7%	4%	11%	2%	18%	7%	6%	7%	6%	6%	5%	7%	2%	-%	6%	8%
Important	(1)	341	43	23	24	13	277	185	290	237	160	188	266	43	-	247	34
		39%	37%	55%	36%	38%	39%	38%	39%	40%	37%	38%	39%	33%	-%	38%	41%
Very important	(2)	460	66	14	41	15	375	267	395	319	246	273	361	84	-	360	40
		53%	56%	33%	62%	44%	53%	54%	53%	54%	56%	56%	53%	65%	-%	55%	48%
Don't know		*	-	-	-	*	*	*	*	*	-	*	*	*	-	*	-
		*%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
NET Important		801	109	37	66	28	652	453	685	556	406	461	626	127	-	607	74
		92%	93%	88%	98%	82%	92%	92%	92%	94%	93%	94%	92%	98%	-%	93%	89%
NET Not Important		10	3	*	*	-	10	7	10	4	3	3	8	*	-	8	2
		1%	3%	1%	*%	-%	1%	2%	1%	1%	1%	1%	1%	*%	-%	1%	3%
Answered		871	117	42	67	34	712	491	747	594	437	490	680	129	-	652	83
Mean Score		1.4	1.4	1.2	1.6 b	1.3	1.4	1.5	1.4	1.5	1.5	1.5	1.4	1.6 b	-	1.5	1.3
Standard error		.02	.08	.09	.07	.14	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.11
Standard deviation		.69	.80	.67	.54	.75	.70	.68	.69	.64	.66	.64	.67	.52	-	.66	.83

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	3	3	-	*	-	*	-	-	*	2	3	-	-
		*%	1%	-%	*%	-%	*%	-%	-%	*%	1%	2%	-%	-%
Not very important	(-1)	8	4	4	*	-	-	*	3	4	1	*	3	5
		1%	1%	1%	*%	-%	-%	*%	2%	1%	1%	*%	2%	1%
Neither important nor unimportant	(0)	60	16	43	15	-	6	10	9	45	3	11	13	34
		7%	4%	9% a	5%	-%	5%	4%	7%	8%	2%	7%	7%	7%
Important	(1)	341	147	194	96	10	50	76	34	240	65	39	83	211
		39%	36%	42%	32%	44%	43%	30%	27%	41%	44%	25%	44% a	42% a
Very important	(2)	460	235	224	189	12	59	166	82	297	75	105	90	251
		53%	58%	48%	63%	55%	51%	66%	64%	51%	51%	67% bc	48%	50%
Don't know		*	*	-	-	*	*	-	*	-	-	-	*	-
		*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%
NET Important		801	382	419	285	22	109	242	116	537	140	143	173	463
		92%	94%	90%	95%	100%	94%	96%	91%	92%	95%	91%	92%	92%
NET Not Important		10	7	4	1	-	*	*	3	4	3	3	3	5
		1%	2%	1%	*%	-%	*%	*%	2%	1%	2%	2%	2%	1%
Answered		871	405	466	300	22	115	253	127	587	146	157	189	502
Mean Score		1.4	1.5	1.4	1.6	1.6	1.5	1.6	1.5	1.4	1.4	1.5	1.4	1.4
Standard error		.02	.03	.03	.03	.15	.05	.04	.06	.03	.06	.06	.05	.03
Standard deviation		.69	.68	.69	.61	.51	.63	.57	.72	.67	.72	.77	.68	.66

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	3	3	-
		*%	1%	-%
Not very important	(-1)	8	2	6
		1%	1%	1%
Neither important nor unimportant	(0)	60	18	41
		7%	6%	7%
Important	(1)	341	127	214
		39%	42%	38%
Very important	(2)	460	152	307
		53%	50%	54%
Don't know		*	*	-
		*%	*%	-%
NET Important		801	280	521
		92%	93%	92%
NET Not Important		10	4	6
		1%	1%	1%
Answered		871	302	569
Mean Score		1.4	1.4	1.4
Standard error		.02	.04	.03
Standard deviation		.69	.70	.68

Columns Tested:: a,b

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	3	-	-	-	-	-	3	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	8	*	*	*	-	3	*	*	3	-	1	1	*
		1%	1%	*%	*%	-%	4%	*%	3%	2%	-%	3%	1%	*%
Neither important nor unimportant	(0)	60	*	10	4	5	4	15	1	3	3	3	7	6
		7%	*%	8%	6%	12%	5%	12%	36%	2%	3%	10%	7%	8%
Important	(1)	341	5	60	18	17	21	61	1	47	22	7	47	36
		39%	45%	47%	33%	44%	32%	50%	23%	32%	27%	24%	41%	47%
								ij						
Very important	(2)	460	6	58	33	17	40	44	2	95	56	19	58	34
		53%	54%	46%	60%	44%	59%	36%	37%	64%	70%	64%	51%	44%
										fl	bfl	f		
Don't know		*	-	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET Important		801	11	118	51	34	61	105	2	142	77	25	104	70
		92%	99%	92%	93%	88%	91%	86%	60%	96%	97%	87%	93%	91%
NET Not Important		10	*	*	*	-	3	3	*	3	-	1	1	*
		1%	1%	*%	*%	-%	4%	2%	3%	2%	-%	3%	1%	*%
Answered		871	11	128	55	39	67	122	4	148	80	29	113	76
Mean Score		1.4	1.5	1.4	1.5	1.3	1.5	1.2	.9	1.6	1.7	1.5	1.4	1.4
										f	bfl			
Standard error		.02	.10	.07	.08	.08	.11	.08	.30	.06	.07	.11	.07	.07
Standard deviation		.69	.59	.63	.64	.69	.77	.80	1.07	.62	.54	.81	.66	.65

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 213 (continuation)

QD10A_12. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	3	-	3	-	-	3	-
		*%	-%	1%	-%	-%	1%	-%
Not very important	(-1)	8	*	3	3	2	3	5
		1%	*%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	60	13	23	7	16	36	24
		7%	7%	10%	3%	8%	9%	5%
Important	(1)	341	83	99	70	89	182	159
		39%	43%	44%	30%	41%	43%	35%
Very important	(2)	460	98	100	152	110	198	262
		53%	50%	44%	65%	50%	47%	58%
					abd			a
Don't know		*	-	-	*	-	-	*
		*%	-%	-%	*%	-%	-%	*%
NET Important		801	180	199	222	200	380	421
		92%	93%	88%	96%	91%	90%	94%
NET Not Important		10	*	5	3	2	6	5
		1%	*%	2%	1%	1%	1%	1%
Answered		871	194	227	232	218	421	450
Mean Score		1.4	1.4	1.3	1.6	1.4	1.4	1.5
					bd			a
Standard error		.02	.05	.05	.05	.04	.04	.03
Standard deviation		.69	.63	.78	.61	.67	.72	.65

Columns Tested:: a,b,c,d - a,b

Table 214

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	*	7	7	*	*	-	*
		1%	*%	1%	1%	1%	1%	-%	1%
Neither important nor unimportant	(0)	55	*	54	52	2	*	*	3
		6%	2%	6%	6%	7%	1%	10%	7%
Important	(1)	339	4	335	326	10	2	1	13
		39%	23%	39%	39%	29%	50%	32%	32%
Very important	(2)	468	12	456	443	22	2	1	24
		54%	74%	53%	53%	63%	48%	58%	61%
Don't know		3	-	3	3	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET Important		807	16	790	769	32	4	2	37
		93%	97%	92%	93%	92%	98%	90%	93%
NET Not Important		7	*	7	7	*	*	-	*
		1%	*%	1%	1%	1%	1%	-%	1%
Answered		868	17	852	828	34	4	2	40
Mean Score		1.5	1.7	1.5	1.5	1.5	1.4	1.5	1.5
Standard error		.02	.10	.02	.03	.06	.12	.11	.04
Standard deviation		.65	.52	.65	.65	.67	.68	.94	.66

Columns Tested:: a,b - a,b,c,d,e

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	7	-	-	*	*	-	7	*	*
		1%	1%	-%	-%	1%	1%	-%	1%	1%	1%
Neither important nor unimportant	(0)	55	30	19	4	2	*	*	52	2	*
		6%	7%	6%	6%	8%	3%	10%	6%	7%	4%
Important	(1)	339	181	117	28	6	6	1	326	10	3
		39%	40%	36%	49%	25%	43%	32%	39%	29%	44%
					dh						
Very important	(2)	468	231	186	26	16	7	1	443	22	3
		54%	51%	58%	45%	66%	53%	58%	53%	63%	51%
Don't know		3	3	-	-	-	-	-	3	-	-
		*%	1%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		807	412	303	54	22	13	2	769	32	5
		93%	91%	94%	94%	91%	96%	90%	93%	92%	95%
NET Not Important		7	7	-	-	*	*	-	7	*	*
		1%	1%	-%	-%	1%	1%	-%	1%	1%	1%
Answered		868	448	322	58	24	14	2	828	34	6
Mean Score		1.5	1.4	1.5	1.4	1.6	1.5	1.5	1.5	1.5	1.5
Standard error		.02	.04	.04	.07	.07	.07	.11	.03	.06	.06
Standard deviation		.65	.68	.61	.61	.68	.65	.94	.65	.67	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	7	-	*	*	-	7	*	-	-	*
		1%	1%	-%	1%	1%	-%	1%	*%	-%	-%	*%
Neither important nor unimportant	(0)	55	39	13	2	*	*	35	11	3	4	1
		6%	6%	9%	7%	1%	10%	6%	9%	7%	28%	3%
											abe	
Important	(1)	339	268	58	10	2	1	252	42	17	5	7
		39%	39%	40%	29%	50%	32%	42%	36%	49%	35%	29%
Very important	(2)	468	370	73	22	2	1	307	65	16	5	16
		54%	54%	51%	63%	48%	58%	51%	55%	44%	37%	67%
Don't know		3	3	-	-	-	-	3	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		807	638	131	32	4	2	559	107	33	10	24
		93%	93%	91%	92%	98%	90%	93%	91%	93%	72%	96%
								d	d			d
NET Not Important		7	7	-	*	*	-	7	*	-	-	*
		1%	1%	-%	1%	1%	-%	1%	*%	-%	-%	*%
Answered		868	684	144	34	4	2	601	118	36	15	25
Mean Score		1.5	1.5	1.4	1.5	1.4	1.5	1.4	1.5	1.4	1.1	1.6
								d				d
Standard error		.02	.03	.05	.06	.12	.11	.03	.05	.08	.12	.06
Standard deviation		.65	.65	.65	.67	.68	.94	.66	.66	.63	.83	.57

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	-	-	*	-	*	-	-	3	*
		1%	-%	-%	*%	-%	*%	-%	-%	4%	*%
Neither important nor unimportant	(0)	55	3	1	9	-	2	8	7	11	6
		6%	4%	2%	6%	-%	2%	5%	7%	18% be	8%
Important	(1)	339	30	18	58	13	32	77	41	21	24
		39%	40%	28%	40%	46%	35%	46%	40%	34%	36%
Very important	(2)	468	42	45	77	15	56	81	55	28	37
		54%	56%	70% h	53%	54%	60%	49%	53%	44%	55%
Don't know		3	-	-	-	-	3	-	-	-	-
		*%	-%	-%	-%	-%	3%	-%	-%	-%	-%
NET Important		807	71	63	135	27	88	158	97	49	61
		93%	96% h	98% h	94% h	100%	94%	95% h	93%	78%	92%
NET Not Important		7	-	-	*	-	*	-	-	3	*
		1%	-%	-%	*%	-%	*%	-%	-%	4%	*%
Answered		868	74	64	144	27	90	166	104	63	67
Mean Score		1.5	1.5	1.7 h	1.5	1.5	1.6 h	1.4	1.5	1.2	1.5
Standard error		.02	.07	.07	.06	.11	.06	.06	.08	.11	.09
Standard deviation		.65	.57	.51	.62	.51	.55	.59	.63	.87	.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	*	3	*	3	4	1	2	1
		1%	*%	1%	*%	*%	6%	3%	10%	7%
							cd		acd	cd
Neither important nor unimportant	(0)	55	8	15	24	48	7	2	5	1
		6%	4%	8%	6%	6%	10%	6%	18%	5%
									acd	
Important	(1)	339	69	69	176	314	25	7	13	4
		39%	37%	34%	43%	39%	36%	23%	52%	35%
					f				f	
Very important	(2)	468	107	114	213	435	33	21	5	7
		54%	57%	57%	51%	54%	48%	68%	20%	53%
			g	g	g	g	g	g		g
Don't know		3	3	-	-	3	-	-	-	-
		*%	2%	-%	-%	*%	-%	-%	-%	-%
NET Important		807	176	183	390	749	57	28	18	11
		93%	94%	91%	94%	93%	84%	91%	73%	88%
			eg	g	eg	eg				
NET Not Important		7	*	3	*	3	4	1	2	1
		1%	*%	1%	*%	*%	6%	3%	10%	7%
							cd		acd	cd
Answered		868	184	201	415	800	68	30	25	13
Mean Score		1.5	1.5	1.5	1.5	1.5	1.3	1.6	.8	1.3
			eg	g	g	eg	g	g		g
Standard error		.02	.05	.05	.04	.03	.05	.08	.09	.09
Standard deviation		.65	.58	.69	.61	.63	.88	.75	.87	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	-	-	-	2	*	-	1	-	3
		1%	-%	-%	-%	2%	*%	-%	7%	-%	1%
Neither important nor unimportant	(0)	55	*	6	6	3	18	1	2	1	22
		6%	2%	10%	10%	4%	11%	4%	10%	6%	5%
Important	(1)	339	11	19	20	48	45	8	4	5	198
		39%	50%	30%	32%	51% e	28%	27%	17%	32%	43% e
Very important	(2)	468	11	37	37	36	100	20	14	10	240
		54%	48%	60%	58%	39%	61% d	69%	65%	63%	52%
Don't know		3	-	-	-	3	-	-	-	-	-
		*%	-%	-%	-%	3% i	-%	-%	-%	-%	-%
NET Important		807	23	55	56	84	145	28	18	15	438
		93%	98%	90%	90%	91%	89%	96%	83%	94%	95%
NET Not Important		7	-	-	-	2	*	-	1	-	3
		1%	-%	-%	-%	2%	*%	-%	7%	-%	1%
Answered		868	23	61	63	90	163	29	22	15	464
Mean Score		1.5	1.5	1.5	1.5	1.3	1.5	1.7	1.4	1.6	1.5
Standard error		.02	.11	.08	.08	.07	.05	.11	.19	.13	.03
Standard deviation		.65	.55	.67	.68	.67	.69	.56	.95	.62	.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	2	*	5	7	-	7	*	7	-
		1%	1%	*%	1%	1%	-%	1%	*%	1%	-%
Neither important nor unimportant	(0)	55	10	19	25	49	6	52	3	52	3
		6%	6%	10%	5%	7%	4%	6%	5%	6%	14%
Important	(1)	339	79	53	207	285	54	321	17	334	5
		39%	44%	27%	41%	39%	37%	39%	30%	39%	23%
			b		b						
Very important	(2)	468	84	120	264	381	87	431	36	455	13
		54%	47%	63%	53%	53%	59%	53%	65%	53%	63%
				a							
Don't know		3	3	-	-	3	-	3	-	3	-
		*%	2%	-%	-%	*%	-%	*%	-%	*%	-%
NET Important		807	163	173	471	666	140	753	54	789	18
		93%	91%	90%	94%	92%	96%	92%	95%	93%	86%
NET Not Important		7	2	*	5	7	-	7	*	7	-
		1%	1%	*%	1%	1%	-%	1%	*%	1%	-%
Answered		868	176	192	501	722	146	812	57	847	21
Mean Score		1.5	1.4	1.5	1.5	1.4	1.6	1.5	1.6	1.5	1.5
Standard error		.02	.05	.05	.03	.02	.05	.02	.05	.02	.18
Standard deviation		.65	.66	.67	.64	.66	.57	.65	.60	.65	.74

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	7	*	*	5	2	*	-	7	*
		1%	2%	*%	*%	1%	2%	*%	-%	1%	*%
Neither important nor unimportant	(0)	55	30	15	10	36	8	7	4	44	11
		6%	7%	11%	3%	5%	6%	17%	20%	5%	18%
								ae			ae
Important	(1)	339	199	38	100	274	46	12	6	320	19
		39%	45%	28%	34%	40%	35%	30%	32%	39%	31%
			b								
Very important	(2)	468	203	83	182	361	75	21	10	437	31
		54%	46%	61%	62%	53%	57%	53%	49%	54%	52%
				a	a						
Don't know		3	3	-	-	3	-	-	-	3	-
		*%	1%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		807	402	121	281	635	121	34	16	757	50
		93%	91%	89%	97%	94%	92%	83%	80%	93%	82%
						f				f	
NET Not Important		7	7	*	*	5	2	*	-	7	*
		1%	2%	*%	*%	1%	2%	*%	-%	1%	*%
Answered		868	439	136	292	676	131	40	20	807	61
Mean Score		1.5	1.4	1.5	1.6	1.5	1.5	1.4	1.3	1.5	1.3
					a						
Standard error		.02	.03	.05	.04	.03	.05	.11	.11	.02	.08
Standard deviation		.65	.68	.69	.56	.63	.69	.76	.79	.64	.77

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	5	*	2	6	5	6	7	5	5
		1%	1%	*%	1%	1%	1%	1%	1%	1%	2%
Neither important nor unimportant	(0)	55	19	17	19	53	47	54	55	37	29
		6%	6%	5%	10%	7%	6%	7%	6%	7%	11%
Important	(1)	339	155	119	64	316	284	324	339	206	93
		39%	47%	34%	34%	41%	39%	40%	39%	39%	33%
			bc								
Very important	(2)	468	152	209	107	394	396	430	468	276	149
		54%	46%	60%	55%	51%	54%	53%	54%	52%	53%
				a							
Don't know		3	-	3	-	3	3	3	3	3	3
		*%	-%	1%	-%	*%	*%	*%	*%	1%	1%
NET Important		807	308	328	171	710	680	754	807	482	242
		93%	93%	94%	89%	92%	92%	92%	93%	91%	87%
NET Not Important		7	5	*	2	6	5	6	7	5	5
		1%	1%	*%	1%	1%	1%	1%	1%	1%	2%
Answered		868	331	345	192	769	732	814	868	524	276
Mean Score		1.5	1.4	1.6	1.4	1.4	1.5	1.4	1.5	1.4	1.4
				a							
Standard error		.02	.04	.03	.04	.02	.02	.02	.02	.03	.04
Standard deviation		.65	.66	.59	.72	.66	.65	.65	.65	.67	.75

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Weighted Base	871	98	581	45	43	18	13	18	50
Not at all important (-2)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important (-1)	7	1	5	-	*	*	*	-	*
	1%	1%	1%	-%	*%	*%	*%	-%	*%
Neither important nor unimportant (0)	55	7	38	4	5	1	*	-	1
	6%	7%	7%	8%	11%	3%	2%	-%	2%
Important (1)	339	41	234	16	17	3	3	10	16
	39%	42%	40%	35%	38%	18%	19%	57%	33%
Very important (2)	468	49	303	26	22	14	7	8	29
	54%	50%	52%	57%	51%	79%	55%	43%	59%
Don't know	3	-	-	-	-	-	3	-	3
	*%	-%	-%	-%	-%	-%	23%	-%	6%
							abd		b
NET Important	807	91	537	42	39	18	10	18	46
	93%	93%	93%	92%	89%	97%	74%	100%	92%
NET Not Important	7	1	5	-	*	*	*	-	*
	1%	1%	1%	-%	*%	*%	*%	-%	*%
Answered	868	98	581	45	43	18	10	18	47
Mean Score	1.5	1.4	1.4	1.5	1.4	1.7	1.7	1.4	1.6
Standard error	.02	.07	.03	.09	.08	.08	.10	.11	.05
Standard deviation	.65	.65	.66	.65	.70	.53	.59	.51	.55

Columns Tested:: a,b,c,d,e,f,g,h

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	6	*	-	*	*	*	-	3	2	*	-	-	-	-
		1%	1%	*%	-%	*%	1%	1%	-%	1%	2%	*%	-%	-%	-%	-%
Neither important nor unimportant	(0)	55	41	6	5	1	1	*	-	32	12	2	1	*	-	-
		6%	7%	8%	13%	6%	5%	1%	-%	6%	13%	7%	5%	1%	-%	-%
Important	(1)	339	268	22	14	4	3	3	3	225	31	15	4	1	1	9
		39%	43%	31%	38%	19%	36%	30%	42%	39%	32%	49%	33%	5%	18%	80%
Very important	(2)	468	305	43	17	16	5	3	4	313	46	13	7	10	5	2
		54%	49%	61%	49%	74%	58%	33%	58%	55%	49%	43%	61%	94%	82%	20%
Don't know		3	-	-	-	-	-	3	-	-	3	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	35%	-%	-%	3%	-%	-%	-%	-%	-%
											a					
NET Important		807	572	65	31	20	9	5	7	538	77	27	11	10	6	11
		93%	93%	92%	87%	93%	94%	64%	100%	94%	82%	92%	95%	99%	100%	100%
										b						
NET Not Important		7	6	*	-	*	*	*	-	3	2	*	-	-	-	-
		1%	1%	*%	-%	*%	1%	1%	-%	1%	2%	*%	-%	-%	-%	-%
Answered		868	619	71	36	22	9	6	7	573	91	30	12	11	6	11
Mean Score		1.5	1.4	1.5	1.4	1.7	1.5	1.5	1.6	1.5	1.3	1.3	1.6	1.9	1.8	1.2
Standard error		.02	.03	.07	.10	.09	.12	.13	.19	.03	.08	.09	.10	.07	.12	.13
Standard deviation		.65	.65	.65	.71	.62	.66	.63	.53	.63	.80	.64	.62	.30	.42	.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	4	*	2	*	-	-	*	*	*	6	*	-	-
		1%	1%	*%	4%	*%	-%	-%	2%	1%	*%	3%	*%	-%	-%
Neither important nor unimportant	(0)	55	35	4	5	4	5	*	1	6	14	20	11	1	9
		6%	6%	4%	9%	15%	25% ab	2%	4%	11%	4%	10%	6%	1%	25% acd
Important	(1)	339	266	39	15	3	6	1	8	16	144	69	72	30	9
		39%	42% d	38%	26%	14%	29%	7%	58%	29%	44%	37%	38%	40%	27%
Very important	(2)	468	327	59	33	17	10	17	5	32	172	89	106	45	17
		54%	52%	58%	56%	71%	46%	91%	36%	59%	52%	48%	56%	59%	49%
Don't know		3	-	-	3	-	-	-	-	-	-	3	-	-	-
		*%	-%	-%	5% a	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET Important		807	593	97	48	20	16	19	13	47	316	158	178	75	26
		93%	94% ce	96%	82%	85%	75%	98%	94%	88%	96% be	85%	94% be	99% be	75%
NET Not Important		7	4	*	2	*	-	-	*	*	*	6	*	-	-
		1%	1%	*%	4%	*%	-%	-%	2%	1%	*%	3%	*%	-%	-%
Answered		868	633	102	56	24	21	19	14	54	330	184	189	75	35
Mean Score		1.5	1.4	1.5	1.4	1.6	1.2	1.9	1.3	1.5	1.5	1.3	1.5	1.6	1.2
Standard error		.02	.03	.06	.10	.12	.15	.08	.16	.08	.04	.06	.04	.05	.12
Standard deviation		.65	.63	.59	.82	.76	.83	.39	.67	.72	.58	.79	.61	.52	.83

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	2	4	*	-	-	3	2	*	-	-
		1%	1%	2%	*%	-%	-%	1%	2%	*%	-%	-%
Neither important nor unimportant	(0)	55	17	17	10	1	8	19	15	8	1	5
		6%	4%	10%	8%	1%	42%	5%	11%	5%	1%	16%
							abcd					
Important	(1)	339	170	61	55	24	6	158	43	49	25	9
		39%	44%	38%	41%	38%	30%	42%	33%	35%	45%	29%
Very important	(2)	468	200	78	69	38	6	196	68	85	30	16
		54%	51%	48%	51%	61%	28%	52%	52%	60%	54%	55%
Don't know		3	-	3	-	-	-	-	3	-	-	-
		*%	-%	2%	-%	-%	-%	-%	2%	-%	-%	-%
NET Important		807	370	140	124	62	12	355	111	134	55	25
		93%	95%	86%	92%	99%	58%	94%	85%	94%	99%	84%
			be		e	be		b				
NET Not Important		7	2	4	*	-	-	3	2	*	-	-
		1%	1%	2%	*%	-%	-%	1%	2%	*%	-%	-%
Answered		868	389	160	134	62	20	377	128	141	56	30
Mean Score		1.5	1.5	1.3	1.4	1.6	.9	1.5	1.4	1.5	1.5	1.4
			e		e	e						
Standard error		.02	.04	.06	.05	.05	.14	.04	.06	.05	.06	.13
Standard deviation		.65	.61	.76	.64	.52	.85	.63	.76	.60	.53	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	4	*	3	*	-	3	*	4	7	-	6	-
		1%	1%	*%	1%	*%	-%	1%	*%	2%	1%	-%	1%	-%
Neither important nor unimportant	(0)	55	20	11	20	3	*	37	2	16	53	1	52	1
		6%	5%	8%	10%	4%	1%	7%	4%	6%	7%	2%	7%	9%
Important	(1)	339	205	36	61	30	6	188	21	128	320	18	313	3
		39%	47% bc	27%	32%	41%	26%	35%	41%	47% a	40%	29%	41%	25%
Very important	(2)	468	207	85	109	40	17	315	26	123	425	43	385	8
		54%	47%	65% a	56%	55%	73%	58% c	49%	45%	53%	69%	51%	66%
Don't know		3	-	-	-	-	-	-	3	-	3	-	3	-
		*%	-%	-%	-%	-%	-%	-%	6% ac	-%	*%	-%	*%	-%
NET Important		807	413	121	170	70	24	503	47	251	745	62	699	12
		93%	94%	92%	88%	96%	99%	93%	90%	93%	92%	98%	92%	91%
NET Not Important		7	4	*	3	*	-	3	*	4	7	-	6	-
		1%	1%	*%	1%	*%	-%	1%	*%	2%	1%	-%	1%	-%
Answered		868	437	132	193	73	24	542	49	271	805	63	756	13
Mean Score		1.5	1.4	1.6	1.4	1.5	1.7	1.5	1.5	1.4	1.4	1.7	1.4	1.6
Standard error		.02	.03	.05	.05	.06	.07	.03	.08	.04	.02	.06	.02	.14
Standard deviation		.65	.63	.65	.74	.58	.47	.65	.59	.67	.66	.51	.65	.69

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	5	*	7	*	6	-	5	*	7	*
		1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%
Neither important nor unimportant	(0)	55	36	11	44	11	52	1	43	4	45	9
		6%	5%	38% a	7%	5%	7%	8%	6%	13%	7%	5%
Important	(1)	339	277	7	266	73	314	3	275	9	272	66
		39%	39%	25%	41%	34%	41%	18%	39%	29%	41%	33%
Very important	(2)	468	385	11	336	132	382	12	377	19	343	125
		54%	55%	37%	51%	61%	50%	75%	54%	58%	51%	62%
Don't know		3	3	-	3	-	3	-	3	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		807	661	18	602	205	695	15	652	28	616	191
		93%	94% b	62%	92%	95%	92%	92%	93%	87%	92%	95%
NET Not Important		7	5	*	7	*	6	-	5	*	7	*
		1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%
Answered		868	703	29	653	216	753	16	700	32	668	200
Mean Score		1.5	1.5 b	1.0	1.4	1.6	1.4	1.7	1.5	1.4	1.4	1.6
Standard error		.02	.02	.11	.03	.04	.02	.14	.03	.10	.03	.04
Standard deviation		.65	.63	.89	.67	.59	.66	.63	.65	.73	.67	.58

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	2	4	-	-	5	3	*	-	2	5	*	-
		1%	*%	1%	-%	-%	1%	1%	*%	-%	*%	1%	*%	-%
Neither important nor unimportant	(0)	55	30	37	10	-	26	27	7	-	23	35	7	-
		6%	6%	6%	6%	-%	5%	5%	5%	-%	3%	7%	4%	-%
Important	(1)	339	178	264	51	-	155	228	45	-	233	221	49	-
		39%	36%	44%	33%	-%	33%	44%	34%	-%	36%	43%	28%	-%
								a				c		
Very important	(2)	468	283	293	93	4	282	265	80	1	386	256	119	-
		54%	57%	49%	61%	100%	60%	51%	61%	100%	60%	49%	68%	-%
											b		b	
Don't know		3	3	-	-	-	3	-	-	-	3	-	-	-
		*%	1%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%
NET Important		807	461	557	144	4	437	493	124	1	619	477	167	-
		93%	93%	93%	94%	100%	93%	94%	95%	100%	96%	92%	96%	-%
NET Not Important		7	2	4	-	-	5	3	*	-	2	5	*	-
		1%	*%	1%	-%	-%	1%	1%	*%	-%	*%	1%	*%	-%
Answered		868	493	598	154	4	468	523	131	1	644	517	175	-
Mean Score		1.5	1.5	1.4	1.5	2.0	1.5	1.4	1.6	2.0	1.6	1.4	1.6	-
											b		b	
Standard error		.02	.03	.03	.05	-	.03	.03	.05	-	.02	.03	.04	-
Standard deviation		.65	.63	.64	.61	-	.65	.62	.60	-	.58	.66	.56	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	4	3	7	4	4	-	4	3	*	*	*
		1%	1%	*%	1%	1%	1%	-%	1%	*%	*%	*%	*%
Neither important nor unimportant	(0)	55	49	43	55	30	38	4	42	16	17	5	4
		6%	7%	6%	6%	5%	8%	16%	7%	3%	3%	3%	5%
Important	(1)	339	307	276	339	236	215	9	271	194	176	40	32
		39%	42%	39%	39%	39%	42%	35%	44%	36%	34%	30%	40%
									cd				
Very important	(2)	468	371	380	468	341	251	12	298	323	325	90	42
		54%	51%	54%	54%	56%	49%	49%	48%	60%	62%	67%	54%
										a	a	a	
Don't know		3	-	-	3	-	-	-	-	-	3	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%	-%
NET Important		807	679	656	807	577	465	21	569	517	501	131	74
		93%	93%	93%	93%	94%	92%	84%	92%	97%	96%	97%	95%
NET Not Important		7	4	3	7	4	4	-	4	3	*	*	*
		1%	1%	*%	1%	1%	1%	-%	1%	*%	*%	*%	*%
Answered		868	731	702	868	611	507	25	615	535	518	135	78
Mean Score		1.5	1.4	1.5	1.5	1.5	1.4	1.3	1.4	1.6	1.6	1.6	1.5
										a	a	a	
Standard error		.02	.02	.02	.02	.03	.03	.13	.03	.03	.02	.05	.07
Standard deviation		.65	.64	.63	.65	.62	.66	.75	.65	.58	.55	.55	.61

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	5	*	-	-	7	4	7	1	2	5	5	*	-	5	2
		1%	4%	1%	-%	-%	1%	1%	1%	*%	*%	1%	1%	*%	-%	1%	3%
Neither important nor unimportant	(0)	55	10	8	4	2	48	34	51	40	20	31	40	7	-	30	7
		6%	9%	18%	6%	7%	7%	7%	7%	7%	4%	6%	6%	5%	-%	5%	8%
Important	(1)	339	50	19	21	11	287	195	295	230	173	168	276	41	-	240	40
		39%	42%	44%	31%	32%	40%	40%	39%	39%	39%	34%	41%	31%	-%	37%	48%
Very important	(2)	468	53	15	39	21	367	258	391	321	243	282	356	82	-	374	34
		54%	45%	37%	58%	62%	52%	53%	52%	54%	56%	58%	52%	63%	-%	57%	41%
Don't know		3	-	-	3	-	3	-	3	3	-	3	3	-	-	3	-
		*%	-%	-%	5%	-%	*%	-%	*%	1%	-%	1%	*%	-%	-%	*%	-%
NET Important		807	102	34	60	32	654	453	686	551	416	450	633	123	-	614	74
		93%	87%	81%	89%	93%	92%	92%	92%	93%	95%	92%	93%	95%	-%	94%	89%
NET Not Important		7	5	*	-	-	7	4	7	1	2	5	5	*	-	5	2
		1%	4%	1%	-%	-%	1%	1%	1%	*%	*%	1%	1%	*%	-%	1%	3%
Answered		868	117	42	64	34	709	491	744	591	437	487	677	129	-	649	83
Mean Score		1.5	1.3	1.2	1.5	1.6	1.4	1.4	1.4	1.5	1.5	1.5	1.5	1.6	-	1.5	1.3
																b	
Standard error		.02	.07	.10	.08	.11	.03	.03	.02	.03	.03	.03	.02	.05	-	.02	.10
Standard deviation		.65	.79	.75	.62	.63	.66	.66	.66	.63	.60	.67	.64	.59	-	.62	.73

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	5	2	3	-	*	3	*	5	2	2	*	4
		1%	1%	*%	1%	-%	*%	1%	*%	1%	2%	1%	*%	1%
Neither important nor unimportant	(0)	55	26	29	13	-	7	10	7	40	6	8	14	29
		6%	6%	6%	4%	-%	6%	4%	5%	7%	4%	5%	8%	6%
Important	(1)	339	148	191	99	6	36	84	30	255	51	52	83	199
		39%	37%	41%	33%	29%	32%	33%	23%	44%	35%	33%	44%	40%
										a				
Very important	(2)	468	223	245	186	16	71	156	91	287	84	95	91	266
		54%	55%	53%	62%	71%	62%	62%	71%	49%	57%	60%	48%	53%
									b					
Don't know		3	3	-	-	-	-	-	-	-	3	-	-	3
		*%	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%
											b			
NET Important		807	371	435	285	22	108	240	121	542	135	147	174	465
		93%	92%	93%	95%	100%	93%	95%	95%	92%	92%	94%	92%	93%
NET Not Important		7	5	2	3	-	*	3	*	5	2	2	*	4
		1%	1%	*%	1%	-%	*%	1%	*%	1%	2%	1%	*%	1%
Answered		868	402	466	300	22	115	253	127	587	143	157	189	499
Mean Score		1.5	1.5	1.5	1.6	1.7	1.6	1.6	1.7	1.4	1.5	1.5	1.4	1.5
									b					
Standard error		.02	.03	.03	.04	.13	.05	.04	.05	.03	.05	.05	.05	.03
Standard deviation		.65	.68	.63	.62	.47	.62	.63	.58	.65	.66	.66	.64	.65

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	-	-	-
		-%	-%	-%
Not very important	(-1)	7	3	5
		1%	1%	1%
Neither important nor unimportant	(0)	55	18	36
		6%	6%	6%
Important	(1)	339	129	210
		39%	43%	37%
Very important	(2)	468	150	318
		54%	50%	56%
Don't know		3	3	-
		*%	1%	-%
NET Important		807	279	528
		93%	92%	93%
NET Not Important		7	3	5
		1%	1%	1%
Answered		868	299	569
Mean Score		1.5	1.4	1.5
Standard error		.02	.03	.03
Standard deviation		.65	.65	.65

Columns Tested:: a,b

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	*	*	-	1	-	2	*	3	-	-	-	*
		1%	*%	*%	-%	2%	-%	2%	3%	2%	-%	-%	-%	*%
Neither important nor unimportant	(0)	55	1	2	2	1	1	21	*	5	1	6	8	5
		6%	8%	2%	4%	3%	2%	17%	3%	4%	1%	22%	8%	6%
								bhi				bhi		
Important	(1)	339	5	68	23	21	20	51	3	47	28	5	45	23
		39%	43%	54%	42%	56%	30%	42%	65%	32%	35%	18%	40%	30%
				hjl		j								
Very important	(2)	468	6	54	30	15	45	48	1	92	51	17	60	48
		54%	49%	42%	54%	39%	67%	40%	28%	62%	64%	60%	53%	63%
							f			bf	f			bf
Don't know		3	-	3	-	-	-	-	-	-	-	-	-	-
		*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		807	11	122	53	37	65	99	4	139	79	23	104	71
		93%	92%	96%	96%	95%	98%	81%	93%	94%	99%	78%	92%	93%
				j						j	fj			
NET Not Important		7	*	*	-	1	-	2	*	3	-	-	-	*
		1%	*%	*%	-%	2%	-%	2%	3%	2%	-%	-%	-%	*%
Answered		868	11	125	55	39	67	122	4	148	80	29	113	76
Mean Score		1.5	1.4	1.4	1.5	1.3	1.7	1.2	1.2	1.5	1.6	1.4	1.5	1.6
							f			f	f			f
Standard error		.02	.11	.06	.08	.08	.08	.07	.21	.06	.06	.11	.07	.07
Standard deviation		.65	.67	.54	.58	.65	.52	.78	.75	.68	.50	.84	.63	.64

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 214 (continuation)

QD10A_13. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	7	*	3	3	*	3	4
		1%	*%	1%	2%	*%	1%	1%
Neither important nor unimportant	(0)	55	5	23	6	20	29	26
		6%	3%	10%	3%	9%	7%	6%
				c		c		
Important	(1)	339	96	92	77	73	189	150
		39%	50%	41%	33%	33%	45%	33%
			cd				b	
Very important	(2)	468	89	108	145	125	198	270
		54%	46%	48%	62%	57%	47%	60%
					ab			a
Don't know		3	3	-	-	-	3	-
		*%	2%	-%	-%	-%	1%	-%
NET Important		807	185	201	222	198	386	420
		93%	96%	88%	96%	91%	92%	93%
NET Not Important		7	*	3	3	*	3	4
		1%	*%	1%	2%	*%	1%	1%
Answered		868	191	227	232	218	418	450
Mean Score		1.5	1.4	1.3	1.6	1.5	1.4	1.5
					b			a
Standard error		.02	.04	.05	.05	.04	.03	.03
Standard deviation		.65	.56	.72	.62	.67	.65	.65

Columns Tested:: a,b,c,d - a,b

Table 215

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	2	*	2	2	-	-	-	-
		*%	*%	*%	*%	-%	-%	-%	-%
Not very important	(-1)	4	-	4	4	-	*	-	*
		*%	-%	*%	*%	-%	1%	-%	*%
Neither important nor unimportant	(0)	43	-	43	42	1	*	*	1
		5%	-%	5%	5%	3%	1%	9%	3%
Important	(1)	295	7	288	281	11	2	1	14
		34%	44%	34%	34%	33%	53%	39%	35%
Very important	(2)	526	9	517	501	22	2	1	25
		60%	52%	61%	60%	64%	45%	52%	62%
Don't know		1	1	*	1	-	-	-	-
		*%	3%	*%	*%	-%	-%	-%	-%
NET Important		821	16	805	782	33	4	2	39
		94%	97%	94%	94%	97%	98%	91%	97%
NET Not Important		6	*	6	6	-	*	-	*
		1%	*%	1%	1%	-%	1%	-%	*%
Answered		870	16	854	830	34	4	2	40
Mean Score		1.5	1.5	1.5	1.5	1.6	1.4	1.4	1.6
Standard error		.02	.10	.02	.03	.05	.13	.10	.04
Standard deviation		.63	.51	.64	.64	.55	.69	.92	.56

Columns Tested:: a,b - a,b,c,d,e

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	2	2	*	-	-	-	-	2	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	4	-	1	2	-	*	-	4	-	*
		*%	-%	*%	4%	-%	*%	-%	*%	-%	1%
					ag						
Neither important nor unimportant	(0)	43	15	26	1	1	*	*	42	1	*
		5%	3%	8%	2%	2%	3%	9%	5%	3%	4%
Important	(1)	295	162	96	23	7	6	1	281	11	3
		34%	36%	30%	40%	30%	44%	39%	34%	33%	48%
Very important	(2)	526	273	198	31	16	7	1	501	22	3
		60%	60%	61%	53%	67%	53%	52%	60%	64%	47%
Don't know		1	-	1	*	-	-	-	1	-	-
		*%	-%	*%	1%	-%	-%	-%	*%	-%	-%
NET Important		821	434	294	54	23	14	2	782	33	5
		94%	96%	91%	93%	98%	96%	91%	94%	97%	95%
NET Not Important		6	2	1	2	-	*	-	6	-	*
		1%	*%	*%	4%	-%	*%	-%	1%	-%	1%
Answered		870	451	322	57	24	14	2	830	34	6
Mean Score		1.5	1.6	1.5	1.4	1.7	1.5	1.4	1.5	1.6	1.4
Standard error		.02	.04	.04	.08	.06	.07	.10	.03	.05	.06
Standard deviation		.63	.61	.66	.73	.53	.60	.92	.64	.55	.67

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	2	2	*	-	-	-	2	-	-	-	-
		*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	4	-	4	-	*	-	1	2	*	-	-
		*%	-%	3%	-%	1%	-%	*%	2%	*%	-%	-%
				a								
Neither important nor unimportant	(0)	43	29	13	1	*	*	33	6	*	3	*
		5%	4%	9%	3%	1%	9%	6%	5%	*%	20%	1%
											abce	
Important	(1)	295	228	53	11	2	1	197	40	14	5	11
		34%	33%	37%	33%	53%	39%	33%	34%	40%	32%	45%
Very important	(2)	526	427	75	22	2	1	369	70	21	7	13
		60%	62%	52%	64%	45%	52%	61%	59%	59%	48%	54%
Don't know		1	1	*	-	-	-	*	-	-	-	-
		*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		821	655	127	33	4	2	567	110	35	12	24
		94%	95%	88%	97%	98%	91%	94%	93%	100%	80%	99%
			b		b			d		d		d
NET Not Important		6	2	4	-	*	-	3	2	*	-	-
		1%	*%	3%	-%	1%	-%	1%	2%	*%	-%	-%
Answered		870	687	143	34	4	2	604	118	36	15	25
Mean Score		1.5	1.6	1.4	1.6	1.4	1.4	1.5	1.5	1.6	1.3	1.5
			b		b							
Standard error		.02	.03	.05	.05	.13	.10	.03	.06	.06	.12	.05
Standard deviation		.63	.61	.75	.55	.69	.92	.64	.68	.52	.81	.53

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	2	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	4	1	-	-	-	-	2	-	-	-
		*%	2%	-%	-%	-%	-%	1%	-%	-%	-%
Neither important nor unimportant	(0)	43	1	-	9	2	*	13	8	7	1
		5%	1%	-%	6%	7%	*%	8%	8%	11% e	2%
Important	(1)	295	21	23	57	11	27	52	28	29	21
		34%	29%	36%	40%	39%	29%	32%	27%	46%	32%
Very important	(2)	526	50	41	78	15	66	99	68	27	44
		60%	68% h	64%	54%	54%	71% h	59%	65%	43%	66%
Don't know		1	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		821	72	64	135	26	93	151	96	56	65
		94%	97%	100%	94%	93%	100% h	91%	92%	89%	98%
NET Not Important		6	1	-	-	-	-	2	-	-	-
		1%	2%	-%	-%	-%	-%	1%	-%	-%	-%
Answered		870	74	64	144	27	93	166	104	63	67
Mean Score		1.5	1.6	1.6 h	1.5	1.5	1.7 h	1.5	1.6	1.3	1.6 h
Standard error		.02	.08	.07	.06	.13	.05	.07	.08	.09	.07
Standard deviation		.63	.61	.48	.61	.64	.46	.70	.63	.67	.52

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	2	-	-	-	-	2	-	2	*
		*%	-%	-%	-%	-%	3%	-%	8%	*%
							d		abcd	
Not very important	(-1)	4	-	1	2	4	*	*	-	*
		*%	-%	1%	1%	*%	*%	*%	-%	1%
Neither important nor unimportant	(0)	43	3	8	30	41	2	*	2	*
		5%	2%	4%	7%	5%	3%	*%	7%	3%
Important	(1)	295	59	73	138	270	25	8	12	5
		34%	32%	36%	33%	34%	36%	27%	46%	42%
Very important	(2)	526	125	119	244	488	39	22	9	7
		60%	67%	59%	59%	61%	56%	73%	37%	54%
			g	g	g	g		g		
Don't know		1	-	-	*	*	1	-	1	*
		*%	-%	-%	*%	*%	1%	-%	2%	*%
NET Important		821	184	192	382	758	64	30	21	12
		94%	98%	95%	92%	94%	93%	100%	83%	96%
			g	g		g		g		
NET Not Important		6	-	1	2	4	2	*	2	*
		1%	-%	1%	1%	*%	3%	*%	8%	1%
							d		abcd	
Answered		870	187	201	414	802	68	30	25	13
Mean Score		1.5	1.7	1.5	1.5	1.5	1.4	1.7	1.1	1.5
			g	g	g	g		g		
Standard error		.02	.04	.05	.04	.03	.05	.05	.12	.07
Standard deviation		.63	.51	.61	.65	.61	.84	.47	1.12	.63

Columns Tested:: a,b,c,d,e,f,g,h

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	2	-	-	-	2	*	-	-	-	-
		*%	-%	-%	-%	2%	*%	-%	-%	-%	-%
Not very important	(-1)	4	2	-	-	1	-	-	-	-	*
		*%	9%	-%	-%	1%	-%	-%	-%	-%	*%
Neither important nor unimportant	(0)	43	-	4	4	*	6	5	-	*	27
		5%	-%	7%	7%	*%	4%	18%	-%	*%	6%
Important	(1)	295	9	20	22	46	38	7	5	5	163
		34%	37%	33%	35%	50%	23%	24%	24%	34%	35%
						e					
Very important	(2)	526	12	37	37	43	118	17	16	10	273
		60%	53%	60%	58%	46%	73%	57%	73%	66%	59%
							di				
Don't know		1	-	-	-	-	-	-	1	-	*
		*%	-%	-%	-%	-%	-%	-%	3%	-%	*%
NET Important		821	21	57	59	89	156	24	21	15	436
		94%	91%	93%	93%	96%	96%	82%	97%	100%	94%
NET Not Important		6	2	-	-	3	*	-	-	-	*
		1%	9%	-%	-%	4%	*%	-%	-%	-%	*%
						i					
Answered		870	23	61	63	93	163	29	21	15	463
Mean Score		1.5	1.3	1.5	1.5	1.4	1.7	1.4	1.8	1.7	1.5
							d				
Standard error		.02	.19	.07	.07	.08	.04	.15	.09	.10	.03
Standard deviation		.63	.91	.63	.63	.77	.54	.79	.44	.49	.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	2	2	*	-	2	-	2	*	2	-
		*%	1%	*%	-%	*%	-%	*%	*%	*%	-%
Not very important	(-1)	4	4	-	*	*	4	4	*	4	-
		*%	2%	-%	*%	*%	2% a	*%	*%	*%	-%
Neither important nor unimportant	(0)	43	4	12	27	43	*	40	3	42	1
		5%	2%	6%	5%	6%	*%	5%	6%	5%	6%
Important	(1)	295	77	45	173	251	44	273	22	293	3
		34%	43% b	24%	35%	35%	30%	34%	39%	34%	13%
Very important	(2)	526	92	135	299	428	98	495	31	509	17
		60%	51%	70% a	60%	59%	67%	61%	55%	60%	82%
Don't know		1	-	-	1	*	1	1	*	1	-
		*%	-%	-%	*%	*%	*%	*%	*%	*%	-%
NET Important		821	169	180	472	679	142	768	53	802	20
		94%	94%	94%	94%	94%	97%	94%	94%	94%	94%
NET Not Important		6	6	*	*	2	4	6	*	6	-
		1%	3% c	*%	*%	*%	2%	1%	*%	1%	-%
Answered		870	179	192	500	724	146	814	57	849	21
Mean Score		1.5	1.4	1.6 a	1.5	1.5	1.6	1.5	1.5	1.5	1.8
Standard error		.02	.05	.04	.03	.02	.06	.02	.05	.02	.13
Standard deviation		.63	.74	.59	.60	.64	.62	.64	.62	.64	.56

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	2	2	*	-	*	2	-	-	2	-
		*%	*%	*%	-%	*%	2%	-%	-%	*%	-%
Not very important	(-1)	4	1	2	-	4	*	-	-	4	-
		*%	*%	2%	-%	1%	*%	-%	-%	*%	-%
Neither important nor unimportant	(0)	43	20	22	2	26	14	1	2	40	3
		5%	5%	16%	1%	4%	11%	3%	10%	5%	5%
			c	ac			a				
Important	(1)	295	184	34	77	243	36	11	5	279	16
		34%	42%	25%	26%	36%	28%	27%	25%	34%	26%
			bc								
Very important	(2)	526	234	77	213	406	79	29	13	484	42
		60%	53%	57%	73%	60%	60%	71%	64%	60%	69%
					ab						
Don't know		1	*	1	*	1	-	-	-	1	-
		*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
NET Important		821	418	112	290	649	115	39	18	764	58
		94%	95%	82%	99%	96%	87%	97%	90%	94%	95%
			b		ab	b					
NET Not Important		6	4	2	-	4	2	-	-	6	-
		1%	1%	2%	-%	1%	2%	-%	-%	1%	-%
Answered		870	441	135	292	678	131	40	20	809	61
Mean Score		1.5	1.5	1.4	1.7	1.6	1.4	1.7	1.5	1.5	1.6
					ab						
Standard error		.02	.03	.06	.03	.03	.06	.08	.10	.02	.06
Standard deviation		.63	.65	.81	.46	.60	.81	.53	.69	.64	.59

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	2	-	*	2	2	2	2	2	2	2
		*%	-%	*%	1%	*%	*%	*%	*%	*%	1%
Not very important	(-1)	4	1	2	*	2	2	2	4	4	*
		*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
Neither important nor unimportant	(0)	43	10	16	18	40	39	40	43	31	12
		5%	3%	5%	9%	5%	5%	5%	5%	6%	4%
Important	(1)	295	148	95	52	267	246	278	295	183	97
		34%	45%	27%	27%	35%	33%	34%	34%	35%	35%
			bc								
Very important	(2)	526	171	235	120	460	446	495	526	306	168
		60%	52%	67%	63%	60%	61%	61%	60%	58%	60%
				a							
Don't know		1	1	*	-	1	*	1	1	*	-
		*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
NET Important		821	320	329	173	727	692	772	821	489	265
		94%	96%	95%	90%	94%	94%	95%	94%	93%	95%
NET Not Important		6	1	2	2	4	4	4	6	6	2
		1%	*%	1%	1%	*%	*%	*%	1%	1%	1%
Answered		870	331	347	192	771	735	816	870	526	279
Mean Score		1.5	1.5	1.6	1.5	1.5	1.5	1.5	1.5	1.5	1.5
Standard error		.02	.04	.03	.05	.02	.02	.02	.02	.03	.03
Standard deviation		.63	.58	.61	.75	.63	.63	.62	.63	.68	.65

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	836	76	482	47	70	45	39	21	105
Effective base	364	38	237	21	17	10	8	7	25
Weighted Base	871	98	581	45	43	18	13	18	50
Not at all important (-2)	2	-	2	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
Not very important (-1)	4	-	1	-	-	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%
Neither important nor unimportant (0)	43	1	27	5	6	-	*	*	*
	5%	1%	5%	12%	15%	-%	2%	1%	1%
Important (1)	295	36	207	15	8	3	6	3	13
	34%	37%	36%	32%	17%	17%	49%	16%	25%
Very important (2)	526	61	342	25	30	15	6	15	36
	60%	62%	59%	56%	68%	83%	49%	83%	74%
Don't know	1	1	*	-	-	-	-	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important	821	97	549	40	37	18	13	18	49
	94%	99%	95%	88%	85%	100%	98%	99%	99%
NET Not Important	6	-	4	-	-	*	-	-	*
	1%	-%	1%	-%	-%	*%	-%	-%	*%
Answered	870	98	580	45	43	18	13	18	50
Mean Score	1.5	1.6	1.5	1.4	1.5	1.8	1.5	1.8	1.7
Standard error	.02	.06	.03	.10	.09	.06	.09	.09	.05
Standard deviation	.63	.51	.63	.70	.74	.42	.57	.42	.48

Columns Tested:: a,b,c,d,e,f,g,h

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	2	2	-	-	-	-	-	-	-	2	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	4	1	-	-	-	*	-	-	2	-	-	-	-	-	-
		*%	*%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Neither important nor unimportant	(0)	43	25	8	7	*	*	*	-	27	12	*	*	*	*	*
		5%	4%	11%	18%	*%	*%	5%	-%	5%	13%	*%	*%	1%	3%	*%
					a											
Important	(1)	295	221	24	11	4	2	4	1	201	29	6	5	1	3	2
		34%	36%	34%	30%	18%	18%	48%	20%	35%	31%	19%	43%	7%	50%	18%
Very important	(2)	526	369	39	18	18	8	4	6	344	51	24	7	10	3	9
		60%	60%	54%	52%	81%	81%	47%	80%	60%	54%	81%	57%	92%	47%	82%
Don't know		1	1	-	-	-	-	-	-	-	*	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
NET Important		821	589	63	29	22	9	8	7	544	80	30	12	11	6	11
		94%	95%	89%	82%	100%	99%	95%	100%	95%	85%	100%	100%	99%	97%	100%
			c							b						
NET Not Important		6	4	-	-	-	*	-	-	2	2	-	-	-	-	-
		1%	1%	-%	-%	-%	1%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Answered		870	618	71	36	22	9	9	7	573	94	30	12	11	6	11
Mean Score		1.5	1.5	1.4	1.3	1.8	1.8	1.4	1.8	1.5	1.3	1.8	1.6	1.9	1.4	1.8
												b				
Standard error		.02	.03	.08	.11	.06	.09	.12	.15	.03	.08	.06	.08	.07	.17	.12
Standard deviation		.63	.62	.69	.78	.41	.47	.62	.43	.60	.87	.40	.52	.32	.60	.41

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	2	*	-	2	-	-	-	-	-	-	2	-	-	-
		*%	*%	-%	4% a	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Not very important	(-1)	4	1	*	2	-	-	-	-	-	1	-	*	-	-
		*%	*%	*%	4% a	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Neither important nor unimportant	(0)	43	28	11	1	2	-	*	1	1	9	15	11	5	1
		5%	4%	11%	2%	7%	-%	1%	7%	2%	3%	8%	6%	6%	2%
Important	(1)	295	221	35	14	5	5	12	4	21	128	70	60	13	7
		34%	35%	34%	24%	19%	22%	65%	27%	39%	39% d	37% d	32%	17%	20%
Very important	(2)	526	382	56	39	17	16	6	9	32	193	99	117	57	28
		60%	60%	55%	66%	74%	78%	34%	65%	59%	58%	53%	62%	76% b	79%
Don't know		1	1	*	-	-	-	-	-	-	-	1	*	-	-
		*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
NET Important		821	603	90	53	22	21	19	13	53	320	168	177	71	34
		94%	95%	89%	90%	93%	100%	99%	93%	98%	97% b	90%	94%	94%	98%
NET Not Important		6	1	*	4	-	-	-	-	-	1	2	*	-	-
		1%	*%	*%	7% a	-%	-%	-%	-%	-%	*%	1%	*%	-%	-%
Answered		870	632	101	59	24	21	19	14	54	330	186	188	75	35
Mean Score		1.5	1.6	1.4	1.5	1.7	1.8	1.3	1.6	1.6	1.5	1.4	1.6	1.7 b	1.8
Standard error		.02	.03	.07	.12	.10	.07	.10	.15	.06	.04	.06	.04	.05	.07
Standard deviation		.63	.59	.68	.98	.62	.42	.50	.65	.54	.57	.74	.60	.59	.46

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	2	2	-	-	-	-	-	2	-	-	-
		*%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Not very important	(-1)	4	2	-	-	-	-	1	-	*	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Neither important nor unimportant	(0)	43	13	15	7	5	1	19	7	8	5	*
		5%	3%	9%	5%	8%	3%	5%	5%	6%	9%	*%
Important	(1)	295	144	59	45	12	7	153	39	40	8	7
		34%	37%	36%	34%	19%	33%	40% d	30%	28%	14%	22%
Very important	(2)	526	229	88	82	46	13	204	82	93	43	23
		60%	59%	54%	61%	73%	65%	54%	63%	66%	77% a	78%
Don't know		1	-	1	*	-	-	-	*	-	-	-
		*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%
NET Important		821	372	147	127	58	20	356	121	133	51	30
		94%	96%	90%	95%	92%	97%	94%	93%	94%	91%	100%
NET Not Important		6	4	-	-	-	-	1	2	*	-	-
		1%	1%	-%	-%	-%	-%	*%	2%	*%	-%	-%
Answered		870	389	162	134	62	20	377	130	141	56	30
Mean Score		1.5	1.5	1.5	1.6	1.7	1.6	1.5	1.5	1.6	1.7	1.8
Standard error		.02	.04	.06	.05	.06	.09	.04	.06	.05	.07	.07
Standard deviation		.63	.64	.66	.59	.62	.55	.61	.74	.60	.63	.43

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	2	*	-	2	-	-	2	-	*	2	-	2	-
		*%	*%	-%	1%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Not very important	(-1)	4	1	-	2	-	-	2	*	1	4	-	2	-
		*%	*%	-%	1%	-%	-%	*%	*%	1%	*%	-%	*%	-%
Neither important nor unimportant	(0)	43	20	6	10	7	1	28	2	13	40	3	39	2
		5%	5%	4%	5%	10%	2%	5%	3%	5%	5%	6%	5%	12%
Important	(1)	295	175	39	54	18	6	140	24	126	277	18	264	3
		34%	40%	30%	28%	25%	25%	26%	47% a	47% a	34%	29%	35%	22%
Very important	(2)	526	240	87	125	48	17	369	26	129	485	41	452	8
		60%	55%	66%	65%	66%	73%	68% c	50%	48%	60%	66%	60%	66%
Don't know		1	*	1	*	-	-	*	-	1	1	-	1	-
		*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		821	416	126	178	66	23	509	50	255	762	59	716	11
		94%	95%	95%	92%	90%	98%	94%	97%	94%	94%	94%	94%	88%
NET Not Important		6	1	-	4	-	-	4	*	1	6	-	4	-
		1%	*%	-%	2%	-%	-%	1%	*%	1%	1%	-%	*%	-%
Answered		870	437	132	192	73	24	542	52	270	807	63	758	13
Mean Score		1.5	1.5	1.6	1.5	1.6	1.7	1.6 c	1.5	1.4	1.5	1.6	1.5	1.5
Standard error		.02	.03	.05	.05	.07	.08	.03	.07	.04	.02	.07	.02	.15
Standard deviation		.63	.60	.57	.74	.67	.52	.64	.57	.61	.64	.60	.63	.72

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	2	2	-	2	-	2	-	2	-	2	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	4	1	*	4	*	2	-	1	*	4	*
		*%	*%	*%	1%	*%	*%	-%	*%	*%	1%	*%
Neither important nor unimportant	(0)	43	37	2	35	8	39	1	39	1	34	9
		5%	5%	6%	5%	4%	5%	9%	5%	2%	5%	5%
Important	(1)	295	237	9	233	62	264	2	238	8	235	60
		34%	34%	30%	36%	29%	35%	15%	34%	25%	35%	30%
Very important	(2)	526	427	19	381	145	448	12	422	24	395	131
		60%	61%	63%	58%	67%	59%	76%	60%	73%	59%	65%
Don't know		1	*	-	1	-	1	-	*	-	1	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		821	664	28	614	207	712	15	660	32	630	191
		94%	94%	93%	94%	96%	94%	91%	94%	98%	94%	95%
NET Not Important		6	4	*	6	*	4	-	4	*	6	*
		1%	1%	*%	1%	*%	*%	-%	1%	*%	1%	*%
Answered		870	705	29	655	216	755	16	703	32	670	200
Mean Score		1.5	1.5	1.6	1.5	1.6	1.5	1.7	1.5	1.7	1.5	1.6
Standard error		.02	.02	.08	.03	.04	.02	.14	.02	.07	.03	.04
Standard deviation		.63	.63	.63	.66	.56	.63	.65	.64	.51	.65	.58

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	2	2	-	-	-	2	-	-	-	2	*	-	-
		*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Not very important	(-1)	4	2	2	-	-	*	1	*	-	2	4	*	-
		*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	1%	*%	-%
Neither important nor unimportant	(0)	43	26	28	2	-	26	26	*	-	29	23	2	-
		5%	5%	5%	1%	-%	6%	5%	*%	-%	4%	4%	1%	-%
Important	(1)	295	169	210	42	-	144	182	20	-	202	184	49	-
		34%	34%	35%	27%	-%	31%	35%	15%	-%	31%	36%	28%	-%
							c	c						
Very important	(2)	526	298	358	111	4	299	313	111	1	411	306	123	-
		60%	60%	60%	72%	100%	63%	60%	84%	100%	64%	59%	71%	-%
									ab					
Don't know		1	*	1	-	-	*	-	-	-	*	1	-	-
		*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
NET Important		821	466	568	152	4	442	495	131	1	613	490	173	-
		94%	94%	95%	99%	100%	94%	95%	100%	100%	95%	95%	99%	-%
NET Not Important		6	4	2	-	-	2	1	*	-	4	4	*	-
		1%	1%	*%	-%	-%	*%	*%	*%	-%	1%	1%	*%	-%
Answered		870	496	597	154	4	471	523	131	1	646	516	175	-
Mean Score		1.5	1.5	1.5	1.7	2.0	1.6	1.5	1.8	2.0	1.6	1.5	1.7	-
					a				ab				b	
Standard error		.02	.03	.02	.04	-	.03	.03	.03	-	.03	.03	.04	-
Standard deviation		.63	.65	.60	.48	-	.64	.60	.38	-	.63	.62	.48	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	2	-	-	2	-	-	-	2	-	-	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	4	2	2	4	2	*	-	4	*	2	*	*
		*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	*%	*%
Neither important nor unimportant	(0)	43	32	34	43	28	29	*	24	29	18	2	*
		5%	4%	5%	5%	5%	6%	*%	4%	5%	3%	1%	*%
Important	(1)	295	252	230	295	191	166	3	221	164	153	35	18
		34%	35%	33%	34%	31%	33%	14%	36%	31%	29%	26%	22%
Very important	(2)	526	445	436	526	390	310	21	363	342	347	98	60
		60%	61%	62%	60%	64%	61%	86%	59%	64%	67%	73%	77%
Don't know		1	1	*	1	*	1	-	1	-	*	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
NET Important		821	697	666	821	581	477	25	585	506	500	133	78
		94%	95%	95%	94%	95%	94%	100%	95%	95%	96%	99%	100%
NET Not Important		6	2	2	6	2	*	-	6	*	2	*	*
		1%	*%	*%	1%	*%	*%	-%	1%	*%	*%	*%	*%
Answered		870	731	702	870	610	506	25	614	535	520	135	78
Mean Score		1.5	1.6	1.6	1.5	1.6	1.6	1.9	1.5	1.6	1.6	1.7	1.8
												a	a
Standard error		.02	.02	.02	.02	.02	.03	.06	.03	.03	.03	.04	.05
Standard deviation		.63	.59	.60	.63	.59	.60	.35	.64	.59	.58	.49	.44

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	2	2	-	-	-	2	*	2	*	*	2	*	-	-	*	2
		*%	2%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	3%
																	a
Not very important	(-1)	4	-	*	-	-	4	4	4	4	2	4	4	-	-	4	-
		*%	-%	*%	-%	-%	1%	1%	*%	1%	*%	1%	1%	-%	-%	1%	-%
Neither important nor unimportant	(0)	43	5	9	5	2	36	29	39	22	11	19	34	2	-	31	-
		5%	4%	22%	8%	7%	5%	6%	5%	4%	3%	4%	5%	1%	-%	5%	-%
				a													
Important	(1)	295	30	8	20	9	242	161	247	184	144	142	230	31	-	221	25
		34%	26%	19%	31%	26%	34%	33%	33%	31%	33%	29%	34%	24%	-%	34%	30%
Very important	(2)	526	80	24	41	23	427	297	454	384	280	322	412	96	-	396	56
		60%	68%	57%	62%	68%	60%	60%	61%	65%	64%	66%	61%	74%	-%	61%	68%
Don't know		1	-	*	-	-	*	-	*	*	1	*	*	-	-	1	-
		*%	-%	1%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET Important		821	111	32	62	32	670	458	702	568	424	464	642	128	-	617	81
		94%	94%	77%	92%	93%	94%	93%	94%	96%	97%	95%	94%	99%	-%	95%	97%
			b														
NET Not Important		6	2	*	-	-	6	4	6	4	2	6	4	-	-	4	2
		1%	2%	*%	-%	-%	1%	1%	1%	1%	*%	1%	1%	-%	-%	1%	3%
Answered		870	117	41	67	34	712	491	746	594	437	489	680	129	-	651	83
Mean Score		1.5	1.6	1.4	1.5	1.6	1.5	1.5	1.5	1.6	1.6	1.6	1.5	1.7	-	1.5	1.6
														b			
Standard error		.02	.07	.12	.08	.11	.02	.03	.02	.02	.03	.03	.02	.04	-	.02	.10
Standard deviation		.63	.73	.83	.64	.62	.65	.64	.65	.59	.56	.65	.62	.48	-	.61	.74

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	2	2	*	-	-	-	-	-	*	2	2	-	*
		*%	1%	*%	-%	-%	-%	-%	-%	*%	1%	1%	-%	*%
Not very important	(-1)	4	4	*	-	-	*	-	-	4	*	-	*	4
		*%	1%	*%	-%	-%	*%	-%	-%	1%	*%	-%	*%	1%
Neither important nor unimportant	(0)	43	23	20	12	-	5	7	4	31	6	6	9	22
		5%	6%	4%	4%	-%	4%	3%	3%	5%	4%	4%	5%	4%
Important	(1)	295	104	191	83	2	23	73	33	210	50	26	65	197
		34%	26%	41%	28%	7%	20%	29%	26%	36%	34%	17%	34%	39%
				a									a	a
Very important	(2)	526	272	254	206	20	87	172	91	342	87	122	115	279
		60%	67%	55%	69%	93%	76%	68%	71%	58%	59%	78%	61%	56%
			b									bc		
Don't know		1	*	1	-	-	-	-	*	*	1	1	-	*
		*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%
NET Important		821	376	445	289	22	110	246	123	552	137	149	180	476
		94%	93%	96%	96%	100%	96%	97%	97%	94%	94%	95%	95%	95%
NET Not Important		6	6	*	-	-	*	-	-	4	2	2	*	4
		1%	1%	*%	-%	-%	*%	-%	-%	1%	2%	1%	*%	1%
Answered		870	405	465	300	22	115	253	127	587	146	156	189	502
Mean Score		1.5	1.6	1.5	1.6	1.9	1.7	1.7	1.7	1.5	1.5	1.7	1.6	1.5
												c		
Standard error		.02	.04	.03	.03	.08	.05	.04	.05	.03	.06	.06	.04	.03
Standard deviation		.63	.69	.58	.55	.27	.54	.54	.52	.63	.72	.67	.59	.62

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	2	2	-
		*%	1%	-%
Not very important	(-1)	4	2	1
		*%	1%	*%
Neither important nor unimportant	(0)	43	17	26
		5%	6%	5%
Important	(1)	295	116	180
		34%	38%	32%
Very important	(2)	526	165	361
		60%	55%	63%
Don't know		1	1	*
		*%	*%	*%
NET Important		821	280	541
		94%	93%	95%
NET Not Important		6	4	1
		1%	1%	*%
Answered		870	302	568
Mean Score		1.5	1.5	1.6
Standard error		.02	.04	.03
Standard deviation		.63	.70	.59

Columns Tested:: a,b

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	2	-	*	-	-	-	2	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	4	*	2	-	-	-	-	-	*	1	-	-	-
		*%	1%	2%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%
Neither important nor unimportant	(0)	43	*	6	1	5	-	11	-	5	2	4	6	1
		5%	4%	5%	2%	14%	-%	9%	-%	4%	3%	14%	5%	2%
Important	(1)	295	2	52	20	17	15	45	2	42	23	10	35	32
		34%	18%	41%	36%	44%	23%	37%	54%	28%	29%	36%	31%	43%
Very important	(2)	526	9	67	34	16	52	64	1	101	53	15	72	42
		60%	77%	53%	61%	41%	77%	53%	32%	68%	67%	50%	64%	56%
							d							
Don't know		1	-	-	-	*	-	-	1	-	-	-	-	-
		*%	-%	-%	-%	1%	-%	-%	14%	-%	-%	-%	-%	-%
NET Important		821	11	119	54	33	67	109	4	143	76	25	107	75
		94%	95%	93%	98%	85%	100%	89%	86%	96%	96%	86%	95%	98%
NET Not Important		6	*	2	-	-	-	2	-	*	1	-	-	-
		1%	1%	2%	-%	-%	-%	2%	-%	*%	2%	-%	-%	-%
Answered		870	11	128	55	38	67	122	4	148	80	29	113	76
Mean Score		1.5	1.7	1.4	1.6	1.3	1.8	1.4	1.4	1.6	1.6	1.4	1.6	1.5
							bdfj			d				
Standard error		.02	.10	.07	.07	.09	.06	.07	.17	.05	.08	.10	.06	.06
Standard deviation		.63	.62	.67	.54	.70	.42	.79	.57	.55	.63	.73	.59	.54

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 215 (continuation)

QD10A_14. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	2	*	2	-	-	2	-
		*%	*%	1%	-%	-%	*%	-%
Not very important	(-1)	4	2	-	1	-	2	1
		*%	1%	-%	1%	-%	1%	*%
Neither important nor unimportant	(0)	43	8	16	7	11	24	19
		5%	4%	7%	3%	5%	6%	4%
Important	(1)	295	74	77	67	78	151	145
		34%	38%	34%	29%	36%	36%	32%
Very important	(2)	526	110	131	156	129	241	285
		60%	57%	58%	67%	59%	57%	63%
Don't know		1	-	*	1	-	*	1
		*%	-%	*%	*%	-%	*%	*%
NET Important		821	184	208	222	207	392	429
		94%	95%	92%	96%	95%	93%	95%
NET Not Important		6	2	2	1	-	4	1
		1%	1%	1%	1%	-%	1%	*%
Answered		870	194	227	231	218	421	450
Mean Score		1.5	1.5	1.5	1.6	1.5	1.5	1.6
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		.63	.64	.71	.58	.59	.68	.59

Columns Tested:: a,b,c,d - a,b

Table 216

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	38	1	37	38	*	-	*	*
		4%	8%	4%	5%	*%	-%	1%	*%
Not very important	(-1)	79	*	79	78	1	*	*	1
		9%	2%	9%	9%	3%	3%	5%	4%
Neither important nor unimportant	(0)	162	1	161	156	5	*	*	6
		19%	8%	19%	19%	14%	13%	14%	14%
Important	(1)	332	2	330	314	17	1	1	18
		38%	9%	39%	38%	48%	25%	38%	46%
Very important	(2)	259	12	247	245	11	2	1	14
		30%	73%	29%	29%	33%	58% a	42%	36%
Don't know		1	-	1	1	*	-	-	*
		*%	-%	*%	*%	*%	-%	-%	*%
NET Important		591	14	577	558	28	3	2	33
		68%	82%	68%	67%	82% a	84%	79%	82% a
NET Not Important		117	2	115	115	1	*	*	2
		13%	10%	13%	14% be	4%	3%	6%	4%
Answered		870	17	853	830	34	4	2	40
Mean Score		.8	1.4	.8	.8	1.1 a	1.4	1.1	1.1 a
Standard error		.04	.24	.04	.05	.07	.18	.14	.05
Standard deviation		1.10	1.26	1.09	1.11	.81	.97	1.29	.82

Columns Tested:: a,b - a,b,c,d,e

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	38	17	15	5	-	*	*	38	*	*
		4%	4%	5%	9% dh	-%	1%	1%	5%	*%	*%
Not very important	(-1)	79	44	30	3	1	*	*	78	1	*
		9%	10%	9%	6%	4%	3%	5%	9%	3%	4%
Neither important nor unimportant	(0)	162	91	53	12	4	2	*	156	5	1
		19%	20%	16%	21%	15%	13%	14%	19%	14%	14%
Important	(1)	332	179	116	19	10	8	1	314	17	2
		38%	40%	36%	32%	41%	56% bi	38%	38%	48%	30%
Very important	(2)	259	119	107	18	10	4	1	245	11	3
		30%	26%	33%	32%	40%	28%	42%	29%	33%	52% ag
Don't know		1	-	1	-	*	-	-	1	*	-
		*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
NET Important		591	299	223	37	19	12	2	558	28	5
		68%	66%	69%	64%	81%	84% a	79%	67%	82% acg	82%
NET Not Important		117	61	45	9	1	1	*	115	1	*
		13%	14% h	14% h	15% h	4%	4%	6%	14% h	4%	4%
Answered		870	451	321	58	24	14	2	830	34	6
Mean Score		.8	.8	.8	.7	1.2 acg	1.1	1.1 a	.8	1.1 acg	1.3 abcg
Standard error		.04	.07	.07	.14	.09	.09	.14	.05	.07	.09
Standard deviation		1.10	1.07	1.13	1.24	.84	.80	1.29	1.11	.81	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	38	30	7	*	-	*	26	8	1	1	*
		4%	4%	5%	*%	-%	1%	4%	7%	2%	5%	*%
Not very important	(-1)	79	71	7	1	*	*	62	7	5	-	1
		9%	10%	5%	3%	3%	5%	10%	6%	15%	-%	5%
Neither important nor unimportant	(0)	162	119	37	5	*	*	118	19	3	4	8
		19%	17%	26%	14%	13%	14%	20%	16%	9%	28%	33%
Important	(1)	332	267	46	17	1	1	229	52	14	6	10
		38%	39%	32%	48%	25%	38%	38%	44%	40%	39%	40%
					b							
Very important	(2)	259	199	46	11	2	1	168	32	12	4	6
		30%	29%	32%	33%	58%	42%	28%	27%	35%	28%	22%
						a						
Don't know		1	1	-	*	-	-	1	-	-	-	-
		*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%
NET Important		591	466	92	28	3	2	396	84	27	10	15
		68%	68%	64%	82%	84%	79%	66%	71%	75%	66%	62%
					ab							
NET Not Important		117	101	14	1	*	*	88	15	6	1	1
		13%	15%	10%	4%	3%	6%	15%	12%	16%	5%	5%
			c									
Answered		870	686	144	34	4	2	603	118	36	15	25
Mean Score		.8	.8	.8	1.1	1.4	1.1	.7	.8	.9	.8	.8
					a							
Standard error		.04	.06	.08	.07	.18	.14	.06	.09	.13	.16	.08
Standard deviation		1.10	1.11	1.10	.81	.97	1.29	1.10	1.11	1.09	1.04	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	38	4	2	11	-	3	7	3	3	2
		4%	5%	3%	8%	-%	3%	4%	2%	4%	3%
Not very important	(-1)	79	15	6	15	4	6	9	4	4	7
		9%	20% fg	9%	10%	16%	7%	5%	4%	6%	10%
Neither important nor unimportant	(0)	162	19	8	31	4	14	21	31	16	8
		19%	25%	13%	21%	14%	15%	13%	30% f	25%	12%
Important	(1)	332	12	25	49	11	35	76	43	28	32
		38%	16%	40% a	34%	41%	37%	46% a	41% a	44% a	48% a
Very important	(2)	259	23	22	38	8	35	54	23	13	18
		30%	32%	35%	27%	29%	38%	32%	22%	21%	28%
Don't know		1	1	-	-	-	-	-	-	-	-
		*%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		591	35	48	87	19	70	130	66	41	50
		68%	48%	75% a	61%	69%	75% a	78% ac	63%	65%	76% a
NET Not Important		117	19	8	26	4	9	16	7	6	8
		13%	25% fg	12%	18%	16%	10%	9%	7%	10%	13%
Answered		870	73	64	144	27	93	166	104	63	67
Mean Score		.8	.5	.9	.6	.8	1.0	1.0	.8	.7	.9
Standard error		.04	.17	.15	.12	.22	.12	.11	.12	.13	.13
Standard deviation		1.10	1.29	1.07	1.20	1.04	1.04	1.02	.93	1.01	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	38	5	9	21	34	4	2	2	*
		4%	3%	5%	5%	4%	5%	5%	8%	*%
Not very important	(-1)	79	17	24	28	69	10	*	7	2
		9%	9%	12%	7%	9%	14%	1%	28%	18%
							f		abcdf	f
Neither important nor unimportant	(0)	162	26	43	83	152	10	3	4	3
		19%	14%	21%	20%	19%	15%	10%	17%	22%
Important	(1)	332	78	65	168	311	21	12	6	3
		38%	42%	32%	40%	39%	31%	40%	24%	23%
Very important	(2)	259	61	59	115	235	24	13	6	5
		30%	33%	29%	28%	29%	34%	44%	22%	37%
Don't know		1	-	1	-	1	*	-	*	-
		*%	-%	1%	-%	*%	*%	-%	*%	-%
NET Important		591	139	124	283	546	45	25	12	8
		68%	74%	62%	68%	68%	66%	84%	46%	60%
			g		g	g		bgh		
NET Not Important		117	22	33	49	104	13	2	9	2
		13%	12%	16%	12%	13%	19%	6%	36%	18%
									abcdf	
Answered		870	187	200	415	801	68	30	25	13
Mean Score		.8	.9	.7	.8	.8	.8	1.2	.2	.8
			g		g	g		bg		
Standard error		.04	.08	.09	.07	.05	.08	.11	.14	.12
Standard deviation		1.10	1.03	1.15	1.08	1.09	1.22	1.02	1.31	1.17

Columns Tested:: a,b,c,d,e,f,g,h

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	38	-	1	1	*	12	-	-	-	25
		4%	-%	2%	2%	*%	7%	-%	-%	-%	5%
Not very important	(-1)	79	-	*	*	12	6	3	1	1	56
		9%	-%	*%	*%	13%	3%	9%	5%	4%	12% e
Neither important nor unimportant	(0)	162	5	16	16	14	39	6	7	2	73
		19%	21%	27%	26%	15%	24%	20%	33%	12%	16%
Important	(1)	332	10	28	29	39	52	6	9	8	178
		38%	44%	47%	47%	42%	32%	21%	43%	51%	38%
Very important	(2)	259	8	15	16	27	54	14	4	5	130
		30%	35%	24%	25%	30%	33%	49%	19%	33%	28%
Don't know		1	-	-	-	-	-	-	-	-	1
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		591	18	43	45	66	106	21	13	13	308
		68%	79%	71%	72%	71%	65%	71%	62%	84%	66%
NET Not Important		117	-	1	1	12	18	3	1	1	81
		13%	-%	2%	2%	13%	11%	9%	5%	4%	17% bc
Answered		870	23	61	63	93	163	29	22	15	462
Mean Score		.8	1.1	.9	.9	.9	.8	1.1	.8	1.1	.7
Standard error		.04	.15	.10	.09	.10	.09	.20	.16	.17	.06
Standard deviation		1.10	.75	.84	.84	.99	1.16	1.05	.83	.80	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	38 4%	1 1%	12 6%	25 5%	31 4%	7 5%	38 5%	* *%	38 4%	* 1%
Not very important	(-1)	79 9%	13 7%	8 4%	58 12% b	60 8%	19 13%	78 10%	1 2%	72 9%	7 32%
Neither important nor unimportant	(0)	162 19%	35 20%	45 23%	82 16%	143 20%	19 13%	156 19%	6 10%	160 19%	2 9%
Important	(1)	332 38%	78 44%	59 31%	195 39%	278 38%	54 37%	308 38%	24 42%	326 38%	6 27%
Very important	(2)	259 30%	51 29%	68 36%	139 28%	212 29%	47 32%	233 29%	26 45% a	253 30%	6 31%
Don't know		1 *%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%
NET Important		591 68%	130 73%	127 66%	335 67%	490 68%	101 69%	542 66%	49 87% a	579 68%	12 58%
NET Not Important		117 13%	14 8%	20 11%	83 17%	90 12%	27 18%	116 14% b	1 2%	110 13%	7 33%
Answered		870	179	192	499	724	146	813	57	849	21
Mean Score		.8	.9	.8	.7	.8	.8	.8	1.3 a	.8	.5
Standard error		.04	.07	.08	.05	.04	.11	.04	.07	.04	.30
Standard deviation		1.10	.91	1.15	1.13	1.08	1.18	1.11	.76	1.09	1.29

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	38	17	5	16	31	7	-	-	38	-
		4%	4%	4%	5%	5%	5%	-%	-%	5%	-%
Not very important	(-1)	79	55	8	16	66	12	*	*	79	*
		9%	12% c	6%	5%	10%	9%	*%	1%	10%	*%
Neither important nor unimportant	(0)	162	83	30	49	118	37	3	4	155	7
		19%	19%	22%	17%	17%	28%	8%	19%	19%	12%
Important	(1)	332	180	50	101	271	42	12	7	313	19
		38%	41%	37%	35%	40%	32%	30%	34%	39%	31%
Very important	(2)	259	106	43	110	192	33	25	10	225	34
		30%	24%	32%	38% a	28%	25%	62% abe	47%	28%	57% abe
Don't know		1	1	-	-	1	*	-	-	1	-
		*%	*%	-%	-%	*%	*%	-%	-%	*%	-%
NET Important		591	286	93	211	463	75	37	16	538	53
		68%	65%	68%	72%	68%	57%	92% abe	80%	66%	88% abe
NET Not Important		117	72	13	31	97	19	*	*	117	*
		13%	16%	10%	11%	14% f	15% f	*%	1%	14% f	*%
Answered		870	440	136	292	678	131	40	20	809	61
Mean Score		.8	.7	.9	.9 a	.8	.6	1.5 abe	1.3	.8	1.4 abe
Standard error		.04	.05	.08	.07	.05	.08	.10	.12	.04	.07
Standard deviation		1.10	1.09	1.05	1.12	1.10	1.12	.66	.80	1.10	.71

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	38	15	16	7	24	29	29	38	21	2
		4%	4%	5%	4%	3%	4%	4%	4%	4%	1%
Not very important	(-1)	79	44	22	13	73	69	77	79	44	15
		9%	13%	6%	7%	10%	9%	9%	9%	8%	6%
			b								
Neither important nor unimportant	(0)	162	60	58	44	146	135	150	162	100	39
		19%	18%	17%	23%	19%	18%	18%	19%	19%	14%
Important	(1)	332	136	135	61	303	278	319	332	210	121
		38%	41%	39%	32%	39%	38%	39%	38%	40%	43%
Very important	(2)	259	76	116	67	225	224	242	259	151	101
		30%	23%	33%	35%	29%	31%	30%	30%	29%	36%
Don't know		1	1	-	*	*	*	*	1	*	*
		*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
NET Important		591	211	251	128	528	503	560	591	361	222
		68%	64%	72%	67%	68%	68%	69%	68%	69%	80%
											abcde
NET Not Important		117	59	38	20	98	98	106	117	65	18
		13%	18%	11%	10%	13%	13%	13%	13%	12%	6%
							f	f	f		
Answered		870	330	348	192	772	735	817	870	527	279
Mean Score		.8	.6	.9	.9	.8	.8	.8	.8	.8	1.1
											abcde
Standard error		.04	.07	.06	.07	.04	.04	.04	.04	.05	.05
Standard deviation		1.10	1.11	1.08	1.08	1.06	1.09	1.07	1.10	1.07	.89

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	38	5	21	3	-	-	-	*	*
		4%	6%	4%	6%	-%	-%	-%	*%	*%
Not very important	(-1)	79	11	63	3	*	*	*	*	*
		9%	11%	11%	6%	*%	1%	*%	*%	*%
Neither important nor unimportant	(0)	162	18	109	9	5	5	2	2	8
		19%	19%	19%	21%	11%	26%	15%	9%	17%
Important	(1)	332	35	227	14	27	6	4	6	16
		38%	35%	39%	31%	62%	32%	28%	35%	32%
Very important	(2)	259	29	160	17	12	7	7	10	25
		30%	29%	28%	37%	27%	41%	56%	55%	50%
										b
Don't know		1	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	*%	-%	*%
NET Important		591	63	387	31	38	13	11	16	41
		68%	65%	67%	68%	89%	73%	84%	91%	82%
NET Not Important		117	16	84	5	*	*	*	*	*
		13%	17%	15%	12%	*%	1%	*%	*%	*%
			dh	h						
Answered		870	98	581	45	43	18	13	18	49
Mean Score		.8	.7	.8	.9	1.2	1.1	1.4	1.5	1.3
										ab
Standard error		.04	.13	.05	.17	.07	.13	.13	.15	.08
Standard deviation		1.10	1.16	1.08	1.15	.60	.85	.78	.69	.77

Columns Tested:: a,b,c,d,e,f,g,h

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	38	21	3	-	-	-	*	-	26	3	-	-	-	*	-
		4%	3%	4%	-%	-%	-%	*%	-%	5%	3%	-%	-%	-%	*%	-%
Not very important	(-1)	79	69	5	*	*	-	*	-	61	6	3	*	-	*	-
		9%	11%	6%	*%	*%	-%	*%	-%	11%	6%	9%	*%	-%	*%	-%
Neither important nor unimportant	(0)	162	116	18	6	3	-	2	1	110	16	1	1	5	-	2
		19%	19%	26%	16%	13%	-%	22%	14%	19%	17%	2%	11%	48%	-%	16%
Important	(1)	332	242	20	22	10	4	1	4	219	30	17	9	1	1	1
		38%	39%	27%	61%	45%	38%	17%	61%	38%	32%	56%	76%	10%	20%	13%
					b								ab			
Very important	(2)	259	170	26	8	9	6	5	2	157	40	10	1	4	4	8
		30%	27%	36%	22%	41%	62%	61%	25%	27%	42%	33%	13%	42%	79%	71%
Don't know		1	-	-	*	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		591	413	45	30	19	9	7	6	376	70	26	10	6	6	9
		68%	67%	63%	83%	86%	100%	77%	86%	66%	74%	89%	89%	52%	98%	84%
												a				
NET Not Important		117	90	8	*	*	-	*	-	87	8	3	*	-	*	-
		13%	15%	11%	*%	*%	-%	1%	-%	15%	9%	9%	*%	-%	1%	-%
Answered		870	619	71	35	22	9	9	7	573	94	30	12	11	6	11
Mean Score		.8	.8	.8	1.1	1.3	1.6	1.4	1.1	.7	1.1	1.1	1.0	.9	1.8	1.6
Standard error		.04	.05	.13	.09	.10	.10	.18	.24	.05	.10	.12	.08	.22	.16	.24
Standard deviation		1.10	1.08	1.12	.63	.72	.51	.91	.67	1.11	1.05	.84	.52	1.00	.54	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	38	37	-	1	-	-	-	-	-	12	5	12	1	-
		4%	6%	-%	1%	-%	-%	-%	-%	-%	3%	2%	6%	2%	-%
Not very important	(-1)	79	69	5	4	1	-	*	*	*	33	26	16	1	*
		9%	11%	5%	6%	4%	-%	*%	2%	1%	10%	14% d	9%	1%	*%
Neither important nor unimportant	(0)	162	120	24	8	3	4	*	3	7	63	39	33	5	9
		19%	19%	24%	13%	11%	19%	*%	20%	13%	19%	21%	18%	7%	26%
Important	(1)	332	245	35	18	9	7	11	6	24	145	55	70	37	12
		38%	39%	34%	31%	40%	34%	59%	42%	45%	44% b	29%	37%	49%	34%
Very important	(2)	259	159	38	29	11	10	8	5	22	78	61	57	31	14
		30%	25%	37%	49% a	45%	47%	40%	35%	42%	24%	33%	30%	41% a	39%
Don't know		1	1	-	-	-	-	-	*	*	-	-	-	-	*
		*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%
NET Important		591	404	73	47	20	17	19	11	47	223	116	127	68	26
		68%	64%	71%	80%	85%	81%	99%	77%	86% a	67%	62%	67%	90% abc	73%
NET Not Important		117	107	5	4	1	-	*	*	*	45	31	28	2	*
		13%	17% bh	5%	7%	4%	-%	*%	2%	1%	14%	17% d	15%	3%	*%
Answered		870	631	102	59	24	21	19	14	54	330	187	189	75	35
Mean Score		.8	.7	1.0	1.2 a	1.3 a	1.3	1.4	1.1	1.3 a	.7	.8	.8	1.3 abc	1.1
Standard error		.04	.05	.09	.11	.13	.14	.10	.20	.08	.07	.09	.08	.07	.12
Standard deviation		1.10	1.14	.90	.96	.83	.78	.52	.83	.71	1.04	1.13	1.16	.80	.82

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	38	18	1	4	1	-	13	5	11	-	-
		4%	5%	*%	3%	2%	-%	3%	4%	8%	-%	-%
Not very important	(-1)	79	36	22	14	1	*	43	12	15	*	*
		9%	9%	13%	10%	2%	1%	11%	9%	10%	*%	*%
Neither important nor unimportant	(0)	162	76	35	27	1	5	76	23	25	5	5
		19%	20% d	21% d	20% d	2%	25% d	20%	18%	18%	9%	18%
Important	(1)	332	158	51	49	36	9	151	46	46	25	11
		38%	41%	31%	36%	57% b	47%	40%	35%	32%	44%	38%
Very important	(2)	259	100	55	40	23	6	95	45	45	26	13
		30%	26%	34%	30%	37%	28%	25%	35%	32%	47% a	44%
Don't know		1	*	-	-	-	-	-	-	-	-	*
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET Important		591	258	106	89	59	15	245	91	91	51	24
		68%	66%	65%	66%	94% abc	75%	65%	70%	64%	91% abc	82%
NET Not Important		117	55	23	18	2	*	56	17	26	*	*
		13%	14%	14%	14%	4%	1%	15% d	13%	18% d	*%	*%
Answered		870	389	163	134	62	20	377	131	141	56	30
Mean Score		.8	.7	.8	.8	1.3 ac	1.0	.7	.9	.7	1.4 abc	1.3
Standard error		.04	.06	.09	.08	.08	.13	.06	.09	.10	.07	.13
Standard deviation		1.10	1.09	1.05	1.08	.77	.76	1.07	1.10	1.24	.66	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	38	20	7	7	2	-	27	3	9	36	2	24	-
		4%	5%	5%	4%	3%	-%	5%	5%	3%	5%	2%	3%	-%
Not very important	(-1)	79	50	16	12	1	*	37	3	39	79	*	73	*
		9%	11%	12% d	6%	1%	*%	7%	6%	14% a	10%	*%	10%	1%
Neither important nor unimportant	(0)	162	99	17	35	6	*	107	7	44	152	10	145	1
		19%	23%	13%	18%	8%	2%	20%	13%	16%	19%	16%	19%	8%
Important	(1)	332	168	55	71	27	9	193	23	113	304	28	297	6
		38%	38%	42%	37%	37%	36%	36%	45%	42%	38%	45%	39%	46%
Very important	(2)	259	100	37	68	37	15	176	16	66	236	23	219	6
		30%	23%	28%	35% a	51% ab	61% ab	33%	31%	25%	29%	36%	29%	46%
Don't know		1	1	-	*	-	-	1	-	-	1	*	*	-
		*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%
NET Important		591	267	92	139	64	23	370	40	179	540	51	516	12
		68%	61%	69%	72%	88% ab	97% a	68%	76%	66%	67%	81%	68%	91%
NET Not Important		117	70	23	19	3	*	64	6	47	115	2	98	*
		13%	16%	17%	10%	4%	*%	12%	11%	18%	14%	3%	13%	1%
Answered		870	436	132	193	73	24	541	52	271	807	63	759	13
Mean Score		.8	.6	.7	.9	1.3	1.6	.8	.9	.7	.8	1.1	.8	1.4
					a	ab	ab							
Standard error		.04	.06	.10	.08	.09	.09	.05	.13	.07	.04	.11	.04	.14
Standard deviation		1.10	1.09	1.15	1.05	.91	.57	1.10	1.07	1.09	1.11	.86	1.06	.69

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	38	29	-	35	3	24	-	29	-	37	1
		4%	4%	-%	5%	1%	3%	-%	4%	-%	5%	1%
Not very important	(-1)	79	69	*	68	11	73	1	68	1	67	12
		9%	10%	*%	10%	5%	10%	5%	10%	3%	10%	6%
Neither important nor unimportant	(0)	162	126	9	124	38	145	1	126	8	128	34
		19%	18%	30%	19%	18%	19%	6%	18%	25%	19%	17%
Important	(1)	332	270	8	238	94	297	5	268	10	240	92
		38%	38%	28%	36%	44%	39%	33%	38%	30%	36%	46%
Very important	(2)	259	212	12	190	69	216	9	211	14	198	61
		30%	30%	42%	29%	32%	29%	56%	30%	42%	30%	30%
Don't know		1	-	*	1	*	-	*	-	*	1	*
		*%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%
NET Important		591	482	20	428	163	513	15	479	23	438	153
		68%	68%	69%	65%	76%	68%	89%	68%	72%	65%	76%
NET Not Important		117	98	*	103	14	97	1	97	1	104	13
		13%	14%	*%	16%	6%	13%	5%	14%	3%	15%	6%
					b						b	
Answered		870	706	29	654	215	756	16	703	32	670	200
Mean Score		.8	.8	1.1	.7	1.0	.8	1.4	.8	1.1	.7	1.0
						a						
Standard error		.04	.04	.11	.05	.07	.04	.18	.04	.12	.05	.06
Standard deviation		1.10	1.10	.86	1.14	.91	1.06	.83	1.10	.89	1.15	.88

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	38	16	17	6	-	20	20	8	-	31	19	9	-
		4%	3%	3%	4%	-%	4%	4%	6%	-%	5%	4%	5%	-%
Not very important	(-1)	79	36	66	11	-	30	61	10	1	46	55	6	-
		9%	7%	11%	7%	-%	6%	12%	7%	100%	7%	11%	4%	-%
Neither important nor unimportant	(0)	162	79	113	29	4	78	93	23	-	120	81	32	-
		19%	16%	19%	19%	100%	17%	18%	18%	-%	19%	16%	19%	-%
Important	(1)	332	204	233	52	-	182	196	37	-	239	207	57	-
		38%	41%	39%	34%	-%	39%	37%	29%	-%	37%	40%	33%	-%
Very important	(2)	259	160	169	57	-	161	154	53	-	209	153	70	-
		30%	32%	28%	37%	-%	34%	29%	40%	-%	32%	30%	40%	-%
Don't know		1	-	-	*	-	-	*	-	-	1	1	-	-
		*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%
NET Important		591	364	402	109	-	343	350	90	-	447	360	127	-
		68%	73%	67%	71%	-%	73%	67%	69%	-%	69%	70%	73%	-%
NET Not Important		117	52	83	16	-	50	80	18	1	78	74	15	-
		13%	11%	14%	11%	-%	11%	15%	13%	100%	12%	14%	9%	-%
Answered		870	496	598	154	4	471	523	131	1	646	516	175	-
Mean Score		.8	.9	.8	.9	-	.9	.8	.9	-1.0	.8	.8	1.0	-
Standard error		.04	.05	.04	.09	-	.05	.05	.11	-	.04	.05	.08	-
Standard deviation		1.10	1.03	1.06	1.08	-	1.07	1.11	1.19	-	1.10	1.09	1.09	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	38	24	29	38	22	22	-	27	25	22	6	4
		4%	3%	4%	4%	4%	4%	-%	4%	5%	4%	5%	5%
Not very important	(-1)	79	71	67	79	58	55	*	72	41	39	6	*
		9%	10%	9%	9%	10%	11%	*%	12% e	8%	7%	5%	*%
Neither important nor unimportant	(0)	162	132	127	162	107	90	5	103	99	87	18	14
		19%	18%	18%	19%	18%	18%	19%	17%	19%	17%	14%	18%
Important	(1)	332	288	266	332	238	187	9	238	211	199	51	24
		38%	39%	38%	38%	39%	37%	35%	39%	39%	38%	37%	31%
Very important	(2)	259	216	213	259	185	153	11	173	158	174	54	36
		30%	30%	30%	30%	30%	30%	45%	28%	30%	33%	40%	46% a
Don't know		1	-	-	1	-	-	-	1	-	*	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%
NET Important		591	504	480	591	423	340	20	412	369	373	105	60
		68%	69%	68%	68%	69%	67%	80%	67%	69%	72%	77%	77%
NET Not Important		117	96	95	117	81	77	*	100	67	61	12	4
		13%	13%	14%	13%	13%	15%	*%	16%	12%	12%	9%	5%
Answered		870	731	702	870	611	507	25	614	535	521	135	78
Mean Score		.8	.8	.8	.8	.8	.8	1.3	.7	.8	.9	1.0	1.1
Standard error		.04	.04	.04	.04	.04	.05	.13	.05	.05	.05	.10	.13
Standard deviation		1.10	1.07	1.09	1.10	1.08	1.12	.79	1.12	1.09	1.08	1.07	1.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	38	1	-	2	-	28	23	32	26	18	9	32	1	-	32	1
		4%	1%	-%	3%	-%	4%	5%	4%	4%	4%	2%	5%	1%	-%	5%	1%
Not very important	(-1)	79	27	*	2	*	72	50	72	52	55	40	69	10	-	49	18
		9%	23%	1%	3%	*%	10%	10%	10%	9%	12%	8%	10%	8%	-%	8%	21%
			bc														a
Neither important nor unimportant	(0)	162	21	10	20	4	132	78	138	93	69	75	126	23	-	103	12
		19%	18%	25%	30%	11%	19%	16%	19%	16%	16%	15%	19%	18%	-%	16%	15%
Important	(1)	332	29	18	22	21	262	174	273	236	163	200	246	50	-	265	26
		38%	24%	42%	33%	62%	37%	36%	37%	40%	37%	41%	36%	39%	-%	41%	31%
						a											
Very important	(2)	259	40	14	20	9	216	166	229	188	131	165	207	46	-	201	26
		30%	34%	32%	30%	26%	30%	34%	31%	32%	30%	34%	30%	35%	-%	31%	31%
Don't know		1	*	-	-	-	1	-	1	-	1	-	-	-	-	1	*
		*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	*%
NET Important		591	69	31	42	30	478	340	502	424	294	365	453	96	-	466	52
		68%	58%	74%	63%	88%	67%	69%	67%	71%	67%	75%	67%	74%	-%	71%	63%
						a											
NET Not Important		117	28	*	5	*	101	72	105	78	73	50	101	11	-	82	18
		13%	24%	1%	7%	*%	14%	15%	14%	13%	17%	10%	15%	8%	-%	13%	22%
			bd														
Answered		870	117	42	67	34	711	491	746	595	436	490	680	129	-	651	83
Mean Score		.8	.7	1.1	.8	1.1	.8	.8	.8	.9	.8	1.0	.8	1.0	-	.8	.7
Standard error		.04	.11	.11	.13	.11	.04	.05	.04	.05	.05	.05	.04	.08	-	.04	.15
Standard deviation		1.10	1.19	.78	1.02	.61	1.10	1.14	1.11	1.09	1.13	1.00	1.13	.95	-	1.09	1.16

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	38	12	26	7	-	-	7	1	28	9	6	2	29
		4%	3%	6%	2%	-%	-%	3%	1%	5%	6%	4%	1%	6%
Not very important	(-1)	79	31	48	14	-	9	14	9	53	16	18	12	49
		9%	8%	10%	5%	-%	7%	6%	7%	9%	11%	11%	6%	10%
Neither important nor unimportant	(0)	162	74	88	52	-	17	48	19	120	21	26	46	82
		19%	18%	19%	17%	-%	15%	19%	15%	20%	14%	16%	24%	16%
Important	(1)	332	145	187	129	13	58	92	47	220	61	53	67	206
		38%	36%	40%	43%	57%	50%	36%	37%	37%	42%	34%	35%	41%
Very important	(2)	259	143	116	99	10	32	92	51	166	39	54	62	135
		30%	35%	25%	33%	43%	28%	37%	40%	28%	26%	34%	33%	27%
			b											
Don't know		1	*	1	*	-	*	-	1	-	-	-	*	1
		*%	*%	*%	*%	-%	*%	-%	1%	-%	-%	-%	*%	*%
NET Important		591	288	303	228	22	90	184	97	385	100	107	129	340
		68%	71%	65%	76%	100%	78%	73%	76%	66%	68%	68%	68%	68%
NET Not Important		117	43	74	21	-	9	21	10	81	26	24	14	79
		13%	11%	16%	7%	-%	7%	8%	8%	14%	18%	15%	7%	16%
Answered		870	405	465	300	22	115	253	126	587	146	157	189	501
Mean Score		.8	.9	.7	1.0	1.4	1.0	1.0	1.1	.8	.7	.8	.9	.7
			b						b					
Standard error		.04	.05	.05	.05	.15	.07	.07	.08	.05	.10	.09	.07	.05
Standard deviation		1.10	1.05	1.12	.95	.51	.85	1.01	.94	1.10	1.16	1.14	.96	1.13

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	38	11	27
		4%	4%	5%
Not very important	(-1)	79	36	43
		9%	12%	8%
Neither important nor unimportant	(0)	162	62	100
		19%	20%	18%
Important	(1)	332	110	222
		38%	36%	39%
Very important	(2)	259	85	174
		30%	28%	31%
Don't know		1	*	1
		*%	*%	*%
NET Important		591	194	397
		68%	64%	70%
NET Not Important		117	46	71
		13%	15%	12%
Answered		870	302	568
Mean Score		.8	.7	.8
Standard error		.04	.06	.05
Standard deviation		1.10	1.10	1.09

Columns Tested:: a,b

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	38	*	1	4	7	1	2	1	7	3	1	11	*
		4%	*%	1%	8%	19%	1%	2%	17%	5%	3%	3%	10%	*%
						bfl							l	
Not very important	(-1)	79	*	6	10	3	7	2	-	13	7	13	11	5
		9%	4%	5%	19%	8%	11%	2%	-%	9%	8%	46%	10%	7%
					f							abdefhikl		
Neither important nor unimportant	(0)	162	3	20	10	12	11	23	*	20	16	5	23	19
		19%	22%	16%	18%	31%	16%	19%	7%	13%	20%	18%	21%	25%
Important	(1)	332	2	52	16	13	18	62	1	69	24	3	40	31
		38%	14%	41%	29%	35%	26%	51%	26%	47%	31%	10%	36%	41%
				j				j		j			j	j
Very important	(2)	259	7	48	14	3	30	32	2	38	31	7	27	19
		30%	60%	38%	26%	8%	46%	26%	50%	26%	38%	23%	24%	25%
			dk	d			d				d			
Don't know		1	-	-	-	-	-	-	-	-	-	-	-	1
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
NET Important		591	8	100	30	16	48	95	3	108	55	10	67	50
		68%	74%	79%	55%	43%	72%	78%	76%	73%	69%	34%	60%	66%
				cdjk			j	dj		dj	j		j	j
NET Not Important		117	*	7	15	10	8	4	1	21	9	14	22	5
		13%	4%	6%	27%	27%	12%	3%	17%	14%	11%	48%	20%	7%
					bfl	f						abefhikl	bfl	
Answered		870	11	128	55	39	67	122	4	148	80	29	113	75
Mean Score		.8	1.3	1.1	.5	.1	1.0	1.0	.9	.8	.9	.1	.5	.9
			dj	cdjk			dj	cdjk		dj	dj			dj
Standard error		.04	.17	.10	.17	.15	.16	.08	.46	.10	.14	.17	.13	.09
Standard deviation		1.10	1.00	.90	1.29	1.24	1.08	.82	1.66	1.08	1.10	1.28	1.23	.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 216 (continuation)

QD10A_15. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	38	6	10	10	12	16	22
		4%	3%	4%	4%	5%	4%	5%
Not very important	(-1)	79	17	13	20	29	30	49
		9%	9%	6%	9%	13%	7%	11%
Neither important nor unimportant	(0)	162	32	46	36	48	78	84
		19%	17%	20%	15%	22%	19%	19%
Important	(1)	332	70	93	95	74	163	169
		38%	36%	41%	41%	34%	39%	38%
Very important	(2)	259	69	66	71	53	135	124
		30%	36%	29%	31%	24%	32%	28%
Don't know		1	-	-	-	1	-	1
		*%	-%	-%	-%	1%	-%	*%
NET Important		591	139	159	166	128	298	293
		68%	72%	70%	71%	58%	71%	65%
					d			
NET Not Important		117	23	23	30	41	45	72
		13%	12%	10%	13%	19%	11%	16%
Answered		870	194	227	232	217	421	449
Mean Score		.8	.9	.8	.8	.6	.9	.7
			d					
Standard error		.04	.08	.07	.08	.07	.05	.05
Standard deviation		1.10	1.07	1.04	1.09	1.16	1.05	1.13

Columns Tested:: a,b,c,d - a,b

Table 217

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	50	1	49	49	1	*	*	1
		6%	4%	6%	6%	2%	2%	5%	2%
Not very important	(-1)	43	-	43	39	3	*	*	3
		5%	-%	5%	5%	10%	1%	*%	8%
Neither important nor unimportant	(0)	252	2	250	246	5	*	*	6
		29%	11%	29%	30%	16%	5%	8%	14%
					bde				
Important	(1)	348	6	342	330	15	2	1	18
		40%	38%	40%	40%	43%	64%	47%	45%
Very important	(2)	177	8	170	165	10	1	1	12
		20%	46%	20%	20%	30%	28%	40%	31%
								a	a
Don't know		1	-	1	1	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET Important		526	14	512	495	25	3	2	30
		60%	84%	60%	60%	73%	92%	87%	76%
						a	a	a	a
NET Not Important		92	1	92	88	4	*	*	4
		11%	4%	11%	11%	11%	3%	5%	10%
Answered		870	17	853	830	34	4	2	40
Mean Score		.6	1.2	.6	.6	.9	1.1	1.2	.9
								a	a
Standard error		.04	.19	.04	.04	.08	.15	.15	.06
Standard deviation		1.04	.98	1.04	1.04	1.00	.85	1.33	.98

Columns Tested:: a,b - a,b,c,d,e

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	50	23	22	4	*	*	*	49	1	*
		6%	5%	7%	7%	1%	2%	5%	6%	2%	3%
Not very important	(-1)	43	14	21	4	3	*	*	39	3	*
		5%	3%	7%	8%	13%	1%	*%	5%	10%	1%
						aefgi					
Neither important nor unimportant	(0)	252	131	100	15	3	3	*	246	5	*
		29%	29%	31%	27%	11%	21%	8%	30%	16%	6%
			dfhi	dfhi	fi				dfhi		
Important	(1)	348	193	115	23	12	5	1	330	15	3
		40%	43%	36%	39%	49%	38%	47%	40%	43%	58%
											b
Very important	(2)	177	89	64	11	6	6	1	165	10	2
		20%	20%	20%	19%	25%	39%	40%	20%	30%	32%
							abg	abcg			
Don't know		1	1	*	-	-	-	-	1	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
NET Important		526	282	179	34	18	11	2	495	25	5
		60%	63%	56%	59%	74%	77%	87%	60%	73%	90%
						b	b	abcg		bg	abcg
NET Not Important		92	37	43	8	4	*	*	88	4	*
		11%	8%	13%	15%	15%	3%	5%	11%	11%	4%
Answered		870	450	322	58	24	14	2	830	34	6
Mean Score		.6	.7	.6	.6	.8	1.1	1.2	.6	.9	1.2
							abcg	abcg		b	abcg
Standard error		.04	.06	.07	.12	.11	.10	.15	.04	.08	.09
Standard deviation		1.04	.99	1.09	1.11	1.02	.92	1.33	1.04	1.00	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	50	42	7	1	*	*	40	9	-	1	*
		6%	6%	5%	2%	2%	5%	7%	7%	-%	4%	1%
Not very important	(-1)	43	31	8	3	*	*	20	11	5	*	4
		5%	5%	6%	10%	1%	*%	3%	9%	14%	*%	17%
									a	a		a
Neither important nor unimportant	(0)	252	198	48	5	*	*	185	31	11	5	5
		29%	29%	34%	16%	5%	8%	31%	26%	31%	31%	19%
			ce	cde								
Important	(1)	348	281	49	15	2	1	237	45	11	7	9
		40%	41%	34%	43%	64%	47%	39%	38%	32%	48%	38%
						b						
Very important	(2)	177	134	31	10	1	1	121	22	8	2	6
		20%	19%	22%	30%	28%	40%	20%	19%	23%	16%	25%
							ab					
Don't know		1	1	-	-	-	-	1	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET Important		526	415	80	25	3	2	358	67	20	9	15
		60%	60%	56%	73%	92%	87%	59%	57%	55%	64%	63%
					b	ab	ab					
NET Not Important		92	73	16	4	*	*	59	20	5	1	4
		11%	11%	11%	11%	3%	5%	10%	17%	14%	5%	18%
Answered		870	686	144	34	4	2	603	118	36	15	25
Mean Score		.6	.6	.6	.9	1.1	1.2	.6	.5	.6	.7	.7
							ab					
Standard error		.04	.05	.07	.08	.15	.15	.05	.09	.12	.14	.11
Standard deviation		1.04	1.04	1.05	1.00	.85	1.33	1.05	1.13	1.00	.93	1.08

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	50	4	4	18	1	6	4	3	3	4
		6%	6%	6%	12%	3%	6%	3%	2%	4%	6%
Not very important	(-1)	43	-	2	10	-	8	10	4	4	2
		5%	-%	3%	7%	-%	9%	6%	4%	6%	3%
Neither important nor unimportant	(0)	252	13	21	32	18	26	34	43	24	24
		29%	18%	32%	22%	65%	28%	20%	41% acf	38%	35%
Important	(1)	348	31	23	63	6	30	82	37	27	24
		40%	42%	36%	43%	23%	32%	49%	36%	43%	36%
Very important	(2)	177	25	15	22	2	24	35	18	6	12
		20%	34% ch	23%	15%	9%	25%	21%	17%	9%	19%
Don't know		1	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		526	57	38	85	9	53	117	55	33	37
		60%	77% gh	59%	59%	32%	57%	71%	53%	52%	55%
NET Not Important		92	4	5	27	1	14	15	7	6	6
		11%	6%	8%	19%	3%	15%	9%	7%	10%	10%
Answered		870	74	64	144	27	93	166	104	63	67
Mean Score		.6	1.0 ch	.7	.4	.3	.6	.8	.6	.5	.6
Standard error		.04	.13	.15	.12	.16	.13	.10	.11	.12	.14
Standard deviation		1.04	1.02	1.05	1.20	.79	1.14	.94	.90	.91	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	50	11	11	25	46	3	1	2	*
		6%	6%	5%	6%	6%	5%	3%	8%	3%
Not very important	(-1)	43	11	5	24	40	2	1	1	1
		5%	6%	3%	6%	5%	4%	2%	5%	5%
Neither important nor unimportant	(0)	252	67	57	108	233	19	7	9	3
		29%	36%	29%	26%	29%	28%	23%	34%	26%
Important	(1)	348	60	81	182	323	25	10	11	5
		40%	32%	40%	44%	40%	37%	33%	42%	39%
Very important	(2)	177	38	46	75	160	17	11	2	4
		20%	21%	23%	18%	20%	25%	38%	10%	28%
								cdg		
Don't know		1	-	-	-	-	1	1	*	-
		*%	-%	-%	-%	-%	2%	2%	2%	-%
								d		
NET Important		526	98	127	257	483	43	21	13	9
		60%	53%	63%	62%	60%	63%	70%	51%	67%
NET Not Important		92	21	16	49	87	6	1	3	1
		11%	11%	8%	12%	11%	8%	4%	14%	8%
Answered		870	187	201	415	803	67	30	25	13
Mean Score		.6	.6	.7	.6	.6	.8	1.0	.4	.8
								acdg		
Standard error		.04	.09	.08	.07	.04	.06	.11	.11	.11
Standard deviation		1.04	1.06	1.02	1.04	1.04	1.04	.98	1.05	1.02

Columns Tested:: a,b,c,d,e,f,g,h

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	50	2	2	2	16	9	1	*	*	20
		6%	8%	3%	3%	17% ei	5%	3%	*%	2%	4%
Not very important	(-1)	43	1	4	4	2	15	2	1	*	18
		5%	5%	6%	6%	2%	9%	8%	4%	*%	4%
Neither important nor unimportant	(0)	252	3	16	16	24	40	8	12	5	144
		29%	12%	26%	25%	26%	25%	27%	56%	33%	31%
Important	(1)	348	13	24	26	28	69	13	3	9	187
		40%	56%	40%	41%	30%	42%	45%	16%	56%	40%
Very important	(2)	177	4	16	16	23	29	5	5	1	94
		20%	19%	26%	25%	25%	18%	17%	22%	9%	20%
Don't know		1	-	-	-	-	1	-	*	-	-
		*%	-%	-%	-%	-%	*%	-%	2%	-%	-%
NET Important		526	17	40	42	51	98	18	8	10	281
		60%	75%	65%	66%	55%	60%	62%	37%	65%	61%
NET Not Important		92	3	5	5	17	24	3	1	*	38
		11%	13%	9%	9%	19%	15%	11%	5%	2%	8%
Answered		870	23	61	63	93	162	29	21	15	464
Mean Score		.6	.7	.8	.8	.4	.6	.7	.6	.7	.7
Standard error		.04	.22	.12	.11	.14	.08	.18	.18	.15	.05
Standard deviation		1.04	1.10	1.00	.99	1.35	1.06	.96	.91	.74	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	50	20	9	21	40	9	45	5	50	-
		6%	11%	5%	4%	6%	6%	5%	9%	6%	-%
			c								
Not very important	(-1)	43	6	18	19	37	6	41	1	43	*
		5%	4%	9%	4%	5%	4%	5%	3%	5%	1%
Neither important nor unimportant	(0)	252	43	48	161	200	52	243	9	243	9
		29%	24%	25%	32%	28%	35%	30%	15%	29%	42%
Important	(1)	348	67	82	199	301	48	327	22	338	10
		40%	38%	43%	40%	42%	33%	40%	38%	40%	49%
Very important	(2)	177	43	34	100	146	31	157	20	176	2
		20%	24%	18%	20%	20%	21%	19%	35%	21%	7%
									a		
Don't know		1	-	1	*	1	*	1	-	1	-
		*%	-%	*%	*%	*%	*%	*%	-%	*%	-%
NET Important		526	110	116	299	447	79	484	42	514	12
		60%	62%	60%	60%	62%	54%	59%	73%	60%	56%
NET Not Important		92	26	27	39	77	15	86	6	92	*
		11%	14%	14%	8%	11%	10%	11%	11%	11%	1%
Answered		870	179	191	500	724	146	814	57	849	21
Mean Score		.6	.6	.6	.7	.7	.6	.6	.9	.6	.6
Standard error		.04	.09	.07	.05	.04	.10	.04	.10	.04	.15
Standard deviation		1.04	1.21	1.04	.97	1.03	1.07	1.03	1.18	1.05	.65

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	50	27	10	13	38	11	*	*	49	*
		6%	6%	7%	4%	6%	9%	*%	*%	6%	*%
Not very important	(-1)	43	22	4	16	32	5	6	*	37	6
		5%	5%	3%	6%	5%	4%	15%	*%	5%	10%
Neither important nor unimportant	(0)	252	132	34	85	200	46	2	4	246	6
		29%	30%	25%	29%	30%	35%	6%	18%	30%	10%
						cf	cf			cf	
Important	(1)	348	175	55	116	280	40	21	8	320	29
		40%	40%	41%	40%	41%	31%	51%	40%	39%	47%
Very important	(2)	177	85	32	60	129	28	11	9	157	20
		20%	19%	24%	21%	19%	22%	28%	42%	19%	33%
Don't know		1	*	-	1	*	1	-	-	1	-
		*%	*%	-%	*%	*%	1%	-%	-%	*%	-%
NET Important		526	260	88	176	408	69	32	17	477	49
		60%	59%	64%	61%	60%	52%	79%	81%	59%	80%
								b			abe
NET Not Important		92	49	14	29	70	17	6	*	86	6
		11%	11%	10%	10%	10%	13%	15%	1%	11%	10%
Answered		870	441	136	291	678	131	40	20	809	61
Mean Score		.6	.6	.7	.7	.6	.5	.9	1.2	.6	1.0
											abe
Standard error		.04	.05	.08	.06	.04	.09	.14	.11	.04	.10
Standard deviation		1.04	1.04	1.09	1.01	1.02	1.14	.98	.79	1.04	.92

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	50	21	17	11	42	33	46	50	24	12
		6%	6%	5%	6%	5%	5%	6%	6%	5%	4%
Not very important	(-1)	43	14	18	11	40	43	43	43	30	5
		5%	4%	5%	6%	5%	6%	5%	5%	6%	2%
Neither important nor unimportant	(0)	252	105	95	52	223	208	237	252	127	48
		29%	32%	27%	27%	29%	28%	29%	29%	24%	17%
						f	f	f	f		
Important	(1)	348	139	140	69	312	294	327	348	225	137
		40%	42%	40%	36%	40%	40%	40%	40%	43%	49%
Very important	(2)	177	51	78	48	154	156	163	177	121	77
		20%	15%	22%	25%	20%	21%	20%	20%	23%	28%
Don't know		1	*	-	1	1	1	1	1	1	-
		*%	*%	-%	*%	*%	*%	*%	*%	*%	-%
NET Important		526	191	218	117	466	450	490	526	346	214
		60%	58%	63%	61%	60%	61%	60%	60%	66%	77%
											abcde
NET Not Important		92	35	35	23	82	76	88	92	54	17
		11%	10%	10%	12%	11%	10%	11%	11%	10%	6%
Answered		870	331	348	192	771	734	816	870	526	279
Mean Score		.6	.6	.7	.7	.6	.7	.6	.6	.7	.9
											abcd
Standard error		.04	.07	.06	.07	.04	.04	.04	.04	.04	.05
Standard deviation		1.04	1.01	1.03	1.10	1.03	1.02	1.04	1.04	1.02	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	50	16	29	-	*	*	-	-	*
		6%	17%	5%	-%	*%	*%	-%	-%	*%
			bch							
Not very important	(-1)	43	3	32	4	1	1	3	-	3
		5%	3%	6%	8%	3%	3%	19%	-%	6%
Neither important nor unimportant	(0)	252	35	169	16	10	2	*	5	8
		29%	36%	29%	34%	23%	12%	2%	29%	15%
			f		f					
Important	(1)	348	33	240	15	11	13	8	6	27
		40%	34%	41%	33%	25%	70%	64%	33%	54%
							ad			
Very important	(2)	177	10	110	11	21	3	1	7	11
		20%	11%	19%	24%	49%	15%	10%	39%	22%
						ab				
Don't know		1	-	*	-	-	-	1	-	1
		*%	-%	*%	-%	-%	-%	5%	-%	1%
								b		
NET Important		526	44	350	26	32	15	10	13	38
		60%	45%	60%	57%	74%	84%	73%	71%	77%
						a	a			a
NET Not Important		92	19	61	4	1	1	3	-	3
		11%	19%	11%	8%	3%	4%	19%	-%	6%
Answered		870	98	580	45	43	18	13	18	49
Mean Score		.6	.2	.6	.7	1.2	.9	.7	1.1	.9
				a		ab	a			a
Standard error		.04	.14	.05	.14	.11	.10	.15	.18	.08
Standard deviation		1.04	1.20	1.01	.93	.92	.67	.95	.84	.81

Columns Tested:: a,b,c,d,e,f,g,h

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	50	39	2	-	*	*	-	-	31	2	-	-	-	-	-
		6%	6%	3%	-%	1%	1%	-%	-%	5%	2%	-%	-%	-%	-%	-%
Not very important	(-1)	43	32	4	*	1	2	*	-	36	*	4	3	-	*	-
		5%	5%	6%	1%	4%	25%	2%	-%	6%	*%	14%	25%	-%	1%	-%
												b	ab			
Neither important nor unimportant	(0)	252	175	31	10	3	*	*	4	177	21	5	2	2	*	1
		29%	28%	43%	27%	12%	3%	3%	65%	31%	22%	18%	17%	18%	*%	6%
Important	(1)	348	260	20	11	9	5	6	1	222	40	12	4	7	4	4
		40%	42%	28%	30%	43%	54%	68%	18%	39%	42%	41%	35%	69%	74%	40%
Very important	(2)	177	113	14	14	9	2	2	1	106	31	8	3	1	1	6
		20%	18%	20%	41%	40%	17%	18%	17%	19%	33%	27%	23%	6%	25%	53%
					a											
Don't know		1	*	-	-	-	-	1	-	*	-	-	-	1	-	-
		*%	*%	-%	-%	-%	-%	8%	-%	*%	-%	-%	-%	7%	-%	-%
NET Important		526	372	34	25	18	7	7	2	328	71	20	7	8	6	10
		60%	60%	48%	71%	83%	71%	86%	35%	57%	75%	68%	58%	75%	99%	94%
						b					a					
NET Not Important		92	71	6	*	1	2	*	-	67	2	4	3	-	*	-
		11%	12%	9%	1%	5%	26%	2%	-%	12%	2%	14%	25%	-%	1%	-%
													b			
Answered		870	618	71	36	22	9	8	7	573	94	30	12	10	6	11
Mean Score		.6	.6	.6	1.1	1.2	.6	1.1	.5	.6	1.0	.8	.6	.9	1.2	1.5
											a					
Standard error		.04	.05	.11	.12	.13	.21	.12	.29	.05	.09	.14	.19	.12	.15	.19
Standard deviation		1.04	1.04	.98	.87	.89	1.12	.61	.83	1.03	.88	1.00	1.15	.52	.53	.65

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	50	45	3	2	*	-	*	-	*	17	18	6	5	-
		6%	7%	2%	4%	1%	-%	*%	-%	*%	5%	10%	3%	6%	-%
Not very important	(-1)	43	35	1	3	-	*	3	*	3	13	9	13	7	1
		5%	6%	1%	6%	-%	*%	13%	3%	6%	4%	5%	7%	9%	3%
Neither important nor unimportant	(0)	252	197	30	4	10	6	*	5	11	97	52	72	8	9
		29%	31% c	30% c	7%	44% c	29%	*%	34%	20%	29% d	28% d	38% d	10%	26%
Important	(1)	348	236	49	25	9	6	16	7	29	151	66	56	39	15
		40%	37%	48%	43%	40%	27%	84%	51%	53%	46% c	35%	30%	52% c	43%
Very important	(2)	177	120	19	24	4	9	*	1	11	53	41	41	17	10
		20%	19%	19%	41% a	16%	44%	2%	7%	20%	16%	22%	22%	22%	29%
Don't know		1	*	-	-	-	-	-	1	1	*	-	-	1	-
		*%	*%	-%	-%	-%	-%	-%	5%	1%	*%	-%	-%	1%	-%
NET Important		526	356	68	50	13	15	16	8	39	204	107	97	56	25
		60%	56%	67%	84% ad	55%	70%	86%	58%	73%	62%	57%	52%	74% c	71%
NET Not Important		92	80	4	6	*	*	3	*	3	30	27	19	11	1
		11%	13%	4%	9%	1%	*%	14%	3%	6%	9%	15%	10%	15%	3%
Answered		870	632	102	59	24	21	19	13	53	330	187	189	75	35
Mean Score		.6	.6	.8	1.1 a	.7	1.1	.7	.7	.9	.6	.6	.6	.8	1.0
Standard error		.04	.05	.08	.12	.12	.15	.14	.17	.09	.06	.09	.07	.10	.12
Standard deviation		1.04	1.08	.84	1.02	.78	.87	.75	.70	.80	.97	1.17	1.01	1.09	.82

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	50	21	13	3	5	-	21	5	7	*	-
		6%	5%	8%	2%	7%	-%	6%	4%	5%	*%	-%
Not very important	(-1)	43	18	12	7	3	*	24	4	7	7	1
		5%	5%	7%	6%	4%	*%	6%	3%	5%	12%	3%
Neither important nor unimportant	(0)	252	113	47	52	7	4	119	30	48	6	5
		29%	29%	29%	39%	11%	21%	31%	23%	34%	12%	17%
			d	d	d			d		d		
Important	(1)	348	168	56	41	34	11	148	54	51	26	14
		40%	43%	35%	30%	55%	52%	39%	42%	36%	47%	47%
						c						
Very important	(2)	177	70	34	31	14	5	64	37	29	15	10
		20%	18%	21%	23%	22%	27%	17%	28%	20%	27%	33%
Don't know		1	*	-	-	1	-	*	-	-	1	-
		*%	*%	-%	-%	1%	-%	*%	-%	-%	1%	-%
NET Important		526	237	90	71	48	16	213	91	80	42	24
		60%	61%	55%	53%	77%	79%	56%	70%	57%	75%	80%
						bc						
NET Not Important		92	39	25	11	7	*	45	9	14	7	1
		11%	10%	16%	8%	11%	*%	12%	7%	10%	13%	3%
Answered		870	389	163	134	62	20	377	131	141	55	30
Mean Score		.6	.6	.5	.7	.8	1.1	.6	.9	.6	.9	1.1
Standard error		.04	.06	.10	.07	.11	.12	.06	.08	.08	.11	.13
Standard deviation		1.04	1.00	1.15	.97	1.07	.71	1.03	.98	1.02	.97	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	50	27	8	11	3	-	32	*	17	49	*	42	-
		6%	6%	6%	6%	4%	-%	6%	1%	6%	6%	*%	6%	-%
Not very important	(-1)	43	21	4	12	4	1	26	2	13	37	6	39	1
		5%	5%	3%	6%	5%	6%	5%	4%	5%	5%	9%	5%	9%
Neither important nor unimportant	(0)	252	142	28	67	11	4	150	19	82	242	10	219	4
		29%	32%	21%	35% d	16%	17%	28%	37%	30%	30%	16%	29%	33%
Important	(1)	348	178	57	54	39	11	213	18	114	318	31	309	2
		40%	41% c	43%	28%	53% c	48%	39%	35%	42%	39%	49%	41%	16%
Very important	(2)	177	69	35	49	15	7	121	12	44	161	17	149	5
		20%	16%	27%	25%	21%	29%	22%	24%	16%	20%	26%	20%	43%
Don't know		1	*	-	-	1	-	1	-	*	1	-	1	-
		*%	*%	-%	-%	1%	-%	*%	-%	*%	*%	-%	*%	-%
NET Important		526	247	92	102	54	18	333	30	158	479	47	458	8
		60%	56%	70% c	53%	74% c	77%	61%	58%	58%	59%	75%	60%	59%
NET Not Important		92	48	12	23	7	1	58	2	30	86	6	81	1
		11%	11%	9%	12%	9%	6%	11%	4%	11%	11%	9%	11%	9%
Answered		870	437	132	193	72	24	541	52	270	807	63	758	13
Mean Score		.6	.6	.8	.6	.8	1.0	.7	.8	.6	.6	.9	.6	.9
Standard error		.04	.05	.09	.08	.10	.13	.05	.11	.06	.04	.11	.04	.23
Standard deviation		1.04	1.02	1.06	1.11	.96	.85	1.06	.88	1.03	1.05	.90	1.03	1.09

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	50	33	-	36	14	42	-	33	-	32	17
		6%	5%	-%	5%	6%	6%	-%	5%	-%	5%	9%
Not very important	(-1)	43	42	1	35	8	39	1	42	1	35	8
		5%	6%	4%	5%	4%	5%	7%	6%	3%	5%	4%
Neither important nor unimportant	(0)	252	202	6	194	58	218	5	201	7	199	53
		29%	29%	21%	30%	27%	29%	30%	29%	21%	30%	26%
Important	(1)	348	289	5	260	89	311	1	290	4	263	85
		40%	41%	18%	40%	41%	41%	6%	41% b	13%	39%	43%
Very important	(2)	177	139	16	130	47	145	9	136	20	140	37
		20%	20%	55% a	20%	22%	19%	57%	19%	61% a	21%	19%
Don't know		1	*	1	1	-	1	-	*	1	1	-
		*%	*%	2%	*%	-%	*%	-%	*%	2%	*%	-%
NET Important		526	429	22	390	136	456	10	426	24	403	123
		60%	61%	73%	59%	63%	60%	63%	61%	74%	60%	61%
NET Not Important		92	75	1	70	22	81	1	75	1	68	25
		11%	11%	4%	11%	10%	11%	7%	11%	3%	10%	12%
Answered		870	705	29	655	216	755	16	703	32	670	200
Mean Score		.6	.7	1.3 a	.6	.7	.6	1.1	.6	1.4 a	.7	.6
Standard error		.04	.04	.12	.04	.08	.04	.23	.04	.12	.04	.08
Standard deviation		1.04	1.01	.95	1.03	1.06	1.03	1.10	1.01	.93	1.02	1.10

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	50	27	36	6	-	15	27	5	-	40	22	10	-
		6%	6%	6%	4%	-%	3%	5%	4%	-%	6%	4%	6%	-%
Not very important	(-1)	43	26	34	8	-	33	33	13	-	34	27	11	-
		5%	5%	6%	5%	-%	7%	6%	10%	-%	5%	5%	7%	-%
Neither important nor unimportant	(0)	252	130	179	42	4	124	145	37	-	181	152	35	-
		29%	26%	30%	27%	100%	26%	28%	28%	-%	28%	29%	20%	-%
Important	(1)	348	207	238	68	-	178	204	47	-	247	205	81	-
		40%	42%	40%	44%	-%	38%	39%	36%	-%	38%	40%	46%	-%
Very important	(2)	177	106	110	31	-	119	114	29	1	145	111	37	-
		20%	21%	18%	20%	-%	25%	22%	22%	100%	22%	22%	21%	-%
Don't know		1	1	*	-	-	1	*	-	-	1	*	-	-
		*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		526	312	348	99	-	297	318	76	1	392	316	118	-
		60%	63%	58%	64%	-%	63%	61%	58%	100%	61%	61%	68%	-%
NET Not Important		92	53	70	13	-	49	60	18	-	74	48	22	-
		11%	11%	12%	9%	-%	10%	11%	14%	-%	11%	9%	12%	-%
Answered		870	495	598	154	4	470	523	131	1	646	516	175	-
Mean Score		.6	.7	.6	.7	-	.7	.7	.6	2.0	.7	.7	.7	-
Standard error		.04	.05	.04	.08	-	.05	.05	.10	-	.04	.04	.08	-
Standard deviation		1.04	1.04	1.04	.97	-	1.02	1.05	1.06	-	1.07	1.00	1.06	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	50	40	31	50	31	27	*	35	28	29	8	6
		6%	5%	4%	6%	5%	5%	*%	6%	5%	5%	6%	8%
Not very important	(-1)	43	39	42	43	28	26	-	36	29	29	10	9
		5%	5%	6%	5%	5%	5%	-%	6%	5%	6%	8%	12%
Neither important nor unimportant	(0)	252	204	199	252	170	146	8	188	138	141	24	23
		29%	28%	28%	29%	28%	29%	33%	31%	26%	27%	18%	30%
Important	(1)	348	296	278	348	240	205	9	239	220	199	68	29
		40%	40%	40%	40%	39%	40%	36%	39%	41%	38%	50%	37%
Very important	(2)	177	152	152	177	142	103	8	116	119	122	25	11
		20%	21%	22%	20%	23%	20%	30%	19%	22%	24%	18%	14%
Don't know		1	1	1	1	1	*	-	1	*	1	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
NET Important		526	448	430	526	382	308	17	356	340	322	93	39
		60%	61%	61%	60%	62%	61%	66%	58%	63%	62%	69%	50%
NET Not Important		92	78	73	92	59	52	*	71	57	57	18	16
		11%	11%	10%	11%	10%	10%	*%	12%	11%	11%	13%	20%
Answered		870	730	701	870	610	507	25	615	535	520	135	78
Mean Score		.6	.7	.7	.6	.7	.7	1.0	.6	.7	.7	.7	.4
Standard error		.04	.04	.04	.04	.04	.05	.14	.04	.05	.05	.09	.14
Standard deviation		1.04	1.04	1.02	1.04	1.03	1.03	.83	1.04	1.04	1.06	1.05	1.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	50	5	*	2	6	39	23	40	27	25	23	38	6	-	28	7
		6%	4%	*%	2%	17%	5%	5%	5%	5%	6%	5%	6%	5%	-%	4%	8%
Not very important	(-1)	43	7	1	*	-	34	27	35	30	27	24	35	5	-	34	4
		5%	6%	3%	*%	-%	5%	5%	5%	5%	6%	5%	5%	4%	-%	5%	5%
Neither important nor unimportant	(0)	252	30	13	20	11	210	142	219	156	124	131	206	30	-	181	15
		29%	25%	30%	30%	34%	29%	29%	29%	26%	28%	27%	30%	24%	-%	28%	18%
Important	(1)	348	43	15	37	13	283	181	297	248	175	192	262	44	-	255	44
		40%	37%	35%	55%	37%	40%	37%	40%	42%	40%	39%	39%	34%	-%	39%	53%
Very important	(2)	177	32	12	8	4	146	118	156	134	87	120	139	43	-	154	12
		20%	28%	29%	12%	12%	20%	24%	21%	22%	20%	24%	20%	34%	-%	24%	15%
														b			
Don't know		1	-	1	-	-	1	-	1	*	-	*	-	-	-	*	1
		*%	-%	2%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%	1%
NET Important		526	76	27	45	17	429	299	452	381	262	312	401	88	-	409	56
		60%	65%	65%	68%	50%	60%	61%	61%	64%	60%	64%	59%	68%	-%	63%	68%
NET Not Important		92	12	1	2	6	73	50	75	57	52	47	73	11	-	62	11
		11%	10%	3%	3%	17%	10%	10%	10%	10%	12%	10%	11%	9%	-%	9%	13%
Answered		870	117	41	67	34	711	491	746	594	437	489	680	129	-	652	82
Mean Score		.6	.8	.9	.8	.3	.7	.7	.7	.7	.6	.7	.6	.9	-	.7	.6
Standard error		.04	.10	.12	.10	.22	.04	.05	.04	.04	.05	.05	.04	.09	-	.04	.14
Standard deviation		1.04	1.06	.86	.77	1.22	1.03	1.04	1.03	1.01	1.05	1.03	1.04	1.08	-	1.02	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	50	16	33	18	-	3	21	3	33	13	7	10	32
		6%	4%	7%	6%	-%	3%	8%	2%	6%	9%	5%	5%	6%
Not very important	(-1)	43	11	32	12	3	8	7	5	33	6	7	9	28
		5%	3%	7%	4%	11%	7%	3%	4%	6%	4%	4%	5%	5%
Neither important nor unimportant	(0)	252	113	139	77	9	29	73	30	169	51	33	66	145
		29%	28%	30%	26%	40%	25%	29%	24%	29%	35%	21%	35%	29%
Important	(1)	348	178	171	128	6	46	105	56	233	54	62	60	221
		40%	44%	37%	43%	27%	40%	41%	44%	40%	37%	40%	32%	44%
Very important	(2)	177	87	90	66	5	29	47	34	117	22	49	44	75
		20%	21%	19%	22%	21%	26%	19%	26%	20%	15%	31% c	23%	15%
Don't know		1	1	*	1	-	-	1	-	1	*	-	1	*
		*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%	*%
NET Important		526	264	261	194	11	76	152	90	351	76	111	104	296
		60%	65%	56%	64%	49%	66%	60%	70% c	60%	52%	70%	55%	59%
NET Not Important		92	27	65	29	3	11	27	8	66	19	14	19	60
		11%	7%	14% a	10%	11%	9%	11%	6%	11%	13%	9%	10%	12%
Answered		870	405	466	300	22	115	252	127	586	146	157	188	502
Mean Score		.6	.8 b	.5	.7	.6	.8	.6	.9 c	.6	.5	.9 c	.6	.6
Standard error		.04	.05	.05	.06	.28	.08	.07	.08	.04	.09	.09	.08	.05
Standard deviation		1.04	.95	1.10	1.04	.97	.99	1.08	.92	1.04	1.08	1.04	1.06	1.02

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	50	11	38
		6%	4%	7%
Not very important	(-1)	43	10	33
		5%	3%	6%
Neither important nor unimportant	(0)	252	93	159
		29%	31%	28%
Important	(1)	348	107	241
		40%	35%	42%
Very important	(2)	177	81	97
		20%	27%	17%
			b	
Don't know		1	-	1
		*%	-%	*%
NET Important		526	188	338
		60%	62%	59%
NET Not Important		92	21	71
		11%	7%	13%
Answered		870	302	568
Mean Score		.6	.8	.6
Standard error		.04	.05	.05
Standard deviation		1.04	1.00	1.05

Columns Tested:: a,b

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	50	*	*	3	-	10	5	1	7	8	5	8	2
		6%	*%	*%	6%	-%	15%	4%	17%	5%	10%	17%	7%	3%
							b				b	bl		
Not very important	(-1)	43	*	4	3	*	3	*	*	6	2	3	16	6
		5%	*%	3%	6%	1%	4%	*%	4%	4%	2%	12%	14%	8%
												f	fhi	
Neither important nor unimportant	(0)	252	4	53	25	19	12	40	1	31	18	5	27	17
		29%	39%	41%	46%	49%	18%	33%	14%	21%	23%	17%	24%	22%
				hj	hjl	hjl								
Important	(1)	348	3	48	13	16	28	47	1	64	30	13	44	41
		40%	26%	38%	24%	43%	42%	39%	25%	43%	37%	44%	39%	54%
														c
Very important	(2)	177	4	23	10	3	13	30	2	40	23	3	17	11
		20%	35%	18%	18%	8%	20%	24%	40%	27%	28%	11%	15%	14%
Don't know		1	-	-	-	-	-	-	-	-	-	-	1	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		526	7	71	23	19	42	77	3	104	52	16	61	52
		60%	61%	55%	43%	50%	62%	63%	66%	70%	65%	55%	54%	68%
										c				c
NET Not Important		92	*	4	7	*	13	5	1	13	10	8	24	8
		11%	*%	3%	12%	1%	19%	4%	20%	9%	12%	28%	21%	10%
							bdf					bdfh	bdfh	
Answered		870	11	128	55	39	67	122	4	148	80	29	112	76
Mean Score		.6	1.0	.7	.4	.6	.5	.8	.7	.8	.7	.2	.4	.7
								j		jk				
Standard error		.04	.15	.09	.14	.08	.19	.09	.46	.10	.15	.17	.12	.09
Standard deviation		1.04	.91	.80	1.06	.65	1.30	.95	1.67	1.03	1.19	1.30	1.12	.91

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 217 (continuation)

QD10A_16. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	50	4	15	16	15	19	31
		6%	2%	7%	7%	7%	4%	7%
Not very important	(-1)	43	7	3	8	25	10	32
		5%	4%	1%	3%	11%	2%	7%
						bc		a
Neither important nor unimportant	(0)	252	82	71	50	49	153	99
		29%	42%	31%	21%	22%	36%	22%
			cd				b	
Important	(1)	348	64	92	95	98	156	193
		40%	33%	40%	41%	45%	37%	43%
Very important	(2)	177	37	46	64	31	83	94
		20%	19%	20%	27%	14%	20%	21%
					d			
Don't know		1	-	-	-	1	-	1
		*%	-%	-%	-%	*%	-%	*%
NET Important		526	101	138	159	128	239	287
		60%	52%	61%	68%	59%	57%	64%
					a			
NET Not Important		92	11	18	23	40	29	63
		11%	6%	8%	10%	18%	7%	14%
						ab		a
Answered		870	194	227	232	217	421	449
Mean Score		.6	.6	.7	.8	.5	.7	.6
					d			
Standard error		.04	.07	.07	.08	.07	.05	.05
Standard deviation		1.04	.89	1.03	1.09	1.09	.97	1.10

Columns Tested:: a,b,c,d - a,b

Table 218

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	c	d	e
Unweighted Base		836	28	808	581	145	30	80	255
Effective base		364	8	356	335	60	12	41	77
Weighted Base		871	17	855	831	34	4	2	40
Not at all important	(-2)	70	1	69	66	4	*	*	4
		8%	7%	8%	8%	11%	4%	1%	10%
Not very important	(-1)	112	*	112	109	2	*	*	3
		13%	2%	13%	13%	7%	5%	4%	7%
Neither important nor unimportant	(0)	265	2	263	257	8	*	*	8
		30%	13%	31%	31%	22%	4%	12%	20%
					cde				
Important	(1)	274	1	273	258	14	1	1	16
		31%	6%	32%	31%	39%	33%	48%	39%
								a	
Very important	(2)	148	12	136	139	7	2	1	9
		17%	72%	16%	17%	19%	54%	35%	23%
							abe	a	
Don't know		2	*	2	2	*	-	-	*
		*%	*%	*%	*%	1%	-%	-%	1%
NET Important		422	13	409	397	20	3	2	25
		48%	78%	48%	48%	59%	87%	83%	63%
							a	abe	a
NET Not Important		182	2	181	175	6	*	*	7
		21%	9%	21%	21%	18%	9%	5%	17%
					d				
Answered		869	17	853	829	34	4	2	40
Mean Score		.4	1.3	.3	.4	.5	1.3	1.1	.6
							ab	abe	
Standard error		.04	.24	.04	.05	.10	.22	.13	.08
Standard deviation		1.15	1.25	1.14	1.14	1.22	1.22	1.19	1.22

Columns Tested:: a,b - a,b,c,d,e

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	70	32	31	4	4	*	*	66	4	*
		8%	7%	10%	6%	15%	2%	1%	8%	11%	3%
						f					
Not very important	(-1)	112	53	50	6	2	*	*	109	2	*
		13%	12%	16%	11%	10%	1%	4%	13%	7%	4%
				ef					e		
Neither important nor unimportant	(0)	265	151	87	19	4	4	*	257	8	*
		30%	34%	27%	33%	18%	25%	12%	31%	22%	6%
			dfi	fi	fi		i		fi		
Important	(1)	274	145	92	21	9	6	1	258	14	2
		31%	32%	28%	37%	36%	44%	48%	31%	39%	38%
								bg			
Very important	(2)	148	70	62	7	5	4	1	139	7	3
		17%	15%	19%	12%	20%	27%	35%	17%	19%	47%
								abcg			abcdgh
Don't know		2	1	-	1	*	-	-	2	*	-
		*%	*%	-%	2%	1%	-%	-%	*%	1%	-%
NET Important		422	215	154	28	13	10	2	397	20	5
		48%	48%	48%	48%	56%	71%	83%	48%	59%	86%
							abcg	abcdgh			abcdgh
NET Not Important		182	84	81	10	6	1	*	175	6	*
		21%	19%	25%	17%	25%	4%	5%	21%	18%	8%
			ef	efi		ef			ef		
Answered		869	450	322	57	24	14	2	829	34	6
Mean Score		.4	.4	.3	.4	.4	.9	1.1	.4	.5	1.2
							abcdg	abcdgh			abcdgh
Standard error		.04	.07	.08	.11	.14	.10	.13	.05	.10	.10
Standard deviation		1.15	1.10	1.22	1.04	1.36	.92	1.19	1.14	1.22	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	70	54	12	4	*	*	51	8	7	1	3
		8%	8%	8%	11%	4%	1%	8%	6%	18%	6%	12%
Not very important	(-1)	112	93	16	2	*	*	76	19	4	1	1
		13%	14%	11%	7%	5%	4%	13%	16%	13%	6%	3%
Neither important nor unimportant	(0)	265	212	46	8	*	*	189	40	5	3	10
		30%	31%	32%	22%	4%	12%	31%	34%	13%	23%	41%
			de	de								c
Important	(1)	274	209	49	14	1	1	190	34	13	6	6
		31%	30%	34%	39%	33%	48%	31%	29%	35%	42%	25%
							a					
Very important	(2)	148	119	20	7	2	1	98	16	7	3	5
		17%	17%	14%	19%	54%	35%	16%	13%	20%	23%	19%
						abc	ab					
Don't know		2	1	1	*	-	-	1	1	-	-	-
		*%	*%	1%	1%	-%	-%	*%	1%	-%	-%	-%
NET Important		422	327	69	20	3	2	288	50	20	9	11
		48%	48%	48%	59%	87%	83%	48%	43%	56%	65%	44%
						ab	abc					
NET Not Important		182	147	28	6	*	*	126	27	11	2	4
		21%	21%	19%	18%	9%	5%	21%	23%	31%	12%	15%
			e	e								
Answered		869	686	143	34	4	2	603	116	36	15	25
Mean Score		.4	.4	.3	.5	1.3	1.1	.3	.3	.3	.7	.4
						abc	abc					
Standard error		.04	.06	.08	.10	.22	.13	.06	.09	.17	.17	.12
Standard deviation		1.15	1.15	1.11	1.22	1.22	1.19	1.14	1.09	1.42	1.12	1.19

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	70	5	5	9	5	15	9	9	4	2
		8%	7%	7%	6%	17%	16%	5%	8%	7%	3%
Not very important	(-1)	112	21	14	13	3	1	24	13	4	9
		13%	28%	22%	9%	10%	1%	14%	12%	6%	14%
			ceh	e				e			e
Neither important nor unimportant	(0)	265	14	17	55	12	26	34	42	23	22
		30%	20%	27%	38%	45%	27%	21%	40%	37%	33%
					f				f		
Important	(1)	274	15	22	41	5	31	70	32	22	21
		31%	20%	34%	28%	16%	34%	42%	31%	34%	32%
								a			
Very important	(2)	148	19	6	25	3	20	29	9	10	12
		17%	26%	10%	18%	12%	22%	18%	9%	16%	18%
Don't know		2	-	*	1	-	-	-	-	-	-
		*%	-%	*%	1%	-%	-%	-%	-%	-%	-%
NET Important		422	34	28	66	8	52	99	41	32	33
		48%	46%	44%	46%	28%	55%	60%	39%	50%	50%
NET Not Important		182	26	19	21	7	16	33	21	8	11
		21%	35%	29%	15%	27%	17%	20%	21%	12%	17%
			ch								
Answered		869	74	64	143	27	93	166	104	63	67
Mean Score		.4	.3	.2	.4	*	.4	.5	.2	.5	.5
Standard error		.04	.17	.16	.11	.25	.15	.12	.13	.14	.14
Standard deviation		1.15	1.31	1.11	1.07	1.20	1.30	1.11	1.04	1.05	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	70	21	14	26	61	9	5	2	1
		8%	11%	7%	6%	8%	13%	18% c	9%	7%
Not very important	(-1)	112	13	39	50	101	11	4	7	1
		13%	7%	19% a	12%	13%	16%	12%	26% acdh	5%
Neither important nor unimportant	(0)	265	60	55	131	247	19	7	8	3
		30%	32%	27%	32%	31%	27%	23%	32%	26%
Important	(1)	274	57	58	143	258	16	6	5	5
		31%	30%	29%	34%	32%	23%	20%	19%	39%
Very important	(2)	148	36	35	64	135	14	8	3	2
		17%	19%	18%	15%	17%	20%	27%	12%	17%
Don't know		2	-	*	1	1	1	-	*	1
		*%	-%	*%	*%	*%	1%	-%	*%	6% cd
NET Important		422	92	93	206	392	29	14	8	7
		48%	49%	47%	50%	49%	43%	47%	32%	56%
NET Not Important		182	35	52	76	163	20	9	9	1
		21%	18%	26%	18%	20%	29%	30%	36% ch	11%
Answered		869	187	201	414	802	68	30	25	12
Mean Score		.4	.4	.3	.4	.4	.2	.3	*	.6
Standard error		.04	.10	.09	.07	.05	.08	.16	.12	.12
Standard deviation		1.15	1.20	1.17	1.08	1.13	1.30	1.46	1.17	1.11

Columns Tested:: a,b,c,d,e,f,g,h

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	70	2	1	2	4	10	3	5	1	43
		8%	9%	2%	3%	4%	6%	11%	22%	8%	9%
Not very important	(-1)	112	1	4	4	11	16	1	*	2	77
		13%	6%	6%	6%	12%	10%	3%	2%	13%	17%
Neither important nor unimportant	(0)	265	6	20	20	22	50	9	8	7	142
		30%	27%	33%	32%	24%	31%	33%	36%	45%	31%
Important	(1)	274	12	27	27	39	67	6	4	4	115
		31%	51%	44%	43%	42%	41%	20%	20%	23%	25%
						i	i				
Very important	(2)	148	2	9	10	17	19	10	4	2	85
		17%	7%	15%	16%	19%	11%	34%	16%	12%	18%
Don't know		2	-	*	*	-	-	-	1	-	1
		*%	-%	*%	*%	-%	-%	-%	4%	-%	*%
NET Important		422	13	36	37	56	86	16	8	5	200
		48%	58%	59%	59%	60%	53%	54%	37%	34%	43%
NET Not Important		182	3	5	6	14	26	4	5	3	120
		21%	15%	8%	9%	16%	16%	14%	24%	20%	26%
Answered		869	23	61	63	93	163	29	21	15	462
Mean Score		.4	.4	.6	.6	.6	.4	.6	.1	.2	.3
Standard error		.04	.21	.10	.11	.11	.08	.25	.27	.23	.06
Standard deviation		1.15	1.05	.89	.94	1.05	1.02	1.29	1.37	1.08	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	70	8	13	49	55	15	69	1	70	-
		8%	4%	7%	10%	8%	10%	8%	2%	8%	-%
Not very important	(-1)	112	16	17	79	76	36	109	3	112	*
		13%	9%	9%	16%	10%	25% a	13%	5%	13%	1%
Neither important nor unimportant	(0)	265	49	60	157	230	35	245	21	255	10
		30%	27%	31%	31%	32%	24%	30%	37%	30%	47%
Important	(1)	274	77	73	123	228	46	254	20	266	8
		31%	43% c	38% c	25%	31%	31%	31%	35%	31%	39%
Very important	(2)	148	29	28	91	134	14	136	12	145	3
		17%	16%	15%	18%	18%	10%	17%	22%	17%	13%
Don't know		2	*	-	2	2	-	2	-	2	-
		*%	*%	-%	*%	*%	-%	*%	-%	*%	-%
NET Important		422	106	102	214	362	60	390	32	411	11
		48%	60% c	53%	43%	50%	41%	48%	56%	48%	52%
NET Not Important		182	24	30	128	131	51	178	4	182	*
		21%	13%	16%	26% a	18%	35% a	22% b	7%	21%	1%
Answered		869	179	192	499	723	146	813	57	848	21
Mean Score		.4	.6 c	.5	.3	.4 b	.1	.3	.7	.4	.6
Standard error		.04	.07	.07	.06	.04	.11	.04	.08	.04	.17
Standard deviation		1.15	1.01	1.07	1.21	1.13	1.17	1.16	.94	1.15	.74

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	70	48	7	15	63	5	2	*	68	2
		8%	11%	5%	5%	9%	4%	5%	1%	8%	3%
Not very important	(-1)	112	56	17	40	91	19	2	*	110	2
		13%	13%	12%	14%	13%	14%	5%	*%	14%	4%
Neither important nor unimportant	(0)	265	142	36	86	202	50	8	6	251	14
		30%	32%	26%	30%	30%	38%	19%	30%	31%	23%
Important	(1)	274	122	50	101	219	27	24	4	245	28
		31%	28%	37%	35%	32%	20%	59%	22%	30%	46%
								abe			b
Very important	(2)	148	73	27	49	104	30	5	10	134	14
		17%	16%	20%	17%	15%	23%	12%	47%	17%	24%
									ace		
Don't know		2	2	*	-	1	1	*	-	2	*
		*%	*%	*%	-%	*%	1%	*%	-%	*%	*%
NET Important		422	195	77	150	322	57	28	14	379	43
		48%	44%	56%	52%	47%	43%	70%	69%	47%	70%
								b			abe
NET Not Important		182	104	24	55	154	24	4	*	178	4
		21%	23%	17%	19%	23%	18%	10%	1%	22%	7%
						f					
Answered		869	440	136	292	678	130	40	20	808	61
Mean Score		.4	.3	.5	.4	.3	.5	.7	1.1	.3	.8
									ae		ae
Standard error		.04	.06	.08	.07	.05	.08	.14	.13	.04	.10
Standard deviation		1.15	1.20	1.10	1.08	1.16	1.11	.93	.93	1.15	.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	70	38	25	7	65	62	69	70	38	11
		8%	12%	7%	4%	8%	8%	8%	8%	7%	4%
			c								
Not very important	(-1)	112	35	56	21	99	90	103	112	43	21
		13%	11%	16%	11%	13%	12%	13%	13%	8%	8%
Neither important nor unimportant	(0)	265	126	76	64	237	220	251	265	147	64
		30%	38%	22%	33%	31%	30%	31%	30%	28%	23%
			b								
Important	(1)	274	100	118	55	245	240	262	274	188	112
		31%	30%	34%	29%	32%	33%	32%	31%	36%	40%
Very important	(2)	148	31	73	45	125	123	131	148	111	70
		17%	9%	21%	23%	16%	17%	16%	17%	21%	25%
				a	a						ac
Don't know		2	1	-	1	1	*	1	2	*	*
		*%	*%	-%	1%	*%	*%	*%	*%	*%	*%
NET Important		422	131	191	100	371	363	393	422	298	182
		48%	40%	55%	52%	48%	49%	48%	48%	57%	65%
				a						c	abcd
NET Not Important		182	74	81	28	164	152	172	182	82	32
		21%	22%	23%	14%	21%	21%	21%	21%	15%	12%
						f	f	f	f		
Answered		869	330	348	191	771	735	816	869	527	279
Mean Score		.4	.2	.5	.6	.3	.4	.3	.4	.5	.7
				a	a					ac	abcd
Standard error		.04	.07	.06	.07	.04	.04	.04	.04	.05	.06
Standard deviation		1.15	1.11	1.19	1.07	1.15	1.15	1.14	1.15	1.13	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	70	11	49	5	1	2	-	*	2
		8%	11%	9%	11%	3%	11%	-%	*%	4%
Not very important	(-1)	112	16	80	4	2	1	*	-	1
		13%	16% h	14%	9%	5%	5%	1%	-%	2%
Neither important nor unimportant	(0)	265	35	189	14	5	2	2	5	9
		30%	36% d	32%	30%	11%	12%	19%	25%	18%
Important	(1)	274	30	182	12	13	12	7	5	25
		31%	31%	31%	26%	30%	66% abc	55%	29%	50%
Very important	(2)	148	6	80	11	22	1	2	8	12
		17%	6%	14%	24%	50% abe	7%	18%	46%	24%
Don't know		2	-	*	-	-	-	1	-	1
		*%	-%	*%	-%	-%	-%	7% b	-%	2%
NET Important		422	36	262	23	35	13	10	14	37
		48%	37%	45%	50%	81% abc	73% a	73%	75%	74% ab
NET Not Important		182	27	129	9	4	3	*	*	3
		21%	27% h	22%	20%	9%	15%	1%	*%	6%
Answered		869	98	580	45	43	18	12	18	49
Mean Score		.4	*	.3	.4	1.2 abc	.5	1.0 a	1.2	.9 ab
Standard error		.04	.12	.05	.18	.13	.16	.11	.18	.09
Standard deviation		1.15	1.09	1.13	1.27	1.05	1.09	.69	.85	.94

Columns Tested:: a,b,c,d,e,f,g,h

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	70	59	5	-	1	*	-	-	55	3	2	-	2	-	*
		8%	9%	6%	-%	7%	*%	-%	-%	10%	3%	8%	-%	18%	-%	*%
Not very important	(-1)	112	88	8	2	*	*	*	-	78	7	3	2	-	-	-
		13%	14%	11%	7%	1%	5%	2%	-%	14%	7%	11%	16%	-%	-%	-%
Neither important nor unimportant	(0)	265	195	23	8	3	3	*	4	195	14	8	3	*	*	-
		30%	32%	33%	22%	14%	30%	2%	65%	34%	15%	26%	22%	*%	2%	-%
										b						
Important	(1)	274	199	15	13	8	3	6	2	167	43	10	5	7	5	3
		31%	32%	20%	36%	37%	27%	69%	31%	29%	46%	34%	41%	68%	92%	27%
Very important	(2)	148	77	21	13	9	4	1	*	77	28	6	2	1	*	8
		17%	12%	30%	36%	42%	38%	17%	4%	13%	30%	20%	21%	14%	6%	73%
				a	a	a					a					
Don't know		2	*	-	*	-	-	1	-	*	*	-	-	-	*	-
		*%	*%	-%	*%	-%	-%	11%	-%	*%	*%	-%	-%	-%	1%	-%
NET Important		422	276	36	25	17	6	7	2	244	71	16	7	9	6	11
		48%	45%	50%	71%	79%	65%	86%	35%	43%	75%	54%	62%	81%	98%	100%
						a					a					
NET Not Important		182	147	12	2	2	*	*	-	133	9	6	2	2	-	*
		21%	24%	17%	7%	7%	5%	2%	-%	23%	10%	19%	16%	18%	-%	*%
Answered		869	618	71	35	22	9	8	7	573	94	30	12	11	6	11
Mean Score		.4	.2	.6	1.0	1.1	1.0	1.1	.4	.2	.9	.5	.7	.6	1.0	1.7
					a	a					a					
Standard error		.04	.05	.14	.13	.16	.19	.11	.22	.05	.10	.17	.17	.30	.09	.15
Standard deviation		1.15	1.13	1.21	.93	1.10	1.00	.55	.62	1.14	.99	1.19	1.03	1.33	.30	.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	70	67	-	1	2	-	*	-	*	30	12	24	2	*
		8%	11% b	-%	1%	9%	-%	*%	-%	*%	9%	6%	13%	3%	*%
Not very important	(-1)	112	101	4	3	2	*	*	*	1	41	30	25	4	3
		13%	16% b	4%	6%	10%	2%	1%	3%	2%	12%	16%	13%	5%	8%
Neither important nor unimportant	(0)	265	210	26	13	5	3	7	1	11	119	56	56	11	9
		30%	33%	26%	22%	22%	15%	38%	7%	21%	36% d	30%	30%	15%	27%
Important	(1)	274	165	47	28	12	6	7	8	21	99	54	55	39	15
		31%	26%	47% a	48% a	48%	27%	36%	60%	39%	30%	29%	29%	52% abc	42%
Very important	(2)	148	87	24	14	2	12	5	4	21	42	33	29	19	8
		17%	14%	24%	24%	10%	56% ad	25%	30%	38% a	13%	17%	15%	25%	23%
Don't know		2	2	-	-	*	-	-	*	*	-	1	-	*	*
		*%	*%	-%	-%	1%	-%	-%	*%	*%	-%	1%	-%	*%	*%
NET Important		422	253	72	42	14	18	11	13	42	140	87	84	58	23
		48%	40%	70% a	72% a	58%	83% a	60%	90%	77% a	43%	47%	44%	77% abc	65%
NET Not Important		182	169	4	4	4	*	*	*	1	71	42	49	6	3
		21%	27% bch	4%	7%	19%	2%	1%	3%	2%	22%	23%	26% d	8%	8%
Answered		869	631	102	59	24	21	19	14	54	330	185	189	75	35
Mean Score		.4	.2	.9 a	.9 a	.4	1.4 ad	.8	1.2	1.1 ad	.2	.4	.2	.9 abc	.8
Standard error		.04	.05	.08	.10	.17	.15	.16	.17	.09	.07	.09	.08	.09	.13
Standard deviation		1.15	1.17	.80	.87	1.10	.83	.84	.70	.82	1.11	1.14	1.23	.95	.90

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	70	37	13	13	1	*	32	9	19	2	*
		8%	10%	8%	10%	1%	1%	9%	7%	13%	4%	*%
Not very important	(-1)	112	57	18	21	3	*	49	17	20	1	3
		13%	15%	11%	16%	5%	*%	13%	13%	14%	2%	9%
Neither important nor unimportant	(0)	265	133	55	34	7	6	133	29	40	8	9
		30%	34% d	34% d	25%	11%	30%	35% d	22%	28%	15%	31%
Important	(1)	274	108	50	41	36	10	116	40	46	27	10
		31%	28%	31%	31%	57% abc	52%	31%	31%	33%	49%	33%
Very important	(2)	148	54	25	25	17	3	46	35	17	16	8
		17%	14%	16%	18%	27%	17%	12%	27% ac	12%	29% a	27%
Don't know		2	*	1	-	*	-	-	*	-	*	*
		*%	*%	1%	-%	*%	-%	-%	*%	-%	*%	*%
NET Important		422	162	76	66	52	14	163	76	63	44	18
		48%	42%	46%	49%	83% abc	69%	43%	58%	45%	79% ac	60%
NET Not Important		182	94	31	34	3	*	82	25	38	4	3
		21%	24% d	19%	25% d	6%	1%	22%	20%	27% d	7%	9%
Answered		869	389	162	134	62	20	377	130	141	56	30
Mean Score		.4	.2	.3	.3	1.0 abc	.8	.3	.6	.2	1.0 ac	.8
Standard error		.04	.07	.09	.09	.08	.12	.06	.10	.09	.11	.17
Standard deviation		1.15	1.15	1.12	1.22	.81	.74	1.10	1.21	1.20	.97	.97

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	70	45	11	14	-	*	34	8	28	69	1	61	3
		8%	10%	8%	8%	-%	*%	6%	16%	10%	9%	2%	8%	26%
Not very important	(-1)	112	64	13	28	4	3	66	6	40	103	9	98	1
		13%	15%	10%	15%	5%	13%	12%	12%	15%	13%	15%	13%	9%
Neither important nor unimportant	(0)	265	147	34	55	20	7	150	10	104	249	16	237	*
		30%	34%	26%	29%	27%	29%	28%	19%	38% a	31%	26%	31%	2%
Important	(1)	274	134	42	56	29	4	181	18	72	246	27	242	3
		31%	31%	31%	29%	40%	17%	33%	34%	27%	30%	44%	32%	22%
Very important	(2)	148	46	33	40	20	10	110	10	26	140	8	120	5
		17%	11%	25% a	20% a	27% a	40% a	20% c	19%	10%	17%	13%	16%	42%
Don't know		2	2	-	*	*	-	1	-	1	2	*	1	-
		*%	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%
NET Important		422	180	74	95	49	14	291	28	98	386	36	362	8
		48%	41%	56% a	49%	68% a	57%	54% c	53%	36%	48%	57%	48%	64%
NET Not Important		182	108	24	42	4	3	100	14	68	172	11	159	4
		21%	25% d	18%	22% d	5%	14%	18%	28%	25%	21%	17%	21%	35%
Answered		869	435	132	192	73	24	541	52	270	806	63	758	13
Mean Score		.4	.2	.5 a	.4	.9 ac	.8	.5 c	.3	.1	.4	.5	.3	.4
Standard error		.04	.06	.10	.09	.09	.18	.05	.17	.07	.04	.12	.04	.37
Standard deviation		1.15	1.12	1.20	1.18	.87	1.14	1.13	1.35	1.10	1.16	.97	1.13	1.75

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	70	62	*	54	16	61	3	62	*	52	18
		8%	9%	*%	8%	8%	8%	20%	9%	*%	8%	9%
Not very important	(-1)	112	89	1	93	19	98	1	90	*	94	18
		13%	13%	4%	14%	9%	13%	7%	13%	*%	14%	9%
Neither important nor unimportant	(0)	265	218	2	207	59	236	1	218	2	207	58
		30%	31% b	6%	32%	27%	31%	6%	31% b	6%	31%	29%
Important	(1)	274	224	16	196	77	243	2	227	14	207	67
		31%	32%	55%	30%	36%	32%	11%	32%	42%	31%	34%
Very important	(2)	148	113	10	104	44	116	9	107	17	109	39
		17%	16%	34%	16%	20%	15%	56%	15%	51% a	16%	20%
Don't know		2	*	*	2	*	1	*	*	*	2	*
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET Important		422	337	26	300	122	360	11	333	30	316	106
		48%	48%	90% a	46%	56%	48%	67%	47%	93% a	47%	53%
NET Not Important		182	151	1	147	35	159	4	152	*	146	36
		21%	21%	4%	22%	16%	21%	27%	22%	1%	22%	18%
Answered		869	706	29	654	215	755	16	703	32	669	200
Mean Score		.4	.3	1.2 a	.3	.5	.3	.8	.3	1.4 a	.3	.5
Standard error		.04	.04	.10	.05	.08	.04	.37	.04	.09	.04	.09
Standard deviation		1.15	1.15	.76	1.15	1.14	1.13	1.67	1.14	.66	1.14	1.16

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	70	42	45	9	-	45	36	14	-	52	37	12	-
		8%	8%	8%	6%	-%	9%	7%	10%	-%	8%	7%	7%	-%
Not very important	(-1)	112	58	88	29	-	50	76	22	-	77	77	32	-
		13%	12%	15%	19%	-%	11%	15%	17%	-%	12%	15%	18%	-%
Neither important nor unimportant	(0)	265	127	202	44	4	113	164	37	-	169	166	43	-
		30%	25%	34%	29%	100%	24%	31%	28%	-%	26%	32%	25%	-%
Important	(1)	274	174	175	47	-	159	155	33	1	216	150	53	-
		31%	35%	29%	31%	-%	34%	30%	25%	100%	33%	29%	30%	-%
Very important	(2)	148	94	86	24	-	104	92	25	-	131	86	35	-
		17%	19%	14%	16%	-%	22%	18%	19%	-%	20%	17%	20%	-%
Don't know		2	1	1	*	-	*	*	-	-	1	1	-	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET Important		422	268	262	71	-	263	248	58	1	347	236	87	-
		48%	54%	44%	46%	-%	56%	47%	44%	100%	54%	46%	50%	-%
			b											
NET Not Important		182	100	133	38	-	94	112	36	-	129	114	44	-
		21%	20%	22%	25%	-%	20%	21%	27%	-%	20%	22%	25%	-%
Answered		869	495	597	154	4	471	523	131	1	646	516	175	-
Mean Score		.4	.4	.3	.3	-	.5	.4	.3	1.0	.5	.3	.4	-
Standard error		.04	.05	.05	.09	-	.06	.05	.11	-	.05	.05	.09	-
Standard deviation		1.15	1.17	1.12	1.12	-	1.21	1.13	1.25	-	1.17	1.13	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	70	61	59	70	57	32	-	60	41	38	5	5
		8%	8%	8%	8%	9%	6%	-%	10%	8%	7%	3%	6%
Not very important	(-1)	112	95	87	112	75	56	2	81	60	65	29	23
		13%	13%	12%	13%	12%	11%	8%	13%	11%	12%	22%	30%
												b	abc
Neither important nor unimportant	(0)	265	224	216	265	177	169	*	196	155	136	35	22
		30%	31%	31%	30%	29%	33%	*%	32%	29%	26%	26%	28%
							c						
Important	(1)	274	227	224	274	185	166	14	176	171	175	43	17
		31%	31%	32%	31%	30%	33%	56%	29%	32%	34%	32%	22%
Very important	(2)	148	123	117	148	115	83	9	100	107	106	24	11
		17%	17%	17%	17%	19%	16%	36%	16%	20%	20%	18%	14%
Don't know		2	1	*	2	1	1	-	2	1	1	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
NET Important		422	350	341	422	301	249	23	276	278	281	67	28
		48%	48%	49%	48%	49%	49%	92%	45%	52%	54%	49%	36%
								ab					
NET Not Important		182	156	146	182	132	88	2	141	101	103	34	28
		21%	21%	21%	21%	22%	17%	8%	23%	19%	20%	25%	36%
													bc
Answered		869	730	702	869	610	506	25	614	534	520	135	78
Mean Score		.4	.4	.4	.4	.4	.4	1.2	.3	.5	.5	.4	.1
								ab					
Standard error		.04	.04	.04	.04	.05	.05	.14	.05	.05	.05	.10	.14
Standard deviation		1.15	1.15	1.15	1.15	1.19	1.08	.82	1.18	1.16	1.16	1.11	1.16

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	70	6	3	5	-	64	46	70	56	43	30	63	10	-	52	9
		8%	5%	8%	7%	-%	9%	9%	9%	9%	10%	6%	9%	8%	-%	8%	11%
Not very important	(-1)	112	21	4	3	4	96	69	97	74	64	58	93	17	-	85	11
		13%	18%	10%	5%	11%	13%	14%	13%	12%	15%	12%	14%	13%	-%	13%	14%
Neither important nor unimportant	(0)	265	35	5	14	10	212	132	215	157	125	128	212	32	-	187	22
		30%	30%	12%	21%	31%	30%	27%	29%	26%	29%	26%	31%	25%	-%	29%	26%
Important	(1)	274	29	21	38	17	221	148	233	195	131	178	196	42	-	214	17
		31%	25%	51% a	57% a	50%	31%	30%	31%	33%	30%	36%	29%	33%	-%	33%	21%
Very important	(2)	148	25	8	7	3	118	94	130	112	72	96	114	28	-	113	23
		17%	22%	20%	10%	9%	17%	19%	17%	19%	16%	20%	17%	21%	-%	17%	28%
Don't know		2	1	-	-	-	2	2	2	1	2	*	2	*	-	2	*
		*%	1%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NET Important		422	54	29	45	20	339	242	363	307	203	273	310	70	-	327	41
		48%	46%	70%	68%	58%	48%	49%	49%	52%	46%	56% b	46%	54%	-%	50%	49%
NET Not Important		182	27	8	8	4	160	114	166	130	107	88	157	27	-	136	20
		21%	23%	18%	12%	11%	22%	23%	22%	22%	25%	18%	23%	21%	-%	21%	25%
Answered		869	116	42	67	34	710	489	745	594	435	489	678	129	-	650	83
Mean Score		.4	.4	.6	.6	.6	.3	.4	.3	.4	.3	.5 b	.3	.5	-	.4	.4
Standard error		.04	.11	.16	.13	.15	.04	.05	.04	.05	.06	.05	.05	.10	-	.04	.18
Standard deviation		1.15	1.17	1.15	.99	.81	1.17	1.21	1.18	1.20	1.20	1.12	1.18	1.19	-	1.15	1.32

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	70	22	48	11	3	9	13	4	50	15	12	8	50
		8%	5%	10%	4%	15%	8%	5%	3%	9%	10%	7%	4%	10%
Not very important	(-1)	112	60	52	31	3	9	27	21	68	23	15	33	63
		13%	15%	11%	10%	13%	8%	11%	16%	12%	16%	10%	17%	13%
Neither important nor unimportant	(0)	265	99	167	96	-	28	80	34	186	41	46	44	162
		30%	24%	36%	32%	-%	25%	32%	27%	32%	28%	30%	23%	32%
				a										
Important	(1)	274	148	126	98	11	46	77	41	189	41	51	62	155
		31%	36%	27%	33%	48%	40%	30%	32%	32%	28%	32%	33%	31%
Very important	(2)	148	77	71	65	5	23	56	27	93	25	33	42	69
		17%	19%	15%	22%	25%	20%	22%	21%	16%	17%	21%	22%	14%
Don't know		2	*	2	*	-	*	-	*	1	1	-	*	2
		*%	*%	*%	*%	-%	*%	-%	*%	*%	1%	-%	*%	*%
NET Important		422	225	197	163	16	69	132	68	281	66	84	104	225
		48%	55%	42%	54%	73%	60%	52%	53%	48%	45%	53%	55%	45%
			b											
NET Not Important		182	82	100	42	6	18	40	25	119	38	27	41	113
		21%	20%	22%	14%	27%	16%	16%	20%	20%	26%	17%	22%	23%
Answered		869	405	464	300	22	115	253	127	586	145	157	189	500
Mean Score		.4	.5	.3	.6	.6	.6	.5	.5	.4	.3	.5	.5	.3
Standard error		.04	.06	.05	.06	.40	.10	.08	.10	.05	.10	.09	.08	.05
Standard deviation		1.15	1.12	1.16	1.05	1.40	1.13	1.10	1.10	1.14	1.22	1.15	1.14	1.15

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	70	29	41
		8%	10%	7%
Not very important	(-1)	112	37	75
		13%	12%	13%
Neither important nor unimportant	(0)	265	79	187
		30%	26%	33%
Important	(1)	274	89	185
		31%	29%	32%
Very important	(2)	148	68	81
		17%	22%	14%
Don't know		2	*	2
		*%	*%	*%
NET Important		422	157	265
		48%	52%	47%
NET Not Important		182	67	116
		21%	22%	20%
Answered		869	302	567
Mean Score		.4	.4	.3
Standard error		.04	.07	.05
Standard deviation		1.15	1.23	1.10

Columns Tested:: a,b

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	70	4	9	9	8	11	1	1	13	5	2	7	1
		8%	31%	7%	16%	21%	16%	1%	21%	9%	6%	6%	6%	2%
			fl		fl	fl	fl							
Not very important	(-1)	112	1	11	3	8	6	14	*	21	16	6	15	11
		13%	8%	8%	6%	20%	9%	11%	7%	14%	20%	20%	14%	15%
Neither important nor unimportant	(0)	265	4	50	19	16	14	29	*	36	22	12	42	23
		30%	31%	39%	34%	42%	21%	23%	4%	24%	27%	40%	38%	30%
Important	(1)	274	2	35	13	5	21	52	1	54	28	4	32	25
		31%	19%	27%	24%	13%	31%	43%	22%	36%	35%	14%	29%	33%
								dj		j				
Very important	(2)	148	1	24	10	*	15	26	2	23	9	6	15	15
		17%	11%	19%	19%	1%	22%	21%	47%	16%	12%	21%	14%	20%
							d	d				d		d
Don't know		2	-	-	-	1	-	-	-	1	-	-	-	*
		*%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	*%
NET Important		422	3	59	24	5	36	79	3	77	38	10	48	41
		48%	30%	46%	43%	14%	54%	64%	69%	52%	47%	35%	42%	54%
				d	d		d	djk		d	d		d	d
NET Not Important		182	4	19	12	16	17	15	1	34	20	7	23	12
		21%	39%	15%	22%	42%	26%	12%	28%	23%	26%	25%	20%	16%
						f								
Answered		869	11	128	55	38	67	122	4	147	80	29	113	76
Mean Score		.4	-.3	.4	.2	-.5	.3	.7	.7	.4	.3	.3	.3	.6
				d			d	adik		d	d	d	d	d
Standard error		.04	.24	.12	.17	.12	.20	.09	.51	.11	.14	.16	.11	.11
Standard deviation		1.15	1.43	1.10	1.30	1.02	1.37	.95	1.84	1.17	1.09	1.18	1.07	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 218 (continuation)

QD10A_17. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	70	21	20	19	10	41	29
		8%	11%	9%	8%	5%	10%	6%
Not very important	(-1)	112	15	28	37	32	43	69
		13%	8%	12%	16%	15%	10%	15%
Neither important nor unimportant	(0)	265	72	59	58	77	130	135
		30%	37%	26%	25%	35%	31%	30%
Important	(1)	274	50	78	83	62	129	145
		31%	26%	34%	36%	28%	31%	32%
Very important	(2)	148	35	41	34	37	77	71
		17%	18%	18%	15%	17%	18%	16%
Don't know		2	-	1	1	*	1	1
		*%	-%	*%	*%	*%	*%	*%
NET Important		422	86	120	117	99	206	216
		48%	44%	53%	51%	45%	49%	48%
NET Not Important		182	36	48	55	42	84	98
		21%	19%	21%	24%	19%	20%	22%
Answered		869	194	226	231	218	420	449
Mean Score		.4	.3	.4	.3	.4	.4	.4
Standard error		.04	.09	.08	.09	.07	.06	.05
Standard deviation		1.15	1.19	1.18	1.15	1.07	1.18	1.11

Columns Tested:: a,b,c,d - a,b

Table 219

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	836	28	808	581	145	30	80	255
Effective base	364	8	356	335	60	12	41	77
Weighted Base	871	17	855	831	34	4	2	40
Not at all important (-2)	54	1	53	53	1	-	-	1
	6%	9%	6%	6%	3%	-%	-%	2%
Not very important (-1)	75	*	75	75	1	*	*	1
	9%	1%	9%	9%	1%	8%	*%	2%
				bde				
Neither important nor unimportant (0)	252	2	250	244	7	*	*	7
	29%	11%	29%	29%	21%	4%	8%	18%
				cde				
Important (1)	302	*	302	283	17	2	1	20
	35%	2%	35%	34%	48%	51%	56%	49%
					a		a	a
Very important (2)	182	12	170	171	9	1	1	11
	21%	73%	20%	21%	27%	34%	37%	28%
							a	
Don't know	5	1	5	5	*	*	-	*
	1%	4%	1%	1%	*%	4%	-%	*%
NET Important	485	12	472	454	26	3	2	31
	56%	75%	55%	55%	75%	85%	92%	77%
					a	a	abe	a
NET Not Important	130	2	128	128	1	*	*	2
	15%	10%	15%	15%	4%	8%	*%	4%
				bde				
Answered	866	16	850	826	34	4	2	40
Mean Score	.6	1.3	.5	.5	1.0	1.2	1.3	1.0
					a		a	a
Standard error	.04	.27	.04	.05	.07	.18	.09	.05
Standard deviation	1.10	1.33	1.09	1.11	.89	.97	.84	.87

Columns Tested:: a,b - a,b,c,d,e

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		836	260	238	83	92	83	80	581	145	110
Effective base		364	170	132	40	40	32	41	335	60	27
Weighted Base		871	451	322	58	24	14	2	831	34	6
Not at all important	(-2)	54	32	19	3	1	*	-	53	1	-
		6%	7%	6%	5%	3%	*%	-%	6%	3%	-%
Not very important	(-1)	75	41	31	3	*	1	*	75	1	*
		9%	9%	10%	5%	1%	4%	*%	9%	1%	5%
			fh	fh					fh		
Neither important nor unimportant	(0)	252	131	97	16	4	3	*	244	7	*
		29%	29%	30%	28%	17%	23%	8%	29%	21%	5%
			fi	fi	fi		i		fi		
Important	(1)	302	151	111	21	11	7	1	283	17	3
		35%	34%	34%	36%	47%	51%	56%	34%	48%	52%
								abg		ag	
Very important	(2)	182	93	64	14	7	3	1	171	9	2
		21%	21%	20%	24%	31%	22%	37%	21%	27%	35%
								abg			
Don't know		5	4	1	1	*	*	-	5	*	*
		1%	1%	*%	2%	*%	1%	-%	1%	*%	2%
NET Important		485	245	175	35	19	10	2	454	26	5
		56%	54%	54%	60%	78%	72%	92%	55%	75%	88%
						abg		abcegh		abg	abcg
NET Not Important		130	72	50	6	1	1	*	128	1	*
		15%	16%	15%	11%	5%	4%	*%	15%	4%	5%
			fh	fh	f				fh		
Answered		866	448	322	57	24	14	2	826	34	6
Mean Score		.6	.5	.5	.7	1.0	.9	1.3	.5	1.0	1.2
						abg		abceg		abg	abcg
Standard error		.04	.07	.07	.12	.10	.09	.09	.05	.07	.08
Standard deviation		1.10	1.13	1.09	1.07	.93	.82	.84	1.11	.89	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	385	196	145	30	80	381	151	67	45	102
Effective base		364	254	103	60	12	41	225	74	21	17	24
Weighted Base		871	687	144	34	4	2	604	118	36	15	25
Not at all important	(-2)	54	46	7	1	-	-	39	12	1	*	1
		6%	7%	5%	3%	-%	-%	7%	10%	3%	*%	3%
Not very important	(-1)	75	62	13	1	*	*	53	11	6	2	*
		9%	9%	9%	1%	8%	*%	9%	9%	15%	17%	2%
			ce	ce								
Neither important nor unimportant	(0)	252	196	48	7	*	*	177	40	5	4	7
		29%	29%	33%	21%	4%	8%	29%	34%	14%	30%	29%
			e	de								
Important	(1)	302	236	47	17	2	1	219	29	12	5	13
		35%	34%	33%	48%	51%	56%	36%	25%	35%	34%	51%
					a		ab					b
Very important	(2)	182	143	28	9	1	1	113	25	12	3	4
		21%	21%	19%	27%	34%	37%	19%	21%	33%	19%	14%
							ab					
Don't know		5	4	1	*	*	-	4	1	-	-	*
		1%	1%	1%	*%	4%	-%	1%	1%	-%	-%	1%
NET Important		485	379	75	26	3	2	332	54	24	8	16
		56%	55%	52%	75%	85%	92%	55%	46%	68%	53%	65%
					ab	ab	abc					
NET Not Important		130	108	20	1	*	*	92	23	6	2	1
		15%	16%	14%	4%	8%	*%	15%	19%	18%	17%	5%
			ce	ce								
Answered		866	683	143	34	4	2	601	117	36	15	24
Mean Score		.6	.5	.5	1.0	1.2	1.3	.5	.4	.8	.5	.7
					ab	b	ab					
Standard error		.04	.06	.08	.07	.18	.09	.06	.10	.14	.15	.09
Standard deviation		1.10	1.12	1.06	.89	.97	.84	1.09	1.21	1.15	1.03	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		836	61	50	97	23	73	89	63	58	58
Effective base		364	34	31	59	10	35	57	38	29	28
Weighted Base		871	74	64	144	27	93	166	104	63	67
Not at all important	(-2)	54	3	4	11	1	7	7	12	2	2
		6%	5%	6%	8%	2%	8%	4%	11%	4%	3%
Not very important	(-1)	75	12	10	10	-	6	15	5	6	4
		9%	16%	16%	7%	-%	6%	9%	4%	9%	6%
Neither important nor unimportant	(0)	252	21	15	47	12	25	33	43	23	13
		29%	28%	24%	33%	45%	27%	20%	42% fi	36%	19%
Important	(1)	302	20	21	64	14	20	70	29	27	21
		35%	27%	33%	44% e	51%	21%	42% e	28%	43%	32%
Very important	(2)	182	18	13	11	*	33	41	16	6	26
		21%	24% c	20%	8%	2%	35% ch	25% c	15%	9%	39% cgh
Don't know		5	*	*	1	-	2	-	-	-	1
		1%	*%	1%	1%	-%	2%	-%	-%	-%	1%
NET Important		485	38	34	75	14	53	111	44	33	47
		56%	51%	54%	52%	52%	57%	67% g	43%	52%	70% g
NET Not Important		130	16	14	22	1	13	22	17	8	6
		15%	21%	22%	15%	2%	14%	13%	16%	12%	10%
Answered		866	74	64	143	27	91	166	104	63	66
Mean Score		.6	.5	.5	.4	.5	.7	.7	.3	.4	1.0 cgh
Standard error		.04	.15	.17	.10	.14	.15	.11	.14	.12	.14
Standard deviation		1.10	1.17	1.16	1.01	.67	1.25	1.06	1.14	.91	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		836	154	169	249	572	264	83	92	89
Effective base		364	73	94	154	318	82	31	30	25
Weighted Base		871	187	201	415	803	68	30	25	13
Not at all important	(-2)	54	10	9	30	50	4	1	2	1
		6%	5%	5%	7%	6%	6%	4%	10%	4%
Not very important	(-1)	75	10	28	30	68	7	3	4	1
		9%	5%	14%	7%	8%	11%	10%	14%	7%
Neither important nor unimportant	(0)	252	50	58	123	231	20	11	8	2
		29%	27%	29%	30%	29%	30%	36%	31%	14%
Important	(1)	302	55	68	162	285	17	4	7	6
		35%	29%	34% f	39% ef	36% f	26%	14%	28%	48% ef
Very important	(2)	182	59	37	68	164	18	11	4	3
		21%	31% cd	18%	16%	20%	27%	37% bcd	15%	27%
Don't know		5	3	1	1	5	1	-	1	*
		1%	2%	*%	*%	1%	1%	-%	2%	1%
NET Important		485	114	105	230	449	36	15	11	10
		56%	61%	52%	56%	56%	52%	51%	43%	75% beg
NET Not Important		130	20	37	60	118	12	4	6	1
		15%	11%	19%	15%	15%	17%	14%	24%	11%
Answered		866	184	200	414	798	68	30	25	13
Mean Score		.6	.8 g	.5	.5	.6	.6	.7	.3	.9 g
Standard error		.04	.09	.08	.07	.05	.07	.13	.13	.11
Standard deviation		1.10	1.13	1.09	1.08	1.10	1.18	1.19	1.20	1.06

Columns Tested:: a,b,c,d,e,f,g,h

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		836	24	75	80	91	178	27	26	23	387
Effective base		364	16	25	26	34	78	16	11	11	181
Weighted Base		871	23	61	63	93	163	29	22	15	464
Not at all important	(-2)	54	1	-	-	2	9	4	4	1	33
		6%	4%	-%	-%	2%	6%	13%	21%	5%	7%
Not very important	(-1)	75	2	9	9	10	15	*	*	1	37
		9%	11%	15%	14%	11%	9%	1%	2%	6%	8%
Neither important nor unimportant	(0)	252	2	15	17	41	43	9	3	6	130
		29%	10%	25%	26%	44%	27%	32%	15%	37%	28%
Important	(1)	302	11	25	25	18	55	11	7	4	171
		35%	47%	40%	39%	20%	33%	37%	34%	29%	37%
Very important	(2)	182	6	12	12	21	41	4	6	4	88
		21%	28%	20%	20%	22%	25%	15%	26%	23%	19%
Don't know		5	-	*	*	-	-	1	1	-	4
		1%	-%	*%	*%	-%	-%	3%	3%	-%	1%
NET Important		485	17	37	37	39	96	15	13	8	260
		56%	75%	60%	59%	42%	59%	51%	60%	52%	56%
NET Not Important		130	3	9	9	12	24	4	5	2	70
		15%	15%	15%	14%	13%	15%	14%	22%	11%	15%
Answered		866	23	61	63	93	163	28	21	15	460
Mean Score		.6	.8	.6	.6	.5	.6	.4	.4	.6	.5
Standard error		.04	.23	.11	.11	.11	.08	.23	.30	.23	.06
Standard deviation		1.10	1.10	.97	.96	1.04	1.12	1.20	1.48	1.10	1.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		836	195	205	436	726	110	698	138	818	18
Effective base		364	74	93	200	308	56	332	37	356	9
Weighted Base		871	179	192	501	725	146	815	57	850	21
Not at all important	(-2)	54	3	13	38	43	11	54	*	54	-
		6%	2%	7%	8%	6%	7%	7%	1%	6%	-%
Not very important	(-1)	75	22	15	39	50	26	73	2	73	3
		9%	12%	8%	8%	7%	18% a	9%	4%	9%	13%
Neither important nor unimportant	(0)	252	60	53	139	218	33	241	11	250	2
		29%	34%	27%	28%	30%	23%	30%	19%	29%	8%
Important	(1)	302	54	65	183	253	49	276	27	292	10
		35%	30%	34%	37%	35%	34%	34%	47%	34%	48%
Very important	(2)	182	40	45	97	156	27	166	16	176	6
		21%	22%	24%	19%	21%	18%	20%	29%	21%	31%
Don't know		5	*	1	4	5	1	5	*	5	-
		1%	*%	*%	1%	1%	*%	1%	*%	1%	-%
NET Important		485	94	110	281	409	76	442	43	468	16
		56%	52%	58%	56%	56%	52%	54%	76% a	55%	79%
NET Not Important		130	25	28	77	93	37	127	3	127	3
		15%	14%	15%	15%	13%	25% a	16%	5%	15%	13%
Answered		866	178	191	496	720	146	809	56	845	21
Mean Score		.6	.6	.6	.5	.6	.4	.5	1.0 a	.5	1.0
Standard error		.04	.07	.08	.05	.04	.11	.04	.07	.04	.23
Standard deviation		1.10	1.02	1.13	1.12	1.08	1.19	1.11	.84	1.11	.97

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	396	184	254	564	178	46	48	742	94
Effective base		364	179	63	123	279	57	18	11	336	29
Weighted Base		871	442	136	292	679	131	40	20	810	61
Not at all important	(-2)	54	37	8	9	48	6	-	*	54	*
		6%	8%	6%	3%	7%	4%	-%	*%	7%	*%
Not very important	(-1)	75	38	10	26	61	10	2	2	71	4
		9%	9%	8%	9%	9%	8%	5%	9%	9%	6%
Neither important nor unimportant	(0)	252	143	34	75	203	42	2	5	244	7
		29%	32%	25%	26%	30%	32%	6%	24%	30%	12%
						cf	cf			cf	
Important	(1)	302	146	34	121	222	46	25	10	268	35
		35%	33%	25%	41%	33%	35%	62%	47%	33%	57%
					b			abe			ae
Very important	(2)	182	73	49	61	141	26	11	4	167	15
		21%	16%	36%	21%	21%	20%	27%	19%	21%	25%
				ac							
Don't know		5	5	1	-	4	1	-	-	5	-
		1%	1%	*%	-%	1%	1%	-%	-%	1%	-%
NET Important		485	218	83	181	363	72	36	14	435	50
		56%	49%	61%	62%	53%	55%	89%	67%	54%	81%
					a			abe			abe
NET Not Important		130	76	18	35	109	16	2	2	126	4
		15%	17%	14%	12%	16%	12%	5%	9%	15%	7%
Answered		866	437	135	292	675	130	40	20	805	61
Mean Score		.6	.4	.8	.7	.5	.6	1.1	.8	.5	1.0
				a	a			ae			ae
Standard error		.04	.06	.09	.06	.05	.08	.11	.13	.04	.08
Standard deviation		1.10	1.12	1.19	1.00	1.13	1.04	.74	.89	1.12	.80

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		836	223	341	272	742	717	780	836	524	355
Effective base		364	131	148	86	315	309	338	364	216	116
Weighted Base		871	331	348	192	772	735	817	871	527	279
Not at all important	(-2)	54	33	15	6	48	42	48	54	26	6
		6%	10%	4%	3%	6%	6%	6%	6%	5%	2%
			c								
Not very important	(-1)	75	23	38	14	66	66	72	75	34	13
		9%	7%	11%	7%	9%	9%	9%	9%	6%	5%
Neither important nor unimportant	(0)	252	105	98	49	219	207	239	252	137	59
		29%	32%	28%	26%	28%	28%	29%	29%	26%	21%
Important	(1)	302	119	103	80	281	272	293	302	218	123
		35%	36%	30%	42%	36%	37%	36%	35%	41%	44%
Very important	(2)	182	50	91	41	153	144	159	182	112	79
		21%	15%	26%	22%	20%	20%	19%	21%	21%	28%
				a							c
Don't know		5	2	2	1	5	4	5	5	*	*
		1%	1%	1%	1%	1%	1%	1%	1%	*%	*%
NET Important		485	169	194	122	434	417	452	485	330	202
		56%	51%	56%	63%	56%	57%	55%	56%	63%	72%
											abcd
NET Not Important		130	56	54	20	114	108	120	130	60	18
		15%	17%	15%	11%	15%	15%	15%	15%	11%	6%
						f	f	f	f		
Answered		866	329	345	191	767	732	812	866	527	279
Mean Score		.6	.4	.6	.7	.6	.6	.5	.6	.7	.9
					a						abcde
Standard error		.04	.08	.06	.06	.04	.04	.04	.04	.05	.05
Standard deviation		1.10	1.13	1.12	.99	1.09	1.08	1.08	1.10	1.03	.92

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	*g	h
Unweighted Base		836	76	482	47	70	45	39	21	105
Effective base		364	38	237	21	17	10	8	7	25
Weighted Base		871	98	581	45	43	18	13	18	50
Not at all important	(-2)	54	3	39	3	*	-	*	4	4
		6%	4%	7%	6%	*%	-%	*%	21%	8%
Not very important	(-1)	75	12	51	2	3	*	3	-	3
		9%	12%	9%	4%	8%	2%	23%	-%	7%
Neither important nor unimportant	(0)	252	44	166	21	5	*	1	2	3
		29%	45%	29%	45%	12%	2%	6%	11%	7%
			bdefh	h	defh					
Important	(1)	302	22	222	12	14	8	5	10	24
		35%	22%	38%	26%	32%	45%	40%	57%	48%
										a
Very important	(2)	182	16	99	9	21	9	3	2	14
		21%	16%	17%	19%	48%	51%	23%	11%	29%
						ab	ab			
Don't know		5	1	4	-	-	-	1	-	1
		1%	1%	1%	-%	-%	-%	8%	-%	2%
								b		
NET Important		485	38	321	21	35	17	8	12	38
		56%	39%	55%	45%	80%	96%	62%	68%	77%
						abc	abc			abc
NET Not Important		130	16	90	4	4	*	3	4	7
		15%	16%	15%	10%	8%	2%	23%	21%	14%
Answered		866	98	577	45	43	18	12	18	48
Mean Score		.6	.4	.5	.5	1.2	1.4	.7	.4	.8
						abc	abc			
Standard error		.04	.12	.05	.15	.11	.10	.19	.29	.11
Standard deviation		1.10	1.02	1.08	1.03	.95	.65	1.16	1.34	1.16

Columns Tested:: a,b,c,d,e,f,g,h

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		836	504	78	51	47	29	25	8	480	106	49	38	20	13	11
Effective base		364	250	27	14	12	7	6	3	239	34	19	12	4	5	4
Weighted Base		871	619	71	36	22	9	9	7	573	94	30	12	11	6	11
Not at all important	(-2)	54	35	9	*	-	-	-	4	39	3	-	*	-	*	-
		6%	6%	13%	*%	-%	-%	-%	55%	7%	3%	-%	*%	-%	1%	-%
Not very important	(-1)	75	56	4	2	1	*	3	-	58	5	3	-	-	-	-
		9%	9%	5%	7%	4%	4%	35%	-%	10%	5%	9%	-%	-%	-%	-%
Neither important nor unimportant	(0)	252	188	19	8	2	2	1	-	175	18	9	3	1	*	2
		29%	30%	26%	23%	8%	25%	10%	-%	31%	19%	30%	26%	7%	*%	19%
Important	(1)	302	227	27	11	8	3	1	3	197	42	13	7	3	3	8
		35%	37%	38%	32%	39%	34%	15%	45%	34%	44%	43%	56%	24%	52%	80%
Very important	(2)	182	110	13	14	11	4	2	*	100	27	5	2	7	3	*
		21%	18%	18%	38%	48%	38%	28%	1%	17%	29%	18%	17%	68%	47%	1%
						a										
Don't know		5	4	-	-	-	-	1	-	4	-	-	-	*	-	-
		1%	1%	-%	-%	-%	-%	12%	-%	1%	-%	-%	-%	1%	-%	-%
NET Important		485	337	40	25	19	7	4	3	297	69	18	9	10	6	9
		56%	54%	55%	70%	88%	71%	43%	45%	52%	73%	61%	73%	92%	99%	81%
						a					a					
NET Not Important		130	90	13	2	1	*	3	4	97	8	3	*	-	*	-
		15%	15%	18%	7%	4%	4%	35%	55%	17%	8%	9%	*%	-%	1%	-%
Answered		866	615	71	36	22	9	8	7	569	94	30	12	10	6	11
Mean Score		.6	.5	.4	1.0	1.3	1.1	.4	-.6	.5	.9	.7	.9	1.6	1.4	.8
						ab					a					
Standard error		.04	.05	.14	.13	.12	.17	.29	.57	.05	.09	.13	.12	.15	.18	.13
Standard deviation		1.10	1.06	1.22	.96	.81	.93	1.39	1.62	1.10	.97	.88	.71	.64	.66	.43

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	*f	*g	h	a	b	c	d	e
Unweighted Base		836	540	107	70	42	32	27	18	77	237	165	210	120	47
Effective base		364	266	38	23	16	9	7	7	23	131	81	80	34	12
Weighted Base		871	633	102	59	24	21	19	14	54	330	187	189	75	35
Not at all important	(-2)	54	47	5	2	*	-	-	*	*	25	15	8	*	*
		6%	7%	4%	4%	*%	-%	-%	*%	*%	8%	8%	4%	*%	*%
Not very important	(-1)	75	63	7	3	2	-	-	*	*	33	22	14	3	*
		9%	10%	7%	5%	7%	-%	-%	2%	1%	10%	12%	7%	4%	1%
Neither important nor unimportant	(0)	252	209	26	6	7	1	*	3	4	99	63	52	14	11
		29%	33% ch	25%	10%	31%	6%	1%	20%	8%	30%	34%	28%	18%	30%
Important	(1)	302	215	40	16	8	9	9	6	24	116	54	76	31	16
		35%	34%	39%	28%	32%	42%	45%	45%	44%	35%	29%	41%	41%	46%
Very important	(2)	182	93	25	31	7	11	10	5	25	56	28	38	28	8
		21%	15%	24%	53% ab	30%	51% a	54%	32%	47% a	17%	15%	20%	37% ab	22%
Don't know		5	5	-	-	-	*	-	-	*	1	4	-	*	*
		1%	1%	-%	-%	-%	1%	-%	-%	*%	*%	2%	-%	*%	*%
NET Important		485	308	65	48	15	20	19	11	49	172	82	115	58	24
		56%	49%	64%	81% a	62%	93% a	99%	77%	91% abd	52%	44%	61% b	77% ab	68%
NET Not Important		130	111	11	5	2	-	-	*	*	58	37	22	3	*
		15%	17% h	11%	9%	8%	-%	-%	3%	1%	17% d	20% d	11%	4%	1%
Answered		866	628	102	59	24	21	19	14	54	329	183	189	75	35
Mean Score		.6	.4	.7	1.2 a	.8	1.4 ab	1.5	1.1	1.4 abd	.4	.3	.7 b	1.1 abc	.9
Standard error		.04	.05	.10	.13	.15	.11	.10	.20	.08	.07	.09	.07	.08	.11
Standard deviation		1.10	1.09	1.05	1.08	.97	.63	.54	.83	.67	1.12	1.13	1.02	.85	.77

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		836	293	141	171	99	36	288	141	170	79	35
Effective base		364	154	70	56	26	8	157	53	64	24	11
Weighted Base		871	389	163	134	62	20	377	131	141	56	30
Not at all important	(-2)	54	32	10	6	-	-	30	6	7	*	*
		6%	8%	6%	5%	-%	-%	8%	4%	5%	*%	*%
Not very important	(-1)	75	38	23	4	1	*	36	14	13	2	*
		9%	10%	14%	3%	2%	2%	10%	11%	9%	3%	1%
				c								
Neither important nor unimportant	(0)	252	118	53	34	10	5	118	37	34	8	11
		29%	30%	32%	26%	16%	24%	31%	28%	24%	14%	35%
Important	(1)	302	138	46	56	27	11	131	42	59	28	11
		35%	36%	28%	42%	43%	56%	35%	33%	42%	50%	38%
Very important	(2)	182	62	27	34	24	4	59	32	28	18	7
		21%	16%	17%	25%	39%	17%	16%	25%	20%	32%	25%
						ab						
Don't know		5	1	4	-	*	*	4	-	-	*	*
		1%	*%	2%	-%	*%	1%	1%	-%	-%	*%	*%
NET Important		485	201	73	90	51	15	190	75	87	46	19
		56%	52%	45%	67%	82%	74%	50%	57%	62%	82%	63%
					ab	ab					ab	
NET Not Important		130	69	33	10	1	*	66	19	20	2	*
		15%	18%	20%	7%	2%	2%	17%	15%	14%	3%	2%
			d	cd								
Answered		866	388	159	134	62	20	374	131	141	56	30
Mean Score		.6	.4	.4	.8	1.2	.9	.4	.6	.6	1.1	.9
					ab	ab					abc	
Standard error		.04	.07	.10	.08	.08	.12	.07	.09	.08	.09	.14
Standard deviation		1.10	1.12	1.12	1.00	.78	.71	1.11	1.09	1.05	.78	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		836	349	145	194	98	40	495	63	272	771	65	719	23
Effective base		364	177	59	84	32	9	223	22	117	335	29	310	5
Weighted Base		871	437	132	193	73	24	542	52	271	808	63	759	13
Not at all important	(-2)	54	39	6	6	4	-	39	3	13	54	*	48	-
		6%	9%	5%	3%	5%	-%	7%	5%	5%	7%	*%	6%	-%
Not very important	(-1)	75	35	11	22	4	*	43	5	27	70	5	66	-
		9%	8%	8%	12%	5%	*%	8%	9%	10%	9%	8%	9%	-%
Neither important nor unimportant	(0)	252	142	40	52	8	8	129	17	102	239	13	218	1
		29%	33%	30%	27%	11%	32%	24%	32%	38%	30%	20%	29%	7%
			d	d						a				
Important	(1)	302	149	40	69	29	12	191	16	93	283	20	275	6
		35%	34%	30%	36%	40%	52%	35%	30%	34%	35%	31%	36%	43%
Very important	(2)	182	67	35	43	28	4	138	12	32	157	25	146	6
		21%	15%	27%	22%	39%	16%	25%	24%	12%	19%	40%	19%	49%
						a		c				a		
Don't know		5	5	1	-	*	*	1	-	4	5	-	5	-
		1%	1%	*%	-%	*%	1%	*%	-%	2%	1%	-%	1%	-%
NET Important		485	217	75	112	58	16	329	28	125	440	45	422	12
		56%	50%	57%	58%	79%	68%	61%	54%	46%	54%	71%	56%	93%
						abc		c						
NET Not Important		130	74	17	28	7	*	82	8	40	124	5	114	-
		15%	17%	13%	15%	10%	*%	15%	14%	15%	15%	8%	15%	-%
Answered		866	433	132	193	73	24	541	52	267	803	63	754	13
Mean Score		.6	.4	.7	.6	1.0	.8	.6	.6	.4	.5	1.0	.5	1.4
						a		c				a		
Standard error		.04	.06	.09	.08	.11	.11	.05	.14	.06	.04	.12	.04	.14
Standard deviation		1.10	1.12	1.11	1.05	1.08	.69	1.16	1.11	.98	1.10	.98	1.09	.65

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		836	656	61	641	195	720	22	659	58	649	187
Effective base		364	296	13	283	83	310	5	295	14	286	79
Weighted Base		871	706	29	656	216	756	16	703	32	671	200
Not at all important	(-2)	54	42	*	49	5	48	*	42	*	50	4
		6%	6%	*%	7%	3%	6%	*%	6%	*%	7%	2%
Not very important	(-1)	75	65	*	59	16	66	-	65	*	56	19
		9%	9%	1%	9%	7%	9%	-%	9%	1%	8%	10%
Neither important nor unimportant	(0)	252	204	3	193	59	218	2	202	6	197	55
		29%	29%	11%	29%	27%	29%	11%	29%	18%	29%	28%
Important	(1)	302	257	15	222	80	276	5	261	11	232	71
		35%	36%	53%	34%	37%	36%	33%	37%	35%	35%	35%
Very important	(2)	182	134	11	126	56	143	9	130	15	131	51
		21%	19%	36%	19%	26%	19%	56%	18%	46% a	20%	25%
Don't know		5	4	-	5	-	5	-	4	-	5	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
NET Important		485	391	26	349	136	419	15	390	26	363	121
		56%	55%	88% a	53%	63%	55%	89%	56%	81%	54%	61%
NET Not Important		130	107	*	108	21	114	*	107	*	106	24
		15%	15%	1%	17%	10%	15%	*%	15%	1%	16%	12%
Answered		866	702	29	650	216	750	16	699	32	666	200
Mean Score		.6	.5	1.2 a	.5	.8 a	.5	1.5	.5	1.3 a	.5	.7
Standard error		.04	.04	.09	.04	.07	.04	.15	.04	.10	.04	.07
Standard deviation		1.10	1.08	.69	1.13	1.00	1.09	.73	1.08	.80	1.12	1.02

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		836	490	575	147	1	485	501	121	1	615	498	169	-
Effective base		364	199	250	60	1	199	221	52	1	267	222	74	-
Weighted Base		871	496	598	154	4	471	523	131	1	647	517	175	-
Not at all important	(-2)	54	31	34	9	-	29	23	4	-	39	29	9	-
		6%	6%	6%	6%	-%	6%	4%	3%	-%	6%	6%	5%	-%
Not very important	(-1)	75	25	56	7	-	38	49	14	-	47	51	18	-
		9%	5%	9%	5%	-%	8%	9%	11%	-%	7%	10%	10%	-%
Neither important nor unimportant	(0)	252	136	180	42	-	118	151	40	-	176	136	52	-
		29%	27%	30%	27%	-%	25%	29%	31%	-%	27%	26%	30%	-%
Important	(1)	302	205	216	69	4	192	189	54	1	241	185	63	-
		35%	41%	36%	45%	100%	41%	36%	41%	100%	37%	36%	36%	-%
Very important	(2)	182	97	107	26	-	93	107	19	-	142	111	33	-
		21%	20%	18%	17%	-%	20%	20%	14%	-%	22%	22%	19%	-%
Don't know		5	2	5	*	-	1	4	*	-	2	4	*	-
		1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
NET Important		485	302	322	95	4	285	295	72	1	383	297	95	-
		56%	61%	54%	62%	100%	60%	56%	55%	100%	59%	57%	55%	-%
NET Not Important		130	55	90	17	-	67	73	18	-	86	80	27	-
		15%	11%	15%	11%	-%	14%	14%	14%	-%	13%	15%	16%	-%
Answered		866	494	593	154	4	470	519	131	1	645	512	175	-
Mean Score		.6	.6	.5	.6	1.0	.6	.6	.5	1.0	.6	.6	.5	-
Standard error		.04	.05	.04	.08	-	.05	.05	.09	-	.04	.05	.08	-
Standard deviation		1.10	1.05	1.07	1.02	-	1.08	1.06	.97	-	1.09	1.10	1.08	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		836	689	665	836	594	475	35	567	494	512	123	66
Effective base		364	297	293	364	248	211	10	258	217	217	58	31
Weighted Base		871	731	702	871	611	507	25	615	535	521	135	78
Not at all important	(-2)	54	44	42	54	31	27	-	36	28	26	9	8
		6%	6%	6%	6%	5%	5%	-%	6%	5%	5%	7%	10%
Not very important	(-1)	75	59	60	75	56	52	1	53	48	44	17	15
		9%	8%	9%	9%	9%	10%	3%	9%	9%	8%	13%	19%
Neither important nor unimportant	(0)	252	211	202	252	169	134	2	185	148	129	35	27
		29%	29%	29%	29%	28%	26%	9%	30%	28%	25%	26%	34%
Important	(1)	302	266	256	302	225	181	9	206	193	201	51	21
		35%	36%	36%	35%	37%	36%	37%	33%	36%	39%	37%	27%
Very important	(2)	182	146	139	182	127	109	13	130	117	119	23	7
		21%	20%	20%	21%	21%	22%	51% ab	21%	22%	23%	17%	9%
Don't know		5	5	4	5	2	4	*	5	2	2	*	*
		1%	1%	1%	1%	*%	1%	1%	1%	*%	*%	*%	*%
NET Important		485	412	395	485	352	290	22	336	309	320	74	29
		56%	56%	56%	56%	58%	57%	88%	55%	58% e	61% e	55%	37%
NET Not Important		130	103	102	130	88	79	1	89	76	70	26	23
		15%	14%	15%	15%	14%	16%	3%	14%	14%	13%	20%	29% abc
Answered		866	726	699	866	609	503	25	610	533	519	135	78
Mean Score		.6	.6	.6	.6	.6	.6	1.4 ab	.6 e	.6 e	.7 e	.5	.1
Standard error		.04	.04	.04	.04	.04	.05	.13	.05	.05	.05	.10	.14
Standard deviation		1.10	1.08	1.09	1.10	1.07	1.10	.76	1.10	1.08	1.07	1.12	1.12

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		836	111	53	57	31	699	494	733	584	466	484	656	133	-	687	57
Effective base		364	49	18	28	14	302	207	316	252	187	201	286	53	-	285	32
Weighted Base		871	117	42	67	34	712	491	747	595	437	490	680	129	-	652	83
Not at all important	(-2)	54	2	1	1	3	46	34	47	42	28	18	45	3	-	38	4
		6%	2%	2%	1%	10%	7%	7%	6%	7%	6%	4%	7%	2%	-%	6%	5%
Not very important	(-1)	75	12	5	5	5	58	39	61	57	47	40	61	7	-	61	5
		9%	10%	11%	8%	14%	8%	8%	8%	10%	11%	8%	9%	5%	-%	9%	6%
Neither important nor unimportant	(0)	252	31	6	18	4	196	119	207	157	119	130	198	33	-	177	20
		29%	27%	15%	27%	13%	28%	24%	28%	26%	27%	26%	29%	25%	-%	27%	24%
Important	(1)	302	44	14	28	11	258	183	267	213	149	178	230	52	-	218	41
		35%	37%	33%	42%	31%	36%	37%	36%	36%	34%	36%	34%	40%	-%	33%	49%
Very important	(2)	182	27	16	14	11	149	115	160	123	91	124	142	35	-	155	14
		21%	23%	39%	21%	32%	21%	23%	21%	21%	21%	25%	21%	27%	-%	24%	16%
Don't know		5	1	-	*	-	4	2	5	2	3	*	5	*	-	4	-
		1%	1%	-%	*%	-%	1%	*%	1%	*%	1%	*%	1%	*%	-%	1%	-%
NET Important		485	70	30	42	21	407	298	427	337	240	302	371	87	-	373	54
		56%	60%	73%	64%	63%	57%	61%	57%	57%	55%	62%	55%	67%	-%	57%	66%
NET Not Important		130	14	5	6	8	104	72	109	99	75	58	106	10	-	98	9
		15%	12%	13%	9%	24%	15%	15%	15%	17%	17%	12%	16%	8%	-%	15%	11%
Answered		866	116	42	67	34	708	489	742	593	434	489	675	129	-	648	83
Mean Score		.6	.7	1.0	.7	.6	.6	.6	.6	.5	.5	.7	.5	.8	-	.6	.7
Standard error		.04	.10	.15	.12	.24	.04	.05	.04	.05	.05	.05	.04	.08	-	.04	.13
Standard deviation		1.10	1.01	1.07	.92	1.34	1.11	1.13	1.11	1.13	1.13	1.05	1.12	.96	-	1.12	.99

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		836	383	453	304	12	137	216	130	553	147	147	190	483
Effective base		364	168	196	126	7	50	104	50	247	64	65	80	210
Weighted Base		871	405	466	300	22	115	253	127	587	146	157	189	502
Not at all important	(-2)	54	26	28	5	-	2	10	7	38	10	5	7	42
		6%	6%	6%	2%	-%	2%	4%	5%	6%	7%	3%	4%	8%
Not very important	(-1)	75	36	39	27	3	9	23	9	44	20	19	12	41
		9%	9%	8%	9%	11%	8%	9%	7%	8%	14%	12%	6%	8%
Neither important nor unimportant	(0)	252	92	160	90	5	25	79	20	177	52	42	50	153
		29%	23%	34%	30%	22%	22%	31%	16%	30%	35%	27%	26%	30%
				a						a	a			
Important	(1)	302	149	153	104	9	47	80	56	198	46	45	77	174
		35%	37%	33%	35%	40%	41%	32%	44%	34%	31%	28%	41%	35%
Very important	(2)	182	100	82	74	6	32	60	35	126	17	45	42	88
		21%	25%	18%	25%	26%	28%	24%	28%	21%	12%	29%	22%	18%
									c			c		
Don't know		5	1	4	1	-	-	1	-	3	2	1	1	4
		1%	*%	1%	*%	-%	-%	*%	-%	1%	2%	*%	*%	1%
NET Important		485	250	235	178	15	79	140	91	324	63	90	119	262
		56%	62%	50%	59%	67%	68%	55%	72%	55%	43%	57%	63%	52%
			b						bc					
NET Not Important		130	62	67	32	3	12	33	16	82	30	24	19	83
		15%	15%	14%	11%	11%	10%	13%	13%	14%	20%	16%	10%	17%
Answered		866	404	462	299	22	115	252	127	584	144	156	188	498
Mean Score		.6	.6	.5	.7	.8	.8	.6	.8	.6	.3	.7	.7	.5
									c					
Standard error		.04	.06	.05	.06	.28	.08	.07	.10	.05	.09	.09	.07	.05
Standard deviation		1.10	1.14	1.07	.99	.97	.99	1.06	1.09	1.10	1.06	1.12	1.01	1.13

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		836	349	487
Effective base		364	125	240
Weighted Base		871	302	569
Not at all important	(-2)	54	20	34
		6%	7%	6%
Not very important	(-1)	75	25	51
		9%	8%	9%
Neither important nor unimportant	(0)	252	86	165
		29%	29%	29%
Important	(1)	302	105	198
		35%	35%	35%
Very important	(2)	182	65	117
		21%	22%	21%
Don't know		5	1	4
		1%	*%	1%
NET Important		485	170	315
		56%	56%	55%
NET Not Important		130	45	85
		15%	15%	15%
Answered		866	301	565
Mean Score		.6	.6	.6
Standard error		.04	.06	.05
Standard deviation		1.10	1.12	1.10

Columns Tested:: a,b

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		836	36	87	57	68	45	112	13	111	60	57	95	95
Effective base		364	8	38	25	16	22	39	6	69	37	23	68	48
Weighted Base		871	11	128	55	39	67	122	4	148	80	29	113	76
Not at all important	(-2)	54	*	5	4	6	7	4	1	10	6	5	4	2
		6%	3%	4%	7%	16%	10%	4%	17%	7%	7%	18% kl	4%	2%
Not very important	(-1)	75	*	7	1	2	7	9	*	16	7	4	12	11
		9%	1%	5%	1%	6%	10%	7%	5%	10%	8%	14%	11%	14%
Neither important nor unimportant	(0)	252	6	38	15	16	15	27	*	47	20	5	39	23
		29%	55%	30%	28%	41%	22%	23%	4%	32%	25%	18%	35%	30%
Important	(1)	302	3	47	25	12	27	56	*	39	21	11	32	28
		35%	30%	37%	46%	31%	41%	46% h	11%	27%	27%	39%	28%	36%
Very important	(2)	182	1	31	10	2	11	25	2	33	26	3	26	13
		21%	12%	24%	18%	5%	16%	21%	50%	22%	33% dj	11%	23%	17%
Don't know		5	-	1	-	*	-	-	1	3	-	*	-	*
		1%	-%	1%	-%	1%	-%	-%	14%	2%	-%	1%	-%	*%
NET Important		485	5	77	35	14	38	81	2	72	47	14	57	41
		56%	41%	60%	64%	36%	57%	66% d	61%	49%	59%	49%	51%	54%
NET Not Important		130	*	12	5	8	14	14	1	26	12	9	16	13
		15%	4%	9%	8%	22%	20%	11%	22%	17%	15%	32% bcf	15%	17%
Answered		866	11	127	55	38	67	122	4	145	80	29	113	76
Mean Score		.6	.5	.7 dj	.7	*	.4	.7 dj	.8	.5	.7	.1	.6	.5
Standard error		.04	.14	.11	.14	.14	.18	.09	.55	.11	.16	.18	.11	.10
Standard deviation		1.10	.86	1.02	1.03	1.12	1.19	1.00	1.90	1.16	1.21	1.31	1.07	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 219 (continuation)

QD10A_18. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		836	180	225	184	247	405	431
Effective base		364	66	76	110	138	142	243
Weighted Base		871	194	227	232	218	421	450
Not at all important	(-2)	54	9	17	16	11	27	27
		6%	5%	8%	7%	5%	6%	6%
Not very important	(-1)	75	7	18	22	27	26	50
		9%	4%	8%	10%	12%	6%	11%
						a		
Neither important nor unimportant	(0)	252	60	58	67	67	118	134
		29%	31%	26%	29%	31%	28%	30%
Important	(1)	302	75	95	61	71	170	132
		35%	39%	42%	26%	32%	40%	29%
				c			b	
Very important	(2)	182	41	38	61	42	79	103
		21%	21%	17%	26%	19%	19%	23%
Don't know		5	1	*	4	*	1	4
		1%	*%	*%	2%	*%	*%	1%
NET Important		485	117	133	122	113	250	235
		56%	60%	58%	53%	52%	59%	52%
NET Not Important		130	17	36	39	38	52	77
		15%	9%	16%	17%	18%	12%	17%
Answered		866	193	227	228	218	420	446
Mean Score		.6	.7	.5	.6	.5	.6	.5
Standard error		.04	.08	.07	.09	.07	.05	.06
Standard deviation		1.10	1.01	1.10	1.19	1.09	1.06	1.14

Columns Tested:: a,b,c,d - a,b

Table 220

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors													
		Low cost	Guarantee that the parcel will arrive on time	Ability to track the delivery	Ability to choose an express or next day service	Ability to select a specific date/time for delivery	Fast delivery	Convenient options for me to drop the parcel off	Convenient options for the operator to pick the parcel up from me	Convenient options for the recipient to accept the delivery	Insurance against damage or loss	Same price to send to anywhere within the UK	Proof of postage/ dispatch	Proof of receipt/delivery	Delivery to recipient's door
Unweighted Base		836	836	836	836	836	836	836	836	836	836	836	836	836	836
Effective base		364	364	364	364	364	364	364	364	364	364	364	364	364	364
Weighted Base		871	871	871	871	871	871	871	871	871	871	871	871	871	871
Not at all important	(-2.00)	5	1	5	17	33	2	19	42	9	3	6	3	-	2
		1%	*%	1%	2%	4%	*%	2%	5%	1%	*%	1%	*%	-%	*%
Not very important	(-1.00)	26	8	11	50	93	14	20	100	7	43	22	8	7	4
		3%	1%	1%	6%	11%	2%	2%	11%	1%	5%	2%	1%	1%	*%
Neither important nor unimportant	(0.00)	70	70	88	182	218	70	124	220	137	128	79	60	55	43
		8%	8%	10%	21%	25%	8%	14%	25%	16%	15%	9%	7%	6%	5%
Important	(1.00)	406	358	378	355	357	388	376	308	454	368	368	341	339	295
		47%	41%	43%	41%	41%	45%	43%	35%	52%	42%	42%	39%	39%	34%
Very important	(2.00)	359	434	390	267	171	397	329	198	264	328	395	460	468	526
		41%	50%	45%	31%	20%	46%	38%	23%	30%	38%	45%	53%	54%	60%
Don't know		6	*	*	1	-	*	3	3	*	1	1	*	3	1
		1%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET Important		765	792	768	622	528	785	706	507	717	696	763	801	807	821
		88%	91%	88%	71%	61%	90%	81%	58%	82%	80%	88%	92%	93%	94%
NET Not Important		31	10	15	67	126	16	39	141	16	46	28	10	7	6
		4%	1%	2%	8%	14%	2%	4%	16%	2%	5%	3%	1%	1%	1%
Answered		865	871	871	870	871	871	868	868	871	870	870	871	868	870
Mean Score		1.3	1.4	1.3	.9	.6	1.3	1.1	.6	1.1	1.1	1.3	1.4	1.5	1.5
Standard error		.03	.02	.03	.03	.04	.02	.03	.04	.03	.03	.03	.02	.02	.02
Standard deviation		.77	.69	.74	.96	1.03	.71	.89	1.10	.76	.86	.79	.69	.65	.63

Table 220 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors			
		Daily collection service	Parcel provider operates in an environmentally responsible way	Option to deliver items to a location other than the home(e.g. a local shop or locker)	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability
Significance Level: 95%		a	b	c	d
Unweighted Base		836	836	836	836
Effective base		364	364	364	364
Weighted Base		871	871	871	871
Not at all important	(-2.00)	38 4%	50 6%	70 8% a	54 6%
Not very important	(-1.00)	79 9% b	43 5%	112 13% b	75 9% b
Neither important nor unimportant	(0.00)	162 19%	252 29% a	265 30% a	252 29% a
Important	(1.00)	332 38%	348 40% c	274 31%	302 35%
Very important	(2.00)	259 30% bcd	177 20%	148 17%	182 21%
Don't know		1 *%	1 *%	2 *%	5 1%
NET Important		591 68% bcd	526 60% c	422 48%	485 56%
NET Not Important		117 13%	92 11%	182 21% abd	130 15%

Columns Tested:: a,b,c,d

Table 220 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Factors			
	Daily collection service	Parcel provider operates in an environmentally responsible way	Option to deliver items to a location other than the home(e.g. a local shop or locker)	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability
Significance Level: 95%	a	b	c	d
Unweighted Base	836	836	836	836
Effective base	364	364	364	364
Weighted Base	871	871	871	871
Answered	870	870	869	866
Mean Score	.8	.6	.4	.6
	cd	c		c
Standard error	.04	.04	.04	.04
Standard deviation	1.10	1.04	1.15	1.10

Columns Tested:: a,b,c,d

Table 221

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1244	124	1120	819	224	56	145	425
Effective base	498	30	472	456	93	29	75	125
Weighted Base	1204	48	1156	1147	48	5	4	57
Royal Mail signed for 1st Class	724	1	723	687	32	4	2	37
	60%	2%	63% a	60%	65%	69%	60%	65%
Royal Mail Signed for 2nd Class	310	*	310	295	12	2	1	15
	26%	*%	27% a	26%	26%	30%	32%	26%
Special delivery - Next Day (by 9am)	215	1	214	201	11	2	1	14
	18%	3%	18% a	18%	23%	40% a	23%	25%
Special delivery - Next Day (by 1pm)	370	1	369	351	16	2	1	19
	31%	2%	32% a	31%	32%	40%	36%	33%
Royal Mail Tracked	547	9	538	520	23	2	2	27
	45%	19%	47% a	45%	48%	38%	49%	47%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	-	1	-	*	1
	*%	-%	*%	-%	2% a	-%	*%	2% a
Refused	4	-	4	4	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these	69	36	33	67	1	*	*	2
	6%	76% b	3%	6%	3%	1%	6%	3%
Don't know	8	-	8	7	1	-	*	1
	1%	-%	1%	1%	3%	-%	2%	2%

Columns Tested:: a,b - a,b,c,d,e

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1244	326	363	130	137	143	145	819	224	201
Effective base	498	209	197	65	58	57	75	456	93	70
Weighted Base	1204	568	490	89	32	21	4	1147	48	9
Royal Mail signed for 1st Class	724	310	322	54	20	15	2	687	32	6
	60%	55%	66%	61%	63%	69%	60%	60%	65%	65%
			a			a				
Royal Mail Signed for 2nd Class	310	157	117	21	8	5	1	295	12	3
	26%	28%	24%	23%	26%	26%	32%	26%	26%	31%
Special delivery - Next Day (by 9am)	215	76	105	20	8	5	1	201	11	3
	18%	13%	21%	22%	25%	24%	23%	18%	23%	33%
			a		a	a	a		a	ag
Special delivery - Next Day (by 1pm)	370	174	142	35	12	6	1	351	16	3
	31%	31%	29%	39%	36%	28%	36%	31%	32%	39%
Royal Mail Tracked	547	268	222	30	12	13	2	520	23	4
	45%	47%	45%	34%	39%	60%	49%	45%	48%	43%
						bcdgi				
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	-	-	1	-	*	-	1	*
	*%	-%	-%	-%	4%	-%	*%	-%	2%	*%
					abg				abg	
Refused	4	3	1	-	-	-	-	4	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
None of these	69	47	18	2	1	*	*	67	1	*
	6%	8%	4%	2%	3%	2%	6%	6%	3%	3%
Don't know	8	2	4	1	1	1	*	7	1	*
	1%	*%	1%	1%	2%	2%	2%	1%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1244	511	308	224	56	145	497	246	83	58	164
Effective base	498	333	163	93	29	75	282	113	29	18	28
Weighted Base	1204	930	217	48	5	4	767	208	46	19	32
Royal Mail signed for 1st Class	724	550	137	32	4	2	469	130	31	9	25
	60%	59%	63%	65%	69%	60%	61%	63%	68%	48%	79% d
Royal Mail Signed for 2nd Class	310	248	47	12	2	1	222	51	7	1	10
	26%	27%	22%	26%	30%	32%	29% d	24%	15%	7%	32%
Special delivery - Next Day (by 9am)	215	153	48	11	2	1	111	46	23	6	10
	18%	16%	22%	23%	40% ab	23%	14%	22%	51% ab	34% a	30% a
Special delivery - Next Day (by 1pm)	370	277	74	16	2	1	222	74	20	3	9
	31%	30%	34%	32%	40%	36%	29%	36%	43%	18%	28%
Royal Mail Tracked	547	435	85	23	2	2	378	79	27	6	16
	45%	47%	39%	48%	38%	49%	49% b	38%	59% b	35%	49%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	-	1	-	*	-	-	-	-	1
	*%	-%	-%	2% a	-%	*%	-%	-%	-%	-%	4% a
Refused	4	4	-	-	-	-	3	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	69	63	4	1	*	*	32	8	*	1	1
	6%	7% b	2%	3%	1%	6%	4%	4%	*%	3%	3%
Don't know	8	2	5	1	-	*	3	1	1	-	*
	1%	*%	2% a	3% a	-%	2%	*%	1%	3%	-%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1244	87	72	144	41	93	120	89	83	77
Effective base	498	46	40	82	19	47	72	56	42	38
Weighted Base	1204	105	86	198	50	113	204	164	103	87
Royal Mail signed for 1st Class	724	69	52	111	26	74	120	101	75	56
	60%	66%	60%	56%	52%	66%	59%	62%	73%	64%
Royal Mail Signed for 2nd Class	310	29	26	53	15	24	52	46	23	22
	26%	28%	30%	27%	31%	21%	25%	28%	23%	25%
Special delivery - Next Day (by 9am)	215	14	14	49	6	33	31	24	16	13
	18%	14%	16%	25%	11%	29%	15%	14%	15%	15%
Special delivery - Next Day (by 1pm)	370	46	34	71	9	40	49	42	32	30
	31%	44%	39%	36%	18%	35%	24%	26%	31%	34%
		df								
Royal Mail Tracked	547	61	40	87	21	57	86	63	42	47
	45%	59%	46%	44%	42%	51%	42%	39%	41%	54%
		g								
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Refused	4	-	1	-	-	-	3	-	-	-
	*%	-%	1%	-%	-%	-%	1%	-%	-%	-%
None of these	69	2	3	11	1	2	13	13	1	5
	6%	2%	4%	6%	1%	2%	7%	8%	1%	5%
Don't know	8	-	-	4	1	-	*	-	-	2
	1%	-%	-%	2%	2%	-%	*%	-%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1244	211	242	353	806	438	160	135	143
Effective base	498	104	127	208	436	105	50	28	40
Weighted Base	1204	250	294	566	1110	94	51	27	15
Royal Mail signed for 1st Class	724	156	195	332	683	41	20	13	9
	60%	62% ef	66% ef	59% ef	62% ef	43%	38%	46%	55%
Royal Mail Signed for 2nd Class	310	61	78	151	291	19	9	8	2
	26%	25% h	27% h	27% h	26% h	20%	18%	31% h	10%
Special delivery - Next Day (by 9am)	215	51	44	104	199	15	6	6	3
	18%	21%	15%	18%	18%	16%	13%	23%	19%
Special delivery - Next Day (by 1pm)	370	78	112	161	352	17	5	7	5
	31%	31% ef	38% ef	29% ef	32% ef	19%	9%	27%	35% ef
Royal Mail Tracked	547	125	143	237	505	42	26	10	6
	45%	50%	49%	42%	46%	45%	51%	35%	39%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	-	1	1	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%
Refused	4	-	1	3	3	*	-	*	-
	*%	-%	*%	*%	*%	*%	-%	1%	-%
None of these	69	7	7	37	51	18	11	5	2
	6%	3%	2%	7%	5%	19% abcd	22% abcd	18% abd	14% abd
Don't know	8	3	-	4	8	1	*	*	*
	1%	1%	-%	1%	1%	1%	1%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1244	40	124	136	156	233	58	35	51	535
Effective base	498	21	34	41	69	96	24	12	18	225
Weighted Base	1204	28	88	104	181	203	54	27	31	575
Royal Mail signed for 1st Class	724	19	47	59	121	102	31	16	19	357
	60%	66%	53%	56%	67%	50%	57%	57%	62%	62%
					e					e
Royal Mail Signed for 2nd Class	310	4	16	18	37	62	11	6	8	164
	26%	13%	18%	17%	20%	30%	21%	24%	25%	29%
Special delivery - Next Day (by 9am)	215	4	32	35	33	28	9	5	4	97
	18%	14%	37%	34%	18%	14%	17%	19%	12%	17%
			dei	ei						
Special delivery - Next Day (by 1pm)	370	9	42	45	38	62	20	10	5	180
	31%	33%	47%	43%	21%	31%	38%	35%	15%	31%
			dh	dh						
Royal Mail Tracked	547	10	36	42	70	103	31	16	12	263
	45%	35%	41%	40%	39%	51%	57%	57%	38%	46%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	1	-	-	-	-	-	*
	*%	-%	1%	1%	-%	-%	-%	-%	-%	*%
Refused	4	-	-	-	-	-	1	-	-	3
	*%	-%	-%	-%	-%	-%	2%	-%	-%	*%
None of these	69	4	5	6	12	17	2	*	1	27
	6%	14%	6%	6%	7%	8%	4%	1%	3%	5%
Don't know	8	-	*	*	-	*	-	*	-	8
	1%	-%	*%	*%	-%	*%	-%	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1244	332	291	621	1092	152	1014	230	1218	26
Effective base	498	126	120	254	422	77	443	63	485	13
Weighted Base	1204	314	257	633	997	207	1105	98	1174	30
Royal Mail signed for 1st Class	724	199	133	392	590	134	658	66	702	22
	60%	63%	52%	62%	59%	65%	60%	67%	60%	74%
Royal Mail Signed for 2nd Class	310	59	73	178	250	59	292	18	299	10
	26%	19%	28%	28% a	25%	29%	26%	18%	25%	35%
Special delivery - Next Day (by 9am)	215	72	37	106	186	28	185	30	211	4
	18%	23%	15%	17%	19%	14%	17%	31% a	18%	13%
Special delivery - Next Day (by 1pm)	370	92	83	195	302	68	342	27	367	2
	31%	29%	32%	31%	30%	33%	31%	27%	31%	7%
Royal Mail Tracked	547	122	134	290	456	90	510	37	537	10
	45%	39%	52% a	46%	46%	44%	46%	38%	46%	33%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	*	1	-	*	1	1	-
	*%	*%	-%	*%	*%	-%	*%	1%	*%	-%
Refused	4	-	1	3	3	*	3	1	4	-
	*%	-%	*%	*%	*%	*%	*%	1%	*%	-%
None of these	69	22	18	28	64	5	67	1	66	3
	6%	7%	7%	4%	6%	2%	6%	2%	6%	10%
Don't know	8	*	*	8	8	*	7	1	8	-
	1%	*%	*%	1%	1%	*%	1%	1%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1244	598	314	325	851	246	66	81	1097	147
Effective base	498	259	98	138	385	76	20	18	461	38
Weighted Base	1204	642	215	338	956	166	43	39	1122	82
Royal Mail signed for 1st Class	724	411	123	182	581	87	26	31	668	56
	60%	64% c	57%	54%	61%	52%	60%	78%	60%	69%
Royal Mail Signed for 2nd Class	310	146	55	109	234	56	14	6	290	19
	26%	23%	26%	32% a	24%	34%	32%	14%	26%	24%
Special delivery - Next Day (by 9am)	215	112	39	64	156	30	11	19	185	30
	18%	17%	18%	19%	16%	18%	26%	47% abe	17%	36% abe
Special delivery - Next Day (by 1pm)	370	181	58	130	283	52	20	14	335	34
	31%	28%	27%	39% a	30%	31%	47%	36%	30%	42%
Royal Mail Tracked	547	260	100	185	414	90	28	16	503	43
	45%	41%	47%	55% a	43%	54%	65%	40%	45%	53%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	*	1	-	*	-	1	*
	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%
Refused	4	3	1	-	4	-	-	-	4	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
None of these	69	38	19	11	52	13	2	2	65	4
	6%	6%	9%	3%	5%	8%	4%	5%	6%	5%
Don't know	8	2	1	5	8	*	1	*	8	1
	1%	*%	*%	2%	1%	*%	2%	*%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1244	331	520	393	1154	1085	1200	1087	713	612
Effective base	498	183	203	114	445	415	474	423	269	203
Weighted Base	1204	477	479	248	1087	1009	1154	1020	676	472
Royal Mail signed for 1st Class	724	299	281	143	663	609	702	599	419	290
	60%	63%	59%	58%	61%	60%	61%	59%	62%	61%
Royal Mail Signed for 2nd Class	310	117	117	76	283	269	298	270	179	110
	26%	24%	24%	31%	26%	27%	26%	26%	26%	23%
Special delivery - Next Day (by 9am)	215	60	95	59	208	187	209	198	159	127
	18%	13%	20%	24%	19%	19%	18%	19%	24%	27%
				a						abcd
Special delivery - Next Day (by 1pm)	370	124	160	86	346	329	362	314	230	131
	31%	26%	33%	35%	32%	33%	31%	31%	34%	28%
Royal Mail Tracked	547	195	218	133	504	463	524	460	296	223
	45%	41%	46%	54%	46%	46%	45%	45%	44%	47%
				a						
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	*	1	1	1	1	1	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Refused	4	3	1	-	4	4	4	4	3	1
	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%
None of these	69	26	26	17	52	54	62	63	24	12
	6%	5%	5%	7%	5%	5%	5%	6%	4%	3%
								f		
Don't know	8	3	4	1	8	6	8	6	5	3
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1244	124	672	93	108	83	65	55	203
Effective base	498	69	299	33	26	16	16	17	49
Weighted Base	1204	171	752	71	64	32	31	34	97
Royal Mail signed for 1st Class	724	107	460	40	34	21	17	22	61
	60%	63%	61%	57%	53%	66%	56%	67%	63%
Royal Mail Signed for 2nd Class	310	35	198	24	17	8	8	9	24
	26%	21%	26%	34%	26%	25%	25%	25%	25%
Special delivery - Next Day (by 9am)	215	19	124	14	22	5	14	13	31
	18%	11%	16%	19%	34%	15%	44%	38%	32%
					ab		ab	ab	ab
Special delivery - Next Day (by 1pm)	370	44	236	17	31	7	17	12	35
	31%	26%	31%	23%	49%	22%	54%	34%	36%
					ac		ac		
Royal Mail Tracked	547	69	343	34	34	15	18	11	44
	45%	41%	46%	48%	53%	46%	58%	34%	46%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Refused	4	-	3	-	-	-	-	1	1
	*%	-%	*%	-%	-%	-%	-%	3%	1%
None of these	69	11	40	3	2	*	1	5	6
	6%	7%	5%	4%	2%	1%	2%	16%	6%
Don't know	8	2	5	1	*	-	*	1	1
	1%	1%	1%	2%	*%	-%	*%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1244	721	138	94	83	43	53	22	651	186	98	59	31	35	25
Effective base	498	330	48	24	19	13	15	5	296	56	26	15	10	14	9
Weighted Base	1204	832	110	58	37	14	26	9	733	147	50	17	28	13	20
Royal Mail signed for 1st Class	724	521	63	30	24	7	12	7	444	84	28	11	20	7	15
	60%	63%	57%	51%	65%	49%	47%	75%	61%	57%	57%	62%	69%	59%	73%
Royal Mail Signed for 2nd Class	310	216	32	19	10	1	3	1	183	46	16	3	10	4	7
	26%	26%	29%	33%	28%	10%	11%	15%	25%	31%	33%	15%	35%	35%	34%
Special delivery - Next Day (by 9am)	215	139	20	16	8	5	14	5	120	27	18	6	7	3	7
	18%	17%	18%	28%	22%	34%	54%	52%	16%	19%	35%	33%	24%	20%	33%
							ab				a				
Special delivery - Next Day (by 1pm)	370	254	30	22	19	7	13	1	244	38	16	6	12	3	9
	31%	31%	28%	37%	51%	52%	49%	14%	33%	26%	32%	35%	43%	25%	44%
Royal Mail Tracked	547	387	48	27	23	9	10	2	328	74	19	11	16	4	10
	45%	46%	43%	46%	62%	64%	38%	17%	45%	50%	38%	63%	58%	34%	48%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	*	-	-	-	-	-	1	-	-	*	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Refused	4	3	-	-	-	-	-	1	3	-	-	-	-	-	1
	*%	*%	-%	-%	-%	-%	-%	10%	*%	-%	-%	-%	-%	-%	4%
None of these	69	41	5	2	*	-	4	*	39	7	2	*	-	3	2
	6%	5%	5%	4%	1%	-%	14%	1%	5%	5%	4%	2%	-%	25%	10%
														abcd	
Don't know	8	5	2	-	*	-	-	1	5	1	-	-	*	-	-
	1%	1%	2%	-%	*%	-%	-%	8%	1%	1%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1244	621	155	106	76	45	47	37	129	376	249	320	169	83
Effective base	498	275	54	32	28	12	10	15	37	186	105	121	40	21
Weighted Base	1204	669	137	77	48	26	26	36	88	476	245	285	93	54
Royal Mail signed for 1st Class	724	400	79	41	26	20	16	18	53	311	143	169	46	33
	60%	60%	57%	54%	55%	75%	62%	48%	60%	65%	58%	59%	49%	62%
Royal Mail Signed for 2nd Class	310	174	40	21	13	4	6	12	22	122	58	71	35	13
	26%	26%	29%	27%	26%	17%	24%	32%	25%	26%	24%	25%	37%	24%
Special delivery - Next Day (by 9am)	215	120	22	15	14	10	6	12	28	68	46	54	26	16
	18%	18%	16%	19%	30%	38%	22%	33%	31%	14%	19%	19%	28% a	30%
Special delivery - Next Day (by 1pm)	370	199	41	30	14	9	6	15	30	139	67	95	41	20
	31%	30%	30%	38%	30%	35%	22%	42%	34%	29%	27%	33%	45% b	37%
Royal Mail Tracked	547	281	71	42	16	19	12	18	49	188	104	164	44	23
	45%	42%	52%	54%	34%	73% ad	48%	49%	56%	40%	43%	58% ab	47%	43%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-	-	1	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Refused	4	3	-	-	-	-	-	1	1	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	2%	1%	1%	-%	-%	-%	-%
None of these	69	41	7	1	4	3	5	3	11	18	20	15	5	5
	6%	6%	5%	1%	8%	12%	20% c	8%	13%	4%	8%	5%	5%	8%
Don't know	8	5	1	*	1	-	*	-	*	7	-	1	*	-
	1%	1%	*%	*%	2%	-%	*%	-%	*%	2%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1244	446	227	274	140	62	416	230	244	125	60
Effective base	498	209	95	97	30	13	196	85	86	29	17
Weighted Base	1204	539	216	223	74	30	503	194	195	69	43
Royal Mail signed for 1st Class	724	345	128	136	36	17	316	119	110	37	25
	60%	64%	59%	61%	49%	56%	63%	61%	56%	54%	59%
Royal Mail Signed for 2nd Class	310	140	48	54	29	10	138	46	52	23	8
	26%	26%	22%	24%	40%	33%	27%	24%	27%	34%	19%
Special delivery - Next Day (by 9am)	215	80	47	49	22	10	85	33	36	22	11
	18%	15%	22%	22%	29%	33%	17%	17%	19%	32%	25%
Special delivery - Next Day (by 1pm)	370	164	75	65	33	8	164	45	64	36	19
	31%	30%	35%	29%	45%	27%	33%	23%	33%	52% ab	45%
Royal Mail Tracked	547	226	106	125	36	11	202	84	120	37	19
	45%	42%	49%	56% a	48%	39%	40%	43%	62% ab	54%	44%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	-	*	-	1	-	-	*	-
	*%	-%	1%	-%	*%	-%	*%	-%	-%	*%	-%
Refused	4	4	-	-	-	-	3	-	-	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	69	18	18	9	3	5	16	14	15	5	5
	6%	3%	8%	4%	4%	15%	3%	7%	8%	7%	11%
Don't know	8	7	-	1	*	-	6	*	*	*	-
	1%	1%	-%	*%	*%	-%	1%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1244	412	212	255	124	69	657	113	309	1084	160	1123	31
Effective base	498	188	70	105	37	19	269	37	114	438	61	437	9
Weighted Base	1204	477	153	239	90	45	648	91	275	1067	137	1063	24
Royal Mail signed for 1st Class	724	292	92	132	47	26	382	51	164	640	84	646	17
	60%	61%	60%	55%	53%	58%	59%	56%	60%	60%	62%	61%	72%
Royal Mail Signed for 2nd Class	310	130	31	69	31	6	179	30	57	273	37	281	2
	26%	27%	20%	29%	34%	14%	28%	33%	21%	26%	27%	26%	8%
Special delivery - Next Day (by 9am)	215	82	29	49	16	18	118	23	54	175	40	196	11
	18%	17%	19%	21%	18%	41% a	18%	26%	20%	16%	29% a	18%	47% a
Special delivery - Next Day (by 1pm)	370	126	44	74	49	21	208	17	84	324	46	332	15
	31%	27%	29%	31%	54% abc	47%	32%	19%	31%	30%	34%	31%	61%
Royal Mail Tracked	547	184	77	125	45	22	325	25	105	481	66	497	8
	45%	39%	51%	52% a	50%	50%	50% bc	27%	38%	45%	48%	47%	32%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	*	*	1	1	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	*%	1%	*%	-%
Refused	4	3	-	-	-	1	-	1	3	4	-	4	-
	*%	1%	-%	-%	-%	2%	-%	1%	1%	*%	-%	*%	-%
None of these	69	24	7	23	9	*	47	7	10	63	6	52	-
	6%	5%	4%	10%	10%	*%	7%	7%	4%	6%	5%	5%	-%
Don't know	8	4	1	1	*	1	6	*	*	8	-	8	-
	1%	1%	1%	*%	*%	2%	1%	*%	*%	1%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1244	951	134	653	434	1123	31	950	135	664	423
Effective base	498	380	35	261	163	438	8	379	36	264	159
Weighted Base	1204	918	91	608	412	1066	21	922	87	623	397
Royal Mail signed for 1st Class	724	543	66	353	247	652	11	539	70	361	239
	60%	59%	73%	58%	60%	61%	54%	59%	80% a	58%	60%
Royal Mail Signed for 2nd Class	310	246	23	163	107	277	6	244	25	168	102
	26%	27%	25%	27%	26%	26%	29%	26%	29%	27%	26%
Special delivery - Next Day (by 9am)	215	166	22	80	118	200	8	164	23	95	104
	18%	18%	24%	13%	29% a	19%	38%	18%	27%	15%	26% a
Special delivery - Next Day (by 1pm)	370	304	24	173	142	333	13	301	28	177	137
	31%	33%	27%	28%	34%	31%	64% a	33%	32%	28%	35%
Royal Mail Tracked	547	423	40	254	205	493	12	429	34	272	188
	45%	46%	43%	42%	50%	46%	56%	47%	39%	44%	47%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	*	1	1	-	1	-	*	1
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
Refused	4	4	-	4	-	4	-	4	-	4	-
	*%	*%	-%	1%	-%	*%	-%	*%	-%	1%	-%
None of these	69	50	4	40	23	51	2	50	4	40	23
	6%	5%	4%	7%	6%	5%	8%	5%	5%	6%	6%
Don't know	8	6	1	3	3	8	-	6	1	4	3
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1244	928	788	211	1	882	658	164	1	991	510	222	1
Effective base	498	354	311	75	1	334	255	62	1	388	198	89	1
Weighted Base	1204	865	753	201	4	804	605	163	1	924	462	218	*
Royal Mail signed for 1st Class	724	544	458	128	4	512	360	109	1	541	286	141	*
	60%	63%	61%	63%	100%	64%	59%	67%	100%	59%	62%	65%	100%
Royal Mail Signed for 2nd Class	310	211	206	66	4	217	175	57	-	238	161	62	-
	26%	24%	27%	33%	100%	27%	29%	35%	-%	26%	35% a	29%	-%
Special delivery - Next Day (by 9am)	215	186	136	61	-	171	119	39	-	181	102	71	-
	18%	22%	18%	30% b	-%	21%	20%	24%	-%	20%	22%	33% a	-%
Special delivery - Next Day (by 1pm)	370	278	268	101	-	284	232	82	-	292	173	109	-
	31%	32%	36%	50% ab	-%	35%	38%	50% a	-%	32%	37%	50% ab	-%
Royal Mail Tracked	547	426	365	124	4	395	298	110	1	438	217	116	-
	45%	49%	49%	62% b	100%	49%	49%	68% ab	100%	47%	47%	53%	-%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	1	*	-	*	1	*	-	1	1	1	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
Refused	4	4	3	-	-	3	3	-	-	4	3	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	1%	-%	-%
None of these	69	36	48	4	-	22	43	2	-	58	27	8	-
	6%	4%	6%	2%	-%	3%	7% a	1%	-%	6%	6%	3%	-%
Don't know	8	7	6	3	-	4	4	1	-	6	5	1	-
	1%	1%	1%	2%	-%	*%	1%	*%	-%	1%	1%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1244	1068	954	741	979	620	53	404	453	507	119	62
Effective base	498	417	373	305	375	255	14	183	195	213	56	29
Weighted Base	1204	1027	917	732	926	623	37	444	487	511	132	75
Royal Mail signed for 1st Class	724	635	556	421	630	358	27	277	335	305	80	42
	60%	62%	61%	58%	68% b	57%	74%	62%	69%	60%	61%	56%
Royal Mail Signed for 2nd Class	310	264	252	211	210	256	10	160	175	155	44	30
	26%	26%	27%	29%	23%	41% a	28%	36%	36%	30%	33%	40%
Special delivery - Next Day (by 9am)	215	190	174	126	194	116	19	82	95	114	37	19
	18%	18%	19%	17%	21%	19%	52% ab	19%	20%	22%	28%	25%
Special delivery - Next Day (by 1pm)	370	337	316	243	325	208	21	160	195	224	74	46
	31%	33%	34%	33%	35%	33%	57%	36%	40%	44%	56% ab	61% ab
Royal Mail Tracked	547	493	445	359	450	295	32	242	259	306	88	44
	45%	48%	48%	49%	49%	47%	86% ab	54%	53%	60%	66%	58%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	1	1	1	1	-	1	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
Refused	4	3	3	3	3	-	-	3	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	1%	-%	-%	-%	-%
None of these	69	52	52	45	33	37	-	17	1	14	1	1
	6%	5%	6%	6%	4%	6%	-%	4% b	*%	3% b	1%	2%
Don't know	8	8	6	6	2	7	-	5	1	2	-	-
	1%	1%	1%	1%	*%	1%	-%	1%	*%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1244	167	114	93	44	1048	760	1113	840	728	762	954	183	-	1001	84
Effective base	498	71	33	44	15	415	276	437	318	262	293	381	67	-	386	40
Weighted Base	1204	178	87	107	36	989	658	1050	755	611	711	929	172	-	903	107
Royal Mail signed for 1st Class	724	98	57	54	23	608	404	641	444	356	450	561	123	-	567	57
	60%	55%	66%	50%	63%	62%	61%	61%	59%	58%	63%	60%	72%	-%	63%	54%
Royal Mail Signed for 2nd Class	310	52	17	44	9	256	195	271	198	130	201	250	57	-	229	27
	26%	29%	19%	41% b	25%	26%	30% e	26%	26%	21%	28%	27%	33%	-%	25%	25%
Special delivery - Next Day (by 9am)	215	23	35	20	8	189	142	205	147	133	168	182	62	-	166	27
	18%	13%	40% ac	19%	22%	19%	22%	19%	19%	22%	24%	20%	36% ab	-%	18%	25%
Special delivery - Next Day (by 1pm)	370	64	14	38	17	319	213	342	252	230	247	322	81	-	281	35
	31%	36% b	16%	36% b	46% b	32%	32%	33%	33%	38%	35%	35%	47% b	-%	31%	32%
Royal Mail Tracked	547	86	24	49	12	469	342	497	377	324	382	466	106	-	432	41
	45%	48% b	27%	46%	33%	47%	52%	47%	50%	53%	54%	50%	62%	-%	48%	38%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	*	-	-	1	1	1	1	1	*	1	1	-	1	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Refused	4	-	-	-	-	*	-	*	-	-	-	-	-	-	3	*
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%
None of these	69	7	2	7	-	59	55	62	66	47	24	64	-	-	43	6
	6%	4%	2%	6%	-%	6%	8%	6%	9%	8%	3%	7% ac	-%	-%	5%	5%
Don't know	8	1	-	2	-	7	5	7	5	4	7	5	-	-	7	1
	1%	*%	-%	2%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1244	589	655	524	25	251	371	215	807	210	249	300	669
Effective base	498	242	256	200	12	86	155	77	327	90	94	117	276
Weighted Base	1204	592	612	490	37	206	385	199	789	202	230	281	660
Royal Mail signed for 1st Class	724	359	364	295	23	136	221	120	485	112	123	169	420
	60%	61%	60%	60%	63%	66%	57%	60%	61%	55%	53%	60%	64%
Royal Mail Signed for 2nd Class	310	151	159	136	12	52	111	50	212	46	72	67	163
	26%	25%	26%	28%	32%	25%	29%	25%	27%	23%	31%	24%	25%
Special delivery - Next Day (by 9am)	215	121	94	115	17	62	84	40	132	37	42	55	111
	18%	20%	15%	23%	45%	30%	22%	20%	17%	18%	18%	20%	17%
Special delivery - Next Day (by 1pm)	370	218	152	174	27	82	139	54	220	92	77	88	198
	31%	37%	25%	36%	74%	40%	36%	27%	28%	45%	33%	31%	30%
		b								ab			
Royal Mail Tracked	547	267	280	247	13	99	191	108	362	70	111	125	299
	45%	45%	46%	50%	37%	48%	50%	54%	46%	35%	48%	44%	45%
								c					
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	*	1	1	-	-	1	-	1	-	1	*	-
	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	1%	*%	-%
Refused	4	1	3	-	-	-	-	-	4	-	-	1	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
None of these	69	21	48	26	-	3	25	14	38	18	25	13	31
	6%	4%	8%	5%	-%	2%	6%	7%	5%	9%	11%	5%	5%
			a								c		
Don't know	8	2	7	4	-	*	5	3	4	1	1	3	1
	1%	*%	1%	1%	-%	*%	1%	2%	*%	1%	*%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1244	639	605
Effective base	498	221	277
Weighted Base	1204	526	678
Royal Mail signed for 1st Class	724	312	412
	60%	59%	61%
Royal Mail Signed for 2nd Class	310	106	204
	26%	20%	30%
			a
Special delivery - Next Day (by 9am)	215	116	99
	18%	22%	15%
		b	
Special delivery - Next Day (by 1pm)	370	182	188
	31%	35%	28%
Royal Mail Tracked	547	216	331
	45%	41%	49%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	*
	*%	*%	*%
Refused	4	4	-
	*%	1%	-%
None of these	69	37	32
	6%	7%	5%
Don't know	8	5	3
	1%	1%	*%

Columns Tested:: a,b

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	1244	65	120	87	101	59	157	27	156	99	96	131	146
Effective base	498	10	48	34	21	27	55	11	88	58	34	84	80
Weighted Base	1204	17	163	90	51	79	178	6	193	117	40	144	127
Royal Mail signed for 1st Class	724	10	97	53	33	47	114	1	119	82	19	80	69
	60%	60%	60%	59%	64%	59%	64%	17%	62%	70% j	48%	55%	55%
Royal Mail Signed for 2nd Class	310	5	59	21	20	9	36	1	47	23	8	50	31
	26%	32%	36% e	23%	40% e	11%	20%	10%	25%	20%	19%	35% e	24%
Special delivery - Next Day (by 9am)	215	6	30	11	8	19	32	1	28	27	4	17	31
	18%	33%	18%	12%	16%	24%	18%	17%	15%	23%	11%	12%	24% k
Special delivery - Next Day (by 1pm)	370	6	82	13	7	24	50	1	70	24	7	50	36
	31%	38%	50% cdfijl	14%	13%	31%	28%	10%	36% cdij	20%	18%	35% cd	29%
Royal Mail Tracked	547	8	72	34	21	48	75	3	84	59	27	65	52
	45%	46%	44%	37%	42%	60%	42%	52%	44%	51%	67% bcfhkl	45%	41%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	-	-	1	-	-	-	*	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Refused	4	-	*	1	-	-	-	-	-	3	-	-	-
	*%	-%	*%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%
None of these	69	1	3	12	2	8	13	1	9	9	2	5	2
	6%	7%	2%	14% bl	4%	10%	7%	17%	5%	8%	5%	4%	2%
Don't know	8	1	*	3	*	-	1	*	*	1	*	-	3
	1%	4%	*%	3%	*%	-%	1%	2%	*%	*%	*%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 221 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1244	272	317	282	373	589	655
Effective base	498	88	102	151	195	190	340
Weighted Base	1204	270	308	316	310	578	626
Royal Mail signed for 1st Class	724	160	194	202	168	354	370
	60%	59%	63%	64%	54%	61%	59%
Royal Mail Signed for 2nd Class	310	85	65	71	88	150	159
	26%	32%	21%	23%	28%	26%	25%
Special delivery - Next Day (by 9am)	215	47	59	56	53	106	109
	18%	17%	19%	18%	17%	18%	17%
Special delivery - Next Day (by 1pm)	370	101	80	94	94	181	188
	31%	37%	26%	30%	30%	31%	30%
Royal Mail Tracked	547	113	144	147	143	257	290
	45%	42%	47%	47%	46%	44%	46%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	1	1	-	*	-	1	*
	*%	*%	-%	*%	-%	*%	*%
Refused	4	1	-	3	-	1	3
	*%	*%	-%	1%	-%	*%	*%
None of these	69	17	23	19	10	40	29
	6%	6%	7%	6%	3%	7%	5%
Don't know	8	3	1	1	3	5	4
	1%	1%	*%	*%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 223

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2035	487	1548	1424	326	82	203	611
Effective base	784	118	675	724	138	34	84	181
Weighted Base	1883	211	1672	1803	68	8	5	80
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	2	223	215	9	1	*	11
	12%	1%	13%	12%	14%	11%	7%	13%
			a					
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	1	100	94	7	1	1	8
	5%	*%	6%	5%	10%	8%	11%	10%
			a		a		a	a
Switched from Royal Mail to other postal service providers	115	7	108	111	3	1	*	4
	6%	3%	6%	6%	4%	8%	3%	4%
Switched from other postal service providers to Royal Mail	42	*	42	39	2	*	*	3
	2%	*%	3%	2%	3%	2%	7%	4%
							a	
Or has not changed mail in the last 12 months?	1273	175	1098	1221	44	5	3	52
	68%	83%	66%	68%	64%	69%	64%	65%
		b						
Don't Know (CATI ONLY: DO NOT READ OUT)	126	26	101	123	3	*	*	4
	7%	12%	6%	7%	4%	3%	9%	5%
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	639	588	197	201	207	203	1424	326	285
Effective base	784	363	295	84	88	82	84	724	138	76
Weighted Base	1883	994	681	128	47	29	5	1803	68	12
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	106	93	15	7	3	*	215	9	1
	12%	11%	14%	12%	16%	10%	7%	12%	14%	9%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	39	47	8	4	3	1	94	7	1
	5%	4%	7%	6%	9%	10%	11%	5%	10%	9%
					a	a	ag		ag	
Switched from Royal Mail to other postal service providers	115	65	40	6	2	1	*	111	3	1
	6%	7%	6%	4%	5%	3%	3%	6%	4%	6%
Switched from other postal service providers to Royal Mail	42	5	23	11	2	*	*	39	2	*
	2%	1%	3%	8%	5%	1%	7%	2%	3%	4%
			a	aeg	a		aeg	a	a	a
Or has not changed mail in the last 12 months?	1273	706	435	80	29	20	3	1221	44	8
	68%	71%	64%	62%	61%	71%	64%	68%	64%	67%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	73	41	9	2	2	*	123	3	1
	7%	7%	6%	7%	4%	5%	9%	7%	4%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	920	504	326	82	203	759	340	116	79	207
Effective base	784	541	238	138	34	84	436	158	35	26	35
Weighted Base	1883	1480	323	68	8	5	1198	273	63	24	52
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	182	33	9	1	*	150	42	14	2	2
	12%	12%	10%	14%	11%	7%	13%	15%	21%	7%	3%
								e	e		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	79	15	7	1	1	66	18	4	2	5
	5%	5%	5%	10%	8%	11%	6%	7%	6%	9%	10%
				b		ab					
Switched from Royal Mail to other postal service providers	115	92	19	3	1	*	86	14	2	2	2
	6%	6%	6%	4%	8%	3%	7%	5%	4%	8%	3%
Switched from other postal service providers to Royal Mail	42	26	13	2	*	*	20	11	5	*	1
	2%	2%	4%	3%	2%	7%	2%	4%	8%	1%	2%
						a			a		
Or has not changed mail in the last 12 months?	1273	1006	215	44	5	3	812	177	33	17	40
	68%	68%	67%	64%	69%	64%	68%	65%	52%	70%	77%
											c
Don't Know (CATI ONLY: DO NOT READ OUT)	126	95	28	3	*	*	63	11	6	1	2
	7%	6%	9%	4%	3%	9%	5%	4%	10%	5%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	134	107	194	54	139	161	129	113	115
Effective base	784	72	61	111	25	72	102	84	59	60
Weighted Base	1883	165	142	284	63	181	289	244	153	142
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	32	11	24	8	18	47	35	24	14
	12%	19% c	8%	8%	13%	10%	16%	14%	16%	10%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	2	10	17	3	6	27	22	7	2
	5%	1%	7%	6%	5%	3%	9% ai	9% a	4%	2%
Switched from Royal Mail to other postal service providers	115	14	9	24	2	18	11	10	13	9
	6%	9%	7%	8%	3%	10%	4%	4%	9%	6%
Switched from other postal service providers to Royal Mail	42	3	6	4	*	4	1	12	7	2
	2%	2%	4%	1%	1%	2%	*%	5% f	5%	1%
Or has not changed mail in the last 12 months?	1273	112	98	193	47	112	185	145	92	113
	68%	68%	69%	68%	73%	62%	64%	60%	60%	80% efgh
Don't Know (CATI ONLY: DO NOT READ OUT)	126	3	9	23	3	23	19	20	9	2
	7%	2%	6%	8%	5%	13% ai	7%	8%	6%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	41	67	105	214	12	4	6	2
	12%	11% ef	15% efh	13% efh	13% efh	5%	4%	8%	6%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	11	18	65	94	7	5	2	1
	5%	3%	4%	8% aegh	6%	3%	4%	2%	2%
Switched from Royal Mail to other postal service providers	115	29	37	45	111	4	1	2	1
	6%	7% ef	8% ef	6% ef	7% ef	2%	1%	3%	3%
Switched from other postal service providers to Royal Mail	42	6	15	17	38	4	1	3	*
	2%	2%	3%	2%	2%	2%	1%	3%	1%
Or has not changed mail in the last 12 months?	1273	272	302	523	1098	176	93	54	29
	68%	70%	66%	64%	66%	80% abcd	85% abcdg	73%	79% bcd
Don't Know (CATI ONLY: DO NOT READ OUT)	126	28	20	62	110	17	5	8	3
	7%	7%	4%	8%	7%	8%	5%	11%	9%

Columns Tested:: a,b,c,d,e,f,g,h

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	85	178	197	222	366	85	75	93	912
Effective base	784	34	48	56	97	142	34	24	31	371
Weighted Base	1883	72	109	135	246	299	84	52	60	934
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	7	14	21	27	47	6	5	8	105
	12%	10%	13%	15%	11%	16%	7%	9%	13%	11%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	1	12	12	20	16	3	3	2	44
	5%	1%	11%	9%	8%	5%	3%	6%	3%	5%
Switched from Royal Mail to other postal service providers	115	2	9	9	18	38	6	-	1	39
	6%	3%	8%	7%	7%	13% i	7%	-%	2%	4%
Switched from other postal service providers to Royal Mail	42	2	5	5	13	6	3	5	*	9
	2%	2%	5%	4%	5% i	2%	3%	10% ei	*%	1%
Or has not changed mail in the last 12 months?	1273	47	64	82	149	171	64	34	49	677
	68%	65%	59%	61%	61%	57%	76% e	65%	81% bde	73% bde
Don't Know (CATI ONLY: DO NOT READ OUT)	126	13	5	5	19	21	3	5	*	59
	7%	19% bcefhi	5%	4%	8%	7%	3%	9%	1%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2035	504	451	1080	1781	254	1683	352	1980	55
Effective base	784	187	175	424	665	121	703	89	762	22
Weighted Base	1883	453	383	1047	1557	326	1733	150	1826	57
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	55	53	118	187	39	203	23	216	9
	12%	12%	14%	11%	12%	12%	12%	15%	12%	16%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	33	19	49	94	7	87	14	96	5
	5%	7%	5%	5%	6%	2%	5%	9%	5%	9%
Switched from Royal Mail to other postal service providers	115	30	45	40	95	19	103	11	110	4
	6%	7%	12% c	4%	6%	6%	6%	8%	6%	8%
Switched from other postal service providers to Royal Mail	42	19	9	14	27	15	36	6	42	-
	2%	4% c	2%	1%	2%	4%	2%	4%	2%	-%
Or has not changed mail in the last 12 months?	1273	278	235	760	1047	227	1192	81	1241	32
	68%	61%	61%	73% ab	67%	69%	69% b	54%	68%	56%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	38	24	65	106	20	113	14	120	6
	7%	8%	6%	6%	7%	6%	6%	9%	7%	11%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	1148	461	417	1565	309	72	89	1874	161
Effective base	784	469	142	171	655	90	20	20	744	40
Weighted Base	1883	1161	303	407	1602	191	43	47	1793	90
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	100	42	81	179	25	10	12	204	21
	12%	9%	14%	20%	11%	13%	22%	26%	11%	24%
				a						ae
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	52	27	22	75	7	3	16	82	19
	5%	5%	9%	5%	5%	4%	7%	35%	5%	22%
			a					abce		abe
Switched from Royal Mail to other postal service providers	115	42	20	53	83	25	3	3	108	6
	6%	4%	7%	13%	5%	13%	6%	7%	6%	7%
				a		ae				
Switched from other postal service providers to Royal Mail	42	18	5	19	21	17	3	1	38	4
	2%	2%	2%	5%	1%	9%	6%	2%	2%	4%
				a		ae				
Or has not changed mail in the last 12 months?	1273	859	194	216	1139	104	20	10	1243	30
	68%	74%	64%	53%	71%	55%	46%	22%	69%	33%
		bc	c		bcdf	df			bcdf	
Don't Know (CATI ONLY: DO NOT READ OUT)	126	90	14	17	105	12	5	4	117	9
	7%	8%	5%	4%	7%	6%	12%	8%	7%	10%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	804	761	470	1793	1504	1864	1407	848	756
Effective base	784	377	281	130	681	570	721	545	332	256
Weighted Base	1883	969	633	281	1651	1363	1741	1287	822	596
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	76	103	47	204	200	217	177	121	113
	12%	8%	16%	17%	12%	15%	12%	14%	15%	19%
			a	a						ac
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	39	36	27	88	79	91	84	69	79
	5%	4%	6%	9%	5%	6%	5%	7%	8%	13%
				a					c	abcd
Switched from Royal Mail to other postal service providers	115	26	57	32	99	104	108	113	84	53
	6%	3%	9%	11%	6%	8%	6%	9%	10%	9%
			a	a					ac	
Switched from other postal service providers to Royal Mail	42	10	11	21	40	33	42	42	35	26
	2%	1%	2%	7%	2%	2%	2%	3%	4%	4%
				ab						
Or has not changed mail in the last 12 months?	1273	745	394	134	1119	871	1176	787	462	295
	68%	77%	62%	48%	68%	64%	68%	61%	56%	49%
		bc	c		def	ef	def	f		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	74	31	21	100	75	106	84	50	30
	7%	8%	5%	7%	6%	6%	6%	6%	6%	5%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	25	135	15	14	17	7	5	29
	12%	6%	13%	18%	15%	40%	18%	12%	24%
			a	a		abd			ab
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	10	51	3	7	3	8	10	21
	5%	3%	5%	3%	7%	7%	20%	25%	17%
							abc	abc	abc
Switched from Royal Mail to other postal service providers	115	7	73	7	2	4	9	7	19
	6%	2%	7%	9%	2%	9%	22%	17%	16%
			a	a			abd	ad	abd
Switched from other postal service providers to Royal Mail	42	9	25	1	5	1	1	*	2
	2%	2%	2%	1%	5%	3%	1%	*%	2%
Or has not changed mail in the last 12 months?	1273	312	712	49	57	17	15	15	47
	68%	79%	68%	58%	63%	40%	36%	39%	39%
		bcdefgh	efgh		h				
Don't Know (CATI ONLY: DO NOT READ OUT)	126	33	54	9	6	1	*	2	4
	7%	8%	5%	11%	7%	2%	1%	6%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base	784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	162	14	12	5	7	4	*	129	30	14	5	15	1	4
	12%	12%	10%	16%	9%	32%	13%	1%	12%	19%	22%	20%	41%	8%	20%
						a							af		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	56	12	4	3	3	6	5	39	17	8	3	6	1	6
	5%	4%	9%	5%	6%	11%	22%	39%	4%	11%	12%	11%	16%	4%	30%
							a			a	a		a		
Switched from Royal Mail to other postal service providers	115	71	12	5	4	1	6	1	65	20	5	1	6	*	7
	6%	5%	9%	6%	7%	4%	19%	11%	6%	13%	8%	5%	15%	2%	32%
							a								
Switched from other postal service providers to Royal Mail	42	32	2	4	2	*	*	*	24	7	1	1	*	*	*
	2%	2%	2%	5%	3%	*%	1%	1%	2%	5%	2%	2%	*%	*%	1%
Or has not changed mail in the last 12 months?	1273	925	79	46	38	12	12	6	728	72	34	14	10	12	1
	68%	70%	59%	61%	72%	50%	43%	47%	70%	46%	51%	53%	27%	83%	7%
		f							bce					bce	
Don't Know (CATI ONLY: DO NOT READ OUT)	126	77	15	6	2	1	*	*	56	11	3	2	*	*	2
	7%	6%	11%	7%	4%	2%	1%	*%	5%	7%	5%	9%	1%	2%	10%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base	784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	99	29	20	10	4	5	10	20	59	57	58	25	19
	12%	11%	20%	21%	19%	15%	19%	27%	21%	7%	16%	17%	23%	29%
											a	a	a	a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	37	11	13	7	1	4	12	17	29	24	21	9	8
	5%	4%	8%	14%	14%	4%	14%	31%	18%	3%	7%	6%	9%	12%
				a	a			abe	a					a
Switched from Royal Mail to other postal service providers	115	60	19	13	7	4	5	4	13	37	17	32	10	13
	6%	7%	13%	14%	14%	14%	17%	10%	14%	4%	5%	9%	9%	20%
												a		ab
Switched from other postal service providers to Royal Mail	42	18	7	1	4	2	5	4	11	18	13	5	5	1
	2%	2%	5%	2%	8%	6%	16%	11%	11%	2%	4%	2%	4%	1%
					a		a	a	a					
Or has not changed mail in the last 12 months?	1273	627	73	40	20	13	9	5	27	658	218	217	56	23
	68%	70%	50%	43%	39%	44%	31%	14%	29%	76%	63%	62%	51%	36%
		bcdefgh	gh							bcde	e	e		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	60	7	7	3	5	*	3	7	67	17	16	5	1
	7%	7%	5%	7%	6%	15%	1%	7%	8%	8%	5%	5%	4%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	822	332	375	184	73	659	294	317	150	73
Effective base	784	364	139	126	36	16	299	108	106	36	20
Weighted Base	1883	932	313	275	85	38	756	241	227	82	52
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	82	52	47	17	6	73	44	46	19	19
	12%	9%	17%	17%	20%	16%	10%	18%	20%	23%	36%
			a	a	a			a	a	a	a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	36	22	18	6	7	37	15	13	13	2
	5%	4%	7%	6%	7%	19%	5%	6%	6%	16%	4%
						a				a	
Switched from Royal Mail to other postal service providers	115	49	17	21	6	7	38	25	25	8	9
	6%	5%	5%	8%	7%	18%	5%	10%	11%	10%	17%
						a			a		a
Switched from other postal service providers to Royal Mail	42	21	11	3	5	*	16	7	5	5	1
	2%	2%	3%	1%	6%	1%	2%	3%	2%	6%	1%
Or has not changed mail in the last 12 months?	1273	678	198	171	49	17	540	136	136	33	22
	68%	73%	63%	62%	58%	44%	71%	56%	60%	40%	41%
		bce					bcde		d		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	67	14	16	2	1	53	15	3	4	*
	7%	7%	5%	6%	3%	2%	7%	6%	1%	5%	1%
							c				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	63	34	38	28	7	128	16	33	211	14	203	1
	12%	9%	18% a	15%	27% a	15%	17% c	16%	8%	12%	9%	12%	4%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	35	13	19	9	8	48	15	21	89	12	79	9
	5%	5%	7%	7%	8%	18% a	6%	15% ac	5%	5%	8%	5%	37% a
Switched from Royal Mail to other postal service providers	115	31	18	40	10	10	85	10	16	83	32	96	3
	6%	5%	9%	15% a	10%	21% a	11% c	10%	4%	5%	20% a	6%	13%
Switched from other postal service providers to Royal Mail	42	9	7	13	8	6	27	3	12	31	11	39	2
	2%	1%	4%	5% a	8% a	12% a	4%	3%	3%	2%	7% a	2%	6%
Or has not changed mail in the last 12 months?	1273	476	105	143	44	16	422	50	311	1199	74	1113	6
	68%	71% bcde	55%	54%	42%	34%	56%	51%	73% ab	69% b	47%	68% b	22%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	55	13	9	4	*	41	5	36	112	14	96	4
	7%	8%	7%	3%	4%	1%	5%	5%	8%	7%	9%	6%	17%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base	784	533	37	367	178	673	9	530	40	371	174
Weighted Base	1883	1268	95	846	440	1629	22	1270	93	862	424
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	182	18	124	53	204	*	182	18	128	49
	12%	14%	19%	15%	12%	13%	*%	14%	19%	15%	12%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	66	13	49	35	81	7	66	13	49	35
	5%	5%	14% a	6%	8%	5%	31% a	5%	14% a	6%	8%
Switched from Royal Mail to other postal service providers	115	85	19	35	78	95	4	85	20	43	70
	6%	7%	20% a	4%	18% a	6%	18%	7%	21% a	5%	16% a
Switched from other postal service providers to Royal Mail	42	31	3	23	19	40	*	29	4	18	23
	2%	2%	3%	3%	4%	2%	*%	2%	4%	2%	6% a
Or has not changed mail in the last 12 months?	1273	837	34	559	229	1112	7	839	32	564	223
	68%	66% b	36%	66% b	52%	68% b	30%	66% b	34%	65% b	53%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	67	8	57	27	96	4	68	7	60	24
	7%	5%	9%	7%	6%	6%	20%	5%	8%	7%	6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base	784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base	1883	865	1293	224	4	804	944	179	1	924	714	229	*
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	129	154	37	-	146	129	33	1	144	83	37	-
	12%	15%	12%	16%	-%	18%	14%	18%	100%	16%	12%	16%	-%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	75	33	8	-	69	35	9	-	68	36	12	-
	5%	9%	3%	4%	-%	9%	4%	5%	-%	7%	5%	5%	-%
		b				b							
Switched from Royal Mail to other postal service providers	115	69	75	23	-	64	73	24	-	104	62	26	-
	6%	8%	6%	10%	-%	8%	8%	13%	-%	11%	9%	11%	-%
Switched from other postal service providers to Royal Mail	42	28	31	13	-	26	23	8	-	35	27	15	-
	2%	3%	2%	6%	-%	3%	2%	5%	-%	4%	4%	6%	-%
Or has not changed mail in the last 12 months?	1273	519	920	135	4	453	624	97	-	516	455	120	-
	68%	60%	71%	61%	100%	56%	66%	54%	-%	56%	64%	53%	-%
			ac				a				ac		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	45	79	7	-	47	59	8	-	57	51	19	*
	7%	5%	6%	3%	-%	6%	6%	5%	-%	6%	7%	8%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	189	187	120	157	156	3	71	80	77	20	9
	12%	12%	15%	13%	12%	15%	8%	12%	15%	15%	14%	11%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	69	63	42	78	37	8	22	22	23	3	2
	5%	4%	5%	4%	6%	4%	22% ab	4%	4%	4%	2%	2%
Switched from Royal Mail to other postal service providers	115	89	87	73	79	74	7	49	46	47	15	8
	6%	6%	7%	8%	6%	7%	19%	8%	9%	9%	11%	10%
Switched from other postal service providers to Royal Mail	42	37	27	34	33	22	5	20	25	25	10	4
	2%	2%	2%	4%	3%	2%	14% ab	3%	5%	5%	7%	6%
Or has not changed mail in the last 12 months?	1273	1102	817	615	826	683	8	422	328	325	80	55
	68%	70%	66%	65%	65% c	66% c	22%	69%	61%	62%	59%	70%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	95	64	60	91	64	5	31	34	24	8	*
	7%	6%	5%	6%	7%	6%	14%	5%	6%	5%	6%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base	784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	226	-	-	-	189	133	202	145	114	139	172	36	-	170	34
	12%	100% bcd	-%	-%	-%	12%	14%	12%	13%	12%	17% b	11%	19%	-%	12%	22% a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	-	101	-	-	66	48	81	52	32	69	60	6	-	68	15
	5%	-%	100% acd	-%	-%	4%	5%	5%	5%	4%	9% b	4%	3%	-%	5%	10%
Switched from Royal Mail to other postal service providers	115	-	-	115	-	87	63	95	80	70	70	84	25	-	71	13
	6%	-%	-%	100% abd	-%	6%	6%	6%	7%	8%	9%	6%	13% b	-%	5%	8%
Switched from other postal service providers to Royal Mail	42	-	-	-	42	26	26	31	27	33	25	27	3	-	38	*
	2%	-%	-%	-%	100% abc	2%	3%	2%	2%	4% a	3%	2%	2%	-%	3%	*%
Or has not changed mail in the last 12 months?	1273	-	-	-	-	1095	641	1113	723	603	471	1060	109	-	966	79
	68%	-%	-%	-%	-%	70%	65%	68%	66%	66%	58%	70% ac	57%	-%	69% b	52%
Don't Know (CATI ONLY: DO NOT READ OUT)	126	-	-	-	-	105	71	109	67	64	41	104	12	-	89	10
	7%	-%	-%	-%	-%	7%	7%	7%	6%	7%	5%	7%	6%	-%	6%	7%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base	784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	164	62	76	6	44	60	54	112	58	53	61	110
	12%	21%	6%	14%	15%	19%	14%	24%	9%	17%	19%	17%	9%
		b						b		b	c	c	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	73	28	33	5	31	15	33	49	18	17	51	31
	5%	9%	3%	6%	13%	13%	4%	15%	4%	5%	6%	14%	3%
		b				b		bc			c	ac	
Switched from Royal Mail to other postal service providers	115	91	23	76	9	41	52	20	59	32	71	27	11
	6%	12%	2%	14%	23%	17%	13%	9%	5%	9%	26%	7%	1%
		b								b	bc	c	
Switched from other postal service providers to Royal Mail	42	30	12	26	5	15	16	12	22	8	15	13	13
	2%	4%	1%	5%	13%	7%	4%	5%	2%	2%	5%	4%	1%
		b						b			c	c	
Or has not changed mail in the last 12 months?	1273	382	891	285	15	91	248	98	953	215	107	187	959
	68%	49%	80%	54%	36%	39%	59%	44%	74%	62%	38%	52%	80%
			a				a		ac	a		a	ab
Don't Know (CATI ONLY: DO NOT READ OUT)	126	34	92	34	-	11	27	7	94	18	14	21	74
	7%	4%	8%	6%	-%	5%	7%	3%	7%	5%	5%	6%	6%
			a										

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2035	1140	895
Effective base	784	376	409
Weighted Base	1883	876	1007
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	126	99
	12%	14%	10%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	57	44
	5%	6%	4%
Switched from Royal Mail to other postal service providers	115	76	39
	6%	9%	4%
		b	
Switched from other postal service providers to Royal Mail	42	20	22
	2%	2%	2%
Or has not changed mail in the last 12 months?	1273	533	741
	68%	61%	74%
			a
Don't Know (CATI ONLY: DO NOT READ OUT)	126	65	61
	7%	7%	6%

Columns Tested:: a,b

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base	784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base	1883	32	288	147	85	118	264	16	286	168	75	209	193
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	1	21	18	8	28	35	1	40	22	9	22	21
	12%	4%	7%	12%	9%	24%	13%	4%	14%	13%	11%	11%	11%
						bgkl							
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	*	17	13	2	14	23	*	11	6	2	6	7
	5%	1%	6%	9%	3%	12%	9%	*%	4%	4%	3%	3%	3%
						k							
Switched from Royal Mail to other postal service providers	115	2	13	11	*	6	16	1	19	11	1	19	16
	6%	6%	5%	7%	*%	5%	6%	4%	7%	7%	1%	9%	8%
												dj	
Switched from other postal service providers to Royal Mail	42	*	7	1	*	-	13	-	4	9	*	5	2
	2%	1%	3%	1%	*%	-%	5%	-%	1%	6%	*%	3%	1%
Or has not changed mail in the last 12 months?	1273	27	207	91	65	66	160	14	191	108	61	148	136
	68%	84%	72%	61%	76%	56%	61%	91%	67%	64%	81%	71%	71%
		e						bcefhikl			cefhi		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	1	23	15	10	5	18	*	21	11	3	9	11
	7%	2%	8%	10%	11%	4%	7%	1%	7%	7%	3%	4%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 223 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2035	469	514	463	589	983	1052
Effective base	784	151	158	232	309	309	532
Weighted Base	1883	468	468	470	477	936	947
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	226	41	71	62	52	111	114
	12%	9%	15%	13%	11%	12%	12%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	101	30	39	18	15	69	32
	5%	6%	8%	4%	3%	7%	3%
			d			b	
Switched from Royal Mail to other postal service providers	115	26	22	31	36	48	67
	6%	6%	5%	7%	7%	5%	7%
Switched from other postal service providers to Royal Mail	42	9	13	13	7	21	20
	2%	2%	3%	3%	2%	2%	2%
Or has not changed mail in the last 12 months?	1273	324	291	314	345	615	658
	68%	69%	62%	67%	72%	66%	69%
					b		
Don't Know (CATI ONLY: DO NOT READ OUT)	126	39	32	33	23	71	55
	7%	8%	7%	7%	5%	8%	6%

Columns Tested:: a,b,c,d - a,b

Table 224

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	489	23	466	309	101	27	52	180
Effective base	199	4	195	181	43	15	25	57
Weighted Base	483	10	473	459	21	2	1	25
Price increases	345	7	338	331	12	1	1	14
	71%	73%	71%	72% e	57%	65%	58%	58%
Better quality of service	151	*	150	140	9	1	*	11
	31%	3%	32%	31%	42%	58%	31%	43%
Due to internal cost cutting	96	*	96	90	5	1	*	6
	20%	1%	20%	20%	22%	29%	18%	23%
Convenience	78	3	76	75	3	*	*	3
	16%	25%	16%	16%	14%	22%	10%	14%
Changes in the type of mail sent	67	5	62	61	5	*	*	6
	14%	46%	13%	13%	23%	9%	30% a	22%
Became more aware of alternatives	59	-	59	55	3	*	*	3
	12%	-%	12%	12%	13%	9%	35% abe	14%
Other (PLEASE SPECIFY)	21	3	18	21	*	-	-	*
	4%	33%	4%	5%	*%	-%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	3	3	*	-	-	*
	1%	-%	1%	1%	1%	-%	-%	1%

Columns Tested:: a,b - a,b,c,d,e

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	489	120	141	48	70	58	52	309	101	79
Effective base	199	79	81	26	32	22	25	181	43	31
Weighted Base	483	215	205	39	17	7	1	459	21	3
Price increases	345	160	145	26	9	5	1	331	12	2
	71%	74%	71%	66%	55%	66%	58%	72%	57%	62%
		d						d		
Better quality of service	151	57	71	12	6	4	*	140	9	2
	31%	26%	35%	31%	38%	56%	31%	31%	42%	48%
						ag				a
Due to internal cost cutting	96	39	41	10	4	2	*	90	5	1
	20%	18%	20%	26%	22%	26%	18%	20%	22%	25%
Convenience	78	31	34	10	2	1	*	75	3	1
	16%	14%	17%	26%	15%	13%	10%	16%	14%	17%
Changes in the type of mail sent	67	23	24	14	5	*	*	61	5	1
	14%	11%	12%	36%	28%	7%	30%	13%	23%	17%
				abeg	abeg		abeg			
Became more aware of alternatives	59	36	17	2	2	1	*	55	3	1
	12%	17%	8%	5%	13%	11%	35%	12%	13%	18%
							bcdgh			
Other (PLEASE SPECIFY)	21	12	7	2	*	-	-	21	*	-
	4%	6%	4%	4%	*%	-%	-%	5%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	3	-	*	-	-	3	*	-
	1%	-%	1%	-%	1%	-%	-%	1%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	489	206	103	101	27	52	227	105	40	20	59
Effective base	199	136	60	43	15	25	122	43	14	6	6
Weighted Base	483	379	80	21	2	1	322	84	24	6	10
Price increases	345	284	46	12	1	1	243	52	13	3	5
	71%	75% bc	58%	57%	65%	58%	75%	62%	54%	52%	49%
Better quality of service	151	116	24	9	1	*	95	26	10	1	7
	31%	31%	30%	42%	58%	31%	29%	31%	42%	18%	74% ab
Due to internal cost cutting	96	69	21	5	1	*	69	19	3	*	1
	20%	18%	26%	22%	29%	18%	21%	23%	12%	6%	10%
Convenience	78	57	18	3	*	*	47	14	8	-	1
	16%	15%	23%	14%	22%	10%	15%	17%	32%	-%	13%
Changes in the type of mail sent	67	36	25	5	*	*	25	24	9	2	1
	14%	10%	32% a	23% a	9%	30% a	8%	28% a	38% a	30%	6%
Became more aware of alternatives	59	50	5	3	*	*	48	5	1	*	4
	12%	13%	6%	13%	9%	35% abc	15%	6%	5%	2%	41% b
Other (PLEASE SPECIFY)	21	17	4	*	-	-	12	6	-	-	-
	4%	4%	5%	*%	-%	-%	4%	8%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	-	-	-	*	-	-	-
	1%	1%	-%	1%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i
Unweighted Base	489	43	29	53	17	33	48	41	38	26
Effective base	199	23	16	29	6	17	30	27	21	13
Weighted Base	483	50	36	68	14	46	85	79	52	27
Price increases	345	37	26	38	5	37	60	66	40	21
	71%	74%	73%	56%	33%	81%	71%	83% c	77%	76%
Better quality of service	151	8	12	23	9	21	30	17	14	7
	31%	17%	34%	34%	69%	46% a	35%	21%	26%	25%
Due to internal cost cutting	96	20	9	14	5	5	19	12	4	5
	20%	40% h	24%	21%	39%	12%	22%	15%	7%	17%
Convenience	78	9	7	15	1	5	12	11	10	3
	16%	19%	20%	23%	5%	12%	14%	13%	20%	9%
Changes in the type of mail sent	67	2	5	20	2	6	13	10	6	1
	14%	3%	13%	30% a	13%	12%	15%	13%	11%	5%
Became more aware of alternatives	59	13	5	10	3	4	3	8	4	5
	12%	27% f	13%	14%	21%	10%	4%	11%	8%	20%
Other (PLEASE SPECIFY)	21	-	1	6	-	-	2	7	-	2
	4%	-%	4%	9%	-%	-%	3%	9%	-%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	-	3	-	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	489	76	110	142	328	161	50	51	60
Effective base	199	36	59	86	180	41	19	13	25
Weighted Base	483	87	138	233	457	27	11	12	4
Price increases	345	62	103	164	329	16	5	8	3
	71%	72%	75% f	70%	72% f	60%	48%	70%	62%
Better quality of service	151	37	34	70	141	10	4	4	1
	31%	43%	25%	30%	31%	36%	38%	38%	24%
Due to internal cost cutting	96	15	32	45	92	3	1	2	*
	20%	18%	23%	19%	20%	13%	5%	21%	10%
Convenience	78	9	27	38	74	4	2	2	*
	16%	10%	20%	16%	16%	16%	20%	16%	8%
Changes in the type of mail sent	67	9	12	43	64	3	1	2	1
	14%	10%	9%	19%	14%	13%	10%	15%	12%
Became more aware of alternatives	59	13	22	22	57	2	1	1	1
	12%	15%	16%	9%	12%	7%	6%	5%	13%
Other (PLEASE SPECIFY)	21	2	1	16	19	2	2	*	*
	4%	2%	1%	7%	4%	9%	16% bd	2%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	3	3	*	*	-	-
	1%	-%	-%	1%	1%	1%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	489	19	56	61	65	98	25	18	13	190
Effective base	199	9	15	17	29	44	11	7	4	82
Weighted Base	483	12	40	47	77	107	17	13	11	198
Price increases	345	10	32	36	51	86	10	7	5	140
	71%	80%	81%	76%	66%	80%	58%	53%	48%	71%
Better quality of service	151	4	21	25	14	25	7	8	6	61
	31%	32%	53%	52%	19%	24%	40%	63%	57%	31%
			de	de						
Due to internal cost cutting	96	*	4	4	16	30	3	4	1	37
	20%	3%	10%	8%	21%	28%	17%	32%	9%	19%
Convenience	78	1	8	8	14	23	5	3	1	24
	16%	8%	20%	17%	18%	21%	27%	23%	6%	12%
Changes in the type of mail sent	67	*	7	14	14	13	2	*	-	23
	14%	3%	18%	30%	17%	12%	11%	*%	-%	12%
Became more aware of alternatives	59	1	4	4	4	18	4	*	*	28
	12%	6%	10%	9%	5%	16%	25%	1%	*%	14%
Other (PLEASE SPECIFY)	21	-	-	-	-	1	-	*	1	19
	4%	-%	-%	-%	-%	1%	-%	1%	6%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	489	145	123	221	438	51	377	112	477	12
Effective base	199	53	54	92	171	29	171	31	193	6
Weighted Base	483	137	125	222	404	79	429	55	465	19
Price increases	345	97	96	152	287	58	309	36	334	11
	71%	70%	77%	69%	71%	73%	72%	66%	72%	57%
Better quality of service	151	43	32	75	125	26	125	26	143	7
	31%	31%	26%	34%	31%	32%	29%	47%	31%	37%
Due to internal cost cutting	96	21	33	42	76	19	86	10	95	*
	20%	15%	26%	19%	19%	24%	20%	18%	21%	1%
Convenience	78	23	27	28	62	16	76	2	75	3
	16%	17%	22%	13%	15%	20%	18% b	4%	16%	16%
Changes in the type of mail sent	67	28	15	23	61	6	58	9	64	3
	14%	21%	12%	11%	15%	7%	14%	16%	14%	18%
Became more aware of alternatives	59	8	22	28	46	13	49	10	55	4
	12%	6%	18%	13%	11%	16%	11%	17%	12%	22%
Other (PLEASE SPECIFY)	21	-	1	20	20	2	20	1	21	-
	4%	-%	1%	9% a	5%	2%	5%	2%	5%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	3	3	-	*	3	3	-
	1%	-%	-%	1%	1%	-%	*%	5% a	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	489	189	156	140	308	94	28	59	402	87
Effective base	199	89	43	67	145	31	9	14	177	23
Weighted Base	483	212	95	175	358	75	18	33	433	51
Price increases	345	143	64	136	257	63	9	16	319	26
	71%	68%	68%	78%	72%	84%	52%	50%	74%	50%
					f	df			f	
Better quality of service	151	56	34	61	87	41	9	13	128	22
	31%	26%	36%	35%	24%	55%	51%	40%	30%	44%
						ae				
Due to internal cost cutting	96	39	21	36	79	6	10	2	85	11
	20%	18%	23%	20%	22%	7%	53%	5%	20%	22%
Convenience	78	27	17	34	49	19	4	5	69	9
	16%	13%	18%	20%	14%	26%	24%	15%	16%	18%
Changes in the type of mail sent	67	36	21	10	45	6	1	14	52	15
	14%	17%	22%	6%	13%	8%	8%	42%	12%	30%
		c	c					abe		abe
Became more aware of alternatives	59	22	13	24	41	12	*	5	53	6
	12%	11%	13%	14%	12%	15%	2%	17%	12%	11%
Other (PLEASE SPECIFY)	21	18	1	3	20	1	*	-	21	*
	4%	8%	1%	2%	6%	1%	2%	-%	5%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	3	-	3	*	-	-	3	-
	1%	-%	3%	-%	1%	*%	-%	-%	1%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	489	111	197	181	450	432	468	439	338	324
Effective base	199	59	87	54	180	172	190	176	129	110
Weighted Base	483	150	208	126	431	417	459	416	310	271
Price increases	345	103	154	88	305	305	330	289	207	178
	71%	68%	74%	70%	71%	73%	72%	69%	67%	66%
Better quality of service	151	38	49	64	146	135	147	145	116	99
	31%	25%	24%	51% ab	34%	32%	32%	35%	37%	37%
Due to internal cost cutting	96	25	54	17	89	87	94	85	59	53
	20%	17%	26%	13%	21%	21%	20%	20%	19%	20%
Convenience	78	25	25	29	62	60	68	72	53	47
	16%	16%	12%	23%	14%	14%	15%	17%	17%	17%
Changes in the type of mail sent	67	22	23	22	54	50	61	57	52	60
	14%	15%	11%	17%	13%	12%	13%	14%	17%	22% ab
Became more aware of alternatives	59	14	28	17	53	53	55	59	39	31
	12%	9%	13%	14%	12%	13%	12%	14%	13%	11%
Other (PLEASE SPECIFY)	21	13	7	1	19	15	19	14	6	5
	4%	9% c	3%	1%	4%	4%	4%	3%	2%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	3	3	3	3	3	3
	1%	2%	-%	*%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	489	38	228	36	52	45	41	28	114
Effective base	199	20	117	10	13	11	12	8	30
Weighted Base	483	51	284	26	27	24	25	21	71
Price increases	345	35	209	21	21	13	15	15	44
	71%	70%	73%	78%	79%	55%	59%	73%	62%
Better quality of service	151	10	90	4	11	10	13	10	32
	31%	20%	32%	17%	41%	39%	50%	45%	45%
Due to internal cost cutting	96	9	56	9	2	6	6	5	17
	20%	18%	20%	34%	9%	24%	23%	25%	24%
Convenience	78	13	37	2	5	1	5	6	12
	16%	25%	13%	7%	18%	4%	19%	30%	17%
Changes in the type of mail sent	67	10	29	3	4	2	11	2	15
	14%	20%	10%	10%	14%	8%	44% b	9%	21%
Became more aware of alternatives	59	1	33	5	2	1	3	9	14
	12%	1%	12%	20%	8%	5%	13%	44%	20%
Other (PLEASE SPECIFY)	21	4	5	4	-	1	-	4	5
	4%	8%	2%	17% b	-%	3%	-%	21%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	-	-	3	-	-	3
	1%	-%	*%	-%	-%	10% b	-%	-%	4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	489	252	60	38	37	24	26	13	212	83	50	31	22	15	19
Effective base	199	128	19	9	13	9	7	3	109	27	14	9	9	6	7
Weighted Base	483	321	39	25	13	11	16	7	257	74	29	10	27	2	17
Price increases	345	234	28	15	10	5	10	1	192	53	21	4	19	1	15
	71%	73%	71%	62%	79%	49%	64%	22%	75% d	71%	70%	35%	70%	66%	89%
Better quality of service	151	95	11	15	4	6	8	6	80	23	10	5	11	1	6
	31%	30%	28%	62%	30%	58%	50%	96%	31%	31%	33%	54%	40%	29%	34%
Due to internal cost cutting	96	69	8	3	2	4	3	*	58	11	5	3	5	*	5
	20%	22%	20%	13%	17%	33%	18%	1%	22%	15%	16%	33%	17%	3%	31%
Convenience	78	47	4	4	1	4	1	1	37	10	*	5	1	*	6
	16%	15%	11%	18%	6%	35%	6%	19%	15%	13%	1%	53% abc	3%	2%	38%
Changes in the type of mail sent	67	31	6	2	1	3	9	1	18	19	4	3	4	*	2
	14%	10%	16%	10%	5%	27%	58%	19%	7%	26% a	12%	31% a	17%	19%	11%
Became more aware of alternatives	59	37	5	1	4	1	1	4	24	12	7	1	3	*	6
	12%	12%	13%	6%	29%	9%	4%	61%	9%	17%	22%	13%	10%	2%	33%
Other (PLEASE SPECIFY)	21	18	*	-	1	-	-	-	5	-	4	1	-	-	4
	4%	6%	*%	-%	5%	-%	-%	-%	2%	-%	15% a	7%	-%	-%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	*	-	-	3	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	9%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	g	h	a	b	c	d	e
Unweighted Base	489	190	75	58	44	16	26	30	72	117	107	131	66	47
Effective base	199	96	24	19	15	5	7	11	23	60	46	46	20	17
Weighted Base	483	214	66	47	28	12	19	30	60	142	111	117	49	40
Price increases	345	154	51	31	14	9	12	17	39	99	77	92	31	31
	71%	72%	76%	66%	50%	79%	63%	59%	64%	70%	69%	79%	64%	77%
Better quality of service	151	72	17	8	9	6	13	20	39	53	26	27	26	15
	31%	34%	25%	18%	34%	54%	68%	66% abc	64% abc	38%	24%	23%	53% bc	36%
Due to internal cost cutting	96	43	19	13	4	2	3	2	7	26	28	27	8	5
	20%	20%	28%	27%	13%	17%	18%	6%	12%	18%	25%	23%	16%	12%
Convenience	78	33	10	9	7	1	7	6	14	26	24	5	9	4
	16%	15%	14%	19%	25%	12%	36%	20%	24%	18% c	22% c	4%	19%	10%
Changes in the type of mail sent	67	18	15	10	4	1	1	8	10	10	16	20	12	2
	14%	8%	23%	22%	14%	10%	6%	26%	17%	7%	15%	17%	25% a	5%
Became more aware of alternatives	59	27	7	6	9	5	4	1	10	14	12	13	3	13
	12%	13%	10%	12%	32%	41%	21%	5%	17%	10%	11%	12%	7%	32% ad
Other (PLEASE SPECIFY)	21	12	2	-	-	1	-	-	1	9	4	5	*	-
	4%	5%	2%	-%	-%	8%	-%	-%	1%	6%	4%	4%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	*	-	-	-	3	3	3	-	*	-	-
	1%	-%	-%	*%	-%	-%	-%	8% a	4%	2%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	489	169	98	108	44	30	138	96	106	52	36
Effective base	199	78	42	38	12	10	69	37	33	18	14
Weighted Base	483	188	101	89	34	20	163	91	87	45	30
Price increases	345	132	73	64	21	14	116	66	67	30	26
	71%	71%	72%	72%	63%	69%	71%	72%	77%	66%	87%
Better quality of service	151	64	24	19	25	14	53	23	30	24	5
	31%	34%	24%	22%	73%	69%	33%	26%	34%	52%	16%
					abc	abc				e	
Due to internal cost cutting	96	31	32	20	6	*	36	21	20	6	5
	20%	16%	32%	23%	17%	1%	22%	23%	22%	12%	15%
			ae								
Convenience	78	29	18	4	8	4	25	19	5	9	2
	16%	15%	18%	5%	24%	17%	15%	21%	6%	21%	8%
Changes in the type of mail sent	67	17	13	16	6	2	13	14	13	11	*
	14%	9%	13%	18%	19%	10%	8%	15%	14%	25%	*%
										a	
Became more aware of alternatives	59	20	13	12	1	8	16	15	10	6	5
	12%	11%	13%	14%	2%	37%	10%	16%	12%	14%	17%
						ad					
Other (PLEASE SPECIFY)	21	14	5	-	-	-	5	4	5	*	-
	4%	7%	5%	-%	-%	-%	3%	5%	5%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*	-	-	-	3	-	*	-	-
	1%	1%	*%	-%	-%	-%	2%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	489	130	91	108	59	43	293	60	82	413	76	428	22
Effective base	199	64	30	44	22	13	120	20	34	169	31	172	8
Weighted Base	483	138	71	111	55	31	288	43	81	415	69	416	15
Price increases	345	98	50	76	40	19	233	14	39	291	54	301	3
	71%	71%	70%	68%	73%	61%	81% bc	33%	48%	70%	78%	72%	22%
Better quality of service	151	52	18	31	28	16	96	13	36	120	31	135	12
	31%	38%	25%	28%	51%	50%	33%	30%	44%	29%	45%	32%	76%
Due to internal cost cutting	96	27	13	24	14	2	65	4	16	83	12	87	2
	20%	19%	18%	22%	26%	5%	23%	9%	19%	20%	18%	21%	12%
Convenience	78	17	17	18	10	11	52	2	18	54	24	61	1
	16%	12%	23%	16%	18%	34%	18%	5%	23%	13%	35% a	15%	9%
Changes in the type of mail sent	67	10	12	18	8	5	32	18	6	56	11	51	3
	14%	7%	16%	16%	14%	17%	11%	42% ac	8%	14%	16%	12%	19%
Became more aware of alternatives	59	9	14	28	1	6	51	7	1	47	12	49	5
	12%	6%	20%	26% ad	2%	20%	18% c	15%	2%	11%	17%	12%	30%
Other (PLEASE SPECIFY)	21	7	-	5	2	*	7	-	7	21	-	19	-
	4%	5%	-%	5%	3%	1%	3%	-%	8%	5%	-%	4%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	3	-	-	*	3	-	*	3	3	-
	1%	-%	*%	2%	-%	-%	*%	6% a	-%	*%	4% a	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	489	347	85	250	189	431	19	347	85	257	182
Effective base	199	148	25	103	74	174	6	145	28	103	73
Weighted Base	483	364	53	231	185	421	11	363	54	239	177
Price increases	345	271	34	156	133	301	3	272	33	165	124
	71%	74%	65%	67%	72%	72%	30%	75%	61%	69%	70%
Better quality of service	151	109	26	68	77	139	7	107	28	62	84
	31%	30%	50%	29%	42%	33%	65%	30%	52% a	26%	47% a
Due to internal cost cutting	96	72	14	42	42	89	*	73	14	49	35
	20%	20%	27%	18%	23%	21%	3%	20%	26%	21%	20%
Convenience	78	49	12	25	47	61	1	53	7	25	48
	16%	13%	22%	11%	25% a	14%	13%	15%	13%	10%	27% a
Changes in the type of mail sent	67	46	4	37	20	52	2	43	7	37	19
	14%	13%	8%	16%	11%	12%	19%	12%	13%	16%	11%
Became more aware of alternatives	59	37	15	26	32	53	*	40	13	30	28
	12%	10%	29% a	11%	18%	13%	5%	11%	24%	13%	16%
Other (PLEASE SPECIFY)	21	15	-	6	8	19	-	15	-	11	3
	4%	4%	-%	3%	4%	4%	-%	4%	-%	4%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	3	3	-	*	3	*	3
	1%	1%	-%	*%	1%	1%	-%	*%	5% a	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	489	327	286	88	-	332	242	80	1	366	216	103	-
Effective base	199	120	125	30	-	121	107	28	1	145	95	37	-
Weighted Base	483	301	293	81	-	304	260	74	1	351	207	89	-
Price increases	345	201	224	66	-	207	213	59	1	246	152	60	-
	71%	67%	76%	81%	-%	68%	82% a	79%	100%	70%	73%	67%	-%
Better quality of service	151	108	91	39	-	110	78	32	-	127	70	41	-
	31%	36%	31%	48%	-%	36%	30%	43%	-%	36%	34%	46%	-%
Due to internal cost cutting	96	63	74	27	-	63	56	16	1	75	45	23	-
	20%	21%	25%	33%	-%	21%	22%	21%	100%	21%	22%	26%	-%
Convenience	78	52	42	20	-	48	42	18	-	68	42	25	-
	16%	17%	14%	24%	-%	16%	16%	25%	-%	19%	20%	28%	-%
Changes in the type of mail sent	67	43	25	8	-	43	21	7	-	54	17	7	-
	14%	14%	9%	10%	-%	14%	8%	9%	-%	15%	8%	8%	-%
Became more aware of alternatives	59	43	46	16	-	44	37	18	1	56	37	17	-
	12%	14%	16%	19%	-%	14%	14%	25%	100%	16%	18%	19%	-%
Other (PLEASE SPECIFY)	21	9	14	4	-	9	14	6	-	9	13	6	-
	4%	3%	5%	6%	-%	3%	6%	9%	-%	3%	6%	7%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	3	-	-	3	3	-	-	3	*	3	-
	1%	1%	1%	-%	-%	1%	1%	-%	-%	1%	*%	3%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	489	381	351	264	353	275	29	148	159	174	55	28
Effective base	199	157	146	112	137	119	9	72	68	69	22	11
Weighted Base	483	384	364	269	347	289	24	162	173	172	48	23
Price increases	345	292	273	201	254	227	21	131	140	127	35	20
	71%	76%	75%	75%	73%	79%	88%	81%	81%	74%	73%	90%
Better quality of service	151	129	118	86	122	82	17	57	62	58	15	5
	31%	34%	33%	32%	35%	28%	73%	35%	36%	34%	32%	22%
Due to internal cost cutting	96	82	85	59	66	75	*	36	48	50	18	9
	20%	21%	23%	22%	19%	26%	2%	22%	28%	29%	38%	41%
Convenience	78	61	51	45	51	40	5	25	30	38	16	5
	16%	16%	14%	17%	15%	14%	23%	16%	18%	22%	34%	22%
Changes in the type of mail sent	67	36	44	29	45	22	6	11	14	17	1	*
	14%	9%	12%	11%	13%	8%	25%	7%	8%	10%	1%	2%
Became more aware of alternatives	59	47	49	44	41	44	7	33	29	38	14	5
	12%	12%	14%	16%	12%	15%	30%	20%	17%	22%	29%	22%
Other (PLEASE SPECIFY)	21	19	15	14	16	17	-	10	6	9	6	6
	4%	5%	4%	5%	5%	6%	-%	6%	4%	5%	13%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	3	-	3	*	-	-	-	-	-	-
	1%	1%	1%	-%	1%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	489	214	123	104	48	369	287	421	311	265	331	333	80	-	373	48
Effective base	199	95	37	49	18	153	110	170	124	102	123	142	27	-	145	25
Weighted Base	483	226	101	115	42	367	270	410	304	248	304	344	71	-	347	62
Price increases	345	188	49	84	24	288	202	308	219	183	215	267	57	-	242	41
	71%	83% bd	48%	74% b	57%	78%	75%	75%	72%	74%	71%	78%	81%	-%	70%	67%
Better quality of service	151	36	49	40	26	118	90	126	107	81	114	105	28	-	107	22
	31%	16%	48% a	35% a	61% a	32%	33%	31%	35%	32%	38%	31%	39%	-%	31%	36%
Due to internal cost cutting	96	68	5	17	6	87	63	89	71	81	69	84	23	-	62	17
	20%	30% bc	5%	15%	15%	24%	23%	22%	23%	33% c	23%	24%	32%	-%	18%	27%
Convenience	78	11	18	27	22	48	50	60	55	54	54	59	13	-	60	11
	16%	5%	18% a	24% a	52% abc	13%	19%	15%	18%	22%	18%	17%	19%	-%	17%	19%
Changes in the type of mail sent	67	24	25	13	5	36	39	50	43	31	41	37	7	-	60	2
	14%	11%	25% a	11%	12%	10%	14%	12%	14%	12%	13%	11%	10%	-%	17%	4%
Became more aware of alternatives	59	18	11	29	1	45	36	53	46	33	51	44	12	-	41	8
	12%	8%	10%	25% ad	2%	12%	13%	13%	15%	13%	17%	13%	17%	-%	12%	12%
Other (PLEASE SPECIFY)	21	8	5	8	*	21	11	21	12	17	9	21	6	-	11	5
	4%	3%	5%	7%	1%	6%	4%	5%	4%	7%	3%	6%	9%	-%	3%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-	*	-	-	3	3	*	-	3	-	-	-	3	*
	1%	1%	-%	*%	-%	-%	1%	1%	*%	-%	1%	-%	-%	-%	1%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	489	357	132	224	18	155	125	126	250	109	149	160	171
Effective base	199	146	53	91	9	55	60	45	101	51	62	63	69
Weighted Base	483	359	125	211	26	130	143	119	242	116	158	152	165
Price increases	345	244	101	151	14	72	118	76	173	92	121	96	122
	71%	68%	81%	71%	53%	55%	83% a	64%	71%	79%	77%	64%	74%
Better quality of service	151	124	26	92	7	60	52	41	84	25	49	56	45
	31%	35%	21%	43%	25%	46%	36%	35%	35%	22%	31%	37%	27%
Due to internal cost cutting	96	81	15	41	8	31	27	24	43	29	46	23	26
	20%	23%	12%	19%	30%	24%	19%	20%	18%	25%	29%	15%	16%
Convenience	78	56	22	47	12	35	27	14	40	24	36	21	22
	16%	16%	18%	22%	45%	27%	19%	12%	17%	20%	23%	14%	13%
Changes in the type of mail sent	67	54	13	21	4	22	10	23	28	14	13	25	27
	14%	15%	10%	10%	17%	17%	7%	20%	12%	12%	8%	16%	16%
Became more aware of alternatives	59	53	6	32	7	20	27	16	34	8	28	22	8
	12%	15%	5%	15%	26%	15%	19%	13%	14%	7%	18% c	15%	5%
Other (PLEASE SPECIFY)	21	13	8	4	5	6	4	1	16	3	9	5	7
	4%	4%	6%	2%	18%	5%	3%	1%	7%	3%	6%	4%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	3	-	3	3	-	3	-	-	3	-	-
	1%	*%	2%	-%	10%	2%	-%	2%	-%	-%	2%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	489	297	192
Effective base	199	112	88
Weighted Base	483	279	205
Price increases	345	193	152
	71%	69%	74%
Better quality of service	151	88	63
	31%	32%	31%
Due to internal cost cutting	96	64	31
	20%	23%	15%
Convenience	78	50	28
	16%	18%	14%
Changes in the type of mail sent	67	48	19
	14%	17%	9%
Became more aware of alternatives	59	26	32
	12%	9%	16%
Other (PLEASE SPECIFY)	21	15	6
	4%	5%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	-
	1%	1%	-%

Columns Tested:: a,b

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	489	20	41	39	33	32	86	7	58	43	30	42	58
Effective base	199	6	17	15	4	16	30	4	32	24	11	31	28
Weighted Base	483	4	58	42	11	48	86	1	74	49	12	52	46
Price increases	345	2	37	28	9	38	59	*	60	39	7	36	29
	71%	39%	63%	66%	89%	79%	68%	38%	82%	79%	62%	70%	63%
Better quality of service	151	1	20	19	3	14	36	1	11	9	4	14	19
	31%	22%	34%	44%	25%	30%	42%	65%	15%	19%	35%	26%	41%
				h			h						h
Due to internal cost cutting	96	1	17	3	1	13	12	*	20	8	1	12	7
	20%	23%	30%	7%	5%	28%	14%	11%	28%	16%	11%	22%	15%
Convenience	78	2	19	11	1	2	15	*	5	7	4	8	5
	16%	39%	33%	25%	13%	4%	17%	11%	7%	13%	30%	16%	10%
			eh										
Changes in the type of mail sent	67	1	12	13	*	7	19	*	5	1	*	3	4
	14%	21%	21%	32%	1%	15%	22%	14%	7%	2%	4%	6%	9%
				hik			i						
Became more aware of alternatives	59	*	7	*	2	4	9	*	13	6	1	13	5
	12%	5%	12%	1%	14%	9%	10%	14%	17%	11%	11%	24%	10%
												c	
Other (PLEASE SPECIFY)	21	2	4	1	4	-	3	-	3	2	*	2	-
	4%	39%	8%	2%	42%	-%	4%	-%	3%	4%	*%	4%	-%
					fhl								
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	-	-	-	-	-	-	3	-	-	-	-
	1%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 224 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	489	100	151	108	130	251	238
Effective base	199	34	51	58	69	85	124
Weighted Base	483	105	145	124	110	250	234
Price increases	345	66	106	100	73	173	172
	71%	63%	73%	80%	66%	69%	74%
Better quality of service	151	39	53	21	37	92	58
	31%	37%	37%	17%	34%	37%	25%
		c	c		c		
Due to internal cost cutting	96	22	26	28	20	48	48
	20%	21%	18%	23%	18%	19%	20%
Convenience	78	32	18	12	17	50	29
	16%	30%	12%	10%	15%	20%	12%
		bc					
Changes in the type of mail sent	67	26	26	6	8	53	14
	14%	25%	18%	5%	7%	21%	6%
		cd	c			b	
Became more aware of alternatives	59	8	14	18	19	22	37
	12%	7%	10%	15%	17%	9%	16%
Other (PLEASE SPECIFY)	21	7	8	4	2	15	6
	4%	7%	5%	3%	2%	6%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	-	3	-	*	3
	1%	*%	-%	2%	-%	*%	1%

Columns Tested:: a,b,c,d - a,b

Table 225

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	337	17	320	204	75	20	38	133
Effective base	132	7	130	119	30	11	17	38
Weighted Base	327	3	324	309	16	1	1	18
Changed FROM a meter to a different method of payment	36	1	36	33	2	1	*	3
	11%	28%	11%	11%	14%	46%	28%	17%
Changed TO a meter from a different method of payment	41	-	41	36	4	*	*	4
	12%	-%	13%	12%	24%	21%	37% a	24%
Neither	235	*	234	225	9	*	*	10
	72%	9%	72%	73% de	55%	32%	34%	52%
Don't know	15	2	13	14	1	-	*	1
	5%	64%	4%	5%	8%	-%	*%	7%

Columns Tested:: a,b - a,b,c,d,e

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	337	86	89	29	49	46	38	204	75	58
Effective base	132	53	53	16	21	16	17	119	30	22
Weighted Base	327	145	141	23	12	6	1	309	16	2
Changed FROM a meter to a different method of payment	36	10	23	*	1	1	*	33	2	1
	11%	7%	16%	1%	12%	26%	28%	11%	14%	40%
							a			abdgh
Changed TO a meter from a different method of payment	41	19	13	4	2	2	*	36	4	1
	12%	13%	9%	17%	15%	41%	37%	12%	24%	27%
						abg	abg			
Neither	235	114	93	18	8	2	*	225	9	1
	72%	79%	66%	79%	66%	26%	34%	73%	55%	33%
		efhi	efi		ei			efi		
Don't know	15	1	12	1	1	*	*	14	1	*
	5%	1%	9%	3%	8%	7%	*%	5%	8%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	337	142	62	75	20	38	150	71	32	13	41
Effective base	132	92	39	30	11	17	79	28	12	4	3
Weighted Base	327	261	47	16	1	1	216	60	17	4	7
Changed FROM a meter to a different method of payment	36	28	5	2	1	*	16	9	8	*	*
	11%	11%	11%	14%	46%	28%	7%	16%	47% ab	4%	3%
Changed TO a meter from a different method of payment	41	29	8	4	*	*	20	9	2	2	5
	12%	11%	16%	24%	21%	37% a	9%	16%	9%	46%	78% abc
Neither	235	191	34	9	*	*	168	40	7	2	1
	72%	73% e	71% e	55%	32%	34%	78% ce	67%	42%	50%	17%
Don't know	15	13	1	1	-	*	12	1	*	-	*
	5%	5%	2%	8%	-%	*%	6%	1%	2%	-%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i
Unweighted Base	337	28	17	33	12	20	38	31	25	18
Effective base	132	14	9	17	4	11	25	20	13	7
Weighted Base	327	33	21	41	11	24	74	56	31	17
Changed FROM a meter to a different method of payment	36	2	4	7	*	3	7	6	2	1
	11%	5%	17%	17%	*%	14%	10%	10%	7%	6%
Changed TO a meter from a different method of payment	41	2	*	5	5	6	7	6	5	2
	12%	5%	*%	13%	42%	26%	10%	10%	17%	9%
Neither	235	30	17	24	6	14	54	41	24	14
	72%	90%	83%	60%	57%	60%	74%	73%	76%	85%
Don't know	15	-	-	4	*	*	5	4	*	*
	5%	-%	-%	10%	1%	1%	7%	6%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	337	50	70	102	222	115	37	33	45
Effective base	132	22	36	61	119	28	14	8	17
Weighted Base	327	52	85	171	308	19	9	7	3
Changed FROM a meter to a different method of payment	36	4	8	20	32	5	1	3	*
	11%	8%	9%	12%	10%	24%	14%	41% bcd	11%
Changed TO a meter from a different method of payment	41	12	7	18	38	3	2	*	*
	12%	24%	8%	11%	12%	16%	25%	4%	16%
Neither	235	35	71	120	226	9	4	4	1
	72%	67% h	83% efh	70% eh	73% eh	47%	48%	53%	31%
Don't know	15	*	*	12	13	2	1	*	1
	5%	1%	*%	7%	4%	13%	13%	1%	42% abcdeg

Columns Tested:: a,b,c,d,e,f,g,h

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	337	15	37	42	42	59	16	14	10	139
Effective base	132	7	10	12	18	26	5	4	4	59
Weighted Base	327	8	26	33	47	63	8	8	10	149
Changed FROM a meter to a different method of payment	36	2	5	5	7	10	3	*	*	9
	11%	31%	18%	15%	16%	16%	36%	*%	1%	6%
Changed TO a meter from a different method of payment	41	1	6	9	3	4	1	*	6	16
	12%	16%	21%	28%	6%	6%	18%	1%	58%	11%
Neither	235	4	15	18	32	49	4	8	3	115
	72%	53%	58%	55%	69%	78%	46%	96%	34%	77%
Don't know	15	-	1	1	4	*	*	*	1	9
	5%	-%	3%	2%	9%	1%	*%	3%	7%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	337	99	75	163	305	32	259	78	328	9
Effective base	132	35	31	67	114	18	114	19	128	5
Weighted Base	327	88	71	167	281	46	290	37	312	15
Changed FROM a meter to a different method of payment	36	15	13	9	35	2	24	12	33	3
	11%	17%	18% c	5%	12%	4%	8%	34% a	11%	23%
Changed TO a meter from a different method of payment	41	13	5	22	40	*	33	7	41	-
	12%	15%	7%	13%	14%	1%	11%	20%	13%	-%
Neither	235	55	53	127	194	41	218	17	223	11
	72%	62%	74%	76%	69%	89%	75% b	45%	72%	76%
Don't know	15	5	*	10	12	3	15	1	15	*
	5%	5%	1%	6%	4%	7%	5%	1%	5%	1%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	337	138	112	85	224	53	20	40	277	60
Effective base	132	63	30	38	102	15	6	11	116	16
Weighted Base	327	152	70	103	254	32	13	28	286	41
Changed FROM a meter to a different method of payment	36	21	8	8	23	4	1	9	27	10
	11%	14%	12%	8%	9%	11%	8%	30%	9%	23%
								ae		
Changed TO a meter from a different method of payment	41	18	16	6	26	2	1	11	28	13
	12%	12%	23%	6%	10%	5%	11%	41%	10%	32%
								abe		ae
Neither	235	100	44	88	190	27	10	8	217	18
	72%	66%	63%	86%	75%	83%	78%	28%	76%	44%
				ab	df	df			df	
Don't know	15	13	1	1	14	*	*	*	15	1
	5%	9%	2%	1%	6%	1%	3%	1%	5%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	337	85	139	113	310	295	321	291	217	224
Effective base	132	43	59	31	119	113	126	110	80	76
Weighted Base	327	114	139	73	292	279	309	261	190	192
Changed FROM a meter to a different method of payment	36	12	11	13	29	27	31	29	22	35
	11%	10%	8%	18%	10%	10%	10%	11%	12%	18%
Changed TO a meter from a different method of payment	41	11	15	15	34	35	35	35	33	41
	12%	10%	11%	20%	12%	13%	11%	13%	17%	21%
Neither	235	82	108	45	214	207	227	187	130	111
	72%	72%	77%	61%	73%	74%	74%	72%	68%	58%
					f	f	f			
Don't know	15	9	5	1	15	11	15	10	4	5
	5%	8%	4%	1%	5%	4%	5%	4%	2%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h
Unweighted Base	337	26	152	22	42	34	25	20	79
Effective base	132	14	75	6	10	8	7	6	21
Weighted Base	327	35	186	18	20	19	16	15	50
Changed FROM a meter to a different method of payment	36	4	13	*	2	6	1	5	12
	11%	11%	7%	3%	9%	31%	6%	35%	24%
						b			b
Changed TO a meter from a different method of payment	41	*	16	*	9	6	1	4	10
	12%	1%	8%	3%	42%	30%	6%	25%	21%
					b				
Neither	235	26	149	17	10	7	13	5	25
	72%	76%	80%	93%	47%	34%	86%	37%	51%
			deh						
Don't know	15	4	9	*	*	1	*	*	2
	5%	12%	5%	2%	2%	5%	2%	3%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	337	168	41	29	26	20	19	7	141	58	36	24	13	12	11
Effective base	132	84	13	5	12	7	4	2	69	17	10	7	6	5	5
Weighted Base	327	218	26	16	8	10	10	5	168	47	23	8	21	2	10
Changed FROM a meter to a different method of payment	36	20	4	*	1	4	*	*	10	3	2	1	4	1	5
	11%	9%	14%	3%	12%	36%	*%	7%	6%	7%	9%	14%	19%	48%	48%
Changed TO a meter from a different method of payment	41	15	4	9	1	1	1	4	7	14	8	2	5	*	*
	12%	7%	14%	57%	11%	9%	9%	70%	4%	31% a	35% a	19%	21%	4%	1%
Neither	235	170	18	6	5	5	9	1	143	29	12	5	13	*	5
	72%	78%	70%	39%	62%	51%	87%	23%	85% bc	61%	54%	59%	60%	1%	51%
Don't know	15	13	*	*	1	*	*	*	8	1	*	1	-	1	-
	5%	6%	1%	1%	14%	4%	4%	*%	5%	1%	2%	9%	-%	47%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	337	130	50	38	29	9	16	19	44	76	77	89	47	32
Effective base	132	59	15	13	10	4	5	7	15	35	35	31	13	12
Weighted Base	327	135	40	32	17	6	10	22	37	88	81	79	34	27
Changed FROM a meter to a different method of payment	36	6	5	4	5	1	1	5	8	8	6	12	*	5
	11%	5%	13%	13%	32%	18%	12%	25%	21%	9%	8%	15%	1%	18%
Changed TO a meter from a different method of payment	41	10	4	7	4	1	4	5	10	7	11	3	7	8
	12%	8%	10%	22%	23%	17%	44%	21%	26%	8%	13%	4%	20%	28% c
Neither	235	110	30	21	7	4	4	11	19	67	56	63	27	14
	72%	81% h	75%	65%	45%	63%	42%	51%	50%	77%	69%	80%	79%	54%
Don't know	15	8	1	-	*	*	*	1	1	5	8	1	*	-
	5%	6%	3%	-%	*%	2%	3%	2%	3%	6%	10%	2%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	337	110	69	78	31	21	94	67	72	38	23
Effective base	132	45	32	29	7	7	44	27	21	12	9
Weighted Base	327	118	73	65	23	13	109	59	58	32	21
Changed FROM a meter to a different method of payment	36	12	2	12	*	3	10	9	3	*	5
	11%	10%	2%	18%	*%	22%	9%	15%	5%	1%	22%
				b							
Changed TO a meter from a different method of payment	41	13	9	2	5	5	9	10	6	6	3
	12%	11%	12%	4%	21%	37%	8%	17%	11%	19%	17%
Neither	235	87	55	49	18	5	85	36	48	25	12
	72%	74%	74%	76%	78%	41%	78%	61%	83%	79%	61%
Don't know	15	5	8	1	*	-	6	4	1	*	-
	5%	5%	11%	2%	1%	-%	5%	7%	1%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	337	97	60	66	37	26	192	38	61	298	39	298	12
Effective base	132	42	19	27	13	8	76	12	22	120	13	115	4
Weighted Base	327	98	47	58	37	16	176	31	54	301	26	282	10
Changed FROM a meter to a different method of payment	36	7	6	12	1	3	20	9	*	32	4	28	1
	11%	7%	12%	20%	2%	18%	11%	29% c	*%	11%	15%	10%	12%
Changed TO a meter from a different method of payment	41	7	1	11	8	7	21	13	*	34	6	28	6
	12%	8%	3%	19%	21%	42%	12%	43% ac	1%	11%	25%	10%	54%
Neither	235	75	40	34	28	6	134	9	45	219	15	211	3
	72%	77%	85%	59%	76%	37%	76% b	28%	83% b	73%	58%	75%	33%
Don't know	15	9	*	1	*	*	2	-	9	15	1	15	-
	5%	9%	*%	2%	1%	2%	1%	-%	16% a	5%	2%	5%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	337	242	53	179	112	300	10	241	54	183	108
Effective base	132	99	14	73	37	116	3	98	16	73	37
Weighted Base	327	248	31	173	88	285	7	249	31	177	84
Changed FROM a meter to a different method of payment	36	22	4	21	8	29	*	20	7	21	8
	11%	9%	14%	12%	9%	10%	4%	8%	23%	12%	9%
Changed TO a meter from a different method of payment	41	27	8	26	9	31	3	26	9	27	8
	12%	11%	25%	15%	10%	11%	45%	10%	31% a	15%	9%
Neither	235	187	19	120	67	211	3	193	14	123	65
	72%	76%	61%	69%	76%	74%	51%	77% b	46%	69%	77%
Don't know	15	11	-	7	4	15	-	11	-	7	4
	5%	4%	-%	4%	4%	5%	-%	4%	-%	4%	5%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	337	228	194	57	-	232	168	51	1	244	139	63	-
Effective base	132	79	82	17	-	82	69	17	1	89	57	21	-
Weighted Base	327	204	187	45	-	214	164	42	1	212	119	49	-
Changed FROM a meter to a different method of payment	36	24	14	1	-	26	9	2	-	29	7	5	-
	11%	12%	8%	3%	-%	12%	5%	6%	-%	14%	6%	11%	-%
Changed TO a meter from a different method of payment	41	33	5	*	-	33	10	2	-	25	11	7	-
	12%	16% b	3%	1%	-%	16%	6%	4%	-%	12%	9%	14%	-%
Neither	235	139	157	43	-	145	135	37	1	149	93	36	-
	72%	68%	84% a	95% a	-%	68%	82% a	89%	100%	70%	79%	74%	-%
Don't know	15	8	11	*	-	9	10	1	-	10	7	1	-
	5%	4%	6%	1%	-%	4%	6%	2%	-%	4%	6%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	337	266	250	172	246	194	20	103	102	112	28	16
Effective base	132	103	99	69	92	79	4	47	40	41	12	6
Weighted Base	327	258	250	162	235	193	11	93	102	100	23	11
Changed FROM a meter to a different method of payment	36	21	22	14	21	11	2	8	7	10	2	2
	11%	8%	9%	9%	9%	6%	22%	9%	7%	10%	10%	21%
Changed TO a meter from a different method of payment	41	19	27	13	30	18	1	9	9	6	*	-
	12%	7%	11%	8%	13%	9%	8%	10%	9%	6%	1%	-%
Neither	235	204	190	128	168	154	8	70	81	83	20	8
	72%	79%	76%	79%	72%	80%	70%	76%	80%	83%	88%	79%
Don't know	15	15	11	7	15	10	*	6	5	1	*	-
	5%	6%	4%	4%	6%	5%	*%	6%	5%	1%	1%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	337	214	123	-	-	267	210	305	210	175	234	235	55	-	262	33
Effective base	132	95	37	-	-	107	75	118	82	62	86	96	17	-	97	19
Weighted Base	327	226	101	-	-	255	181	283	197	146	208	232	43	-	238	49
Changed FROM a meter to a different method of payment	36	24	12	-	-	24	14	30	16	10	22	12	3	-	32	4
	11%	11%	12%	-%	-%	9%	8%	11%	8%	7%	11%	5%	7%	-%	14%	9%
Changed TO a meter from a different method of payment	41	14	27	-	-	12	23	27	17	10	29	14	2	-	34	3
	12%	6%	27% a	-%	-%	5%	12%	10%	9%	7%	14%	6%	4%	-%	14%	5%
Neither	235	181	53	-	-	204	134	211	158	120	148	191	38	-	158	42
	72%	80% b	53%	-%	-%	80%	74%	74%	80%	82%	71%	82%	89%	-%	66%	86%
Don't know	15	6	9	-	-	15	10	15	6	6	9	15	*	-	15	*
	5%	3%	9%	-%	-%	6%	6%	5%	3%	4%	4%	7%	1%	-%	6%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	337	233	104	133	9	94	78	89	174	72	80	115	138
Effective base	132	92	41	46	5	32	31	32	66	33	29	44	57
Weighted Base	327	237	90	109	11	74	75	87	160	76	71	112	141
Changed FROM a meter to a different method of payment	36	29	8	9	3	10	4	10	18	7	14	14	7
	11%	12%	8%	9%	22%	13%	5%	11%	11%	9%	20% c	13%	5%
Changed TO a meter from a different method of payment	41	37	3	8	-	11	1	17	16	6	5	23	11
	12%	16% b	4%	7%	-%	15% b	1%	20%	10%	7%	8%	20%	8%
Neither	235	166	68	88	9	52	67	58	114	62	47	70	117
	72%	70%	76%	81%	75%	70%	89%	67%	71%	82%	67%	62%	83% b
Don't know	15	5	11	4	*	1	3	1	13	1	4	5	6
	5%	2%	12% a	3%	3%	1%	4%	1%	8%	2%	5%	5%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	337	205	132
Effective base	132	74	58
Weighted Base	327	183	144
Changed FROM a meter to a different method of payment	36	27	9
	11%	15%	7%
Changed TO a meter from a different method of payment	41	27	14
	12%	15%	10%
Neither	235	123	111
	72%	67%	77%
Don't know	15	6	9
	5%	3%	7%

Columns Tested:: a,b

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base	337	11	32	25	26	27	56	5	42	24	26	26	37
Effective base	132	5	11	10	4	14	21	4	22	14	9	17	18
Weighted Base	327	2	37	31	10	42	58	1	51	28	11	28	28
Changed FROM a meter to a different method of payment	36	*	5	2	2	4	11	*	5	2	2	2	2
	11%	1%	13%	5%	21%	9%	19%	27%	10%	8%	16%	7%	6%
Changed TO a meter from a different method of payment	41	*	6	4	2	-	13	-	5	*	2	5	3
	12%	24%	16%	14%	15%	-%	23%	-%	10%	1%	17%	18%	9%
Neither	235	1	22	21	6	38	34	*	40	21	7	21	24
	72%	38%	59%	67%	58%	91%	58%	50%	79%	76%	64%	75%	85%
Don't know	15	1	4	4	1	-	*	*	*	4	*	*	*
	5%	37%	12%	13%	6%	-%	*%	23%	1%	16%	2%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 225 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	337	68	109	71	89	177	160
Effective base	132	23	39	36	44	62	77
Weighted Base	327	70	110	80	67	181	146
Changed FROM a meter to a different method of payment	36	7	17	8	5	24	13
	11%	9%	15%	10%	8%	13%	9%
Changed TO a meter from a different method of payment	41	11	15	6	9	26	15
	12%	15%	14%	7%	14%	14%	10%
Neither	235	44	78	62	51	121	113
	72%	62%	70%	77%	77%	67%	77%
Don't know	15	9	1	5	*	10	5
	5%	13%	1%	6%	1%	6%	4%
		bd					

Columns Tested:: a,b,c,d - a,b

Table 226

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	*d	e
Unweighted Base	113	2	111	47	33	11	22	66
Effective base	34	1	33	28	18	6	10	25
Weighted Base	77	1	76	69	6	1	1	8
Price increases	34	*	34	30	3	1	*	4
	45%	5%	45%	44%	51%	71%	39%	53%
Changes in the type of mail sent	25	-	25	23	2	*	*	2
	33%	-%	33%	33%	29%	7%	27%	26%
Better quality of service	14	-	14	10	3	1	*	4
	19%	-%	19%	15%	53%	60%	60%	54%
					a			a
Became more aware of alternatives	17	-	17	16	*	1	*	1
	22%	-%	22%	23%	3%	69%	21%	13%
Due to internal cost cutting	11	-	11	9	2	*	*	2
	14%	-%	14%	13%	26%	31%	9%	25%
Cost implications	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	4	3	1	*	*	2
	6%	95%	5%	4%	20%	34%	18%	22%
Other	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	h	i
Unweighted Base	113	15	27	5	19	25	22	47	33	33
Effective base	34	10	16	3	11	11	10	28	18	13
Weighted Base	77	29	36	4	3	4	1	69	6	2
Price increases	34	8	20	2	2	2	*	30	3	1
	45%	26%	57%	54%	56%	52%	39%	44%	51%	60%
Changes in the type of mail sent	25	11	10	2	1	1	*	23	2	*
	33%	38%	28%	44%	39%	16%	27%	33%	29%	14%
Better quality of service	14	6	4	*	1	2	*	10	3	1
	19%	20%	12%	2%	40%	66%	60%	15%	53% g	60% g
Became more aware of alternatives	17	12	3	1	*	1	*	16	*	1
	22%	40%	8%	22%	4%	19%	21%	23%	3%	52% h
Due to internal cost cutting	11	3	7	-	*	1	*	9	2	*
	14%	9%	18%	-%	14%	37%	9%	13%	26%	23%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	1	1	1	*	3	1	*
	6%	3%	3%	26%	20%	24%	18%	4%	20%	28% g
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	c	*d	*e	a	b	*c	*d	*e
Unweighted Base	113	29	18	33	11	22	35	32	16	7	19
Effective base	34	20	11	18	6	10	12	15	5	1	2
Weighted Base	77	57	13	6	1	1	36	19	10	2	5
Price increases	34	24	6	3	1	*	14	9	5	*	1
	45%	43%	46%	51%	71%	39%	38%	48%	55%	1%	24%
Changes in the type of mail sent	25	18	5	2	*	*	11	5	5	*	4
	33%	32%	40%	29%	7%	27%	31%	24%	56%	4%	70%
Better quality of service	14	8	3	3	1	*	7	5	1	*	1
	19%	13%	22%	53%	60%	60%	19%	26%	11%	8%	27%
Became more aware of alternatives	17	12	4	*	1	*	12	1	1	2	*
	22%	21%	29%	3%	69%	21%	34%	4%	13%	91%	8%
Due to internal cost cutting	11	8	1	2	*	*	2	4	*	*	5
	14%	14%	7%	26%	31%	9%	7%	21%	1%	*%	85%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	1	*	*	2	2	*	*	1
	6%	2%	16%	20%	34%	18%	5%	10%	3%	3%	13%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	113	7	4	13	4	9	8	8	8	7
Effective base	34	3	2	6	1	4	5	4	3	3
Weighted Base	77	3	4	12	5	10	15	12	7	3
Price increases	34	3	1	4	*	3	6	10	3	1
	45%	80%	21%	36%	3%	28%	38%	86%	43%	39%
Changes in the type of mail sent	25	*	3	7	*	4	5	*	4	1
	33%	2%	73%	58%	3%	47%	33%	1%	52%	55%
Better quality of service	14	2	1	*	-	2	3	2	1	1
	19%	49%	27%	3%	-%	26%	17%	14%	16%	37%
Became more aware of alternatives	17	-	3	2	5	1	4	1	*	*
	22%	-%	73%	17%	97%	9%	31%	8%	5%	9%
Due to internal cost cutting	11	*	-	1	*	6	2	-	1	1
	14%	1%	-%	4%	3%	63%	14%	-%	10%	37%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	-	2	*	-	-	-	1	*
	6%	7%	-%	16%	6%	-%	-%	-%	8%	2%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	113	20	19	29	68	45	15	15	15
Effective base	34	6	7	15	29	8	5	2	5
Weighted Base	77	17	14	38	69	8	3	3	1
Price increases	34	4	7	20	30	4	1	3	*
	45%	22%	46%	52%	43%	56%	31%	90%	15%
Changes in the type of mail sent	25	6	7	12	25	1	*	*	*
	33%	36%	46%	31%	35%	8%	6%	9%	12%
Better quality of service	14	3	4	4	12	3	2	1	1
	19%	20%	26%	12%	17%	38%	51%	16%	80%
Became more aware of alternatives	17	6	3	7	16	*	*	*	*
	22%	34%	21%	19%	23%	6%	4%	3%	24%
Due to internal cost cutting	11	7	1	3	10	1	*	*	*
	14%	42%	5%	7%	15%	7%	12%	1%	10%
Cost implications	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	1	2	3	1	1	*	*
	6%	2%	6%	5%	4%	20%	28%	14%	8%
Other	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	113	9	15	18	15	16	9	2	5	39
Effective base	34	4	5	6	5	6	3	1	2	10
Weighted Base	77	4	10	14	10	14	4	*	6	25
Price increases	34	3	4	4	7	12	*	*	*	8
	45%	85%	38%	28%	65%	85%	5%	2%	2%	34%
Changes in the type of mail sent	25	*	4	7	3	2	2	-	-	11
	33%	9%	37%	52%	32%	12%	36%	-%	-%	43%
Better quality of service	14	1	*	1	*	2	2	*	1	8
	19%	19%	3%	5%	4%	14%	39%	98%	20%	32%
Became more aware of alternatives	17	1	2	2	*	*	1	-	5	8
	22%	14%	18%	15%	1%	1%	20%	-%	77%	34%
Due to internal cost cutting	11	*	4	4	*	-	3	-	-	4
	14%	9%	35%	25%	*%	-%	73%	-%	-%	16%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	1	1	-	2	*	*	-	1
	6%	11%	6%	5%	-%	15%	10%	98%	-%	4%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	a	b	a	*b
Unweighted Base	113	42	25	46	107	6	78	35	112	1
Effective base	34	13	9	12	32	3	26	8	33	1
Weighted Base	77	28	18	30	75	2	57	20	74	3
Price increases	34	14	12	8	33	1	19	15	34	-
	45%	49%	65%	28%	44%	48%	34%	75% a	47%	-%
Changes in the type of mail sent	25	11	3	11	25	*	21	4	22	3
	33%	39%	18%	35%	33%	3%	37%	21%	30%	100%
Better quality of service	14	2	4	9	13	1	11	3	14	-
	19%	6%	20%	30%	17%	72%	20%	16%	20%	-%
Became more aware of alternatives	17	3	1	13	17	-	16	*	17	-
	22%	10%	5%	43%	22%	-%	29%	2%	23%	-%
Due to internal cost cutting	11	4	3	4	11	*	6	5	11	-
	14%	14%	18%	13%	14%	19%	11%	23%	15%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	1	4	*	4	1	5	-
	6%	4%	14%	3%	6%	10%	7%	4%	6%	-%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	*c	a	*b	*c	*d	e	f
Unweighted Base	113	46	49	18	60	18	8	27	78	35
Effective base	34	17	11	6	20	5	3	8	24	10
Weighted Base	77	39	24	14	49	5	2	20	55	22
Price increases	34	22	7	5	23	3	1	7	26	8
	45%	57%	30%	33%	47%	60%	53%	34%	48%	36%
Changes in the type of mail sent	25	14	11	*	14	1	*	10	15	10
	33%	36%	46%	1%	29%	15%	2%	49%	28%	44%
Better quality of service	14	6	6	3	11	1	1	2	12	2
	19%	16%	24%	19%	23%	21%	22%	8%	23%	10%
Became more aware of alternatives	17	4	8	5	10	*	*	6	10	7
	22%	10%	34%	33%	20%	7%	9%	32%	18%	29%
Due to internal cost cutting	11	5	4	2	5	1	-	6	5	6
	14%	12%	17%	15%	10%	11%	-%	28%	10%	25%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	2	1	1	1	2	*	2	2
	6%	3%	8%	10%	2%	28%	69%	2%	4%	10%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	113	19	41	53	103	105	107	107	90	110
Effective base	34	9	12	13	30	30	32	32	26	32
Weighted Base	77	23	26	28	63	62	66	64	56	75
Price increases	34	13	11	11	27	28	29	29	25	34
	45%	55%	40%	40%	42%	45%	43%	45%	45%	45%
Changes in the type of mail sent	25	7	8	11	20	17	21	17	16	25
	33%	30%	29%	39%	31%	28%	31%	27%	29%	33%
Better quality of service	14	4	7	3	13	14	14	14	11	14
	19%	19%	26%	12%	21%	23%	22%	23%	20%	18%
Became more aware of alternatives	17	3	6	7	11	11	11	11	11	17
	22%	15%	23%	25%	18%	18%	17%	18%	20%	22%
Due to internal cost cutting	11	*	4	6	10	11	11	11	8	11
	14%	1%	17%	23%	16%	18%	17%	17%	14%	15%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	1	4	4	4	4	5	4	4
	6%	2%	2%	13%	6%	6%	6%	7%	6%	5%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	113	3	35	7	19	20	11	12	43
Effective base	34	1	14	4	7	5	4	4	10
Weighted Base	77	4	28	1	10	12	2	9	23
Price increases	34	*	11	1	7	6	1	2	9
	45%	12%	39%	85%	69%	50%	55%	25%	41%
Changes in the type of mail sent	25	3	11	*	1	1	*	4	5
	33%	83%	39%	15%	11%	6%	7%	48%	23%
Better quality of service	14	*	10	*	1	1	1	*	3
	19%	5%	34%	43%	14%	12%	51%	5%	12%
Became more aware of alternatives	17	-	3	*	2	5	*	1	6
	22%	-%	12%	8%	20%	38%	11%	10%	25%
Due to internal cost cutting	11	-	3	*	1	*	1	6	7
	14%	-%	11%	35%	9%	3%	39%	64%	30%
Cost implications	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	2	-	*	1	1	*	1
	6%	5%	6%	-%	3%	5%	32%	3%	6%
Other	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	113	36	18	16	8	13	8	4	28	26	19	13	5	7	7
Effective base	34	16	5	3	5	4	2	1	11	9	5	5	3	2	3
Weighted Base	77	35	7	10	2	5	1	4	17	18	10	3	9	1	5
Price increases	34	15	5	3	1	1	1	*	9	6	5	1	4	*	2
	45%	44%	74%	26%	68%	28%	82%	4%	53%	35%	53%	29%	48%	31%	44%
Changes in the type of mail sent	25	14	1	*	*	*	*	4	6	6	4	1	-	*	1
	33%	41%	11%	3%	19%	7%	1%	90%	33%	32%	42%	44%	-%	6%	13%
Better quality of service	14	9	1	1	1	1	1	*	5	5	2	2	-	-	*
	19%	25%	16%	12%	32%	11%	92%	9%	32%	29%	16%	80%	-%	-%	5%
Became more aware of alternatives	17	3	1	6	*	*	*	*	3	2	*	*	5	*	1
	22%	10%	11%	65%	10%	1%	23%	6%	19%	13%	4%	2%	52%	1%	13%
Due to internal cost cutting	11	3	*	*	-	2	1	4	3	*	4	1	*	*	2
	14%	9%	*%	4%	-%	52%	77%	90%	19%	2%	45%	35%	*%	3%	41%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	*	*	1	*	*	2	*	*	*	-	1	*
	6%	2%	16%	2%	6%	23%	5%	3%	10%	2%	4%	12%	-%	63%	5%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	113	28	21	23	12	5	9	9	23	22	25	29	11	20
Effective base	34	11	5	6	5	2	2	3	6	8	8	8	2	6
Weighted Base	77	17	9	11	9	2	5	10	17	15	17	15	7	12
Price increases	34	10	5	5	5	*	1	3	4	9	8	6	*	5
	45%	59%	53%	41%	59%	7%	27%	26%	24%	60%	47%	43%	1%	42%
Changes in the type of mail sent	25	3	3	5	2	1	4	*	5	*	4	10	2	4
	33%	17%	32%	42%	21%	47%	72%	1%	28%	2%	24%	68%	29%	34%
Better quality of service	14	7	2	3	*	1	*	*	1	7	3	3	*	1
	19%	44%	25%	29%	1%	54%	2%	3%	8%	45%	20%	19%	6%	10%
Became more aware of alternatives	17	1	3	1	2	*	*	5	5	*	2	4	5	*
	22%	6%	31%	7%	19%	*%	*%	48%	28%	1%	11%	27%	70%	2%
Due to internal cost cutting	11	3	1	*	*	1	4	2	7	3	*	1	*	6
	14%	20%	9%	*%	*%	47%	70%	21%	39%	20%	1%	10%	*%	52%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	1	-	1	*	1	2	*	*	2	-	1
	6%	5%	7%	12%	-%	53%	5%	5%	11%	*%	2%	16%	-%	7%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	113	42	19	24	6	12	26	29	23	10	16
Effective base	34	13	7	8	1	3	10	10	4	3	6
Weighted Base	77	26	11	14	5	8	19	19	9	7	8
Price increases	34	14	5	7	*	1	8	12	3	*	5
	45%	55%	48%	47%	1%	11%	43%	61%	29%	*%	65%
Changes in the type of mail sent	25	5	2	9	*	4	3	5	4	6	*
	33%	18%	19%	62%	4%	52%	16%	24%	41%	90%	2%
Better quality of service	14	8	2	2	*	1	7	4	2	1	1
	19%	33%	21%	12%	1%	13%	38%	22%	18%	10%	13%
Became more aware of alternatives	17	1	2	4	5	*	5	*	6	*	*
	22%	2%	20%	28%	95%	2%	25%	*%	64%	6%	2%
Due to internal cost cutting	11	3	*	*	*	6	3	*	1	4	3
	14%	13%	2%	1%	*%	81%	16%	1%	15%	56%	34%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	*	1	2	-	1	*	1	1	-	1
	6%	2%	6%	12%	-%	8%	1%	7%	13%	-%	11%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	113	24	23	31	11	15	76	27	4	92	21	94	9
Effective base	34	8	5	12	3	4	25	8	1	27	8	26	3
Weighted Base	77	14	7	23	8	10	41	22	*	67	10	56	7
Price increases	34	8	2	13	3	1	20	8	*	28	6	24	3
	45%	60%	24%	56%	37%	11%	50%	38%	14%	42%	60%	42%	45%
Changes in the type of mail sent	25	*	3	8	*	6	10	7	*	23	2	16	4
	33%	1%	43%	34%	3%	62%	25%	30%	82%	35%	21%	29%	52%
Better quality of service	14	7	4	3	*	1	13	2	*	13	2	13	*
	19%	48%	51%	12%	1%	13%	31%	8%	3%	19%	17%	23%	5%
Became more aware of alternatives	17	1	3	3	5	*	2	9	-	15	1	11	*
	22%	5%	45%	12%	54%	2%	5%	41%	-%	23%	14%	19%	5%
Due to internal cost cutting	11	3	*	1	*	6	11	*	*	11	*	6	4
	14%	18%	7%	5%	2%	66%	26%	*%	82%	16%	4%	12%	52%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	1	1	2	*	4	*	*	2	2	2	1
	6%	6%	8%	5%	22%	1%	11%	1%	3%	4%	21%	4%	20%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	113	71	34	66	41	96	7	70	35	69	38
Effective base	34	24	7	23	9	27	2	22	9	23	9
Weighted Base	77	50	12	47	17	60	3	45	16	48	16
Price increases	34	25	3	23	6	26	1	23	5	23	6
	45%	51%	21%	50%	32%	43%	34%	51%	29%	48%	37%
Changes in the type of mail sent	25	12	6	10	7	18	2	10	7	12	6
	33%	23%	47%	22%	42%	30%	59%	22%	45%	24%	36%
Better quality of service	14	10	5	9	5	13	*	10	5	10	5
	19%	19%	40%	20%	30%	22%	8%	21%	29%	20%	30%
Became more aware of alternatives	17	10	1	10	1	11	*	10	1	10	1
	22%	20%	11%	21%	8%	18%	8%	22%	8%	21%	7%
Due to internal cost cutting	11	4	7	4	7	10	-	4	7	4	7
	14%	8%	56%	9%	41%	17%	-%	9%	42%	8%	44%
			a		a				a		a
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	3	3	1	2	1	3	1	2	2
	6%	2%	20%	7%	8%	4%	35%	6%	7%	5%	14%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	113	93	37	16	-	95	41	15	-	98	43	23	-
Effective base	34	27	9	5	-	29	9	3	-	29	10	5	-
Weighted Base	77	57	19	2	-	60	19	4	-	54	18	12	-
Price increases	34	25	5	*	-	27	5	*	-	25	3	4	-
	45%	45%	27%	16%	-%	46%	27%	9%	-%	46%	19%	32%	-%
Changes in the type of mail sent	25	16	8	1	-	16	6	1	-	16	6	2	-
	33%	28%	39%	70%	-%	27%	31%	34%	-%	31%	32%	15%	-%
Better quality of service	14	12	5	1	-	13	9	1	-	11	11	2	-
	19%	21%	28%	33%	-%	21%	45%	33%	-%	21%	57% a	18%	-%
Became more aware of alternatives	17	11	1	1	-	11	1	*	-	7	1	5	-
	22%	20%	4%	44%	-%	18%	5%	10%	-%	13%	5%	39%	-%
Due to internal cost cutting	11	10	9	*	-	10	10	3	-	9	11	4	-
	14%	17%	45%	24%	-%	16%	56% a	85%	-%	17%	58% a	33%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	1	*	-	4	1	*	-	4	1	*	-
	6%	6%	5%	16%	-%	6%	6%	10%	-%	8%	8%	3%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	*a	b	c	*d	*e
Unweighted Base	113	69	80	53	83	51	9	28	32	37	7	4
Effective base	34	19	23	17	24	12	2	10	9	9	1	1
Weighted Base	77	39	49	27	52	29	3	17	16	16	2	2
Price increases	34	16	19	11	21	5	1	5	4	3	*	*
	45%	41%	38%	39%	40%	18%	36%	31%	28%	18%	8%	3%
Changes in the type of mail sent	25	9	17	5	15	12	*	1	5	3	*	*
	33%	22%	34%	17%	29%	41%	2%	6%	29%	21%	7%	5%
Better quality of service	14	11	12	10	12	10	1	9	8	7	*	*
	19%	28%	25%	36%	23%	35%	29%	55%	52%	46%	2%	3%
Became more aware of alternatives	17	9	9	5	9	5	*	3	3	3	*	*
	22%	23%	18%	20%	17%	18%	7%	15%	20%	20%	7%	3%
Due to internal cost cutting	11	6	11	6	10	10	3	5	3	5	2	2
	14%	16%	22%	22%	20%	33%	82%	32%	22%	30%	92%	98%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	2	2	3	2	1	*	2	1	3	*	*
	6%	6%	3%	12%	4%	4%	9%	14%	6%	17%	9%	2%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	113	47	66	-	-	67	71	97	56	52	89	49	17	-	93	6
Effective base	34	17	17	-	-	20	19	29	14	11	24	12	3	-	27	4
Weighted Base	77	38	39	-	-	35	36	57	33	20	52	26	5	-	66	7
Price increases	34	20	14	-	-	25	13	30	9	4	22	10	1	-	26	7
	45%	53%	36%	-%	-%	69% bde	36%	53%	27%	18%	44%	40%	23%	-%	39%	99%
Changes in the type of mail sent	25	11	14	-	-	6	10	15	11	10	14	7	2	-	25	*
	33%	29%	36%	-%	-%	18%	29%	27%	32%	50%	27%	26%	36%	-%	38%	1%
Better quality of service	14	4	10	-	-	8	11	13	9	7	12	8	3	-	13	-
	19%	11%	26%	-%	-%	22%	31%	23%	29%	34%	23%	30%	73%	-%	20%	-%
Became more aware of alternatives	17	6	10	-	-	4	4	7	13	2	11	7	*	-	14	*
	22%	16%	27%	-%	-%	11%	12%	13%	40%	10%	22%	25%	3%	-%	21%	*%
Due to internal cost cutting	11	6	5	-	-	4	10	11	6	7	10	4	3	-	11	-
	14%	16%	12%	-%	-%	12%	28%	19%	19%	35%	19%	17%	76%	-%	16%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	1	4	-	-	3	4	5	4	3	4	4	*	-	4	-
	6%	2%	9%	-%	-%	9%	11%	8%	12%	13%	7%	13%	1%	-%	6%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	113	97	16	52	1	48	16	40	61	10	40	46	25
Effective base	34	28	7	14	1	13	4	12	16	4	14	13	7
Weighted Base	77	66	11	17	3	21	5	27	34	13	20	37	17
Price increases	34	25	9	7	3	9	1	11	18	4	12	13	8
	45%	38%	83%	40%	100%	44%	20%	41%	52%	30%	60%	34%	48%
Changes in the type of mail sent	25	25	*	5	-	9	*	12	4	9	4	12	9
	33%	37%	3%	31%	-%	43%	10%	46%	11%	70%	21%	32%	53%
								b					
Better quality of service	14	14	1	5	-	5	1	3	11	1	5	8	1
	19%	21%	5%	31%	-%	24%	11%	12%	31%	6%	25%	22%	8%
Became more aware of alternatives	17	16	*	3	-	3	*	3	6	5	1	13	*
	22%	24%	4%	15%	-%	12%	*%	13%	19%	41%	7%	36%	1%
Due to internal cost cutting	11	11	-	5	-	7	2	4	6	1	4	6	*
	14%	17%	-%	31%	-%	32%	53%	14%	18%	9%	22%	17%	2%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	3	2	3	-	2	2	4	1	*	2	1	2
	6%	4%	19%	15%	-%	9%	35%	13%	2%	1%	11%	2%	9%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	113	80	33
Effective base	34	22	11
Weighted Base	77	54	23
Price increases	34	25	9
	45%	46%	41%
Changes in the type of mail sent	25	18	7
	33%	33%	32%
Better quality of service	14	9	6
	19%	16%	24%
Became more aware of alternatives	17	14	3
	22%	26%	12%
Due to internal cost cutting	11	5	6
	14%	9%	27%
Cost implications	-	-	-
	-%	-%	-%
First class is not much quicker than second	-	-	-
	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-
	-%	-%	-%
Convenience	5	3	1
	6%	6%	6%
Other	-	-	-
	-%	-%	-%
Don't know	-	-	-
	-%	-%	-%

Columns Tested:: a,b

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	113	4	13	9	11	2	25	1	14	4	10	9	11
Effective base	34	1	3	2	3	2	9	1	5	1	4	5	4
Weighted Base	77	*	11	6	4	4	24	*	11	2	4	7	4
Price increases	34	*	2	1	3	1	10	*	5	-	3	6	4
	45%	*%	15%	12%	90%	32%	40%	100%	52%	-%	73%	82%	86%
Changes in the type of mail sent	25	*	8	4	*	3	8	-	*	*	*	1	*
	33%	100%	76%	62%	2%	68%	33%	-%	3%	5%	8%	19%	3%
Better quality of service	14	*	2	*	2	-	2	-	3	2	1	1	2
	19%	*%	16%	2%	42%	-%	8%	-%	32%	97%	19%	18%	38%
Became more aware of alternatives	17	*	5	-	*	3	7	-	*	-	*	1	*
	22%	2%	46%	-%	6%	68%	30%	-%	*%	-%	12%	13%	3%
Due to internal cost cutting	11	-	1	-	*	-	4	-	2	2	*	1	*
	14%	-%	10%	-%	7%	-%	16%	-%	20%	91%	6%	14%	9%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	5	-	*	2	*	-	*	-	*	-	1	-	*
	6%	-%	4%	25%	6%	-%	1%	-%	4%	-%	37%	-%	6%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 226 (continuation)

QV7b. And why is this?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	b	*c	d	a	b
Unweighted Base	113	26	38	19	30	64	49
Effective base	34	6	13	6	11	19	17
Weighted Base	77	17	32	13	15	49	28
Price increases	34	2	14	6	12	17	18
	45%	14%	45%	43%	81%	34%	63%
Changes in the type of mail sent	25	12	11	*	2	23	2
	33%	71%	33%	3%	11%	47%	8%
						b	
Better quality of service	14	2	3	6	3	5	9
	19%	11%	11%	43%	24%	11%	33%
Became more aware of alternatives	17	5	10	*	1	15	2
	22%	29%	32%	*%	10%	31%	5%
Due to internal cost cutting	11	1	4	4	2	5	6
	14%	6%	13%	33%	11%	10%	21%
Cost implications	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Convenience	5	2	1	*	2	3	2
	6%	12%	2%	3%	11%	5%	7%
Other	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Table 227

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	1	352	320	27	3	2	32
	18%	*%	20%	17%	35%	34%	43%	36%
			a		a	a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	241	2	239	222	15	3	2	19
	12%	1%	13%	12%	19%	29%	32%	21%
			a		a	a	abe	a
Publications, such as magazines, periodicals, customer newsletters	133	9	123	119	10	2	1	14
	7%	4%	7%	6%	14%	25%	21%	15%
					a	a	a	a
Other	61	2	59	59	2	*	*	2
	3%	1%	3%	3%	2%	3%	1%	2%
None of these	1334	214	1120	1298	32	3	1	37
	67%	94%	63%	68%	42%	36%	30%	41%
		b		bcde	d			
NET: Send bulk mail	666	14	651	612	44	6	4	53
	33%	6%	37%	32%	58%	64%	70%	59%
			a		a	a	ab	a

Columns Tested:: a,b - a,b,c,d,e

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	142	151	28	16	14	2	320	27	5
	18%	14%	20%	20%	30%	44%	43%	17%	35%	37%
			a		abg	abcg	abcg		abcg	abcg
Advertising and promotional material, such as catalogues, brochures and direct mail	241	90	103	29	11	7	2	222	15	4
	12%	9%	14%	21%	20%	21%	32%	12%	19%	30%
			a	ag	ag	ag	abgh		ag	abg
Publications, such as magazines, periodicals, customer newsletters	133	64	48	7	8	4	1	119	10	3
	7%	6%	6%	5%	16%	13%	21%	6%	14%	24%
					abcg	abg	abcg		abcg	abcg
Other	61	24	33	2	2	*	*	59	2	*
	3%	2%	4%	2%	3%	1%	1%	3%	2%	2%
None of these	1334	754	461	83	23	12	1	1298	32	5
	67%	73%	62%	59%	45%	36%	30%	68%	42%	34%
		bcdefhi	defhi	defhi	f			defhi	f	
NET: Send bulk mail	666	276	280	57	29	21	4	612	44	9
	33%	27%	38%	41%	55%	64%	70%	32%	58%	66%
			a	a	abcg	abcg	abcdgh		abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	249	71	27	3	2	205	78	22	13	20
	18%	16%	20%	35%	34%	43%	16%	26%	33%	38%	34%
				ab	ab	ab		a	a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	241	158	64	15	3	2	129	60	12	10	10
	12%	10%	18%	19%	29%	32%	10%	20%	18%	28%	17%
			a	a	a	abc		a		a	
Publications, such as magazines, periodicals, customer newsletters	133	96	23	10	2	1	74	25	8	3	7
	7%	6%	7%	14%	25%	21%	6%	8%	12%	8%	12%
				ab	ab	ab					
Other	61	49	10	2	*	*	40	3	4	*	4
	3%	3%	3%	2%	3%	1%	3%	1%	6%	1%	7%
None of these	1334	1089	209	32	3	1	861	170	29	13	25
	67%	70%	59%	42%	36%	30%	69%	57%	43%	39%	44%
		bcde	cde	e			bcde				
NET: Send bulk mail	666	469	143	44	6	4	389	129	39	21	33
	33%	30%	41%	58%	64%	70%	31%	43%	57%	61%	56%
			a	ab	ab	abc		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	43	27	68	9	35	52	36	34	24
	18%	24%	18%	21%	13%	19%	17%	14%	22%	16%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	27	24	59	2	28	25	22	19	15
	12%	15%	17%	19%	3%	15%	8%	9%	12%	10%
				df						
Publications, such as magazines, periodicals, customer newsletters	133	11	16	15	5	15	19	13	11	8
	7%	6%	11%	5%	7%	8%	6%	5%	7%	5%
Other	61	1	3	13	2	5	9	12	8	4
	3%	*%	2%	4%	2%	3%	3%	5%	5%	2%
None of these	1334	108	90	188	53	117	211	181	95	108
	67%	60%	61%	59%	76%	64%	68%	72%	61%	74%
NET: Send bulk mail	666	72	56	130	17	66	101	69	60	39
	33%	40%	39%	41%	24%	36%	32%	28%	39%	26%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	67	103	156	327	26	17	5	4
	18%	17%	22%	18%	19%	11%	14%	6%	10%
		g	egh	eg	egh				
Advertising and promotional material, such as catalogues, brochures and direct mail	241	45	70	107	222	19	7	10	2
	12%	11%	15%	12%	13%	8%	6%	12%	4%
		h	efh	h	eh			h	
Publications, such as magazines, periodicals, customer newsletters	133	28	38	47	114	19	9	7	3
	7%	7%	8%	5%	6%	8%	7%	9%	7%
Other	61	10	11	34	56	5	3	2	1
	3%	3%	2%	4%	3%	2%	3%	2%	2%
None of these	1334	278	292	580	1150	185	91	62	32
	67%	70%	61%	66%	65%	77%	76%	77%	80%
						bcd	bcd	bcd	bcd
NET: Send bulk mail	666	122	188	300	610	55	29	18	8
	33%	30%	39%	34%	35%	23%	24%	23%	20%
			efgh	efgh	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	6	29	38	83	44	6	12	16	148
	18%	7%	24% af	25% aefi	31% aefi	13%	7%	22%	24% af	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	8	26	31	54	35	6	6	11	90
	12%	10%	22% ei	20% i	20% ei	11%	7%	12%	17%	9%
Publications, such as magazines, periodicals, customer newsletters	133	1	14	14	8	11	11	6	8	73
	7%	1%	12% de	10%	3%	3%	12% de	10%	13% de	8%
Other	61	*	5	5	4	11	7	-	8	26
	3%	1%	4%	3%	2%	3%	7%	-%	13% adei	3%
None of these	1334	68	68	83	131	241	63	38	33	677
	67%	82% bcdh	57%	56%	49%	74% bcdh	68% d	71%	52%	70% bcdh
NET: Send bulk mail	666	15	52	66	137	87	29	16	31	286
	33%	18%	43% aei	44% aei	51% aefi	26%	32%	29%	48% aei	30%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	127	51	175	299	53	313	39	342	11
	18%	25% bc	12%	16%	18%	16%	17%	23%	18%	18%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	93	42	107	215	26	199	42	236	5
	12%	19% bc	10%	10%	13%	8%	11%	25% a	12%	9%
Publications, such as magazines, periodicals, customer newsletters	133	24	22	87	114	19	110	23	133	-
	7%	5%	5%	8%	7%	6%	6%	14% a	7%	-%
Other	61	9	18	34	54	7	59	3	57	4
	3%	2%	4%	3%	3%	2%	3%	2%	3%	7%
None of these	1334	283	304	748	1094	241	1261	74	1295	40
	67%	57%	72% a	69% a	66%	72%	69% b	44%	67%	66%
NET: Send bulk mail	666	217	116	332	574	92	571	95	645	20
	33%	43% bc	28%	31%	34%	28%	31%	56% a	33%	34%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	182	95	74	264	46	17	26	310	43
	18%	15%	28%	17%	16%	22%	37%	45%	16%	42%
			ac				ae	abe		abe
Advertising and promotional material, such as catalogues, brochures and direct mail	241	123	65	47	183	24	6	27	207	34
	12%	10%	19%	11%	11%	12%	13%	48%	11%	32%
			ac					abce		abe
Publications, such as magazines, periodicals, customer newsletters	133	48	43	42	95	14	7	17	108	24
	7%	4%	13%	10%	6%	6%	15%	31%	6%	24%
			a	a				abe		abe
Other	61	27	13	22	43	17	1	1	60	2
	3%	2%	4%	5%	3%	8%	2%	2%	3%	2%
				a		ae				
None of these	1334	884	168	278	1174	125	26	8	1300	35
	67%	72%	50%	65%	70%	60%	56%	15%	69%	33%
		b		b	bdf	df	d		df	
NET: Send bulk mail	666	339	171	147	512	85	20	48	597	69
	33%	28%	50%	35%	30%	40%	44%	85%	31%	67%
			ac			a		abce		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	111	153	89	338	289	348	299	249	353
	18%	11%	22%	28%	20%	20%	19%	22%	28%	53%
			a	a					abcd	abcde
Advertising and promotional material, such as catalogues, brochures and direct mail	241	85	98	58	222	199	234	208	166	241
	12%	8%	14%	18%	13%	14%	13%	15%	19%	36%
			a	a					abc	abcde
Publications, such as magazines, periodicals, customer newsletters	133	27	68	38	124	109	128	112	89	133
	7%	3%	10%	12%	7%	8%	7%	8%	10%	20%
			a	a						abcde
Other	61	20	23	19	53	46	57	41	32	61
	3%	2%	3%	6%	3%	3%	3%	3%	4%	9%
				a						abcde
None of these	1334	781	394	160	1116	896	1184	837	448	-
	67%	78%	57%	51%	64%	63%	65%	61%	50%	-%
		bc			ef	ef	ef	ef	f	
NET: Send bulk mail	666	220	291	154	617	536	647	546	441	666
	33%	22%	43%	49%	36%	37%	35%	39%	50%	100%
			a	a					abcd	abcde

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	49	190	21	37	11	18	22	51
	18%	12%	17%	22%	40%	23%	42%	46%	36%
					ab		ab	abc	ab
Advertising and promotional material, such as catalogues, brochures and direct mail	241	31	115	21	28	13	13	12	38
	12%	8%	11%	22%	30%	27%	30%	25%	27%
				ab	ab	ab	ab	ab	ab
Publications, such as magazines, periodicals, customer newsletters	133	9	61	12	13	12	12	10	33
	7%	2%	6%	12%	14%	24%	28%	20%	24%
				a	ab	ab	ab	ab	ab
Other	61	15	26	-	8	3	5	-	8
	3%	4%	2%	-%	8%	7%	12%	-%	6%
					b		bc		
None of these	1334	318	747	52	23	18	12	13	43
	67%	77%	69%	53%	25%	37%	27%	28%	31%
		bcdefgh	cdefgh	dfh					
NET: Send bulk mail	666	95	339	46	71	31	31	34	96
	33%	23%	31%	47%	75%	63%	73%	72%	69%
			a	ab	abc	ab	abc	ab	abc

Columns Tested:: a,b,c,d,e,f,g,h

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	230	36	27	21	11	12	2	150	74	19	5	18	3	20
	18%	17%	23%	34%	35%	44%	40%	14%	14%	41%	25%	20%	42%	19%	68%
				a	a	a	a			a			a		acdf
Advertising and promotional material, such as catalogues, brochures and direct mail	241	134	33	22	14	3	13	3	102	51	17	4	13	4	8
	12%	10%	22%	28%	23%	14%	42%	20%	10%	29%	22%	14%	31%	28%	27%
			a	a	a		a			a	a		a	a	
Publications, such as magazines, periodicals, customer newsletters	133	60	18	17	10	4	9	6	56	19	9	2	15	5	3
	7%	4%	12%	21%	18%	17%	28%	46%	5%	11%	12%	9%	34%	32%	12%
			a	a	a	a	a	ab					ab	abcd	
Other	61	39	*	3	6	5	-	-	29	5	3	1	7	-	-
	3%	3%	*%	3%	11%	21%	-%	-%	3%	3%	4%	3%	16%	-%	-%
					ab	ab							ab		
None of these	1334	974	76	29	15	8	10	5	763	62	35	16	9	9	3
	67%	71%	50%	36%	26%	33%	32%	34%	72%	35%	47%	58%	20%	54%	11%
		bcdef	d						bceg		g	beg		eg	
NET: Send bulk mail	666	400	77	51	44	16	21	9	301	117	39	12	34	7	25
	33%	29%	50%	64%	74%	67%	68%	66%	28%	65%	53%	42%	80%	46%	89%
			a	a	ab	a	a			ad	a		adf		acdf

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	147	38	55	18	15	4	23	41	91	92	98	37	31
	18%	16%	24%	49%	30%	45%	11%	53%	38%	10%	24%	27%	31%	43%
				abf	a	af		abf	a		a	a	a	ab
Advertising and promotional material, such as catalogues, brochures and direct mail	241	96	36	33	21	6	4	12	22	68	66	61	21	17
	12%	10%	23%	29%	34%	19%	13%	27%	20%	8%	17%	17%	18%	24%
			a	a	a			a	a		a	a	a	a
Publications, such as magazines, periodicals, customer newsletters	133	34	27	18	5	4	8	16	28	43	31	26	19	7
	7%	4%	17%	16%	8%	14%	25%	36%	26%	5%	8%	7%	17%	9%
			a	a		a	a	ad	ad				ac	
Other	61	26	*	3	1	4	7	1	11	25	6	13	5	8
	3%	3%	*%	2%	1%	12%	20%	2%	10%	3%	2%	4%	4%	12%
						ab	abcd		ab					ab
None of these	1334	668	80	34	22	11	13	8	33	677	217	207	52	28
	67%	71%	50%	31%	35%	35%	42%	19%	31%	76%	56%	57%	45%	39%
		bcdefgh	cgh							bcde				
NET: Send bulk mail	666	273	81	78	40	21	19	35	75	209	172	156	64	44
	33%	29%	50%	69%	65%	65%	58%	81%	69%	24%	44%	43%	55%	61%
			a	ab	a	a	a	ab	ab		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	116	76	95	33	18	108	73	57	27	24
	18%	12%	22%	33%	37%	47%	14%	27%	24%	31%	40%
			a	a	a	ab		a	a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	241	83	56	58	16	8	77	49	37	19	17
	12%	9%	16%	20%	18%	20%	10%	19%	16%	22%	28%
			a	a				a		a	a
Publications, such as magazines, periodicals, customer newsletters	133	48	31	22	15	6	46	26	18	16	3
	7%	5%	9%	8%	17%	15%	6%	10%	8%	18%	4%
					a					a	
Other	61	21	6	13	5	8	27	8	2	3	4
	3%	2%	2%	4%	5%	21%	3%	3%	1%	4%	7%
						abc					c
None of these	1334	730	189	145	37	10	549	137	143	37	27
	67%	76%	55%	50%	42%	26%	71%	52%	60%	43%	45%
		bcde	e				bcde				
NET: Send bulk mail	666	236	153	147	52	29	229	128	95	50	33
	33%	24%	45%	50%	58%	74%	29%	48%	40%	57%	55%
			a	a	a	ab		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	115	43	93	30	17	174	39	85	274	79	293	45
	18%	16%	22%	31%	26%	33%	21%	32%	19%	16%	29%	18%	42%
				a		a					a		a
Advertising and promotional material, such as catalogues, brochures and direct mail	241	75	36	58	24	8	144	27	37	177	64	183	38
	12%	11%	18%	19%	21%	16%	18%	22%	8%	10%	23%	11%	36%
				a	a		c	c			a		a
Publications, such as magazines, periodicals, customer newsletters	133	33	27	24	19	8	73	19	19	98	35	108	15
	7%	5%	13%	8%	16%	17%	9%	16%	4%	6%	13%	7%	14%
			a		a	a	c	c			a		
Other	61	21	3	6	6	5	23	-	18	52	9	51	2
	3%	3%	2%	2%	5%	9%	3%	-%	4%	3%	3%	3%	2%
None of these	1334	483	114	158	57	18	492	41	297	1207	128	1091	26
	67%	69%	57%	53%	50%	35%	61%	34%	68%	70%	47%	67%	24%
		bcde					b		b	b		b	
NET: Send bulk mail	666	219	87	142	57	33	321	80	141	519	146	535	83
	33%	31%	43%	47%	50%	65%	39%	66%	32%	30%	53%	33%	76%
			a	a	a	a		ac			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	220	69	130	169	291	47	228	60	142	157
	18%	17%	42% a	15%	32% a	18%	45% a	18%	37% a	17%	30% a
Advertising and promotional material, such as catalogues, brochures and direct mail	241	145	54	97	110	182	40	146	54	104	104
	12%	11%	33% a	11%	21% a	11%	38% a	11%	33% a	12%	20% a
Publications, such as magazines, periodicals, customer newsletters	133	79	31	51	61	111	12	73	36	52	60
	7%	6%	19% a	6%	11% a	7%	12%	6%	22% a	6%	12% a
Other	61	40	6	20	20	51	2	40	5	20	21
	3%	3%	4%	2%	4%	3%	2%	3%	3%	2%	4%
None of these	1334	850	46	587	250	1094	22	851	45	588	249
	67%	67% b	28%	69% b	47%	67% b	21%	67% b	28%	68% b	48%
NET: Send bulk mail	666	418	118	259	287	535	83	419	117	275	271
	33%	33%	72% a	31%	53% a	33%	79% a	33%	72% a	32%	52% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	245	220	61	-	222	175	43	-	241	145	60	*
	18%	26%	16%	25%	-%	26%	18%	22%	-%	24%	19%	24%	100%
		b		b		b							
Advertising and promotional material, such as catalogues, brochures and direct mail	241	177	111	30	-	170	101	26	1	173	73	41	-
	12%	19%	8%	12%	-%	20%	10%	14%	100%	17%	10%	17%	-%
		b				b				b		b	
Publications, such as magazines, periodicals, customer newsletters	133	87	76	23	-	88	58	18	-	89	42	25	-
	7%	9%	6%	9%	-%	10%	6%	9%	-%	9%	5%	10%	-%
		b				b							
Other	61	21	51	12	-	25	33	10	-	29	21	8	-
	3%	2%	4%	5%	-%	3%	3%	5%	-%	3%	3%	3%	-%
None of these	1334	495	956	148	4	448	688	124	-	568	530	151	-
	67%	53%	71%	61%	100%	52%	69%	65%	-%	57%	69%	61%	-%
			a				a	a			a		
NET: Send bulk mail	666	432	384	93	-	410	304	67	1	431	236	98	*
	33%	47%	29%	39%	-%	48%	31%	35%	100%	43%	31%	39%	100%
		b				bc				b			

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	285	234	160	261	187	27	111	125	113	26	12
	18%	18%	19%	17%	21%	18%	72% ab	18%	23%	22%	19%	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	170	139	100	158	101	15	60	65	74	18	6
	12%	11%	11%	11%	12%	10%	39% ab	10%	12%	14%	13%	8%
Publications, such as magazines, periodicals, customer newsletters	133	105	82	55	87	63	13	33	43	32	6	5
	7%	7%	7%	6%	7%	6%	34% ab	5%	8%	6%	5%	6%
Other	61	51	44	27	42	31	4	23	14	18	7	1
	3%	3%	4%	3%	3%	3%	10%	4%	3%	3%	5%	1%
None of these	1334	1071	827	661	808	720	1	437	340	338	94	63
	67%	68%	66%	70%	64% c	69% c	3%	71%	63%	65%	69%	81%
NET: Send bulk mail	666	509	418	284	455	317	36	178	196	183	42	15
	33%	32%	34%	30%	36%	31%	97% ab	29%	37%	35%	31%	19%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	46	38	25	20	277	217	316	193	187	240	251	67	1	246	21
	18%	21%	37% a	22%	47% a	17%	21%	18%	17%	19%	27% b	16%	31% b	100%	18%	14%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	41	32	21	5	200	132	216	141	121	158	149	42	-	158	29
	12%	18%	32%	18%	12%	12%	13%	13%	12%	12%	18% b	9%	19% b	-%	11%	19%
Publications, such as magazines, periodicals, customer newsletters	133	29	22	14	4	94	77	105	92	78	84	88	28	-	92	12
	7%	13%	22%	12%	10%	6%	7%	6%	8%	8%	10% b	6%	13% b	-%	7%	8%
Other	61	6	3	6	5	46	29	48	29	33	24	46	9	1	43	8
	3%	3%	3%	6%	11%	3%	3%	3%	2%	3%	3%	3%	4%	100%	3%	5%
None of these	1334	113	22	62	16	1127	669	1151	788	653	467	1132	118	-	952	85
	67%	50% b	22%	54% b	37%	69%	65%	67%	68%	66%	53%	72% ac	56%	-%	68%	57%
NET: Send bulk mail	666	113	79	53	26	509	366	567	369	338	411	443	95	1	450	65
	33%	50%	78% ac	46%	63%	31%	35%	33%	32%	34%	47% b	28%	44% b	100%	32%	43%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	170	146	168	23	105	103	65	243	40	60	110	172
	18%	22%	13%	27%	48%	35%	22%	25%	18%	11%	18%	28%	14%
		b				b		c	c			ac	
Advertising and promotional material, such as catalogues, brochures and direct mail	241	122	83	108	13	84	58	65	138	33	58	62	118
	12%	16%	7%	17%	26%	28%	12%	25%	10%	9%	17%	16%	10%
		b				b		bc			c	c	
Publications, such as magazines, periodicals, customer newsletters	133	85	36	55	3	43	30	42	70	20	29	50	53
	7%	11%	3%	9%	7%	14%	6%	16%	5%	6%	9%	13%	4%
		b				b		bc			c	c	
Other	61	32	27	19	2	15	9	12	33	16	8	16	37
	3%	4%	2%	3%	4%	5%	2%	4%	2%	4%	2%	4%	3%
None of these	1334	433	854	340	15	106	304	124	938	261	206	186	904
	67%	56%	77%	55%	32%	36%	65%	47%	69%	72%	62%	48%	74%
			a				a		a	a	b		ab
NET: Send bulk mail	666	342	254	283	33	192	165	139	416	101	125	202	324
	33%	44%	23%	45%	68%	64%	35%	53%	31%	28%	38%	52%	26%
		b				b		bc			c	ac	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	196	156
	18%	21%	15%
		b	
Advertising and promotional material, such as catalogues, brochures and direct mail	241	147	94
	12%	15%	9%
		b	
Publications, such as magazines, periodicals, customer newsletters	133	77	55
	7%	8%	5%
Other	61	36	26
	3%	4%	2%
None of these	1334	569	766
	67%	59%	73%
			a
NET: Send bulk mail	666	388	277
	33%	41%	27%
		b	

Columns Tested:: a,b

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	3	65	19	6	24	72	2	61	21	10	36	34
	18%	8%	21%	12%	7%	19%	25%	8%	20%	12%	13%	17%	16%
			d				di		d				
Advertising and promotional material, such as catalogues, brochures and direct mail	241	3	12	17	8	13	64	1	36	33	7	17	29
	12%	7%	4%	11%	9%	10%	23%	8%	12%	19%	9%	8%	14%
							bhjk		b	bk			b
Publications, such as magazines, periodicals, customer newsletters	133	1	13	7	3	14	35	2	15	11	7	14	12
	7%	4%	4%	5%	3%	11%	12%	11%	5%	6%	8%	6%	6%
							bh						
Other	61	1	21	-	1	1	7	-	6	10	2	8	4
	3%	2%	7%	-%	1%	1%	3%	-%	2%	6%	2%	4%	2%
			c							c			
None of these	1334	29	213	116	73	77	151	14	198	120	54	157	133
	67%	83%	68%	75%	82%	60%	53%	78%	66%	66%	70%	72%	65%
		f	f	f	efhl			f			f	f	
NET: Send bulk mail	666	6	98	38	15	50	133	4	104	61	23	61	72
	33%	17%	32%	25%	18%	40%	47%	22%	34%	34%	30%	28%	35%
						d	abcdgjk		d				d

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 227 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	353	86	102	84	80	189	164
	18%	17%	20%	17%	16%	19%	16%
Advertising and promotional material, such as catalogues, brochures and direct mail	241	32	85	71	53	117	124
	12%	6%	17%	14%	11%	12%	12%
			ad	a			
Publications, such as magazines, periodicals, customer newsletters	133	21	52	27	32	73	59
	7%	4%	10%	5%	6%	7%	6%
			a				
Other	61	22	10	16	15	31	30
	3%	4%	2%	3%	3%	3%	3%
None of these	1334	358	301	331	344	659	676
	67%	72%	60%	66%	69%	66%	68%
		b					
NET: Send bulk mail	666	142	199	169	156	341	324
	33%	28%	40%	34%	31%	34%	32%
			a				

Columns Tested:: a,b,c,d - a,b

Table 228

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	853	41	812	448	196	64	145	405
Effective base	286	8	278	245	96	35	74	133
Weighted Base	667	14	653	613	44	6	4	53
Royal Mail unsorted bulk mail	96	2	94	84	10	1	1	12
	14%	14%	14%	14%	23%	21%	21%	23%
					a			a
Royal Mail sorted bulk mail	147	2	145	131	12	2	1	16
	22%	13%	22%	21%	28%	39%	39%	30%
						a	a	
Royal Mail Wholesale Access	66	-	66	61	4	1	1	5
	10%	-%	10%	10%	9%	13%	18%	10%
Bulk mail product from a different provider (please specify)	6	1	5	6	-	-	-	-
	1%	4%	1%	1%	-%	-%	-%	-%
Do not use a specific product for bulk mail	421	10	411	396	22	2	1	26
	63%	69%	63%	64%	50%	42%	36%	48%
				bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	853	152	216	80	119	141	145	448	196	209
Effective base	286	97	116	44	60	59	74	245	96	77
Weighted Base	667	276	280	58	29	21	4	613	44	9
Royal Mail unsorted bulk mail	96	40	38	6	7	5	1	84	10	2
	14%	15%	13%	11%	23%	23%	21%	14%	23% g	21%
Royal Mail sorted bulk mail	147	51	65	15	8	7	1	131	12	4
	22%	19%	23%	25%	26%	33% a	39% abg	21%	28%	39% abg
Royal Mail Wholesale Access	66	20	38	3	3	2	1	61	4	1
	10%	7%	14%	5%	9%	10%	18% ac	10%	9%	15%
Bulk mail product from a different provider (please specify)	6	4	1	-	-	-	-	6	-	-
	1%	1%	1%	-%	-%	-%	-%	1%	-%	-%
Do not use a specific product for bulk mail	421	183	175	38	15	10	1	396	22	4
	63%	66% efhi	62% efi	65% fi	51%	47%	36%	64% defhi	50%	40%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	853	256	192	196	64	145	282	192	77	50	160
Effective base	286	164	108	96	35	74	142	70	22	15	29
Weighted Base	667	469	144	44	6	4	390	129	39	21	33
Royal Mail unsorted bulk mail	96	66	18	10	1	1	47	25	6	4	7
	14%	14%	12%	23%	21%	21%	12%	20%	14%	19%	21%
Royal Mail sorted bulk mail	147	97	34	12	2	1	70	35	12	6	12
	22%	21%	23%	28%	39%	39%	18%	27%	31%	28%	37%
					a	ab					a
Royal Mail Wholesale Access	66	48	13	4	1	1	29	20	2	5	6
	10%	10%	9%	9%	13%	18%	8%	15%	5%	23%	17%
Bulk mail product from a different provider (please specify)	6	4	1	-	-	-	3	2	-	-	-
	1%	1%	1%	-%	-%	-%	1%	1%	-%	-%	-%
Do not use a specific product for bulk mail	421	304	91	22	2	1	270	62	24	13	17
	63%	65%	63%	50%	42%	36%	69%	48%	61%	60%	52%
		cde	de				b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	853	61	53	107	21	64	69	50	56	44
Effective base	286	31	26	52	7	25	37	26	24	19
Weighted Base	667	72	56	130	17	66	101	69	61	39
Royal Mail unsorted bulk mail	96	14	8	23	1	12	9	4	12	3
	14%	20%	15%	17%	4%	19%	9%	6%	19%	6%
Royal Mail sorted bulk mail	147	10	8	19	11	16	28	15	20	8
	22%	14%	14%	14%	65%	23%	27%	21%	33%	19%
Royal Mail Wholesale Access	66	8	4	8	2	9	9	6	10	3
	10%	11%	8%	6%	11%	14%	9%	8%	16%	8%
Bulk mail product from a different provider (please specify)	6	2	-	-	-	1	3	-	-	-
	1%	2%	-%	-%	-%	1%	2%	-%	-%	-%
Do not use a specific product for bulk mail	421	53	39	85	5	40	61	47	31	28
	63%	73%	69%	65%	33%	60%	61%	68%	51%	73%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	853	129	170	226	525	328	116	100	112
Effective base	286	51	81	115	246	85	38	27	34
Weighted Base	667	122	189	300	611	55	29	18	8
Royal Mail unsorted bulk mail	96	15	34	36	86	10	4	5	1
	14%	13%	18%	12%	14%	18%	14%	28%	13%
Royal Mail sorted bulk mail	147	34	38	61	133	14	8	4	2
	22%	28%	20%	20%	22%	26%	27%	25%	25%
Royal Mail Wholesale Access	66	14	22	23	59	7	5	2	1
	10%	11%	12%	8%	10%	13%	17%	10%	9%
Bulk mail product from a different provider (please specify)	6	1	2	3	5	1	*	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	-%
Do not use a specific product for bulk mail	421	74	123	193	390	31	17	9	5
	63%	60%	65%	64%	64%	57%	59%	49%	65%

Columns Tested:: a,b,c,d,e,f,g,h

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	h	i
Unweighted Base	853	23	87	96	123	144	47	29	36	355
Effective base	286	10	21	25	51	45	16	10	14	121
Weighted Base	667	15	53	67	137	87	29	16	31	286
Royal Mail unsorted bulk mail	96	2	18	18	26	9	2	1	2	35
	14%	17%	34% ei	27%	19%	10%	7%	6%	7%	12%
Royal Mail sorted bulk mail	147	2	26	26	19	27	7	6	10	50
	22%	16%	48% di	39% di	14%	31%	24%	35%	32%	18%
Royal Mail Wholesale Access	66	2	12	16	12	10	3	2	4	18
	10%	15%	23% i	24% i	9%	11%	11%	11%	15%	6%
Bulk mail product from a different provider (please specify)	6	-	*	*	1	*	2	-	-	3
	1%	-%	1%	1%	1%	*%	5%	-%	-%	1%
Do not use a specific product for bulk mail	421	9	17	26	92	47	18	10	18	200
	63%	64%	32%	39%	67% bc	54%	63%	62%	59%	70% bc

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	853	242	191	420	767	86	635	218	839	14
Effective base	286	84	61	144	251	35	237	53	278	8
Weighted Base	667	219	116	332	575	92	572	95	647	20
Royal Mail unsorted bulk mail	96	47	11	39	87	10	81	15	96	-
	14%	21%	10%	12%	15%	10%	14%	16%	15%	-%
		c								
Royal Mail sorted bulk mail	147	48	34	66	134	13	118	29	143	4
	22%	22%	29%	20%	23%	14%	21%	31%	22%	19%
Royal Mail Wholesale Access	66	30	13	24	64	3	41	25	65	1
	10%	14%	11%	7%	11%	3%	7%	27%	10%	7%
								a		
Bulk mail product from a different provider (please specify)	6	1	2	3	6	-	5	1	5	1
	1%	1%	2%	1%	1%	-%	1%	1%	1%	5%
Do not use a specific product for bulk mail	421	128	65	228	347	74	373	49	406	15
	63%	59%	56%	69%	60%	81%	65%	52%	63%	76%
						a				

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	853	362	303	182	537	175	48	93	712	141
Effective base	286	143	83	59	217	39	9	21	256	30
Weighted Base	667	340	171	147	512	86	20	48	598	69
Royal Mail unsorted bulk mail	96	45	31	16	65	13	1	18	77	19
	14%	13%	18%	11%	13%	15%	3%	38%	13%	27%
								abce		ae
Royal Mail sorted bulk mail	147	50	52	39	89	21	11	26	110	37
	22%	15%	31%	26%	17%	24%	53%	55%	18%	54%
			a				ae	abe		abe
Royal Mail Wholesale Access	66	24	25	17	42	5	3	16	47	19
	10%	7%	14%	12%	8%	6%	16%	32%	8%	28%
								abe		abe
Bulk mail product from a different provider (please specify)	6	3	2	1	4	2	-	-	6	-
	1%	1%	1%	1%	1%	2%	-%	-%	1%	-%
Do not use a specific product for bulk mail	421	243	84	93	350	50	9	12	400	21
	63%	71%	49%	63%	68%	58%	45%	25%	67%	31%
		b			df	df			df	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	853	165	372	316	812	741	833	725	584	850
Effective base	286	85	134	69	266	233	280	231	183	285
Weighted Base	667	220	291	155	619	537	648	547	442	666
Royal Mail unsorted bulk mail	96	29	36	32	89	89	96	91	81	96
	14%	13%	12%	20%	14%	16%	15%	17%	18%	14%
Royal Mail sorted bulk mail	147	26	62	58	144	130	145	141	122	146
	22%	12%	21%	38%	23%	24%	22%	26%	28%	22%
				ab						
Royal Mail Wholesale Access	66	15	27	24	62	65	66	66	60	66
	10%	7%	9%	16%	10%	12%	10%	12%	14%	10%
Bulk mail product from a different provider (please specify)	6	3	1	2	5	3	5	3	3	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Do not use a specific product for bulk mail	421	167	183	72	386	318	405	316	241	421
	63%	76%	63%	46%	62%	59%	63%	58%	54%	63%
		bc	c							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	853	74	378	71	108	78	70	54	202
Effective base	286	39	145	24	29	15	14	14	43
Weighted Base	667	95	339	46	71	31	31	36	97
Royal Mail unsorted bulk mail	96	7	49	7	6	7	6	15	27
	14%	7%	15%	14%	8%	24%	18%	41%	28%
								abd	abd
Royal Mail sorted bulk mail	147	9	69	10	18	14	10	14	39
	22%	9%	20%	22%	25%	47%	32%	40%	40%
						ab		a	ab
Royal Mail Wholesale Access	66	2	28	4	9	6	6	11	22
	10%	2%	8%	10%	13%	21%	18%	30%	23%
						a		ab	ab
Bulk mail product from a different provider (please specify)	6	3	3	-	*	-	-	-	-
	1%	3%	1%	-%	*%	-%	-%	-%	-%
Do not use a specific product for bulk mail	421	77	224	28	41	9	13	13	35
	63%	82%	66%	62%	57%	29%	42%	38%	36%
		defgh	egh	eh					

Columns Tested:: a,b,c,d,e,f,g,h

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	g
Unweighted Base	853	413	122	83	76	48	43	27	338	160	100	48	37	27	31
Effective base	286	165	41	21	18	9	10	5	130	47	28	13	11	12	10
Weighted Base	667	400	77	51	45	16	21	9	301	117	39	12	34	7	27
Royal Mail unsorted bulk mail	96	55	13	2	9	2	4	4	34	29	6	2	6	1	11
	14%	14%	17%	4%	20%	13%	19%	46%	11%	25%	14%	21%	18%	11%	41%
										a					a
Royal Mail sorted bulk mail	147	72	25	18	9	6	9	5	50	35	15	5	14	2	9
	22%	18%	33%	35%	20%	35%	46%	59%	17%	29%	40%	47%	41%	28%	34%
			a				a				a	a	a		
Royal Mail Wholesale Access	66	32	12	6	2	1	5	4	12	24	12	2	7	1	7
	10%	8%	16%	13%	5%	5%	23%	45%	4%	21%	31%	21%	20%	8%	25%
										a	a	a	a		a
Bulk mail product from a different provider (please specify)	6	3	2	*	-	-	-	-	3	-	*	-	-	-	-
	1%	1%	2%	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%
Do not use a specific product for bulk mail	421	278	36	27	27	9	5	3	219	51	17	4	12	4	10
	63%	70%	47%	53%	61%	54%	24%	36%	73%	44%	44%	33%	36%	60%	37%
		bf							bcdeg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	853	315	128	92	68	38	41	43	122	198	185	239	136	74
Effective base	286	112	40	28	21	10	8	14	32	87	70	79	28	17
Weighted Base	667	273	81	78	40	21	19	36	76	209	174	156	64	44
Royal Mail unsorted bulk mail	96	29	16	23	11	1	5	5	11	26	32	16	5	16
	14%	11%	20%	29%	28%	7%	25%	13%	14%	13%	19%	11%	7%	36%
				a	a									acd
Royal Mail sorted bulk mail	147	45	20	24	10	15	6	23	44	34	41	29	23	18
	22%	16%	24%	31%	24%	69%	32%	63%	57%	16%	23%	19%	36%	41%
						abcd		abcd	abcd				a	ac
Royal Mail Wholesale Access	66	15	9	16	11	3	4	9	16	14	20	13	3	15
	10%	5%	11%	20%	27%	16%	21%	24%	21%	7%	12%	8%	5%	35%
				a	a			a	a					abcd
Bulk mail product from a different provider (please specify)	6	1	2	-	-	-	*	-	*	3	-	3	-	-
	1%	*%	2%	-%	-%	-%	1%	-%	*%	1%	-%	2%	-%	-%
Do not use a specific product for bulk mail	421	201	40	33	15	4	12	12	27	150	100	107	36	12
	63%	73%	49%	43%	38%	18%	63%	32%	36%	72%	57%	68%	57%	27%
		bcdegh								e	e	e		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	853	251	175	223	110	51	233	170	175	98	56
Effective base	286	96	67	73	21	10	96	53	54	20	12
Weighted Base	667	236	154	147	52	29	229	129	95	50	33
Royal Mail unsorted bulk mail	96	48	15	19	1	6	29	28	11	8	12
	14%	20% d	10%	13%	2%	22%	13%	22%	12%	16%	36% ac
Royal Mail sorted bulk mail	147	45	36	27	22	14	44	29	30	18	9
	22%	19%	24%	18%	42% ac	49% ac	19%	22%	32%	37%	26%
Royal Mail Wholesale Access	66	26	11	16	3	6	22	16	10	5	11
	10%	11%	7%	11%	6%	20%	10%	12%	11%	11%	35% ac
Bulk mail product from a different provider (please specify)	6	3	2	1	-	-	*	-	3	-	-
	1%	1%	1%	1%	-%	-%	*%	-%	3%	-%	-%
Do not use a specific product for bulk mail	421	149	93	101	29	12	156	75	49	27	10
	63%	63%	61%	69%	56%	40%	68% e	58%	52%	55%	31%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	853	226	146	187	90	64	433	111	173	648	205	696	116
Effective base	286	87	39	63	23	16	139	33	57	221	65	231	34
Weighted Base	667	219	88	142	57	33	323	80	141	521	146	536	83
Royal Mail unsorted bulk mail	96	26	10	34	7	10	62	23	5	66	30	63	26
	14%	12%	11%	24%	12%	29%	19%	29%	3%	13%	20%	12%	32%
							c	c					a
Royal Mail sorted bulk mail	147	34	21	41	28	17	100	23	18	94	53	106	38
	22%	16%	23%	29%	49%	52%	31%	28%	12%	18%	36%	20%	47%
					ab	ab	c				a		a
Royal Mail Wholesale Access	66	11	6	31	9	8	48	16	2	47	20	41	21
	10%	5%	7%	22%	16%	25%	15%	20%	2%	9%	13%	8%	25%
				ab		a	c	c					a
Bulk mail product from a different provider (please specify)	6	2	*	1	-	-	1	2	-	3	3	4	1
	1%	1%	*%	1%	-%	-%	*%	2%	-%	*%	2%	1%	1%
Do not use a specific product for bulk mail	421	160	58	59	25	11	164	31	118	354	67	360	26
	63%	73%	66%	41%	43%	34%	51%	39%	84%	68%	46%	67%	31%
		cde	ce						ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	853	544	197	350	375	697	115	540	201	362	363
Effective base	286	179	54	113	118	233	33	178	56	114	117
Weighted Base	667	419	118	259	288	536	83	420	117	275	273
Royal Mail unsorted bulk mail	96	49	40	41	49	65	24	51	38	47	44
	14%	12%	34% a	16%	17%	12%	29% a	12%	32% a	17%	16%
Royal Mail sorted bulk mail	147	86	44	59	82	113	31	86	44	56	86
	22%	21%	37% a	23%	28%	21%	38% a	21%	38% a	20%	31%
Royal Mail Wholesale Access	66	36	28	33	34	47	16	33	32	33	33
	10%	9%	24% a	13%	12%	9%	19%	8%	27% a	12%	12%
Bulk mail product from a different provider (please specify)	6	*	3	-	3	3	3	*	3	-	3
	1%	*%	2%	-%	1%	1%	3%	*%	2%	-%	1%
Do not use a specific product for bulk mail	421	274	45	151	165	356	29	277	42	163	153
	63%	65% b	38%	58%	57%	67% b	35%	66% b	36%	59%	56%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	853	579	521	141	-	555	426	110	1	583	344	141	1
Effective base	286	186	168	39	-	177	133	26	1	184	104	40	1
Weighted Base	667	434	385	94	-	411	305	69	1	433	237	99	*
Royal Mail unsorted bulk mail	96	78	36	7	-	77	42	12	1	76	38	18	*
	14%	18% b	9%	8%	-%	19%	14%	17%	100%	18%	16%	18%	100%
Royal Mail sorted bulk mail	147	127	56	29	-	122	61	20	-	120	57	38	-
	22%	29% b	15%	30% b	-%	30%	20%	29%	-%	28%	24%	39%	-%
Royal Mail Wholesale Access	66	59	22	11	-	62	25	6	-	56	32	17	-
	10%	14% b	6%	11%	-%	15%	8%	9%	-%	13%	14%	17%	-%
Bulk mail product from a different provider (please specify)	6	3	4	2	-	-	3	-	-	3	*	-	-
	1%	1%	1%	2%	-%	-%	1%	-%	-%	1%	*%	-%	-%
Do not use a specific product for bulk mail	421	233	288	56	-	217	204	35	-	236	146	47	-
	63%	54%	75% a	59%	-%	53%	67% a	50%	-%	55%	62%	48%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	853	652	551	376	584	391	55	221	232	249	60	32
Effective base	286	217	176	120	191	137	15	75	79	77	19	7
Weighted Base	667	511	419	285	457	318	37	179	197	184	43	15
Royal Mail unsorted bulk mail	96	48	40	31	50	37	6	14	17	25	5	1
	14%	9%	9%	11%	11%	12%	17%	8%	9%	13%	11%	8%
Royal Mail sorted bulk mail	147	106	96	62	107	70	23	27	47	44	14	7
	22%	21%	23%	22%	23%	22%	60%	15%	24%	24%	33%	49%
							ab					a
Royal Mail Wholesale Access	66	31	44	25	44	25	3	16	20	18	4	4
	10%	6%	10%	9%	10%	8%	8%	9%	10%	10%	10%	25%
Bulk mail product from a different provider (please specify)	6	4	*	*	-	3	-	-	-	-	-	-
	1%	1%	*%	*%	-%	1%	-%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	421	357	276	187	301	212	9	136	131	115	24	7
	63%	70%	66%	66%	66%	67%	25%	76%	67%	63%	57%	46%
					c	c						

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	853	125	100	66	34	677	506	749	527	474	560	588	135	1	620	48
Effective base	286	48	30	24	10	229	160	251	165	150	184	192	41	1	202	22
Weighted Base	667	113	80	53	26	511	366	568	370	338	411	444	95	1	451	65
Royal Mail unsorted bulk mail	96	20	19	11	1	59	44	76	44	51	70	38	18	-	57	12
	14%	18%	23%	22%	6%	12%	12%	13%	12%	15%	17% b	9%	19%	-%	13%	19%
Royal Mail sorted bulk mail	147	25	31	18	6	88	90	121	87	77	113	84	33	-	102	8
	22%	22%	38%	34%	23%	17%	25%	21%	23%	23%	27% b	19%	35% b	-%	23%	12%
Royal Mail Wholesale Access	66	18	18	4	4	37	46	60	32	25	57	24	12	-	47	*
	10%	16%	22%	8%	15%	7%	13%	11%	9%	7%	14% b	5%	13%	-%	11%	*%
Bulk mail product from a different provider (please specify)	6	-	-	2	-	5	*	5	2	3	2	5	*	-	*	-
	1%	-%	-%	3%	-%	1%	*%	1%	1%	1%	*%	1%	*%	-%	*%	-%
Do not use a specific product for bulk mail	421	61	31	25	18	355	235	368	241	223	233	323	49	1	288	50
	63%	54%	39%	48%	69%	70%	64%	65%	65%	66%	57%	73% ac	51%	100%	64%	76%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	853	406	353	407	25	259	224	190	519	136	168	260	413
Effective base	286	142	116	126	12	81	74	57	176	50	54	84	144
Weighted Base	667	343	254	284	33	192	167	140	417	101	126	202	324
Royal Mail unsorted bulk mail	96	53	22	40	10	52	4	34	49	11	31	31	33
	14%	15%	9%	14%	29%	27%	3%	24%	12%	11%	25%	15%	10%
						b		b			c		
Royal Mail sorted bulk mail	147	98	24	90	7	71	38	53	84	6	41	60	42
	22%	28%	10%	32%	23%	37%	23%	38%	20%	6%	32%	30%	13%
		b				b		bc	c		c	c	
Royal Mail Wholesale Access	66	40	11	29	5	35	4	30	29	4	19	27	17
	10%	12%	4%	10%	15%	18%	3%	21%	7%	4%	15%	13%	5%
		b				b		bc			c	c	
Bulk mail product from a different provider (please specify)	6	2	3	3	-	1	2	*	1	4	1	2	3
	1%	*%	1%	1%	-%	1%	1%	*%	*%	4%	*%	1%	1%
										b			
Do not use a specific product for bulk mail	421	195	199	159	16	80	123	53	289	78	60	114	241
	63%	57%	79%	56%	50%	42%	74%	38%	69%	77%	48%	56%	75%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	853	495	358
Effective base	286	163	123
Weighted Base	667	388	278
Royal Mail unsorted bulk mail	96	67	30
	14%	17%	11%
Royal Mail sorted bulk mail	147	103	44
	22%	27%	16%
		b	
Royal Mail Wholesale Access	66	44	22
	10%	11%	8%
Bulk mail product from a different provider (please specify)	6	6	-
	1%	1%	-%
Do not use a specific product for bulk mail	421	219	203
	63%	56%	73%
			a

Columns Tested:: a,b

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	853	43	79	51	69	37	138	19	109	58	73	70	107
Effective base	286	12	28	17	11	19	45	10	48	31	22	38	52
Weighted Base	667	6	98	38	15	51	133	4	104	61	23	61	72
Royal Mail unsorted bulk mail	96	*	17	3	4	5	23	1	16	11	1	5	10
	14%	6%	18%	8%	26%	9%	17%	17%	16%	18%	5%	9%	13%
Royal Mail sorted bulk mail	147	3	17	2	1	3	50	1	29	11	5	8	16
	22%	44%	17%	6%	6%	7%	37%	37%	28%	18%	23%	14%	23%
		cdek					cdek		c				
Royal Mail Wholesale Access	66	1	5	4	3	4	17	*	14	5	1	8	3
	10%	23%	5%	12%	22%	8%	12%	4%	13%	9%	6%	13%	4%
Bulk mail product from a different provider (please specify)	6	-	-	-	-	-	-	-	3	-	*	2	1
	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	1%	3%	2%
Do not use a specific product for bulk mail	421	3	68	29	10	42	68	2	61	37	17	42	42
	63%	47%	69%	77%	68%	82%	51%	51%	58%	60%	72%	70%	59%
						f							

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 228 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	853	173	244	186	250	417	436
Effective base	286	47	72	83	110	118	187
Weighted Base	667	142	200	169	156	342	324
Royal Mail unsorted bulk mail	96	21	31	28	16	52	44
	14%	15%	16%	17%	10%	15%	14%
Royal Mail sorted bulk mail	147	22	54	41	30	76	71
	22%	15%	27%	25%	19%	22%	22%
Royal Mail Wholesale Access	66	10	24	19	12	35	32
	10%	7%	12%	12%	8%	10%	10%
Bulk mail product from a different provider (please specify)	6	-	-	3	3	-	6
	1%	-%	-%	1%	2%	-%	2%
Do not use a specific product for bulk mail	421	100	121	99	101	221	201
	63%	70%	60%	59%	65%	64%	62%

Columns Tested:: a,b,c,d - a,b

Table 229

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	153	9	144	64	46	12	31	89
Effective base	43	2	42	34	20	7	16	27
Weighted Base	96	2	94	84	10	1	1	12
Advertising and promotional material, such as catalogues, brochures and direct mail	54	1	53	46	6	1	*	8
	56%	64%	56%	55%	60%	98%	48%	63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	-	47	42	4	*	*	5
	49%	-%	50%	50%	43%	11%	50%	40%
Publications, such as magazines, periodicals, customer newsletters	25	1	24	21	4	*	*	4
	26%	36%	26%	25%	36%	33%	7%	34%
					d			
Other	6	-	6	6	-	-	-	-
	7%	-%	7%	8%	-%	-%	-%	-%
Don't know	3	-	3	3	*	-	*	*
	3%	-%	3%	3%	3%	-%	4%	2%

Columns Tested:: a,b - a,b,c,d,e

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	*d	e	f	g	h	i
Unweighted Base	153	19	34	11	27	31	31	64	46	43
Effective base	43	14	16	6	13	11	16	34	20	16
Weighted Base	96	40	38	6	7	5	1	84	10	2
Advertising and promotional material, such as catalogues, brochures and direct mail	54	20	23	3	4	3	*	46	6	2
	56%	50%	61%	52%	62%	66%	48%	55%	60%	79%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	18	21	3	2	3	*	42	4	1
	49%	44%	57%	52%	25%	60%	50%	50%	43%	26%
Publications, such as magazines, periodicals, customer newsletters	25	9	11	1	3	1	*	21	4	*
	26%	22%	30%	10%	47%	20%	7%	25%	36% f	23%
Other	6	2	4	-	-	-	-	6	-	-
	7%	5%	12%	-%	-%	-%	-%	8%	-%	-%
Don't know	3	3	-	-	*	-	*	3	*	*
	3%	6%	-%	-%	4%	-%	4%	3%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	*e
Unweighted Base	153	34	30	46	12	31	44	40	16	10	26
Effective base	43	23	19	20	7	16	20	12	6	2	3
Weighted Base	96	66	18	10	1	1	47	25	6	4	7
Advertising and promotional material, such as catalogues, brochures and direct mail	54	35	12	6	1	*	25	12	4	4	2
	56%	52%	66%	60%	98%	48%	54%	47%	74%	89%	34%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	34	9	4	*	*	15	15	3	3	6
	49%	51%	48%	43%	11%	50%	33%	58%	57%	77%	81%
Publications, such as magazines, periodicals, customer newsletters	25	17	4	4	*	*	10	8	2	4	1
	26%	26%	20%	36%	33%	7%	21%	32%	32%	85%	8%
				e							
Other	6	6	-	-	-	-	2	4	-	-	-
	7%	10%	-%	-%	-%	-%	4%	18%	-%	-%	-%
Don't know	3	3	-	*	-	*	3	*	*	-	-
	3%	4%	-%	3%	-%	4%	5%	*%	5%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	153	11	7	17	5	13	11	7	11	7
Effective base	43	5	4	8	4	5	6	3	4	4
Weighted Base	96	14	8	23	1	12	9	4	12	3
Advertising and promotional material, such as catalogues, brochures and direct mail	54	14	1	10	*	8	3	1	8	1
	56%	100%	11%	42%	36%	67%	36%	21%	68%	24%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	3	4	14	1	5	6	2	8	1
	49%	21%	53%	61%	91%	40%	59%	44%	72%	40%
Publications, such as magazines, periodicals, customer newsletters	25	7	3	5	*	3	2	1	-	1
	26%	49%	35%	22%	27%	21%	19%	24%	-%	36%
Other	6	-	-	6	-	-	-	-	-	-
	7%	-%	-%	28%	-%	-%	-%	-%	-%	-%
Don't know	3	-	-	-	-	-	-	3	*	-
	3%	-%	-%	-%	-%	-%	-%	56%	2%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	e	*f	*g	*h
Unweighted Base	153	25	29	35	89	64	23	20	21
Effective base	43	8	13	16	36	12	8	4	7
Weighted Base	96	15	34	36	86	10	4	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	54	9	23	14	46	8	3	4	1
	56%	58%	68%	38%	54%	76%	67%	88%	53%
						c			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	6	16	21	44	4	2	1	1
	49%	42%	46%	58%	50%	35%	53%	12%	75%
Publications, such as magazines, periodicals, customer newsletters	25	4	10	8	21	3	3	1	*
	26%	23%	29%	22%	25%	34%	63%	13%	26%
Other	6	-	-	6	6	-	-	-	-
	7%	-%	-%	18%	7%	-%	-%	-%	-%
Don't know	3	-	*	3	3	*	-	-	*
	3%	-%	1%	7%	3%	*%	-%	-%	4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base	153	8	19	20	24	33	8	4	5	51
Effective base	43	4	7	7	9	12	3	2	2	16
Weighted Base	96	2	18	18	26	9	2	1	2	35
Advertising and promotional material, such as catalogues, brochures and direct mail	54	2	9	9	16	7	*	*	2	16
	56%	96%	51%	51%	60%	82%	22%	25%	97%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	1	12	12	11	5	1	1	1	16
	49%	47%	66%	66%	41%	50%	42%	59%	53%	46%
Publications, such as magazines, periodicals, customer newsletters	25	*	3	3	10	2	1	*	1	7
	26%	4%	18%	19%	37%	19%	64%	16%	54%	21%
Other	6	-	-	-	4	-	-	-	-	2
	7%	-%	-%	-%	17%	-%	-%	-%	-%	5%
Don't know	3	-	-	-	*	*	-	-	-	3
	3%	-%	-%	-%	*%	3%	-%	-%	-%	7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	153	52	41	60	140	13	106	47	153	-
Effective base	43	18	15	18	40	4	34	10	43	-
Weighted Base	96	47	11	39	87	10	81	15	96	-
Advertising and promotional material, such as catalogues, brochures and direct mail	54	27	8	19	46	8	48	6	54	-
	56%	59%	71%	48%	53%	81%	59%	38%	56%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	24	5	18	40	7	37	10	47	-
	49%	51%	48%	46%	46%	76%	46%	65%	49%	-%
Publications, such as magazines, periodicals, customer newsletters	25	13	3	9	24	1	23	2	25	-
	26%	28%	27%	23%	27%	11%	28%	15%	26%	-%
Other	6	4	-	2	6	-	6	-	6	-
	7%	10%	-%	5%	7%	-%	8%	-%	7%	-%
Don't know	3	*	*	3	3	-	3	*	3	-
	3%	*%	2%	7%	3%	-%	3%	*%	3%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	153	62	57	32	86	31	7	29	117	36
Effective base	43	22	13	8	28	8	4	7	36	8
Weighted Base	96	45	31	16	65	13	1	18	77	19
Advertising and promotional material, such as catalogues, brochures and direct mail	54	26	15	8	33	8	1	12	41	13
	56%	59%	50%	48%	51%	60%	100%	68%	53%	69%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	18	17	7	30	6	*	11	36	11
	49%	41%	56%	42%	46%	46%	19%	62%	46%	60%
Publications, such as magazines, periodicals, customer newsletters	25	7	9	9	12	3	*	9	16	9
	26%	15%	30%	55% a	19%	24%	45%	50%	20%	50%
Other	6	2	4	-	6	-	-	-	6	-
	7%	4%	15%	-%	10%	-%	-%	-%	8%	-%
Don't know	3	3	*	-	3	-	-	*	3	*
	3%	6%	1%	-%	4%	-%	-%	*%	4%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	153	26	60	67	142	136	150	140	116	153
Effective base	43	12	17	15	38	38	43	40	34	43
Weighted Base	96	29	36	32	89	89	96	91	81	96
Advertising and promotional material, such as catalogues, brochures and direct mail	54	14	19	21	50	48	54	49	42	54
	56%	49%	53%	65%	56%	54%	56%	54%	53%	56%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	17	13	17	45	46	47	47	44	47
	49%	59%	36%	55%	50%	52%	49%	52%	54%	49%
Publications, such as magazines, periodicals, customer newsletters	25	1	11	12	23	24	24	24	21	25
	26%	3%	32%	40%	26%	27%	25%	27%	26%	26%
Other	6	-	6	-	6	6	6	6	6	6
	7%	-%	18%	-%	7%	7%	7%	7%	8%	7%
Don't know	3	3	*	*	3	3	3	3	3	3
	3%	9%	1%	*%	3%	3%	3%	3%	3%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	h
Unweighted Base	153	10	57	17	17	18	17	14	49
Effective base	43	4	22	3	7	3	3	5	10
Weighted Base	96	7	49	7	6	7	6	15	27
Advertising and promotional material, such as catalogues, brochures and direct mail	54	4	28	3	4	7	5	4	15
	56%	64%	56%	40%	76%	90%	90%	24%	55%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	2	23	4	2	1	1	14	16
	49%	33%	46%	69%	28%	12%	15%	97%	58%
Publications, such as magazines, periodicals, customer newsletters	25	*	13	1	1	5	1	4	10
	26%	3%	25%	11%	21%	66%	23%	24%	35%
Other	6	-	2	-	-	-	-	4	4
	7%	-%	4%	-%	-%	-%	-%	31%	16%
Don't know	3	-	3	-	-	-	-	*	*
	3%	-%	6%	-%	-%	-%	-%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	153	64	21	12	17	11	9	8	44	41	18	11	7	6	9
Effective base	43	23	6	4	3	6	2	1	16	13	2	4	2	3	3
Weighted Base	96	55	13	2	9	2	4	4	34	29	6	2	6	1	11
Advertising and promotional material, such as catalogues, brochures and direct mail	54	33	7	1	3	1	4	1	17	18	2	2	6	*	4
	56%	60%	51%	78%	35%	67%	96%	12%	49%	62%	30%	62%	96%	41%	33%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	23	10	*	6	1	*	4	17	12	5	1	*	1	10
	49%	42%	77%	17%	72%	34%	4%	91%	50%	41%	90%	24%	4%	100%	97%
Publications, such as magazines, periodicals, customer newsletters	25	16	4	*	*	2	*	1	8	6	*	2	4	*	4
	26%	29%	35%	13%	4%	73%	*%	12%	23%	22%	5%	70%	69%	39%	33%
Other	6	2	-	-	4	-	-	-	2	-	-	-	-	-	4
	7%	3%	-%	-%	50%	-%	-%	-%	6%	-%	-%	-%	-%	-%	42%
Don't know	3	3	-	-	-	-	-	*	3	*	-	-	-	-	*
	3%	5%	-%	-%	-%	-%	-%	1%	8%	*%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	*d	*e
Unweighted Base	153	51	26	21	15	8	8	11	27	32	37	38	19	24
Effective base	43	14	9	8	4	2	2	2	5	12	13	11	4	6
Weighted Base	96	29	16	23	11	1	5	5	11	26	32	16	5	16
Advertising and promotional material, such as catalogues, brochures and direct mail	54	16	10	16	3	*	*	4	5	14	17	10	1	12
	56%	54%	59%	71%	26%	21%	8%	79%	41%	54%	51%	62%	33%	72%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	18	4	6	9	*	4	4	9	9	17	9	3	8
	49%	63%	23%	27%	81%	18%	95%	92%	84%	35%	54%	53%	71%	52%
Publications, such as magazines, periodicals, customer newsletters	25	4	3	13	*	1	*	4	5	6	6	3	*	9
	26%	12%	18%	55%	2%	75%	11%	72%	47%	21%	19%	21%	2%	55%
Other	6	2	-	-	4	-	-	-	-	2	4	-	-	-
	7%	6%	-%	-%	40%	-%	-%	-%	-%	7%	14%	-%	-%	-%
Don't know	3	*	3	-	-	*	-	*	*	3	*	*	-	-
	3%	1%	15%	-%	-%	2%	-%	1%	1%	10%	*%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	a	b	*c	*d	*e
Unweighted Base	153	56	29	32	10	15	35	34	29	17	18
Effective base	43	18	8	11	4	3	12	11	8	3	5
Weighted Base	96	48	15	19	1	6	29	28	11	8	12
Advertising and promotional material, such as catalogues, brochures and direct mail	54	26	9	13	1	2	11	15	8	1	11
	56%	54%	56%	70%	92%	32%	39%	53%	75%	16%	97%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	21	7	12	*	5	15	14	5	7	5
	49%	44%	45%	63%	7%	78%	52%	50%	43%	86%	40%
Publications, such as magazines, periodicals, customer newsletters	25	15	2	5	*	1	5	7	3	*	8
	26%	32%	11%	25%	2%	21%	18%	24%	29%	4%	71%
Other	6	6	-	-	-	-	2	4	-	-	-
	7%	13%	-%	-%	-%	-%	7%	16%	-%	-%	-%
Don't know	3	3	-	*	-	-	3	*	*	-	-
	3%	5%	-%	1%	-%	-%	9%	*%	2%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	b	*c	a	b	a	*b
Unweighted Base	153	37	27	42	15	15	87	33	18	113	40	117	25
Effective base	43	12	8	13	3	4	27	10	4	33	11	33	8
Weighted Base	96	26	10	34	7	10	62	23	5	66	30	63	26
Advertising and promotional material, such as catalogues, brochures and direct mail	54	14	4	21	5	*	38	9	3	36	18	37	13
	56%	55%	40%	63%	73%	3%	61%	37%	55%	54%	60%	59%	50%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	10	6	19	2	9	33	13	*	29	18	28	17
	49%	39%	62%	57%	30%	97%	54%	54%	8%	44%	60%	44%	65%
Publications, such as magazines, periodicals, customer newsletters	25	6	1	12	4	*	19	5	*	9	16	11	12
	26%	25%	11%	37%	62%	1%	31%	21%	1%	13%	54% a	17%	48%
Other	6	2	-	4	-	-	4	-	2	2	4	2	4
	7%	7%	-%	13%	-%	-%	7%	-%	38%	3%	15%	3%	17%
Don't know	3	3	-	*	-	-	*	3	-	3	*	3	*
	3%	11%	-%	*%	-%	-%	*%	11%	-%	4%	1%	4%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	153	82	54	74	66	118	24	85	51	80	60
Effective base	43	25	15	22	19	32	7	25	14	24	17
Weighted Base	96	49	40	41	49	65	24	51	38	47	44
Advertising and promotional material, such as catalogues, brochures and direct mail	54	27	20	22	27	38	12	28	20	26	23
	56%	56%	51%	53%	55%	58%	52%	55%	53%	55%	53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	23	23	20	26	30	15	24	22	22	24
	49%	47%	58%	49%	54%	46%	61%	48%	57%	48%	56%
Publications, such as magazines, periodicals, customer newsletters	25	5	19	6	18	10	13	6	18	6	18
	26%	11%	47% a	14%	38%	16%	53%	12%	47% a	13%	41% a
Other	6	-	6	-	6	2	4	-	6	-	6
	7%	-%	16% a	-%	13%	3%	19%	-%	17% a	-%	15%
Don't know	3	3	*	3	*	3	*	3	*	3	*
	3%	5%	1%	6%	1%	4%	1%	5%	1%	5%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	153	116	77	24	-	116	64	25	1	121	60	30	1
Effective base	43	32	17	4	-	32	17	6	1	33	16	7	1
Weighted Base	96	78	36	7	-	77	42	12	1	76	38	18	*
Advertising and promotional material, such as catalogues, brochures and direct mail	54	43	20	3	-	44	18	7	1	44	18	10	*
	56%	56%	57%	42%	-%	57%	44%	57%	100%	58%	48%	56%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	42	16	5	-	43	23	5	-	45	21	11	-
	49%	54%	44%	75%	-%	56%	54%	43%	-%	60%	54%	63%	-%
Publications, such as magazines, periodicals, customer newsletters	25	22	11	2	-	20	17	4	-	17	17	7	-
	26%	29%	31%	26%	-%	26%	41%	33%	-%	22%	44%	38%	-%
Other	6	4	6	-	-	4	6	-	-	4	6	-	-
	7%	6%	18%	-%	-%	6%	15%	-%	-%	6%	17%	-%	-%
Don't know	3	3	*	*	-	3	*	*	-	*	*	*	-
	3%	3%	1%	1%	-%	3%	1%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	153	101	85	67	99	68	9	34	37	52	10	4
Effective base	43	25	25	19	25	21	3	12	11	14	2	2
Weighted Base	96	48	40	31	50	37	6	14	17	25	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	54	30	21	21	25	23	6	11	11	17	5	1
	56%	63%	53%	68%	50%	61%	88%	84%	67%	69%	92%	79%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	21	22	9	27	19	1	4	6	9	*	-
	49%	44%	56%	31%	53%	50%	11%	32%	36%	35%	4%	-%
Publications, such as magazines, periodicals, customer newsletters	25	8	8	10	8	8	1	6	7	8	1	*
	26%	17%	20%	31%	16%	21%	14%	43%	39%	32%	11%	25%
Other	6	2	-	-	2	-	-	-	-	-	-	-
	7%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	3	*	*	3	*	-	*	*	*	-	-
	3%	5%	*%	*%	5%	*%	-%	1%	*%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	153	37	26	17	7	115	89	135	87	77	109	79	26	-	107	10
Effective base	43	15	9	6	4	33	23	38	26	20	32	22	8	-	32	5
Weighted Base	96	20	19	11	1	59	44	76	44	51	70	38	18	-	57	12
Advertising and promotional material, such as catalogues, brochures and direct mail	54	14	5	4	1	41	30	49	31	31	43	31	12	-	30	8
	56%	71%	27%	38%	42%	69%	67%	64%	70%	61%	62%	81%	71%	-%	52%	68%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	6	10	6	1	24	20	35	18	27	31	13	8	-	26	6
	49%	32%	56%	48%	55%	41%	46%	46%	41%	53%	45%	34%	46%	-%	45%	51%
Publications, such as magazines, periodicals, customer newsletters	25	5	5	1	-	13	16	21	15	20	23	12	9	-	12	*
	26%	25%	29%	12%	-%	22%	36%	28%	33%	39%	32%	32%	52%	-%	21%	2%
Other	6	-	-	2	-	-	-	-	-	6	-	-	-	-	2	-
	7%	-%	-%	17%	-%	-%	-%	-%	-%	13% ac	-%	-%	-%	-%	3%	-%
Don't know	3	-	3	-	*	*	*	*	*	*	*	*	*	-	*	3
	3%	-%	13%	-%	3%	1%	1%	*%	1%	*%	*%	1%	*%	-%	*%	20%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	*c	a	b	c
Unweighted Base	153	90	44	75	6	71	18	42	90	19	44	52	55
Effective base	43	27	13	19	3	21	7	11	28	6	12	14	17
Weighted Base	96	53	22	40	10	52	4	34	49	11	31	31	33
Advertising and promotional material, such as catalogues, brochures and direct mail	54	28	14	27	3	28	4	14	27	11	22	9	22
	56%	53%	64%	66%	31%	54%	96%	40%	55%	95%	70% b	29%	66% b
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	28	7	20	7	29	2	23	23	*	15	21	12
	49%	52%	30%	50%	68%	55%	46%	69%	48%	4%	47%	68%	35%
Publications, such as magazines, periodicals, customer newsletters	25	9	3	18	*	20	*	8	16	1	14	4	7
	26%	18%	15%	46%	*%	39%	8%	23%	33%	12%	45%	13%	21%
Other	6	2	-	6	-	6	-	4	2	-	-	6	-
	7%	4%	-%	16%	-%	12%	-%	13%	4%	-%	-%	21%	-%
Don't know	3	3	-	*	*	*	-	3	*	-	*	*	3
	3%	5%	-%	1%	*%	1%	-%	8%	*%	-%	*%	*%	8%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	153	93	60
Effective base	43	28	16
Weighted Base	96	67	30
Advertising and promotional material, such as catalogues, brochures and direct mail	54	42	12
	56%	63%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	34	13
	49%	51%	43%
Publications, such as magazines, periodicals, customer newsletters	25	21	3
	26%	32%	12%
Other	6	4	2
	7%	7%	6%
Don't know	3	*	3
	3%	*%	8%

Columns Tested:: a,b

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l
Unweighted Base	153	10	16	10	12	4	31	4	22	11	11	7	15
Effective base	43	2	5	4	3	2	9	4	8	5	6	3	8
Weighted Base	96	*	17	3	4	5	23	1	16	11	1	5	10
Advertising and promotional material, such as catalogues, brochures and direct mail	54	*	13	2	2	1	12	1	10	8	1	2	4
	56%	98%	72%	78%	44%	12%	52%	80%	59%	71%	47%	31%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	*	5	1	2	4	19	*	9	1	*	3	3
	49%	9%	26%	30%	58%	87%	82%	26%	52%	12%	30%	52%	35%
Publications, such as magazines, periodicals, customer newsletters	25	*	8	2	*	*	3	*	5	5	1	1	-
	26%	2%	46%	70%	12%	*%	11%	46%	29%	46%	48%	17%	-%
Other	6	-	4	-	-	-	-	-	-	-	-	-	2
	7%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%
Don't know	3	-	*	-	-	-	-	-	3	*	-	-	*
	3%	-%	*%	-%	-%	-%	-%	-%	15%	*%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 229 (continuation)

QV8o. What types of mail do you use this for?: Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	153	36	47	37	33	83	70
Effective base	43	7	14	14	13	20	25
Weighted Base	96	21	31	28	16	52	44
Advertising and promotional material, such as catalogues, brochures and direct mail	54	15	14	18	6	30	24
	56%	74%	45%	64%	39%	57%	55%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	47	6	25	10	6	31	16
	49%	26%	80%	36%	40%	58%	37%
			acd				
Publications, such as magazines, periodicals, customer newsletters	25	10	3	10	1	13	12
	26%	49%	10%	36%	9%	25%	26%
Other	6	4	-	-	2	4	2
	7%	22%	-%	-%	12%	9%	4%
Don't know	3	*	-	3	*	*	3
	3%	*%	-%	9%	1%	*%	6%

Columns Tested:: a,b,c,d - a,b

Table 230

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	239	7	232	96	65	24	54	143
Effective base	66	4	64	53	39	15	24	58
Weighted Base	147	2	145	131	12	2	1	16
Advertising and promotional material, such as catalogues, brochures and direct mail	66	*	66	60	4	1	1	6
	45%	9%	45%	46%	33%	41%	55%	36%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	1	76	69	6	1	1	8
	52%	37%	53%	52%	49%	55%	63%	51%
Publications, such as magazines, periodicals, customer newsletters	30	1	30	26	3	1	*	4
	21%	27%	20%	20%	25%	30%	26%	26%
Other	1	1	*	1	-	-	*	*
	1%	28%	*%	1%	-%	-%	4%	*%
Don't know	10	-	10	8	2	-	-	2
	7%	-%	7%	6%	13%	-%	-%	10%

Columns Tested:: a,b - a,b,c,d,e

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	239	23	52	21	39	50	54	96	65	78
Effective base	66	16	29	16	25	25	24	53	39	31
Weighted Base	147	51	65	15	8	7	1	131	12	4
Advertising and promotional material, such as catalogues, brochures and direct mail	66	14	42	4	2	3	1	60	4	2
	45%	28%	65% dh	26%	30%	39%	55%	46%	33%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	32	32	5	4	3	1	69	6	2
	52%	62%	49%	35%	51%	49%	63%	52%	49%	58%
Publications, such as magazines, periodicals, customer newsletters	30	6	14	6	2	1	*	26	3	1
	21%	11%	22%	42%	30%	20%	26%	20%	25%	28%
Other	1	1	-	*	-	-	*	1	-	*
	1%	1%	-%	2%	-%	-%	4%	1%	-%	1%
Don't know	10	4	4	-	1	1	-	8	2	-
	7%	9%	6%	-%	11% i	10%	-%	6%	13% i	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	239	50	46	65	24	54	66	66	23	13	57
Effective base	66	33	32	39	15	24	26	22	6	3	8
Weighted Base	147	97	34	12	2	1	70	35	12	6	12
Advertising and promotional material, such as catalogues, brochures and direct mail	66	49	11	4	1	1	28	19	6	3	8
	45%	50%	33%	33%	41%	55%	40%	53%	54%	54%	63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	53	16	6	1	1	40	23	4	5	4
	52%	54%	47%	49%	55%	63%	57%	66%	34%	87%	36%
Publications, such as magazines, periodicals, customer newsletters	30	18	8	3	1	*	11	8	4	4	*
	21%	18%	24%	25%	30%	26%	16%	24%	32%	64%	3%
Other	1	1	*	-	-	*	-	*	-	-	-
	1%	1%	1%	-%	-%	4%	-%	1%	-%	-%	-%
Don't know	10	7	1	2	-	-	*	2	-	*	1
	7%	7%	3%	13%	-%	-%	*%	4%	-%	6%	6%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	239	14	10	29	10	18	17	13	18	11
Effective base	66	4	6	10	4	6	10	6	8	5
Weighted Base	147	10	8	19	11	16	28	15	20	8
Advertising and promotional material, such as catalogues, brochures and direct mail	66	5	5	7	4	10	11	8	4	5
	45%	48%	61%	38%	33%	66%	38%	52%	19%	73%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	9	3	10	7	4	17	10	6	2
	52%	86%	39%	52%	67%	29%	62%	70%	30%	21%
Publications, such as magazines, periodicals, customer newsletters	30	3	*	4	-	1	2	4	8	2
	21%	31%	4%	23%	-%	8%	8%	31%	40%	28%
Other	1	-	-	-	*	-	*	-	-	-
	1%	-%	-%	-%	3%	-%	*%	-%	-%	-%
Don't know	10	-	-	*	*	-	3	1	5	-
	7%	-%	-%	1%	*%	-%	9%	9%	27%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	239	39	42	59	140	99	34	32	33
Effective base	66	14	16	25	55	21	9	8	9
Weighted Base	147	34	38	61	133	14	8	4	2
Advertising and promotional material, such as catalogues, brochures and direct mail	66	19	13	25	58	8	4	3	1
	45%	57%	35%	42%	44%	56%	53%	69%	41%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	13	18	37	68	9	7	2	1
	52%	39%	46%	61%	51%	65%	90% abdgh	34%	35%
Publications, such as magazines, periodicals, customer newsletters	30	3	12	11	26	4	2	1	1
	21%	10%	30%	18%	19%	31%	23%	27%	67% acd
Other	1	*	-	*	*	1	-	1	-
	1%	1%	-%	*%	*%	4%	-%	12% d	-%
Don't know	10	*	5	4	10	*	-	*	-
	7%	*%	14% e	7%	7%	*%	-%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	*d	e	*f	*g	*h	i
Unweighted Base	239	4	35	37	25	44	18	9	9	93
Effective base	66	3	9	9	10	17	5	4	3	21
Weighted Base	147	2	26	26	19	27	7	6	10	50
Advertising and promotional material, such as catalogues, brochures and direct mail	66	*	19	19	4	12	4	4	3	19
	45%	19%	75%	74%	22%	46%	51%	72%	32%	38%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	1	12	12	14	15	3	1	10	21
	52%	37%	46%	46%	71%	58%	46%	18%	100%	42%
Publications, such as magazines, periodicals, customer newsletters	30	2	13	13	2	2	1	2	1	7
	21%	67%	51% ei	51% ei	12%	6%	8%	39%	12%	15%
Other	1	-	-	-	-	1	-	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	-%	*%
Don't know	10	-	-	-	2	*	-	-	-	8
	7%	-%	-%	-%	8%	*%	-%	-%	-%	16%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	239	66	62	111	224	15	166	73	236	3
Effective base	66	20	21	27	61	5	49	19	64	2
Weighted Base	147	48	34	66	134	13	118	29	143	4
Advertising and promotional material, such as catalogues, brochures and direct mail	66	24	16	26	66	*	54	12	66	*
	45%	50%	47%	40%	49%	2%	46%	40%	46%	1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	26	19	32	70	7	65	12	73	4
	52%	56%	55%	48%	52%	53%	55%	42%	51%	99%
Publications, such as magazines, periodicals, customer newsletters	30	17	2	11	29	1	25	6	30	-
	21%	36% b	7%	16%	21%	11%	21%	19%	21%	-%
Other	1	-	1	*	1	-	1	*	1	-
	1%	-%	2%	*%	1%	-%	*%	1%	1%	-%
Don't know	10	2	*	8	5	4	6	3	10	-
	7%	3%	*%	12%	4%	36%	5%	11%	7%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	239	77	110	50	116	51	24	48	167	72
Effective base	66	22	28	15	39	10	5	12	49	17
Weighted Base	147	50	52	39	89	21	11	26	110	37
Advertising and promotional material, such as catalogues, brochures and direct mail	66	21	24	20	29	9	9	19	38	28
	45%	42%	45%	51%	32%	45%	81%	72%	35%	74%
								ae		ae
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	27	26	24	46	10	5	16	56	21
	52%	55%	49%	62%	52%	47%	48%	59%	51%	56%
Publications, such as magazines, periodicals, customer newsletters	30	5	14	11	14	5	1	10	19	11
	21%	10%	26%	29%	16%	22%	12%	37%	17%	30%
Other	1	-	*	1	1	*	-	-	1	-
	1%	-%	1%	1%	1%	*%	-%	-%	1%	-%
Don't know	10	1	4	1	9	*	*	-	10	*
	7%	1%	7%	3%	11%	1%	*%	-%	9%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	239	28	88	123	233	223	235	228	199	238
Effective base	66	11	28	26	64	59	65	63	54	65
Weighted Base	147	26	62	58	144	130	145	141	122	146
Advertising and promotional material, such as catalogues, brochures and direct mail	66	11	18	37	65	61	66	65	58	66
	45%	41%	28%	64% b	45%	47%	45%	46%	48%	45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	8	39	31	75	65	75	73	61	77
	52%	30%	62%	52%	52%	50%	52%	51%	50%	53%
Publications, such as magazines, periodicals, customer newsletters	30	8	7	16	29	29	30	30	28	29
	21%	29%	11%	27%	20%	22%	21%	21%	23%	20%
Other	1	-	1	*	1	1	1	*	*	1
	1%	-%	1%	*%	1%	1%	1%	*%	*%	1%
Don't know	10	8	1	*	10	9	10	10	9	10
	7%	31%	2%	*%	7%	7%	7%	7%	8%	7%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h
Unweighted Base	239	7	83	25	39	38	20	23	81
Effective base	66	3	29	9	9	7	4	7	17
Weighted Base	147	9	69	10	18	14	10	14	39
Advertising and promotional material, such as catalogues, brochures and direct mail	66	4	29	1	11	5	7	9	21
	45%	46%	42%	5%	63%	37%	69%	60%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	4	34	10	7	8	6	7	20
	52%	50%	49%	95%	42%	53%	55%	46%	51%
Publications, such as magazines, periodicals, customer newsletters	30	2	11	*	3	3	6	6	14
	21%	18%	16%	4%	16%	19%	59%	41%	37%
Other	1	-	*	-	-	*	1	-	1
	1%	-%	*%	-%	-%	*%	5%	-%	1%
Don't know	10	*	6	*	-	3	1	-	3
	7%	3%	9%	1%	-%	17%	7%	-%	8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	239	88	39	32	29	22	12	11	66	60	39	20	16	8	14
Effective base	66	29	16	6	8	5	3	2	22	15	10	5	4	4	5
Weighted Base	147	72	25	18	9	6	9	5	50	35	15	5	14	2	9
Advertising and promotional material, such as catalogues, brochures and direct mail	66	30	9	6	7	1	6	5	21	17	10	3	6	*	5
	45%	43%	37%	34%	78%	20%	66%	96%	43%	49%	62%	50%	40%	15%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	32	19	12	2	4	5	1	16	23	7	3	10	1	6
	52%	45%	74%	70%	22%	75%	50%	11%	32%	66% a	44%	50%	68%	34%	70%
Publications, such as magazines, periodicals, customer newsletters	30	12	5	1	3	1	7	*	7	6	3	2	5	2	4
	21%	17%	22%	7%	31%	10%	73%	5%	15%	16%	17%	38%	35%	81%	49%
Other	1	*	-	*	-	1	-	-	*	-	-	*	1	-	-
	1%	*%	-%	*%	-%	9%	-%	-%	1%	-%	-%	1%	4%	-%	-%
Don't know	10	9	-	-	-	-	1	-	6	*	1	-	3	-	-
	7%	13%	-%	-%	-%	-%	8%	-%	12%	1%	5%	-%	18%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	239	61	42	45	27	16	15	22	53	37	52	67	47	32
Effective base	66	19	11	13	8	5	2	8	16	13	18	23	8	8
Weighted Base	147	45	20	24	10	15	6	23	44	34	41	29	23	18
Advertising and promotional material, such as catalogues, brochures and direct mail	66	15	8	15	4	8	4	11	23	16	10	17	13	9
	45%	34%	41%	64%	43%	51%	76%	46%	52%	47%	25%	60% b	57%	50%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	22	8	11	7	7	2	16	24	11	29	9	15	11
	52%	50%	41%	48%	67%	45%	29%	69%	55%	32%	71% ac	32%	64%	62%
Publications, such as magazines, periodicals, customer newsletters	30	6	3	7	2	2	*	10	12	5	9	6	6	4
	21%	14%	17%	27%	17%	16%	*%	44%	29%	14%	22%	19%	28%	24%
Other	1	*	-	-	*	-	-	-	-	1	-	-	*	-
	1%	1%	-%	-%	1%	-%	-%	-%	-%	2%	-%	-%	*%	-%
Don't know	10	6	1	*	-	-	-	3	3	7	*	1	-	1
	7%	13%	5%	1%	-%	-%	-%	11%	6%	22% b	*%	5%	-%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	239	68	46	60	35	24	55	49	59	37	21
Effective base	66	18	19	18	7	6	18	15	17	6	5
Weighted Base	147	45	36	27	22	14	44	29	30	18	9
Advertising and promotional material, such as catalogues, brochures and direct mail	66	22	8	17	13	5	19	8	14	15	5
	45%	49%	22%	62%	60%	37%	42%	29%	47%	82%	62%
				b						b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	17	25	11	14	8	18	19	14	8	6
	52%	38%	69%	42%	63%	56%	40%	67%	45%	45%	70%
Publications, such as magazines, periodicals, customer newsletters	30	9	6	7	6	1	6	7	5	6	3
	21%	20%	16%	27%	29%	6%	13%	25%	18%	35%	40%
Other	1	1	-	-	*	-	1	-	-	*	-
	1%	2%	-%	-%	*%	-%	2%	-%	-%	*%	-%
Don't know	10	7	-	1	-	1	7	*	1	*	1
	7%	16%	-%	5%	-%	7%	17%	*%	3%	1%	8%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	b	a	b
Unweighted Base	239	42	47	70	34	34	167	33	25	164	75	185	48
Effective base	66	13	12	23	9	9	50	8	6	43	23	49	15
Weighted Base	147	34	21	41	28	17	100	23	18	94	53	106	38
Advertising and promotional material, such as catalogues, brochures and direct mail	66	10	11	18	16	10	57	6	2	43	23	47	18
	45%	29%	52%	44%	56%	60%	57%	27%	12%	46%	43%	44%	48%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	17	11	22	16	5	47	14	11	41	36	51	23
	52%	51%	56%	53%	59%	32%	47%	62%	62%	44%	67%	49%	61%
Publications, such as magazines, periodicals, customer newsletters	30	5	3	10	9	4	24	1	5	18	12	24	5
	21%	14%	13%	24%	31%	22%	24%	6%	29%	19%	23%	23%	14%
Other	1	*	-	-	*	-	*	-	-	1	-	1	-
	1%	1%	-%	-%	*%	-%	*%	-%	-%	1%	-%	1%	-%
Don't know	10	5	-	4	*	1	7	3	-	6	4	10	-
	7%	14%	-%	9%	1%	6%	7%	11%	-%	6%	7%	9%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	239	142	81	89	139	191	42	138	85	89	139
Effective base	66	39	20	26	37	52	12	38	21	23	39
Weighted Base	147	86	44	59	82	113	31	86	44	56	86
Advertising and promotional material, such as catalogues, brochures and direct mail	66	38	23	24	41	53	13	41	21	23	42
	45%	44%	52%	41%	50%	47%	40%	47%	47%	41%	50%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	39	26	27	45	53	22	39	26	25	48
	52%	45%	60%	46%	55%	47%	70%	46%	58%	45%	56%
Publications, such as magazines, periodicals, customer newsletters	30	18	11	9	22	24	5	21	8	9	21
	21%	21%	25%	14%	26%	21%	17%	24%	17%	16%	25%
Other	1	1	-	*	*	1	-	1	-	*	*
	1%	1%	-%	*%	*%	1%	-%	1%	-%	*%	*%
Don't know	10	9	*	7	3	10	-	7	3	7	3
	7%	11%	*%	11%	4%	9%	-%	8%	6%	12%	4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	239	193	124	53	-	188	111	44	-	193	111	63	-
Effective base	66	53	32	12	-	52	28	7	-	53	27	15	-
Weighted Base	147	127	56	29	-	122	61	20	-	120	57	38	-
Advertising and promotional material, such as catalogues, brochures and direct mail	66	64	20	16	-	58	35	12	-	62	28	22	-
	45%	50%	36%	56%	-%	48%	57%	58%	-%	52%	49%	59%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	66	27	16	-	62	27	13	-	61	30	19	-
	52%	52%	48%	56%	-%	51%	45%	68%	-%	51%	52%	51%	-%
Publications, such as magazines, periodicals, customer newsletters	30	22	12	11	-	25	21	7	-	24	13	17	-
	21%	17%	21%	38%	-%	20%	34%	38%	-%	20%	23%	44%	-%
Other	1	*	1	*	-	*	1	*	-	*	-	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	-%	*%	-%
Don't know	10	9	4	-	-	9	4	-	-	8	2	3	-
	7%	7%	7%	-%	-%	8%	7%	-%	-%	7%	4%	8%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	*d	*e
Unweighted Base	239	173	156	114	173	108	37	53	77	85	28	19
Effective base	66	47	43	29	46	31	8	16	21	20	7	6
Weighted Base	147	106	96	62	107	70	23	27	47	44	14	7
Advertising and promotional material, such as catalogues, brochures and direct mail	66	50	48	33	51	40	12	16	29	28	9	4
	45%	47%	50%	54%	47%	57%	52%	59%	62%	64%	66%	59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	50	47	27	50	29	14	15	17	19	5	4
	52%	47%	49%	44%	47%	41%	60%	53%	37%	45%	34%	57%
Publications, such as magazines, periodicals, customer newsletters	30	24	17	11	24	14	10	6	10	7	4	3
	21%	22%	18%	18%	22%	20%	42%	23%	22%	15%	30%	38%
Other	1	1	1	*	*	1	*	*	*	*	*	*
	1%	1%	1%	1%	*%	1%	*%	*%	1%	*%	*%	1%
Don't know	10	10	5	1	10	2	1	1	1	1	-	-
	7%	9%	5%	2%	9%	2%	3%	4%	3%	2%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	239	34	49	30	14	168	144	208	153	131	184	142	46	-	181	9
Effective base	66	9	12	10	6	46	40	58	40	32	49	38	12	-	51	3
Weighted Base	147	25	31	18	6	88	90	121	87	77	113	84	33	-	102	8
Advertising and promotional material, such as catalogues, brochures and direct mail	66	10	17	11	3	42	53	64	44	36	52	41	24	-	54	1
	45%	42%	56%	60%	46%	48%	59%	52%	51%	46%	46%	49%	71%	-%	53%	18%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	9	19	7	4	44	41	59	51	44	65	46	17	-	44	2
	52%	38%	63%	38%	63%	50%	46%	49%	59%	57%	58%	55%	50%	-%	44%	28%
Publications, such as magazines, periodicals, customer newsletters	30	3	8	4	3	23	23	29	22	17	26	23	15	-	25	*
	21%	13%	25%	23%	56%	26%	26%	24%	26%	23%	23%	27%	44%	-%	24%	6%
Other	1	*	-	*	-	1	1	1	1	1	*	1	-	-	1	-
	1%	*%	-%	2%	-%	1%	1%	*%	1%	1%	*%	1%	-%	-%	1%	-%
Don't know	10	3	1	*	*	3	5	5	1	6	4	2	-	-	5	4
	7%	10%	4%	*%	1%	3%	5%	4%	1%	7%	3%	2%	-%	-%	5%	57%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	239	149	59	147	8	110	66	81	131	25	70	88	78
Effective base	66	40	18	42	3	33	17	24	36	8	22	25	19
Weighted Base	147	98	24	90	7	71	38	53	84	6	41	60	42
Advertising and promotional material, such as catalogues, brochures and direct mail	66	51	8	37	4	34	14	28	32	1	16	23	23
	45%	52%	31%	41%	54%	47%	37%	53%	38%	23%	38%	39%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	46	9	58	1	39	24	25	48	4	19	36	22
	52%	47%	39%	64%	12%	55%	63%	47%	58%	62%	47%	59%	53%
Publications, such as magazines, periodicals, customer newsletters	30	19	6	22	3	13	14	13	17	1	5	11	14
	21%	20%	26%	25%	40%	18%	36%	24%	20%	10%	13%	19%	33%
Other	1	*	1	*	-	-	*	-	1	-	-	1	*
	1%	*%	2%	*%	-%	-%	*%	-%	1%	-%	-%	1%	1%
Don't know	10	6	4	2	3	3	1	7	2	1	8	*	2
	7%	6%	14%	2%	34%	4%	3%	13%	2%	12%	19%	*%	4%
											b		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	239	145	94
Effective base	66	41	28
Weighted Base	147	103	44
Advertising and promotional material, such as catalogues, brochures and direct mail	66	45	21
	45%	43%	48%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	56	21
	52%	55%	47%
Publications, such as magazines, periodicals, customer newsletters	30	18	12
	21%	18%	27%
Other	1	1	*
	1%	1%	*%
Don't know	10	8	2
	7%	8%	4%

Columns Tested:: a,b

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base	239	13	20	8	14	6	53	7	34	12	25	13	34
Effective base	66	4	5	5	6	4	17	4	14	5	7	7	13
Weighted Base	147	3	17	2	1	3	50	1	29	11	5	8	16
Advertising and promotional material, such as catalogues, brochures and direct mail	66	1	2	1	1	1	27	*	19	3	2	5	3
	45%	56%	12%	32%	61%	40%	55%	33%	64% l	29%	38%	61%	20%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	*	14	1	1	*	26	1	12	7	1	3	11
	52%	17%	82%	47%	59%	1%	52%	89%	40%	62%	26%	36%	68%
Publications, such as magazines, periodicals, customer newsletters	30	1	*	*	*	2	9	*	10	1	2	2	2
	21%	26%	3%	9%	9%	60%	19%	12%	35%	7%	43%	28%	10%
Other	1	-	-	*	-	-	-	-	*	1	-	-	-
	1%	-%	-%	13%	-%	-%	-%	-%	*%	5%	-%	-%	-%
Don't know	10	*	1	-	-	-	6	-	3	-	-	-	1
	7%	2%	4%	-%	-%	-%	11%	-%	9%	-%	-%	-%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 230 (continuation)

QV8p. What types of mail do you use this for?: Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	239	41	73	53	72	114	125
Effective base	66	8	19	21	26	27	43
Weighted Base	147	22	54	41	30	76	71
Advertising and promotional material, such as catalogues, brochures and direct mail	66	4	29	22	10	33	33
	45%	19%	54%	54%	35%	44%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	77	15	27	20	15	42	35
	52%	71%	49%	47%	52%	55%	49%
Publications, such as magazines, periodicals, customer newsletters	30	1	12	11	6	13	17
	21%	6%	21%	27%	21%	17%	24%
Other	1	*	-	1	-	*	1
	1%	1%	-%	1%	-%	*%	1%
Don't know	10	1	6	3	1	6	3
	7%	3%	10%	6%	3%	8%	5%

Columns Tested:: a,b,c,d - a,b

Table 231

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	99	-	99	49	19	9	22	50
Effective base	33	-	33	28	12	5	12	20
Weighted Base	66	-	66	61	4	1	1	5
Advertising and promotional material, such as catalogues, brochures and direct mail	26	-	26	25	1	*	*	2
	40%	-%	40%	40%	29%	63%	21%	32%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	-	31	29	1	*	*	2
	46%	-%	46%	47%	35%	30%	73%	39%
Publications, such as magazines, periodicals, customer newsletters	18	-	18	16	1	*	*	2
	26%	-%	26%	26%	30%	38%	19%	30%
Other	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Don't know	3	-	3	3	1	-	-	1
	5%	-%	5%	4%	18%	-%	-%	13%

Columns Tested:: a,b - a,b,c,d,e

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base	99	14	27	8	14	14	22	49	19	31
Effective base	33	7	20	4	10	6	12	28	12	14
Weighted Base	66	20	38	3	3	2	1	61	4	1
Advertising and promotional material, such as catalogues, brochures and direct mail	26	3	20	1	1	1	*	25	1	1
	40%	17%	52%	46%	33%	35%	21%	40%	29%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	13	14	2	1	*	*	29	1	1
	46%	67%	36%	57%	46%	20%	73%	47%	35%	50%
Publications, such as magazines, periodicals, customer newsletters	18	3	13	*	1	1	*	16	1	*
	26%	16%	33%	4%	35%	27%	19%	26%	30%	29%
Other	*	*	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	3	-	3	-	-	1	-	3	1	-
	5%	-%	7%	-%	-%	34%	-%	4%	18%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	99	30	19	19	9	22	34	28	4	4	25
Effective base	33	20	10	12	5	12	13	14	1	2	2
Weighted Base	66	48	13	4	1	1	29	20	2	5	6
Advertising and promotional material, such as catalogues, brochures and direct mail	26	16	9	1	*	*	8	11	2	5	1
	40%	33%	68%	29%	63%	21%	26%	59%	92%	96%	11%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	25	3	1	*	*	18	8	*	*	4
	46%	53%	26%	35%	30%	73%	61%	43%	6%	4%	75%
Publications, such as magazines, periodicals, customer newsletters	18	13	3	1	*	*	6	6	*	3	*
	26%	27%	21%	30%	38%	19%	19%	30%	3%	61%	4%
Other	*	*	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Don't know	3	3	-	1	-	-	-	-	-	-	1
	5%	5%	-%	18%	-%	-%	-%	-%	-%	-%	13%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	99	7	7	7	3	11	4	5	9	8
Effective base	33	3	3	5	1	4	4	4	4	3
Weighted Base	66	8	4	8	2	9	9	6	10	3
Advertising and promotional material, such as catalogues, brochures and direct mail	26	3	4	5	*	3	2	3	3	1
	40%	38%	85%	67%	8%	32%	20%	43%	28%	17%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	5	*	3	*	6	2	2	6	3
	46%	58%	10%	33%	6%	68%	23%	33%	64%	82%
Publications, such as magazines, periodicals, customer newsletters	18	3	*	1	2	*	3	3	2	*
	26%	42%	9%	18%	86%	1%	28%	56%	17%	14%
Other	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Don't know	3	-	-	-	-	-	3	-	1	-
	5%	-%	-%	-%	-%	-%	28%	-%	7%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	99	22	23	16	61	38	14	10	14
Effective base	33	7	9	12	28	8	5	2	6
Weighted Base	66	14	22	23	59	7	5	2	1
Advertising and promotional material, such as catalogues, brochures and direct mail	26	4	10	10	23	3	3	*	*
	40%	25%	43%	43%	39%	47%	59%	11%	47%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	9	11	7	27	4	2	1	*
	46%	63%	51%	29%	45%	54%	43%	81%	62%
Publications, such as magazines, periodicals, customer newsletters	18	2	5	7	15	3	2	*	*
	26%	15%	24%	32%	25%	37%	45%	10%	44%
Other	*	-	*	-	*	-	-	-	-
	*%	-%	1%	-%	*%	-%	-%	-%	-%
Don't know	3	-	1	3	3	-	-	-	-
	5%	-%	3%	11%	5%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	99	6	13	14	16	17	8	3	4	31
Effective base	33	3	5	6	5	7	4	1	3	9
Weighted Base	66	2	12	16	12	10	3	2	4	18
Advertising and promotional material, such as catalogues, brochures and direct mail	26	1	7	7	7	4	1	*	4	3
	40%	64%	53%	41%	56%	38%	33%	*%	100%	16%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	*	6	10	4	5	2	2	1	7
	46%	11%	47%	59%	38%	48%	66%	100%	27%	40%
Publications, such as magazines, periodicals, customer newsletters	18	1	5	5	1	4	*	-	3	5
	26%	34%	37%	29%	7%	39%	13%	-%	60%	26%
Other	*	*	-	-	-	-	-	-	-	-
	*%	6%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	-	-	-	-	-	-	-	-	3
	5%	-%	-%	-%	-%	-%	-%	-%	-%	18%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	a	b	a	*b
Unweighted Base	99	36	25	38	95	4	67	32	98	1
Effective base	33	12	10	13	31	2	20	14	32	1
Weighted Base	66	30	13	24	64	3	41	25	65	1
Advertising and promotional material, such as catalogues, brochures and direct mail	26	14	5	7	24	2	20	6	25	1
	40%	48%	37%	31%	38%	88%	49%	25%	38%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	14	7	10	30	1	19	12	31	-
	46%	48%	52%	42%	47%	34%	46%	47%	47%	-%
Publications, such as magazines, periodicals, customer newsletters	18	6	4	7	16	1	13	5	18	-
	26%	21%	33%	30%	26%	46%	31%	19%	27%	-%
Other	*	*	-	-	*	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Don't know	3	-	-	3	3	-	-	3	3	-
	5%	-%	-%	14%	5%	-%	-%	13%	5%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		*a	b	*c	a	*b	*c	*d	e	f
Unweighted Base	99	29	46	23	47	20	8	24	67	32
Effective base	33	12	12	9	20	5	2	7	24	10
Weighted Base	66	24	25	17	42	5	3	16	47	19
Advertising and promotional material, such as catalogues, brochures and direct mail	26	9	11	7	10	3	3	11	13	14
	40%	38%	43%	38%	24%	54%	87%	68%	27%	72% ae
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	10	9	12	24	1	*	6	25	6
	46%	41%	36%	69%	57%	16%	2%	37%	53%	31%
Publications, such as magazines, periodicals, customer newsletters	18	9	7	1	9	2	*	6	11	7
	26%	37%	29%	8%	21%	39%	12%	41%	23%	36%
Other	*	*	-	-	-	-	-	*	-	*
	*%	1%	-%	-%	-%	-%	-%	1%	-%	1%
Don't know	3	-	3	-	3	-	-	-	3	-
	5%	-%	13%	-%	8%	-%	-%	-%	7%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		*a	b	c	a	b	c	d	e	f
Unweighted Base	99	11	36	52	96	95	98	98	92	99
Effective base	33	6	14	13	31	32	33	33	30	33
Weighted Base	66	15	27	24	62	65	66	66	60	66
Advertising and promotional material, such as catalogues, brochures and direct mail	26	3	7	16	25	26	26	26	24	26
	40%	19%	26%	68% b	40%	41%	40%	40%	40%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	7	17	7	28	29	31	31	27	31
	46%	49%	62%	28%	45%	45%	46%	46%	45%	46%
Publications, such as magazines, periodicals, customer newsletters	18	3	6	9	16	17	18	17	16	18
	26%	17%	23%	36%	26%	27%	26%	26%	26%	26%
Other	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%
Don't know	3	3	1	-	3	3	3	3	3	3
	5%	16%	3%	-%	5%	5%	5%	5%	5%	5%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h
Unweighted Base	99	3	28	10	14	15	16	12	43
Effective base	33	1	12	4	6	4	4	4	11
Weighted Base	66	2	28	4	9	6	6	11	22
Advertising and promotional material, such as catalogues, brochures and direct mail	26	-	10	3	6	3	1	4	7
	40%	-%	36%	62%	64%	43%	9%	38%	32%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	2	17	1	1	1	3	7	10
	46%	99%	60%	28%	6%	14%	47%	64%	46%
Publications, such as magazines, periodicals, customer newsletters	18	*	7	1	3	2	2	3	7
	26%	1%	25%	13%	30%	30%	38%	29%	31%
Other	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	1%	1%
Don't know	3	-	-	-	-	3	1	-	3
	5%	-%	-%	-%	-%	39%	13%	-%	14%

Columns Tested:: a,b,c,d,e,f,g,h

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	99	33	17	14	8	10	9	5	19	29	18	8	9	5	7
Effective base	33	14	7	4	3	4	3	1	8	10	6	2	3	2	3
Weighted Base	66	32	12	6	2	1	5	4	12	24	12	2	7	1	7
Advertising and promotional material, such as catalogues, brochures and direct mail	26	9	9	5	1	*	*	*	7	10	2	2	2	1	4
	40%	28%	74%	81%	57%	7%	3%	4%	58%	40%	14%	74%	25%	90%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	18	2	*	1	1	2	4	5	13	5	*	3	*	3
	46%	58%	14%	5%	41%	93%	47%	100%	42%	55%	42%	14%	37%	10%	45%
Publications, such as magazines, periodicals, customer newsletters	18	6	7	1	*	*	2	-	2	5	5	*	2	*	3
	26%	20%	57%	14%	4%	7%	35%	-%	17%	23%	38%	14%	24%	63%	45%
Other	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	6%	-%	-%	-%
Don't know	3	3	-	-	-	-	1	-	-	-	1	-	3	-	-
	5%	8%	-%	-%	-%	-%	15%	-%	-%	-%	6%	-%	37%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base	99	19	14	27	13	7	8	10	25	18	17	33	11	19
Effective base	33	9	5	7	7	2	1	4	7	8	8	9	3	7
Weighted Base	66	15	9	16	11	3	4	9	16	14	20	13	3	15
Advertising and promotional material, such as catalogues, brochures and direct mail	26	4	4	7	6	2	*	3	5	1	8	9	1	7
	40%	27%	48%	42%	59%	45%	2%	39%	31%	9%	39%	66%	46%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	5	4	11	4	2	4	1	7	7	11	5	*	7
	46%	33%	42%	67%	41%	49%	98%	16%	43%	47%	55%	40%	6%	48%
Publications, such as magazines, periodicals, customer newsletters	18	6	*	3	2	2	-	5	6	4	5	1	2	5
	26%	41%	2%	20%	17%	51%	-%	53%	40%	27%	25%	11%	60%	33%
Other	*	-	-	-	-	-	-	*	*	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	1%	-%	-%
Don't know	3	-	1	-	-	-	-	3	3	3	-	-	-	1
	5%	-%	8%	-%	-%	-%	-%	29%	16%	17%	-%	-%	-%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	*a	*b	c	*d	*e
Unweighted Base	99	32	14	32	7	10	22	17	30	10	16
Effective base	33	12	6	9	2	2	12	6	8	2	6
Weighted Base	66	26	11	16	3	6	22	16	10	5	11
Advertising and promotional material, such as catalogues, brochures and direct mail	26	3	9	12	1	*	11	1	6	1	7
	40%	10%	77%	77% a	39%	3%	48%	8%	59%	29%	61%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	18	*	5	*	5	5	12	5	4	4
	46%	70%	2%	30%	6%	84%	23%	73%	51%	71%	31%
Publications, such as magazines, periodicals, customer newsletters	18	5	4	5	2	*	5	5	1	*	5
	26%	20%	35%	31%	55%	2%	24%	34%	12%	7%	44%
Other	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't know	3	3	-	-	-	1	3	-	-	-	1
	5%	10%	-%	-%	-%	12%	11%	-%	-%	-%	6%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base	99	16	13	40	12	16	71	21	5	67	32	66	30
Effective base	33	7	4	15	4	4	27	6	2	24	10	23	9
Weighted Base	66	11	6	31	9	8	48	16	2	47	20	41	21
Advertising and promotional material, such as catalogues, brochures and direct mail	26	2	5	14	3	1	20	5	2	16	11	15	9
	40%	21%	75%	45%	37%	9%	41%	32%	65%	34%	54%	37%	44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	5	1	13	6	5	22	9	*	22	9	18	11
	46%	51%	16%	44%	63%	63%	46%	54%	4%	47%	44%	43%	51%
Publications, such as magazines, periodicals, customer newsletters	18	5	1	8	*	2	16	1	1	10	7	8	8
	26%	46%	10%	27%	*%	27%	34%	4%	33%	22%	37%	19%	38%
Other	*	-	-	-	-	*	*	-	-	-	*	*	-
	*%	-%	-%	-%	-%	2%	*%	-%	-%	-%	1%	*%	-%
Don't know	3	-	-	3	-	1	1	3	-	1	3	3	-
	5%	-%	-%	8%	-%	9%	1%	15%	-%	2%	13%	8%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	99	45	50	41	57	69	27	44	51	43	55
Effective base	33	18	14	17	16	24	8	16	16	17	16
Weighted Base	66	36	28	33	34	47	16	33	32	33	33
Advertising and promotional material, such as catalogues, brochures and direct mail	26	12	14	13	13	16	9	14	12	12	15
	40%	34%	49%	40%	39%	34%	58%	42%	39%	35%	45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	13	16	13	18	21	7	12	17	15	16
	46%	36%	57%	39%	54%	45%	47%	37%	53%	44%	48%
Publications, such as magazines, periodicals, customer newsletters	18	10	8	8	9	10	6	8	9	8	9
	26%	26%	28%	25%	28%	21%	39%	24%	30%	24%	28%
Other	*	-	*	-	*	*	-	-	*	-	*
	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%
Don't know	3	3	-	1	3	3	-	1	3	1	3
	5%	9%	-%	2%	7%	7%	-%	2%	8%	2%	8%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	99	89	41	24	-	85	35	22	-	82	50	28	-
Effective base	33	29	12	8	-	30	12	5	-	27	16	10	-
Weighted Base	66	59	22	11	-	62	25	6	-	56	32	17	-
Advertising and promotional material, such as catalogues, brochures and direct mail	26	23	5	5	-	26	8	3	-	25	8	8	-
	40%	39%	24%	44%	-%	42%	31%	51%	-%	44%	25%	49%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	27	13	5	-	27	12	4	-	24	19	7	-
	46%	46%	60%	50%	-%	43%	49%	67%	-%	42%	59%	39%	-%
Publications, such as magazines, periodicals, customer newsletters	18	16	5	3	-	17	9	1	-	16	12	4	-
	26%	26%	22%	25%	-%	28%	35%	18%	-%	28%	36%	24%	-%
Other	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Don't know	3	3	3	-	-	3	3	-	-	3	1	3	-
	5%	5%	11%	-%	-%	5%	13%	-%	-%	4%	2%	19%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	c	*d	*e
Unweighted Base	99	49	57	43	63	39	10	20	28	36	13	7
Effective base	33	18	21	14	21	13	4	9	11	10	4	3
Weighted Base	66	31	44	25	44	25	3	16	20	18	4	4
Advertising and promotional material, such as catalogues, brochures and direct mail	26	10	15	10	14	4	1	5	7	6	2	2
	40%	32%	34%	39%	31%	17%	37%	30%	34%	36%	44%	44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	13	20	11	22	17	1	10	9	10	2	2
	46%	43%	46%	43%	49%	68%	38%	61%	45%	56%	55%	56%
Publications, such as magazines, periodicals, customer newsletters	18	7	10	7	10	6	*	4	7	4	*	-
	26%	23%	23%	29%	23%	23%	1%	24%	35%	23%	3%	-%
Other	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	3	3	-	3	1	1	-	-	-	-	-
	5%	10%	7%	-%	7%	3%	24%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base	99	19	23	12	10	62	57	84	53	55	84	42	20	-	66	3
Effective base	33	8	8	4	4	24	21	30	18	12	28	13	6	-	23	2
Weighted Base	66	18	18	4	4	37	46	60	32	25	57	24	12	-	47	*
Advertising and promotional material, such as catalogues, brochures and direct mail	26	4	7	2	1	20	19	26	18	9	26	10	7	-	15	-
	40%	23%	36%	34%	32%	53%	41%	43%	55%	37%	45%	42%	55%	-%	33%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	11	6	2	2	16	23	28	13	16	25	12	6	-	23	*
	46%	63%	35%	34%	47%	43%	50%	46%	40%	63%	43%	49%	53%	-%	48%	100%
Publications, such as magazines, periodicals, customer newsletters	18	2	7	2	1	8	10	15	10	8	15	9	4	-	10	-
	26%	9%	39%	39%	21%	23%	23%	24%	31%	33%	26%	39%	35%	-%	22%	-%
Other	*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	-
	*%	1%	-%	-%	-%	*%	-%	*%	-%	1%	*%	-%	-%	-%	*%	-%
Don't know	3	3	1	-	-	1	3	3	-	-	3	1	-	-	3	-
	5%	14%	4%	-%	-%	2%	7%	5%	-%	-%	6%	3%	-%	-%	7%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	*a	b	*c
Unweighted Base	99	66	11	62	4	59	14	40	46	10	29	48	17
Effective base	33	21	5	17	2	18	4	14	15	5	10	15	7
Weighted Base	66	40	11	29	5	35	4	30	29	4	19	27	17
Advertising and promotional material, such as catalogues, brochures and direct mail	26	14	4	18	-	14	3	12	9	2	8	9	5
	40%	34%	34%	60%	-%	40%	77%	40%	31%	48%	45%	34%	31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	21	3	12	2	19	1	15	14	1	8	13	10
	46%	53%	24%	41%	49%	54%	15%	50%	50%	33%	41%	49%	56%
Publications, such as magazines, periodicals, customer newsletters	18	7	4	10	-	9	1	4	11	*	3	7	5
	26%	19%	35%	32%	-%	25%	16%	15%	39%	3%	17%	27%	31%
Other	*	*	-	-	*	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	3%	-%	3%	-%	-%	4%	-%	1%	-%
Don't know	3	1	3	-	3	3	-	3	-	1	3	-	-
	5%	2%	22%	-%	51%	7%	-%	8%	-%	18%	17%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	99	64	35
Effective base	33	23	10
Weighted Base	66	44	22
Advertising and promotional material, such as catalogues, brochures and direct mail	26	18	8
	40%	41%	37%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	22	9
	46%	50%	38%
Publications, such as magazines, periodicals, customer newsletters	18	12	6
	26%	27%	26%
Other	*	*	-
	*%	*%	-%
Don't know	3	3	-
	5%	7%	-%

Columns Tested:: a,b

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l
Unweighted Base	99	6	5	3	9	2	31	1	13	8	6	7	8
Effective base	33	1	1	1	2	2	9	1	6	3	1	5	2
Weighted Base	66	1	5	4	3	4	17	*	14	5	1	8	3
Advertising and promotional material, such as catalogues, brochures and direct mail	26	*	-	1	*	4	9	*	5	1	1	3	2
	40%	*%	-%	11%	3%	100%	54%	100%	38%	18%	85%	39%	65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	1	4	4	3	-	7	*	4	5	*	2	1
	46%	100%	84%	84%	88%	-%	43%	100%	32%	84%	13%	20%	24%
Publications, such as magazines, periodicals, customer newsletters	18	*	*	*	*	1	3	-	6	1	*	5	*
	26%	2%	1%	4%	12%	36%	19%	-%	47%	10%	2%	61%	12%
Other	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	-	1	-	-	-	-	-	3	-	-	-	-
	5%	-%	15%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 231 (continuation)

QV8q. What types of mail do you use this for?: Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		*a	b	*c	*d	a	b
Unweighted Base	99	14	42	22	21	56	43
Effective base	33	4	13	9	8	16	17
Weighted Base	66	10	24	19	12	35	32
Advertising and promotional material, such as catalogues, brochures and direct mail	26	1	13	6	6	14	13
	40%	5%	54%	33%	50%	40%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	31	9	10	9	3	19	12
	46%	86%	42%	47%	21%	55%	37%
Publications, such as magazines, periodicals, customer newsletters	18	*	5	7	5	5	12
	26%	3%	21%	36%	42%	15%	38%
Other	*	*	-	-	-	*	-
	*%	1%	-%	-%	-%	*%	-%
Don't know	3	1	-	3	-	1	3
	5%	7%	-%	13%	-%	2%	8%

Columns Tested:: a,b,c,d - a,b

Table 233

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	357	16	341	147	97	32	81	210
Effective base	101	6	98	80	47	20	38	70
Weighted Base	218	4	214	193	20	3	2	25
Advertising and promotional material, such as catalogues, brochures and direct mail	112	1	110	99	9	2	1	12
	51%	37%	51%	51%	47%	59%	52%	49%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	1	117	106	10	1	1	12
	54%	18%	55%	55%	49%	39%	59%	48%
Publications, such as magazines, periodicals, customer newsletters	50	1	48	42	6	1	*	8
	23%	31%	23%	22%	31%	29%	19%	30%
Other	7	1	7	7	-	-	*	*
	3%	14%	3%	4%	-%	-%	3%	*%
Don't know	8	-	8	6	2	-	*	2
	4%	-%	4%	3%	9%	-%	1%	7%

Columns Tested:: a,b - a,b,c,d,e

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	357	39	79	29	57	72	81	147	97	113
Effective base	101	27	41	20	30	30	38	80	47	44
Weighted Base	218	81	93	20	12	11	2	193	20	5
Advertising and promotional material, such as catalogues, brochures and direct mail	112	34	59	6	6	5	1	99	9	3
	51%	43%	64%	30%	49%	49%	52%	51%	47%	56%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	49	48	8	5	6	1	106	10	2
	54%	61%	52%	40%	42%	53%	59%	55%	49%	47%
Publications, such as magazines, periodicals, customer newsletters	50	15	21	6	5	2	*	42	6	1
	23%	18%	23%	32%	40%	20%	19%	22%	31%	26%
Other	7	2	4	*	-	-	*	7	-	*
	3%	3%	5%	1%	-%	-%	3%	4%	-%	1%
Don't know	8	3	4	-	1	1	*	6	2	*
	4%	3%	4%	-%	9%	7%	1%	3%	9%	1%
					i				i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted Base	357	76	71	97	32	81	100	97	35	20	76
Effective base	101	50	48	47	20	38	42	31	8	4	12
Weighted Base	218	145	48	20	3	2	107	58	15	7	15
Advertising and promotional material, such as catalogues, brochures and direct mail	112	79	20	9	2	1	52	29	9	4	10
	51%	55%	41%	47%	59%	52%	48%	49%	58%	57%	65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	82	24	10	1	1	54	36	7	5	10
	54%	57%	49%	49%	39%	59%	51%	62%	47%	79%	65%
Publications, such as magazines, periodicals, customer newsletters	50	31	11	6	1	*	21	15	6	4	1
	23%	21%	23%	31%	29%	19%	19%	26%	36%	58%	6%
Other	7	7	*	-	-	*	2	5	-	-	-
	3%	5%	1%	-%	-%	3%	2%	8%	-%	-%	-%
Don't know	8	5	1	2	-	*	3	2	*	*	1
	4%	3%	2%	9%	-%	1%	2%	3%	2%	5%	5%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	357	21	15	45	13	28	28	18	25	18
Effective base	101	7	9	17	4	10	15	8	10	7
Weighted Base	218	17	16	39	11	23	37	19	24	10
Advertising and promotional material, such as catalogues, brochures and direct mail	112	16	6	15	4	18	14	9	12	6
	51%	93%	36%	38%	32%	75%	38%	45%	50%	60%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	9	8	23	8	9	23	12	14	3
	54%	49%	48%	59%	68%	39%	61%	64%	60%	26%
Publications, such as magazines, periodicals, customer newsletters	50	7	3	9	*	4	4	6	8	3
	23%	41%	18%	24%	1%	15%	11%	30%	34%	30%
Other	7	-	-	6	*	-	*	-	-	-
	3%	-%	-%	16%	2%	-%	*%	-%	-%	-%
Don't know	8	-	-	*	-	-	3	4	1	-
	4%	-%	-%	1%	-%	-%	7%	21%	5%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	357	59	61	91	211	146	50	47	49
Effective base	101	21	25	39	85	29	14	10	13
Weighted Base	218	45	57	95	197	22	10	9	3
Advertising and promotional material, such as catalogues, brochures and direct mail	112	27	34	37	98	13	5	7	1
	51%	61%	59%	39%	50%	62%	52%	80%	43%
								c	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	19	30	58	107	11	7	2	1
	54%	43%	53%	61%	55%	49%	74%	22%	47%
				g			g		
Publications, such as magazines, periodicals, customer newsletters	50	7	18	19	44	6	3	2	1
	23%	15%	32%	20%	22%	27%	28%	18%	52%
									acd
Other	7	*	-	6	7	1	-	1	-
	3%	1%	-%	7%	3%	2%	-%	6%	-%
Don't know	8	-	1	7	8	*	-	*	*
	4%	-%	2%	7%	4%	*%	-%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	357	11	48	51	44	68	23	12	13	135
Effective base	101	6	13	13	17	23	7	4	4	35
Weighted Base	218	5	34	35	40	33	9	6	11	80
Advertising and promotional material, such as catalogues, brochures and direct mail	112	3	25	26	20	17	4	4	4	35
	51%	58%	74%	74%	49%	52%	44%	71%	38%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	2	21	21	23	20	4	2	10	37
	54%	41%	61%	60%	58%	60%	44%	26%	90%	46%
Publications, such as magazines, periodicals, customer newsletters	50	2	14	14	11	3	2	2	1	15
	23%	33%	40% e	40% e	28%	9%	19%	39%	11%	19%
Other	7	-	-	-	4	1	-	-	-	2
	3%	-%	-%	-%	11%	2%	-%	-%	-%	2%
Don't know	8	-	-	-	2	*	-	-	-	6
	4%	-%	-%	-%	4%	1%	-%	-%	-%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	357	106	91	160	330	27	249	108	354	3
Effective base	101	33	30	43	92	8	77	27	99	2
Weighted Base	218	80	42	97	201	18	180	38	214	4
Advertising and promotional material, such as catalogues, brochures and direct mail	112	48	21	43	104	8	96	16	112	*
	51%	60%	50%	44%	52%	45%	53%	42%	52%	1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	46	24	48	104	14	97	21	114	4
	54%	58%	57%	50%	52%	79%	54%	56%	53%	99%
Publications, such as magazines, periodicals, customer newsletters	50	27	5	18	47	2	42	7	50	-
	23%	33% b	11%	19%	24%	14%	24%	19%	23%	-%
Other	7	4	1	2	7	-	7	*	7	-
	3%	6%	2%	2%	4%	-%	4%	1%	3%	-%
Don't know	8	2	*	6	8	-	5	3	8	-
	4%	2%	1%	6%	4%	-%	3%	9%	4%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	357	128	151	75	189	75	27	66	264	93
Effective base	101	41	37	22	65	16	5	15	81	20
Weighted Base	218	87	75	50	140	33	11	34	173	45
Advertising and promotional material, such as catalogues, brochures and direct mail	112	44	35	26	60	17	9	25	77	34
	51%	51%	47%	53%	43%	52%	81%	74%	45%	76%
								ae		ae
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	45	39	30	75	16	5	22	90	28
	54%	51%	52%	60%	53%	47%	47%	65%	52%	61%
Publications, such as magazines, periodicals, customer newsletters	50	11	20	19	26	7	1	15	33	16
	23%	13%	26%	38%	19%	22%	13%	43%	19%	36%
				a				ae		
Other	7	2	5	1	7	*	-	-	7	-
	3%	2%	6%	1%	5%	*%	-%	-%	4%	-%
Don't know	8	3	4	1	8	*	-	*	8	*
	4%	4%	5%	2%	5%	1%	-%	*%	5%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	357	49	140	168	342	325	350	333	282	356
Effective base	101	21	44	36	94	90	99	94	79	100
Weighted Base	218	47	93	78	209	195	216	207	177	217
Advertising and promotional material, such as catalogues, brochures and direct mail	112	25	36	51	108	102	112	106	92	112
	51%	53%	38%	66% b	52%	52%	52%	51%	52%	51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	24	51	43	114	105	116	113	99	118
	54%	51%	55%	55%	54%	54%	54%	55%	56%	54%
Publications, such as magazines, periodicals, customer newsletters	50	8	18	24	47	47	49	49	44	49
	23%	18%	19%	30%	23%	24%	23%	24%	25%	22%
Other	7	-	7	*	7	7	7	7	7	7
	3%	-%	8%	*%	3%	4%	3%	3%	4%	3%
Don't know	8	6	2	*	8	8	8	8	7	8
	4%	13% bc	2%	*%	4%	4%	4%	4%	4%	4%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	357	16	130	39	51	46	35	33	114
Effective base	101	6	47	11	12	8	7	9	24
Weighted Base	218	15	104	16	23	21	15	22	58
Advertising and promotional material, such as catalogues, brochures and direct mail	112	8	53	3	15	12	12	9	32
	51%	52%	51%	18%	68%	56%	77%	40%	55%
			c		c		c		c
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	7	55	14	9	8	6	18	32
	54%	45%	53%	86%	38%	39%	39%	80%	55%
				de					
Publications, such as magazines, periodicals, customer newsletters	50	2	22	1	4	7	7	6	20
	23%	12%	21%	6%	18%	34%	45%	28%	35%
Other	7	-	2	-	-	*	1	4	5
	3%	-%	2%	-%	-%	*%	3%	20%	9%
								b	
Don't know	8	*	4	*	-	3	1	*	3
	4%	2%	4%	*%	-%	12%	5%	*%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	357	141	54	40	43	27	21	16	104	89	51	27	21	13	20
Effective base	101	47	20	7	9	7	5	2	38	24	11	8	6	5	7
Weighted Base	218	111	35	19	18	7	13	6	77	54	17	7	20	3	17
Advertising and promotional material, such as catalogues, brochures and direct mail	112	60	13	7	10	2	10	5	36	33	11	4	12	*	5
	51%	54%	37%	38%	58%	33%	75%	95%	47%	62%	65%	56%	58%	13%	31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	53	26	13	8	5	5	4	33	33	12	3	10	1	14
	54%	48%	74%	66%	47%	66%	36%	74%	43%	61%	68%	40%	49%	46%	82%
Publications, such as magazines, periodicals, customer newsletters	50	27	7	2	3	2	7	1	15	10	3	4	9	2	5
	23%	24%	20%	8%	18%	23%	51%	11%	19%	19%	17%	52%	46%	65%	29%
Other	7	2	-	*	4	1	-	-	2	-	-	*	1	-	4
	3%	2%	-%	*%	25% ab	7%	-%	-%	3%	-%	-%	1%	3%	-%	27%
Don't know	8	7	-	-	-	-	1	*	4	*	1	-	3	-	*
	4%	6%	-%	-%	-%	-%	5%	1%	5%	*%	4%	-%	13%	-%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	357	101	63	60	38	22	20	29	71	65	81	95	61	48
Effective base	101	31	19	18	10	6	3	9	18	24	28	32	10	11
Weighted Base	218	66	35	39	20	16	7	24	47	55	64	43	27	27
Advertising and promotional material, such as catalogues, brochures and direct mail	112	28	18	30	7	8	5	11	23	29	25	25	15	17
	51%	43%	50%	78% ad	33%	49%	71%	45%	50%	53%	40%	59%	54%	65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	40	12	17	16	7	6	17	29	20	45	17	18	16
	54%	61%	34%	42%	76% b	43%	87%	69%	63%	36%	70% ac	40%	66%	61%
Publications, such as magazines, periodicals, customer newsletters	50	9	6	18	2	3	1	10	14	10	14	9	6	10
	23%	14%	17%	46% ad	9%	21%	8%	42%	30%	19%	22%	20%	24%	36%
Other	7	2	-	-	5	-	-	-	-	3	4	-	*	-
	3%	3%	-%	-%	22% bch	-%	-%	-%	-%	5%	7%	-%	*%	-%
Don't know	8	2	3	*	-	*	-	3	3	5	*	2	-	1
	4%	2%	10%	1%	-%	*%	-%	10%	6%	10%	*%	4%	-%	4%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	357	110	71	84	44	33	87	73	79	46	35
Effective base	101	32	26	26	8	7	30	22	23	8	8
Weighted Base	218	79	51	40	23	16	68	48	39	22	17
Advertising and promotional material, such as catalogues, brochures and direct mail	112	46	16	25	14	7	30	22	20	16	13
	51%	58%	32%	62% b	61%	44%	43%	46%	52%	73%	78%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	36	32	20	14	13	33	32	18	15	7
	54%	46%	62%	49%	60%	79%	48%	67%	46%	67%	44%
Publications, such as magazines, periodicals, customer newsletters	50	23	7	9	6	2	11	13	8	7	9
	23%	29%	14%	21%	28%	11%	16%	26%	21%	30%	50%
Other	7	7	-	-	*	-	3	4	-	*	-
	3%	9%	-%	-%	*%	-%	4%	9%	-%	*%	-%
Don't know	8	5	-	2	-	1	5	*	1	*	1
	4%	7%	-%	4%	-%	6%	8%	*%	3%	1%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	357	74	71	96	43	44	231	57	41	255	102	278	64
Effective base	101	24	18	31	11	11	70	16	9	72	30	77	19
Weighted Base	218	55	29	67	31	20	142	42	22	145	73	156	53
Advertising and promotional material, such as catalogues, brochures and direct mail	112	24	14	33	20	10	87	14	5	76	36	80	28
	51%	43%	47%	49%	67%	52%	61% bc	34%	21%	52%	49%	51%	53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	27	17	36	18	15	75	26	11	70	48	77	37
	54%	49%	59%	54%	59%	74%	53%	62%	50%	48%	66%	49%	70%
Publications, such as magazines, periodicals, customer newsletters	50	11	3	18	13	4	38	6	5	26	23	33	14
	23%	20%	12%	26%	42%	19%	27%	14%	23%	18%	32%	21%	27%
Other	7	2	-	4	*	-	5	-	2	3	4	3	4
	3%	4%	-%	7%	*%	-%	3%	-%	8%	2%	6%	2%	8%
Don't know	8	3	-	4	*	1	3	5	-	4	4	8	*
	4%	6%	-%	5%	1%	5%	2%	12%	-%	3%	6%	5%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	357	210	115	151	182	282	60	207	118	156	177
Effective base	101	61	29	45	50	78	17	60	30	45	50
Weighted Base	218	127	68	93	113	161	48	126	69	95	112
Advertising and promotional material, such as catalogues, brochures and direct mail	112	64	38	44	62	86	22	66	36	47	60
	51%	50%	56%	47%	55%	53%	46%	52%	52%	49%	53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	61	44	47	67	80	34	63	42	46	67
	54%	48%	65%	50%	59%	50%	70%	50%	61%	49%	60%
Publications, such as magazines, periodicals, customer newsletters	50	23	25	14	35	33	15	26	21	14	34
	23%	18%	36%	15%	31%	20%	31%	21%	30%	15%	31%
Other	7	1	6	*	6	3	4	1	6	*	6
	3%	1%	9%	*%	6%	2%	9%	1%	9%	*%	6%
			a						a		
Don't know	8	7	*	5	3	8	*	5	3	5	3
	4%	6%	*%	5%	3%	5%	*%	4%	4%	5%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	357	276	187	69	-	270	159	63	1	282	154	84	1
Effective base	101	76	46	14	-	76	41	12	1	80	39	20	1
Weighted Base	218	180	87	34	-	175	92	31	1	175	83	49	*
Advertising and promotional material, such as catalogues, brochures and direct mail	112	99	39	18	-	95	50	18	1	98	42	28	*
	51%	55%	45%	52%	-%	54%	54%	57%	100%	56%	50%	57%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	102	42	21	-	100	46	18	-	100	47	27	-
	54%	57%	49%	61%	-%	57%	50%	58%	-%	57%	57%	56%	-%
Publications, such as magazines, periodicals, customer newsletters	50	39	23	12	-	40	34	11	-	35	26	20	-
	23%	22%	26%	36%	-%	23%	37%	36%	-%	20%	32%	42% a	-%
Other	7	5	7	*	-	5	7	*	-	5	6	*	-
	3%	3%	8%	*%	-%	3%	8%	*%	-%	3%	8%	*%	-%
Don't know	8	7	4	*	-	7	5	*	-	4	2	3	-
	4%	4%	5%	*%	-%	4%	5%	*%	-%	2%	3%	7%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	*e
Unweighted Base	357	249	220	164	244	159	45	79	101	122	34	20
Effective base	101	67	61	44	66	47	11	25	29	31	9	6
Weighted Base	218	143	127	88	142	97	28	38	60	65	18	8
Advertising and promotional material, such as catalogues, brochures and direct mail	112	77	66	52	73	59	17	26	38	43	13	4
	51%	54%	52%	59%	51%	61%	59%	67%	64%	66%	72%	59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	68	67	34	74	45	14	17	21	26	5	4
	54%	48%	53%	39%	52%	47%	51%	45%	36%	40%	28%	55%
Publications, such as magazines, periodicals, customer newsletters	50	30	24	19	30	21	10	11	15	13	5	3
	23%	21%	18%	22%	21%	21%	37%	28%	26%	20%	27%	40%
Other	7	2	1	*	2	1	*	*	*	*	*	*
	3%	2%	1%	*%	2%	1%	*%	*%	1%	*%	*%	1%
Don't know	8	8	5	1	8	2	1	1	1	1	-	-
	4%	5%	4%	2%	5%	2%	3%	3%	2%	2%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	357	65	67	41	20	260	211	312	219	189	263	204	64	-	263	17
Effective base	101	20	18	14	8	74	57	89	60	47	72	55	18	-	76	6
Weighted Base	218	42	44	26	7	141	117	178	122	110	162	111	44	-	147	15
Advertising and promotional material, such as catalogues, brochures and direct mail	112	22	20	14	4	78	77	105	68	61	88	66	32	-	79	10
	51%	53%	47%	57%	49%	56%	66%	59%	55%	56%	54%	60%	74%	-%	54%	62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	16	28	12	5	65	56	88	64	66	90	54	22	-	68	8
	54%	37%	64%	46%	65%	46%	48%	50%	52%	61%	56%	49%	49%	-%	46%	53%
Publications, such as magazines, periodicals, customer newsletters	50	8	12	5	3	34	34	45	32	32	44	31	21	-	35	*
	23%	19%	27%	20%	48%	24%	29%	25%	26%	30%	27%	28%	48%	-%	24%	3%
Other	7	*	-	2	-	1	1	1	1	7	*	1	-	-	3	-
	3%	*%	-%	9%	-%	*%	*%	*%	1%	6% c	*%	1%	-%	-%	2%	-%
Don't know	8	3	4	-	*	3	5	5	1	1	4	2	*	-	5	3
	4%	6%	9%	-%	1%	2%	4%	3%	1%	1%	3%	2%	*%	-%	3%	16%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	357	215	97	200	13	157	79	111	200	42	106	127	120
Effective base	101	60	30	56	5	46	20	32	57	11	32	36	32
Weighted Base	218	133	46	118	14	104	41	76	118	17	62	83	68
Advertising and promotional material, such as catalogues, brochures and direct mail	112	74	22	56	7	54	18	40	53	12	37	31	38
	51%	56%	47%	48%	50%	52%	43%	53%	45%	69%	59%	37%	57%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	71	16	72	7	63	26	47	67	4	33	55	30
	54%	53%	34%	61%	53%	60%	62%	61%	57%	23%	53%	67%	44%
								c	c				
Publications, such as magazines, periodicals, customer newsletters	50	26	10	35	3	27	14	19	29	2	19	14	17
	23%	20%	21%	30%	22%	26%	33%	25%	24%	12%	30%	17%	25%
Other	7	2	1	6	-	6	*	4	3	-	-	7	*
	3%	2%	1%	5%	-%	6%	*%	6%	2%	-%	-%	8%	*%
Don't know	8	4	4	2	3	3	1	5	2	1	3	*	4
	4%	3%	8%	2%	18%	3%	2%	7%	2%	4%	5%	*%	7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	357	215	142
Effective base	101	62	42
Weighted Base	218	150	69
Advertising and promotional material, such as catalogues, brochures and direct mail	112	80	32
	51%	53%	47%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	85	33
	54%	57%	48%
Publications, such as magazines, periodicals, customer newsletters	50	35	15
	23%	23%	22%
Other	7	5	2
	3%	4%	3%
Don't know	8	4	4
	4%	3%	6%

Columns Tested:: a,b

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	h	*i	j	*k	l
Unweighted Base	357	21	34	16	24	10	72	10	48	21	33	20	48
Effective base	101	5	9	7	4	5	22	6	19	10	9	9	21
Weighted Base	218	3	31	5	5	8	61	2	38	21	6	14	26
Advertising and promotional material, such as catalogues, brochures and direct mail	112	2	15	3	2	2	36	1	24	11	3	7	7
	51%	61%	48%	67%	45%	24%	59% l	43%	63% l	52%	41%	49%	28%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	*	18	1	3	4	43	1	17	8	2	6	14
	54%	15%	60%	32%	59%	50%	71% j	66%	44%	38%	27%	42%	56%
Publications, such as magazines, periodicals, customer newsletters	50	1	9	2	*	2	10	*	12	6	3	3	2
	23%	24%	28%	51%	10%	26%	17%	16%	30%	27%	45% l	24%	6%
Other	7	-	4	*	-	-	-	-	*	1	-	-	2
	3%	-%	15%	6%	-%	-%	-%	-%	*%	2%	-%	-%	7%
Don't know	8	*	1	-	-	-	1	-	5	*	-	-	1
	4%	2%	2%	-%	-%	-%	2%	-%	13%	*%	-%	-%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 233 (continuation)

QV8o/p. What types of mail do you use this for?: NET Any Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	357	71	106	79	101	177	180
Effective base	101	13	29	31	38	42	65
Weighted Base	218	38	74	61	45	112	107
Advertising and promotional material, such as catalogues, brochures and direct mail	112	19	40	36	16	60	52
	51%	51%	55%	58%	36%	53%	49%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	118	20	50	26	22	70	48
	54%	53%	68%	42%	48%	63%	45%
			c				
Publications, such as magazines, periodicals, customer newsletters	50	12	13	18	8	24	25
	23%	30%	18%	29%	17%	22%	24%
Other	7	5	-	1	2	5	2
	3%	13%	-%	1%	4%	4%	2%
Don't know	8	1	1	5	1	2	6
	4%	2%	1%	8%	2%	2%	6%

Columns Tested:: a,b,c,d - a,b

Table 234

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Letters	1636	223	1413	1558	67	7	4	78
	82%	98%	80%	82%	88%	80%	80%	87%
		b						
Large letters	1034	216	819	974	53	5	3	61
	52%	94%	46%	51%	69%	53%	67%	68%
		b			a		a	a
Parcels and packets	1157	214	943	1097	51	6	3	60
	58%	93%	53%	57%	66%	68%	69%	67%
		b			a		a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	613	164	450	578	30	4	2	35
	31%	72%	25%	30%	39%	41%	43%	39%
		b			a		a	a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	193	200	366	22	3	2	27
	20%	84%	11%	19%	29%	35%	34%	30%
		b			a	a	a	a
Other everyday correspondence, such as invoices, one off bills etc.	674	182	492	640	29	4	2	35
	34%	80%	28%	33%	38%	44%	34%	39%
		b						
Publications, such as magazines, periodicals, customer newsletters	412	102	310	389	19	2	1	23
	21%	45%	18%	20%	25%	25%	23%	25%
		b						
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	9	130	127	10	1	1	12
	7%	4%	7%	7%	13%	14%	16%	13%
					a		a	a
Refused	8	-	8	8	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
None of these	132	1	131	130	1	*	*	2
	7%	*%	7%	7%	2%	2%	1%	2%
			a	bde				
Other	2	1	1	2	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
Don't know	8	-	8	7	*	-	*	*
	*%	-%	*%	*%	*%	-%	2%	*%
NET: Letters, large letters, packets and parcels	1794	223	1570	1708	73	9	5	86
	90%	98%	89%	89%	96%	96%	92%	95%
		b			a			a
NET: Letters, Large letters	1718	223	1495	1634	71	8	4	84
	86%	98%	84%	86%	94%	88%	88%	93%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Letters	1636	818	623	117	45	29	4	1558	67	11
	82%	80%	84%	84%	86%	89%	80%	82%	88%	80%
						a			a	
Large letters	1034	474	418	82	35	23	3	974	53	8
	52%	46%	56%	58%	66%	71%	67%	51%	69%	58%
			a	a	ag	abg	ag		abg	a
Parcels and packets	1157	560	447	89	35	22	3	1097	51	10
	58%	54%	60%	64%	66%	67%	69%	57%	66%	68%
					a	a	ag		ag	ag
Advertising and promotional material, such as catalogues, brochures and direct mail	613	279	250	50	23	10	2	578	30	6
	31%	27%	34%	35%	43%	32%	43%	30%	39%	41%
					ag		ag		ag	ag
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	211	123	32	13	11	2	366	22	5
	20%	20%	17%	23%	26%	35%	34%	19%	29%	35%
					b	abg	abg		abg	abg
Other everyday correspondence, such as invoices, one off bills etc.	674	333	247	59	19	14	2	640	29	6
	34%	32%	33%	42%	36%	44%	34%	33%	38%	41%
						a				
Publications, such as magazines, periodicals, customer newsletters	412	208	144	38	14	8	1	389	19	3
	21%	20%	19%	27%	26%	24%	23%	20%	25%	24%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	44	76	8	7	4	1	127	10	2
	7%	4%	10%	5%	13%	13%	16%	7%	13%	15%
			ag		ag	ag	acg		ag	acg
Refused	8	8	-	-	-	*	*	8	*	*
	*%	1%	-%	-%	-%	*%	1%	*%	*%	*%
None of these	132	103	23	4	1	*	*	130	1	*
	7%	10%	3%	3%	3%	1%	1%	7%	2%	2%
		bcdefhi						befhi		
Other	2	-	2	-	-	-	-	2	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Don't know	8	4	3	-	-	*	*	7	*	*
	*%	*%	*%	-%	-%	1%	2%	*%	*%	1%
NET: Letters, large letters, packets and parcels	1794	895	685	128	50	32	5	1708	73	13
	90%	87%	92%	92%	94%	98%	92%	89%	96%	95%
			a		a	ag			ag	a
NET: Letters, Large letters	1718	845	664	124	48	31	4	1634	71	12
	86%	82%	90%	89%	92%	95%	88%	86%	94%	88%
			a		a	ag			ag	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Letters	1636	1257	302	67	7	4	995	249	56	20	48
	82%	81%	86%	88%	80%	80%	80%	84%	83%	58%	82%
				a			d	d	d		d
Large letters	1034	772	202	53	5	3	551	178	41	17	37
	52%	50%	57%	69%	53%	67%	44%	60%	60%	49%	64%
			a	ab		a		a			a
Parcels and packets	1157	880	216	51	6	3	681	164	35	21	36
	58%	56%	61%	66%	68%	69%	54%	55%	52%	60%	61%
				a		a					
Advertising and promotional material, such as catalogues, brochures and direct mail	613	445	133	30	4	2	307	91	26	11	18
	31%	29%	38%	39%	41%	43%	25%	30%	38%	30%	31%
			a	a		a					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	293	74	22	3	2	150	50	14	7	13
	20%	19%	21%	29%	35%	34%	12%	17%	20%	19%	22%
				a	ab	ab					
Other everyday correspondence, such as invoices, one off bills etc.	674	503	136	29	4	2	338	109	34	15	14
	34%	32%	39%	38%	44%	34%	27%	36%	50%	43%	25%
								a	ae		
Publications, such as magazines, periodicals, customer newsletters	412	296	93	19	2	1	213	66	19	5	9
	21%	19%	27%	25%	25%	23%	17%	22%	28%	14%	16%
			a								
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	106	21	10	1	1	72	26	9	1	11
	7%	7%	6%	13%	14%	16%	6%	9%	14%	3%	19%
				ab		ab					a
Refused	8	8	-	*	-	*	7	*	*	-	-
	*%	1%	-%	*%	-%	1%	1%	*%	*%	-%	-%
None of these	132	123	7	1	*	*	111	10	*	7	-
	7%	8%	2%	2%	2%	1%	9%	3%	1%	21%	-%
		bce					be			bce	
Other	2	1	1	-	-	-	-	1	-	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	8	6	1	*	-	*	6	1	-	-	-
	*%	*%	*%	*%	-%	2%	1%	*%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1794	1380	328	73	9	5	1103	270	63	28	56
	90%	89%	93%	96%	96%	92%	88%	90%	93%	79%	97%
			a	a							d
NET: Letters, Large letters	1718	1316	318	71	8	4	1039	264	61	26	56
	86%	84%	90%	94%	88%	88%	83%	89%	91%	75%	96%
			a	a							ad

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Letters	1636	144	119	269	50	154	243	208	118	112
	82%	80%	81%	84%	73%	84%	78%	83%	76%	76%
Large letters	1034	102	68	144	42	81	151	124	80	71
	52%	57%	47%	45%	61%	44%	49%	50%	52%	48%
Parcels and packets	1157	111	83	163	43	100	173	136	80	81
	58%	62%	57%	51%	63%	55%	56%	54%	52%	55%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	46	34	91	20	55	104	59	40	39
	31%	26%	23%	29%	28%	30%	33%	24%	26%	26%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	22	17	66	13	27	51	23	23	34
	20%	12%	12%	21%	19%	15%	16%	9%	15%	23%
				g						g
Other everyday correspondence, such as invoices, one off bills etc.	674	54	46	99	25	52	99	73	35	65
	34%	30%	32%	31%	35%	28%	32%	29%	22%	44%
										h
Publications, such as magazines, periodicals, customer newsletters	412	27	17	74	22	40	56	48	32	22
	21%	15%	12%	23%	32%	22%	18%	19%	21%	15%
					b					
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Order fulfilment (sending ordered goods to customers)	139	12	12	23	1	18	17	18	8	17
	7%	7%	8%	7%	1%	10%	5%	7%	5%	12%
Refused	8	-	-	-	-	-	7	-	*	-
	*%	-%	-%	-%	-%	-%	2%	-%	*%	-%
None of these	132	7	8	17	6	11	19	23	17	21
	7%	4%	6%	5%	9%	6%	6%	9%	11%	14%
										ac
Other	2	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	8	2	*	-	1	-	4	-	-	*
	*%	1%	*%	-%	2%	-%	1%	-%	-%	*%
NET: Letters, large letters, packets and parcels	1794	169	137	286	59	171	271	224	129	117
	90%	94%	94%	90%	85%	93%	87%	89%	84%	79%
		i	i			i				
NET: Letters, Large letters	1718	161	127	276	54	164	255	216	128	113
	86%	90%	87%	87%	78%	89%	82%	87%	83%	77%
		i				i				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Letters	1636	317	380	719	1416	220	113	71	36
	82%	79%	79%	82%	80%	92%	94%	89%	91%
						abcd	abcd	b	abcd
Large letters	1034	194	251	419	864	170	92	50	28
	52%	48%	52%	48%	49%	71%	77%	62%	70%
						abcd	abcdg	acd	abcd
Parcels and packets	1157	224	274	472	970	187	95	59	32
	58%	56%	57%	54%	55%	78%	79%	74%	81%
						abcd	abcd	abcd	abcd
Advertising and promotional material, such as catalogues, brochures and direct mail	613	114	120	254	488	126	63	42	21
	31%	28%	25%	29%	28%	52%	52%	52%	54%
						abcd	abcd	abcd	abcd
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	74	61	140	275	117	58	40	20
	20%	18%	13%	16%	16%	49%	48%	49%	50%
						abcd	abcd	abcd	abcd
Other everyday correspondence, such as invoices, one off bills etc.	674	141	135	271	547	128	63	39	26
	34%	35%	28%	31%	31%	53%	53%	48%	64%
						abcd	abcd	abcd	abcdg
Publications, such as magazines, periodicals, customer newsletters	412	84	76	178	338	74	38	23	13
	21%	21%	16%	20%	19%	31%	32%	29%	32%
						abcd	bcd	bd	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	36	32	58	126	13	5	6	3
	7%	9%	7%	7%	7%	6%	4%	7%	7%
Refused	8	-	*	7	7	1	*	1	*
	*%	-%	*%	1%	*%	*%	*%	1%	*%
None of these	132	38	32	58	128	4	2	2	1
	7%	9%	7%	7%	7%	2%	1%	2%	2%
		efgh	efh	efh	efgh				
Other	2	1	-	-	1	1	-	1	-
	*%	*%	-%	-%	*%	*%	-%	1%	-%
Don't know	8	1	2	4	7	1	-	1	*
	*%	*%	*%	*%	*%	*%	-%	1%	1%
NET: Letters, large letters, packets and parcels	1794	347	435	780	1562	232	118	75	39
	90%	87%	91%	89%	89%	97%	98%	94%	97%
						abcd	abcd		abcd
NET: Letters, Large letters	1718	331	416	747	1494	224	115	72	37
	86%	83%	87%	85%	85%	93%	95%	90%	93%
						abcd	abcd		acd

Columns Tested:: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Letters	1636	67	97	121	231	269	57	51	56	784
	82%	81%	81%	81%	86%	82%	61%	95%	88%	81%
			f	f	f	f		f	f	f
Large letters	1034	49	85	104	139	170	33	27	43	471
	52%	60%	70%	69%	52%	52%	35%	49%	67%	49%
		f	defi	defi					fi	
Parcels and packets	1157	43	95	110	148	223	43	39	35	514
	58%	52%	79%	74%	55%	68%	46%	73%	55%	53%
			adfhi	adfi		dfi		f		
Advertising and promotional material, such as catalogues, brochures and direct mail	613	26	57	60	67	130	29	30	16	256
	31%	31%	47%	40%	25%	40%	32%	55%	24%	27%
			dhi	di		di		dhi		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	27	36	38	37	81	14	19	14	163
	20%	33%	30%	25%	14%	25%	15%	35%	22%	17%
		di	di			di		di		
Other everyday correspondence, such as invoices, one off bills etc.	674	29	58	64	76	137	29	24	20	296
	34%	35%	48%	43%	28%	42%	31%	44%	31%	31%
			di			di				
Publications, such as magazines, periodicals, customer newsletters	412	22	38	39	32	69	17	19	17	196
	21%	27%	32%	26%	12%	21%	19%	36%	27%	20%
		d	d	d				d	d	d

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	10	27	28	19	30	1	7	1	43
	7%	12%	22% defhi	19% defhi	7%	9% i	1%	14% i	1%	4%
Refused	8	-	*	*	-	1	-	-	-	7
	*%	-%	*%	*%	-%	*%	-%	-%	-%	1%
None of these	132	9	-	*	1	11	15	1	3	92
	7%	11% bcd	-%	*%	*%	3%	16% bcdeg	1%	5%	10% bcde
Other	2	1	-	-	1	-	-	-	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	-%	-%
Don't know	8	-	-	-	-	2	4	-	-	1
	*%	-%	-%	-%	-%	1%	5% di	-%	-%	*%
NET: Letters, large letters, packets and parcels	1794	73	119	148	256	297	70	52	61	838
	90%	88%	99% aefi	99% aefi	95% fi	91% f	76%	97% f	95% f	87%
NET: Letters, Large letters	1718	71	113	141	244	279	65	51	56	810
	86%	86%	94% f	95% efi	91% f	85% f	71%	95% f	88%	84% f

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Letters	1636	419	326	891	1354	282	1508	128	1590	46
	82%	84%	78%	83%	81%	85%	82%	76%	82%	77%
Large letters	1034	292	202	540	862	172	950	85	1013	21
	52%	58%	48%	50%	52%	52%	52%	51%	52%	36%
		bc								
Parcels and packets	1157	302	266	589	949	208	1070	87	1133	24
	58%	60%	63%	55%	57%	63%	58%	52%	58%	40%
			c							
Advertising and promotional material, such as catalogues, brochures and direct mail	613	153	159	301	515	98	560	53	600	14
	31%	31%	38%	28%	31%	30%	31%	32%	31%	23%
			c							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	101	96	196	333	59	368	25	377	15
	20%	20%	23%	18%	20%	18%	20%	15%	19%	26%
Other everyday correspondence, such as invoices, one off bills etc.	674	170	165	340	556	118	631	43	651	23
	34%	34%	39%	31%	33%	36%	34%	26%	34%	39%
Publications, such as magazines, periodicals, customer newsletters	412	92	87	233	343	69	383	29	408	4
	21%	18%	21%	22%	21%	21%	21%	17%	21%	6%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	57	31	51	113	26	122	17	138	1
	7%	11% c	7%	5%	7%	8%	7%	10%	7%	1%
Refused	8	*	1	7	8	-	8	*	8	-
	*%	*%	*%	1%	*%	-%	*%	*%	*%	-%
None of these	132	10	26	96	112	20	119	13	123	9
	7%	2%	6% a	9% a	7%	6%	7%	7%	6%	15%
Other	2	2	-	-	1	1	1	1	1	1
	*%	*%	-%	-%	*%	*%	*%	1%	*%	2% a
Don't know	8	-	6	1	7	*	7	1	8	-
	*%	-%	2% c	*%	*%	*%	*%	1%	*%	-%
NET: Letters, large letters, packets and parcels	1794	476	367	951	1494	299	1646	147	1747	46
	90%	95% bc	87%	88%	90%	90%	90%	88%	90% b	78%
NET: Letters, Large letters	1718	457	344	917	1427	291	1577	140	1672	46
	86%	91% bc	82%	85%	86%	88%	86%	84%	86%	77%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Letters	1636	1033	265	330	1385	182	38	31	1567	69
	82%	84%	78%	78%	82%	86%	82%	55%	83%	67%
		c			df	df			df	
Large letters	1034	553	226	247	824	138	36	36	963	72
	52%	45%	67%	58%	49%	66%	77%	63%	51%	69%
			a	a		ae	ae			ae
Parcels and packets	1157	646	194	310	926	155	36	39	1081	75
	58%	53%	57%	73%	55%	74%	78%	69%	57%	73%
				ab		ae	ae			ae
Advertising and promotional material, such as catalogues, brochures and direct mail	613	330	110	171	493	76	24	20	569	44
	31%	27%	33%	40%	29%	36%	52%	35%	30%	43%
				a			ae			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	223	75	89	307	61	9	15	368	25
	20%	18%	22%	21%	18%	29%	20%	27%	19%	24%
						ae				
Other everyday correspondence, such as invoices, one off bills etc.	674	372	122	179	533	103	25	13	636	38
	34%	30%	36%	42%	32%	49%	54%	23%	34%	37%
				a		ade	ade			
Publications, such as magazines, periodicals, customer newsletters	412	239	67	104	338	49	14	11	387	25
	21%	20%	20%	25%	20%	23%	29%	20%	20%	24%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	49	27	63	87	28	14	11	114	25
	7%	4%	8%	15%	5%	13%	31%	19%	6%	24%
			a	ab		ae	abe	ae		ae
Refused	8	8	*	-	8	1	*	-	8	*
	*%	1%	*%	-%	*%	*%	*%	-%	*%	*%
None of these	132	87	14	30	126	5	*	-	131	*
	7%	7%	4%	7%	8%	2%	1%	-%	7%	*%
Other	2	1	-	1	2	-	-	-	2	-
	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%
Don't know	8	6	2	*	8	*	-	*	8	*
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1794	1098	305	383	1493	199	46	56	1691	102
	90%	90%	90%	90%	89%	94%	99%	99%	89%	99%
										ae
NET: Letters, Large letters	1718	1061	290	358	1435	189	44	50	1624	94
	86%	87%	86%	84%	85%	90%	95%	87%	86%	91%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Letters	1636	832	554	251	1448	1165	1503	1111	707	509
	82%	83%	81%	80%	84%	81%	82%	80%	80%	77%
					f		f			
Large letters	1034	439	385	210	899	837	943	776	519	366
	52%	44%	56%	67%	52%	58%	52%	56%	58%	55%
			a	ab		ac			ac	
Parcels and packets	1157	474	452	230	985	859	1046	907	572	369
	58%	47%	66%	73%	57%	60%	57%	66%	64%	55%
			a	a				abcf	acf	
Advertising and promotional material, such as catalogues, brochures and direct mail	613	237	257	120	526	434	552	449	258	191
	31%	24%	37%	38%	30%	30%	30%	32%	29%	29%
			a	a						
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	165	143	85	307	239	325	261	126	105
	20%	16%	21%	27%	18%	17%	18%	19%	14%	16%
				a						
Other everyday correspondence, such as invoices, one off bills etc.	674	275	257	142	576	468	602	486	268	196
	34%	27%	38%	45%	33%	33%	33%	35%	30%	29%
			a	a						
Publications, such as magazines, periodicals, customer newsletters	412	192	146	74	349	301	374	287	158	114
	21%	19%	21%	23%	20%	21%	20%	21%	18%	17%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	43	44	53	122	115	133	118	85	60
	7%	4%	6%	17%	7%	8%	7%	9%	10%	9%
				ab						
Refused	8	7	*	1	7	3	8	8	3	*
	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%
None of these	132	87	40	5	100	92	115	66	40	26
	7%	9%	6%	2%	6%	6%	6%	5%	4%	4%
		c	c							
Other	2	1	1	-	2	1	2	2	1	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
Don't know	8	6	2	*	7	8	8	4	2	1
	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1794	880	612	301	1571	1288	1647	1260	816	604
	90%	88%	89%	96%	91%	90%	90%	91%	92%	91%
				ab						
NET: Letters, Large letters	1718	854	581	283	1512	1237	1581	1190	774	567
	86%	85%	85%	90%	87%	86%	86%	86%	87%	85%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Letters	1636	333	903	82	86	32	38	28	99
	82%	81%	83%	84%	92%	67%	90%	59%	71%
		g	egh	g	egh		g		
Large letters	1034	112	619	58	70	22	32	31	85
	52%	27%	57%	59%	74%	45%	75%	64%	61%
			a	a	abe		ae	a	a
Parcels and packets	1157	195	649	59	59	26	27	31	84
	58%	47%	60%	60%	63%	53%	64%	64%	60%
			a						
Advertising and promotional material, such as catalogues, brochures and direct mail	613	103	324	25	37	22	13	27	63
	31%	25%	30%	25%	39%	45%	31%	57%	45%
						a		abc	abc
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	71	177	20	17	18	5	17	40
	20%	17%	16%	20%	18%	36%	12%	36%	29%
						ab		ab	b
Other everyday correspondence, such as invoices, one off bills etc.	674	118	374	28	29	11	22	21	55
	34%	28%	34%	28%	30%	23%	51%	45%	39%
							a		
Publications, such as magazines, periodicals, customer newsletters	412	72	235	16	15	6	16	15	37
	21%	17%	22%	16%	16%	13%	38%	31%	27%
							a		
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	27	77	5	3	5	6	10	21
	7%	6%	7%	6%	4%	10%	15%	20%	15%
								abd	b
Refused	8	5	3	-	-	-	*	-	*
	*%	1%	*%	-%	-%	-%	*%	-%	*%
None of these	132	31	73	7	*	3	-	1	3
	7%	7%	7%	8%	*%	5%	-%	2%	2%
Other	2	1	1	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%
Don't know	8	1	6	1	-	-	*	*	*
	*%	*%	1%	1%	-%	-%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1794	363	974	89	92	46	41	42	129
	90%	88%	90%	91%	98%	94%	95%	89%	93%
					a				
NET: Letters, Large letters	1718	346	940	87	91	38	40	38	116
	86%	84%	87%	89%	97%	77%	94%	80%	83%
					abegh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Letters	1636	1145	130	70	53	17	28	5	886	136	56	24	32	14	17
	82%	83%	85%	88%	89%	72%	93%	36%	83%	76%	76%	88%	73%	88%	58%
		g	g	g	g		g		g						
Large letters	1034	662	96	58	38	18	20	8	589	123	50	21	25	10	18
	52%	48%	63%	72%	64%	74%	67%	58%	55%	69%	68%	75%	58%	64%	64%
			a	a						a					
Parcels and packets	1157	748	100	54	39	13	23	8	649	95	47	18	22	11	17
	58%	54%	66%	67%	66%	54%	76%	60%	61%	53%	63%	66%	51%	67%	61%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	387	56	19	34	8	12	9	319	44	25	10	16	8	12
	31%	28%	37%	24%	58%	31%	41%	70%	30%	25%	34%	36%	37%	49%	41%
					ac			ac						b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	229	29	15	20	5	8	1	170	20	14	8	11	7	10
	20%	17%	19%	18%	34%	19%	28%	8%	16%	11%	19%	29%	25%	43%	35%
					a							b		abc	b
Other everyday correspondence, such as invoices, one off bills etc.	674	440	55	23	26	10	16	6	365	40	22	11	11	7	11
	34%	32%	36%	29%	43%	42%	52%	45%	34%	22%	29%	41%	26%	46%	39%
									b					b	
Publications, such as magazines, periodicals, customer newsletters	412	267	29	15	14	6	12	5	245	17	11	8	8	4	7
	21%	19%	19%	19%	24%	23%	40%	36%	23%	9%	15%	28%	19%	28%	25%
							a		b			b		b	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Order fulfilment (sending ordered goods to customers)	139	88	11	4	8	1	5	5	75	14	11	1	7	1	6
	7%	6%	7%	5%	13%	4%	18%	35% abc	7%	8%	15%	3%	17%	8%	20%
Refused	8	7	-	-	-	*	-	-	3	-	-	*	-	-	-
	*%	1%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%
None of these	132	89	7	1	-	3	-	1	77	9	5	-	-	-	1
	7%	7%	4%	1%	-%	10%	-%	6%	7%	5%	7%	-%	-%	-%	3%
Other	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	8	6	1	-	-	*	*	-	6	1	-	-	*	*	-
	*%	*%	1%	-%	-%	*%	*%	-%	1%	1%	-%	-%	*%	*%	-%
NET: Letters, large letters, packets and parcels	1794	1236	141	77	54	22	28	13	949	162	68	27	43	16	23
	90%	90%	92%	97%	92%	89%	94%	94%	89%	91%	91%	99% g	100%	100%	81%
NET: Letters, Large letters	1718	1190	139	73	53	20	28	9	911	159	66	26	36	15	23
	86%	87%	91%	92%	90%	82%	94%	64%	86%	89%	89%	96%	84%	97%	81%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Letters	1636	776	129	86	45	25	24	26	75	706	323	320	94	57
	82%	82% gh	81%	77%	74%	76%	76%	59%	69%	80%	83%	88% a	81%	80%
Large letters	1034	490	88	84	39	25	24	26	75	353	231	224	80	54
	52%	52%	55%	75% ab	63%	78% a	74%	60%	70% a	40%	59% a	62% a	69% a	75% a
Parcels and packets	1157	612	112	76	32	26	24	25	74	432	230	249	92	42
	58%	65%	70%	68%	52%	80%	74%	57%	69%	49%	59% a	68% a	79% abe	58%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	289	63	31	21	14	20	10	44	236	120	130	42	23
	31%	31%	39%	28%	34%	44%	62% acg	22%	41%	27%	31%	36% a	36%	32%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	167	38	19	12	9	9	8	26	152	71	70	14	17
	20%	18%	24%	17%	19%	28%	29%	19%	24%	17%	18%	19%	12%	24%
Other everyday correspondence, such as invoices, one off bills etc.	674	334	53	29	17	16	18	18	53	243	130	162	54	14
	34%	35%	33%	26%	28%	51%	56% c	42%	49% c	27%	33%	45% abe	46% ae	19%
Publications, such as magazines, periodicals, customer newsletters	412	208	30	14	8	7	13	7	27	182	73	88	25	6
	21%	22%	19%	13%	12%	22%	39% cd	17%	25%	21%	19%	24% e	22%	8%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	61	17	10	11	6	5	7	18	45	23	37	23	5
	7%	7%	11%	9%	18%	19%	16%	15%	17%	5%	6%	10%	20%	7%
					a	a			a			a	ab	
Refused	8	7	-	-	-	*	-	1	1	7	*	*	-	-
	*%	1%	-%	-%	-%	*%	-%	1%	*%	1%	*%	*%	-%	-%
None of these	132	53	10	*	2	-	-	1	1	83	17	15	*	*
	7%	6%	6%	*%	4%	-%	-%	2%	1%	9%	4%	4%	*%	*%
										bcd				
Other	2	2	-	-	-	-	-	-	-	1	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Don't know	8	2	-	-	1	-	*	-	*	6	2	*	-	-
	*%	*%	-%	-%	2%	-%	*%	-%	*%	1%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1794	847	146	111	52	32	32	40	104	763	359	342	107	72
	90%	90%	91%	99%	84%	100%	100%	92%	97%	86%	92%	94%	92%	100%
				ad					d		a	a		a
NET: Letters, Large letters	1718	797	142	107	50	30	29	35	94	719	350	339	99	71
	86%	85%	88%	96%	81%	92%	91%	80%	87%	81%	90%	93%	85%	99%
				adg							a	a		a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Letters	1636	769	305	264	73	33	634	200	207	73	49
	82%	80%	89%	91%	82%	84%	82%	75%	87%	84%	82%
			a	a					b		
Large letters	1034	407	208	187	62	34	390	163	164	72	44
	52%	42%	61%	64%	70%	87%	50%	62%	69%	84%	73%
			a	a	a	ab		a	a	ab	a
Parcels and packets	1157	480	211	201	69	22	415	162	176	69	36
	58%	50%	62%	69%	78%	56%	53%	61%	74%	80%	60%
			a	a	a				ab	ab	
Advertising and promotional material, such as catalogues, brochures and direct mail	613	270	118	101	30	8	224	79	77	35	18
	31%	28%	34%	35%	33%	21%	29%	30%	33%	40%	31%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	174	63	55	9	5	115	42	54	12	15
	20%	18%	19%	19%	10%	14%	15%	16%	23%	14%	25%
Other everyday correspondence, such as invoices, one off bills etc.	674	260	133	135	41	7	248	75	96	37	11
	34%	27%	39%	46%	46%	18%	32%	28%	40%	43%	18%
			a	ae	a				e		
Publications, such as magazines, periodicals, customer newsletters	412	183	67	74	19	5	181	49	48	18	5
	21%	19%	20%	26%	22%	14%	23%	18%	20%	21%	8%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	51	32	21	14	5	44	23	25	22	1
	7%	5%	9%	7%	16%	13%	6%	9%	10%	25%	2%
					a					abce	
Refused	8	7	*	*	-	-	3	*	*	-	-
	*%	1%	*%	*%	-%	-%	*%	*%	*%	-%	-%
None of these	132	83	13	3	*	-	64	15	12	-	*
	7%	9%	4%	1%	*%	-%	8%	6%	5%	-%	*%
		cd									
Other	2	1	-	1	-	-	-	-	1	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Don't know	8	7	*	*	-	-	6	2	*	-	-
	*%	1%	*%	*%	-%	-%	1%	1%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1794	842	319	283	82	39	683	233	224	84	60
	90%	87%	93%	97%	92%	100%	88%	88%	94%	98%	100%
			a	a							
NET: Letters, Large letters	1718	800	315	280	75	38	654	223	217	81	59
	86%	83%	92%	96%	84%	99%	84%	84%	91%	94%	99%
			a	ad							a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Letters	1636	585	152	237	92	29	648	75	386	1442	194	1384	64
	82%	83% e	76%	79% e	81% e	58%	80% b	62%	88% ab	84% b	71%	85% b	59%
Large letters	1034	364	119	180	73	37	461	64	250	907	128	852	48
	52%	52%	59%	60%	64%	72%	57%	52%	57%	53%	47%	52%	44%
Parcels and packets	1157	429	138	218	86	33	576	62	264	984	172	932	54
	58%	61%	69%	73% a	75%	66%	71% bc	51%	60%	57%	63%	57%	50%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	208	58	112	43	20	283	27	136	499	115	479	47
	31%	30%	29%	37%	38%	39%	35%	22%	31%	29%	42% a	29%	44% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	134	38	52	26	6	161	18	82	325	68	277	29
	20%	19%	19%	17%	23%	11%	20%	14%	19%	19%	25%	17%	27%
Other everyday correspondence, such as invoices, one off bills etc.	674	234	66	111	56	19	300	21	162	572	102	545	30
	34%	33%	33%	37%	49% a	36%	37% b	18%	37% b	33%	37%	34%	28%
Publications, such as magazines, periodicals, customer newsletters	412	164	35	55	24	10	159	11	117	354	58	337	11
	21%	23%	17%	18%	21%	19%	20%	9%	27% b	20%	21%	21%	11%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	33	23	35	16	11	96	7	15	103	36	99	23
	7%	5%	11%	12%	14%	21%	12%	5%	4%	6%	13%	6%	21%
			a	a	a	a	c				a		a
Refused	8	7	*	*	1	*	1	-	7	8	*	7	*
	*%	1%	*%	*%	*%	*%	*%	-%	2%	*%	*%	*%	*%
									a				
None of these	132	41	9	15	-	1	42	6	18	121	11	100	*
	7%	6%	5%	5%	-%	2%	5%	5%	4%	7%	4%	6%	*%
Other	2	1	-	1	-	-	1	-	1	1	1	1	1
	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%
Don't know	8	*	*	3	*	-	2	-	-	7	1	7	-
	*%	*%	*%	1%	*%	-%	*%	-%	-%	*%	*%	*%	-%
NET: Letters, large letters, packets and parcels	1794	631	184	273	110	47	735	113	404	1548	245	1475	96
	90%	90%	92%	91%	97%	92%	90%	93%	92%	90%	90%	91%	89%
NET: Letters, Large letters	1718	595	176	259	100	44	692	102	393	1494	224	1427	86
	86%	85%	88%	86%	88%	87%	85%	84%	90%	87%	82%	88%	79%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Letters	1636	1052	113	677	435	1382	66	1058	107	696	415
	82%	83% b	69%	80%	81%	85% b	63%	83% b	66%	81%	80%
Large letters	1034	745	91	465	311	852	48	752	85	480	296
	52%	59%	56%	55%	58%	52%	45%	59%	52%	56%	57%
Parcels and packets	1157	763	97	537	370	931	54	771	88	552	355
	58%	60%	59%	63%	69%	57%	52%	61%	54%	64%	68%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	381	53	244	205	483	43	374	60	254	195
	31%	30%	32%	29%	38% a	30%	41%	29%	37%	29%	37% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	201	38	161	100	276	31	202	37	161	99
	20%	16%	23%	19%	19%	17%	30% a	16%	23%	19%	19%
Other everyday correspondence, such as invoices, one off bills etc.	674	426	42	278	207	547	29	427	40	285	200
	34%	34%	25%	33%	39%	34%	28%	34%	25%	33%	38%
Publications, such as magazines, periodicals, customer newsletters	412	279	21	167	121	338	11	277	24	172	115
	21%	22%	13%	20%	23%	21%	11%	22%	15%	20%	22%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	90	25	53	65	103	20	95	20	53	65
	7%	7%	15% a	6%	12% a	6%	19% a	7%	12%	6%	12% a
Refused	8	3	*	8	*	7	*	3	*	8	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
None of these	132	90	2	51	15	100	*	88	5	51	15
	7%	7%	1%	6%	3%	6%	*%	7%	3%	6%	3%
Other	2	-	1	1	1	1	1	-	1	1	1
	*%	-%	1%	*%	*%	*%	1%	-%	1%	*%	*%
Don't know	8	8	-	3	1	7	*	8	-	3	1
	*%	1%	-%	*%	*%	*%	*%	1%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1794	1136	153	757	503	1479	92	1144	145	772	488
	90%	90%	93%	89%	94%	91%	88%	90%	89%	90%	94%
NET: Letters, Large letters	1718	1093	144	711	479	1430	83	1102	135	729	461
	86%	86%	87%	84%	89%	88%	79%	87%	83%	85%	89%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Letters	1636	759	1169	194	4	691	826	150	1	809	621	191	*
	82%	82%	87% a	81%	100%	80%	83%	78%	100%	81%	81%	76%	100%
Large letters	1034	526	704	149	4	531	609	123	-	571	467	152	*
	52%	57%	53%	62%	100%	62%	61%	64%	-%	57%	61%	61%	100%
Parcels and packets	1157	567	782	164	4	546	611	144	1	678	529	187	*
	58%	61%	58%	68%	100%	64%	62%	75% b	100%	68%	69%	75%	100%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	282	450	103	4	271	330	81	-	353	272	112	-
	31%	30%	34%	43% a	100%	32%	33%	42%	-%	35%	36%	45%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	130	275	47	-	130	199	46	-	183	168	54	*
	20%	14%	21% a	20%	-%	15%	20%	24%	-%	18%	22%	22%	100%
Other everyday correspondence, such as invoices, one off bills etc.	674	313	506	123	4	279	359	86	-	363	304	119	-
	34%	34%	38%	51% ab	100%	33%	36%	45% a	-%	36%	40%	48% a	-%
Publications, such as magazines, periodicals, customer newsletters	412	182	304	72	4	165	243	60	-	215	179	67	-
	21%	20%	23%	30% a	100%	19%	25%	31% a	-%	22%	23%	27%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	82	95	29	-	83	95	32	-	98	87	41	-
	7%	9%	7%	12%	-%	10%	10%	17%	-%	10%	11%	16%	-%
Refused	8	7	7	5	-	3	3	*	-	7	8	5	-
	*%	1%	1%	2%	-%	*%	*%	*%	-%	1%	1%	2%	-%
None of these	132	30	72	15	-	44	60	19	-	39	33	11	-
	7%	3%	5%	6%	-%	5%	6%	10%	-%	4%	4%	5%	-%
Other	2	1	1	-	-	-	1	-	-	1	1	-	-
	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%
Don't know	8	1	7	-	-	1	6	-	-	1	3	-	-
	*%	*%	1%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1794	853	1228	213	4	782	900	168	1	915	697	229	*
	90%	92%	92%	88%	100%	91%	91%	88%	100%	92%	91%	92%	100%
NET: Letters, Large letters	1718	819	1196	206	4	749	876	165	1	874	667	215	*
	86%	88%	89%	86%	100%	87%	88%	86%	100%	87%	87%	86%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Letters	1636	1362	1055	784	1077	891	31	528	438	448	109	67
	82%	86%	85%	83%	85%	86%	83%	86%	82%	86%	80%	86%
Large letters	1034	837	776	554	693	570	33	366	321	328	84	51
	52%	53%	62%	59%	55%	55%	88%	59%	60%	63%	62%	65%
			a				ab					
Parcels and packets	1157	912	775	664	734	575	24	420	363	402	108	65
	58%	58%	62%	70%	58%	55%	63%	68%	68%	77%	80%	83%
				ab						ab		
Advertising and promotional material, such as catalogues, brochures and direct mail	613	474	391	321	396	316	13	188	182	197	72	44
	31%	30%	31%	34%	31%	30%	33%	31%	34%	38%	53%	57%
											abc	abc
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	280	205	182	222	172	8	92	75	71	21	12
	20%	18%	16%	19%	18%	17%	21%	15%	14%	14%	15%	15%
Other everyday correspondence, such as invoices, one off bills etc.	674	542	436	360	444	357	22	230	206	209	73	44
	34%	34%	35%	38%	35%	34%	58%	37%	39%	40%	54%	57%
											ab	a
Publications, such as magazines, periodicals, customer newsletters	412	337	286	216	267	213	14	138	128	129	41	23
	21%	21%	23%	23%	21%	21%	37%	22%	24%	25%	31%	29%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	101	103	85	93	77	12	55	54	61	28	21
	7%	6%	8%	9%	7%	7%	32% ab	9%	10%	12%	21% ab	27% abc
Refused	8	7	3	8	3	5	-	8	4	*	5	-
	*%	*%	*%	1%	*%	*%	-%	1%	1%	*%	3% c	-%
None of these	132	99	70	49	66	67	*	33	33	18	5	5
	7%	6%	6%	5%	5%	6%	*%	5%	6%	3%	4%	7%
Other	2	1	-	1	1	1	-	-	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Don't know	8	7	7	3	7	5	-	3	1	-	-	-
	*%	*%	1%	*%	1%	1%	-%	1%	*%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1794	1435	1140	866	1153	943	37	563	486	498	121	69
	90%	91%	92%	92%	91%	91%	100%	91%	91%	96% b	90%	89%
NET: Letters, Large letters	1718	1402	1102	818	1124	922	37	547	464	474	115	69
	86%	89%	88%	87%	89%	89%	100%	89%	87%	91%	85%	89%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Letters	1636	189	66	87	26	1636	953	1636	1043	867	765	1487	185	-	1163	132
	82%	84% bd	65%	76%	62%	100% bcde	92% e	95% bde	90%	88%	87%	94% ac	87%	-%	83%	87%
Large letters	1034	133	48	63	26	953	1034	1034	803	636	566	931	149	-	758	86
	52%	59%	47%	55%	61%	58%	100% acde	60%	69% ac	64% a	64%	59%	70%	-%	54%	57%
Parcels and packets	1157	145	52	80	27	1043	803	1081	1157	729	706	1037	184	1	826	98
	58%	64%	51%	70%	63%	64%	78% ac	63%	100% abce	74% ac	80% b	66%	86% b	100%	59%	65%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	55	16	53	14	561	409	578	467	613	299	541	95	-	440	37
	31%	25%	16%	46% ab	34%	34%	40% c	34%	40% ac	62% abcd	34%	34%	45%	-%	31%	25%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	36	15	21	5	357	297	369	322	393	148	361	44	-	277	22
	20%	16%	15%	18%	13%	22%	29% ac	21%	28% ac	40% abcd	17%	23% a	21%	-%	20%	14%
Other everyday correspondence, such as invoices, one off bills etc.	674	78	16	43	21	623	489	642	538	674	349	615	115	-	507	40
	34%	35% b	16%	37% b	50% b	38%	47% ac	37%	47% ac	68% abcd	40%	39%	54% ab	-%	36%	27%
Publications, such as magazines, periodicals, customer newsletters	412	37	10	36	11	381	300	391	330	412	215	382	72	-	308	25
	21%	16%	10%	31% ab	26%	23%	29% ac	23%	29% ac	42% abcd	24%	24%	34% b	-%	22%	16%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	19	15	12	9	107	83	119	107	139	106	105	40	-	99	13
	7%	8%	15%	10%	21%	7%	8%	7%	9%	14% abcd	12% b	7%	19% b	-%	7%	9%
Refused	8	-	*	*	-	-	-	-	-	-	-	-	-	-	8	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None of these	132	8	4	4	2	-	-	-	-	-	-	-	-	-	77	11
	7%	4%	4%	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	8%
Other	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	8	-	-	1	-	-	-	-	-	-	-	-	-	-	2	1
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%
NET: Letters, large letters, packets and parcels	1794	214	94	102	36	1636	1034	1718	1157	932	878	1574	213	1	1272	134
	90%	95%	92%	89%	87%	100% e	100% e	100% e	100% e	94%	100%	100%	100%	100%	91%	89%
NET: Letters, Large letters	1718	202	81	95	31	1636	1034	1718	1081	905	830	1542	203	-	1220	132
	86%	90%	80%	83%	74%	100% de	100% de	100% de	93%	91%	94%	98% a	95%	-%	87%	87%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Letters	1636	624	942	508	33	219	403	200	1120	307	260	305	1037
	82%	81%	85%	82%	70%	74%	86% a	76%	83%	85%	79%	78%	84%
Large letters	1034	430	551	350	28	175	266	146	687	189	202	202	598
	52%	56%	50%	56%	58%	59%	57%	55%	51%	52%	61% c	52%	49%
Parcels and packets	1157	474	620	442	30	196	334	166	766	217	240	237	657
	58%	61%	56%	71%	62%	66%	71%	63%	57%	60%	73% bc	61%	54%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	228	340	221	14	115	158	99	390	117	161	112	326
	31%	29%	31%	35%	29%	39%	34%	38%	29%	32%	49% bc	29%	27%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	123	230	117	4	58	76	59	264	60	102	77	198
	20%	16%	21%	19%	8%	20%	16%	22%	19%	17%	31% bc	20%	16%
Other everyday correspondence, such as invoices, one off bills etc.	674	262	381	246	17	96	193	97	442	125	157	126	376
	34%	34%	34%	40%	35%	32%	41%	37%	33%	34%	47% bc	33%	31%
Publications, such as magazines, periodicals, customer newsletters	412	154	247	132	9	57	99	40	277	84	102	70	226
	21%	20%	22%	21%	20%	19%	21%	15%	20%	23%	31% bc	18%	18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	82	46	70	5	37	47	33	75	27	38	36	60
	7%	11% b	4%	11%	10%	12%	10%	12% b	6%	7%	12% c	9% c	5%
Refused	8	*	8	*	-	-	*	*	8	*	-	-	6
	*%	*%	1%	*%	-%	-%	*%	*%	1%	*%	-%	-%	*%
None of these	132	36	87	25	-	5	26	19	95	16	15	10	107
	7%	5%	8%	4%	-%	2%	5%	7%	7%	4%	4%	3%	9% b
Other	2	-	1	1	-	1	-	-	2	-	-	-	1
	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
Don't know	8	6	2	1	-	-	1	-	6	1	1	*	1
	*%	1%	*%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1794	707	988	575	48	277	437	226	1211	339	295	363	1093
	90%	91%	89%	92%	100%	93%	93%	86%	89%	94% a	89%	93%	89%
NET: Letters, Large letters	1718	673	959	550	45	258	423	218	1168	316	281	335	1062
	86%	87%	87%	88%	94%	87%	90%	83%	86%	87%	85%	86%	86%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Letters	1636	812	824
	82%	85%	79%
		b	
Large letters	1034	535	499
	52%	56%	48%
		b	
Parcels and packets	1157	582	575
	58%	61%	55%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	372	241
	31%	39%	23%
		b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	286	107
	20%	30%	10%
		b	
Other everyday correspondence, such as invoices, one off bills etc.	674	404	270
	34%	42%	26%
		b	
Publications, such as magazines, periodicals, customer newsletters	412	251	161
	21%	26%	15%
		b	
Goods / business supplies / large packets ordered via lorry	-	-	-
	-%	-%	-%

Columns Tested:: a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Legal / accounts documents / tax forms	-	-	-
	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	64	76
	7%	7%	7%
Refused	8	3	6
	*%	*%	1%
None of these	132	28	103
	7%	3%	10%
			a
Other	2	2	-
	*%	*%	-%
Don't know	8	4	4
	*%	*%	*%
NET: Letters, large letters, packets and parcels	1794	886	907
	90%	93%	87%
		b	
NET: Letters, Large letters	1718	854	864
	86%	89%	83%
		b	

Columns Tested:: a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Letters	1636	33	244	138	78	101	210	16	240	151	71	180	173
	82%	96%	78%	90%	89%	79%	74%	89%	80%	84%	92%	83%	84%
		f		f							bfh		
Large letters	1034	20	152	111	47	62	144	13	136	119	49	93	89
	52%	59%	49%	72%	53%	48%	51%	72%	45%	66%	64%	43%	43%
				befhkl				befhkl		befhkl	hkl		
Parcels and packets	1157	23	155	113	32	71	173	13	174	132	50	113	108
	58%	67%	50%	73%	36%	56%	61%	72%	57%	73%	64%	52%	53%
		d		bdhkl			d	bdk	d	bdehkl	d		
Advertising and promotional material, such as catalogues, brochures and direct mail	613	15	85	55	17	40	82	11	92	68	28	62	59
	31%	43%	27%	36%	19%	31%	29%	61%	30%	38%	37%	28%	29%
								bcdefhijkl		d			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	13	36	56	15	32	54	10	48	45	19	29	35
	20%	39%	12%	36%	17%	25%	19%	57%	16%	25%	24%	13%	17%
		bhkl		bdfhkl		b		bdefhijkl		bk	b		
Other everyday correspondence, such as invoices, one off bills etc.	674	15	96	75	24	32	95	10	110	68	28	69	53
	34%	43%	31%	48%	27%	25%	33%	56%	36%	38%	36%	32%	26%
				bdekl				bdefkl		l			
Publications, such as magazines, periodicals, customer newsletters	412	10	71	38	10	27	50	7	59	36	22	42	41
	21%	28%	23%	25%	11%	21%	17%	40%	19%	20%	28%	19%	20%
								dfhikl			d		
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	139	1	13	4	1	12	42	1	14	13	3	23	13
	7%	3%	4%	2%	1%	10%	15%	3%	5%	7%	4%	10%	6%
							bcdhjl					cd	
Refused	8	-	-	-	*	-	4	-	1	3	*	-	*
	*%	-%	-%	-%	1%	-%	2%	-%	*%	1%	*%	-%	*%
None of these	132	1	36	7	3	10	15	-	30	5	*	13	12
	7%	2%	12%	4%	4%	8%	5%	-%	10%	3%	*%	6%	6%
			ij			j			ij				
Other	2	-	-	-	-	-	-	1	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	*%
								bfhk					
Don't know	8	-	-	*	4	-	1	1	-	*	-	-	2
	*%	-%	-%	*%	5%	-%	*%	3%	-%	*%	-%	-%	1%
NET: Letters, large letters, packets and parcels	1794	33	262	145	80	117	244	16	265	168	77	200	186
	90%	97%	84%	94%	90%	92%	86%	90%	88%	93%	99%	92%	91%
											bfghkl		
NET: Letters, Large letters	1718	33	252	143	79	111	233	16	260	155	73	186	176
	86%	97%	81%	93%	90%	87%	82%	90%	86%	86%	94%	86%	86%
				b							bf		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Letters	1636	416	389	407	424	805	832
	82%	83%	78%	81%	85%	80%	83%
Large letters	1034	283	253	268	231	536	499
	52%	57% d	51%	54%	46%	54%	50%
Parcels and packets	1157	291	276	319	271	567	590
	58%	58%	55%	64% d	54%	57%	59%
Advertising and promotional material, such as catalogues, brochures and direct mail	613	155	138	171	149	293	320
	31%	31%	28%	34%	30%	29%	32%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	393	105	101	103	83	206	186
	20%	21%	20%	21%	17%	21%	19%
Other everyday correspondence, such as invoices, one off bills etc.	674	186	151	189	150	336	338
	34%	37%	30%	38%	30%	34%	34%
Publications, such as magazines, periodicals, customer newsletters	412	118	86	102	105	205	207
	21%	24%	17%	20%	21%	20%	21%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Table 234 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Order fulfilment (sending ordered goods to customers)	139	17	56	27	39	73	66
	7%	3%	11%	5%	8%	7%	7%
			ac				
Refused	8	-	5	3	*	5	3
	*%	-%	1%	1%	*%	*%	*%
None of these	132	44	28	35	25	72	60
	7%	9%	6%	7%	5%	7%	6%
Other	2	-	-	1	1	-	2
	*%	-%	-%	*%	*%	-%	*%
Don't know	8	*	5	1	2	6	2
	*%	*%	1%	*%	*%	1%	*%
NET: Letters, large letters, packets and parcels	1794	440	441	449	463	881	912
	90%	88%	88%	90%	93%	88%	91%
NET: Letters, Large letters	1718	428	423	431	435	852	866
	86%	86%	85%	86%	87%	85%	87%

Columns Tested:: a,b,c,d - a,b

Table 235

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1893	529	1364	1301	322	79	191	592
Effective base	705	126	587	646	131	31	72	169
Weighted Base	1636	223	1413	1558	67	7	4	78
Urgent delivery - on the same day or a specific time the next day	152	2	150	134	15	2	1	18
	9%	1%	11%	9%	23%	23%	27%	23%
			a		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	1	341	314	24	2	2	28
	21%	1%	24%	20%	36%	32%	44%	36%
			a		a		a	a
Timed delivery (i.e. to arrive by specific time/day)	155	1	154	140	13	1	1	15
	9%	1%	11%	9%	19%	17%	19%	19%
			a		a		a	a
Standard delivery	1454	223	1231	1389	56	6	3	65
	89%	100%	87%	89%	84%	86%	76%	83%
		b		de				
International delivery	120	1	119	108	10	1	1	12
	7%	*%	8%	7%	15%	19%	16%	16%
			a		a	a	a	a
Cross-Border Delivery (to ROI)	2	*	2	2	*	*	*	*
	*%	*%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	-	3	3	*	*	-	1
	*%	-%	*%	*%	1%	3%	-%	1%
						a		
Don't Know (CATI ONLY: DO NOT READ OUT)	25	*	25	25	*	-	*	*
	2%	*%	2%	2%	1%	-%	1%	1%

Columns Tested:: a,b - a,b,c,d,e

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1893	566	547	188	195	206	191	1301	322	270
Effective base	705	308	273	82	80	82	72	646	131	67
Weighted Base	1636	818	623	117	45	29	4	1558	67	11
Urgent delivery - on the same day or a specific time the next day	152	48	78	9	12	5	1	134	15	3
	9%	6%	12%	8%	27%	17%	27%	9%	23%	24%
			a		abcg	ag	abcg		abcg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	150	140	24	16	10	2	314	24	4
	21%	18%	22%	21%	36%	36%	44%	20%	36%	36%
					abcg	abcg	abcg		abcg	abcg
Timed delivery (i.e. to arrive by specific time/day)	155	57	69	13	9	5	1	140	13	2
	9%	7%	11%	11%	21%	16%	19%	9%	19%	18%
					abg	ag	ag		abg	ag
Standard delivery	1454	748	544	97	39	23	3	1389	56	9
	89%	91%	87%	83%	86%	81%	76%	89%	84%	82%
		cefhi	f					ef		
International delivery	120	60	45	4	7	5	1	108	10	2
	7%	7%	7%	3%	16%	16%	16%	7%	15%	18%
					abcg	abcg	abcg		abcg	abcg
Cross-Border Delivery (to ROI)	2	1	1	*	*	*	*	2	*	*
	*%	*%	*%	*%	*%	1%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	*	*	3	*	*	-	3	*	*
	*%	*%	*%	2%	1%	1%	-%	*%	1%	2%
				abg						
Don't Know (CATI ONLY: DO NOT READ OUT)	25	12	10	3	*	*	*	25	*	*
	2%	1%	2%	3%	*%	1%	1%	2%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1893	823	478	322	79	191	643	308	110	73	201
Effective base	705	470	226	131	31	72	368	144	35	23	37
Weighted Base	1636	1257	302	67	7	4	995	249	56	20	48
Urgent delivery - on the same day or a specific time the next day	152	105	30	15	2	1	82	37	13	2	6
	9%	8%	10%	23%	23%	27%	8%	15%	23%	9%	13%
				ab	ab	ab		a	a		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	240	74	24	2	2	223	58	14	5	14
	21%	19%	24%	36%	32%	44%	22%	23%	25%	26%	29%
				ab		ab					
Timed delivery (i.e. to arrive by specific time/ day)	155	107	32	13	1	1	82	43	14	4	4
	9%	9%	11%	19%	17%	19%	8%	17%	24%	18%	9%
				ab		a		a	a		
Standard delivery	1454	1130	259	56	6	3	900	202	50	16	43
	89%	90%	86%	84%	86%	76%	90%	81%	89%	79%	90%
		ce	e				b				
International delivery	120	93	14	10	1	1	80	24	3	4	5
	7%	7%	5%	15%	19%	16%	8%	10%	6%	20%	11%
				ab	ab	ab					
Cross-Border Delivery (to ROI)	2	1	1	*	*	*	2	*	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	*	3	*	*	-	*	2	*	-	*
	*%	*%	1%	1%	3%	-%	*%	1%	1%	-%	1%
					a						
Don't Know (CATI ONLY: DO NOT READ OUT)	25	19	6	*	-	*	8	6	2	*	*
	2%	1%	2%	1%	-%	1%	1%	3%	3%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1893	119	90	177	47	128	145	111	99	95
Effective base	705	63	52	102	21	64	90	70	51	49
Weighted Base	1636	144	119	269	50	154	243	208	118	112
Urgent delivery - on the same day or a specific time the next day	152	9	9	44	4	12	28	12	11	6
	9%	6%	8%	16% g	8%	8%	12%	6%	9%	5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	51	22	65	11	20	68	43	24	18
	21%	35% ei	19%	24%	21%	13%	28% e	21%	21%	16%
Timed delivery (i.e. to arrive by specific time/day)	155	13	18	46	4	13	12	21	14	3
	9%	9%	15% fi	17% fi	7%	8%	5%	10%	12%	3%
Standard delivery	1454	127	97	233	49	142	210	179	108	106
	89%	88%	82%	87%	96%	92%	87%	86%	92%	95% b
International delivery	120	15	7	26	1	15	19	15	9	6
	7%	10%	6%	10%	2%	10%	8%	7%	8%	6%
Cross-Border Delivery (to ROI)	2	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	*	-	2	-	*	-	-	-	1
	*%	*%	-%	1%	-%	*%	-%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	4	-	3	-	-	2	10	-	1
	2%	3%	-%	1%	-%	-%	1%	5%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1893	270	308	433	1011	882	322	283	277
Effective base	705	135	167	262	559	232	98	76	99
Weighted Base	1636	317	380	719	1416	220	113	71	36
Urgent delivery - on the same day or a specific time the next day	152	22	28	84	134	18	7	10	1
	9%	7%	7%	12%	9%	8%	6%	13%	4%
				h				h	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	49	98	176	323	19	11	5	3
	21%	15%	26%	25%	23%	9%	10%	7%	9%
		eg	aefgh	aefgh	efgh				
Timed delivery (i.e. to arrive by specific time/day)	155	20	46	79	145	10	6	3	1
	9%	6%	12%	11%	10%	4%	5%	4%	2%
			egh	eh	eh				
Standard delivery	1454	296	332	622	1250	204	103	65	35
	89%	94%	87%	86%	88%	93%	92%	92%	96%
		c				c			bcd
International delivery	120	23	31	60	113	7	3	3	1
	7%	7%	8%	8%	8%	3%	3%	4%	3%
			e	ef	e				
Cross-Border Delivery (to ROI)	2	-	-	-	-	2	-	-	2
	*%	-%	-%	-%	-%	1%	-%	-%	7%
						d			abcdefg
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	*	2	3	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	1	4	16	22	4	3	*	*
	2%	*%	1%	2%	2%	2%	3%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1893	83	167	186	208	358	71	71	90	826
Effective base	705	33	46	54	92	132	24	23	32	322
Weighted Base	1636	67	97	121	231	269	57	51	56	784
Urgent delivery - on the same day or a specific time the next day	152	4	12	14	42	17	5	3	11	57
	9%	5%	12%	12%	18% ei	6%	8%	6%	19% ei	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	7	21	27	61	41	15	10	11	171
	21%	10%	22%	22%	26% e	15%	26%	20%	19%	22%
Timed delivery (i.e. to arrive by specific time/day)	155	7	10	16	21	26	11	3	7	64
	9%	10%	10%	13%	9%	10%	19%	7%	12%	8%
Standard delivery	1454	58	83	101	187	247	45	48	48	720
	89%	87%	85%	83%	81%	92% d	79%	93%	86%	92% df
International delivery	120	1	21	21	4	29	6	1	2	56
	7%	2%	21% adghi	17% adi	2%	11% d	11% d	2%	4%	7%
Cross-Border Delivery (ROI)	2	*	*	*	*	*	*	*	*	1
	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	-	*	*	1	1	1	*	-	*
	*%	-%	*%	*%	*%	*%	1%	*%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	2	1	1	1	3	3	-	-	16
	2%	2%	1%	1%	1%	1%	4%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1893	477	429	987	1658	235	1570	323	1848	45
Effective base	705	177	155	374	599	108	633	80	686	19
Weighted Base	1636	419	326	891	1354	282	1508	128	1590	46
Urgent delivery - on the same day or a specific time the next day	152	60	22	71	146	6	128	25	146	7
	9%	14%	7%	8%	11%	2%	8%	19%	9%	15%
		bc			b			a		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	95	56	192	286	56	308	34	335	7
	21%	23%	17%	22%	21%	20%	20%	27%	21%	16%
Timed delivery (i.e. to arrive by specific time/ day)	155	44	37	74	138	17	137	18	152	3
	9%	11%	11%	8%	10%	6%	9%	14%	10%	6%
Standard delivery	1454	346	292	816	1195	258	1359	95	1416	38
	89%	83%	90%	92%	88%	91%	90%	74%	89%	82%
				a			b			
International delivery	120	26	36	59	111	9	109	11	120	*
	7%	6%	11%	7%	8%	3%	7%	8%	8%	*%
Cross-Border Delivery (to ROI)	2	1	*	2	1	1	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	2	1	3	*	3	*	3	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	4	5	16	18	7	25	1	25	-
	2%	1%	2%	2%	1%	3%	2%	*%	2%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1893	1086	432	369	1465	286	64	78	1751	142
Effective base	705	429	131	143	588	84	19	15	671	34
Weighted Base	1636	1033	265	330	1385	182	38	31	1567	69
Urgent delivery - on the same day or a specific time the next day	152	64	41	44	105	23	8	16	128	24
	9%	6%	16%	13%	8%	13%	21%	52%	8%	35%
			a	a			ae	abe		abe
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	189	68	81	275	43	13	11	318	24
	21%	18%	25%	25%	20%	23%	33%	37%	20%	35%
										ae
Timed delivery (i.e. to arrive by specific time/day)	155	74	36	43	109	22	8	15	131	23
	9%	7%	13%	13%	8%	12%	22%	49%	8%	34%
			a	a			ae	abe		abe
Standard delivery	1454	924	233	291	1246	168	28	11	1415	39
	89%	89%	88%	88%	90%	93%	75%	34%	90%	56%
					cdf	cdf	d		cdf	
International delivery	120	51	24	45	88	23	3	6	111	9
	7%	5%	9%	14%	6%	13%	7%	21%	7%	13%
				a		a		a		
Cross-Border Delivery (to ROI)	2	1	1	*	2	1	*	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	3	*	*	3	*	*	-	3	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	20	1	5	20	2	2	2	22	4
	2%	2%	*%	1%	1%	1%	5%	5%	1%	5%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1893	743	722	428	1666	1365	1711	1307	759	675
Effective base	705	335	255	118	617	503	641	487	293	228
Weighted Base	1636	832	554	251	1448	1165	1503	1111	707	509
Urgent delivery - on the same day or a specific time the next day	152	32	73	48	139	134	149	129	112	109
	9%	4%	13%	19%	10%	11%	10%	12%	16%	21%
			a	a					ac	abcd
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	115	160	67	323	312	338	276	217	178
	21%	14%	29%	27%	22%	27%	22%	25%	31%	35%
			a	a					ac	abcd
Timed delivery (i.e. to arrive by specific time/day)	155	59	50	46	148	139	150	127	113	101
	9%	7%	9%	18%	10%	12%	10%	11%	16%	20%
				ab					ac	abcd
Standard delivery	1454	774	472	207	1279	1005	1325	955	571	377
	89%	93%	85%	83%	88%	86%	88%	86%	81%	74%
		bc			ef	ef	ef	f		
International delivery	120	21	67	32	110	109	117	107	82	57
	7%	2%	12%	13%	8%	9%	8%	10%	12%	11%
			a	a					a	
Cross-Border Delivery (to ROI)	2	*	1	1	2	2	2	1	1	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	2	*	3	2	3	2	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	9	11	5	24	20	24	24	17	10
	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1893	301	893	132	145	95	84	61	240
Effective base	705	134	376	45	38	18	18	16	52
Weighted Base	1636	333	903	82	86	32	38	28	99
Urgent delivery - on the same day or a specific time the next day	152	13	65	15	26	12	8	11	31
	9%	4%	7%	18%	30%	37%	22%	37%	31%
				ab	ab	ab	ab	ab	ab
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	36	228	27	21	5	10	10	26
	21%	11%	25%	33%	25%	16%	26%	35%	26%
			a	a	a			a	a
Timed delivery (i.e. to arrive by specific time/day)	155	9	94	18	5	8	8	8	24
	9%	3%	10%	22%	6%	24%	21%	29%	24%
			a	abd		a	a	abd	abd
Standard delivery	1454	316	802	69	70	23	27	19	69
	89%	95%	89%	84%	81%	70%	70%	67%	69%
		bcdefgh	efgh						
International delivery	120	14	71	8	7	2	9	5	16
	7%	4%	8%	10%	8%	6%	23%	18%	16%
							ab	a	a
Cross-Border Delivery (to ROI)	2	*	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	2	-	-	-	*	-	*
	*%	*%	*%	-%	-%	-%	*%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	1	15	-	7	*	1	-	1
	2%	*%	2%	-%	8%	1%	2%	-%	1%
					ab				

Columns Tested:: a,b,c,d,e,f,g,h

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1893	1090	186	132	107	54	73	24	879	195	117	74	37	39	24
Effective base	705	469	61	35	26	10	17	7	372	57	35	19	11	17	7
Weighted Base	1636	1145	130	70	53	17	28	5	886	136	56	24	32	14	17
Urgent delivery - on the same day or a specific time the next day	152	77	14	21	12	3	9	3	57	35	15	6	11	3	7
	9%	7%	11%	30%	22%	18%	32%	65%	6%	25%	27%	23%	36%	23%	44%
				ab	a		ab			a	a	a	a	a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	235	36	23	13	4	9	2	229	48	15	7	2	3	8
	21%	21%	28%	33%	25%	23%	31%	50%	26%	35%	26%	29%	6%	24%	45%
Timed delivery (i.e. to arrive by specific time/day)	155	108	13	11	3	3	9	1	81	31	6	2	9	3	6
	9%	9%	10%	16%	5%	15%	33%	24%	9%	23%	11%	7%	29%	22%	34%
							abd			a			a		
Standard delivery	1454	1036	106	57	45	15	17	3	793	105	43	22	20	12	10
	89%	90%	82%	82%	86%	84%	61%	55%	89%	77%	76%	93%	63%	84%	58%
		bf							bce			e			
International delivery	120	81	8	9	2	1	9	*	72	17	6	2	7	1	5
	7%	7%	6%	13%	4%	5%	31%	5%	8%	13%	11%	7%	22%	4%	28%
							abd								
Cross-Border Delivery (to ROI)	2	1	1	*	*	*	*	*	1	*	*	*	-	*	-
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	-	*	-	2	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	12	6	3	3	*	1	-	15	1	4	-	1	-	-
	2%	1%	5%	4%	5%	2%	2%	-%	2%	1%	7%	-%	2%	-%	-%
			a								a				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1893	803	176	115	77	48	53	35	136	671	339	403	209	87
Effective base	705	334	54	37	28	15	11	11	36	286	142	145	46	23
Weighted Base	1636	776	129	86	45	25	24	26	75	706	323	320	94	57
Urgent delivery - on the same day or a specific time the next day	152	58	13	26	10	6	2	15	23	24	46	43	18	17
	9%	7%	10%	30%	21%	23%	8%	58%	30%	3%	14%	13%	20%	30%
				ab	a	a		abdf	ab		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	172	41	43	9	6	2	4	12	113	85	97	23	17
	21%	22%	31%	50%	19%	24%	6%	16%	15%	16%	26%	30%	25%	30%
				adfgh							a	a		
Timed delivery (i.e. to arrive by specific time/ day)	155	72	15	13	7	7	2	10	20	36	43	41	15	15
	9%	9%	12%	15%	15%	30%	10%	39%	27%	5%	13%	13%	16%	27%
						a		ab	a		a	a	a	a
Standard delivery	1454	695	111	57	35	20	23	14	57	656	271	272	85	38
	89%	90%	86%	66%	77%	81%	94%	55%	76%	93%	84%	85%	90%	67%
		cdgh	cg				g			bce		e	e	
International delivery	120	74	9	8	6	4	1	5	10	28	29	33	16	10
	7%	9%	7%	9%	14%	17%	2%	20%	13%	4%	9%	10%	17%	18%
											a	a	a	a
Cross-Border Delivery (to ROI)	2	1	*	*	-	-	*	-	*	*	*	1	1	*
	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	*	-	*	-	-	-	-	2	1	1	*	-
	*%	*%	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	16	3	3	2	-	*	1	1	7	5	11	1	-
	2%	2%	2%	3%	4%	-%	1%	3%	1%	1%	2%	4%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1893	729	327	358	182	66	590	260	298	142	68
Effective base	705	310	134	123	35	14	260	94	99	32	19
Weighted Base	1636	769	305	264	73	33	634	200	207	73	49
Urgent delivery - on the same day or a specific time the next day	152	37	38	39	17	9	41	29	30	18	16
	9%	5%	12%	15%	24%	26%	7%	14%	14%	24%	32%
			a	a	a	a		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	126	78	88	19	10	143	62	71	20	15
	21%	16%	26%	33%	26%	30%	23%	31%	34%	27%	30%
			a	a					a		
Timed delivery (i.e. to arrive by specific time/ day)	155	47	47	29	14	10	60	28	26	14	11
	9%	6%	15%	11%	19%	32%	9%	14%	13%	20%	22%
			a		a	ac					
Standard delivery	1454	704	259	219	64	28	567	164	176	66	31
	89%	91%	85%	83%	88%	86%	89%	82%	85%	90%	64%
		bc					e		e	e	
International delivery	120	35	26	30	14	5	42	28	21	12	6
	7%	5%	8%	11%	19%	16%	7%	14%	10%	17%	13%
				a	a			a			
Cross-Border Delivery (to ROI)	2	*	*	1	1	*	*	1	*	*	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	1	1	*	-	1	-	1	-	-
	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	7	5	11	1	-	12	4	3	1	-
	2%	1%	2%	4%	1%	-%	2%	2%	1%	1%	-%
				a							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1893	595	218	274	139	66	732	109	461	1607	286	1550	116
Effective base	705	246	75	106	42	15	281	35	170	611	96	586	31
Weighted Base	1636	585	152	237	92	29	648	75	386	1442	194	1384	64
Urgent delivery - on the same day or a specific time the next day	152	41	15	46	23	3	87	23	19	108	45	114	26
	9%	7%	10%	19% a	25% ab	11%	13% c	31% ac	5%	7%	23% a	8%	40% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	126	47	69	16	15	163	35	79	305	37	310	13
	21%	21%	31%	29%	18%	51% ad	25%	46% ac	20%	21%	19%	22%	20%
Timed delivery (i.e. to arrive by specific time/day)	155	47	18	37	15	9	73	16	37	112	43	122	26
	9%	8%	12%	16% a	16%	31% a	11%	22% c	10%	8%	22% a	9%	41% a
Standard delivery	1454	525	130	188	81	21	544	48	362	1300	154	1245	34
	89%	90% ce	86%	79%	87%	71%	84% b	63%	94% ab	90% b	79%	90% b	53%
International delivery	120	36	22	35	11	4	81	4	23	95	25	101	9
	7%	6%	15% a	15% a	11%	13%	12% c	5%	6%	7%	13% a	7%	14%
Cross-Border Delivery (to ROI)	2	1	*	*	*	*	1	-	1	2	*	2	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	-	*	-	-	1	*	*	3	1	2	1
	*%	*%	-%	*%	-%	-%	*%	1%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1893	595	218	274	139	66	732	109	461	1607	286	1550	116
Effective base	705	246	75	106	42	15	281	35	170	611	96	586	31
Weighted Base	1636	585	152	237	92	29	648	75	386	1442	194	1384	64
Don't Know (CATI ONLY: DO NOT READ OUT)	25	13	3	7	1	-	13	1	10	23	3	24	-
	2%	2%	2%	3%	1%	-%	2%	2%	3%	2%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1893	1179	186	777	530	1552	114	1178	187	788	519
Effective base	705	452	50	307	181	585	32	451	52	312	176
Weighted Base	1636	1052	113	677	435	1382	66	1058	107	696	415
Urgent delivery - on the same day or a specific time the next day	152	96	38	49	81	111	29	91	43	52	78
	9%	9%	33% a	7%	19% a	8%	44% a	9%	40% a	7%	19% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	268	44	156	120	304	19	272	40	173	104
	21%	25%	39% a	23%	28%	22%	28%	26%	38%	25%	25%
Timed delivery (i.e. to arrive by specific time/day)	155	105	33	48	79	122	26	103	35	53	74
	9%	10%	29% a	7%	18% a	9%	40% a	10%	33% a	8%	18% a
Standard delivery	1454	928	77	590	366	1243	36	930	76	604	351
	89%	88% b	68%	87%	84%	90% b	55%	88% b	71%	87%	85%
International delivery	120	89	20	47	60	101	9	89	20	50	58
	7%	8%	18% a	7%	14% a	7%	13%	8%	19% a	7%	14% a
Cross-Border Delivery (to ROI)	2	1	*	1	1	2	-	2	*	1	1
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	-	2	*	2	1	2	-	2	*
	*%	*%	-%	*%	*%	*%	1%	*%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1893	1179	186	777	530	1552	114	1178	187	788	519
Effective base	705	452	50	307	181	585	32	451	52	312	176
Weighted Base	1636	1052	113	677	435	1382	66	1058	107	696	415
Don't Know (CATI ONLY: DO NOT READ OUT)	25	20	1	18	7	24	-	20	1	18	7
	2%	2%	1%	3%	2%	2%	-%	2%	1%	3%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1893	846	1353	223	1	789	1005	169	1	919	778	224	1
Effective base	705	321	499	75	1	291	370	60	1	348	286	86	1
Weighted Base	1636	759	1169	194	4	691	826	150	1	809	621	191	*
Urgent delivery - on the same day or a specific time the next day	152	118	79	29	-	118	77	22	-	118	60	29	-
	9%	15%	7%	15%	-%	17%	9%	15%	-%	15%	10%	15%	-%
		b		b		b							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	263	223	64	-	268	191	46	1	242	157	53	-
	21%	35%	19%	33%	-%	39%	23%	31%	100%	30%	25%	28%	-%
		b		b		b							
Timed delivery (i.e. to arrive by specific time/day)	155	131	104	50	-	127	86	33	-	112	64	34	-
	9%	17%	9%	26%	-%	18%	10%	22%	-%	14%	10%	18%	-%
		b		b		b		b					
Standard delivery	1454	616	1103	173	4	548	767	137	1	671	580	169	*
	89%	81%	94%	89%	100%	79%	93%	91%	100%	83%	94%	89%	100%
			a				a	a			a		
International delivery	120	86	88	73	-	94	74	54	-	89	69	61	-
	7%	11%	7%	38%	-%	14%	9%	36%	-%	11%	11%	32%	-%
				ab				ab				ab	
Cross-Border Delivery (to ROI)	2	2	2	2	-	1	1	1	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	2	1	-	1	2	1	-	2	1	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	18	19	5	-	11	14	*	-	16	14	*	-
	2%	2%	2%	2%	-%	2%	2%	*%	-%	2%	2%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1893	1533	1190	861	1236	920	49	501	426	435	102	55
Effective base	705	575	445	340	457	367	13	224	183	185	48	26
Weighted Base	1636	1362	1055	784	1077	891	31	528	438	448	109	67
Urgent delivery - on the same day or a specific time the next day	152	109	106	62	118	53	12	51	44	48	9	6
	9%	8%	10%	8%	11%	6%	40%	10%	10%	11%	8%	9%
					b		ab					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	305	286	194	274	189	10	146	151	146	38	22
	21%	22%	27%	25%	25%	21%	33%	28%	34%	33%	35%	33%
Timed delivery (i.e. to arrive by specific time/day)	155	120	114	69	117	71	16	52	46	60	15	10
	9%	9%	11%	9%	11%	8%	50%	10%	10%	13%	14%	16%
							ab					
Standard delivery	1454	1234	936	694	959	831	24	479	389	384	101	62
	89%	91%	89%	89%	89%	93%	77%	91%	89%	86%	93%	93%
						ac						
International delivery	120	101	100	68	89	75	11	59	60	52	32	26
	7%	7%	9%	9%	8%	8%	36%	11%	14%	12%	29%	39%
							ab				abc	abc
Cross-Border Delivery (to ROI)	2	2	2	1	2	2	*	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	2	1	2	2	-	1	1	1	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	22	18	21	20	8	-	19	11	17	*	4
	2%	2%	2%	3%	2%	1%	-%	4%	3%	4%	*%	7%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1893	183	84	75	27	1893	1288	1893	1350	1198	823	1708	215	-	1403	112
Effective base	705	82	26	36	11	705	431	705	464	397	325	633	80	-	508	56
Weighted Base	1636	189	66	87	26	1636	953	1636	1043	867	765	1487	185	-	1163	132
Urgent delivery - on the same day or a specific time the next day	152	25	30	7	6	152	94	152	101	75	152	101	31	-	103	14
	9%	13%	46% ac	8%	22%	9%	10%	9%	10%	9%	20% b	7%	17% b	-%	9%	10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	43	19	25	2	342	271	342	257	177	342	268	86	-	259	27
	21%	23%	29%	28%	9%	21%	28% ace	21%	25%	20%	45% b	18%	47% b	-%	22%	21%
Timed delivery (i.e. to arrive by specific time/day)	155	25	23	11	8	155	108	155	107	102	155	116	47	-	103	19
	9%	13%	34% a	13%	30%	9%	11%	9%	10%	12%	20% b	8%	25% b	-%	9%	15%
Standard delivery	1454	160	35	74	24	1454	853	1454	943	790	605	1454	163	-	1040	118
	89%	85% b	54%	85% b	93%	89%	90%	89%	90%	91%	79%	98% ac	88%	-%	89%	90%
International delivery	120	21	5	18	2	120	86	120	106	86	96	109	120	-	76	22
	7%	11%	7%	21%	6%	7%	9%	7%	10%	10%	13% b	7%	65% ab	-%	7%	17% a
Cross-Border Delivery (to ROI)	2	*	*	*	-	2	2	2	2	2	2	2	2	-	2	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	-	-	-	3	2	3	*	2	1	2	1	-	1	1
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1893	183	84	75	27	1893	1288	1893	1350	1198	823	1708	215	-	1403	112
Effective base	705	82	26	36	11	705	431	705	464	397	325	633	80	-	508	56
Weighted Base	1636	189	66	87	26	1636	953	1636	1043	867	765	1487	185	-	1163	132
Don't Know (CATI ONLY: DO NOT READ OUT)	25	2	1	-	1	25	13	25	14	19	6	7	-	-	16	1
	2%	1%	2%	-%	6%	2%	1%	2%	1%	2%	1%	*%	-%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1893	630	1135	612	27	271	457	246	1223	404	343	338	1169
Effective base	705	263	405	219	12	97	172	82	472	148	114	136	439
Weighted Base	1636	624	942	508	33	219	403	200	1120	307	260	305	1037
Urgent delivery - on the same day or a specific time the next day	152	83	45	82	4	55	41	45	81	24	40	54	55
	9%	13%	5%	16%	13%	25%	10%	23%	7%	8%	15%	18%	5%
		b				b		bc			c	c	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	161	170	139	9	68	97	61	228	52	53	85	195
	21%	26%	18%	27%	27%	31%	24%	31%	20%	17%	20%	28%	19%
		b						bc				c	
Timed delivery (i.e. to arrive by specific time/day)	155	87	46	77	12	60	47	39	93	22	37	41	74
	9%	14%	5%	15%	36%	27%	12%	19%	8%	7%	14%	14%	7%
		b				b		bc			c	c	
Standard delivery	1454	524	886	441	26	164	365	143	1025	278	221	262	942
	89%	84%	94%	87%	77%	75%	91%	72%	92%	91%	85%	86%	91%
			a				a		a	a			
International delivery	120	65	46	63	8	41	43	24	79	17	32	36	52
	7%	10%	5%	12%	24%	19%	11%	12%	7%	6%	12%	12%	5%
		b									c	c	
Cross-Border Delivery (to ROI)	2	*	2	1	*	*	*	*	2	*	*	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	1	1	1	1	-	2	-	2	2	-	1	2
	*%	*%	*%	*%	2%	-%	*%	-%	*%	1%	-%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	12	13	5	-	1	8	3	17	5	4	4	16
	2%	2%	1%	1%	-%	1%	2%	2%	2%	2%	2%	1%	2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1893	1119	774
Effective base	705	363	343
Weighted Base	1636	812	824
Urgent delivery - on the same day or a specific time the next day	152	104	48
	9%	13%	6%
		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	146	196
	21%	18%	24%
Timed delivery (i.e. to arrive by specific time/day)	155	95	60
	9%	12%	7%
Standard delivery	1454	702	752
	89%	86%	91%
			a
International delivery	120	56	64
	7%	7%	8%
Cross-Border Delivery (to ROI)	2	1	2
	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-
	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	1
	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	12	14
	2%	1%	2%

Columns Tested:: a,b

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1893	117	196	131	160	123	196	56	229	141	147	189	208
Effective base	705	17	71	53	33	39	69	25	115	77	59	113	111
Weighted Base	1636	33	244	138	78	101	210	16	240	151	71	180	173
Urgent delivery - on the same day or a specific time the next day	152	5	18	11	4	8	33	1	19	10	5	15	24
	9%	16%	7%	8%	5%	8%	16%	4%	8%	7%	7%	8%	14%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	2	64	17	20	12	49	1	34	45	12	42	45
	21%	6%	26%	12%	25%	12%	23%	5%	14%	30%	17%	23%	26%
			gh				g			acegh		g	acgh
Timed delivery (i.e. to arrive by specific time/day)	155	*	28	14	2	12	30	1	17	10	3	13	24
	9%	*%	12%	10%	2%	12%	14%	5%	7%	7%	5%	7%	14%
							d						d
Standard delivery	1454	31	222	130	67	88	180	15	221	136	65	156	142
	89%	93%	91%	94%	86%	87%	86%	98%	92%	90%	91%	86%	82%
				l				l	l				
International delivery	120	*	17	12	3	7	20	1	19	21	4	9	6
	7%	1%	7%	9%	4%	7%	10%	5%	8%	14%	6%	5%	4%
										kl			
Cross-Border Delivery (to ROI)	2	*	1	1	*	*	*	*	*	-	1	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	-	1	1	-	-	*	-	1	-	-	*	-
	*%	-%	*%	1%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	*	5	*	-	-	3	*	5	1	2	5	4
	2%	1%	2%	*%	-%	-%	1%	1%	2%	1%	3%	3%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 235 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1893	444	479	426	544	923	970
Effective base	705	136	140	206	281	275	478
Weighted Base	1636	416	389	407	424	805	832
Urgent delivery - on the same day or a specific time the next day	152	34	45	29	44	79	73
	9%	8%	11%	7%	10%	10%	9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	83	81	80	99	163	179
	21%	20%	21%	20%	23%	20%	21%
Timed delivery (i.e. to arrive by specific time/day)	155	43	43	28	40	86	68
	9%	10%	11%	7%	10%	11%	8%
Standard delivery	1454	383	335	373	363	718	735
	89%	92%	86%	92%	85%	89%	88%
		d		d			
International delivery	120	29	31	41	19	60	60
	7%	7%	8%	10%	5%	7%	7%
				d			
Cross-Border Delivery (to ROI)	2	1	1	*	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	3	2	*	1	*	2	1
	*%	*%	*%	*%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	25	5	3	7	11	8	17
	2%	1%	1%	2%	3%	1%	2%

Columns Tested:: a,b,c,d - a,b

Table 236

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1383	508	875	904	256	61	162	479
Effective base	461	120	347	414	105	34	62	136
Weighted Base	1034	216	819	974	53	5	3	61
Urgent delivery - on the same day or a specific time the next day	114	1	112	99	13	1	1	15
	11%	1%	14%	10%	25%	27%	24%	25%
			a		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	1	284	262	20	2	1	24
	28%	1%	35%	27%	38%	48%	45%	39%
			a		a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	120	1	120	108	11	1	1	13
	12%	*%	15%	11%	20%	24%	23%	21%
			a		a	a	a	a
Standard delivery	880	216	664	832	42	4	2	48
	85%	100%	81%	85%	80%	75%	72%	79%
		b		d				
International delivery	90	1	89	81	7	1	*	9
	9%	*%	11%	8%	14%	15%	15%	14%
			a					a
Cross-Border Delivery (to ROI)	1	*	1	1	*	*	*	*
	*%	*%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	8	8	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	*	22	21	*	*	*	1
	2%	*%	3%	2%	1%	2%	1%	1%

Columns Tested:: a,b - a,b,c,d,e

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1383	380	381	143	154	163	162	904	256	223
Effective base	461	184	181	61	63	64	62	414	105	76
Weighted Base	1034	474	418	82	35	23	3	974	53	8
Urgent delivery - on the same day or a specific time the next day	114	27	69	3	10	5	1	99	13	2
	11%	6%	16%	3%	28%	20%	24%	10%	25%	26%
			acg		abcg	acg	acg		acg	acg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	100	139	23	14	8	1	262	20	4
	28%	21%	33%	28%	40%	37%	45%	27%	38%	46%
			a		ag	a	ag		ag	abcg
Timed delivery (i.e. to arrive by specific time/day)	120	44	54	9	8	4	1	108	11	2
	12%	9%	13%	12%	23%	18%	23%	11%	20%	24%
					ag		ag		ag	abg
Standard delivery	880	427	344	60	28	18	2	832	42	6
	85%	90%	82%	74%	81%	78%	72%	85%	80%	74%
		bcefhi						cfi		
International delivery	90	43	33	5	7	2	*	81	7	1
	9%	9%	8%	6%	19%	7%	15%	8%	14%	15%
					abceg					
Cross-Border Delivery (to ROI)	1	1	*	-	*	*	*	1	*	*
	*%	*%	*%	-%	*%	1%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	5	4	-	-	-	8	-	-
	1%	-%	1%	5%	-%	-%	-%	1%	-%	-%
				aghi						
Don't Know (CATI ONLY: DO NOT READ OUT)	22	8	10	4	*	*	*	21	*	*
	2%	2%	2%	5%	*%	2%	1%	2%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1383	554	350	256	61	162	371	225	80	58	158
Effective base	461	293	159	105	34	62	201	102	25	15	30
Weighted Base	1034	772	202	53	5	3	551	178	41	17	37
Urgent delivery - on the same day or a specific time the next day	114	76	23	13	1	1	48	30	18	6	7
	11%	10%	11%	25%	27%	24%	9%	17%	44%	33%	19%
				ab	ab	ab		a	abe	a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	205	57	20	2	1	174	61	8	7	19
	28%	26%	28%	38%	48%	45%	32%	34%	21%	43%	51%
				a	ab	ab					ac
Timed delivery (i.e. to arrive by specific time/ day)	120	88	20	11	1	1	61	24	12	8	7
	12%	11%	10%	20%	24%	23%	11%	14%	30%	44%	19%
				ab	ab	ab			a	ab	
Standard delivery	880	672	160	42	4	2	476	135	38	10	27
	85%	87%	79%	80%	75%	72%	86%	76%	92%	60%	72%
		be					bd		d		
International delivery	90	69	12	7	1	*	57	19	6	1	6
	9%	9%	6%	14%	15%	15%	10%	11%	14%	4%	15%
				b		b					
Cross-Border Delivery (to ROI)	1	1	*	*	*	*	1	*	*	-	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	5	4	-	-	-	4	4	-	-	-
	1%	1%	2%	-%	-%	-%	1%	3%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	12	9	*	*	*	12	3	-	*	*
	2%	2%	5%	1%	2%	1%	2%	2%	-%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1383	82	57	107	35	83	94	73	70	66
Effective base	461	43	32	61	16	35	55	42	35	31
Weighted Base	1034	102	68	144	42	81	151	124	80	71
Urgent delivery - on the same day or a specific time the next day	114	21	7	18	5	12	14	8	9	7
	11%	20%	10%	13%	13%	15%	9%	7%	11%	10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	46	17	40	15	19	52	40	25	16
	28%	45% e	24%	28%	35%	24%	34%	32%	31%	23%
Timed delivery (i.e. to arrive by specific time/day)	120	17	5	22	9	16	8	18	14	5
	12%	17%	8%	15%	20%	20% f	5%	14%	17%	7%
Standard delivery	880	93	57	122	39	60	129	87	68	65
	85%	91% eg	84%	85%	91%	74%	85%	70%	84%	91% g
International delivery	90	16	4	21	*	14	7	10	7	7
	9%	16%	6%	14%	*%	17%	5%	8%	9%	10%
Cross-Border Delivery (to ROI)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	-	-	-	2	1	4	2	-
	1%	-%	-%	-%	-%	3%	*%	3%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	1	1	-	-	4	-	14	-	*
	2%	1%	2%	-%	-%	6%	-%	12% acfhi	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1383	184	209	274	667	716	268	219	229
Effective base	461	82	110	157	347	173	76	54	87
Weighted Base	1034	194	251	419	864	170	92	50	28
Urgent delivery - on the same day or a specific time the next day	114	24	37	40	101	12	6	5	2
	11%	13%	15%	10%	12%	7%	6%	10%	6%
			eh						
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	50	87	132	269	16	10	3	3
	28%	26%	35%	31%	31%	10%	11%	6%	12%
		efgh	efgh	efgh	efgh				
Timed delivery (i.e. to arrive by specific time/day)	120	30	36	47	113	7	5	2	1
	12%	15%	14%	11%	13%	4%	5%	3%	3%
		efgh	efgh	eh	egh				
Standard delivery	880	163	218	339	720	160	85	49	26
	85%	84%	87%	81%	83%	94%	92%	97%	94%
						abcd	cd	abcd	acd
International delivery	90	21	28	38	86	4	2	1	1
	9%	11%	11%	9%	10%	2%	2%	2%	5%
		efg	efg	ef	efg				
Cross-Border Delivery (to ROI)	1	-	-	-	-	1	-	-	1
	*%	-%	-%	-%	-%	1%	-%	-%	4%
									cde
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	2	2	4	8	*	*	-	-
	1%	1%	1%	1%	1%	*%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	5	2	14	21	1	1	*	*
	2%	2%	1%	3%	2%	1%	1%	*%	*%
				e					

Columns Tested:: a,b,c,d,e,f,g,h

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1383	65	146	163	146	262	47	41	74	585
Effective base	461	26	38	44	58	88	13	11	27	200
Weighted Base	1034	49	85	104	139	170	33	27	43	471
Urgent delivery - on the same day or a specific time the next day	114	3	16	20	24	8	8	4	7	40
	11%	6%	19%	19%	17%	4%	25%	13%	17%	9%
			e	ei	e		e		e	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	9	34	37	44	42	15	8	9	122
	28%	18%	40%	36%	32%	25%	47%	31%	20%	26%
Timed delivery (i.e. to arrive by specific time/day)	120	3	14	17	14	19	12	1	5	47
	12%	7%	17%	17%	10%	11%	38%	4%	12%	10%
							adegi			
Standard delivery	880	44	71	82	106	149	27	26	35	410
	85%	88%	84%	80%	76%	88%	84%	99%	82%	87%
										d
International delivery	90	1	12	13	*	16	7	*	1	50
	9%	2%	14%	13%	*%	10%	22%	1%	3%	11%
			d	d		d	d			d
Cross-Border Delivery (to ROI)	1	*	*	*	*	*	*	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	-	-	4	2	*	-	-	3
	1%	-%	-%	-%	3%	1%	1%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	-	*	*	2	3	-	-	*	17
	2%	-%	*%	*%	2%	2%	-%	-%	*%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1383	374	309	700	1224	159	1141	242	1357	26
Effective base	461	127	100	235	395	67	412	55	451	10
Weighted Base	1034	292	202	540	862	172	950	85	1013	21
Urgent delivery - on the same day or a specific time the next day	114	47	16	51	104	10	100	14	114	-
	11%	16%	8%	9%	12%	6%	11%	16%	11%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	90	57	138	242	44	261	25	280	6
	28%	31%	28%	26%	28%	25%	27%	29%	28%	28%
Timed delivery (i.e. to arrive by specific time/ day)	120	35	31	54	108	12	111	10	119	1
	12%	12%	15%	10%	13%	7%	12%	11%	12%	7%
Standard delivery	880	232	176	472	734	146	820	60	861	18
	85%	79%	87%	87%	85%	85%	86%	71%	85%	86%
				a			b			
International delivery	90	14	23	52	77	13	85	4	85	4
	9%	5%	12%	10%	9%	7%	9%	5%	8%	21%
Cross-Border Delivery (to ROI)	1	1	*	*	*	1	1	*	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	4	2	3	5	4	8	-	8	-
	1%	1%	1%	1%	1%	2%	1%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	2	3	17	16	6	22	*	22	-
	2%	1%	1%	3%	2%	4%	2%	*%	2%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1383	743	362	273	1036	230	55	62	1266	117
Effective base	461	247	109	102	372	60	16	14	432	30
Weighted Base	1034	553	226	247	824	138	36	36	963	72
Urgent delivery - on the same day or a specific time the next day	114	39	35	38	66	25	10	12	91	23
	11%	7%	16%	15%	8%	18%	29%	34%	9%	31%
			a	a		ae	ae	ae		ae
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	121	61	99	199	45	13	29	244	42
	28%	22%	27%	40%	24%	32%	37%	80%	25%	59%
				ab				abce		abe
Timed delivery (i.e. to arrive by specific time/day)	120	49	36	34	77	22	10	12	99	21
	12%	9%	16%	14%	9%	16%	27%	32%	10%	30%
							ae	ae		ae
Standard delivery	880	480	181	213	706	124	26	23	830	49
	85%	87%	80%	86%	86%	90%	74%	64%	86%	69%
					df	df			df	
International delivery	90	38	18	34	62	13	8	7	75	15
	9%	7%	8%	14%	8%	9%	22%	20%	8%	21%
				a			ae			ae
Cross-Border Delivery (to ROI)	1	1	*	*	1	*	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	7	1	*	8	*	-	-	8	-
	1%	1%	*%	*%	1%	*%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	13	6	3	16	4	2	-	20	2
	2%	2%	3%	1%	2%	3%	5%	-%	2%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1383	480	556	347	1213	1069	1246	980	562	505
Effective base	461	187	186	90	400	368	418	337	209	160
Weighted Base	1034	439	385	210	899	837	943	776	519	366
Urgent delivery - on the same day or a specific time the next day	114	20	46	48	108	108	114	101	98	87
	11%	5%	12%	23%	12%	13%	12%	13%	19%	24%
			a	ab					ac	abcd
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	72	127	87	262	270	276	257	210	170
	28%	16%	33%	41%	29%	32%	29%	33%	40%	47%
			a	a					ac	abcd
Timed delivery (i.e. to arrive by specific time/day)	120	32	45	43	112	113	118	108	95	76
	12%	7%	12%	20%	12%	14%	13%	14%	18%	21%
				a					c	abc
Standard delivery	880	392	315	173	749	693	791	636	390	246
	85%	89%	82%	83%	83%	83%	84%	82%	75%	67%
		b			ef	ef	ef	f		
International delivery	90	24	39	28	83	89	90	81	65	39
	9%	5%	10%	13%	9%	11%	10%	10%	12%	11%
				a						
Cross-Border Delivery (to ROI)	1	*	1	*	1	1	1	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	7	1	*	8	1	8	4	4	4
	1%	2%	*%	*%	1%	*%	1%	*%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	2	14	6	22	22	22	22	17	6
	2%	*%	4%	3%	2%	3%	2%	3%	3%	2%
			a							

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1383	144	669	100	120	78	82	53	213
Effective base	461	51	261	33	31	18	15	15	46
Weighted Base	1034	112	619	58	70	22	32	31	85
Urgent delivery - on the same day or a specific time the next day	114	5	56	12	19	8	7	6	21
	11%	4%	9%	21%	27%	35%	23%	21%	25%
				ab	ab	ab	a	a	ab
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	16	177	22	24	8	14	14	36
	28%	15%	29%	39%	35%	35%	43%	47%	42%
			a	a	a		a	a	a
Timed delivery (i.e. to arrive by specific time/day)	120	4	77	16	7	3	5	5	13
	12%	4%	12%	28%	10%	16%	14%	18%	16%
				ab					
Standard delivery	880	104	526	41	57	14	28	21	64
	85%	93%	85%	71%	81%	62%	88%	70%	75%
		cegh	ce						
International delivery	90	5	61	5	6	3	4	5	12
	9%	5%	10%	8%	9%	13%	13%	16%	14%
Cross-Border Delivery (to ROI)	1	-	1	-	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	7	1	-	-	*	-	-	*
	1%	6%	*%	-%	-%	1%	-%	-%	*%
		b							
Don't Know (CATI ONLY: DO NOT READ OUT)	22	-	13	4	4	*	-	1	1
	2%	-%	2%	7%	6%	*%	-%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1383	737	150	109	86	49	63	19	647	160	101	68	35	36	22
Effective base	461	281	51	27	20	9	12	4	257	47	30	18	10	16	8
Weighted Base	1034	662	96	58	38	18	20	8	589	123	50	21	25	10	18
Urgent delivery - on the same day or a specific time the next day	114	60	11	16	9	2	6	2	48	26	12	6	9	*	6
	11%	9%	12%	28% a	24% a	13%	32% a	32%	8%	21% a	25% a	27% a	38% af	3%	33%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	171	34	19	18	7	9	5	168	51	24	7	8	3	9
	28%	26%	35%	33%	46% a	38%	44%	64%	29%	41%	48% a	33%	34%	26%	51%
Timed delivery (i.e. to arrive by specific time/day)	120	79	13	11	3	2	3	1	70	25	8	3	2	*	5
	12%	12%	13%	19%	8%	14%	15%	17%	12%	20%	16%	15%	7%	4%	27%
Standard delivery	880	568	74	41	31	14	19	2	505	88	38	18	21	10	14
	85%	86% c	77%	71%	83%	77%	97%	24%	86% b	72%	75%	87%	82%	96% b	74%
International delivery	90	65	5	7	2	1	4	*	62	10	6	3	4	1	5
	9%	10%	6%	12%	4%	4%	20%	1%	11%	8%	12%	13%	14%	6%	25%
Cross-Border Delivery (to ROI)	1	*	1	*	*	*	*	*	1	*	*	*	-	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	8	-	-	-	-	-	-	1	1	-	-	*	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%	1%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	9	9	3	1	-	-	1	13	6	3	-	-	-	-
	2%	1%	9% a	4%	4%	-%	-%	10%	2%	5%	7%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	*g	h	a	b	c	d	e
Unweighted Base	1383	568	129	100	68	41	46	28	115	422	262	313	174	74
Effective base	461	219	34	33	23	12	9	11	31	150	102	110	37	20
Weighted Base	1034	490	88	84	39	25	24	26	75	353	231	224	80	54
Urgent delivery - on the same day or a specific time the next day	114	29	13	28	5	8	1	18	26	17	37	33	20	7
	11%	6%	14%	33% a	13%	31% a	3%	67%	35% a	5%	16% a	15% a	25% a	13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	135	34	49	15	7	6	11	25	58	69	86	34	29
	28%	28%	39%	59% ah	38%	28%	27%	43%	33%	16%	30% a	38% a	42% a	54% ab
Timed delivery (i.e. to arrive by specific time/ day)	120	54	12	10	10	10	1	11	21	30	31	35	11	11
	12%	11%	13%	12%	26% a	39% af	4%	41%	28% a	9%	13%	16%	14%	20%
Standard delivery	880	429	70	48	28	21	20	20	61	310	184	186	72	38
	85%	88% cd	79%	58%	72%	82%	83%	78%	81% c	88% e	79%	83%	90%	70%
International delivery	90	50	7	10	6	5	1	2	8	23	21	26	9	11
	9%	10%	8%	12%	17%	21%	2%	6%	10%	6%	9%	12%	11%	20% a
Cross-Border Delivery (to ROI)	1	*	*	*	-	-	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	4	-	-	-	-	-	-	4	4	-	*	-
	1%	-%	4% a	-%	-%	-%	-%	-%	-%	1%	2%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	13	5	3	*	1	-	-	1	10	3	8	*	*
	2%	3%	6%	3%	*%	3%	-%	-%	1%	3%	1%	4%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1383	473	250	277	150	61	411	218	248	128	58
Effective base	461	170	98	92	28	13	166	72	84	30	17
Weighted Base	1034	407	208	187	62	34	390	163	164	72	44
Urgent delivery - on the same day or a specific time the next day	114	28	27	32	18	3	34	22	27	20	6
	11%	7%	13%	17%	29%	10%	9%	13%	16%	27%	15%
				a	a					a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	85	54	81	27	14	91	58	65	32	23
	28%	21%	26%	43%	44%	41%	23%	36%	40%	44%	53%
				ab	a				a	a	a
Timed delivery (i.e. to arrive by specific time/ day)	120	33	33	30	8	8	42	27	28	10	5
	12%	8%	16%	16%	14%	23%	11%	17%	17%	14%	12%
			a	a							
Standard delivery	880	347	168	149	57	26	328	127	137	64	33
	85%	85%	81%	80%	92%	77%	84%	78%	84%	89%	76%
International delivery	90	37	17	23	5	1	33	19	17	9	11
	9%	9%	8%	12%	8%	4%	9%	11%	11%	12%	25%
											a
Cross-Border Delivery (to ROI)	1	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	4	4	-	-	-	1	-	-	*	-
	1%	1%	2%	-%	-%	-%	*%	-%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	10	3	8	*	*	15	4	2	*	*
	2%	3%	2%	4%	*%	*%	4%	3%	1%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1383	429	177	206	105	57	535	97	344	1175	208	1115	98
Effective base	461	163	53	77	30	14	193	27	117	401	61	374	27
Weighted Base	1034	364	119	180	73	37	461	64	250	907	128	852	48
Urgent delivery - on the same day or a specific time the next day	114	21	16	35	24	5	62	29	9	71	43	89	19
	11%	6%	14%	19% a	32% ab	13%	13% c	45% ac	4%	8%	33% a	10%	40% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	95	39	63	35	25	174	24	59	236	50	235	26
	28%	26%	33%	35%	47% a	69% abc	38% c	38%	23%	26%	39% a	28%	55% a
Timed delivery (i.e. to arrive by specific time/day)	120	39	23	32	8	6	54	30	24	90	31	97	15
	12%	11%	19%	18%	11%	16%	12%	47% ac	9%	10%	24% a	11%	32% a
Standard delivery	880	310	95	143	64	22	371	41	224	773	107	716	32
	85%	85% e	80%	79%	87% e	60%	80% b	64%	90% ab	85%	84%	84% b	68%
International delivery	90	26	16	21	7	11	55	7	19	79	11	74	9
	9%	7%	14%	11%	9%	31% a	12%	11%	8%	9%	9%	9%	19%
Cross-Border Delivery (to ROI)	1	*	*	*	*	*	*	*	*	1	*	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	4	-	-	-	-	-	4	8	-	7	*
	1%	-%	3% a	-%	-%	-%	-%	-%	2%	1%	-%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1383	429	177	206	105	57	535	97	344	1175	208	1115	98
Effective base	461	163	53	77	30	14	193	27	117	401	61	374	27
Weighted Base	1034	364	119	180	73	37	461	64	250	907	128	852	48
Don't Know (CATI ONLY: DO NOT READ OUT)	22	15	4	3	1	-	15	1	5	20	2	21	1
	2%	4%	3%	1%	1%	-%	3%	1%	2%	2%	2%	2%	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1383	930	139	573	407	1116	97	931	138	583	397
Effective base	461	329	40	207	130	376	25	329	40	210	127
Weighted Base	1034	745	91	465	311	852	48	752	85	480	296
Urgent delivery - on the same day or a specific time the next day	114	77	31	30	71	86	22	70	39	31	70
	11%	10%	34% a	6%	23% a	10%	47% a	9%	45% a	6%	24% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	217	53	127	131	235	27	227	43	137	120
	28%	29%	58% a	27%	42% a	28%	57% a	30%	50% a	29%	41% a
Timed delivery (i.e. to arrive by specific time/day)	120	72	41	39	68	98	15	79	34	42	66
	12%	10%	45% a	8%	22% a	11%	31% a	10%	40% a	9%	22% a
Standard delivery	880	642	51	396	240	713	36	636	57	404	232
	85%	86% b	56%	85%	77%	84%	76%	85% b	67%	84%	78%
International delivery	90	68	21	44	37	74	9	70	19	43	38
	9%	9%	23% a	9%	12%	9%	19%	9%	22% a	9%	13%
Cross-Border Delivery (to ROI)	1	1	*	*	*	1	*	1	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	1	-	-	4	7	*	1	-	-	4
	1%	*%	-%	-%	1%	1%	*%	*%	-%	-%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1383	930	139	573	407	1116	97	931	138	583	397
Effective base	461	329	40	207	130	376	25	329	40	210	127
Weighted Base	1034	745	91	465	311	852	48	752	85	480	296
Don't Know (CATI ONLY: DO NOT READ OUT)	22	21	1	15	7	21	1	21	1	15	7
	2%	3%	1%	3%	2%	2%	2%	3%	1%	3%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1383	636	993	178	1	628	804	135	-	687	601	176	1
Effective base	461	221	327	56	1	228	277	49	-	245	206	63	1
Weighted Base	1034	526	704	149	4	531	609	123	-	571	467	152	*
Urgent delivery - on the same day or a specific time the next day	114	93	63	28	-	97	70	22	-	91	59	31	-
	11%	18%	9%	18%	-%	18%	12%	18%	-%	16%	13%	20%	-%
		b		b		b							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	215	160	47	-	237	166	48	-	230	140	57	-
	28%	41%	23%	31%	-%	45%	27%	39%	-%	40%	30%	38%	-%
		b				b				b			
Timed delivery (i.e. to arrive by specific time/day)	120	99	80	38	-	101	69	24	-	96	63	30	-
	12%	19%	11%	25%	-%	19%	11%	20%	-%	17%	13%	20%	-%
		b		b		b							
Standard delivery	880	407	626	137	4	411	553	118	-	451	425	137	*
	85%	77%	89%	92%	100%	77%	91%	96%	-%	79%	91%	91%	100%
			a	a			a	a			a	a	
International delivery	90	71	58	54	-	78	60	42	-	70	61	47	-
	9%	13%	8%	36%	-%	15%	10%	34%	-%	12%	13%	31%	-%
		b		ab				ab				ab	
Cross-Border Delivery (to ROI)	1	1	1	1	-	*	1	1	-	*	*	*	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	6	8	*	-	*	1	*	-	4	-	-	-
	1%	1%	1%	*%	-%	*%	*%	*%	-%	1%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	12	21	5	-	9	17	*	-	10	15	*	-
	2%	2%	3%	3%	-%	2%	3%	*%	-%	2%	3%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1383	1094	953	650	895	680	40	354	323	322	75	40
Effective base	461	368	334	242	298	241	12	152	135	133	33	18
Weighted Base	1034	837	776	554	693	570	33	366	321	328	84	51
Urgent delivery - on the same day or a specific time the next day	114	88	87	48	91	53	15	38	41	44	9	3
	11%	11%	11%	9%	13%	9%	47% ab	10%	13%	13%	11%	5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	233	236	159	222	142	17	117	123	127	28	13
	28%	28%	30%	29%	32%	25%	52% b	32%	38%	39%	33%	26%
Timed delivery (i.e. to arrive by specific time/day)	120	98	94	56	98	66	16	47	36	47	13	4
	12%	12%	12%	10%	14%	12%	48% ab	13%	11%	14%	16%	7%
Standard delivery	880	717	655	481	572	508	30	326	279	279	79	45
	85%	86%	84%	87%	83%	89% a	90%	89%	87%	85%	94%	90%
International delivery	90	78	78	56	73	62	6	48	52	51	24	14
	9%	9%	10%	10%	11%	11%	20%	13%	16%	16%	29% a	27%
Cross-Border Delivery (to ROI)	1	1	1	*	*	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	7	1	4	7	4	-	-	4	4	-	-
	1%	1%	*%	1%	1%	1%	-%	-%	1%	1%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	17	21	19	20	13	-	13	12	12	*	4
	2%	2%	3%	3%	3%	2%	-%	4%	4%	4%	*%	9%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1383	136	74	52	25	1288	1383	1383	1128	984	637	1239	169	-	1025	81
Effective base	461	58	18	26	9	431	461	461	360	299	237	414	59	-	333	36
Weighted Base	1034	133	48	63	26	953	1034	1034	803	636	566	931	149	-	758	86
Urgent delivery - on the same day or a specific time the next day	114	12	13	6	5	87	114	114	81	72	114	86	33	-	88	3
	11%	9%	28%	9%	19%	9%	11%	11%	10%	11%	20% b	9%	22% b	-%	12%	3%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	38	31	20	2	245	286	286	227	155	286	222	70	-	209	21
	28%	29%	65% ac	32%	6%	26%	28%	28%	28%	24%	50% b	24%	47% b	-%	28%	25%
Timed delivery (i.e. to arrive by specific time/day)	120	22	11	6	5	103	120	120	88	80	120	102	43	-	79	8
	12%	16%	23%	10%	19%	11%	12%	12%	11%	13%	21% b	11%	29% b	-%	10%	9%
Standard delivery	880	101	27	49	20	825	880	880	704	576	427	880	134	-	648	73
	85%	76%	57%	78%	78%	87%	85%	85%	88%	91% bc	75%	94% a	90% a	-%	86%	86%
International delivery	90	25	*	14	3	75	90	90	73	65	78	79	90	-	69	11
	9%	19% b	*%	21% b	10%	8%	9%	9%	9%	10%	14% b	8%	60% ab	-%	9%	13%
Cross-Border Delivery (to ROI)	1	*	*	*	-	1	1	1	1	1	1	1	1	-	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	*	-	4	4	8	8	6	6	4	4	-	-	7	-
	1%	-%	*%	-%	15%	*%	1%	1%	1%	1%	1%	*%	-%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1383	136	74	52	25	1288	1383	1383	1128	984	637	1239	169	-	1025	81
Effective base	461	58	18	26	9	431	461	461	360	299	237	414	59	-	333	36
Weighted Base	1034	133	48	63	26	953	1034	1034	803	636	566	931	149	-	758	86
Don't Know (CATI ONLY: DO NOT READ OUT)	22	-	*	-	1	22	22	22	16	12	11	14	*	-	15	1
	2%	-%	*%	-%	6%	2%	2%	2%	2%	2%	2%	2%	*%	-%	2%	2%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1383	475	798	458	21	217	329	183	877	304	294	239	820
Effective base	461	181	251	150	10	76	114	58	301	99	91	91	268
Weighted Base	1034	430	551	350	28	175	266	146	687	189	202	202	598
Urgent delivery - on the same day or a specific time the next day	114	52	43	70	4	42	37	33	67	9	23	23	63
	11%	12%	8%	20%	14%	24%	14%	22% bc	10%	5%	12%	11%	11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	148	113	152	9	79	94	64	183	38	65	77	138
	28%	34% b	21%	43%	31%	45%	35%	44% bc	27%	20%	32%	38% c	23%
Timed delivery (i.e. to arrive by specific time/day)	120	59	46	69	4	41	47	19	88	7	22	31	55
	12%	14%	8%	20%	13%	24%	18%	13% c	13% c	4%	11%	16%	9%
Standard delivery	880	332	506	282	15	117	230	106	595	169	168	161	530
	85%	77%	92% a	80%	54%	67%	86% a	73%	87% a	89% a	83%	80%	89% b
International delivery	90	58	26	47	11	34	29	17	50	19	23	22	40
	9%	14% b	5%	13%	41%	20%	11%	11%	7%	10%	11%	11%	7%
Cross-Border Delivery (to ROI)	1	*	1	*	*	*	*	*	1	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	6	2	-	4	6	-	*	6	2	-	4	5
	1%	1%	*%	-%	14%	3%	-%	*%	1%	1%	-%	2%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	8	13	14	-	1	12	1	15	6	3	*	15
	2%	2%	2%	4%	-%	1%	5%	1%	2%	3%	1%	*%	3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1383	885	498
Effective base	461	254	209
Weighted Base	1034	535	499
Urgent delivery - on the same day or a specific time the next day	114	71	43
	11%	13%	9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	113	172
	28%	21%	35% a
Timed delivery (i.e. to arrive by specific time/day)	120	61	60
	12%	11%	12%
Standard delivery	880	453	427
	85%	85%	85%
International delivery	90	42	48
	9%	8%	10%
Cross-Border Delivery (to ROI)	1	1	*
	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-
	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	5	3
	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	13	9
	2%	2%	2%

Columns Tested:: a,b

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1383	90	146	102	121	90	151	48	154	112	112	129	128
Effective base	461	12	48	42	24	25	48	20	69	58	40	66	63
Weighted Base	1034	20	152	111	47	62	144	13	136	119	49	93	89
Urgent delivery - on the same day or a specific time the next day	114	4	14	9	4	2	37	1	13	11	3	4	13
	11%	18%	9%	8%	9%	3%	26%	4%	10%	9%	6%	4%	15%
							bceghijk						k
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	1	41	21	12	16	47	1	36	39	9	26	36
	28%	7%	27%	19%	26%	27%	33%	5%	27%	33%	18%	28%	41%
							g		g	g		g	acgj
Timed delivery (i.e. to arrive by specific time/day)	120	*	18	10	1	6	37	1	7	12	3	11	15
	12%	1%	12%	9%	3%	10%	25%	4%	5%	10%	5%	12%	17%
							acdghij						dh
Standard delivery	880	20	129	97	34	53	116	12	122	99	46	80	72
	85%	97%	85%	87%	73%	87%	80%	96%	90%	84%	93%	86%	81%
											d		
International delivery	90	*	15	13	2	5	15	*	11	13	1	6	9
	9%	*%	10%	12%	5%	8%	10%	*%	8%	11%	2%	6%	10%
Cross-Border Delivery (to ROI)	1	*	*	*	*	-	-	*	*	-	1	-	*
	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	-	1	-	*	-	4	-	-	-	2	2	-
	1%	-%	1%	-%	*%	-%	3%	-%	-%	-%	3%	2%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	*	10	-	4	1	1	*	3	-	*	2	1
	2%	*%	6%	-%	9%	2%	1%	2%	2%	-%	1%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 236 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1383	338	362	314	369	700	683
Effective base	461	99	95	138	168	193	298
Weighted Base	1034	283	253	268	231	536	499
Urgent delivery - on the same day or a specific time the next day	114	27	43	24	19	70	44
	11%	10%	17%	9%	8%	13%	9%
			d				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	286	63	75	76	71	139	147
	28%	22%	30%	28%	31%	26%	29%
Timed delivery (i.e. to arrive by specific time/day)	120	28	44	19	29	72	48
	12%	10%	17%	7%	13%	13%	10%
			c				
Standard delivery	880	245	203	234	198	448	432
	85%	86%	80%	87%	86%	84%	87%
International delivery	90	28	22	24	16	51	39
	9%	10%	9%	9%	7%	9%	8%
Cross-Border Delivery (to ROI)	1	*	*	*	1	*	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	8	1	4	-	3	5	3
	1%	*%	2%	-%	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	22	10	6	3	3	16	6
	2%	3%	3%	1%	1%	3%	1%

Columns Tested:: a,b,c,d - a,b

Table 237

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1472	502	970	985	251	68	168	487
Effective base	509	119	396	462	104	36	64	139
Weighted Base	1157	214	943	1097	51	6	3	60
Urgent delivery - on the same day or a specific time the next day	159	6	153	143	13	2	1	16
	14%	3%	16%	13%	25%	37%	24%	26%
			a		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	5	550	522	28	3	2	33
	48%	2%	58%	48%	55%	53%	52%	54%
			a					
Timed delivery (i.e. to arrive by specific time/day)	221	2	219	205	13	2	1	16
	19%	1%	23%	19%	25%	34%	31%	26%
			a			a	a	
Standard delivery	817	211	606	776	35	3	2	41
	71%	99%	64%	71%	69%	54%	65%	68%
		b		c				
International delivery	140	1	139	129	10	1	1	11
	12%	1%	15%	12%	19%	20%	17%	19%
			a		a			a
Cross-Border Delivery (to ROI)	2	-	2	1	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	7	7	*	-	-	*
	1%	-%	1%	1%	*%	-%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	*	7	7	1	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b - a,b,c,d,e

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1472	427	411	147	156	163	168	985	251	236
Effective base	509	216	199	55	65	67	64	462	104	74
Weighted Base	1157	560	447	89	35	22	3	1097	51	10
Urgent delivery - on the same day or a specific time the next day	159	57	77	10	9	6	1	143	13	3
	14%	10%	17%	11%	27%	26%	24%	13%	25%	33%
			a		acg	acg	ag		acg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	241	243	37	21	10	2	522	28	5
	48%	43%	54%	41%	59%	47%	52%	48%	55%	52%
			a		ac					
Timed delivery (i.e. to arrive by specific time/day)	221	75	111	19	11	4	1	205	13	3
	19%	13%	25%	22%	30%	19%	31%	19%	25%	33%
			a		ag		ag		a	ag
Standard delivery	817	428	298	50	23	15	2	776	35	6
	71%	76%	67%	55%	66%	70%	65%	71%	69%	58%
		bci						ci		
International delivery	140	57	63	9	8	2	1	129	10	2
	12%	10%	14%	10%	24%	11%	17%	12%	19%	19%
					aceg				ag	
Cross-Border Delivery (to ROI)	2	1	-	-	*	*	*	1	*	*
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	5	2	*	*	-	-	7	*	-
	1%	1%	*%	*%	1%	-%	-%	1%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	*	2	*	*	*	7	1	*
	1%	1%	*%	2%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1472	618	367	251	68	168	465	207	75	58	173
Effective base	509	336	161	104	36	64	255	93	32	17	30
Weighted Base	1157	880	216	51	6	3	681	164	35	21	36
Urgent delivery - on the same day or a specific time the next day	159	114	30	13	2	1	98	27	9	6	7
	14%	13%	14%	25%	37%	24%	14%	16%	26%	28%	19%
				ab	ab	a					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	425	96	28	3	2	376	92	14	14	21
	48%	48%	45%	55%	53%	52%	55%	56%	39%	66%	59%
Timed delivery (i.e. to arrive by specific time/ day)	221	155	51	13	2	1	132	45	13	5	6
	19%	18%	23%	25%	34%	31%	19%	27%	36%	25%	16%
					a	a			a		
Standard delivery	817	636	140	35	3	2	470	106	28	9	21
	71%	72%	65%	69%	54%	65%	69%	65%	80%	45%	58%
		d					d		d		
International delivery	140	109	20	10	1	1	86	27	5	8	6
	12%	12%	9%	19%	20%	17%	13%	17%	15%	39%	17%
				b						ab	
Cross-Border Delivery (to ROI)	2	1	-	*	-	*	*	1	*	-	*
	*%	*%	-%	*%	-%	*%	*%	1%	*%	-%	*%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	7	*	*	-	-	7	-	*	-	-
	1%	1%	*%	*%	-%	-%	1%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	2	1	*	*	3	2	-	*	*
	1%	1%	1%	1%	1%	1%	*%	1%	-%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1472	89	73	114	38	86	104	79	67	73
Effective base	509	48	39	63	16	40	64	48	32	37
Weighted Base	1157	111	83	163	43	100	173	136	80	81
Urgent delivery - on the same day or a specific time the next day	159	21	12	34	14	11	20	11	12	11
	14%	19%	15%	21%	33% fg	11%	11%	8%	15%	13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	77	47	81	22	41	86	75	43	40
	48%	69% cef	57%	50%	52%	41%	50%	55%	54%	50%
Timed delivery (i.e. to arrive by specific time/day)	221	23	18	46	18	15	27	34	18	10
	19%	20%	22%	28%	41% efi	15%	16%	25%	22%	12%
Standard delivery	817	83	51	107	20	83	113	86	54	58
	71%	74%	62%	65%	47%	83% bdfg	65%	63%	68%	72%
International delivery	140	20	7	26	5	21	28	9	6	12
	12%	18%	8%	16%	11%	20%	16%	6%	7%	15%
Cross-Border Delivery (to ROI)	2	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	*	-	-	-	6	-	-	-
	1%	-%	*%	-%	-%	-%	4%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	-	*	-	-	-	5	-	*
	1%	1%	-%	*%	-%	-%	-%	3%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1472	197	229	297	723	749	265	247	237
Effective base	509	92	119	176	385	195	79	67	84
Weighted Base	1157	224	274	472	970	187	95	59	32
Urgent delivery - on the same day or a specific time the next day	159	36	45	64	145	14	9	3	2
	14%	16%	16%	14%	15%	7%	10%	5%	6%
		egh	egh	egh	egh				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	104	167	243	514	41	22	11	8
	48%	46%	61%	51%	53%	22%	24%	18%	24%
		efgh	aefgh	efgh	efgh				
Timed delivery (i.e. to arrive by specific time/day)	221	43	59	108	209	12	7	2	2
	19%	19%	22%	23%	22%	6%	8%	4%	8%
		efgh	efgh	efgh	efgh				
Standard delivery	817	161	188	305	655	162	82	52	27
	71%	72%	69%	65%	68%	87%	86%	89%	84%
						abcd	abcd	abcd	abcd
International delivery	140	38	33	62	133	8	3	2	3
	12%	17%	12%	13%	14%	4%	3%	3%	9%
		efg	efg	efg	efg				
Cross-Border Delivery (to ROI)	2	-	-	-	-	2	-	-	2
	*%	-%	-%	-%	-%	1%	-%	-%	5%
									abcdefg
Other (PLEASE SPECIFY)	1	-	1	-	1	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	*	6	7	*	*	*	*
	1%	-%	*%	1%	1%	*%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	*	2	5	6	1	1	*	-
	1%	*%	1%	1%	1%	*%	1%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1472	66	156	173	154	303	61	55	66	594
Effective base	509	29	43	48	58	111	19	16	19	216
Weighted Base	1157	43	95	110	148	223	43	39	35	514
Urgent delivery - on the same day or a specific time the next day	159	4	21	24	26	22	10	7	5	62
	14%	10%	22% e	22% e	17%	10%	24%	17%	13%	12%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	13	54	56	86	93	20	18	8	261
	48%	30%	57% ah	50% h	58% aeh	42%	47%	46%	22%	51% ah
Timed delivery (i.e. to arrive by specific time/day)	221	5	17	23	28	39	13	9	8	96
	19%	12%	17%	21%	19%	17%	31%	22%	22%	19%
Standard delivery	817	35	65	76	85	162	28	30	26	374
	71%	81% d	68%	69%	57%	73% d	66%	75%	76%	73% d
International delivery	140	3	30	33	6	35	2	4	3	54
	12%	6%	31% adefi	30% adefi	4%	16% d	4%	10%	9%	11%
Cross-Border Delivery (to ROI)	2	1	*	*	*	*	*	-	*	*
	*%	2% i	*%	*%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	-	-	-	-	5	-	*	2
	1%	-%	-%	-%	-%	-%	11% bcdei	-%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1472	66	156	173	154	303	61	55	66	594
Effective base	509	29	43	48	58	111	19	16	19	216
Weighted Base	1157	43	95	110	148	223	43	39	35	514
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	*	*	-	2	-	-	-	5
	1%	-%	*%	*%	-%	1%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1472	393	364	715	1283	189	1226	246	1438	34
Effective base	509	131	130	250	428	82	458	60	498	12
Weighted Base	1157	302	266	589	949	208	1070	87	1133	24
Urgent delivery - on the same day or a specific time the next day	159	54	32	73	138	21	145	14	157	3
	14%	18%	12%	12%	15%	10%	14%	17%	14%	11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	154	113	287	440	115	515	39	544	11
	48%	51%	43%	49%	46%	55%	48%	45%	48%	45%
Timed delivery (i.e. to arrive by specific time/ day)	221	56	52	113	184	37	204	18	219	2
	19%	19%	20%	19%	19%	18%	19%	20%	19%	8%
Standard delivery	817	196	191	430	666	151	770	47	797	20
	71%	65%	72%	73%	70%	73%	72% b	54%	70%	84%
International delivery	140	42	37	62	133	7	128	12	140	-
	12%	14%	14%	10%	14% b	4%	12%	14%	12%	-%
Cross-Border Delivery (to ROI)	2	1	*	*	*	1	2	*	2	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	1	-	1	-	1	-	1	-	1	-
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	5	2	2	5	7	*	7	-
	1%	-%	2%	*%	*%	2% a	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1472	393	364	715	1283	189	1226	246	1438	34
Effective base	509	131	130	250	428	82	458	60	498	12
Weighted Base	1157	302	266	589	949	208	1070	87	1133	24
Don't Know (CATI ONLY: DO NOT READ OUT)	7	*	2	5	5	2	7	*	7	-
	1%	*%	1%	1%	1%	1%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1472	770	365	331	1091	251	60	70	1342	130
Effective base	509	275	106	130	404	72	18	16	476	34
Weighted Base	1157	646	194	310	926	155	36	39	1081	75
Urgent delivery - on the same day or a specific time the next day	159	76	35	46	103	33	9	14	136	23
	14%	12%	18%	15%	11%	21%	24%	36%	13%	30%
						ae		ae		ae
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	265	89	197	415	94	17	28	509	45
	48%	41%	46%	64%	45%	61%	48%	71%	47%	60%
				ab		ae		a		
Timed delivery (i.e. to arrive by specific time/day)	221	120	36	64	161	40	7	13	201	20
	19%	19%	18%	21%	17%	26%	20%	33%	19%	26%
Standard delivery	817	460	138	216	653	114	22	28	767	50
	71%	71%	71%	70%	71%	73%	60%	72%	71%	66%
International delivery	140	52	29	59	90	26	9	15	116	24
	12%	8%	15%	19%	10%	17%	26%	39%	11%	32%
				a			ae	ae		ae
Cross-Border Delivery (to ROI)	2	*	*	1	1	*	1	*	1	1
	*%	*%	*%	*%	*%	*%	3%	*%	*%	1%
							ae			
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	1
	*%	*%	-%	-%	-%	-%	2%	-%	-%	1%
							ae			
None of these (CATI ONLY: DO NOT READ OUT)	7	6	-	*	7	*	-	-	7	-
	1%	1%	-%	*%	1%	*%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	5	*	2	5	*	2	*	5	2
	1%	1%	*%	1%	1%	*%	5%	*%	*%	3%
							ae			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1472	496	595	381	1270	1080	1316	1102	622	525
Effective base	509	199	205	106	431	375	458	395	229	165
Weighted Base	1157	474	452	230	985	859	1046	907	572	369
Urgent delivery - on the same day or a specific time the next day	159	43	61	56	146	139	157	137	112	80
	14%	9%	13%	24%	15%	16%	15%	15%	20%	22%
				ab						ac
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	177	238	139	503	458	531	490	340	226
	48%	37%	53%	60%	51%	53%	51%	54%	59%	61%
			a	a					ac	ac
Timed delivery (i.e. to arrive by specific time/day)	221	64	97	60	205	194	217	199	147	107
	19%	13%	22%	26%	21%	23%	21%	22%	26%	29%
			a	a						ac
Standard delivery	817	342	311	164	676	591	723	613	350	209
	71%	72%	69%	71%	69%	69%	69%	68%	61%	57%
					f	f	ef	f		
International delivery	140	25	64	51	123	121	132	131	95	61
	12%	5%	14%	22%	12%	14%	13%	14%	17%	17%
			a	a						
Cross-Border Delivery (to ROI)	2	*	*	1	2	2	2	2	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	1	1	1	1	1	-	1
	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	7	6	*	*	7	7	7	*	*	2
	1%	1%	*%	*%	1%	1%	1%	*%	*%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	3	2	7	7	7	7	6	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1472	204	678	111	112	83	73	55	211
Effective base	509	85	269	40	26	15	14	14	44
Weighted Base	1157	195	649	59	59	26	27	31	84
Urgent delivery - on the same day or a specific time the next day	159	15	84	16	12	7	12	10	29
	14%	8%	13%	27%	21%	27%	46%	33%	35%
				ab		a	ab	ab	ab
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	86	354	34	21	8	13	14	35
	48%	44%	55%	58%	36%	33%	48%	45%	42%
Timed delivery (i.e. to arrive by specific time/day)	221	20	140	14	13	8	10	12	30
	19%	10%	22%	24%	22%	33%	38%	38%	36%
			a	a		a	a	a	ab
Standard delivery	817	139	433	43	49	13	25	21	60
	71%	71%	67%	73%	83%	52%	91%	69%	71%
					e		be		
International delivery	140	19	81	9	8	3	9	4	15
	12%	10%	12%	15%	13%	11%	31%	12%	18%
							ab		
Cross-Border Delivery (to ROI)	2	-	1	*	*	*	-	*	*
	*%	-%	*%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	*	6	-	-	*	-	-	*
	1%	*%	1%	-%	-%	2%	-%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	4	*	3	-	-	-	-
	1%	-%	1%	*%	4%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	f	*g
Unweighted Base	1472	789	157	106	85	50	61	22	672	159	101	57	29	41	21
Effective base	509	312	53	24	20	13	12	4	275	40	30	14	8	18	7
Weighted Base	1157	748	100	54	39	13	23	8	649	95	47	18	22	11	17
Urgent delivery - on the same day or a specific time the next day	159	84	21	8	15	5	7	7	86	19	15	6	8	1	4
	14%	11%	21%	14%	38% a	39% a	30% a	81%	13%	20%	31% a	35% a	35%	10%	25%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	401	49	20	17	8	7	2	349	57	20	7	10	2	13
	48%	54%	49%	37%	43%	59%	31%	19%	54% f	60% f	42%	37%	45%	17%	75%
Timed delivery (i.e. to arrive by specific time/day)	221	145	22	10	12	2	8	5	129	26	14	4	12	3	6
	19%	19%	22%	19%	31%	14%	36%	65%	20%	28%	30%	22%	56%	25%	33%
Standard delivery	817	491	86	35	32	8	21	2	438	63	35	16	16	8	14
	71%	66%	86% ac	65%	83%	63%	91%	27%	68%	67%	74%	88%	75%	73%	81%
International delivery	140	92	8	7	6	1	8	*	83	16	9	2	7	1	3
	12%	12%	8%	13%	14%	7%	37% ab	4%	13%	17%	18%	9%	30%	9%	19%
Cross-Border Delivery (to ROI)	2	1	*	*	*	*	-	*	1	*	*	-	-	*	-
	*%	*%	*%	*%	1%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	7	-	-	-	*	-	-	6	*	-	-	*	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	1%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	-	3	*	-	-	-	4	1	3	-	-	-	-
	1%	1%	-%	5%	*%	-%	-%	-%	1%	1%	5% a	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1472	648	153	107	69	45	48	32	125	479	264	316	185	70
Effective base	509	266	45	33	19	16	10	10	35	186	101	111	43	16
Weighted Base	1157	612	112	76	32	26	24	25	74	432	230	249	92	42
Urgent delivery - on the same day or a specific time the next day	159	67	19	23	8	6	5	10	20	48	35	50	18	7
	14%	11%	17%	30% a	26%	22%	19%	38% a	27% a	11%	15%	20% a	20%	16%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	314	78	44	19	13	9	12	34	194	122	143	45	25
	48%	51%	70% afh	58%	59%	52%	37%	48%	46%	45%	53%	58% a	49%	59%
Timed delivery (i.e. to arrive by specific time/ day)	221	127	20	22	7	9	2	12	23	74	53	55	26	9
	19%	21%	17%	29%	23%	35%	9%	46%	31%	17%	23%	22%	28%	23%
Standard delivery	817	418	77	44	26	15	18	17	49	282	169	174	72	26
	71%	68%	68%	57%	82%	58%	75%	66%	66%	65%	73%	70%	78%	62%
International delivery	140	85	19	11	7	*	1	8	10	30	24	42	25	11
	12%	14%	17%	14%	21%	*%	6%	33% e	13%	7%	10%	17% a	27% ab	27% a
Cross-Border Delivery (to ROI)	2	1	*	*	*	-	-	-	-	-	*	*	1	-
	*%	*%	*%	*%	1%	-%	-%	-%	-%	-%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	1	1	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	3% a	1%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	-	*	-	-	-	-	-	6	*	-	*	-
	1%	-%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	4	*	3	*	-	-	-	-	3	3	1	*	-
	1%	1%	*%	4%	*%	-%	-%	-%	-%	1%	1%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1472	536	244	282	150	55	427	225	240	131	51
Effective base	509	204	95	91	31	9	176	73	80	31	14
Weighted Base	1157	480	211	201	69	22	415	162	176	69	36
Urgent delivery - on the same day or a specific time the next day	159	51	29	46	16	3	59	29	27	18	6
	14%	11%	14%	23% a	23%	16%	14%	18%	16%	26%	17%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	230	108	119	34	11	213	93	94	37	20
	48%	48%	51%	59%	49%	49%	51%	57%	54%	53%	54%
Timed delivery (i.e. to arrive by specific time/ day)	221	86	46	45	21	8	96	40	34	19	5
	19%	18%	22%	22%	30%	38%	23%	24%	19%	27%	13%
Standard delivery	817	315	156	139	53	13	264	120	123	58	25
	71%	66%	74%	69%	76%	61%	64%	74%	70%	84% a	69%
International delivery	140	37	26	41	18	1	40	21	28	19	11
	12%	8%	12%	20% a	25% a	6%	10%	13%	16%	28% a	31% a
Cross-Border Delivery (to ROI)	2	*	*	*	1	-	-	*	*	1	-
	*%	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	7	-	-	*	-	6	*	-	*	-
	1%	1%	-%	-%	*%	-%	2%	*%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	3	3	*	*	-	4	3	1	*	-
	1%	1%	2%	*%	*%	-%	1%	2%	*%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1472	468	186	254	124	64	656	90	349	1205	267	1155	115
Effective base	509	185	64	95	36	14	248	25	120	424	87	403	29
Weighted Base	1157	429	138	218	86	33	576	62	264	984	172	932	54
Urgent delivery - on the same day or a specific time the next day	159	50	26	32	24	5	103	14	20	118	41	129	16
	14%	12%	19%	15%	28% a	14%	18% c	23% c	7%	12%	24% a	14%	31% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	209	87	128	41	24	346	29	113	455	100	483	20
	48%	49%	63% a	59%	48%	72%	60% c	46%	43%	46%	58% a	52%	37%
Timed delivery (i.e. to arrive by specific time/day)	221	79	27	60	24	9	120	31	46	171	51	187	18
	19%	18%	19%	27%	28%	27%	21%	49% ac	17%	17%	29% a	20%	34%
Standard delivery	817	287	88	153	63	18	385	38	190	705	111	642	34
	71%	67%	64%	70%	74%	54%	67%	61%	72%	72%	65%	69%	63%
International delivery	140	44	22	35	22	8	111	5	15	96	45	107	16
	12%	10%	16%	16%	25% a	23%	19% c	7%	6%	10%	26% a	11%	29% a
Cross-Border Delivery (to ROI)	2	*	*	*	1	*	1	*	*	1	*	2	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	1	-	1	-	-	-	1	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	-%	-%	*%	-%	1% a
None of these (CATI ONLY: DO NOT READ OUT)	7	-	-	*	-	-	-	*	-	7	-	6	*
	1%	-%	-%	*%	-%	-%	-%	*%	-%	1%	-%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1472	468	186	254	124	64	656	90	349	1205	267	1155	115
Effective base	509	185	64	95	36	14	248	25	120	424	87	403	29
Weighted Base	1157	429	138	218	86	33	576	62	264	984	172	932	54
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	3	2	*	-	6	-	1	6	1	7	-
	1%	1%	2%	1%	1%	-%	1%	-%	*%	1%	*%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1472	918	162	633	469	1156	114	922	158	640	462
Effective base	509	331	45	240	155	403	30	332	44	243	152
Weighted Base	1157	763	97	537	370	931	54	771	88	552	355
Urgent delivery - on the same day or a specific time the next day	159	105	34	50	87	126	20	102	37	54	83
	14%	14%	35% a	9%	23% a	14%	36% a	13%	42% a	10%	23% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	403	55	236	254	477	26	405	53	256	234
	48%	53%	57%	44%	68% a	51%	49%	53%	60%	46%	66% a
Timed delivery (i.e. to arrive by specific time/day)	221	158	36	90	109	183	22	157	36	100	99
	19%	21%	37% a	17%	29% a	20%	41% a	20%	41% a	18%	28% a
Standard delivery	817	536	55	396	218	641	35	538	53	405	208
	71%	70%	56%	74% b	59%	69%	64%	70%	60%	73% b	59%
International delivery	140	98	22	59	72	106	17	100	21	68	63
	12%	13%	23%	11%	19% a	11%	31% a	13%	24%	12%	18%
Cross-Border Delivery (to ROI)	2	2	*	1	*	2	*	2	*	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	1	-	1	-	1	-	1	-	1
	*%	-%	1%	-%	*%	-%	1% a	-%	1%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	7	7	-	*	-	6	*	7	-	-	*
	1%	1%	-%	*%	-%	1%	1%	1%	-%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1472	918	162	633	469	1156	114	922	158	640	462
Effective base	509	331	45	240	155	403	30	332	44	243	152
Weighted Base	1157	763	97	537	370	931	54	771	88	552	355
Don't Know (CATI ONLY: DO NOT READ OUT)	7	7	*	6	1	7	-	7	*	6	1
	1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1472	679	1023	202	1	646	795	157	1	784	669	210	1
Effective base	509	240	354	67	1	228	280	58	1	289	239	79	1
Weighted Base	1157	567	782	164	4	546	611	144	1	678	529	187	*
Urgent delivery - on the same day or a specific time the next day	159	119	105	31	-	119	98	25	-	123	74	38	-
	14%	21% b	13%	19%	-%	22%	16%	17%	-%	18%	14%	20%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	350	385	113	4	352	306	102	1	437	261	125	-
	48%	62% b	49%	69% b	100%	64% b	50%	71% b	100%	64% b	49%	67% b	-%
Timed delivery (i.e. to arrive by specific time/day)	221	153	153	48	-	151	131	39	-	168	111	53	-
	19%	27% b	20%	29%	-%	28%	21%	27%	-%	25%	21%	28%	-%
Standard delivery	817	356	586	122	-	349	479	111	1	422	441	141	*
	71%	63%	75% a	74%	-%	64%	78% a	77%	100%	62%	83% a	75% a	100%
International delivery	140	97	86	68	-	93	95	58	-	115	88	89	-
	12%	17% b	11%	41% ab	-%	17%	16%	40% ab	-%	17%	17%	48% ab	-%
Cross-Border Delivery (to ROI)	2	2	*	*	-	1	*	*	-	2	1	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	1	1	1	-	-	-	1	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	2	2	*	-	2	2	*	-	*	-	-	-
	1%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	6	*	-	2	7	*	-	4	5	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	1%	1%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1472	1128	927	743	912	679	41	402	355	380	99	55
Effective base	509	393	330	289	310	250	9	179	152	162	47	25
Weighted Base	1157	912	775	664	734	575	24	420	363	402	108	65
Urgent delivery - on the same day or a specific time the next day	159	124	116	84	118	67	11	57	61	69	16	6
	14%	14%	15%	13%	16%	12%	46% ab	14%	17%	17%	14%	9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	471	422	349	400	305	20	219	255	268	84	41
	48%	52%	54%	53%	54%	53%	85%	52%	70% a	67% a	78% a	64%
Timed delivery (i.e. to arrive by specific time/day)	221	182	167	117	171	100	15	88	73	91	20	21
	19%	20%	22%	18%	23%	17%	61% ab	21%	20%	23%	19%	33%
Standard delivery	817	639	540	476	504	439	17	334	259	267	82	53
	71%	70%	70%	72%	69%	76% a	72%	79% c	71%	66%	76%	82%
International delivery	140	105	103	90	88	76	10	71	77	71	43	23
	12%	11%	13%	14%	12%	13%	42% ab	17%	21%	18%	40% abc	36% ac
Cross-Border Delivery (to ROI)	2	1	1	1	1	1	*	1	1	1	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	7	7	*	7	5	-	*	-	*	-	-
	1%	1%	1%	*%	1%	1%	-%	*%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	6	6	6	4	3	-	5	3	4	*	-
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1472	138	72	70	31	1350	1128	1392	1472	1044	751	1316	211	1	1075	90
Effective base	509	63	19	32	11	464	360	478	509	330	292	458	80	1	367	41
Weighted Base	1157	145	52	80	27	1043	803	1081	1157	729	706	1037	184	1	826	98
Urgent delivery - on the same day or a specific time the next day	159	16	16	9	2	141	103	148	159	105	159	127	46	-	124	6
	14%	11%	30%	11%	8%	14%	13%	14%	14%	14%	23% b	12%	25% b	-%	15%	6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	84	35	55	20	491	364	521	554	343	554	479	134	-	386	52
	48%	58%	68%	68%	76%	47%	45%	48%	48%	47%	79% b	46%	73% b	-%	47%	53%
Timed delivery (i.e. to arrive by specific time/day)	221	33	24	21	6	192	145	200	221	147	221	182	51	-	150	21
	19%	23%	45%	26%	23%	18%	18%	19%	19%	20%	31% b	18%	28% b	-%	18%	22%
Standard delivery	817	92	26	53	13	757	613	785	817	539	388	817	132	-	591	59
	71%	63%	50%	66%	49%	73%	76%	73%	71%	74%	55%	79% a	72% a	-%	72%	60%
International delivery	140	18	6	6	2	122	92	130	140	101	114	126	140	-	90	17
	12%	12%	12%	8%	6%	12%	11%	12%	12%	14%	16%	12%	76% ab	-%	11%	17%
Cross-Border Delivery (to ROI)	2	*	*	*	-	1	1	1	2	1	1	1	2	-	1	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	100%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	-	*	-	-	7	7	7	7	7	2	7	-	-	2	*
	1%	-%	*%	-%	-%	1%	1%	1%	1%	1%	*%	1%	-%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1472	138	72	70	31	1350	1128	1392	1472	1044	751	1316	211	1	1075	90
Effective base	509	63	19	32	11	464	360	478	509	330	292	458	80	1	367	41
Weighted Base	1157	145	52	80	27	1043	803	1081	1157	729	706	1037	184	1	826	98
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	-	*	2	7	6	7	7	7	-	*	-	-	6	1
	1%	-%	-%	*%	6%	1%	1%	1%	1%	1%	-%	*%	-%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1472	490	852	536	21	242	386	218	917	321	333	275	831
Effective base	509	195	281	188	10	85	140	69	332	105	107	103	289
Weighted Base	1157	474	620	442	30	196	334	166	766	217	240	237	657
Urgent delivery - on the same day or a specific time the next day	159	62	79	95	3	50	56	38	88	30	30	47	77
	14%	13%	13%	22%	9%	26%	17%	23%	11%	14%	12%	20%	12%
								b				c	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	290	239	295	21	133	207	109	345	98	131	131	283
	48%	61%	39%	67%	70%	68%	62%	66%	45%	45%	54%	55%	43%
		b						bc			c	c	
Timed delivery (i.e. to arrive by specific time/day)	221	104	98	109	11	73	65	37	141	43	52	64	101
	19%	22%	16%	25%	36%	37%	19%	22%	18%	20%	21%	27%	15%
						b						c	
Standard delivery	817	296	477	285	14	109	232	109	554	150	184	149	470
	71%	62%	77%	65%	48%	56%	69%	66%	72%	69%	76%	63%	72%
			a				a				b		
International delivery	140	67	55	78	5	44	52	27	86	27	33	34	73
	12%	14%	9%	18%	18%	23%	15%	17%	11%	12%	14%	14%	11%
Cross-Border Delivery (to ROI)	2	*	1	1	*	1	*	*	1	1	*	*	1
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	1	-	-	1	1	-	-	-	1	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	*	7	*	-	*	-	*	7	*	-	-	7
	1%	*%	1%	*%	-%	*%	-%	*%	1%	*%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	3	4	2	*	2	1	*	7	-	2	-	5
	1%	1%	1%	*%	1%	1%	*%	*%	1%	-%	1%	-%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1472	919	553
Effective base	509	265	245
Weighted Base	1157	582	575
Urgent delivery - on the same day or a specific time the next day	159	80	80
	14%	14%	14%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	221	333
	48%	38%	58%
			a
Timed delivery (i.e. to arrive by specific time/day)	221	106	115
	19%	18%	20%
Standard delivery	817	431	386
	71%	74%	67%
International delivery	140	61	79
	12%	10%	14%
Cross-Border Delivery (to ROI)	2	*	1
	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	-
	*%	*%	-%
None of these (CATI ONLY: DO NOT READ OUT)	7	*	7
	1%	*%	1%
			a
Don't Know (CATI ONLY: DO NOT READ OUT)	7	2	5
	1%	*%	1%

Columns Tested:: a,b

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1472	89	142	110	117	95	167	46	174	121	115	140	156
Effective base	509	13	47	43	25	28	56	20	83	66	42	74	75
Weighted Base	1157	23	155	113	32	71	173	13	174	132	50	113	108
Urgent delivery - on the same day or a specific time the next day	159	2	23	4	3	13	27	2	26	16	4	14	27
	14%	7%	15%	4%	8%	18%	15%	14%	15%	12%	7%	12%	25%
													cijk
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	7	92	30	12	30	91	2	93	72	13	58	56
	48%	31%	59%	27%	38%	42%	53%	15%	53%	54%	26%	51%	51%
			cgj				cgj		cgj	cgj		cgj	cgj
Timed delivery (i.e. to arrive by specific time/day)	221	*	28	27	5	15	41	1	34	14	5	17	33
	19%	2%	18%	24%	15%	21%	24%	8%	20%	11%	11%	15%	31%
				a									agijk
Standard delivery	817	20	104	81	25	45	124	12	127	89	42	83	67
	71%	86%	67%	71%	78%	63%	72%	92%	73%	67%	84%	73%	61%
								beil			l		
International delivery	140	1	9	8	2	14	20	1	32	24	2	13	15
	12%	6%	6%	7%	7%	19%	11%	8%	18%	18%	5%	12%	14%
									bj	bj			
Cross-Border Delivery (to ROI)	2	*	*	*	*	-	1	-	*	-	*	-	*
	*%	*%	*%	*%	*%	-%	1%	-%	*%	-%	1%	-%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	7	*	5	-	*	-	-	-	*	-	2	-	*
	1%	*%	3%	-%	1%	-%	-%	-%	*%	-%	4%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	*	1	*	-	-	*	*	3	-	*	1	2
	1%	1%	*%	*%	-%	-%	*%	2%	2%	-%	*%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 237 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1472	341	379	341	411	720	752
Effective base	509	100	101	160	188	201	339
Weighted Base	1157	291	276	319	271	567	590
Urgent delivery - on the same day or a specific time the next day	159	29	42	43	45	71	88
	14%	10%	15%	14%	17%	12%	15%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	554	129	133	166	126	262	293
	48%	44%	48%	52%	47%	46%	50%
Timed delivery (i.e. to arrive by specific time/day)	221	56	60	49	56	116	105
	19%	19%	22%	15%	21%	20%	18%
Standard delivery	817	204	194	228	191	397	419
	71%	70%	70%	72%	71%	70%	71%
International delivery	140	18	35	57	30	53	87
	12%	6%	13%	18%	11%	9%	15%
				a			
Cross-Border Delivery (to ROI)	2	*	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	1	-	1
	*%	-%	-%	-%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	7	5	*	*	2	5	2
	1%	2%	*%	*%	1%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	1	*	3	3	1	6
	1%	*%	*%	1%	1%	*%	1%

Columns Tested:: a,b,c,d - a,b

Table 238

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2035	487	1548	1424	326	82	203	611
Effective base	784	118	675	724	138	34	84	181
Weighted Base	1883	211	1672	1803	68	8	5	80
6am - 8.59am	36	2	34	30	5	1	*	6
	2%	1%	2%	2%	7%	9%	4%	7%
					a	a		a
9am - 11.59am	853	128	725	814	34	3	3	40
	45%	61%	43%	45%	50%	40%	56%	49%
		b						
12pm - 2.59pm	565	43	522	548	16	1	*	18
	30%	21%	31%	30%	23%	19%	10%	22%
			a	de	d			d
3pm - 5.59pm	77	3	74	75	2	*	*	2
	4%	2%	4%	4%	3%	*%	4%	2%
6pm - 5.59am	33	2	31	30	2	*	*	3
	2%	1%	2%	2%	3%	4%	8%	4%
							a	
Don't know	319	32	287	306	10	2	1	13
	17%	15%	17%	17%	15%	27%	17%	16%
NET: AM delivery	915	132	783	867	41	4	3	48
	49%	63%	47%	48%	60%	54%	68%	60%
		b			a		a	a
NET: PM delivery	649	47	602	629	17	1	1	20
	34%	22%	36%	35%	26%	19%	15%	24%
			a	bde				

Columns Tested:: a,b - a,b,c,d,e

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	639	588	197	201	207	203	1424	326	285
Effective base	784	363	295	84	88	82	84	724	138	76
Weighted Base	1883	994	681	128	47	29	5	1803	68	12
6am - 8.59am	36	18	8	3	3	3	*	30	5	1
	2%	2%	1%	3%	7%	9%	4%	2%	7%	8%
					abg	abg			abg	abg
9am - 11.59am	853	436	312	66	23	14	3	814	34	6
	45%	44%	46%	52%	49%	49%	56%	45%	50%	46%
							a			
12pm - 2.59pm	565	328	182	38	11	6	*	548	16	2
	30%	33%	27%	30%	23%	22%	10%	30%	23%	16%
		efhi	fi	fi	f	f		fi	f	
3pm - 5.59pm	77	40	34	1	1	*	*	75	2	*
	4%	4%	5%	1%	3%	1%	4%	4%	3%	2%
6pm - 5.59am	33	10	16	4	2	1	*	30	2	1
	2%	1%	2%	3%	3%	4%	8%	2%	3%	6%
							abg			ag
Don't know	319	162	129	15	8	5	1	306	10	3
	17%	16%	19%	12%	16%	16%	17%	17%	15%	23%
NET: AM delivery	915	458	335	74	27	18	3	867	41	7
	49%	46%	49%	58%	58%	61%	68%	48%	60%	59%
						ag	abg		abg	a
NET: PM delivery	649	373	216	40	12	7	1	629	17	2
	34%	38%	32%	31%	26%	23%	15%	35%	26%	18%
		defhi	fi	fi				efhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	920	504	326	82	203	759	340	116	79	207
Effective base	784	541	238	138	34	84	436	158	35	26	35
Weighted Base	1883	1480	323	68	8	5	1198	273	63	24	52
6am - 8.59am	36	22	8	5	1	*	17	11	2	1	3
	2%	2%	2%	7%	9%	4%	1%	4%	3%	4%	7%
				ab	ab						
9am - 11.59am	853	649	164	34	3	3	532	123	32	12	23
	45%	44%	51%	50%	40%	56%	44%	45%	50%	48%	45%
						a					
12pm - 2.59pm	565	464	84	16	1	*	379	83	14	6	15
	30%	31%	26%	23%	19%	10%	32%	30%	22%	24%	29%
		e	e	e							
3pm - 5.59pm	77	67	8	2	*	*	58	9	1	*	4
	4%	5%	3%	3%	*%	4%	5%	3%	2%	*%	7%
6pm - 5.59am	33	18	12	2	*	*	16	9	4	2	*
	2%	1%	4%	3%	4%	8%	1%	3%	6%	7%	1%
			a			a			a	a	
Don't know	319	260	46	10	2	1	195	38	11	4	6
	17%	18%	14%	15%	27%	17%	16%	14%	17%	17%	11%
NET: AM delivery	915	683	184	41	4	3	560	142	35	14	27
	49%	46%	57%	60%	54%	68%	47%	52%	56%	59%	52%
			a	a		a					
NET: PM delivery	649	537	92	17	1	1	442	92	17	6	19
	34%	36%	29%	26%	19%	15%	37%	34%	27%	24%	37%
		bcde	e								

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	134	107	194	54	139	161	129	113	115
Effective base	784	72	61	111	25	72	102	84	59	60
Weighted Base	1883	165	142	284	63	181	289	244	153	142
6am - 8.59am	36	8	1	4	1	5	2	1	5	2
	2%	5%	1%	1%	2%	3%	1%	*%	3%	1%
9am - 11.59am	853	69	64	137	36	63	126	109	72	67
	45%	42%	45%	48%	56%	35%	44%	45%	47%	47%
12pm - 2.59pm	565	62	54	74	16	68	76	73	45	35
	30%	38%	38%	26%	25%	38%	26%	30%	29%	24%
3pm - 5.59pm	77	3	4	3	1	4	22	20	4	7
	4%	2%	3%	1%	2%	2%	8%	8%	3%	5%
							c	c		
6pm - 5.59am	33	2	2	8	2	1	5	1	3	5
	2%	1%	1%	3%	3%	1%	2%	1%	2%	4%
Don't know	319	21	18	58	8	39	57	39	23	26
	17%	13%	12%	21%	13%	22%	20%	16%	15%	19%
NET: AM delivery	915	77	67	147	39	70	134	111	77	73
	49%	47%	47%	52%	61%	39%	46%	46%	51%	51%
NET: PM delivery	649	67	58	79	17	72	98	94	52	43
	34%	40%	40%	28%	26%	40%	34%	38%	34%	30%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
6am - 8.59am	36	9	14	7	30	7	1	3	2
	2%	2%	3%	1%	2%	3%	1%	4%	6% cd
9am - 11.59am	853	166	206	372	743	110	59	33	19
	45%	43%	45%	46%	45%	50%	54%	44%	52%
12pm - 2.59pm	565	118	161	224	503	63	30	22	11
	30%	31%	35%	27%	30%	29%	28%	29%	30%
3pm - 5.59pm	77	13	11	46	69	8	3	4	1
	4%	3%	2%	6%	4%	4%	3%	6%	2%
6pm - 5.59am	33	9	7	14	30	3	2	1	1
	2%	2%	1%	2%	2%	2%	2%	1%	2%
Don't know	319	73	62	155	290	28	14	11	3
	17%	19% h	14%	19% h	17% h	13%	13%	16%	8%
NET: AM delivery	915	181	222	392	795	120	62	36	22
	49%	47%	48%	48%	48%	55%	57%	49%	60% acd
NET: PM delivery	649	132	176	270	578	71	33	26	11
	34%	34%	38%	33%	35%	32%	30%	35%	32%

Columns Tested:: a,b,c,d,e,f,g,h

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	85	178	197	222	366	85	75	93	912
Effective base	784	34	48	56	97	142	34	24	31	371
Weighted Base	1883	72	109	135	246	299	84	52	60	934
6am - 8.59am	36	1	1	1	16	4	*	1	*	13
	2%	2%	1%	1%	6% ei	1%	*%	1%	*%	1%
9am - 11.59am	853	42	47	61	100	155	27	19	38	412
	45%	57% f	43%	45%	41%	52% f	32%	37%	63% dfi	44%
12pm - 2.59pm	565	18	31	34	69	86	24	16	15	302
	30%	25%	28%	25%	28%	29%	29%	30%	26%	32%
3pm - 5.59pm	77	5	14	14	9	15	6	*	1	27
	4%	7%	12% i	10% i	4%	5%	7%	1%	2%	3%
6pm - 5.59am	33	2	2	2	8	5	2	2	*	12
	2%	2%	2%	2%	3%	2%	2%	3%	*%	1%
Don't know	319	4	15	23	43	34	25	15	6	169
	17%	6%	14%	17%	18%	11%	30% aeh	28% ae	10%	18%
NET: AM delivery	915	43	50	64	121	164	29	22	38	436
	49%	59% f	46%	47%	49%	55% f	34%	41%	63% f	47%
NET: PM delivery	649	25	44	48	81	102	30	16	16	330
	34%	35%	41%	35%	33%	34%	36%	31%	27%	35%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2035	504	451	1080	1781	254	1683	352	1980	55
Effective base	784	187	175	424	665	121	703	89	762	22
Weighted Base	1883	453	383	1047	1557	326	1733	150	1826	57
6am - 8.59am	36	18	5	13	35	1	34	2	36	-
	2%	4% c	1%	1%	2%	*%	2%	2%	2%	-%
9am - 11.59am	853	202	182	469	710	143	790	63	828	25
	45%	45%	47%	45%	46%	44%	46%	42%	45%	44%
12pm - 2.59pm	565	122	110	333	438	127	521	44	551	14
	30%	27%	29%	32%	28%	39% a	30%	29%	30%	24%
3pm - 5.59pm	77	28	21	28	66	11	66	11	76	1
	4%	6% c	5%	3%	4%	3%	4%	8%	4%	2%
6pm - 5.59am	33	12	7	14	30	3	29	4	30	3
	2%	3%	2%	1%	2%	1%	2%	3%	2%	5%
Don't know	319	71	58	190	279	40	294	25	304	14
	17%	16%	15%	18%	18%	12%	17%	17%	17%	25%
NET: AM delivery	915	228	193	495	768	148	846	69	890	25
	49%	50%	50%	47%	49%	45%	49%	46%	49%	44%
NET: PM delivery	649	154	132	362	510	139	594	55	631	18
	34%	34%	35%	35%	33%	43% a	34%	37%	35%	31%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	1148	461	417	1565	309	72	89	1874	161
Effective base	784	469	142	171	655	90	20	20	744	40
Weighted Base	1883	1161	303	407	1602	191	43	47	1793	90
6am - 8.59am	36	23	8	5	29	5	*	2	34	2
	2%	2%	3%	1%	2%	3%	*%	5%	2%	3%
9am - 11.59am	853	513	132	206	707	107	24	15	815	38
	45%	44%	44%	51%	44%	56% ad	55%	32%	45%	43%
12pm - 2.59pm	565	351	86	125	493	53	9	11	546	19
	30%	30%	28%	31%	31%	28%	21%	23%	30%	22%
3pm - 5.59pm	77	55	8	13	63	5	*	8	69	8
	4%	5%	3%	3%	4%	3%	*%	18% abe	4%	9%
6pm - 5.59am	33	10	18	5	21	3	2	7	24	9
	2%	1%	6% ac	1%	1%	2%	4%	15% abe	1%	10% abe
Don't know	319	209	51	53	289	18	9	4	306	12
	17%	18%	17%	13%	18% b	9%	20%	8%	17%	14%
NET: AM delivery	915	544	154	215	753	115	25	22	868	47
	49%	47%	51%	53%	47%	60% ae	59%	47%	48%	52%
NET: PM delivery	649	408	97	139	560	58	9	21	619	30
	34%	35%	32%	34%	35%	31%	21%	45%	34%	34%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	804	761	470	1793	1504	1864	1407	848	756
Effective base	784	377	281	130	681	570	721	545	332	256
Weighted Base	1883	969	633	281	1651	1363	1741	1287	822	596
6am - 8.59am	36	16	13	7	35	31	35	27	23	22
	2%	2%	2%	3%	2%	2%	2%	2%	3%	4%
9am - 11.59am	853	441	266	146	744	588	786	569	351	240
	45%	46%	42%	52%	45%	43%	45%	44%	43%	40%
12pm - 2.59pm	565	277	215	72	502	433	529	395	238	158
	30%	29%	34%	26%	30%	32%	30%	31%	29%	27%
3pm - 5.59pm	77	49	14	14	69	55	71	54	44	38
	4%	5%	2%	5%	4%	4%	4%	4%	5%	6%
6pm - 5.59am	33	4	17	12	29	29	32	32	24	28
	2%	*%	3%	4%	2%	2%	2%	3%	3%	5%
			a	a						abc
Don't know	319	181	108	30	272	229	289	211	142	109
	17%	19%	17%	11%	16%	17%	17%	16%	17%	18%
		c								
NET: AM delivery	915	460	293	162	804	641	845	621	395	284
	49%	47%	46%	58%	49%	47%	49%	48%	48%	48%
				ab						
NET: PM delivery	649	328	233	89	575	493	607	455	285	203
	34%	34%	37%	32%	35%	36%	35%	35%	35%	34%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
6am - 8.59am	36	1	23	4	4	1	1	1	4
	2%	*%	2%	4%	4%	3%	3%	3%	3%
				a					
9am - 11.59am	853	210	448	40	37	17	22	12	50
	45%	53%	43%	47%	41%	40%	54%	30%	42%
		b							
12pm - 2.59pm	565	100	340	25	27	16	5	14	36
	30%	25%	32%	30%	31%	38%	13%	37%	29%
3pm - 5.59pm	77	16	40	1	3	3	4	4	11
	4%	4%	4%	1%	4%	6%	11%	10%	9%
6pm - 5.59am	33	2	14	1	6	2	3	5	9
	2%	*%	1%	1%	7%	4%	6%	13%	8%
					ab			ab	ab
Don't know	319	66	185	14	13	4	5	3	11
	17%	17%	18%	16%	15%	8%	12%	7%	9%
NET: AM delivery	915	213	484	45	44	19	26	15	60
	49%	54%	46%	53%	49%	45%	64%	39%	49%
NET: PM delivery	649	116	381	26	32	20	10	21	51
	34%	29%	36%	31%	36%	47%	24%	55%	42%
								a	

Columns Tested:: a,b,c,d,e,f,g,h

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base	784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
6am - 8.59am	36	22	3	5	2	*	1	1	20	6	2	1	*	*	1
	2%	2%	2%	7% a	4%	1%	5%	8%	2%	4%	3%	4%	*%	2%	5%
9am - 11.59am	853	606	52	34	25	15	10	1	441	78	19	18	18	9	5
	45%	46%	39%	44%	47%	67%	36%	11%	42%	50% c	28%	69% ac	49%	64% c	24%
12pm - 2.59pm	565	413	38	21	15	4	7	5	352	28	29	3	10	3	8
	30%	31%	28%	27%	28%	19%	24%	39%	34% bd	18%	44% bd	10%	27%	23%	37%
3pm - 5.59pm	77	55	4	1	1	-	4	4	34	8	4	2	7	-	*
	4%	4%	3%	1%	1%	-%	16% ac	30%	3%	5%	7%	7%	19% a	-%	1%
6pm - 5.59am	33	12	6	5	2	1	2	1	8	9	6	1	*	*	5
	2%	1%	5% a	6% a	3%	6%	7% a	5%	1%	6% a	9% a	2%	1%	1%	24%
Don't know	319	216	30	11	9	2	4	1	186	29	6	2	2	1	2
	17%	16%	22%	14%	17%	8%	12%	8%	18%	19%	9%	8%	5%	9%	10%
NET: AM delivery	915	640	59	44	28	16	14	3	468	92	25	20	19	10	8
	49%	48%	44%	58%	53%	70%	48%	23%	45%	59% ac	38%	75% ac	50%	67% c	37%
NET: PM delivery	649	467	45	21	16	5	11	9	387	36	35	5	17	3	11
	34%	35%	33%	28%	30%	23%	40%	69%	37% b	23%	53% bdf	17%	45%	23%	53%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base	784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
6am - 8.59am	36	16	4	3	*	*	1	1	3	12	7	8	2	6
	2%	2%	3%	4%	1%	1%	4%	3%	3%	1%	2%	2%	2%	9%
														a
9am - 11.59am	853	405	62	47	19	10	8	18	36	377	157	162	58	30
	45%	45%	42%	51%	37%	34%	27%	48%	37%	44%	45%	46%	54%	47%
12pm - 2.59pm	565	293	48	20	14	8	9	2	19	283	97	102	31	14
	30%	33%	33%	21%	28%	29%	31%	6%	20%	33%	28%	29%	28%	21%
		g	g											
3pm - 5.59pm	77	26	8	5	*	3	4	7	14	39	11	13	6	4
	4%	3%	5%	6%	*%	10%	13%	19%	14%	4%	3%	4%	5%	6%
								ad	ad					
6pm - 5.59am	33	6	3	9	5	2	2	6	10	3	9	12	6	1
	2%	1%	2%	9%	11%	7%	6%	16%	10%	*%	3%	4%	5%	1%
				a	a	a		ab	a		a	a	a	
Don't know	319	154	22	9	12	6	5	3	14	153	65	53	6	10
	17%	17%	15%	10%	23%	20%	19%	8%	15%	18%	19%	15%	6%	16%
										d	d			
NET: AM delivery	915	426	69	59	23	12	10	22	44	392	170	180	67	36
	49%	47%	47%	63%	45%	41%	34%	59%	46%	45%	49%	51%	61%	57%
													a	
NET: PM delivery	649	321	56	25	16	11	13	12	37	323	112	117	36	17
	34%	36%	38%	27%	32%	39%	47%	33%	39%	37%	32%	33%	33%	27%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	822	332	375	184	73	659	294	317	150	73
Effective base	784	364	139	126	36	16	299	108	106	36	20
Weighted Base	1883	932	313	275	85	38	756	241	227	82	52
6am - 8.59am	36	16	7	8	1	3	15	4	4	3	5
	2%	2%	2%	3%	1%	8%	2%	2%	2%	3%	10%
											a
9am - 11.59am	853	420	142	112	47	22	309	100	110	43	24
	45%	45%	45%	41%	56%	57%	41%	41%	49%	53%	46%
12pm - 2.59pm	565	295	87	91	22	4	252	80	66	22	12
	30%	32%	28%	33%	25%	11%	33%	33%	29%	27%	24%
3pm - 5.59pm	77	38	10	11	6	4	32	7	7	9	-
	4%	4%	3%	4%	7%	9%	4%	3%	3%	11%	-%
6pm - 5.59am	33	5	8	12	4	*	9	12	5	2	1
	2%	1%	3%	4%	4%	1%	1%	5%	2%	2%	1%
				a	a			a			
Don't know	319	159	59	42	6	5	140	39	33	4	10
	17%	17%	19%	15%	7%	14%	19%	16%	15%	4%	20%
							d				
NET: AM delivery	915	439	156	130	52	25	330	111	120	48	30
	49%	47%	50%	47%	61%	66%	44%	46%	53%	58%	57%
NET: PM delivery	649	334	99	103	27	8	285	91	74	31	12
	34%	36%	31%	37%	32%	20%	38%	38%	32%	37%	24%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
6am - 8.59am	36	12	2	4	6	2	16	3	8	34	2	34	1
	2%	2%	1%	2%	6%	5%	2%	3%	2%	2%	1%	2%	4%
9am - 11.59am	853	293	76	113	58	24	335	38	195	774	79	737	8
	45%	44%	40%	43%	57%	51%	45%	39%	46%	45%	51%	45%	30%
12pm - 2.59pm	565	207	61	91	21	10	232	19	138	522	44	501	1
	30%	31%	32%	35%	21%	20%	31%	19%	32%	30%	28%	31%	4%
3pm - 5.59pm	77	26	7	10	7	4	31	10	13	67	10	65	4
	4%	4%	4%	4%	7%	7%	4%	11% c	3%	4%	7%	4%	15%
6pm - 5.59am	33	9	10	7	3	4	21	9	1	29	4	24	5
	2%	1%	5% a	3%	3%	7% a	3% c	10% ac	*%	2%	2%	1%	18% a
Don't know	319	122	34	36	8	5	117	19	72	301	18	264	8
	17%	18%	18%	14%	7%	9%	16%	19%	17%	17%	12%	16%	31%
NET: AM delivery	915	307	87	124	67	30	370	46	205	830	85	792	12
	49%	46%	46%	47%	66% abc	63%	49%	47%	48%	48%	54%	49%	47%
NET: PM delivery	649	239	68	102	28	13	265	33	151	595	54	569	6
	34%	36%	36%	39%	27%	27%	35%	34%	35%	34%	34%	35%	22%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base	784	533	37	367	178	673	9	530	40	371	174
Weighted Base	1883	1268	95	846	440	1629	22	1270	93	862	424
6am - 8.59am	36	26	5	15	11	35	-	25	6	16	11
	2%	2%	5%	2%	3%	2%	-%	2%	6%	2%	3%
9am - 11.59am	853	545	43	384	185	735	9	544	44	384	184
	45%	43%	45%	45%	42%	45%	42%	43%	47%	45%	43%
12pm - 2.59pm	565	412	20	243	151	501	1	415	18	251	144
	30%	33%	21%	29%	34%	31%	4%	33%	19%	29%	34%
3pm - 5.59pm	77	46	9	24	30	69	-	49	6	32	22
	4%	4%	9%	3%	7% a	4%	-%	4%	7%	4%	5%
6pm - 5.59am	33	24	5	24	9	25	4	22	7	25	8
	2%	2%	5%	3%	2%	2%	18% a	2%	7% a	3%	2%
Don't know	319	215	14	156	55	264	8	216	13	155	57
	17%	17%	15%	18%	12%	16%	36%	17%	14%	18%	13%
NET: AM delivery	915	589	52	417	204	791	13	585	56	419	201
	49%	46%	55%	49%	46%	49%	59%	46%	60%	49%	47%
NET: PM delivery	649	464	29	273	182	574	1	469	24	289	166
	34%	37%	31%	32%	41% a	35%	4%	37%	26%	33%	39%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base	784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base	1883	865	1293	224	4	804	944	179	1	924	714	229	*
6am - 8.59am	36	23	22	1	-	21	16	2	-	20	16	5	-
	2%	3%	2%	*%	-%	3%	2%	1%	-%	2%	2%	2%	-%
9am - 11.59am	853	350	619	92	-	332	431	70	-	390	322	93	*
	45%	40%	48% a	41%	-%	41%	46%	39%	-%	42%	45%	41%	100%
12pm - 2.59pm	565	265	398	77	4	238	319	70	-	288	237	76	-
	30%	31%	31%	35%	100%	30%	34%	39%	-%	31%	33%	33%	-%
3pm - 5.59pm	77	44	42	7	-	40	32	10	-	45	26	13	-
	4%	5%	3%	3%	-%	5%	3%	6%	-%	5%	4%	6%	-%
6pm - 5.59am	33	24	15	5	-	21	9	1	-	25	15	3	-
	2%	3%	1%	2%	-%	3%	1%	*%	-%	3%	2%	1%	-%
Don't know	319	158	197	42	-	152	137	25	1	158	99	39	-
	17%	18%	15%	19%	-%	19%	15%	14%	100%	17%	14%	17%	-%
NET: AM delivery	915	394	655	98	-	369	455	73	-	427	353	101	*
	49%	46%	51%	44%	-%	46%	48%	41%	-%	46%	49%	44%	100%
NET: PM delivery	649	312	441	84	4	283	351	80	-	339	262	89	-
	34%	36%	34%	38%	100%	35%	37%	45%	-%	37%	37%	39%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1883	1581	1245	944	1264	1036	37	615	535	521	135	78
6am - 8.59am	36	29	20	13	29	11	1	11	8	7	2	2
	2%	2%	2%	1%	2%	1%	3%	2%	2%	1%	2%	3%
9am - 11.59am	853	728	544	424	566	487	18	273	226	218	40	18
	45%	46%	44%	45%	45%	47%	49%	44% de	42% e	42% e	30%	23%
12pm - 2.59pm	565	488	414	309	363	327	2	204	192	170	57	33
	30%	31%	33%	33%	29%	32% c	6%	33%	36%	33%	42%	42%
3pm - 5.59pm	77	64	54	34	62	39	8	22	25	24	5	2
	4%	4%	4%	4%	5%	4%	22% ab	3%	5%	5%	3%	2%
6pm - 5.59am	33	18	22	14	23	16	1	9	6	9	2	2
	2%	1%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%
Don't know	319	255	190	150	220	158	7	98	78	92	29	21
	17%	16%	15%	16%	17%	15%	18%	16%	15%	18%	22%	27%
NET: AM delivery	915	771	582	450	613	513	20	293	240	233	44	22
	49%	49%	47%	48%	48%	49%	53%	48% de	45%	45%	33%	29%
NET: PM delivery	649	555	473	344	431	366	11	225	218	195	62	35
	34%	35%	38%	36%	34%	35%	28%	37%	41%	38%	46%	45%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base	784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
6am - 8.59am	36	9	4	2	1	35	18	35	18	13	23	25	4	-	29	2
	2%	4%	4%	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	-%	2%	2%
9am - 11.59am	853	96	15	56	17	736	459	758	508	428	349	721	76	-	708	29
	45%	43%	15%	49%	39%	47%	47%	46%	46%	47%	43%	48%	40%	-%	50%	19%
		b		b	b										b	
12pm - 2.59pm	565	73	24	35	16	456	280	470	349	288	256	451	62	-	389	61
	30%	32%	24%	31%	39%	29%	29%	29%	32%	31%	31%	30%	32%	-%	28%	40%
																a
3pm - 5.59pm	77	7	19	3	-	65	54	75	50	35	49	60	10	-	54	6
	4%	3%	19%	3%	-%	4%	6%	5%	5%	4%	6%	4%	5%	-%	4%	4%
			ac													
6pm - 5.59am	33	4	16	4	3	18	16	26	11	12	19	14	1	-	21	1
	2%	2%	15%	3%	6%	1%	2%	2%	1%	1%	2%	1%	*%	-%	1%	1%
			a													
Don't know	319	35	23	14	6	257	154	268	158	140	120	239	38	-	201	51
	17%	16%	23%	12%	14%	16%	16%	16%	14%	15%	15%	16%	20%	-%	14%	34%
																a
NET: AM delivery	915	108	31	62	20	783	492	813	536	453	385	758	81	-	754	32
	49%	48%	30%	54%	47%	50%	50%	50%	49%	49%	47%	50%	42%	-%	54%	21%
				b											b	
NET: PM delivery	649	82	48	38	16	527	335	551	400	323	311	511	72	-	447	68
	34%	37%	47%	33%	39%	34%	34%	34%	37%	35%	38%	34%	38%	-%	32%	45%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base	784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
6am - 8.59am	36	19	17	12	-	6	7	4	22	9	9	10	17
	2%	3%	2%	2%	-%	2%	2%	2%	2%	2%	3%	3%	1%
9am - 11.59am	853	296	557	247	12	92	197	69	632	146	119	154	561
	45%	38%	50%	46%	28%	40%	47%	31%	49%	42%	43%	43%	47%
			a						a				
12pm - 2.59pm	565	234	332	160	19	70	138	80	371	110	90	94	373
	30%	30%	30%	30%	48%	30%	33%	35%	29%	31%	32%	26%	31%
3pm - 5.59pm	77	47	30	21	6	12	20	16	53	8	7	22	44
	4%	6%	3%	4%	16%	5%	5%	7%	4%	2%	3%	6%	4%
		b											
6pm - 5.59am	33	24	9	10	*	13	1	10	17	5	11	15	5
	2%	3%	1%	2%	*%	5%	*%	4%	1%	1%	4%	4%	*%
		b				b					c	c	
Don't know	319	156	162	80	3	40	56	47	194	72	43	64	198
	17%	20%	15%	15%	8%	17%	13%	21%	15%	21%	15%	18%	17%
		b											
NET: AM delivery	915	333	583	268	12	109	204	81	670	156	134	178	583
	49%	43%	53%	51%	28%	47%	49%	36%	52%	45%	48%	50%	49%
			a						a				
NET: PM delivery	649	286	363	182	26	83	159	97	425	122	102	117	417
	34%	37%	33%	34%	63%	36%	38%	43%	33%	35%	37%	33%	35%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2035	1140	895
Effective base	784	376	409
Weighted Base	1883	876	1007
6am - 8.59am	36	26	10
	2%	3%	1%
9am - 11.59am	853	389	464
	45%	44%	46%
12pm - 2.59pm	565	243	322
	30%	28%	32%
3pm - 5.59pm	77	29	48
	4%	3%	5%
6pm - 5.59am	33	20	13
	2%	2%	1%
Don't know	319	169	150
	17%	19%	15%
NET: AM delivery	915	429	487
	49%	49%	48%
NET: PM delivery	649	279	370
	34%	32%	37%

Columns Tested:: a,b

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base	784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base	1883	32	288	147	85	118	264	16	286	168	75	209	193
6am - 8.59am	36	1	1	1	1	*	12	-	5	4	1	6	5
	2%	3%	*%	*%	1%	*%	5%	-%	2%	2%	1%	3%	3%
9am - 11.59am	853	13	110	74	39	53	115	8	129	86	30	101	95
	45%	41%	38%	50%	45%	45%	44%	50%	45%	51%	40%	48%	50%
12pm - 2.59pm	565	13	111	32	23	36	74	5	98	44	23	54	53
	30%	42%	38% c	22%	27%	30%	28%	34%	34%	26%	31%	26%	27%
3pm - 5.59pm	77	2	18	2	4	4	18	-	10	6	1	6	6
	4%	5%	6%	1%	5%	4%	7%	-%	3%	4%	1%	3%	3%
6pm - 5.59am	33	*	2	*	*	5	10	1	4	1	6	4	*
	2%	*%	1%	*%	*%	4%	4%	6% l	1%	1%	7% bchil	2%	*%
Don't know	319	3	47	39	19	20	35	2	40	28	15	38	34
	17%	10%	16%	27% fh	22%	17%	13%	10%	14%	17%	19%	18%	18%
NET: AM delivery	915	14	112	75	39	58	136	9	135	90	35	111	101
	49%	43%	39%	51%	46%	49%	52%	57%	47%	54%	46%	53% b	52%
NET: PM delivery	649	15	130	33	27	40	93	5	111	50	26	60	58
	34%	47%	45% cikl	23%	32%	34%	35%	34%	39% c	30%	34%	29%	30%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 238 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2035	469	514	463	589	983	1052
Effective base	784	151	158	232	309	309	532
Weighted Base	1883	468	468	470	477	936	947
6am - 8.59am	36	3	13	8	12	16	20
	2%	1%	3%	2%	3%	2%	2%
9am - 11.59am	853	197	207	224	226	403	450
	45%	42%	44%	48%	47%	43%	47%
12pm - 2.59pm	565	156	133	147	129	289	276
	30%	33%	28%	31%	27%	31%	29%
3pm - 5.59pm	77	21	26	16	13	48	29
	4%	5%	6%	3%	3%	5%	3%
6pm - 5.59am	33	2	15	6	10	17	16
	2%	1%	3%	1%	2%	2%	2%
Don't know	319	89	74	70	86	162	156
	17%	19%	16%	15%	18%	17%	17%
NET: AM delivery	915	201	234	234	247	434	481
	49%	43%	50%	50%	52%	46%	51%
NET: PM delivery	649	179	161	166	144	339	310
	34%	38%	34%	35%	30%	36%	33%

Columns Tested:: a,b,c,d - a,b

Table 239

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	38	3	34	36	1	-	-	1
		2%	2%	2%	2%	2%	-%	-%	2%
Fairly Dissatisfied	(-1)	113	6	107	112	1	*	*	1
		6%	3%	6%	6%	2%	3%	1%	2%
					be				
Neither Satisfied Nor Dissatisfied	(0)	326	29	297	320	5	1	*	6
		17%	14%	18%	18%	7%	10%	10%	7%
					be				
Fairly Satisfied	(1)	808	44	764	767	35	4	1	41
		43%	21%	46%	43%	52%	57%	32%	51%
				a		ad	d		ad
Very Satisfied	(2)	594	128	465	563	25	2	2	30
		32%	61%	28%	31%	37%	29%	54%	37%
			b					abce	
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	5	5	*	-	*	*
		*%	*%	*%	*%	*%	-%	2%	*%
								a	
NET: Satisfied		1402	173	1229	1330	61	7	4	71
		74%	82%	73%	74%	89%	87%	86%	89%
						a		a	a
NET: Dissatisfied		151	9	142	148	2	*	*	3
		8%	4%	8%	8%	4%	3%	1%	3%
					de				
Answered		1878	210	1668	1798	68	8	4	80
Mean Score		1.0	1.4	.9	1.0	1.2	1.1	1.4	1.2
			b			a		ae	a
Standard error		.02	.04	.02	.03	.04	.08	.06	.03
Standard deviation		.95	.93	.94	.96	.80	.76	.82	.79

Columns Tested:: a,b - a,b,c,d,e

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	38	21	15	*	1	*	-	36	1	-
		2%	2%	2%	*%	2%	1%	-%	2%	2%	-%
Fairly Dissatisfied	(-1)	113	68	39	5	1	*	*	112	1	*
		6%	7%	6%	4%	2%	2%	1%	6%	2%	2%
			fh						h		
Neither Satisfied Nor Dissatisfied	(0)	326	184	114	21	3	2	*	320	5	1
		17%	19%	17%	16%	7%	9%	10%	18%	7%	10%
			deh	dh	dh				deh		
Fairly Satisfied	(1)	808	412	297	58	26	14	1	767	35	6
		43%	41%	44%	45%	54%	49%	32%	43%	52%	48%
						afg	f			afg	f
Very Satisfied	(2)	594	304	215	44	16	11	2	563	25	5
		32%	31%	32%	34%	35%	39%	54%	31%	37%	38%
								abcdghi			
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	1	-	-	*	*	5	*	*
		*%	*%	*%	-%	-%	1%	2%	*%	*%	1%
								bg			
NET: Satisfied		1402	716	512	102	42	25	4	1330	61	11
		74%	72%	75%	80%	89%	88%	86%	74%	89%	87%
						abg	abg	abg		abg	abg
NET: Dissatisfied		151	89	54	5	2	1	*	148	2	*
		8%	9%	8%	4%	4%	2%	1%	8%	4%	2%
			efhi	f					ef		
Answered		1878	989	680	128	47	28	4	1798	68	12
Mean Score		1.0	.9	1.0	1.1	1.2	1.3	1.4	1.0	1.2	1.2
						ag	abg	abcdg		abg	abg
Standard error		.02	.04	.04	.06	.06	.05	.06	.03	.04	.05
Standard deviation		.95	.98	.96	.82	.83	.74	.82	.96	.80	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	38	33	3	1	-	-	15	9	-	1	*
		2%	2%	1%	2%	-%	-%	1%	3%	-%	2%	*%
Fairly Dissatisfied	(-1)	113	99	12	1	*	*	88	11	*	3	*
		6%	7%	4%	2%	3%	1%	7%	4%	*%	12%	*%
			ce								ce	
Neither Satisfied Nor Dissatisfied	(0)	326	273	46	5	1	*	216	42	11	3	6
		17%	18%	14%	7%	10%	10%	18%	15%	18%	13%	12%
			c	c								
Fairly Satisfied	(1)	808	613	154	35	4	1	551	113	21	12	27
		43%	41%	48%	52%	57%	32%	46%	41%	34%	49%	52%
				e	ae	e						
Very Satisfied	(2)	594	457	107	25	2	2	323	98	31	6	18
		32%	31%	33%	37%	29%	54%	27%	36%	48%	23%	36%
							abcd		a	ad		
Don't Know (CATI ONLY: DO NOT READ OUT)		5	5	-	*	-	*	4	-	*	-	-
		*%	*%	-%	*%	-%	2%	*%	-%	*%	-%	-%
							b					
NET: Satisfied		1402	1070	261	61	7	4	875	211	52	18	45
		74%	72%	81%	89%	87%	86%	73%	77%	82%	72%	88%
				a	ab		a					a
NET: Dissatisfied		151	132	16	2	*	*	103	20	*	4	*
		8%	9%	5%	4%	3%	1%	9%	7%	*%	15%	*%
			bce								ce	
Answered		1878	1475	323	68	8	4	1194	273	63	24	52
Mean Score		1.0	.9	1.1	1.2	1.1	1.4	.9	1.0	1.3	.8	1.2
				a	a		ab			ad		ad
Standard error		.02	.03	.04	.04	.08	.06	.03	.05	.07	.12	.05
Standard deviation		.95	.98	.85	.80	.76	.82	.92	.98	.77	1.03	.67

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	38	-	-	10	1	5	6	1	6	1
		2%	-%	-%	4%	2%	3%	2%	*%	4%	1%
Fairly Dissatisfied	(-1)	113	17	8	11	5	10	20	10	14	13
		6%	10%	5%	4%	7%	5%	7%	4%	9%	9%
Neither Satisfied Nor Dissatisfied	(0)	326	22	31	56	10	25	44	52	32	22
		17%	13%	22%	20%	16%	14%	15%	21%	21%	16%
Fairly Satisfied	(1)	808	75	64	116	25	86	161	107	58	47
		43%	45%	45%	41%	39%	48%	56% chi	44%	38%	33%
Very Satisfied	(2)	594	51	40	91	23	55	54	73	43	58
		32%	31%	28%	32% f	36%	31%	19%	30%	28%	41% f
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	*	*	-	-	4	-	-	-
		*%	-%	*%	*%	-%	-%	1%	-%	-%	-%
NET: Satisfied		1402	126	104	207	47	141	215	181	101	105
		74%	76%	73%	73%	75%	78%	74%	74%	66%	74%
NET: Dissatisfied		151	17	8	21	6	14	26	11	20	15
		8%	10%	5%	8%	9%	8%	9%	4%	13%	10%
Answered		1878	165	142	284	63	181	285	244	153	142
Mean Score		1.0	1.0	1.0	.9	1.0	1.0	.8	1.0	.8	1.0
Standard error		.02	.08	.08	.07	.13	.08	.07	.07	.10	.10
Standard deviation		.95	.93	.85	1.00	.99	.94	.89	.84	1.08	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	38	7	6	17	30	7	2	4	1
		2%	2%	1%	2%	2%	3%	2%	6% d	2%
Fairly Dissatisfied	(-1)	113	28	39	41	108	5	3	2	1
		6%	7% e	8% efgh	5%	6% e	2%	3%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	326	58	85	152	295	31	15	13	3
		17%	15%	18% h	19% h	18% h	14%	13%	18%	8%
Fairly Satisfied	(1)	808	158	196	384	738	70	29	28	13
		43%	41% f	43% ef	47% ef	44% ef	32%	27%	37%	36%
Very Satisfied	(2)	594	136	135	218	489	105	60	27	18
		32%	35%	29%	27%	29%	48% abcd	55% abcdg	36%	50% abcd
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	*	4	4	1	*	1	*
		*%	-%	*%	1%	*%	*%	*%	1%	1%
NET: Satisfied		1402	294	330	603	1227	175	89	54	31
		74%	76%	72%	74%	74%	80% b	82%	74%	86% abcdg
NET: Dissatisfied		151	35	45	58	138	13	5	6	2
		8%	9%	10%	7%	8%	6%	5%	8%	5%
Answered		1878	386	460	813	1660	218	109	73	36
Mean Score		1.0	1.0	.9	.9	.9	1.2 bcd	1.3 abcdg	1.0	1.3 abcdg
Standard error		.02	.06	.05	.04	.03	.03	.05	.06	.05
Standard deviation		.95	.98	.96	.92	.94	.99	.95	1.07	.90

Columns Tested:: a,b,c,d,e,f,g,h

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	38	*	5	5	3	7	1	*	2	19
		2%	*%	4%	4%	1%	2%	1%	*%	3%	2%
Fairly Dissatisfied	(-1)	113	2	5	5	21	20	5	4	*	57
		6%	2%	5%	4%	8%	7%	6%	7%	*%	6%
Neither Satisfied Nor Dissatisfied	(0)	326	14	16	21	48	45	13	7	7	170
		17%	20%	15%	16%	20%	15%	15%	13%	12%	18%
Fairly Satisfied	(1)	808	32	36	51	109	130	38	15	29	404
		43%	44%	33%	38%	44%	43%	45%	29%	47%	43%
Very Satisfied	(2)	594	24	47	53	64	97	24	26	22	283
		32%	33%	43%	39%	26%	32%	28%	50%	37%	30%
				d					di		
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	-	-	-	1	4	-	*	*
		*%	-%	-%	-%	-%	*%	5%	-%	*%	*%
								dei			
NET: Satisfied		1402	56	83	104	173	227	61	42	51	688
		74%	78%	76%	77%	71%	76%	73%	79%	85%	74%
NET: Dissatisfied		151	2	10	10	24	27	6	4	2	76
		8%	3%	9%	7%	10%	9%	7%	7%	3%	8%
Answered		1878	72	109	135	246	299	80	52	60	934
Mean Score		1.0	1.1	1.1	1.0	.9	1.0	1.0	1.2	1.2	.9
Standard error		.02	.09	.08	.07	.06	.05	.10	.11	.09	.03
Standard deviation		.95	.80	1.08	1.01	.95	.98	.90	.95	.88	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	38	8	8	21	31	6	36	2	38	-
		2%	2%	2%	2%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	113	28	25	60	94	19	108	5	110	3
		6%	6%	7%	6%	6%	6%	6%	4%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	326	84	57	185	258	67	313	12	309	17
		17%	19%	15%	18%	17%	21%	18% b	8%	17%	29%
Fairly Satisfied	(1)	808	192	168	448	665	143	731	77	779	29
		43%	42%	44%	43%	43%	44%	42%	52%	43%	51%
Very Satisfied	(2)	594	141	121	332	504	90	541	53	585	9
		32%	31%	31%	32%	32%	28%	31%	35%	32%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	5	*	5	*	5	*	5	-
		*%	-%	1% c	*%	*%	*%	*%	*%	*%	-%
NET: Satisfied		1402	333	289	780	1169	233	1272	130	1364	38
		74%	74%	75%	75%	75%	71%	73%	87% a	75%	66%
NET: Dissatisfied		151	36	33	82	125	26	143	7	148	3
		8%	8%	9%	8%	8%	8%	8%	5%	8%	5%
Answered		1878	453	379	1046	1552	326	1729	149	1820	57
Mean Score		1.0	.9	1.0	1.0	1.0	.9	.9	1.2 a	1.0	.8
Standard error		.02	.04	.05	.03	.02	.06	.02	.04	.02	.10
Standard deviation		.95	.95	.96	.95	.96	.94	.96	.82	.96	.77

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	38	10	4	18	33	4	-	1	37	1
		2%	1%	1%	4% a	2%	2%	-%	2%	2%	1%
Fairly Dissatisfied	(-1)	113	64	18	32	96	13	4	*	109	4
		6%	5%	6%	8%	6%	7%	10%	*%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	326	225	51	48	290	29	*	7	319	7
		17%	19% c	17%	12%	18% c	15%	1%	14%	18% c	8%
Fairly Satisfied	(1)	808	516	128	161	692	75	27	14	767	41
		43%	44%	42%	40%	43%	39%	63% d	31%	43%	46%
Very Satisfied	(2)	594	342	103	147	486	71	11	25	557	37
		32%	29%	34%	36%	30%	37%	27%	53% ae	31%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	*	1	5	-	-	*	5	*
		*%	*%	*%	*%	*%	-%	-%	*%	*%	*%
NET: Satisfied		1402	858	230	309	1179	145	39	39	1324	78
		74%	74%	76%	76%	74%	76%	90%	84%	74%	87%
NET: Dissatisfied		151	73	22	50	128	17	4	1	146	5
		8%	6%	7%	12% a	8%	9%	10%	2%	8%	6%
Answered		1878	1156	303	407	1597	191	43	47	1788	90
Mean Score		1.0	1.0	1.0	1.0	.9	1.0	1.1	1.3	1.0	1.2
Standard error		.02	.03	.04	.05	.02	.06	.10	.09	.02	.07
Standard deviation		.95	.89	.93	1.09	.95	.99	.82	.88	.96	.86

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	38	18	15	5	35	33	36	31	23	18
		2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
Fairly Dissatisfied	(-1)	113	50	46	18	103	99	106	96	74	47
		6%	5%	7%	6%	6%	7%	6%	7%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	326	175	115	35	301	216	309	203	121	80
		17%	18%	18%	13%	18%	16%	18%	16%	15%	14%
Fairly Satisfied	(1)	808	416	276	116	716	599	762	561	354	249
		43%	43%	44%	41%	43%	44%	44%	44%	43%	42%
Very Satisfied	(2)	594	305	182	107	491	412	522	396	250	200
		32%	31%	29%	38%	30%	30%	30%	31%	30%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	5	-	*	4	5	5	*	*	*
		*%	1%	-%	*%	*%	*%	*%	*%	*%	*%
NET: Satisfied		1402	721	458	223	1207	1010	1285	957	604	450
		74%	74%	72%	79%	73%	74%	74%	74%	73%	76%
NET: Dissatisfied		151	68	61	23	138	132	143	127	97	65
		8%	7%	10%	8%	8%	10%	8%	10%	12%	11%
Answered		1878	964	633	281	1646	1359	1736	1286	822	596
Mean Score		1.0	1.0	.9	1.1	.9	.9	.9	.9	.9	1.0
Standard error		.02	.03	.04	.04	.02	.03	.02	.03	.04	.04
Standard deviation		.95	.93	.98	.96	.96	.98	.95	.99	1.03	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	38	4	28	2	1	2	*	*	3
		2%	1%	3%	2%	1%	5%	1%	*%	2%
Fairly Dissatisfied	(-1)	113	8	72	12	7	*	1	5	7
		6%	2%	7%	15%	8%	1%	3%	14%	6%
				a	a				a	
Neither Satisfied Nor Dissatisfied	(0)	326	87	187	14	11	1	1	8	10
		17%	22%	18%	17%	12%	3%	3%	19%	8%
			efh							
Fairly Satisfied	(1)	808	181	460	33	28	22	20	18	60
		43%	46%	44%	39%	31%	53%	49%	47%	50%
Very Satisfied	(2)	594	116	298	23	43	16	18	8	41
		32%	29%	28%	28%	48%	38%	45%	19%	34%
						abg				
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	5	-	-	-	*	-	*
		*%	-%	*%	-%	-%	-%	*%	-%	*%
NET: Satisfied		1402	297	758	57	71	38	38	26	102
		74%	75%	72%	67%	79%	91%	94%	67%	84%
							bcg	bcg		bc
NET: Dissatisfied		151	12	100	14	8	2	1	5	9
		8%	3%	10%	16%	9%	6%	4%	14%	8%
				a	a				a	
Answered		1878	396	1046	85	90	42	40	39	121
Mean Score		1.0	1.0	.9	.8	1.2	1.2	1.3	.7	1.1
								bcg		
Standard error		.02	.04	.03	.09	.08	.09	.08	.12	.06
Standard deviation		.95	.82	.98	1.07	1.00	.93	.75	.95	.91

Columns Tested:: a,b,c,d,e,f,g,h

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	38	29	2	*	1	2	-	*	26	6	-	*	*	-	*
		2%	2%	2%	*%	2%	10%	-%	1%	2%	4%	-%	2%	*%	-%	*%
Fairly Dissatisfied	(-1)	113	82	10	4	6	*	2	-	74	15	4	-	1	1	4
		6%	6%	7%	5%	11%	1%	5%	-%	7%	9%	6%	-%	2%	8%	22%
Neither Satisfied Nor Dissatisfied	(0)	326	247	33	12	6	*	2	1	184	19	4	2	1	2	6
		17%	19%	24%	16%	11%	2%	8%	7%	18%	12%	6%	7%	2%	11%	30%
Fairly Satisfied	(1)	808	583	51	35	16	12	12	8	471	55	24	8	23	9	9
		43%	44%	38%	46%	29%	51%	41%	62%	45%	35%	37%	31%	60%	60%	44%
Very Satisfied	(2)	594	377	38	25	25	8	13	4	283	62	34	16	13	3	1
		32%	29%	29%	33%	47%	36%	45%	31%	27%	40%	51%	61%	35%	20%	4%
						a					a	af	af			
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	-	-	-	*	-	-	4	*	-	-	*	-	-
		*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%
NET: Satisfied		1402	960	89	60	41	20	25	12	754	117	58	24	36	12	10
		74%	73%	67%	79%	76%	87%	87%	93%	72%	75%	88%	92%	96%	81%	48%
												a	a			
NET: Dissatisfied		151	111	12	4	7	3	2	*	100	21	4	*	1	1	5
		8%	8%	9%	5%	13%	11%	5%	1%	10%	13%	6%	2%	2%	8%	22%
Answered		1878	1318	134	77	53	23	29	13	1037	156	66	26	37	15	20
Mean Score		1.0	.9	.8	1.1	1.1	1.0	1.3	1.2	.9	1.0	1.3	1.5	1.3	.9	.3
												a	abf			
Standard error		.02	.03	.07	.07	.10	.15	.10	.13	.03	.08	.08	.09	.10	.12	.17
Standard deviation		.95	.96	.98	.83	1.09	1.19	.84	.65	.97	1.11	.86	.77	.65	.83	.89

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	38	23	1	5	1	-	1	*	1	22	7	3	1	2
		2%	3%	*%	5%	2%	-%	3%	*%	1%	3%	2%	1%	1%	4%
Fairly Dissatisfied	(-1)	113	73	16	*	2	2	1	1	4	32	32	28	10	5
		6%	8%	11%	*%	5%	8%	3%	3%	4%	4%	9%	8%	9%	8%
				c								a	a		
Neither Satisfied Nor Dissatisfied	(0)	326	142	26	14	7	5	1	7	13	182	50	62	9	6
		17%	16%	18%	15%	15%	17%	3%	19%	14%	21%	14%	18%	9%	9%
											d				
Fairly Satisfied	(1)	808	409	60	32	22	6	12	20	38	386	165	129	57	24
		43%	45%	41%	34%	44%	21%	41%	53%	40%	44%	48%	37%	52%	37%
Very Satisfied	(2)	594	252	44	44	17	16	14	9	39	240	93	129	32	27
		32%	28%	30%	47%	34%	54%	49%	25%	41%	28%	27%	37%	29%	42%
					a		a						a		
Don't Know (CATI ONLY: DO NOT READ OUT)		5	*	-	-	-	-	*	-	*	4	*	*	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	*%	1%	*%	*%	-%	-%
NET: Satisfied		1402	662	104	75	39	22	26	29	77	626	258	257	89	50
		74%	73%	71%	80%	78%	75%	90%	78%	81%	72%	74%	74%	81%	79%
NET: Dissatisfied		151	97	17	5	4	2	2	1	5	54	39	31	11	7
		8%	11%	11%	5%	7%	8%	6%	3%	5%	6%	11%	9%	10%	12%
Answered		1878	901	146	94	51	29	28	37	95	863	347	350	109	64
Mean Score		1.0	.9	.9	1.2	1.0	1.2	1.3	1.0	1.1	.9	.9	1.0	1.0	1.1
Standard error		.02	.03	.07	.09	.10	.14	.13	.12	.07	.03	.05	.05	.06	.11
Standard deviation		.95	.99	.97	1.02	.96	1.01	.93	.77	.90	.93	.98	.97	.92	1.08

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	38	25	5	2	1	2	21	5	3	1	2
		2%	3%	2%	1%	1%	6%	3%	2%	1%	2%	4%
Fairly Dissatisfied	(-1)	113	37	32	22	7	5	44	24	19	8	5
		6%	4%	10%	8%	8%	12%	6%	10%	8%	9%	9%
				a								
Neither Satisfied Nor Dissatisfied	(0)	326	191	47	51	6	6	136	35	35	8	2
		17%	21%	15%	18%	7%	15%	18%	14%	15%	9%	4%
			d									
Fairly Satisfied	(1)	808	409	141	110	44	10	347	101	91	37	21
		43%	44%	45%	40%	52%	26%	46%	42%	40%	45%	41%
Very Satisfied	(2)	594	266	88	91	27	15	203	77	79	29	22
		32%	29%	28%	33%	32%	40%	27%	32%	35%	35%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	*	*	-	-	4	*	*	-	-
		*%	*%	*%	*%	-%	-%	1%	*%	*%	-%	-%
NET: Satisfied		1402	675	229	201	71	25	551	177	170	66	43
		74%	72%	73%	73%	84%	66%	73%	73%	75%	80%	83%
NET: Dissatisfied		151	62	37	24	8	7	65	29	22	9	7
		8%	7%	12%	9%	9%	18%	9%	12%	10%	11%	13%
Answered		1878	928	313	275	85	38	752	241	227	82	52
Mean Score		1.0	.9	.9	1.0	1.1	.8	.9	.9	1.0	1.0	1.1
Standard error		.02	.03	.05	.05	.07	.15	.04	.06	.06	.08	.13
Standard deviation		.95	.94	.99	.95	.90	1.27	.96	1.03	.98	.99	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	38	17	6	6	1	-	19	4	8	37	*	34	1
		2%	3%	3%	2%	1%	-%	3%	4%	2%	2%	*%	2%	3%
Fairly Dissatisfied	(-1)	113	46	21	24	5	*	61	5	30	104	9	100	3
		6%	7%	11%	9%	5%	*%	8%	5%	7%	6%	6%	6%	13%
Neither Satisfied Nor Dissatisfied	(0)	326	123	17	46	14	3	109	22	69	306	19	301	*
		17%	18% b	9%	17%	14%	6%	15%	23%	16%	18%	12%	19%	*%
Fairly Satisfied	(1)	808	312	79	98	44	19	303	34	224	752	56	708	8
		43%	47%	42%	37%	43%	40%	40%	35%	52% ab	44%	36%	44%	33%
Very Satisfied	(2)	594	170	65	89	38	26	259	33	97	521	72	478	13
		32%	25%	35%	34%	37%	53% a	34% c	33%	23%	30%	46% a	29%	51%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	*	-	*	-	*	-	-	5	-	4	-
		*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
NET: Satisfied		1402	482	144	187	83	45	562	67	321	1273	128	1186	21
		74%	72%	76%	71%	80%	94% ac	75%	68%	75%	74%	82%	73%	84%
NET: Dissatisfied		151	63	27	30	6	*	80	9	38	142	9	134	4
		8%	9%	14%	11%	6%	*%	11%	9%	9%	8%	6%	8%	16%
Answered		1878	669	189	262	103	48	752	98	428	1721	157	1621	25
Mean Score		1.0	.9	.9	.9	1.1	1.5 abc	1.0	.9	.9	.9	1.2 a	.9	1.2
Standard error		.02	.04	.07	.06	.08	.07	.04	.09	.04	.02	.06	.02	.20
Standard deviation		.95	.96	1.08	1.04	.90	.62	1.02	1.05	.90	.96	.88	.95	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	38	33	-	24	6	35	-	33	*	24	6
		2%	3%	-%	3%	1%	2%	-%	3%	*%	3%	1%
Fairly Dissatisfied	(-1)	113	95	4	61	36	100	3	98	2	64	32
		6%	8%	4%	7%	8%	6%	15%	8%	2%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	326	195	22	117	85	299	2	200	16	124	79
		17%	15%	23%	14%	19%	18%	8%	16%	18%	14%	19%
Fairly Satisfied	(1)	808	554	45	381	180	713	3	557	41	384	177
		43%	44%	47%	45%	41%	44%	13%	44%	44%	45%	42%
Very Satisfied	(2)	594	387	24	263	132	477	14	378	34	266	130
		32%	31%	26%	31%	30%	29%	64% a	30%	36%	31%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	5	-	*	*	4	-	5	-	*	*
		*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
NET: Satisfied		1402	941	69	644	313	1191	17	935	75	650	307
		74%	74%	73%	76%	71%	73%	77%	74%	80%	75%	72%
NET: Dissatisfied		151	128	4	85	42	135	3	130	2	88	39
		8%	10%	4%	10%	9%	8%	15%	10%	2%	10%	9%
Answered		1878	1263	95	846	440	1625	22	1265	93	862	424
Mean Score		1.0	.9	.9	.9	.9	.9	1.3	.9	1.1	.9	.9
Standard error		.02	.03	.07	.03	.04	.02	.19	.03	.07	.03	.04
Standard deviation		.95	.99	.81	1.00	.97	.95	1.15	.99	.78	1.00	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	38	24	21	4	-	24	17	6	-	26	13	5	-
		2%	3%	2%	2%	-%	3%	2%	3%	-%	3%	2%	2%	-%
Fairly Dissatisfied	(-1)	113	49	84	21	-	57	72	21	-	63	58	22	-
		6%	6%	7%	10%	-%	7%	8%	12%	-%	7%	8%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	326	133	244	27	4	116	145	25	-	142	114	21	*
		17%	15%	19%	12%	100%	14%	15%	14%	-%	15%	16%	9%	100%
Fairly Satisfied	(1)	808	389	575	98	-	359	418	63	1	400	311	102	-
		43%	45%	45%	44%	-%	45%	44%	36%	100%	43%	44%	44%	-%
Very Satisfied	(2)	594	271	365	73	-	248	288	64	-	292	217	79	-
		32%	31%	28%	33%	-%	31%	30%	36%	-%	32%	30%	35%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	4	-	-	*	4	-	-	*	-	*	-
		*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
NET: Satisfied		1402	659	940	171	-	607	705	128	1	692	529	181	-
		74%	76%	73%	77%	-%	76%	75%	71%	100%	75%	74%	79%	-%
NET: Dissatisfied		151	72	105	25	-	81	89	26	-	89	71	27	-
		8%	8%	8%	11%	-%	10%	9%	15%	-%	10%	10%	12%	-%
Answered		1878	865	1288	224	4	804	939	179	1	924	714	229	*
Mean Score		1.0	1.0	.9	1.0	-	.9	.9	.9	1.0	.9	.9	1.0	-
Standard error		.02	.03	.02	.06	-	.03	.03	.08	-	.03	.03	.06	-
Standard deviation		.95	.97	.93	1.00	-	1.00	.96	1.11	-	1.00	.98	1.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	38	30	26	19	30	12	*	15	14	11	5	5
		2%	2%	2%	2%	2%	1%	*%	2%	3%	2%	4%	6%
Fairly Dissatisfied	(-1)	113	98	83	69	64	64	1	50	41	35	12	13
		6%	6%	7%	7%	5%	6%	2%	8%	8%	7%	9%	16%
Neither Satisfied Nor Dissatisfied	(0)	326	294	190	147	223	192	5	96	82	73	8	12
		17%	19%	15%	16%	18%	18%	14%	16% d	15%	14%	6%	15%
Fairly Satisfied	(1)	808	690	561	412	549	469	12	265	227	232	65	30
		43%	44%	45%	44%	43%	45%	33%	43%	42%	44%	48%	39%
Very Satisfied	(2)	594	464	381	297	392	296	19	189	172	170	46	18
		32%	29%	31%	31%	31%	29%	51%	31%	32%	33%	34%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	5	-	5	4	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1402	1155	941	709	942	765	31	455	399	401	111	49
		74%	73%	76%	75%	75%	74%	83%	74%	74%	77%	82% e	63%
NET: Dissatisfied		151	128	109	88	95	76	1	65	55	46	17	18
		8%	8%	9%	9%	7%	7%	3%	11%	10%	9%	13%	23% bc
Answered		1878	1576	1240	944	1259	1032	37	615	535	521	135	78
Mean Score		1.0	.9	1.0	1.0	1.0	.9	1.3	.9	.9	1.0 e	1.0	.6
Standard error		.02	.02	.03	.03	.03	.03	.11	.04	.05	.04	.09	.15
Standard deviation		.95	.95	.96	.97	.95	.91	.83	1.00	1.01	.96	1.04	1.20

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	38	8	6	2	*	28	21	28	22	15	21	26	5	-	-	38
		2%	4%	6%	2%	*%	2%	2%	2%	2%	2%	3%	2%	3%	-%	-%	25% a
Fairly Dissatisfied	(-1)	113	25	9	10	*	103	64	103	76	60	48	94	23	-	-	113
		6%	11%	8%	9%	*%	7%	7%	6%	7%	7%	6%	6%	12% ab	-%	-%	75% a
Neither Satisfied Nor Dissatisfied	(0)	326	22	18	31	4	271	137	279	170	132	124	269	20	-	-	-
		17%	10%	18%	27% a	10%	17%	14%	17%	16%	14%	15%	18%	11%	-%	-%	-%
Fairly Satisfied	(1)	808	120	34	42	16	668	404	699	457	388	370	648	83	-	808	-
		43%	53% b	34%	36%	39%	43%	41%	43%	42%	42%	45%	43%	44%	-%	58% b	-%
Very Satisfied	(2)	594	50	34	29	21	495	354	522	369	320	253	471	59	-	594	-
		32%	22%	33%	26%	50% a	32%	36%	32%	34%	35%	31%	31%	31%	-%	42% b	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	-	-	-	1	1	1	1	*	-	1	-	-	-	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
NET: Satisfied		1402	170	68	71	38	1163	758	1220	826	708	623	1119	142	-	1402	-
		74%	75%	67%	62%	89% c	74%	77%	75%	75%	77%	76%	74%	74%	-%	100% b	-%
NET: Dissatisfied		151	34	15	13	*	132	86	132	98	75	69	120	29	-	-	151
		8%	15%	15%	11%	1%	8%	9%	8%	9%	8%	9%	8%	15% b	-%	-%	100% a
Answered		1878	226	101	115	42	1566	980	1631	1094	916	816	1507	191	-	1402	151
Mean Score		1.0	.8	.8	.7	1.4 ac	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.9	-	1.4 b	-1.2
Standard error		.02	.07	.11	.10	.10	.02	.03	.02	.03	.03	.03	.02	.07	-	.01	.04
Standard deviation		.95	1.03	1.18	1.01	.71	.96	.98	.95	.98	.95	.97	.95	1.07	-	.49	.43

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	38	34	3	7	-	9	3	8	8	22	21	5	11
		2%	4%	*%	1%	-%	4%	1%	4%	1%	6%	7%	1%	1%
			b						b		b	bc		
Fairly Dissatisfied	(-1)	113	90	23	32	10	21	30	16	76	21	17	31	64
		6%	12%	2%	6%	24%	9%	7%	7%	6%	6%	6%	9%	5%
			b											
Neither Satisfied Nor Dissatisfied	(0)	326	143	183	84	2	24	82	16	224	81	56	54	203
		17%	18%	17%	16%	5%	10%	20%	7%	17%	23%	20%	15%	17%
								a		a	a			
Fairly Satisfied	(1)	808	349	459	236	22	117	178	102	562	140	90	184	525
		43%	45%	41%	44%	54%	50%	42%	46%	44%	40%	32%	51%	44%
													a	a
Very Satisfied	(2)	594	155	438	172	7	61	126	81	415	86	94	85	394
		32%	20%	40%	32%	17%	26%	30%	36%	32%	25%	34%	24%	33%
				a										b
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	1	-	-	-	*	-	5	-	-	-	1
		*%	1%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
NET: Satisfied		1402	504	897	408	29	178	304	183	977	226	184	268	919
		74%	65%	81%	77%	71%	77%	73%	82%	76%	65%	66%	75%	77%
				a					c	c				a
NET: Dissatisfied		151	124	27	39	10	30	32	25	83	43	38	36	76
		8%	16%	2%	7%	24%	13%	8%	11%	6%	12%	14%	10%	6%
			b								b	c		
Answered		1878	771	1107	531	41	232	418	224	1284	349	279	359	1197
Mean Score		1.0	.7	1.2	1.0	.6	.9	.9	1.0	1.0	.7	.8	.9	1.0
				a					c	c				a
Standard error		.02	.04	.02	.04	.20	.06	.04	.07	.02	.05	.07	.05	.03
Standard deviation		.95	1.06	.80	.92	1.04	1.03	.91	1.03	.89	1.09	1.19	.92	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	38	24	13
		2%	3%	1%
Fairly Dissatisfied	(-1)	113	56	57
		6%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	326	159	166
		17%	18%	16%
Fairly Satisfied	(1)	808	343	465
		43%	39%	46%
				a
Very Satisfied	(2)	594	288	305
		32%	33%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	5	*
		*%	1%	*%
NET: Satisfied		1402	631	770
		74%	72%	77%
NET: Dissatisfied		151	81	70
		8%	9%	7%
Answered		1878	872	1006
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.95	1.01	.90

Columns Tested:: a,b

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	38	*	3	6	*	2	9	*	1	4	2	9	*
		2%	*%	1%	4%	*%	2%	3%	1%	*%	2%	3%	4%	*%
													hl	
Fairly Dissatisfied	(-1)	113	1	17	5	1	21	11	-	19	5	4	14	15
		6%	2%	6%	4%	1%	18%	4%	-%	7%	3%	6%	7%	8%
							bcdfghik							
Neither Satisfied Nor Dissatisfied	(0)	326	5	62	14	22	21	36	2	53	23	17	41	29
		17%	14%	21%	9%	26%	18%	14%	15%	18%	14%	23%	20%	15%
						c								
Fairly Satisfied	(1)	808	14	102	69	32	46	121	6	143	84	33	76	82
		43%	43%	36%	47%	37%	39%	46%	35%	50%	50%	44%	36%	42%
										bk	k			
Very Satisfied	(2)	594	13	104	53	26	27	87	8	70	52	18	70	66
		32%	41%	36%	36%	30%	23%	33%	49%	24%	31%	24%	33%	34%
									ehj					
Don't Know (CATI ONLY: DO NOT READ OUT)		5	*	1	*	4	-	*	-	-	-	-	-	-
		*%	*%	*%	*%	5%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1402	27	206	122	57	74	208	13	213	136	51	145	148
		74%	84%	72%	83%	67%	62%	79%	84%	74%	81%	68%	70%	77%
					e						e			
NET: Dissatisfied		151	1	20	12	2	23	20	*	21	9	7	22	16
		8%	2%	7%	8%	2%	19%	8%	1%	7%	5%	9%	11%	8%
							bdfghi							
Answered		1878	32	288	147	81	118	264	16	286	168	75	209	193
Mean Score		1.0	1.2	1.0	1.1	1.0	.6	1.0	1.3	.9	1.0	.8	.9	1.0
			e		e				ehj		e			e
Standard error		.02	.07	.07	.09	.06	.10	.06	.11	.05	.07	.08	.07	.06
Standard deviation		.95	.77	.95	.99	.84	1.08	.97	.84	.86	.88	.98	1.08	.91

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 239 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	38	9	11	6	11	21	17
		2%	2%	2%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	113	23	33	24	33	56	57
		6%	5%	7%	5%	7%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	326	80	80	78	87	160	165
		17%	17%	17%	17%	18%	17%	17%
Fairly Satisfied	(1)	808	185	199	233	191	384	424
		43%	40%	43%	50%	40%	41%	45%
					d			
Very Satisfied	(2)	594	170	140	130	154	310	284
		32%	36%	30%	28%	32%	33%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	4	-	-	5	-
		*%	*%	1%	-%	-%	1%	-%
NET: Satisfied		1402	355	339	363	345	694	708
		74%	76%	72%	77%	72%	74%	75%
NET: Dissatisfied		151	32	44	29	45	76	74
		8%	7%	10%	6%	9%	8%	8%
Answered		1878	467	464	470	477	931	947
Mean Score		1.0	1.0	.9	1.0	.9	1.0	1.0
Standard error		.02	.04	.04	.04	.04	.03	.03
Standard deviation		.95	.95	.99	.87	1.00	.97	.94

Columns Tested:: a,b,c,d - a,b

Table 240

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	46	8	38	45	1	*	*	2
		2%	4%	2%	2%	2%	3%	1%	2%
Fairly Dissatisfied	(-1)	152	7	145	149	2	*	-	3
		8%	3%	9%	8%	3%	6%	-%	3%
				a	bde		d		
Neither Satisfied Nor Dissatisfied	(0)	351	37	314	344	6	1	*	7
		19%	18%	19%	19%	9%	8%	10%	9%
					bde				
Fairly Satisfied	(1)	775	53	722	735	35	3	2	40
		41%	25%	43%	41%	51%	46%	36%	49%
				a		ad			ad
Very Satisfied	(2)	544	101	443	517	23	3	2	28
		29%	48%	27%	29%	33%	37%	52%	35%
			b					abe	
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	10	13	2	*	*	2
		1%	2%	1%	1%	3%	1%	2%	2%
NET: Satisfied		1319	154	1165	1251	57	6	4	68
		70%	73%	70%	69%	84%	83%	88%	84%
						a		a	a
NET: Dissatisfied		198	15	183	194	4	1	*	4
		11%	7%	11%	11%	5%	9%	1%	5%
					bde		d		
Answered		1868	206	1662	1789	67	8	5	79
Mean Score		.9	1.1	.8	.9	1.1	1.1	1.4	1.1
			b			a		abe	a
Standard error		.02	.05	.03	.03	.05	.11	.06	.04
Standard deviation		1.00	1.07	.99	1.01	.86	1.03	.84	.87

Columns Tested:: a,b - a,b,c,d,e

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	46	26	18	1	1	*	*	45	1	*
		2%	3%	3%	1%	3%	1%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	152	71	68	10	2	1	-	149	2	*
		8%	7%	10%	8%	3%	3%	-%	8%	3%	4%
			f	dfh	f				fh		
Neither Satisfied Nor Dissatisfied	(0)	351	219	104	21	4	2	*	344	6	1
		19%	22%	15%	16%	9%	8%	10%	19%	9%	9%
			bdefhi						defhi		
Fairly Satisfied	(1)	775	388	297	50	23	15	2	735	35	5
		41%	39%	44%	39%	49%	52%	36%	41%	51%	42%
							af			afg	
Very Satisfied	(2)	544	282	189	45	16	10	2	517	23	5
		29%	28%	28%	35%	34%	33%	52%	29%	33%	43%
								abcdegh			abg
Don't Know (CATI ONLY: DO NOT READ OUT)		15	8	6	*	1	1	*	13	2	*
		1%	1%	1%	*%	2%	3%	2%	1%	3%	1%
NET: Satisfied		1319	670	486	96	39	24	4	1251	57	10
		70%	67%	71%	75%	83%	85%	88%	69%	84%	85%
						abg	abg	abcg		abg	abg
NET: Dissatisfied		198	97	85	11	3	1	*	194	4	1
		11%	10%	13%	9%	6%	4%	1%	11%	5%	6%
			f	efh	f				fh		
Answered		1868	986	675	128	46	28	5	1789	67	12
Mean Score		.9	.8	.8	1.0	1.1	1.2	1.4	.9	1.1	1.2
						abg	abg	abcdgh		abg	abg
Standard error		.02	.04	.04	.07	.07	.06	.06	.03	.05	.06
Standard deviation		1.00	1.00	1.02	.96	.92	.79	.84	1.01	.86	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	46	39	6	1	*	*	26	3	1	-	*
		2%	3%	2%	2%	3%	1%	2%	1%	2%	-%	*%
Fairly Dissatisfied	(-1)	152	127	22	2	*	-	97	29	7	4	1
		8%	9%	7%	3%	6%	-%	8%	11%	11%	17%	1%
			ce	e		e					e	
Neither Satisfied Nor Dissatisfied	(0)	351	293	51	6	1	*	238	45	7	6	6
		19%	20%	16%	9%	8%	10%	20%	16%	11%	23%	12%
			ce	c								
Fairly Satisfied	(1)	775	599	135	35	3	2	528	112	19	11	26
		41%	40%	42%	51%	46%	36%	44%	41%	30%	44%	50%
					ae							
Very Satisfied	(2)	544	410	107	23	3	2	304	80	29	4	19
		29%	28%	33%	33%	37%	52%	25%	29%	45%	16%	36%
							abc			ad		
Don't Know (CATI ONLY: DO NOT READ OUT)		15	12	1	2	*	*	4	4	1	-	-
		1%	1%	*%	3%	1%	2%	*%	1%	1%	-%	-%
NET: Satisfied		1319	1009	242	57	6	4	832	192	47	15	44
		70%	68%	75%	84%	83%	88%	69%	70%	75%	60%	86%
					ab		ab					ad
NET: Dissatisfied		198	165	28	4	1	*	123	32	9	4	1
		11%	11%	9%	5%	9%	1%	10%	12%	13%	17%	2%
			ce	e		e			e	e	e	
Answered		1868	1468	321	67	8	5	1193	269	63	24	52
Mean Score		.9	.8	1.0	1.1	1.1	1.4	.8	.9	1.1	.6	1.2
					a		abc					ad
Standard error		.02	.03	.04	.05	.11	.06	.04	.05	.10	.11	.05
Standard deviation		1.00	1.02	.97	.86	1.03	.84	.97	.99	1.11	.97	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	46	6	2	3	-	7	5	5	10	-
		2%	4%	1%	1%	-%	4%	2%	2%	7% i	-%
Fairly Dissatisfied	(-1)	152	11	18	22	4	7	27	10	12	32
		8%	7%	12%	8%	7%	4%	9%	4%	8%	22% acefgh
Neither Satisfied Nor Dissatisfied	(0)	351	32	28	51	15	24	55	54	35	18
		19%	20%	20%	18%	24%	13%	19%	22%	23%	13%
Fairly Satisfied	(1)	775	71	55	132	19	78	131	110	62	51
		41%	43%	38%	46%	30%	43%	45%	45%	41%	36%
Very Satisfied	(2)	544	45	40	75	22	62	68	65	32	38
		29%	27%	28%	26%	35%	34%	24%	27%	21%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	*	1	2	2	3	*	2	2
		1%	-%	*%	*%	3%	1%	1%	*%	1%	2%
NET: Satisfied		1319	116	95	206	42	140	199	175	94	90
		70%	70%	67%	73%	66%	77% h	69%	72%	61%	63%
NET: Dissatisfied		198	17	19	26	4	15	31	15	22	32
		11%	10%	14%	9%	7%	8%	11%	6%	14%	22% ceg
Answered		1868	165	142	283	61	179	286	244	151	140
Mean Score		.9	.8	.8	.9	1.0	1.0 h	.8	.9	.6	.7
Standard error		.02	.09	.10	.07	.13	.09	.08	.08	.10	.10
Standard deviation		1.00	1.02	1.03	.93	.96	1.01	.96	.91	1.10	1.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	46	7	18	13	38	8	5	3	1
		2%	2%	4%	2%	2%	4%	4%	3%	3%
Fairly Dissatisfied	(-1)	152	44	40	59	143	8	4	4	1
		8%	11%	9%	7%	9%	4%	3%	6%	2%
			efh	eh	h	eh				
Neither Satisfied Nor Dissatisfied	(0)	351	58	96	160	313	38	19	15	4
		19%	15%	21%	20%	19%	17%	18%	20%	10%
				h	h	h			h	
Fairly Satisfied	(1)	775	148	188	373	709	66	33	21	11
		41%	38%	41%	46%	43%	30%	31%	29%	30%
				e	efgh	efgh				
Very Satisfied	(2)	544	123	117	208	448	96	47	30	19
		29%	32%	25%	25%	27%	44%	43%	41%	54%
							abcd	bcd	bcd	abcd
Don't Know (CATI ONLY: DO NOT READ OUT)		15	7	2	4	13	3	1	1	*
		1%	2%	*%	1%	1%	1%	1%	1%	1%
NET: Satisfied		1319	271	304	581	1157	162	81	51	30
		70%	70%	66%	71%	70%	74%	74%	70%	84%
										abcdg
NET: Dissatisfied		198	51	58	72	181	17	8	7	2
		11%	13%	13%	9%	11%	8%	7%	9%	5%
			h	h						
Answered		1868	380	459	813	1651	217	108	73	36
Mean Score		.9	.9	.8	.9	.8	1.1	1.1	1.0	1.3
							bcd	bd		abcdg
Standard error		.02	.06	.06	.04	.03	.04	.06	.06	.06
Standard deviation		1.00	1.05	1.05	.93	.99	1.06	1.06	1.08	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	46	*	1	4	7	5	2	5	1	23
		2%	*%	1%	3%	3%	2%	2%	9%	1%	2%
Fairly Dissatisfied	(-1)	152	3	13	13	19	24	7	4	2	79
		8%	5%	12%	10%	8%	8%	8%	7%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	351	9	20	28	41	50	17	7	7	190
		19%	13%	18%	21%	17%	17%	21%	14%	12%	20%
Fairly Satisfied	(1)	775	29	18	31	124	113	40	16	25	397
		41%	40%	16%	23%	50%	38%	48%	30%	41%	43%
			b			bc	bc	bc		b	bc
Very Satisfied	(2)	544	31	55	56	54	105	16	19	24	241
		29%	42%	50%	41%	22%	35%	19%	37%	39%	26%
			dfi	dfi	dfi		di				
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	2	2	1	2	2	2	2	4
		1%	-%	2%	2%	1%	1%	3%	4%	3%	*%
									i		
NET: Satisfied		1319	59	73	87	177	218	56	35	48	639
		70%	82%	67%	64%	72%	73%	66%	67%	80%	68%
NET: Dissatisfied		198	4	14	18	26	29	8	8	3	101
		11%	5%	13%	13%	11%	10%	10%	16%	5%	11%
Answered		1868	72	107	133	244	298	82	50	59	930
Mean Score		.9	1.2	1.1	.9	.8	1.0	.8	.8	1.2	.8
			dfi								
Standard error		.02	.09	.09	.08	.06	.05	.10	.15	.09	.03
Standard deviation		1.00	.86	1.13	1.16	.96	1.00	.93	1.29	.87	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	46	11	7	28	34	12	44	2	46	-
		2%	2%	2%	3%	2%	4%	3%	2%	3%	-%
Fairly Dissatisfied	(-1)	152	36	31	85	120	31	141	11	140	11
		8%	8%	8%	8%	8%	10%	8%	7%	8%	20% a
Neither Satisfied Nor Dissatisfied	(0)	351	79	68	205	286	65	338	13	343	8
		19%	17%	18%	20%	18%	20%	19% b	9%	19%	14%
Fairly Satisfied	(1)	775	183	153	438	641	133	701	74	754	21
		41%	41%	40%	42%	41%	41%	40%	49%	41%	37%
Very Satisfied	(2)	544	140	120	284	462	82	496	48	528	16
		29%	31%	31%	27%	30%	25%	29%	32%	29%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	3	4	8	13	2	14	1	15	1
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied		1319	323	274	722	1104	215	1197	121	1281	37
		70%	71%	71%	69%	71%	66%	69%	81% a	70%	65%
NET: Dissatisfied		198	47	38	113	154	44	184	14	187	11
		11%	10%	10%	11%	10%	13%	11%	9%	10%	20%
Answered		1868	449	379	1039	1544	324	1719	148	1811	57
Mean Score		.9	.9	.9	.8	.9	.7	.9	1.0	.9	.7
Standard error		.02	.05	.05	.03	.02	.07	.02	.05	.02	.15
Standard deviation		1.00	1.01	.99	1.01	.99	1.06	1.01	.93	1.00	1.09

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	46	23	9	9	43	2	-	1	46	1
		2%	2%	3%	2%	3%	1%	-%	1%	3%	1%
Fairly Dissatisfied	(-1)	152	75	20	56	125	25	1	1	150	2
		8%	6%	7%	14%	8%	13%	1%	3%	8%	2%
					ab		f				
Neither Satisfied Nor Dissatisfied	(0)	351	243	59	48	303	37	7	5	340	12
		19%	21%	19%	12%	19%	19%	16%	10%	19%	13%
			c								
Fairly Satisfied	(1)	775	508	127	136	670	70	11	23	740	35
		41%	44%	42%	33%	42%	37%	26%	50%	41%	38%
			c								
Very Satisfied	(2)	544	300	86	157	451	54	24	14	506	39
		29%	26%	28%	39%	28%	28%	57%	30%	28%	43%
					a			abe			ae
Don't Know (CATI ONLY: DO NOT READ OUT)		15	12	2	1	10	2	-	3	12	3
		1%	1%	1%	*%	1%	1%	-%	6%	1%	3%
									ae		
NET: Satisfied		1319	808	213	293	1121	125	36	38	1246	73
		70%	70%	70%	72%	70%	65%	83%	80%	69%	81%
NET: Dissatisfied		198	98	29	65	168	27	1	2	195	2
		11%	8%	10%	16%	10%	14%	1%	4%	11%	3%
					a		f				
Answered		1868	1149	301	406	1592	189	43	44	1781	87
Mean Score		.9	.9	.9	.9	.9	.8	1.4	1.1	.8	1.2
								abe			abe
Standard error		.02	.03	.05	.06	.03	.06	.09	.09	.02	.07
Standard deviation		1.00	.95	1.00	1.12	1.01	1.04	.81	.82	1.01	.82

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	46	21	22	3	40	35	41	37	25	19
		2%	2%	3%	1%	2%	3%	2%	3%	3%	3%
Fairly Dissatisfied	(-1)	152	68	58	27	144	126	148	119	86	68
		8%	7%	9%	9%	9%	9%	9%	9%	10%	11%
Neither Satisfied Nor Dissatisfied	(0)	351	184	118	49	312	240	324	213	125	77
		19%	19%	19%	17%	19%	18%	19%	17%	15%	13%
						f		f			
Fairly Satisfied	(1)	775	403	267	105	689	567	726	542	344	246
		41%	42%	42%	37%	42%	42%	42%	42%	42%	41%
Very Satisfied	(2)	544	285	166	93	453	385	487	370	240	182
		29%	29%	26%	33%	27%	28%	28%	29%	29%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	8	2	5	12	10	14	6	3	4
		1%	1%	*%	2%	1%	1%	1%	*%	*%	1%
NET: Satisfied		1319	687	434	198	1142	952	1213	912	584	428
		70%	71%	68%	70%	69%	70%	70%	71%	71%	72%
NET: Dissatisfied		198	89	80	30	185	161	190	156	110	87
		11%	9%	13%	11%	11%	12%	11%	12%	13%	15%
Answered		1868	960	631	276	1639	1353	1727	1281	819	592
Mean Score		.9	.9	.8	.9	.8	.8	.9	.9	.8	.8
Standard error		.02	.03	.04	.05	.02	.03	.02	.03	.04	.04
Standard deviation		1.00	.98	1.04	1.00	1.01	1.02	1.00	1.03	1.05	1.08

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	46	6	30	1	3	1	*	*	1
		2%	1%	3%	2%	3%	2%	1%	*%	1%
Fairly Dissatisfied	(-1)	152	24	97	15	6	1	2	4	6
		8%	6%	9%	18%	7%	2%	5%	9%	5%
					ah					
Neither Satisfied Nor Dissatisfied	(0)	351	81	198	14	10	4	4	14	21
		19%	20%	19%	17%	11%	10%	9%	35%	18%
									def	
Fairly Satisfied	(1)	775	164	445	32	41	14	16	13	43
		41%	42%	42%	38%	46%	33%	41%	33%	36%
Very Satisfied	(2)	544	119	272	21	28	20	17	9	46
		29%	30%	26%	25%	32%	47%	43%	23%	38%
							b			
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	8	1	1	3	*	-	3
		1%	*%	1%	1%	1%	6%	1%	-%	2%
							b			
NET: Satisfied		1319	284	717	53	70	34	34	22	89
		70%	72%	68%	63%	78%	80%	84%	55%	74%
								g		
NET: Dissatisfied		198	30	127	16	9	2	2	4	7
		11%	7%	12%	19%	10%	4%	6%	9%	6%
					ah					
Answered		1868	394	1042	84	89	39	40	39	118
Mean Score		.9	.9	.8	.7	1.0	1.3	1.2	.7	1.1
							bcg	c		bc
Standard error		.02	.05	.03	.10	.08	.09	.09	.12	.06
Standard deviation		1.00	.94	1.02	1.10	.99	.90	.88	.94	.94

Columns Tested:: a,b,c,d,e,f,g,h

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	46	28	9	1	1	1	-	*	28	5	1	1	*	-	*
		2%	2%	7%	2%	1%	5%	-%	1%	3%	3%	2%	3%	*%	-%	*%
				a												
Fairly Dissatisfied	(-1)	152	120	12	5	5	2	1	*	102	13	4	3	*	2	2
		8%	9%	9%	7%	9%	8%	4%	2%	10%	8%	6%	10%	1%	11%	11%
Neither Satisfied Nor Dissatisfied	(0)	351	254	30	8	11	*	4	5	191	29	5	3	1	1	9
		19%	19%	22%	11%	21%	1%	14%	38%	18%	19%	8%	12%	4%	7%	44%
Fairly Satisfied	(1)	775	556	57	32	19	12	11	3	441	62	26	8	17	7	7
		41%	42%	43%	41%	36%	51%	38%	21%	42%	39%	39%	31%	45%	45%	35%
Very Satisfied	(2)	544	356	26	30	17	7	12	5	273	47	30	11	17	5	2
		29%	27%	20%	39%	32%	30%	42%	39%	26%	30%	45%	43%	45%	37%	9%
					b							a				
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	-	1	1	1	*	-	8	1	*	-	2	-	-
		1%	1%	-%	1%	1%	4%	1%	-%	1%	*%	*%	-%	4%	-%	-%
NET: Satisfied		1319	912	84	61	36	19	23	8	713	109	56	19	34	12	9
		70%	69%	62%	80%	68%	82%	80%	60%	68%	69%	84%	74%	90%	82%	44%
												a				
NET: Dissatisfied		198	148	21	6	5	3	1	*	130	18	5	4	1	2	2
		11%	11%	15%	8%	10%	13%	4%	2%	12%	12%	8%	14%	2%	11%	11%
Answered		1868	1313	134	76	52	22	28	13	1034	156	66	26	36	15	20
Mean Score		.9	.8	.6	1.1	.9	1.0	1.2	1.0	.8	.8	1.2	1.0	1.4	1.1	.4
					b			b				a		a		
Standard error		.02	.03	.08	.08	.09	.14	.10	.20	.03	.07	.09	.13	.11	.14	.16
Standard deviation		1.00	1.00	1.10	.96	1.00	1.10	.86	.99	1.02	1.05	.97	1.14	.68	.96	.84

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	46	24	6	6	*	1	-	*	1	21	16	3	1	*
		2%	3%	4%	7%	*%	3%	-%	*%	1%	2%	5% c	1%	1%	1%
Fairly Dissatisfied	(-1)	152	83	18	9	4	3	*	1	4	59	23	49	6	11
		8%	9%	13%	10%	8%	9%	1%	4%	4%	7%	7%	14% ab	6%	17%
Neither Satisfied Nor Dissatisfied	(0)	351	147	30	10	12	7	1	7	15	193	62	51	13	4
		19%	16%	20%	11%	23%	22%	5%	19%	16%	22% c	18%	15%	12%	7%
Fairly Satisfied	(1)	775	421	45	28	20	7	12	11	30	358	147	139	50	31
		41%	47% bc	30%	30%	39%	24%	41%	30%	31%	41%	42%	40%	46%	49%
Very Satisfied	(2)	544	223	48	41	14	12	14	18	44	227	98	105	38	15
		29%	25%	33%	44% a	27%	42%	50%	47%	46% a	26%	28%	30%	35%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	3	*	*	2	-	1	*	1	9	*	2	1	2
		1%	*%	*%	*%	3%	-%	3%	1%	1%	1%	*%	1%	1%	3%
NET: Satisfied		1319	644	93	69	33	19	26	29	74	585	245	244	88	47
		70%	71%	63%	73%	66%	66%	91%	77%	78%	67%	71%	70%	81%	73%
NET: Dissatisfied		198	107	24	15	4	3	*	1	5	80	39	53	7	11
		11%	12%	17%	16%	8%	12%	1%	4%	5%	9%	11%	15%	7%	17%
Answered		1868	898	146	94	49	29	27	37	94	858	346	348	108	62
Mean Score		.9	.8	.8	.9	.9	.9	1.4 abd	1.2	1.2 ab	.8	.8	.8	1.1	.8
Standard error		.02	.03	.09	.11	.10	.16	.09	.14	.08	.04	.06	.05	.06	.11
Standard deviation		1.00	1.00	1.16	1.24	.91	1.15	.65	.90	.94	.98	1.06	1.04	.88	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	46	25	11	3	1	*	20	10	3	1	-
		2%	3%	3%	1%	1%	1%	3%	4%	1%	1%	-%
Fairly Dissatisfied	(-1)	152	67	24	39	5	10	65	16	31	5	9
		8%	7%	8%	14% a	6%	26% abd	9%	7%	14%	6%	17%
Neither Satisfied Nor Dissatisfied	(0)	351	201	57	39	11	4	158	40	33	8	*
		19%	22%	18%	14%	13%	11%	21% e	17%	15%	10%	1%
Fairly Satisfied	(1)	775	388	133	119	32	16	311	106	83	35	30
		41%	42%	42%	43%	38%	41%	41%	44%	37%	43%	57%
Very Satisfied	(2)	544	243	89	74	36	8	197	68	74	33	11
		29%	26%	28%	27%	42% a	20%	26%	28%	33%	40%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	*	2	1	*	5	*	3	-	2
		1%	1%	*%	1%	1%	*%	1%	*%	1%	-%	3%
NET: Satisfied		1319	631	222	192	68	24	508	175	157	69	41
		70%	68%	71%	70%	80%	61%	67%	72%	69%	83% a	79%
NET: Dissatisfied		198	92	35	42	6	11	85	26	34	6	9
		11%	10%	11%	15%	7%	28% ad	11%	11%	15%	7%	17%
Answered		1868	923	313	273	84	38	751	241	224	82	50
Mean Score		.9	.8	.8	.8	1.1 e	.5	.8	.9	.9	1.2 a	.9
Standard error		.02	.03	.06	.05	.07	.13	.04	.06	.06	.07	.11
Standard deviation		1.00	.99	1.03	1.02	.93	1.14	1.01	1.04	1.07	.90	.97

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	46	22	9	5	1	*	26	5	5	43	3	40	*
		2%	3%	5%	2%	1%	*%	4%	5%	1%	3%	2%	2%	2%
Fairly Dissatisfied	(-1)	152	58	18	28	9	6	71	5	41	142	9	141	4
		8%	9%	9%	11%	9%	12%	9%	5%	10%	8%	6%	9%	14%
Neither Satisfied Nor Dissatisfied	(0)	351	124	27	46	10	5	115	19	79	338	13	309	3
		19%	18%	14%	17%	9%	10%	15%	19%	19%	20% b	8%	19%	11%
Fairly Satisfied	(1)	775	303	76	98	41	20	291	42	207	714	61	683	7
		41%	45%	40%	37%	40%	42%	39%	43%	48% a	41%	39%	42%	27%
Very Satisfied	(2)	544	159	59	85	42	17	246	26	92	474	71	442	11
		29%	24%	31%	32%	41% a	36%	33% c	27%	22%	27%	45% a	27%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	3	*	1	*	-	2	1	3	15	-	11	1
		1%	*%	*%	*%	*%	-%	*%	1%	1%	1%	-%	1%	3%
NET: Satisfied		1319	462	135	183	83	37	537	68	300	1187	132	1125	18
		70%	69%	71%	70%	81%	78%	71%	70%	70%	69%	84% a	69%	70%
NET: Dissatisfied		198	80	27	32	10	6	98	10	46	185	12	181	4
		11%	12%	14%	12%	9%	12%	13%	10%	11%	11%	8%	11%	16%
Answered		1868	666	189	261	103	48	750	97	425	1711	157	1614	24
Mean Score		.9	.8	.8	.9	1.1 a	1.0	.9	.8	.8	.8	1.2 a	.8	1.0
Standard error		.02	.04	.07	.06	.08	.11	.04	.09	.04	.02	.07	.02	.20
Standard deviation		1.00	1.01	1.11	1.04	.96	.98	1.08	1.05	.93	1.00	.95	1.00	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	46	35	-	31	6	40	-	34	1	27	9
		2%	3%	-%	4%	1%	2%	-%	3%	1%	3%	2%
Fairly Dissatisfied	(-1)	152	119	7	68	50	141	4	122	4	67	52
		8%	9%	7%	8%	11%	9%	17%	10%	4%	8%	12%
Neither Satisfied Nor Dissatisfied	(0)	351	223	17	137	76	307	5	222	17	146	67
		19%	18%	18%	16%	17%	19%	21%	18%	19%	17%	16%
Fairly Satisfied	(1)	775	522	45	371	172	687	2	529	38	378	164
		41%	41%	47%	44%	39%	42%	11%	42%	41%	44%	39%
Very Satisfied	(2)	544	359	26	237	133	442	11	353	33	241	128
		29%	28%	27%	28%	30%	27%	51%	28%	35%	28%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	*	2	4	12	-	10	*	3	3
		1%	1%	*%	*%	1%	1%	-%	1%	*%	*%	1%
NET: Satisfied		1319	881	71	608	304	1129	13	881	71	620	293
		70%	69%	74%	72%	69%	69%	62%	69%	76%	72%	69%
NET: Dissatisfied		198	154	7	99	57	181	4	156	5	94	61
		11%	12%	7%	12%	13%	11%	17%	12%	5%	11%	14%
Answered		1868	1258	95	844	437	1617	22	1260	93	860	421
Mean Score		.9	.8	.9	.8	.9	.8	1.0	.8	1.0	.9	.8
Standard error		.02	.03	.07	.03	.05	.02	.20	.03	.07	.03	.05
Standard deviation		1.00	1.03	.87	1.03	1.03	1.00	1.21	1.03	.90	1.02	1.06

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	46	21	23	1	-	21	17	1	-	27	13	*	-
		2%	2%	2%	1%	-%	3%	2%	1%	-%	3%	2%	*%	-%
Fairly Dissatisfied	(-1)	152	82	110	23	-	88	73	18	-	90	55	18	*
		8%	9%	8%	10%	-%	11%	8%	10%	-%	10%	8%	8%	100%
Neither Satisfied Nor Dissatisfied	(0)	351	152	252	45	4	134	156	30	1	151	115	38	-
		19%	18%	20%	20%	100%	17%	17%	16%	100%	16%	16%	16%	-%
Fairly Satisfied	(1)	775	361	548	84	-	330	401	67	-	376	318	92	-
		41%	42%	42%	37%	-%	41%	42%	37%	-%	41%	45%	40%	-%
Very Satisfied	(2)	544	242	350	68	-	223	293	61	-	274	213	81	-
		29%	28%	27%	30%	-%	28%	31%	34%	-%	30%	30%	35%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	6	10	2	-	8	4	2	-	5	1	-	-
		1%	1%	1%	1%	-%	1%	*%	1%	-%	1%	*%	-%	-%
NET: Satisfied		1319	603	898	151	-	553	694	128	-	650	531	173	-
		70%	70%	69%	68%	-%	69%	74%	72%	-%	70%	74%	75%	-%
NET: Dissatisfied		198	103	133	25	-	109	90	19	-	117	68	18	*
		11%	12%	10%	11%	-%	14%	9%	11%	-%	13%	9%	8%	100%
Answered		1868	858	1283	221	4	796	940	177	1	919	714	229	*
Mean Score		.9	.8	.9	.9	-	.8	.9	1.0	-	.8	.9	1.0	-1.0
Standard error		.02	.03	.03	.06	-	.04	.03	.07	-	.03	.03	.06	-
Standard deviation		1.00	1.02	.98	.99	-	1.05	.97	.99	-	1.05	.96	.92	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	46	36	30	27	33	22	*	13	13	18	-	-
		2%	2%	2%	3%	3%	2%	*%	2%	2%	3%	-%	-%
Fairly Dissatisfied	(-1)	152	139	104	74	104	80	3	50	52	43	12	9
		8%	9%	8%	8%	8%	8%	7%	8%	10%	8%	9%	12%
Neither Satisfied Nor Dissatisfied	(0)	351	288	217	159	232	202	5	109	89	85	29	26
		19%	18%	17%	17%	18%	19%	13%	18%	17%	16%	21%	34% abc
Fairly Satisfied	(1)	775	667	527	400	525	430	9	269	236	201	50	24
		41%	42%	42%	42%	42%	42%	24%	44%	44%	39%	37%	30%
Very Satisfied	(2)	544	438	357	280	360	298	21	172	143	172	45	19
		29%	28%	29%	30%	28%	29%	56% ab	28%	27%	33%	33%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	10	4	10	5	-	2	2	2	-	-
		1%	1%	1%	*%	1%	*%	-%	*%	*%	*%	-%	-%
NET: Satisfied		1319	1106	884	680	885	728	30	441	379	373	95	42
		70%	70%	71%	72%	70%	70%	80%	72% e	71%	72%	70%	54%
NET: Dissatisfied		198	176	134	101	137	101	3	63	65	61	12	9
		11%	11%	11%	11%	11%	10%	7%	10%	12%	12%	9%	12%
Answered		1868	1570	1235	940	1254	1031	37	613	533	518	135	78
Mean Score		.9	.8	.9	.9	.9	.9	1.3	.9	.8	.9	.9	.7
Standard error		.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.09	.12
Standard deviation		1.00	1.00	1.00	1.01	1.01	.98	.96	.98	1.01	1.06	.94	.98

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	46	12	3	4	*	35	28	39	29	25	20	33	4	-	8	32
		2%	5%	3%	3%	*%	2%	3%	2%	3%	3%	2%	2%	2%	-%	1%	21% a
Fairly Dissatisfied	(-1)	152	41	12	12	5	131	87	135	96	96	87	124	22	-	53	69
		8%	18%	12%	11%	11%	8%	9%	8%	9%	11%	11%	8%	12%	-%	4%	46% a
Neither Satisfied Nor Dissatisfied	(0)	351	32	19	21	3	292	168	299	173	158	131	284	31	-	138	30
		19%	14%	18%	19%	7%	19%	17%	18%	16%	17%	16%	19%	16%	-%	10%	20% a
Fairly Satisfied	(1)	775	81	41	52	11	640	375	674	437	342	333	621	81	-	668	16
		41%	36%	41%	45%	27%	41%	38%	41%	40%	37%	41%	41%	43%	-%	48% b	10%
Very Satisfied	(2)	544	57	25	26	22	456	315	471	353	287	240	435	52	-	525	4
		29%	25%	25%	22%	53% abc	29%	32%	29%	32%	31%	29%	29%	27%	-%	37% b	3%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	*	-	*	14	8	14	7	7	5	10	-	-	10	1
		1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%
NET: Satisfied		1319	138	67	77	34	1096	690	1145	789	629	573	1056	134	-	1193	20
		70%	61%	66%	67%	80%	70%	70%	70%	72%	69%	70%	70%	70%	-%	85% b	13%
NET: Dissatisfied		198	54	16	16	5	166	115	174	125	122	107	157	26	-	61	100
		11%	24%	15%	14%	12%	11%	12%	11%	11%	13%	13%	10%	14%	-%	4%	67% a
Answered		1868	223	101	115	42	1553	973	1618	1087	908	811	1498	191	-	1392	150
Mean Score		.9	.6	.7	.7	1.2 a	.9	.9	.9	.9	.8	.8	.9	.8	-	1.2 b	-.7
Standard error		.02	.08	.10	.10	.15	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.09
Standard deviation		1.00	1.21	1.07	1.03	1.03	1.00	1.05	1.00	1.03	1.07	1.04	1.00	1.03	-	.80	1.00

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	46	42	4	9	-	9	7	13	20	13	15	7	23
		2%	5%	*%	2%	-%	4%	2%	6%	2%	4%	5%	2%	2%
			b						b			c		
Fairly Dissatisfied	(-1)	152	115	37	54	9	29	40	29	72	48	33	38	78
		8%	15%	3%	10%	21%	13%	9%	13%	6%	14%	12%	11%	7%
			b						b		b	c		
Neither Satisfied Nor Dissatisfied	(0)	351	167	184	75	7	42	61	24	251	74	41	69	228
		19%	22%	17%	14%	17%	18%	15%	11%	19%	21%	15%	19%	19%
										a	a			
Fairly Satisfied	(1)	775	301	474	230	13	89	181	83	561	129	92	164	504
		41%	39%	43%	43%	32%	38%	43%	37%	43%	37%	33%	46%	42%
													a	
Very Satisfied	(2)	544	147	397	163	12	62	126	76	379	81	96	80	356
		29%	19%	36%	31%	30%	27%	30%	34%	29%	23%	34%	22%	30%
				a								b		
Don't Know (CATI ONLY: DO NOT READ OUT)		15	4	12	*	-	1	3	*	6	4	1	*	9
		1%	*%	1%	*%	-%	*%	1%	*%	*%	1%	1%	*%	1%
NET: Satisfied		1319	448	871	393	25	152	308	158	939	210	187	244	860
		70%	58%	79%	74%	62%	65%	74%	71%	73%	60%	67%	68%	72%
				a						c				
NET: Dissatisfied		198	157	41	63	9	38	47	42	92	61	48	45	101
		11%	20%	4%	12%	21%	16%	11%	19%	7%	17%	17%	13%	8%
			b						b		b	c		
Answered		1868	772	1096	530	41	231	416	224	1283	345	277	359	1189
Mean Score		.9	.5	1.1	.9	.7	.7	.9	.8	.9	.6	.8	.8	.9
				a						c				
Standard error		.02	.04	.02	.04	.21	.07	.05	.08	.03	.05	.07	.05	.03
Standard deviation		1.00	1.12	.83	1.00	1.13	1.10	.99	1.20	.92	1.10	1.19	.99	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	46	31	15
		2%	4%	2%
Fairly Dissatisfied	(-1)	152	85	66
		8%	10%	7%
Neither Satisfied Nor Dissatisfied	(0)	351	172	179
		19%	20%	18%
Fairly Satisfied	(1)	775	329	446
		41%	38%	44%
Very Satisfied	(2)	544	249	295
		29%	28%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	5
		1%	1%	*%
NET: Satisfied		1319	578	741
		70%	66%	74%
				a
NET: Dissatisfied		198	116	82
		11%	13%	8%
			b	
Answered		1868	866	1002
Mean Score		.9	.8	.9
				a
Standard error		.02	.03	.03
Standard deviation		1.00	1.08	.93

Columns Tested:: a,b

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	46	*	7	7	*	5	8	-	4	2	5	7	*
		2%	1%	3%	5%	1%	4%	3%	-%	1%	1%	6%	3%	*%
					l							l		
Fairly Dissatisfied	(-1)	152	*	18	13	9	20	13	*	28	16	6	18	10
		8%	1%	6%	9%	10%	17%	5%	2%	10%	9%	8%	9%	5%
							fl							
Neither Satisfied Nor Dissatisfied	(0)	351	5	72	21	25	25	30	2	60	29	17	31	33
		19%	16%	25%	14%	30%	21%	11%	13%	21%	17%	22%	15%	17%
				f		f								
Fairly Satisfied	(1)	775	16	104	58	23	34	122	6	126	81	29	83	93
		41%	48%	36%	39%	26%	28%	46%	38%	44%	48%	39%	40%	48%
								d			de			de
Very Satisfied	(2)	544	11	86	48	28	34	90	7	66	40	17	64	53
		29%	33%	30%	32%	33%	29%	34%	42%	23%	24%	23%	31%	28%
									h					
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	1	*	*	-	1	1	2	1	2	6	3
		1%	-%	*%	*%	*%	-%	*%	4%	1%	*%	2%	3%	1%
NET: Satisfied		1319	26	190	106	51	68	212	13	193	121	46	147	147
		70%	81%	66%	72%	59%	58%	80%	80%	67%	72%	62%	70%	76%
								bdehj						ej
NET: Dissatisfied		198	1	25	20	9	25	21	*	32	17	11	25	10
		11%	3%	9%	14%	11%	21%	8%	2%	11%	10%	14%	12%	5%
							fgl					l		
Answered		1868	32	288	147	85	118	263	15	285	167	74	203	190
Mean Score		.9	1.1	.8	.9	.8	.6	1.0	1.3	.8	.9	.7	.9	1.0
								ej	ehij					ej
Standard error		.02	.08	.07	.10	.08	.11	.07	.11	.06	.07	.09	.07	.06
Standard deviation		1.00	.82	1.01	1.12	1.04	1.20	.97	.81	.96	.93	1.12	1.06	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 240 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	46	15	14	5	12	29	17
		2%	3%	3%	1%	2%	3%	2%
Fairly Dissatisfied	(-1)	152	32	42	44	34	73	78
		8%	7%	9%	9%	7%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	351	99	80	91	81	179	173
		19%	21%	17%	19%	17%	19%	18%
Fairly Satisfied	(1)	775	178	178	213	205	356	419
		41%	38%	38%	45%	43%	38%	44%
Very Satisfied	(2)	544	144	153	113	134	297	248
		29%	31%	33%	24%	28%	32%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	1	3	10	2	13
		1%	*%	*%	1%	2%	*%	1%
NET: Satisfied		1319	322	331	327	340	653	666
		70%	69%	71%	69%	71%	70%	70%
NET: Dissatisfied		198	47	56	50	46	102	95
		11%	10%	12%	11%	10%	11%	10%
Answered		1868	467	467	467	467	934	934
Mean Score		.9	.9	.9	.8	.9	.9	.9
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		1.00	1.03	1.06	.94	.98	1.04	.96

Columns Tested:: a,b,c,d - a,b

Table 241

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	50	6	44	49	1	-	*	1
		3%	3%	3%	3%	1%	-%	1%	1%
Fairly Dissatisfied	(-1)	156	11	145	154	2	*	*	2
		8%	5%	9%	9%	2%	5%	3%	3%
					be				
Neither Satisfied Nor Dissatisfied	(0)	308	27	281	300	7	1	*	8
		16%	13%	17%	17%	10%	11%	9%	10%
					be				
Fairly Satisfied	(1)	804	54	750	766	34	4	1	39
		43%	26%	45%	42%	49%	46%	32%	48%
				a		d			d
Very Satisfied	(2)	550	109	440	520	25	3	2	30
		29%	52%	26%	29%	36%	37%	53%	37%
			b					abe	a
Don't Know (CATI ONLY: DO NOT READ OUT)		15	4	12	14	1	-	*	1
		1%	2%	1%	1%	1%	-%	2%	1%
NET: Satisfied		1354	164	1190	1285	58	6	4	69
		72%	78%	71%	71%	86%	84%	85%	85%
						a		a	a
NET: Dissatisfied		206	17	189	203	2	*	*	3
		11%	8%	11%	11%	4%	5%	4%	4%
					bde				
Answered		1868	207	1660	1788	67	8	4	80
Mean Score		.9	1.2	.8	.9	1.2	1.2	1.4	1.2
			b			a		a	a
Standard error		.02	.05	.03	.03	.04	.10	.07	.03
Standard deviation		1.01	1.04	1.00	1.02	.80	.88	.95	.80

Columns Tested:: a,b - a,b,c,d,e

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	50	30	16	3	1	*	*	49	1	*
		3%	3%	2%	2%	1%	*%	1%	3%	1%	*%
Fairly Dissatisfied	(-1)	156	85	58	11	1	1	*	154	2	1
		8%	9%	8%	8%	2%	3%	3%	9%	2%	4%
			dh	dh	h				dh		
Neither Satisfied Nor Dissatisfied	(0)	308	168	120	13	5	2	*	300	7	1
		16%	17%	18%	10%	11%	8%	9%	17%	10%	10%
			eh	efh					eh		
Fairly Satisfied	(1)	804	428	274	63	23	14	1	766	34	5
		43%	43%	40%	49%	49%	50%	32%	42%	49%	41%
					f	f	f			f	
Very Satisfied	(2)	550	278	206	36	17	10	2	520	25	5
		29%	28%	30%	28%	36%	37%	53%	29%	36%	43%
								abcdegh			abg
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	7	3	*	1	*	14	1	*
		1%	*%	1%	2%	*%	2%	2%	1%	1%	1%
NET: Satisfied		1354	706	480	99	40	25	4	1285	58	10
		72%	71%	71%	78%	85%	86%	85%	71%	86%	84%
						abg	abg	abg		abg	abg
NET: Dissatisfied		206	115	74	14	2	1	*	203	2	1
		11%	12%	11%	11%	4%	4%	4%	11%	4%	5%
			defh	deh	h				defh		
Answered		1868	989	674	126	47	28	4	1788	67	12
Mean Score		.9	.8	.9	.9	1.2	1.2	1.4	.9	1.2	1.2
						abg	abcg	abcg		abcg	abcg
Standard error		.02	.04	.04	.07	.06	.05	.07	.03	.04	.05
Standard deviation		1.01	1.02	1.01	.98	.82	.78	.95	1.02	.80	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	50	42	7	1	-	*	30	6	1	-	*
		3%	3%	2%	1%	-%	1%	2%	2%	2%	-%	*%
Fairly Dissatisfied	(-1)	156	127	27	2	*	*	94	29	1	4	5
		8%	9%	8%	2%	5%	3%	8%	11%	2%	17%	10%
			c	c							c	
Neither Satisfied Nor Dissatisfied	(0)	308	266	34	7	1	*	219	43	8	4	3
		16%	18%	11%	10%	11%	9%	18%	16%	13%	15%	5%
			bce					e				
Fairly Satisfied	(1)	804	621	145	34	4	1	547	100	29	11	26
		43%	42%	45%	49%	46%	32%	46%	37%	46%	47%	50%
				e	e							
Very Satisfied	(2)	550	413	106	25	3	2	307	88	21	5	18
		29%	28%	33%	36%	37%	53%	26%	32%	33%	21%	35%
							abc					
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	4	1	-	*	2	6	3	-	*
		1%	1%	1%	1%	-%	2%	*%	2%	4%	-%	*%
									a	a		
NET: Satisfied		1354	1034	251	58	6	4	854	188	50	17	44
		72%	70%	78%	86%	84%	85%	71%	69%	79%	68%	85%
				a	a		a					
NET: Dissatisfied		206	169	33	2	*	*	124	35	2	4	5
		11%	11%	10%	4%	5%	4%	10%	13%	3%	17%	10%
			ce	c								
Answered		1868	1469	319	67	8	4	1196	267	61	24	51
Mean Score		.9	.8	1.0	1.2	1.2	1.4	.8	.9	1.1	.7	1.1
					a		ab					
Standard error		.02	.03	.04	.04	.10	.07	.04	.06	.08	.11	.06
Standard deviation		1.01	1.02	.99	.80	.88	.95	.98	1.06	.84	1.00	.90

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	50	6	-	3	2	5	8	8	11	-
		3%	4%	-%	1%	3%	3%	3%	3%	7%	-%
										bci	
Fairly Dissatisfied	(-1)	156	12	19	20	2	10	36	24	14	9
		8%	7%	13%	7%	4%	6%	12%	10%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	308	16	28	39	20	22	64	40	35	20
		16%	10%	20%	14%	31%	12%	22%	16%	23%	14%
						ace		a		a	
Fairly Satisfied	(1)	804	74	63	126	26	92	125	102	59	61
		43%	45%	44%	44%	41%	51%	43%	42%	39%	43%
Very Satisfied	(2)	550	56	33	93	11	45	57	69	32	53
		29%	34%	23%	33%	18%	25%	20%	29%	21%	37%
			f		f						f
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	*	4	2	7	-	-	2	-
		1%	-%	*%	1%	3%	4%	-%	-%	1%	-%
NET: Satisfied		1354	130	95	218	37	137	182	172	91	113
		72%	79%	67%	77%	58%	76%	63%	70%	60%	80%
			dfh		fh		h				dfh
NET: Dissatisfied		206	18	19	23	4	15	43	32	25	9
		11%	11%	13%	8%	7%	8%	15%	13%	16%	7%
Answered		1868	165	142	281	61	174	289	244	151	142
Mean Score		.9	1.0	.8	1.0	.7	.9	.6	.8	.6	1.1
			fh		fh		h				bdfh
Standard error		.02	.09	.09	.07	.13	.08	.08	.09	.11	.08
Standard deviation		1.01	1.04	.95	.93	.93	.93	1.01	1.06	1.14	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	50	7	18	19	43	6	4	2	1
		3%	2%	4%	2%	3%	3%	3%	2%	3%
Fairly Dissatisfied	(-1)	156	22	45	79	146	10	4	5	1
		8%	6%	10% efh	10% efh	9% eh	4%	3%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	308	62	80	143	284	24	10	10	4
		16%	16%	17% ef	18% ef	17% ef	11%	9%	13%	11%
Fairly Satisfied	(1)	804	179	196	353	728	76	38	26	13
		43%	46% e	43%	43% e	44% e	35%	35%	35%	35%
Very Satisfied	(2)	550	108	121	219	448	102	54	30	17
		29%	28%	26%	27%	27%	46% abcd	50% abcd	41% abcd	47% abcd
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	2	4	14	1	*	1	*
		1%	2%	*%	*%	1%	1%	*%	1%	1%
NET: Satisfied		1354	288	317	572	1176	178	92	56	30
		72%	74%	69%	70%	71%	81% bcd	84% bcd	76%	82% bcd
NET: Dissatisfied		206	29	62	98	189	16	7	7	2
		11%	7%	14% eh	12%	11%	7%	7%	9%	6%
Answered		1868	378	459	814	1650	218	109	73	36
Mean Score		.9	1.0	.8	.8	.8	1.2 abcd	1.2 abcd	1.1 b	1.2 abcd
Standard error		.02	.05	.06	.05	.03	.03	.05	.06	.06
Standard deviation		1.01	.92	1.06	1.01	1.00	1.00	.98	1.03	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	50	3	3	7	9	4	2	5	*	21
		3%	3%	3%	5%	4%	1%	2%	9% e	*%	2%
Fairly Dissatisfied	(-1)	156	*	17	17	16	23	7	6	3	85
		8%	*%	15% a	12%	6%	8%	8%	11%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	308	5	15	27	39	50	21	*	6	160
		16%	7%	14%	20% g	16% g	17% g	25% ag	*%	10%	17% g
Fairly Satisfied	(1)	804	41	34	44	111	120	34	15	24	416
		43%	57% bcg	31%	32%	45%	40%	40%	28%	39%	44%
Very Satisfied	(2)	550	23	38	39	67	102	21	25	26	246
		29%	32%	35%	29%	27%	34%	25%	47% i	44% i	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	2	2	3	1	-	2	2	6
		1%	-%	1%	1%	1%	*%	-%	4%	3%	1%
NET: Satisfied		1354	64	73	83	179	222	55	40	50	661
		72%	89% bcfi	66%	61%	73%	74%	65%	75%	83% c	71%
NET: Dissatisfied		206	3	20	23	25	27	8	11	3	106
		11%	4%	18%	17%	10%	9%	10%	20%	4%	11%
Answered		1868	72	108	133	242	299	84	50	58	928
Mean Score		.9	1.1	.8	.7	.9	1.0	.8	1.0	1.3 cfi	.8
Standard error		.02	.09	.09	.08	.07	.05	.11	.16	.09	.03
Standard deviation		1.01	.84	1.16	1.17	1.01	.97	.98	1.36	.82	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	50	18	6	26	37	13	49	*	50	-
		3%	4%	1%	2%	2%	4%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	156	33	29	94	132	24	146	10	150	6
		8%	7%	8%	9%	9%	7%	8%	7%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	308	71	71	167	244	64	287	22	303	5
		16%	16%	18%	16%	16%	20%	17%	14%	17%	9%
Fairly Satisfied	(1)	804	196	154	454	657	147	736	68	778	26
		43%	43%	40%	43%	42%	45%	42%	46%	43%	45%
Very Satisfied	(2)	550	130	123	296	473	76	501	48	530	20
		29%	29%	32%	28%	30%	23%	29%	32%	29%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	1	10	13	2	14	1	15	-
		1%	1%	*%	1%	1%	1%	1%	1%	1%	-%
NET: Satisfied		1354	326	277	751	1130	223	1237	117	1308	46
		72%	72%	72%	72%	73%	69%	71%	78%	72%	80%
NET: Dissatisfied		206	51	35	120	169	36	195	10	199	6
		11%	11%	9%	11%	11%	11%	11%	7%	11%	11%
Answered		1868	448	383	1037	1544	324	1719	149	1810	57
Mean Score		.9	.9	.9	.9	.9	.8	.9	1.0	.9	1.0
Standard error		.02	.05	.05	.03	.02	.06	.02	.05	.02	.13
Standard deviation		1.01	1.04	.97	1.01	1.01	1.02	1.02	.87	1.01	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	50	27	5	12	45	4	-	*	49	*
		3%	2%	2%	3%	3%	2%	-%	*%	3%	*%
Fairly Dissatisfied	(-1)	156	79	29	47	129	21	5	1	150	6
		8%	7%	9%	12%	8%	11%	11%	2%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	308	203	50	53	270	26	1	12	296	12
		16%	17%	17%	13%	17%	13%	2%	25%	16%	14%
									c		
Fairly Satisfied	(1)	804	506	128	168	693	72	19	21	765	40
		43%	44%	42%	41%	43%	38%	44%	44%	43%	44%
Very Satisfied	(2)	550	335	87	126	453	66	19	12	519	30
		29%	29%	29%	31%	28%	34%	43%	25%	29%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	12	3	1	11	2	-	2	14	2
		1%	1%	1%	*%	1%	1%	-%	3%	1%	2%
NET: Satisfied		1354	840	215	295	1146	138	38	32	1284	70
		72%	72%	71%	72%	72%	72%	87%	69%	72%	78%
NET: Dissatisfied		206	106	34	59	174	25	5	1	200	6
		11%	9%	11%	14%	11%	13%	11%	2%	11%	7%
					a						
Answered		1868	1149	300	406	1591	189	43	45	1779	88
Mean Score		.9	.9	.9	.9	.9	.9	1.2	.9	.9	1.1
Standard error		.02	.03	.05	.05	.03	.06	.11	.09	.02	.07
Standard deviation		1.01	.97	1.00	1.07	1.01	1.06	.93	.81	1.02	.88

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	50	28	18	4	45	43	47	40	30	17
		3%	3%	3%	2%	3%	3%	3%	3%	4%	3%
Fairly Dissatisfied	(-1)	156	63	66	27	140	123	147	115	75	51
		8%	7%	10%	10%	8%	9%	8%	9%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	308	166	104	38	270	202	285	198	103	70
		16%	17%	16%	14%	16%	15%	16%	15%	12%	12%
Fairly Satisfied	(1)	804	419	273	112	722	588	759	539	367	256
		43%	43%	43%	40%	44%	43%	44%	42%	45%	43%
Very Satisfied	(2)	550	284	170	96	462	393	488	386	241	199
		29%	29%	27%	34%	28%	29%	28%	30%	29%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	2	4	12	14	14	9	8	4
		1%	1%	*%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied		1354	703	443	208	1184	981	1248	924	607	454
		72%	73%	70%	74%	72%	72%	72%	72%	74%	76%
NET: Dissatisfied		206	91	84	31	184	166	194	156	105	68
		11%	9%	13%	11%	11%	12%	11%	12%	13%	11%
Answered		1868	960	631	277	1638	1349	1727	1278	814	592
Mean Score		.9	.9	.8	1.0	.9	.9	.9	.9	.9	1.0
Standard error		.02	.04	.04	.05	.02	.03	.02	.03	.04	.04
Standard deviation		1.01	.99	1.04	1.01	1.01	1.04	1.01	1.04	1.05	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	50	6	38	2	1	1	*	*	1
		3%	2%	4%	2%	1%	2%	1%	*%	1%
Fairly Dissatisfied	(-1)	156	23	98	9	12	1	-	4	5
		8%	6%	9%	11%	13%	2%	-%	12%	4%
Neither Satisfied Nor Dissatisfied	(0)	308	76	171	16	8	5	2	7	14
		16%	19%	16%	19%	9%	11%	5%	18%	11%
Fairly Satisfied	(1)	804	188	449	29	32	19	20	21	61
		43%	48%	43%	34%	36%	46%	50%	55%	50%
Very Satisfied	(2)	550	103	284	29	35	15	18	6	38
		29%	26%	27%	34%	38%	35%	44%	15%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	*	10	-	2	2	*	-	2
		1%	*%	1%	-%	2%	4%	*%	-%	1%
NET: Satisfied		1354	291	733	58	67	34	38	27	99
		72%	73%	70%	68%	75%	81%	94%	71%	82%
								abcg		b
NET: Dissatisfied		206	29	136	10	12	2	*	5	7
		11%	7%	13%	12%	14%	4%	1%	12%	5%
Answered		1868	395	1040	85	88	40	40	39	119
Mean Score		.9	.9	.8	.9	1.0	1.1	1.4	.7	1.1
								abg		b
Standard error		.02	.05	.03	.09	.09	.08	.07	.11	.05
Standard deviation		1.01	.90	1.05	1.06	1.05	.86	.67	.87	.84

Columns Tested:: a,b,c,d,e,f,g,h

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	50	34	9	*	1	1	-	*	37	5	-	*	*	-	*
		3%	3%	7%	*%	1%	5%	-%	1%	4%	3%	-%	2%	*%	-%	*%
Fairly Dissatisfied	(-1)	156	105	20	4	9	*	1	-	97	17	3	1	-	1	3
		8%	8%	15%	5%	17%	2%	5%	-%	9%	11%	4%	5%	-%	9%	15%
Neither Satisfied Nor Dissatisfied	(0)	308	226	20	9	8	1	2	4	167	23	5	3	2	1	2
		16%	17%	15%	12%	15%	5%	7%	31%	16%	14%	7%	10%	6%	8%	11%
Fairly Satisfied	(1)	804	589	50	36	15	12	15	6	451	54	30	13	18	10	11
		43%	45%	37%	46%	29%	50%	52%	47%	43%	35%	45%	51%	49%	68% ab	56%
Very Satisfied	(2)	550	358	35	26	20	9	10	3	280	55	29	8	15	2	3
		29%	27%	26%	34%	38%	38%	36%	21%	27%	35%	44% af	32%	40%	15%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	*	2	-	*	-	-	10	2	-	-	2	-	-
		1%	1%	*%	3%	-%	*%	-%	-%	1%	2%	-%	-%	4%	-%	-%
NET: Satisfied		1354	947	85	62	36	20	25	9	731	110	59	22	33	12	15
		72%	72%	64%	80%	67%	88%	88%	68%	70%	70%	89% ab	83%	89%	82%	73%
NET: Dissatisfied		206	139	29	4	10	2	1	*	134	22	3	2	*	1	3
		11%	11%	22% ac	5%	18%	7%	5%	1%	13%	14%	4%	6%	*%	9%	16%
Answered		1868	1312	134	74	53	23	29	13	1032	154	66	26	36	15	20
Mean Score		.9	.9	.6	1.1 b	.9	1.1	1.2	.9	.8	.9	1.3 a	1.1	1.3	.9	.7
Standard error		.02	.03	.09	.07	.11	.13	.09	.16	.03	.08	.07	.10	.10	.12	.19
Standard deviation		1.01	.99	1.21	.82	1.15	1.00	.78	.78	1.05	1.12	.78	.89	.65	.79	.95

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	50	26	6	6	1	1	-	*	1	27	15	3	2	1
		3%	3%	4%	7%	2%	3%	-%	*%	1%	3%	4% c	1%	2%	1%
Fairly Dissatisfied	(-1)	156	81	23	*	4	2	1	4	7	64	29	42	11	2
		8%	9%	16% c	*%	7%	8%	2%	11% c	7%	7%	8%	12%	10%	3%
Neither Satisfied Nor Dissatisfied	(0)	308	156	14	7	10	5	2	3	10	173	47	48	7	7
		16%	17%	10%	8%	20%	18%	6%	9%	11%	20% d	14%	14%	7%	11%
Fairly Satisfied	(1)	804	388	61	30	13	7	15	24	46	368	160	138	61	32
		43%	43%	42%	32%	26%	25%	52%	65% cde	49%	42%	46%	39%	56% c	51%
Very Satisfied	(2)	550	242	41	50	21	13	11	6	31	232	93	115	28	18
		29%	27%	28%	54% abg	42%	46%	40%	16%	32%	27%	27%	33%	26%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	7	*	-	2	-	*	-	*	3	3	5	-	4
		1%	1%	*%	-%	3%	-%	*%	-%	*%	*%	1%	1%	-%	6% a
NET: Satisfied		1354	630	103	80	34	21	26	30	77	600	253	252	89	51
		72%	70%	70%	85% a	67%	71%	92%	80%	81%	69%	73%	72%	82%	79%
NET: Dissatisfied		206	107	29	7	5	3	1	4	8	91	44	45	13	3
		11%	12%	20%	7%	9%	11%	2%	11%	8%	10%	13%	13%	11%	4%
Answered		1868	894	146	94	49	29	28	37	95	864	344	345	109	60
Mean Score		.9	.8	.8	1.3 ab	1.0	1.0	1.3	.9	1.0	.8	.8	.9	.9	1.1
Standard error		.02	.03	.08	.10	.12	.16	.09	.13	.08	.04	.06	.05	.06	.08
Standard deviation		1.01	1.02	1.15	1.08	1.08	1.13	.69	.83	.91	1.01	1.06	1.01	.93	.81

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	50	31	11	1	2	1	28	10	4	1	*
		3%	3%	3%	*%	2%	2%	4%	4%	2%	1%	*%
Fairly Dissatisfied	(-1)	156	69	30	32	7	2	72	18	22	9	2
		8%	7%	10%	12%	8%	5%	9%	8%	10%	11%	4%
Neither Satisfied Nor Dissatisfied	(0)	308	178	46	34	4	6	122	30	40	7	3
		16%	19% d	15%	12%	4%	17%	16%	13%	18%	8%	5%
Fairly Satisfied	(1)	804	400	129	125	49	19	318	108	88	45	26
		43%	43%	41%	45%	58%	48%	42%	45%	39%	55%	50%
Very Satisfied	(2)	550	252	93	79	23	11	208	75	71	20	17
		29%	27%	30%	29%	27%	28%	28%	31%	31%	24%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	3	5	5	-	-	8	*	2	-	4
		1%	*%	1%	2%	-%	-%	1%	*%	1%	-%	7% ab
NET: Satisfied		1354	652	222	204	72	29	526	183	159	65	44
		72%	70%	71%	74%	85% a	76%	70%	76%	70%	79%	84%
NET: Dissatisfied		206	100	41	33	9	3	100	28	25	10	2
		11%	11%	13%	12%	10%	7%	13%	12%	11%	12%	4%
Answered		1868	929	309	271	85	38	748	241	224	82	48
Mean Score		.9	.8	.9	.9	1.0	1.0	.8	.9	.9	.9	1.2
Standard error		.02	.04	.06	.05	.07	.11	.04	.06	.06	.08	.09
Standard deviation		1.01	1.02	1.06	.95	.92	.90	1.06	1.05	1.01	.93	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	50	24	7	8	1	*	28	5	7	49	*	45	*
		3%	4%	4%	3%	1%	*%	4%	5%	2%	3%	*%	3%	*%
Fairly Dissatisfied	(-1)	156	63	24	21	7	*	56	11	49	143	13	137	3
		8%	9%	13%	8%	6%	1%	7%	11%	11%	8%	9%	8%	13%
Neither Satisfied Nor Dissatisfied	(0)	308	108	36	38	11	3	98	11	87	292	16	269	1
		16%	16%	19%	14%	11%	6%	13%	11%	20% a	17%	10%	17%	5%
Fairly Satisfied	(1)	804	269	74	113	52	28	329	44	164	738	66	712	10
		43%	40%	39%	43%	51%	59%	44%	45%	38%	43%	42%	44%	39%
Very Satisfied	(2)	550	200	48	81	30	16	237	27	117	489	61	451	11
		29%	30%	26%	31%	29%	34%	31%	28%	27%	28%	39%	28%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	*	*	2	-	4	*	5	15	-	12	-
		1%	1%	*%	*%	2%	-%	1%	*%	1%	1%	-%	1%	-%
NET: Satisfied		1354	468	122	195	82	45	566	71	281	1227	127	1163	21
		72%	70%	64%	74%	80%	93% ab	75% c	73%	66%	71%	81%	72%	81%
NET: Dissatisfied		206	87	31	29	7	1	84	16	55	192	14	181	3
		11%	13%	16%	11%	7%	1%	11%	16%	13%	11%	9%	11%	13%
Answered		1868	664	189	262	101	48	748	98	423	1711	157	1613	25
Mean Score		.9	.8	.7	.9	1.0	1.3 b	.9	.8	.8	.9	1.1 a	.9	1.1
Standard error		.02	.04	.07	.06	.07	.07	.04	.10	.05	.02	.07	.02	.17
Standard deviation		1.01	1.07	1.09	1.03	.87	.63	1.04	1.12	1.02	1.02	.91	1.01	1.03

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	50	43	*	33	7	45	-	43	*	33	7
		3%	3%	*%	4%	2%	3%	-%	3%	*%	4%	2%
Fairly Dissatisfied	(-1)	156	121	2	67	49	135	5	120	3	67	48
		8%	10%	2%	8%	11%	8%	22%	9%	3%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	308	185	17	137	61	269	1	185	17	135	63
		16%	15%	18%	16%	14%	17%	4%	15%	19%	16%	15%
Fairly Satisfied	(1)	804	543	45	337	202	720	2	545	43	340	199
		43%	43%	47%	40%	46%	44% b	8%	43%	46%	39%	47%
Very Satisfied	(2)	550	362	31	264	121	448	14	363	30	279	107
		29%	29%	33%	31%	28%	27%	66% a	29%	32%	32%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	14	-	9	*	12	-	14	-	9	*
		1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
NET: Satisfied		1354	905	76	601	323	1168	16	908	73	618	306
		72%	71%	80%	71%	73%	72%	74%	71%	79%	72%	72%
NET: Dissatisfied		206	164	2	100	56	180	5	163	3	100	55
		11%	13% b	2%	12%	13%	11%	22%	13%	3%	12%	13%
Answered		1868	1254	95	838	440	1617	22	1256	93	853	424
Mean Score		.9	.8	1.1	.9	.9	.9	1.2	.8	1.1	.9	.8
Standard error		.02	.03	.07	.04	.05	.02	.22	.03	.07	.03	.05
Standard deviation		1.01	1.05	.77	1.07	.99	1.00	1.28	1.05	.80	1.07	.99

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	50	23	29	2	-	25	25	3	-	27	20	3	-
		3%	3%	2%	1%	-%	3%	3%	2%	-%	3%	3%	1%	-%
Fairly Dissatisfied	(-1)	156	76	110	24	-	81	80	23	-	92	55	21	-
		8%	9%	8%	11%	-%	10%	8%	13%	-%	10%	8%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	308	124	219	28	4	108	125	19	-	131	101	13	-
		16%	14%	17%	12%	100%	13%	13%	11%	-%	14%	14%	6%	-%
											c	c		
Fairly Satisfied	(1)	804	395	575	116	-	336	423	80	1	378	315	117	*
		43%	46%	44%	52%	-%	42%	45%	45%	100%	41%	44%	51%	100%
Very Satisfied	(2)	550	236	351	49	-	241	282	52	-	287	219	72	-
		29%	27%	27%	22%	-%	30%	30%	29%	-%	31%	31%	32%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	9	5	-	13	8	2	-	9	3	3	-
		1%	1%	1%	2%	-%	2%	1%	1%	-%	1%	*%	1%	-%
NET: Satisfied		1354	631	926	165	-	577	705	132	1	665	535	189	*
		72%	73%	72%	74%	-%	72%	75%	74%	100%	72%	75%	83%	100%
													a	
NET: Dissatisfied		206	99	139	26	-	106	105	26	-	119	76	24	-
		11%	11%	11%	12%	-%	13%	11%	14%	-%	13%	11%	11%	-%
Answered		1868	854	1284	219	4	791	935	177	1	915	712	226	*
Mean Score		.9	.9	.9	.8	-	.9	.9	.9	1.0	.9	.9	1.0	1.0
Standard error		.02	.03	.03	.06	-	.04	.03	.08	-	.03	.04	.06	-
Standard deviation		1.01	1.00	.99	.92	-	1.06	1.01	1.03	-	1.05	1.01	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	50	41	38	30	42	27	*	19	16	20	2	3
		3%	3%	3%	3%	3%	3%	*%	3%	3%	4%	1%	3%
Fairly Dissatisfied	(-1)	156	135	106	75	98	78	1	52	53	53	17	21
		8%	9%	9%	8%	8%	7%	2%	8%	10%	10%	13%	27% abc
Neither Satisfied Nor Dissatisfied	(0)	308	254	185	147	204	171	4	90	75	68	9	5
		16%	16%	15%	16%	16%	16%	11%	15%	14%	13%	7%	6%
Fairly Satisfied	(1)	804	698	540	383	532	469	21	262	216	205	63	29
		43%	44%	43%	41%	42%	45%	55%	43%	40%	39%	46%	37%
Very Satisfied	(2)	550	443	361	303	373	288	12	188	173	170	45	19
		29%	28%	29%	32%	30%	28%	31%	31%	32%	33%	33%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	14	5	14	4	*	5	3	5	-	3
		1%	1%	1%	1%	1%	*%	*%	1%	*%	1%	-%	3%
NET: Satisfied		1354	1140	901	686	905	757	32	450	388	376	107	48
		72%	72%	72%	73%	72%	73%	86%	73%	73%	72%	79%	61%
NET: Dissatisfied		206	176	144	106	140	105	1	71	69	73	19	23
		11%	11%	12%	11%	11%	10%	3%	11%	13%	14%	14%	30% abc
Answered		1868	1570	1231	939	1249	1032	37	610	533	516	135	75
Mean Score		.9	.9	.9	.9	.9	.9	1.2	.9	.9	.9	1.0	.5
Standard error		.02	.02	.03	.03	.03	.03	.10	.04	.05	.05	.09	.15
Standard deviation		1.01	1.00	1.03	1.04	1.03	.98	.73	1.03	1.06	1.10	1.01	1.23

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	50	13	3	2	*	38	32	41	28	30	24	36	3	-	8	35
		3%	6%	3%	2%	*%	2%	3%	3%	3%	3%	3%	2%	2%	-%	1%	23% a
Fairly Dissatisfied	(-1)	156	28	14	8	*	143	77	145	103	84	83	134	25	-	40	70
		8%	12%	14%	7%	1%	9%	8%	9%	9%	9%	10%	9%	13%	-%	3%	47% a
Neither Satisfied Nor Dissatisfied	(0)	308	18	22	22	9	250	141	257	161	142	111	251	19	-	156	16
		16%	8%	22% a	19% a	21%	16%	14%	16%	15%	15%	14%	17%	10%	-%	11%	11%
Fairly Satisfied	(1)	804	116	39	55	14	663	390	699	430	367	352	642	96	-	670	22
		43%	51%	39%	48%	34%	42%	40%	43%	39%	40%	43%	43%	50%	-%	48% b	15%
Very Satisfied	(2)	550	45	23	27	19	457	327	474	366	284	237	433	46	-	516	7
		29%	20%	23%	24%	44% a	29%	33%	29%	33%	31%	29%	29%	24%	-%	37% b	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	6	*	-	-	15	13	15	7	9	8	11	3	-	12	-
		1%	3%	*%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
NET: Satisfied		1354	161	63	82	33	1120	717	1174	795	651	590	1075	142	-	1186	29
		72%	71%	62%	72%	78%	71%	73%	72%	73%	71%	72%	71%	74%	-%	85% b	19%
NET: Dissatisfied		206	41	17	10	*	181	110	186	131	114	107	170	28	-	48	106
		11%	18%	16%	9%	1%	12%	11%	11%	12%	12%	13%	11%	15%	-%	3%	70% a
Answered		1868	219	101	115	42	1552	968	1617	1087	907	808	1496	189	-	1390	151
Mean Score		.9	.7	.7	.9	1.2	.9	.9	.9	.9	.9	.9	.9	.8	-	1.2 b	-.7
Standard error		.02	.08	.10	.09	.12	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.10
Standard deviation		1.01	1.12	1.07	.92	.82	1.01	1.05	1.01	1.04	1.06	1.05	1.01	1.00	-	.78	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	50	45	4	5	-	8	3	10	18	21	14	9	26
		3%	6%	*%	1%	-%	3%	1%	4%	1%	6%	5%	2%	2%
			b								b			
Fairly Dissatisfied	(-1)	156	128	28	49	5	24	40	23	84	49	29	36	91
		8%	17%	2%	9%	11%	10%	10%	10%	6%	14%	10%	10%	8%
			b								b			
Neither Satisfied Nor Dissatisfied	(0)	308	144	164	70	8	32	62	17	225	61	34	71	196
		16%	19%	15%	13%	19%	14%	15%	8%	17%	18%	12%	20%	16%
										a	a			
Fairly Satisfied	(1)	804	313	491	243	17	106	185	94	571	135	100	158	526
		43%	40%	44%	46%	41%	46%	44%	42%	44%	39%	36%	44%	44%
Very Satisfied	(2)	550	138	412	163	12	61	125	77	388	76	102	83	349
		29%	18%	37%	31%	29%	27%	30%	34%	30%	22%	37%	23%	29%
				a					c	c		b		
Don't Know (CATI ONLY: DO NOT READ OUT)		15	6	9	*	-	-	3	2	3	6	-	2	9
		1%	1%	1%	*%	-%	-%	1%	1%	*%	2%	-%	1%	1%
											b			
NET: Satisfied		1354	451	903	406	28	168	310	172	959	212	202	241	876
		72%	58%	81%	77%	70%	72%	74%	76%	74%	61%	73%	67%	73%
				a					c	c				
NET: Dissatisfied		206	174	32	54	5	32	44	34	102	70	43	45	117
		11%	22%	3%	10%	11%	14%	10%	15%	8%	20%	15%	12%	10%
			b						b		b			
Answered		1868	769	1099	530	41	232	416	222	1286	343	279	357	1189
Mean Score		.9	.5	1.2	1.0	.9	.8	.9	.9	1.0	.6	.9	.8	.9
				a					c	c				
Standard error		.02	.04	.02	.04	.18	.06	.05	.07	.03	.06	.06	.05	.03
Standard deviation		1.01	1.14	.80	.94	.97	1.05	.95	1.12	.93	1.16	1.16	1.00	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	50	32	17
		3%	4%	2%
Fairly Dissatisfied	(-1)	156	78	78
		8%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	308	149	159
		16%	17%	16%
Fairly Satisfied	(1)	804	367	437
		43%	42%	43%
Very Satisfied	(2)	550	240	310
		29%	27%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	5
		1%	1%	*%
NET: Satisfied		1354	607	747
		72%	69%	74%
NET: Dissatisfied		206	110	96
		11%	13%	9%
Answered		1868	866	1002
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.01	1.05	.97

Columns Tested:: a,b

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	50	*	7	6	1	5	6	1	4	1	4	11	3
		3%	*%	3%	4%	1%	4%	2%	4%	2%	1%	5%	5%	2%
Fairly Dissatisfied	(-1)	156	*	25	5	2	25	7	1	36	14	9	22	9
		8%	1%	9%	4%	2%	21%	3%	6%	12%	8%	12%	11%	5%
							acdfl			dfl		f	f	
Neither Satisfied Nor Dissatisfied	(0)	308	7	58	15	13	9	41	1	57	34	13	26	34
		16%	22%	20%	10%	15%	7%	16%	6%	20%	20%	18%	13%	18%
											e			
Fairly Satisfied	(1)	804	10	110	72	46	47	132	7	107	73	26	93	83
		43%	31%	38%	49%	53%	40%	50%	42%	37%	43%	35%	44%	43%
Very Satisfied	(2)	550	15	84	49	25	32	78	7	79	46	21	55	60
		29%	45%	29%	33%	29%	27%	30%	41%	27%	27%	28%	26%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	*	3	*	-	-	*	-	4	*	2	2	4
		1%	*%	1%	*%	-%	-%	*%	-%	1%	*%	3%	1%	2%
NET: Satisfied		1354	25	194	121	70	80	210	13	185	118	47	148	142
		72%	77%	67%	82%	82%	67%	79%	84%	65%	70%	63%	71%	74%
					hj	hj		hj						
NET: Dissatisfied		206	*	33	12	2	30	13	2	40	15	13	33	12
		11%	1%	11%	8%	3%	25%	5%	11%	14%	9%	17%	16%	6%
							abcdfil			dfl		dfl	dfl	
Answered		1868	32	285	147	85	118	264	16	282	168	73	207	189
Mean Score		.9	1.2	.8	1.0	1.1	.6	1.0	1.1	.8	.9	.7	.8	1.0
Standard error		.02	.08	.07	.09	.06	.11	.06	.14	.07	.07	.10	.08	.06
Standard deviation		1.01	.84	1.03	.99	.77	1.21	.87	1.08	1.04	.93	1.17	1.12	.92

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 241 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	50	14	12	6	18	26	24
		3%	3%	2%	1%	4%	3%	3%
Fairly Dissatisfied	(-1)	156	31	34	51	40	65	91
		8%	7%	7%	11%	8%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	308	80	63	92	74	143	166
		16%	17%	13%	20%	15%	15%	17%
Fairly Satisfied	(1)	804	192	224	186	201	417	388
		43%	41%	48%	40%	42%	45%	41%
Very Satisfied	(2)	550	148	135	131	136	283	267
		29%	32%	29%	28%	29%	30%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	4	*	4	8	4	12
		1%	1%	*%	1%	2%	*%	1%
NET: Satisfied		1354	340	360	317	337	699	655
		72%	73%	77%	67%	71%	75%	69%
				c				
NET: Dissatisfied		206	45	45	57	58	90	115
		11%	10%	10%	12%	12%	10%	12%
Answered		1868	465	468	466	469	932	936
Mean Score		.9	.9	.9	.8	.8	.9	.8
Standard error		.02	.05	.04	.05	.04	.03	.03
Standard deviation		1.01	1.01	.97	1.00	1.06	.99	1.03

Columns Tested:: a,b,c,d - a,b

Table 242

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	31	4	26	31	*	-	*	*
		2%	2%	2%	2%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	62	3	59	61	1	*	*	1
		3%	2%	4%	3%	2%	*%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	26	360	376	8	2	1	10
		20%	12%	22%	21%	11%	25%	15%	13%
				a	be		b		
Fairly Satisfied	(1)	696	36	660	659	32	3	2	37
		37%	17%	39%	37%	47%	44%	36%	46%
				a		a			a
Very Satisfied	(2)	491	71	420	465	22	2	2	26
		26%	34%	25%	26%	32%	26%	46%	32%
								abce	
Don't Know (CATI ONLY: DO NOT READ OUT)		217	70	147	212	5	*	*	5
		12%	33%	9%	12%	7%	5%	2%	7%
			b		de				
NET: Satisfied		1187	107	1080	1124	54	5	4	63
		63%	51%	65%	62%	79%	70%	83%	79%
				a		a		a	a
NET: Dissatisfied		93	8	85	92	1	*	*	1
		5%	4%	5%	5%	2%	*%	1%	2%
					e				
Answered		1666	141	1525	1591	63	7	5	75
Mean Score		.9	1.2	.9	.9	1.2	1.0	1.3	1.2
			b			a		a	a
Standard error		.02	.05	.02	.03	.04	.09	.06	.03
Standard deviation		.92	1.01	.90	.92	.74	.79	.86	.74

Columns Tested:: a,b - a,b,c,d,e

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	31	22	6	3	*	-	*	31	*	*
		2%	2%	1%	2%	*%	-%	*%	2%	*%	*%
Fairly Dissatisfied	(-1)	62	31	27	3	1	*	*	61	1	*
		3%	3%	4%	2%	3%	*%	1%	3%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	386	202	146	27	6	3	1	376	8	3
		20%	20%	21%	21%	14%	11%	15%	21%	11%	21%
				h	eh	h			eh		
Fairly Satisfied	(1)	696	352	251	56	21	15	2	659	32	5
		37%	35%	37%	44%	44%	51%	36%	37%	47%	41%
							abg			abg	
Very Satisfied	(2)	491	246	193	26	14	10	2	465	22	4
		26%	25%	28%	20%	30%	34%	46%	26%	32%	33%
							c	abcdgh		c	
Don't Know (CATI ONLY: DO NOT READ OUT)		217	140	58	14	4	1	*	212	5	*
		12%	14%	9%	11%	9%	4%	2%	12%	7%	4%
			befhi	f	f	f			efi		
NET: Satisfied		1187	599	444	82	35	24	4	1124	54	9
		63%	60%	65%	64%	74%	85%	83%	62%	79%	75%
						ag	abcg	abcg		abcg	ag
NET: Dissatisfied		93	53	33	6	1	*	*	92	1	*
		5%	5%	5%	5%	3%	*%	1%	5%	2%	1%
			ei	e					e		
Answered		1666	854	622	115	43	28	5	1591	63	12
Mean Score		.9	.9	1.0	.9	1.1	1.2	1.3	.9	1.2	1.1
						ac	abcg	abcg		abcg	c
Standard error		.02	.04	.04	.06	.06	.05	.06	.03	.04	.05
Standard deviation		.92	.95	.90	.87	.79	.66	.86	.92	.74	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	31	26	4	*	-	*	20	3	1	1	*
		2%	2%	1%	*%	-%	*%	2%	1%	1%	4%	*%
Fairly Dissatisfied	(-1)	62	52	9	1	*	*	37	13	*	1	4
		3%	4%	3%	2%	*%	1%	3%	5%	*%	2%	8%
Neither Satisfied Nor Dissatisfied	(0)	386	306	70	8	2	1	258	53	14	6	6
		20%	21%	22%	11%	25%	15%	22%	19%	22%	25%	13%
			c	c		c						
Fairly Satisfied	(1)	696	528	131	32	3	2	462	111	23	12	25
		37%	36%	41%	47%	44%	36%	39%	41%	37%	51%	49%
					a							
Very Satisfied	(2)	491	384	80	22	2	2	309	67	23	3	9
		26%	26%	25%	32%	26%	46%	26%	25%	36%	11%	18%
							abcd			d		
Don't Know (CATI ONLY: DO NOT READ OUT)		217	183	29	5	*	*	113	26	2	2	6
		12%	12%	9%	7%	5%	2%	9%	9%	4%	7%	12%
			e	e								
NET: Satisfied		1187	913	211	54	5	4	770	178	46	15	35
		63%	62%	65%	79%	70%	83%	64%	65%	73%	62%	67%
					ab		ab					
NET: Dissatisfied		93	79	13	1	*	*	57	16	1	2	4
		5%	5%	4%	2%	*%	1%	5%	6%	2%	6%	8%
Answered		1666	1297	294	63	7	5	1085	247	61	23	45
Mean Score		.9	.9	.9	1.2	1.0	1.3	.9	.9	1.1	.7	.9
					ab		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.08	.10	.06
Standard deviation		.92	.93	.87	.74	.79	.86	.91	.89	.86	.89	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	31	4	3	-	2	1	3	9	6	-
		2%	2%	2%	-%	3%	1%	1%	3%	4%	-%
									c	c	
Fairly Dissatisfied	(-1)	62	5	8	13	1	5	12	3	8	3
		3%	3%	5%	5%	2%	3%	4%	1%	5%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	22	31	81	16	30	53	63	29	28
		20%	13%	22%	29%	25%	16%	18%	26%	19%	20%
					a				a		
Fairly Satisfied	(1)	696	61	60	89	26	68	127	88	63	60
		37%	37%	42%	31%	41%	38%	44%	36%	41%	42%
Very Satisfied	(2)	491	64	27	69	12	50	58	59	33	39
		26%	39%	19%	24%	19%	28%	20%	24%	22%	28%
			bcfh								
Don't Know (CATI ONLY: DO NOT READ OUT)		217	9	14	32	6	27	36	22	14	12
		12%	5%	10%	11%	10%	15%	13%	9%	9%	8%
NET: Satisfied		1187	125	87	158	38	118	185	147	96	99
		63%	76%	61%	56%	60%	65%	64%	60%	63%	70%
			cg								
NET: Dissatisfied		93	9	11	13	3	6	15	11	14	3
		5%	5%	7%	5%	4%	4%	5%	5%	9%	2%
Answered		1666	156	128	253	57	154	253	222	139	130
Mean Score		.9	1.1	.8	.8	.8	1.0	.9	.8	.8	1.0
			bch								
Standard error		.02	.08	.09	.07	.13	.08	.07	.09	.10	.07
Standard deviation		.92	.94	.93	.89	.89	.85	.85	.96	1.01	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	31	3	12	11	26	4	2	2	*
		2%	1%	3%	1%	2%	2%	2%	3%	1%
Fairly Dissatisfied	(-1)	62	9	21	28	58	5	2	2	1
		3%	2%	5%	3%	3%	2%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	74	82	198	354	32	16	11	5
		20%	19%	18%	24%	21%	15%	15%	15%	13%
					eh	e				
Fairly Satisfied	(1)	696	155	183	305	643	53	22	22	10
		37%	40%	40%	37%	39%	24%	20%	30%	27%
			efh	efh	ef	efh				
Very Satisfied	(2)	491	101	124	185	411	80	41	25	14
		26%	26%	27%	23%	25%	36%	38%	33%	38%
							abcd	cd		acd
Don't Know (CATI ONLY: DO NOT READ OUT)		217	45	37	90	173	44	26	12	7
		12%	12%	8%	11%	10%	20%	23%	16%	20%
							abcd	abcd		bcd
NET: Satisfied		1187	256	308	490	1054	133	63	47	23
		63%	66%	67%	60%	63%	61%	58%	63%	65%
NET: Dissatisfied		93	12	33	39	84	9	4	4	1
		5%	3%	7%	5%	5%	4%	4%	6%	2%
Answered		1666	341	423	727	1491	175	84	62	29
Mean Score		.9	1.0	.9	.9	.9	1.1	1.2	1.0	1.2
							bcd	bcd		abcd
Standard error		.02	.05	.05	.04	.03	.04	.06	.06	.06
Standard deviation		.92	.83	.97	.90	.90	.98	.98	1.03	.86

Columns Tested:: a,b,c,d,e,f,g,h

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	31	-	1	1	8	5	-	4	*	13
		2%	-%	1%	1%	3%	2%	-%	9% ci	*%	1%
Fairly Dissatisfied	(-1)	62	*	6	6	7	16	4	4	*	26
		3%	*%	5%	4%	3%	5%	5%	7%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	17	16	23	55	38	20	7	19	207
		20%	24%	15%	17%	23% e	13%	23%	13%	31% e	22% e
Fairly Satisfied	(1)	696	19	35	48	105	136	28	13	19	330
		37%	26%	32%	35%	43%	45% ai	33%	25%	31%	35%
Very Satisfied	(2)	491	26	40	42	52	82	20	16	15	237
		26%	36%	37%	31%	21%	27%	24%	30%	25%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	10	12	16	18	23	12	9	7	121
		12%	14%	11%	12%	7%	8%	14%	17%	12%	13%
NET: Satisfied		1187	45	75	89	157	218	48	29	34	567
		63%	62%	69%	66%	64%	73% i	57%	55%	56%	61%
NET: Dissatisfied		93	*	6	6	15	20	4	8	*	39
		5%	*%	6%	5%	6%	7%	5%	15% ahi	*%	4%
Answered		1666	62	97	119	228	276	72	44	53	813
Mean Score		.9	1.1	1.1	1.0	.8	1.0	.9	.7	.9	.9
Standard error		.02	.10	.07	.07	.06	.05	.10	.16	.09	.03
Standard deviation		.92	.83	.93	.89	.94	.90	.89	1.32	.81	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	31	9	5	17	20	11	26	4	28	3
		2%	2%	1%	2%	1%	3%	2%	3%	2%	5%
Fairly Dissatisfied	(-1)	62	12	20	30	51	12	58	5	59	3
		3%	3%	5%	3%	3%	4%	3%	3%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	386	96	57	233	321	65	365	21	376	10
		20%	21%	15%	22% b	21%	20%	21%	14%	21%	18%
Fairly Satisfied	(1)	696	171	164	362	576	121	624	73	681	15
		37%	38%	43%	35%	37%	37%	36%	49% a	37%	27%
Very Satisfied	(2)	491	120	103	268	408	83	453	37	472	19
		26%	27%	27%	26%	26%	25%	26%	25%	26%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	44	35	137	183	34	208	9	210	7
		12%	10%	9%	13%	12%	11%	12%	6%	12%	11%
NET: Satisfied		1187	291	266	630	983	204	1077	110	1153	34
		63%	64%	69% c	60%	63%	63%	62%	74% a	63%	60%
NET: Dissatisfied		93	21	25	47	70	23	84	9	87	6
		5%	5%	6%	5%	5%	7%	5%	6%	5%	11%
Answered		1666	409	348	909	1374	292	1526	140	1615	51
Mean Score		.9	.9	1.0	.9	.9	.9	.9	1.0	.9	.9
Standard error		.02	.04	.04	.03	.02	.07	.02	.05	.02	.17
Standard deviation		.92	.92	.90	.92	.90	1.00	.92	.91	.91	1.17

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	31	15	5	5	25	4	-	1	30	1
		2%	1%	2%	1%	2%	2%	-%	2%	2%	1%
Fairly Dissatisfied	(-1)	62	36	8	18	46	9	4	4	55	8
		3%	3%	3%	5%	3%	5%	10%	8%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	386	270	54	61	338	36	3	9	373	12
		20%	23%	18%	15%	21%	19%	7%	20%	21%	14%
			c								
Fairly Satisfied	(1)	696	416	128	150	598	72	18	9	670	27
		37%	36%	42%	37%	37%	38%	42%	19%	37%	30%
Very Satisfied	(2)	491	274	79	136	404	46	18	23	450	40
		26%	24%	26%	33%	25%	24%	41%	48%	25%	45%
					a				abe		abe
Don't Know (CATI ONLY: DO NOT READ OUT)		217	150	29	37	191	24	*	2	215	2
		12%	13%	10%	9%	12%	13%	*%	3%	12%	2%
						f	f			f	
NET: Satisfied		1187	690	207	287	1002	118	36	31	1120	67
		63%	59%	68%	70%	63%	62%	83%	67%	62%	75%
					a						
NET: Dissatisfied		93	50	14	23	71	13	4	4	85	9
		5%	4%	4%	6%	4%	7%	10%	9%	5%	10%
Answered		1666	1010	274	370	1411	167	43	45	1578	88
Mean Score		.9	.9	1.0	1.1	.9	.9	1.1	1.1	.9	1.1
					a						
Standard error		.02	.03	.04	.05	.02	.06	.11	.12	.02	.08
Standard deviation		.92	.89	.88	.92	.90	.96	.93	1.10	.91	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	31	18	8	5	27	21	28	22	17	17
		2%	2%	1%	2%	2%	2%	2%	2%	2%	3%
Fairly Dissatisfied	(-1)	62	32	14	17	61	56	62	54	44	33
		3%	3%	2%	6%	4%	4%	4%	4%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	386	198	140	48	360	271	369	256	156	84
		20%	20%	22%	17%	22%	20%	21%	20%	19%	14%
						f	f	f	f		
Fairly Satisfied	(1)	696	339	259	99	627	530	660	520	342	271
		37%	35%	41%	35%	38%	39%	38%	40%	42%	45%
											ac
Very Satisfied	(2)	491	241	164	87	413	367	448	335	206	165
		26%	25%	26%	31%	25%	27%	26%	26%	25%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	142	49	26	163	119	174	99	57	27
		12%	15%	8%	9%	10%	9%	10%	8%	7%	4%
			b			f	f	f			
NET: Satisfied		1187	579	423	185	1040	897	1108	855	548	436
		63%	60%	67%	66%	63%	66%	64%	66%	67%	73%
											abc
NET: Dissatisfied		93	50	21	22	88	76	89	76	61	50
		5%	5%	3%	8%	5%	6%	5%	6%	7%	8%
Answered		1666	827	584	255	1488	1244	1567	1187	765	569
Mean Score		.9	.9	1.0	1.0	.9	.9	.9	.9	.9	.9
Standard error		.02	.04	.03	.05	.02	.02	.02	.03	.03	.04
Standard deviation		.92	.93	.85	.99	.91	.91	.91	.92	.95	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	31	4	19	1	*	1	2	*	3
		2%	1%	2%	1%	*%	2%	6%	*%	3%
Fairly Dissatisfied	(-1)	62	7	40	8	1	1	*	4	6
		3%	2%	4%	9%	2%	2%	1%	11%	5%
					a				a	
Neither Satisfied Nor Dissatisfied	(0)	386	98	214	20	13	7	6	11	23
		20%	25%	20%	24%	15%	16%	15%	27%	19%
Fairly Satisfied	(1)	696	134	411	33	38	19	14	11	44
		37%	34%	39%	39%	42%	46%	34%	29%	37%
Very Satisfied	(2)	491	99	260	20	32	11	18	8	37
		26%	25%	25%	24%	36%	26%	44%	21%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	53	106	3	5	3	*	4	8
		12%	13%	10%	3%	6%	8%	*%	11%	6%
NET: Satisfied		1187	233	671	54	70	30	31	20	81
		63%	59%	64%	63%	78%	72%	78%	50%	67%
						ag				
NET: Dissatisfied		93	11	59	8	2	2	3	4	9
		5%	3%	6%	10%	2%	4%	7%	12%	7%
Answered		1666	343	944	82	85	38	40	35	113
Mean Score		.9	.9	.9	.8	1.2	1.0	1.1	.7	.9
						cg				
Standard error		.02	.05	.03	.09	.06	.09	.11	.13	.06
Standard deviation		.92	.88	.92	.96	.77	.87	1.08	1.00	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	31	16	8	*	-	1	2	*	15	2	2	*	1	-	*
		2%	1%	6%	*%	-%	4%	8%	1%	1%	1%	4%	1%	2%	-%	*%
				a				a								
Fairly Dissatisfied	(-1)	62	40	14	*	1	*	1	4	37	13	4	*	1	1	-
		3%	3%	10%	*%	3%	2%	3%	28%	4%	8%	6%	*%	2%	7%	-%
				ac												
Neither Satisfied Nor Dissatisfied	(0)	386	292	25	23	7	9	3	1	225	17	6	3	9	2	8
		20%	22%	19%	30%	13%	37%	10%	9%	22%	11%	8%	12%	25%	15%	40%
										b						
Fairly Satisfied	(1)	696	505	55	27	22	7	8	3	409	53	30	10	14	6	9
		37%	38%	41%	35%	42%	31%	26%	24%	39%	34%	45%	37%	38%	39%	44%
Very Satisfied	(2)	491	326	23	25	16	6	15	1	256	57	24	11	11	5	3
		26%	25%	17%	33%	31%	26%	52%	8%	25%	37%	36%	41%	29%	34%	16%
								ab			a					
Don't Know (CATI ONLY: DO NOT READ OUT)		217	143	9	1	6	*	*	4	99	14	1	2	2	1	-
		12%	11%	7%	1%	11%	*%	1%	30%	9%	9%	2%	10%	4%	4%	-%
NET: Satisfied		1187	831	78	52	39	13	22	4	666	110	53	20	25	11	12
		63%	63%	58%	68%	73%	57%	78%	32%	64%	70%	80%	78%	67%	74%	59%
												a				
NET: Dissatisfied		93	56	22	*	1	1	3	4	52	15	6	*	1	1	*
		5%	4%	16%	*%	3%	6%	11%	29%	5%	10%	9%	1%	4%	7%	*%
				ac												
Answered		1666	1180	125	76	47	23	28	9	943	142	65	24	36	14	20
Mean Score		.9	.9	.6	1.0	1.1	.7	1.1	.2	.9	1.1	1.0	1.3	.9	1.0	.7
			b		b	b							a			
Standard error		.02	.03	.08	.07	.08	.13	.14	.24	.03	.07	.09	.09	.14	.14	.15
Standard deviation		.92	.88	1.11	.81	.78	1.01	1.23	1.17	.90	1.01	1.01	.77	.91	.94	.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	31	9	7	3	-	-	-	2	2	15	9	1	3	-
		2%	1%	5% a	3%	-%	-%	-%	6%	3%	2%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	62	32	14	1	1	1	4	1	5	28	9	15	6	4
		3%	4%	10% a	1%	3%	3%	13%	2%	6%	3%	3%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	386	205	20	10	7	4	2	8	14	200	77	67	13	12
		20%	23%	14%	11%	14%	14%	7%	23%	15%	23%	22%	19%	12%	19%
Fairly Satisfied	(1)	696	368	56	39	22	13	8	14	36	304	136	148	44	25
		37%	41%	38%	42%	43%	44%	30%	38%	38%	35%	39%	42%	40%	39%
Very Satisfied	(2)	491	211	45	32	15	11	9	12	32	204	84	101	37	21
		26%	23%	30%	34%	29%	38%	33%	31%	34%	24%	24%	29%	34%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	76	5	8	5	*	5	-	5	116	32	18	6	3
		12%	8%	3%	9%	11%	*%	18%	-%	5%	13% c	9%	5%	6%	4%
NET: Satisfied		1187	579	100	71	37	24	18	26	68	509	220	249	81	45
		63%	64%	68%	76%	73%	83%	63%	69%	71%	59%	64%	71% a	75% a	71%
NET: Dissatisfied		93	42	21	4	1	1	4	3	8	43	18	16	9	4
		5%	5%	15% a	4%	3%	3%	13%	9%	8%	5%	5%	5%	8%	6%
Answered		1666	825	142	85	45	29	23	37	90	751	315	332	103	61
Mean Score		.9	.9	.8	1.1	1.1	1.2	1.0	.8	1.0	.9	.9	1.0	1.0	1.0
Standard error		.02	.03	.09	.08	.09	.11	.15	.17	.08	.04	.05	.04	.07	.09
Standard deviation		.92	.87	1.14	.92	.78	.80	1.07	1.10	1.00	.92	.93	.85	1.00	.89

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	31	17	7	1	2	-	13	5	1	1	-
		2%	2%	2%	*%	3%	-%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	62	31	10	10	5	4	29	8	9	9	*
		3%	3%	3%	4%	6%	9%	4%	3%	4%	11%	*%
Neither Satisfied Nor Dissatisfied	(0)	386	218	64	53	12	12	165	42	48	3	12
		20%	23%	20%	19%	14%	32%	22% d	17% d	21% d	4%	24% d
Fairly Satisfied	(1)	696	332	123	125	30	14	282	102	94	33	17
		37%	36%	39%	45%	35%	37%	37%	42%	42%	41%	33%
Very Satisfied	(2)	491	219	82	70	33	8	185	67	62	32	20
		26%	24%	26%	26%	39% a	20%	25%	28%	27%	38%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	115	28	16	3	1	82	17	12	4	3
		12%	12% c	9%	6%	3%	2%	11%	7%	5%	5%	5%
NET: Satisfied		1187	552	204	195	63	22	467	169	156	65	37
		63%	59%	65%	71% a	74%	57%	62%	70%	69%	79% a	71%
NET: Dissatisfied		93	48	17	11	8	4	41	13	11	11	*
		5%	5%	5%	4%	9%	9%	5%	5%	5%	13%	*%
Answered		1666	817	285	259	82	38	674	224	215	79	50
Mean Score		.9	.9	.9	1.0	1.0	.7	.9	1.0	1.0	1.1	1.1
Standard error		.02	.03	.05	.04	.08	.11	.04	.05	.05	.09	.10
Standard deviation		.92	.93	.93	.82	1.04	.92	.92	.91	.86	1.04	.81

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	31	14	3	2	1	2	21	-	1	28	3	25	2
		2%	2%	2%	1%	1%	3%	3% c	-%	*%	2%	2%	2%	6%
Fairly Dissatisfied	(-1)	62	29	8	7	6	4	27	2	25	60	2	54	7
		3%	4%	4%	3%	6%	7%	4%	2%	6%	3%	1%	3%	27% a
Neither Satisfied Nor Dissatisfied	(0)	386	156	31	51	9	7	123	24	109	368	18	359	1
		20%	23% d	17%	20%	8%	14%	16%	25%	25% a	21% b	11%	22%	5%
Fairly Satisfied	(1)	696	266	79	114	44	13	311	37	171	634	62	618	9
		37%	40%	42%	43%	43%	28%	41%	38%	40%	37%	40%	38%	35%
Very Satisfied	(2)	491	150	48	75	34	22	211	26	92	424	66	406	7
		26%	22%	25%	28%	33%	46% a	28%	27%	21%	25%	42% a	25%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	54	20	13	8	1	59	8	30	211	5	163	-
		12%	8%	10%	5%	8%	1%	8%	9%	7%	12% b	3%	10%	-%
NET: Satisfied		1187	416	127	188	78	36	522	63	263	1058	129	1024	16
		63%	62%	67%	72%	76%	74%	69%	64%	61%	61%	82% a	63%	62%
NET: Dissatisfied		93	42	11	9	8	5	48	2	26	88	5	79	8
		5%	6%	6%	4%	8%	11%	6%	2%	6%	5%	3%	5%	33% a
Answered		1666	614	169	249	94	48	693	89	398	1515	151	1462	25
Mean Score		.9	.8	.9	1.0	1.1	1.1	1.0	1.0	.8	.9	1.2 a	.9	.5
Standard error		.02	.04	.06	.05	.08	.13	.04	.07	.04	.02	.06	.02	.22

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Standard deviation	.92	.93	.91	.84	.93	1.11	.95	.82	.87	.92	.85	.90	1.33

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	31	20	1	20	2	27	-	18	2	20	2
		2%	2%	1%	2%	*%	2%	-%	1%	3%	2%	*%
Fairly Dissatisfied	(-1)	62	50	5	35	19	56	5	50	6	35	19
		3%	4%	6%	4%	4%	3%	22% a	4%	6%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	386	259	12	178	78	360	*	261	10	188	68
		20%	20%	12%	21%	18%	22%	2%	21%	11%	22%	16%
Fairly Satisfied	(1)	696	468	63	317	203	621	6	477	53	325	196
		37%	37%	66% a	37%	46%	38%	27%	38%	57% a	38%	46%
Very Satisfied	(2)	491	354	13	218	116	402	11	346	21	217	118
		26%	28%	14%	26%	26%	25%	49%	27%	22%	25%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	117	2	77	22	163	-	117	2	77	22
		12%	9%	2%	9%	5%	10%	-%	9%	2%	9%	5%
NET: Satisfied		1187	822	76	536	319	1023	16	824	74	542	313
		63%	65%	79%	63%	73% a	63%	76%	65%	79%	63%	74% a
NET: Dissatisfied		93	70	6	55	21	83	5	68	8	56	21
		5%	6%	6%	7%	5%	5%	22% a	5%	9%	6%	5%
Answered		1666	1151	93	770	418	1466	22	1153	91	785	402
Mean Score		.9	.9	.9	.9	1.0	.9	1.0	.9	.9	.9	1.0
Standard error		.02	.03	.06	.03	.04	.02	.20	.03	.08	.03	.04
Standard deviation		.92	.93	.74	.96	.83	.91	1.21	.92	.90	.96	.83

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	31	22	14	2	-	15	6	-	-	18	8	*	-
		2%	3%	1%	1%	-%	2%	1%	-%	-%	2%	1%	*%	-%
Fairly Dissatisfied	(-1)	62	38	46	9	-	38	37	8	-	46	23	7	-
		3%	4%	4%	4%	-%	5%	4%	4%	-%	5%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	386	168	289	31	4	134	182	27	-	159	148	39	-
		20%	19%	22%	14%	100%	17%	19%	15%	-%	17%	21%	17%	-%
Fairly Satisfied	(1)	696	379	481	89	-	330	359	53	1	376	289	92	*
		37%	44% b	37%	40%	-%	41%	38%	30%	100%	41%	41%	40%	100%
Very Satisfied	(2)	491	209	317	64	-	232	265	66	-	260	189	71	-
		26%	24%	25%	28%	-%	29%	28%	37%	-%	28%	26%	31%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	47	146	29	-	56	94	25	-	66	57	19	-
		12%	5%	11% a	13% a	-%	7%	10%	14% a	-%	7%	8%	8%	-%
NET: Satisfied		1187	589	797	153	-	562	624	119	1	636	478	163	*
		63%	68%	62%	68%	-%	70%	66%	66%	100%	69%	67%	71%	100%
NET: Dissatisfied		93	60	60	11	-	52	43	8	-	64	31	7	-
		5%	7%	5%	5%	-%	7%	5%	4%	-%	7%	4%	3%	-%
Answered		1666	817	1147	195	4	748	849	154	1	858	657	210	*
Mean Score		.9	.9	.9	1.0	-	1.0	1.0	1.2	1.0	.9	1.0	1.1	1.0
Standard error		.02	.03	.02	.06	-	.03	.03	.07	-	.03	.03	.05	-
Standard deviation		.92	.94	.89	.88	-	.93	.87	.89	-	.94	.87	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	31	23	14	15	22	16	*	6	2	8	1	-
		2%	1%	1%	2%	2%	2%	*%	1%	*%	2%	*%	-%
Fairly Dissatisfied	(-1)	62	53	42	33	42	36	*	21	22	16	8	7
		3%	3%	3%	3%	3%	3%	*%	3%	4%	3%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	386	349	251	202	260	226	3	137	117	97	29	24
		20%	22%	20%	21%	21%	22%	8%	22%	22%	19%	21%	30%
Fairly Satisfied	(1)	696	599	488	355	499	370	18	228	209	202	55	25
		37%	38%	39%	38%	39%	36%	47%	37%	39%	39%	41%	32%
Very Satisfied	(2)	491	402	336	263	327	269	17	160	138	156	36	13
		26%	25%	27%	28%	26%	26%	45%	26%	26%	30%	27%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	154	115	76	115	119	-	63	48	41	7	10
		12%	10%	9%	8%	9%	12%	-%	10%	9%	8%	5%	13%
NET: Satisfied		1187	1001	824	618	826	638	34	388	347	358	91	38
		63%	63%	66%	65%	65%	62%	92% ab	63%	65%	69% e	67%	48%
NET: Dissatisfied		93	77	55	47	63	52	*	27	23	24	8	7
		5%	5%	4%	5%	5%	5%	*%	4%	4%	5%	6%	9%
Answered		1666	1426	1130	868	1149	917	37	552	488	480	128	68
Mean Score		.9	.9	1.0	.9	.9	.9	1.4	.9	.9	1.0 e	.9	.6
Standard error		.02	.02	.02	.03	.03	.03	.09	.04	.04	.04	.08	.11
Standard deviation		.92	.90	.88	.91	.91	.92	.66	.89	.85	.90	.89	.90

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	31	6	1	2	*	24	16	25	15	18	15	20	3	-	14	11
		2%	3%	1%	2%	*%	2%	2%	2%	1%	2%	2%	1%	2%	-%	1%	7% a
Fairly Dissatisfied	(-1)	62	11	12	2	2	51	34	55	36	30	25	43	5	-	18	31
		3%	5%	12%	2%	5%	3%	3%	3%	3%	3%	3%	3%	3%	-%	1%	21% a
Neither Satisfied Nor Dissatisfied	(0)	386	45	16	26	2	321	187	328	215	170	157	320	26	-	205	31
		20%	20%	15%	22%	6%	21%	19%	20%	20%	19%	19%	21%	14%	-%	15%	20%
Fairly Satisfied	(1)	696	99	40	53	15	587	341	617	391	323	336	557	82	-	554	47
		37%	44%	39%	46%	35%	37%	35%	38%	36%	35%	41%	37%	43%	-%	40%	31%
Very Satisfied	(2)	491	39	26	29	21	402	283	417	305	250	225	386	54	-	461	8
		26%	17%	25%	26%	51% a	26%	29%	26%	28%	27%	28%	26%	28%	-%	33% b	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	26	8	2	2	182	121	191	131	125	57	182	20	-	150	23
		12%	12% c	7%	2%	4%	12%	12%	12%	12%	14%	7%	12% a	11%	-%	11%	15%
NET: Satisfied		1187	138	65	82	36	989	625	1033	696	573	562	943	136	-	1015	55
		63%	61%	64%	72%	86% a	63%	64%	63%	64%	63%	69%	63%	71%	-%	72% b	37%
NET: Dissatisfied		93	16	13	5	2	74	49	79	52	48	40	63	8	-	32	42
		5%	7%	13%	4%	5%	5%	5%	5%	5%	5%	5%	4%	4%	-%	2%	28% a
Answered		1666	199	94	113	40	1384	861	1441	963	791	759	1326	171	-	1251	128
Mean Score		.9	.8	.8	.9	1.4 a	.9	1.0	.9	1.0	1.0	1.0	.9	1.0	-	1.1 b	.1
Standard error		.02	.07	.09	.09	.12	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation		.92	.92	1.00	.87	.83	.90	.93	.90	.91	.94	.90	.89	.87	-	.82	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	31	24	7	5	-	4	1	8	16	7	8	6	16
		2%	3% b	1%	1%	-%	2%	*%	4%	1%	2%	3%	2%	1%
Fairly Dissatisfied	(-1)	62	56	6	11	3	14	11	17	31	15	9	17	37
		3%	7% b	1%	2%	8%	6%	3%	8% b	2%	4%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	177	209	86	8	44	69	16	291	74	38	80	255
		20%	23%	19%	16%	20%	19%	17%	7%	23% a	21% a	14%	22%	21%
Fairly Satisfied	(1)	696	306	390	248	23	100	192	99	487	110	105	145	436
		37%	40%	35%	47%	55%	43%	46%	44% c	38%	32%	38%	40%	36%
Very Satisfied	(2)	491	132	358	153	7	61	113	65	319	98	89	73	317
		26%	17%	32% a	29%	16%	26%	27%	29%	25%	28%	32% b	20%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	79	137	27	-	9	32	19	146	44	30	38	136
		12%	10%	12%	5%	-%	4%	8%	9%	11%	13%	11%	11%	11%
NET: Satisfied		1187	439	748	401	29	160	305	164	806	209	194	219	753
		63%	57%	68% a	76%	72%	69%	73%	73% c	62%	60%	69%	61%	63%
NET: Dissatisfied		93	80	13	16	3	18	12	25	47	22	17	23	53
		5%	10% b	1%	3%	8%	8%	3%	11% b	4%	6%	6%	6%	4%
Answered		1666	696	970	503	41	223	386	205	1144	305	248	321	1061
Mean Score		.9	.7	1.1 a	1.1	.8	.9	1.0	1.0	.9	.9	1.0	.8	.9
Standard error		.02	.04	.02	.03	.15	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.92	.98	.81	.81	.82	.94	.78	1.04	.87	.98	.98	.91	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	31	15	16
		2%	2%	2%
Fairly Dissatisfied	(-1)	62	34	29
		3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	173	213
		20%	20%	21%
Fairly Satisfied	(1)	696	314	382
		37%	36%	38%
Very Satisfied	(2)	491	213	278
		26%	24%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	128	89
		12%	15%	9%
			b	
NET: Satisfied		1187	527	660
		63%	60%	66%
NET: Dissatisfied		93	49	44
		5%	6%	4%
Answered		1666	749	918
Mean Score		.9	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.92	.93	.90

Columns Tested:: a,b

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	31	*	7	1	*	2	13	-	1	-	*	6	1
		2%	*%	2%	1%	*%	1%	5%	-%	*%	-%	*%	3%	1%
								h						
Fairly Dissatisfied	(-1)	62	-	5	6	1	17	5	*	5	8	4	8	3
		3%	-%	2%	4%	1%	15%	2%	1%	2%	5%	6%	4%	2%
							bdfhkl							
Neither Satisfied Nor Dissatisfied	(0)	386	7	92	35	15	11	30	1	57	27	22	52	36
		20%	21%	32%	24%	18%	9%	12%	9%	20%	16%	30%	25%	19%
				efghil								efg	ef	
Fairly Satisfied	(1)	696	11	71	33	33	44	123	4	118	82	22	75	81
		37%	35%	24%	22%	39%	37%	47%	25%	41%	49%	30%	36%	42%
								bcj		bc	bcgj			bc
Very Satisfied	(2)	491	13	89	34	20	29	69	6	73	42	17	49	51
		26%	39%	31%	23%	24%	25%	26%	35%	25%	25%	22%	24%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	2	25	39	16	15	24	5	32	9	9	20	21
		12%	5%	9%	26%	19%	13%	9%	29%	11%	5%	12%	10%	11%
					abfhikl	i			abfhikl					
NET: Satisfied		1187	24	160	67	53	73	192	10	191	124	39	124	131
		63%	74%	55%	45%	62%	62%	73%	60%	67%	74%	52%	59%	68%
			c					bcjk		c	bcjk			cj
NET: Dissatisfied		93	*	12	7	1	19	18	*	6	8	5	14	4
		5%	*%	4%	4%	1%	16%	7%	1%	2%	5%	6%	7%	2%
							abdhil							
Answered		1666	30	264	109	69	103	240	11	254	159	66	189	172
Mean Score		.9	1.2	.9	.9	1.1	.8	1.0	1.3	1.0	1.0	.8	.8	1.0
									bceijk					
Standard error		.02	.08	.07	.09	.06	.11	.07	.12	.05	.07	.08	.07	.06
Standard deviation		.92	.78	.99	.96	.75	1.08	.99	.79	.80	.80	.92	.97	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 242 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	31	8	15	1	7	23	8
		2%	2%	3%	*%	1%	2%	1%
				c				
Fairly Dissatisfied	(-1)	62	10	23	14	16	33	29
		3%	2%	5%	3%	3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	134	57	86	110	190	196
		20%	29%	12%	18%	23%	20%	21%
			bc			b		
Fairly Satisfied	(1)	696	115	200	204	177	315	381
		37%	25%	43%	43%	37%	34%	40%
				a	a	a		
Very Satisfied	(2)	491	136	118	120	116	254	237
		26%	29%	25%	26%	24%	27%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		217	65	56	45	50	121	96
		12%	14%	12%	10%	11%	13%	10%
NET: Satisfied		1187	251	318	325	294	569	618
		63%	54%	68%	69%	62%	61%	65%
				a	a			
NET: Dissatisfied		93	18	37	15	23	56	37
		5%	4%	8%	3%	5%	6%	4%
				c				
Answered		1666	403	412	425	426	815	852
Mean Score		.9	.9	.9	1.0	.9	.9	1.0
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		.92	.97	.98	.80	.90	.98	.85

Columns Tested:: a,b,c,d - a,b

Table 243

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	20	1	19	20	*	-	*	*
		1%	*%	1%	1%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	65	3	62	63	1	*	*	1
		3%	1%	4%	4%	2%	1%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	19	301	312	7	1	*	9
		17%	9%	18%	17%	10%	16%	11%	11%
				a	be				
Fairly Satisfied	(1)	647	28	619	612	30	4	2	35
		34%	13%	37%	34%	44%	48%	37%	44%
				a		a			a
Very Satisfied	(2)	607	77	529	576	26	2	2	31
		32%	37%	32%	32%	39%	30%	43%	38%
								a	
Don't Know (CATI ONLY: DO NOT READ OUT)		225	83	141	220	4	*	*	5
		12%	39%	8%	12%	6%	5%	7%	6%
			b		be				
NET: Satisfied		1254	106	1148	1188	56	6	4	66
		67%	50%	69%	66%	83%	78%	80%	82%
				a		a		a	a
NET: Dissatisfied		85	3	81	83	1	*	*	1
		4%	2%	5%	5%	2%	1%	2%	2%
Answered		1659	128	1531	1583	64	7	4	76
Mean Score		1.1	1.4	1.0	1.0	1.3	1.1	1.3	1.3
			b			a		a	a
Standard error		.02	.04	.02	.03	.04	.09	.06	.03
Standard deviation		.91	.85	.90	.91	.73	.78	.88	.74

Columns Tested:: a,b - a,b,c,d,e

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	20	16	4	*	*	-	*	20	*	*
		1%	2%	1%	*%	*%	-%	*%	1%	*%	*%
Fairly Dissatisfied	(-1)	65	26	30	7	1	*	*	63	1	*
		3%	3%	4%	5%	2%	1%	2%	4%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	187	105	20	5	3	*	312	7	2
		17%	19%	15%	15%	11%	10%	11%	17%	10%	14%
			h						h		
Fairly Satisfied	(1)	647	309	258	45	20	13	2	612	30	5
		34%	31%	38%	35%	43%	46%	37%	34%	44%	44%
						a	ag			ag	a
Very Satisfied	(2)	607	315	221	39	17	11	2	576	26	4
		32%	32%	33%	31%	37%	40%	43%	32%	39%	35%
								g			
Don't Know (CATI ONLY: DO NOT READ OUT)		225	140	63	17	3	1	*	220	4	1
		12%	14%	9%	13%	7%	3%	7%	12%	6%	6%
			ehi		eh				eh		
NET: Satisfied		1254	624	479	85	38	24	4	1188	56	10
		67%	63%	70%	66%	80%	85%	80%	66%	83%	79%
				a		acg	abcg	acg		abcg	ag
NET: Dissatisfied		85	43	34	7	1	*	*	83	1	*
		4%	4%	5%	5%	2%	1%	2%	5%	2%	2%
Answered		1659	854	618	111	44	28	4	1583	64	12
Mean Score		1.1	1.0	1.1	1.1	1.2	1.3	1.3	1.0	1.3	1.2
							abg	abg		abg	
Standard error		.02	.04	.04	.07	.06	.05	.06	.03	.04	.05
Standard deviation		.91	.94	.88	.89	.76	.71	.88	.91	.73	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	20	18	2	*	-	*	10	2	-	-	*
		1%	1%	1%	*%	-%	*%	1%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	65	47	17	1	*	*	46	10	1	1	*
		3%	3%	5%	2%	1%	2%	4%	4%	2%	5%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	265	47	7	1	*	222	39	12	6	5
		17%	18%	15%	10%	16%	11%	19%	14%	19%	25%	11%
			c									
Fairly Satisfied	(1)	647	492	120	30	4	2	432	102	26	9	23
		34%	33%	37%	44%	48%	37%	36%	37%	41%	35%	44%
					a							
Very Satisfied	(2)	607	470	106	26	2	2	364	98	24	7	15
		32%	32%	33%	39%	30%	43%	30%	36%	37%	27%	30%
							a					
Don't Know (CATI ONLY: DO NOT READ OUT)		225	189	31	4	*	*	123	22	*	2	8
		12%	13%	10%	6%	5%	7%	10%	8%	1%	7%	15%
			c									c
NET: Satisfied		1254	962	226	56	6	4	796	200	50	15	38
		67%	65%	70%	83%	78%	80%	66%	73%	79%	62%	74%
					ab		a					
NET: Dissatisfied		85	65	19	1	*	*	56	12	1	1	*
		4%	4%	6%	2%	1%	2%	5%	4%	2%	5%	1%
Answered		1659	1291	292	64	7	4	1075	251	63	23	44
Mean Score		1.1	1.0	1.1	1.3	1.1	1.3	1.0	1.1	1.2	.9	1.2
					ab		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.07	.10	.05
Standard deviation		.91	.91	.90	.73	.78	.88	.90	.87	.79	.91	.70

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	20	2	1	3	-	1	-	8	4	-
		1%	1%	1%	1%	-%	1%	-%	3%	3%	-%
Fairly Dissatisfied	(-1)	65	1	6	13	4	2	7	14	8	3
		3%	*%	4%	5%	6%	1%	2%	6%	5%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	21	27	63	12	26	44	47	32	24
		17%	13%	19%	22%	19%	15%	15%	19%	21%	17%
Fairly Satisfied	(1)	647	58	57	82	25	58	136	72	55	54
		34%	35%	40%	29%	39%	32%	47%	29%	36%	38%
								ceg			
Very Satisfied	(2)	607	73	37	82	12	71	73	78	42	52
		32%	44%	26%	29%	19%	39%	25%	32%	28%	36%
			bcdf				f				
Don't Know (CATI ONLY: DO NOT READ OUT)		225	11	15	41	11	22	30	26	11	9
		12%	6%	10%	15%	17%	12%	10%	11%	7%	6%
NET: Satisfied		1254	131	94	164	36	128	208	149	97	106
		67%	79%	66%	58%	57%	71%	72%	61%	63%	75%
			cdgh					c			c
NET: Dissatisfied		85	3	7	16	4	4	7	21	12	3
		4%	2%	5%	5%	6%	2%	2%	9%	8%	2%
									a		
Answered		1659	154	128	243	53	158	259	218	142	133
Mean Score		1.1	1.3	1.0	.9	.8	1.2	1.1	.9	.9	1.2
			bcdfgh				cdgh				
Standard error		.02	.07	.09	.07	.13	.07	.06	.10	.10	.08
Standard deviation		.91	.81	.87	.95	.87	.83	.75	1.07	1.01	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	20	1	7	10	18	2	1	*	1
		1%	*%	2%	1%	1%	1%	1%	*%	2%
Fairly Dissatisfied	(-1)	65	10	15	34	58	6	2	4	*
		3%	2%	3%	4%	3%	3%	2%	5%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	62	80	155	297	23	12	7	4
		17%	16%	17%	19%	18%	11%	11%	10%	12%
				e	eg	e				
Fairly Satisfied	(1)	647	136	170	289	596	51	21	22	8
		34%	35%	37%	35%	36%	23%	19%	30%	23%
			efh	efh	efh	efh				
Very Satisfied	(2)	607	135	152	232	518	88	45	27	16
		32%	35%	33%	28%	31%	40%	42%	37%	44%
							cd	cd		cd
Don't Know (CATI ONLY: DO NOT READ OUT)		225	42	37	97	176	48	28	13	7
		12%	11%	8%	12%	11%	22%	26%	18%	19%
							abcd	abcd	b	bd
NET: Satisfied		1254	271	322	521	1114	140	66	49	24
		67%	70%	70%	64%	67%	64%	61%	67%	66%
NET: Dissatisfied		85	11	22	44	76	8	3	4	1
		4%	3%	5%	5%	5%	4%	3%	6%	2%
Answered		1659	344	424	720	1488	171	81	61	29
Mean Score		1.1	1.1	1.0	1.0	1.0	1.3	1.3	1.2	1.3
			c				bcd	bcd		bcd
Standard error		.02	.05	.05	.04	.03	.03	.05	.06	.06
Standard deviation		.91	.83	.92	.92	.90	.90	.89	.92	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	20	-	*	*	5	2	1	4	*	8
		1%	-%	*%	*%	2%	1%	1%	9% bcei	*%	1%
Fairly Dissatisfied	(-1)	65	-	2	2	10	8	2	4	*	39
		3%	-%	2%	2%	4%	3%	2%	7%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	320	12	21	25	49	50	16	5	11	151
		17%	17%	19%	19%	20%	17%	18%	10%	18%	16%
Fairly Satisfied	(1)	647	20	24	39	91	114	27	12	22	324
		34%	27%	22%	29%	37%	38% b	32%	22%	37%	35%
Very Satisfied	(2)	607	25	53	60	72	99	29	19	23	281
		32%	35%	49% di	44% i	29%	33%	34%	36%	39%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	15	9	9	19	26	11	9	3	132
		12%	21% cde	8%	7%	8%	9%	13%	17%	6%	14%
NET: Satisfied		1254	45	77	99	162	212	56	30	46	604
		67%	62%	71%	73%	66%	71%	66%	58%	76%	65%
NET: Dissatisfied		85	-	2	2	15	10	2	8	*	46
		4%	-%	2%	2%	6%	3%	3%	15% abcehi	*%	5%
Answered		1659	57	101	126	227	273	74	43	57	802
Mean Score		1.1	1.2	1.3 d	1.2	.9	1.1	1.1	.8	1.2	1.0
Standard error		.02	.09	.07	.06	.07	.05	.10	.17	.08	.03
Standard deviation		.91	.78	.87	.83	.95	.86	.89	1.35	.76	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	20	5	3	12	10	10	19	1	20	-
		1%	1%	1%	1%	1%	3% a	1%	1%	1%	-%
Fairly Dissatisfied	(-1)	65	12	10	42	54	11	61	4	62	3
		3%	3%	3%	4%	3%	3%	4%	2%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	320	87	66	168	261	59	302	18	310	10
		17%	19%	17%	16%	17%	18%	17%	12%	17%	18%
Fairly Satisfied	(1)	647	150	141	357	533	114	580	67	629	18
		34%	33%	37%	34%	34%	35%	33%	45% a	34%	32%
Very Satisfied	(2)	607	156	127	323	510	97	555	51	587	20
		32%	35%	33%	31%	33%	30%	32%	34%	32%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	43	37	144	189	35	217	8	218	6
		12%	10%	10%	14%	12%	11%	13% b	5%	12%	11%
NET: Satisfied		1254	306	268	680	1043	211	1135	119	1216	38
		67%	68%	70%	65%	67%	65%	65%	79% a	67%	66%
NET: Dissatisfied		85	17	13	54	64	20	80	5	82	3
		4%	4%	3%	5%	4%	6%	5%	3%	4%	5%
Answered		1659	410	346	902	1368	291	1517	142	1607	51
Mean Score		1.1	1.1	1.1	1.0	1.1	1.0	1.0	1.2	1.1	1.1
Standard error		.02	.04	.04	.03	.02	.07	.02	.04	.02	.13
Standard deviation		.91	.91	.86	.92	.88	.99	.91	.81	.91	.90

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	20	13	1	1	19	1	-	*	20	*
		1%	1%	*%	*%	1%	*%	-%	*%	1%	*%
Fairly Dissatisfied	(-1)	65	31	16	16	53	10	*	1	63	1
		3%	3%	5%	4%	3%	5%	1%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	217	36	66	274	32	8	7	305	15
		17%	19%	12%	16%	17%	17%	18%	15%	17%	17%
Fairly Satisfied	(1)	647	397	121	125	557	55	12	23	612	35
		34%	34%	40%	31%	35%	29%	27%	49%	34%	39%
Very Satisfied	(2)	607	348	99	160	500	70	23	14	569	37
		32%	30%	33%	39%	31%	36%	54%	30%	32%	41%
					a			ae			
Don't Know (CATI ONLY: DO NOT READ OUT)		225	156	29	39	199	24	*	2	223	2
		12%	13%	10%	10%	12%	12%	*%	4%	12%	2%
						f				f	
NET: Satisfied		1254	744	221	285	1057	125	35	37	1182	72
		67%	64%	73%	70%	66%	65%	81%	79%	66%	80%
NET: Dissatisfied		85	44	17	17	73	11	*	1	83	1
		4%	4%	6%	4%	5%	6%	1%	2%	5%	1%
Answered		1659	1005	274	368	1403	167	43	45	1570	88
Mean Score		1.1	1.0	1.1	1.2	1.0	1.1	1.3	1.1	1.0	1.2
Standard error		.02	.03	.04	.05	.02	.06	.10	.08	.02	.06
Standard deviation		.91	.90	.87	.89	.91	.94	.80	.74	.91	.78

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	20	13	6	1	20	14	20	16	14	12
		1%	1%	1%	*%	1%	1%	1%	1%	2%	2%
Fairly Dissatisfied	(-1)	65	28	26	11	58	56	61	55	49	36
		3%	3%	4%	4%	4%	4%	3%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	320	174	100	47	290	232	300	222	123	73
		17%	18%	16%	17%	18% f	17%	17%	17%	15%	12%
Fairly Satisfied	(1)	647	318	239	90	591	490	618	460	326	240
		34%	33%	38%	32%	36%	36%	35%	36%	40%	40%
Very Satisfied	(2)	607	289	211	107	528	457	567	435	263	218
		32%	30%	33%	38%	32%	34%	33%	34%	32%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	148	51	26	163	116	175	99	48	18
		12%	15% b	8%	9%	10% ef	8% f	10% ef	8% f	6%	3%
NET: Satisfied		1254	607	450	197	1119	946	1185	895	589	458
		67%	63%	71% a	70%	68%	69%	68%	70%	72%	77% abcd
NET: Dissatisfied		85	40	32	12	78	70	81	71	62	48
		4%	4%	5%	4%	5%	5%	5%	6%	8%	8% c
Answered		1659	821	583	256	1487	1248	1566	1187	774	578
Mean Score		1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.0	1.1
Standard error		.02	.04	.03	.04	.02	.02	.02	.03	.03	.04
Standard deviation		.91	.92	.90	.89	.91	.91	.91	.93	.95	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	20	4	11	*	3	1	1	1	3
		1%	1%	1%	*%	3%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	65	7	29	17	2	*	*	5	6
		3%	2%	3%	20%	2%	1%	1%	12%	5%
					abdefh				ab	
Neither Satisfied Nor Dissatisfied	(0)	320	68	196	9	8	6	7	4	18
		17%	17%	19%	11%	9%	15%	18%	11%	15%
Fairly Satisfied	(1)	647	131	384	23	36	19	10	15	44
		34%	33%	37%	27%	40%	44%	26%	39%	36%
Very Satisfied	(2)	607	126	331	31	36	12	21	9	43
		32%	32%	31%	36%	41%	30%	53%	24%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	59	99	4	4	3	*	4	8
		12%	15%	9%	5%	5%	8%	*%	11%	6%
NET: Satisfied		1254	257	715	54	73	31	31	24	87
		67%	65%	68%	64%	81%	74%	78%	63%	72%
NET: Dissatisfied		85	10	40	17	5	1	1	6	8
		4%	3%	4%	20%	5%	3%	4%	15%	7%
					abdeh				ab	
Answered		1659	336	951	80	85	38	40	35	113
Mean Score		1.1	1.1	1.0	.8	1.2	1.1	1.3	.8	1.0
Standard error		.02	.05	.03	.10	.08	.08	.10	.14	.06
Standard deviation		.91	.86	.88	1.16	.94	.86	.96	1.08	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	20	8	6	*	3	1	1	1	12	-	*	*	1	*	1
		1%	1%	5%	*%	5%	4%	2%	7%	1%	-%	*%	1%	2%	2%	5%
				a		a										
Fairly Dissatisfied	(-1)	65	40	12	4	1	*	*	*	33	16	1	1	-	*	5
		3%	3%	9%	5%	2%	2%	1%	1%	3%	10%	1%	3%	-%	3%	23%
				a							a					
Neither Satisfied Nor Dissatisfied	(0)	320	236	27	11	3	8	3	1	196	16	5	1	10	1	3
		17%	18%	20%	14%	6%	34%	12%	8%	19%	10%	7%	3%	26%	10%	15%
							d							d		
Fairly Satisfied	(1)	647	480	40	29	22	6	10	6	382	44	29	8	14	4	8
		34%	36%	30%	37%	41%	24%	34%	45%	37%	28%	44%	31%	38%	27%	41%
Very Satisfied	(2)	607	417	39	29	19	8	14	1	317	72	31	14	11	8	3
		32%	32%	29%	38%	36%	36%	49%	7%	30%	46%	47%	53%	30%	55%	17%
											a	a	a		a	
Don't Know (CATI ONLY: DO NOT READ OUT)		225	141	9	4	5	*	*	4	102	8	*	3	2	*	-
		12%	11%	7%	5%	9%	*%	1%	31%	10%	5%	*%	10%	4%	3%	-%
										c						
NET: Satisfied		1254	897	79	58	41	14	24	7	698	116	61	22	25	12	12
		67%	68%	59%	76%	77%	60%	83%	53%	67%	74%	91%	83%	68%	82%	58%
												abe				
NET: Dissatisfied		85	48	19	4	4	1	1	1	45	16	1	1	1	1	6
		4%	4%	14%	5%	7%	5%	4%	9%	4%	10%	1%	4%	2%	5%	27%
				a												
Answered		1659	1181	125	73	48	23	28	9	939	148	66	24	36	14	20
Mean Score		1.1	1.1	.7	1.1	1.1	.9	1.3	.6	1.0	1.2	1.4	1.5	1.0	1.3	.4
				b								a	a			
Standard error		.02	.03	.09	.08	.10	.14	.11	.23	.03	.07	.06	.09	.14	.14	.23
Standard deviation		.91	.86	1.15	.88	1.04	1.06	.92	1.12	.89	1.00	.68	.81	.88	.95	1.17

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	20	7	7	1	-	-	-	2	2	14	-	5	1	*
		1%	1%	5% a	1%	-%	-%	-%	4%	2%	2%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	65	31	14	5	3	1	-	*	1	29	17	12	2	1
		3%	3%	9% a	6%	6%	3%	-%	1%	1%	3%	5%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	165	27	10	9	3	4	5	11	149	59	68	10	13
		17%	18%	18%	10%	17%	10%	13%	13%	12%	17%	17%	19%	9%	20%
Fairly Satisfied	(1)	647	337	42	34	16	7	9	15	31	300	119	124	46	26
		34%	37%	29%	36%	31%	24%	30%	40%	32%	35%	34%	36%	42%	41%
Very Satisfied	(2)	607	274	55	41	20	18	12	15	45	254	119	127	45	21
		32%	30%	38%	43%	39%	63% a	41%	41%	48% a	29%	34%	36%	41%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	86	2	3	3	*	5	*	5	120	32	15	6	3
		12%	10% b	2%	4%	6%	*%	16% b	1%	5%	14% c	9%	4%	5%	5%
NET: Satisfied		1254	612	97	75	35	26	20	30	76	554	238	251	91	47
		67%	68%	66%	80%	70%	87%	71%	81%	80%	64%	69%	72%	83% ab	73%
NET: Dissatisfied		85	38	21	6	3	1	-	2	3	44	17	16	3	1
		4%	4%	14% a	7%	6%	3%	-%	6%	3%	5%	5%	5%	2%	1%
Answered		1659	815	144	90	47	29	24	37	90	748	315	335	103	61
Mean Score		1.1	1.0	.9	1.2	1.1	1.5	1.3	1.1	1.3 b	1.0	1.1	1.1	1.3 a	1.1
Standard error		.02	.03	.09	.08	.10	.11	.10	.16	.07	.04	.05	.05	.05	.08
Standard deviation		.91	.88	1.18	.92	.94	.81	.74	1.00	.88	.93	.88	.92	.77	.80

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	20	14	-	5	1	-	12	-	*	1	*
		1%	2%	-%	2%	1%	-%	2%	-%	*%	1%	*%
Fairly Dissatisfied	(-1)	65	35	14	9	*	*	29	18	7	2	1
		3%	4%	4%	3%	1%	1%	4%	7%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	169	54	50	8	9	141	26	46	7	13
		17%	18%	17%	18%	10%	23%	19%	11%	20%	9%	25%
Fairly Satisfied	(1)	647	320	111	106	35	16	264	82	88	32	21
		34%	34%	35%	38%	41%	42%	35%	34%	39%	39%	40%
Very Satisfied	(2)	607	280	102	93	38	12	229	100	75	37	15
		32%	30%	32%	34%	44%	32%	30%	41% a	33%	45%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	114	33	13	3	1	82	16	11	4	3
		12%	12% c	10%	5%	3%	3%	11%	7%	5%	4%	5%
NET: Satisfied		1254	600	213	199	73	28	494	182	163	69	36
		67%	64%	68%	72%	86% ab	74%	65%	75%	72%	84% a	69%
NET: Dissatisfied		85	49	14	14	1	*	40	18	7	2	1
		4%	5%	4%	5%	1%	1%	5%	7%	3%	3%	2%
Answered		1659	819	281	262	82	37	674	225	215	79	49
Mean Score		1.1	1.0	1.1	1.0	1.3 a	1.1	1.0	1.2	1.1	1.3	1.0
Standard error		.02	.03	.05	.05	.06	.09	.04	.06	.05	.07	.10
Standard deviation		.91	.94	.86	.92	.75	.77	.94	.92	.84	.80	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	20	12	-	3	1	1	11	3	3	20	*	20	-
		1%	2%	-%	1%	1%	2%	1%	3%	1%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	65	25	11	14	5	*	34	5	16	59	6	55	3
		3%	4%	6%	6%	5%	*%	4%	5%	4%	3%	4%	3%	13%
Neither Satisfied Nor Dissatisfied	(0)	320	130	24	37	13	10	117	12	93	305	15	288	2
		17%	19%	13%	14%	13%	20%	16%	12%	22%	18%	10%	18%	10%
Fairly Satisfied	(1)	647	258	60	86	35	18	249	46	162	598	49	578	13
		34%	39%	32%	33%	34%	38%	33%	47%	38%	35%	31%	36%	53%
Very Satisfied	(2)	607	180	73	118	40	18	286	26	116	526	81	522	6
		32%	27%	39% a	45% a	39%	38%	38% c	27%	27%	30%	51% a	32%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	64	21	4	9	1	55	6	38	219	6	163	*
		12%	10% c	11% c	1%	8% c	1%	7%	6%	9%	13% b	4%	10%	1%
NET: Satisfied		1254	438	133	204	75	37	536	72	278	1124	130	1100	19
		67%	65%	70%	78% a	73%	77%	71%	74%	65%	65%	83% a	68%	77%
NET: Dissatisfied		85	37	11	17	5	1	44	8	19	79	6	75	3
		4%	5%	6%	7%	5%	2%	6%	8%	4%	5%	4%	5%	13%
Answered		1659	604	168	259	94	47	697	92	390	1507	151	1462	25
Mean Score		1.1	.9	1.2	1.2 a	1.2	1.1	1.1	.9	1.0	1.0	1.4 a	1.0	.9
Standard error		.02	.04	.06	.06	.08	.10	.03	.08	.04	.02	.06	.02	.16
Standard deviation		.91	.92	.90	.95	.90	.88	.95	.96	.87	.91	.82	.91	.93

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	20	13	1	12	4	20	-	13	1	12	4
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	65	50	5	28	27	55	3	53	3	31	24
		3%	4%	6%	3%	6%	3%	16%	4%	3%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	320	221	10	150	72	288	2	223	9	157	65
		17%	17%	11%	18%	16%	18%	9%	18%	10%	18%	15%
Fairly Satisfied	(1)	647	436	54	291	169	586	5	443	47	303	157
		34%	34%	57% a	34%	38%	36%	23%	35%	50%	35%	37%
Very Satisfied	(2)	607	434	23	280	155	517	11	425	32	273	162
		32%	34%	24%	33%	35%	32%	51%	33%	34%	32%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	113	2	86	14	163	*	113	2	86	13
		12%	9%	2%	10% b	3%	10%	1%	9%	2%	10% b	3%
NET: Satisfied		1254	870	77	571	324	1103	16	868	78	576	318
		67%	69%	81%	67%	73%	68%	75%	68%	84% a	67%	75%
NET: Dissatisfied		85	64	6	40	31	75	3	66	4	43	28
		4%	5%	6%	5%	7%	5%	16%	5%	4%	5%	7%
Answered		1659	1154	93	761	427	1466	21	1156	91	776	411
Mean Score		1.1	1.1	1.0	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.1
Standard error		.02	.03	.07	.03	.04	.02	.20	.03	.07	.03	.04
Standard deviation		.91	.92	.81	.92	.94	.91	1.13	.92	.80	.92	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	20	18	9	-	-	12	2	-	-	16	2	*	-
		1%	2%	1%	-%	-%	1%	*%	-%	-%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	65	43	35	6	-	40	21	7	-	40	20	9	-
		3%	5%	3%	3%	-%	5% b	2%	4%	-%	4%	3%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	320	130	243	27	4	113	173	24	-	145	124	28	-
		17%	15%	19%	12%	100%	14%	18%	13%	-%	16%	17%	12%	-%
Fairly Satisfied	(1)	647	341	451	82	-	285	333	46	1	323	255	81	*
		34%	39%	35%	37%	-%	35%	35%	26%	100%	35%	36%	36%	100%
Very Satisfied	(2)	607	285	410	81	-	301	319	78	-	340	247	93	-
		32%	33%	32%	36%	-%	37%	34%	43%	-%	37%	35%	41%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	48	145	28	-	53	95	24	-	61	65	18	-
		12%	6%	11% a	13% a	-%	7%	10%	13%	-%	7%	9%	8%	-%
NET: Satisfied		1254	626	861	163	-	586	652	124	1	663	503	174	*
		67%	72%	67%	73%	-%	73%	69%	69%	100%	72%	70%	76%	100%
NET: Dissatisfied		85	61	44	6	-	52	24	7	-	56	22	9	-
		4%	7% b	3%	3%	-%	6% b	2%	4%	-%	6%	3%	4%	-%
Answered		1659	817	1148	195	4	751	849	155	1	863	649	211	*
Mean Score		1.1	1.0	1.1	1.2	-	1.1	1.1	1.3	1.0	1.1	1.1	1.2	1.0
Standard error		.02	.03	.02	.05	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.91	.96	.87	.79	-	.95	.83	.88	-	.95	.84	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	20	19	8	9	19	12	*	3	3	9	-	-
		1%	1%	1%	1%	1%	1%	*%	1%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	65	46	37	30	45	29	-	15	17	12	6	5
		3%	3%	3%	3%	4%	3%	-%	2%	3%	2%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	320	280	210	178	206	193	2	122	97	95	21	20
		17%	18%	17%	19%	16%	19%	7%	20%	18%	18%	16%	26%
Fairly Satisfied	(1)	647	569	454	314	443	365	7	204	189	163	46	9
		34%	36%	36%	33%	35%	35%	20%	33%	35%	31%	34%	12%
									e	e	e	e	
Very Satisfied	(2)	607	509	426	330	428	327	27	207	183	199	56	32
		32%	32%	34%	35%	34%	32%	73%	34%	34%	38%	41%	41%
								ab					
Don't Know (CATI ONLY: DO NOT READ OUT)		225	159	110	85	123	111	*	65	46	43	7	12
		12%	10%	9%	9%	10%	11%	*%	11%	9%	8%	5%	15%
NET: Satisfied		1254	1077	880	644	871	691	35	411	372	362	102	41
		67%	68%	71%	68%	69%	67%	93%	67%	69%	70%	75%	53%
								ab				e	
NET: Dissatisfied		85	65	45	39	64	41	*	18	20	21	6	5
		4%	4%	4%	4%	5%	4%	*%	3%	4%	4%	4%	6%
Answered		1659	1422	1135	860	1141	925	37	551	489	478	128	66
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.7	1.1	1.1	1.1	1.2	1.0
								ab					
Standard error		.02	.02	.02	.03	.03	.03	.09	.04	.04	.04	.08	.13
Standard deviation		.91	.89	.86	.90	.93	.90	.63	.87	.87	.93	.86	1.05

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	20	*	1	1	*	14	8	14	8	9	10	11	*	-	4	7
		1%	*%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	5% a
Fairly Dissatisfied	(-1)	65	15	14	9	2	53	34	55	36	28	34	46	10	-	15	41
		3%	6%	13%	8%	4%	3%	3%	3%	3%	3%	4%	3%	5%	-%	1%	27% a
Neither Satisfied Nor Dissatisfied	(0)	320	38	8	27	*	272	140	280	168	141	114	268	22	-	146	23
		17%	17%	8%	24% bd	1%	17%	14%	17%	15%	15%	14%	18%	12%	-%	10%	15%
Fairly Satisfied	(1)	647	94	37	37	11	523	315	558	358	275	299	513	72	-	501	50
		34%	42%	37%	32%	26%	33%	32%	34%	33%	30%	37%	34%	38%	-%	36%	33%
Very Satisfied	(2)	607	52	36	38	29	507	347	527	381	331	301	475	65	-	571	6
		32%	23%	35%	33%	70% abc	32%	35%	32%	35%	36%	37%	31%	34%	-%	41% b	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	26	6	2	-	196	137	198	142	132	57	195	21	-	165	24
		12%	12%	6%	2%	-%	13%	14%	12%	13%	14%	7%	13% a	11%	-%	12%	16%
NET: Satisfied		1254	146	73	75	40	1030	662	1085	740	606	600	988	138	-	1073	56
		67%	65%	72%	66%	95% ac	66%	67%	66%	68%	66%	74% b	66%	72%	-%	77% b	37%
NET: Dissatisfied		85	15	14	10	2	68	42	69	44	37	44	57	10	-	18	48
		4%	7%	14%	9%	4%	4%	4%	4%	4%	4%	5%	4%	5%	-%	1%	32% a
Answered		1659	199	95	112	42	1371	844	1434	952	784	759	1313	170	-	1237	126
Mean Score		1.1	.9	1.0	.9	1.6 abc	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	-	1.3 b	.1
Standard error		.02	.06	.10	.10	.10	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation		.91	.87	1.05	.99	.73	.90	.90	.90	.89	.91	.91	.88	.87	-	.75	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	20	17	3	3	-	*	5	4	13	3	6	4	10
		1%	2%	*%	*%	-%	*%	1%	2%	1%	1%	2%	1%	1%
			b											
Fairly Dissatisfied	(-1)	65	57	8	20	10	24	8	17	32	16	19	15	27
		3%	7%	1%	4%	24%	11%	2%	7%	2%	5%	7%	4%	2%
			b				b		b			c		
Neither Satisfied Nor Dissatisfied	(0)	320	158	163	71	5	32	63	20	229	67	30	64	219
		17%	20%	15%	13%	12%	14%	15%	9%	18%	19%	11%	18%	18%
			b							a	a			a
Fairly Satisfied	(1)	647	284	363	207	18	92	153	60	470	115	85	155	400
		34%	37%	33%	39%	44%	40%	37%	27%	36%	33%	30%	43%	33%
													ac	
Very Satisfied	(2)	607	183	423	207	8	73	165	105	391	102	113	90	389
		32%	24%	38%	39%	19%	32%	39%	47%	30%	29%	40%	25%	32%
				a					bc			b		
Don't Know (CATI ONLY: DO NOT READ OUT)		225	76	148	23	*	9	25	18	155	46	27	31	154
		12%	10%	13%	4%	*%	4%	6%	8%	12%	13%	10%	9%	13%
NET: Satisfied		1254	468	786	414	26	166	318	165	861	218	197	245	788
		67%	60%	71%	78%	63%	71%	76%	73%	67%	62%	71%	68%	66%
				a										
NET: Dissatisfied		85	74	11	23	10	25	13	21	45	19	25	19	37
		4%	9%	1%	4%	24%	11%	3%	9%	3%	5%	9%	5%	3%
			b				b		b			c		
Answered		1659	699	960	508	41	223	394	206	1134	303	252	328	1043
Mean Score		1.1	.8	1.2	1.2	.6	1.0	1.2	1.2	1.1	1.0	1.1	.9	1.1
				a										
Standard error		.02	.04	.02	.04	.21	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.91	1.00	.78	.85	1.07	.96	.86	1.05	.87	.93	1.03	.88	.87

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	20	7	13
		1%	1%	1%
Fairly Dissatisfied	(-1)	65	37	27
		3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	320	146	174
		17%	17%	17%
Fairly Satisfied	(1)	647	312	335
		34%	36%	33%
Very Satisfied	(2)	607	238	368
		32%	27%	37%
				a
Don't Know (CATI ONLY: DO NOT READ OUT)		225	136	89
		12%	15%	9%
			b	
NET: Satisfied		1254	550	704
		67%	63%	70%
				a
NET: Dissatisfied		85	44	40
		4%	5%	4%
Answered		1659	741	918
Mean Score		1.1	1.0	1.1
Standard error		.02	.03	.03
Standard deviation		.91	.90	.91

Columns Tested:: a,b

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	20	*	7	1	-	1	5	*	3	*	*	4	-
		1%	*%	2%	1%	-%	1%	2%	1%	1%	*%	*%	2%	-%
Fairly Dissatisfied	(-1)	65	*	5	5	4	14	6	-	4	7	4	8	7
		3%	*%	2%	4%	5%	12%	2%	-%	1%	4%	5%	4%	4%
							bfh							
Neither Satisfied Nor Dissatisfied	(0)	320	4	75	21	4	24	33	1	47	26	18	40	27
		17%	13%	26%	14%	5%	20%	12%	5%	17%	16%	23%	19%	14%
				dfgl			d					dg	d	
Fairly Satisfied	(1)	647	12	87	30	34	29	107	4	105	67	23	70	80
		34%	37%	30%	20%	40%	24%	41%	24%	37%	40%	31%	33%	41%
						c		c		c	c			ce
Very Satisfied	(2)	607	13	91	41	25	34	96	7	98	56	22	69	55
		32%	40%	31%	28%	29%	29%	36%	42%	34%	34%	29%	33%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	3	24	49	18	16	17	4	30	12	9	18	24
		12%	11%	8%	33%	21%	14%	6%	28%	10%	7%	12%	9%	12%
					befhijkl	fi			bfhikl					
NET: Satisfied		1254	25	178	71	59	63	203	10	203	123	45	139	135
		67%	77%	62%	48%	69%	54%	77%	66%	71%	73%	59%	67%	70%
			c			c		bcej		ce	ce		c	c
NET: Dissatisfied		85	*	11	6	4	15	11	*	6	7	4	12	7
		4%	*%	4%	4%	5%	13%	4%	1%	2%	4%	6%	6%	4%
							hl							
Answered		1659	29	264	98	68	102	247	11	257	157	66	191	169
Mean Score		1.1	1.3	1.0	1.1	1.2	.8	1.1	1.5	1.1	1.1	.9	1.0	1.1
									beijkl	e				
Standard error		.02	.07	.07	.09	.07	.11	.06	.12	.06	.07	.08	.07	.06
Standard deviation		.91	.72	.96	.98	.82	1.08	.88	.80	.84	.84	.93	.96	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 243 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	20	8	5	3	4	13	7
		1%	2%	1%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	65	10	25	11	19	35	30
		3%	2%	5%	2%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	320	100	61	75	85	161	159
		17%	21%	13%	16%	18%	17%	17%
Fairly Satisfied	(1)	647	129	170	175	172	299	348
		34%	28%	36%	37%	36%	32%	37%
					a			
Very Satisfied	(2)	607	144	155	161	146	300	307
		32%	31%	33%	34%	31%	32%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		225	77	51	46	51	128	97
		12%	16%	11%	10%	11%	14%	10%
NET: Satisfied		1254	274	326	336	318	599	655
		67%	58%	70%	71%	67%	64%	69%
				a	a			
NET: Dissatisfied		85	18	30	14	23	48	37
		4%	4%	6%	3%	5%	5%	4%
Answered		1659	391	417	425	426	808	851
Mean Score		1.1	1.0	1.1	1.1	1.0	1.0	1.1
Standard error		.02	.05	.04	.04	.04	.03	.03
Standard deviation		.91	.95	.93	.84	.90	.94	.87

Columns Tested:: a,b,c,d - a,b

Table 245

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	47	5	42	47	*	-	*	*
		2%	2%	3%	3%	*%	-%	1%	*%
Fairly Dissatisfied	(-1)	109	4	105	107	2	*	*	2
		6%	2%	6%	6%	2%	1%	3%	2%
				a	e				
Neither Satisfied Nor Dissatisfied	(0)	375	28	347	364	10	1	*	11
		20%	13%	21%	20%	14%	13%	8%	14%
					de				
Fairly Satisfied	(1)	699	31	668	663	31	4	2	36
		37%	15%	40%	37%	45%	48%	42%	45%
				a					a
Very Satisfied	(2)	480	60	420	455	21	3	2	25
		26%	29%	25%	25%	31%	34%	39%	31%
								a	
Don't Know (CATI ONLY: DO NOT READ OUT)		173	84	89	167	5	*	*	6
		9%	40%	5%	9%	8%	5%	7%	7%
			b						
NET: Satisfied		1180	91	1088	1118	51	6	4	61
		63%	43%	65%	62%	75%	82%	81%	76%
				a		a	a	a	a
NET: Dissatisfied		156	8	148	154	2	*	*	2
		8%	4%	9%	9%	3%	1%	4%	3%
					be				
Answered		1710	127	1583	1636	63	7	4	75
Mean Score		.9	1.1	.8	.8	1.1	1.2	1.2	1.1
			b			a	a	a	a
Standard error		.02	.06	.03	.03	.05	.09	.07	.03
Standard deviation		.99	1.07	.98	1.00	.80	.75	.94	.79

Columns Tested:: a,b - a,b,c,d,e

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	47	27	17	2	*	*	*	47	*	*
		2%	3%	3%	2%	1%	*%	1%	3%	*%	*%
Fairly Dissatisfied	(-1)	109	54	49	5	1	*	*	107	2	*
		6%	5%	7%	4%	3%	1%	3%	6%	2%	2%
				eh							
Neither Satisfied Nor Dissatisfied	(0)	375	193	150	21	8	3	*	364	10	1
		20%	19%	22%	16%	16%	10%	8%	20%	14%	11%
			ef	efhi					efi		
Fairly Satisfied	(1)	699	369	247	47	21	14	2	663	31	6
		37%	37%	36%	37%	44%	47%	42%	37%	45%	46%
Very Satisfied	(2)	480	246	173	37	13	10	2	455	21	4
		26%	25%	25%	29%	28%	36%	39%	25%	31%	36%
							ag	abg			
Don't Know (CATI ONLY: DO NOT READ OUT)		173	105	45	17	4	2	*	167	5	1
		9%	11%	7%	13%	8%	6%	7%	9%	8%	6%
NET: Satisfied		1180	615	420	84	34	24	4	1118	51	10
		63%	62%	62%	65%	72%	83%	81%	62%	75%	81%
							abcg	abcg		abg	abcg
NET: Dissatisfied		156	81	66	7	2	*	*	154	2	*
		8%	8%	10%	5%	4%	1%	4%	9%	3%	2%
			eh	ehi					ehi		
Answered		1710	888	636	112	43	27	4	1636	63	12
Mean Score		.9	.8	.8	1.0	1.0	1.2	1.2	.8	1.1	1.2
						b	abg	abg		abg	abg
Standard error		.02	.04	.04	.07	.06	.05	.07	.03	.05	.05
Standard deviation		.99	.99	1.01	.93	.83	.70	.94	1.00	.80	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	47	44	2	*	-	*	28	7	-	*	4
		2%	3%	1%	*%	-%	1%	2%	3%	-%	1%	7%
Fairly Dissatisfied	(-1)	109	93	14	2	*	*	83	14	3	*	*
		6%	6%	4%	2%	1%	3%	7%	5%	5%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	375	298	66	10	1	*	254	57	9	7	6
		20%	20% e	20% e	14%	13%	8%	21%	21%	15%	30%	11%
Fairly Satisfied	(1)	699	551	112	31	4	2	479	89	24	11	18
		37%	37%	35%	45%	48%	42%	40%	33%	39%	44%	35%
Very Satisfied	(2)	480	358	98	21	3	2	273	88	25	6	14
		26%	24%	30%	31%	34%	39% a	23%	32% a	40% a	24%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	136	31	5	*	*	81	17	1	*	10
		9%	9%	9%	8%	5%	7%	7%	6%	1%	1%	20% abcd
NET: Satisfied		1180	909	210	51	6	4	752	178	50	17	32
		63%	61%	65%	75% ab	82% a	81% ab	63%	65%	79%	69%	61%
NET: Dissatisfied		156	138	16	2	*	*	111	21	3	*	4
		8%	9% bc	5%	3%	1%	4%	9%	8%	5%	1%	8%
Answered		1710	1344	292	63	7	4	1117	256	63	24	41
Mean Score		.9	.8	1.0 a	1.1 a	1.2 a	1.2 ab	.8	.9	1.1 a	.9	.9
Standard error		.02	.04	.04	.05	.09	.07	.04	.06	.08	.09	.08
Standard deviation		.99	1.01	.91	.80	.75	.94	.98	1.02	.87	.80	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	47	5	8	2	2	6	3	10	7	*
		2%	3%	5%	1%	3%	3%	1%	4%	4%	*%
Fairly Dissatisfied	(-1)	109	9	4	25	1	1	26	17	8	8
		6%	5%	3%	9%	1%	1%	9%	7%	5%	6%
					e			e	e		
Neither Satisfied Nor Dissatisfied	(0)	375	22	30	61	13	29	60	60	40	24
		20%	14%	21%	21%	21%	16%	21%	24%	26%	17%
Fairly Satisfied	(1)	699	70	56	103	31	70	121	86	53	53
		37%	42%	39%	36%	48%	38%	42%	35%	35%	37%
Very Satisfied	(2)	480	47	31	69	9	55	65	59	35	46
		26%	29%	22%	24%	14%	31%	22%	24%	23%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	12	13	25	8	19	15	12	10	11
		9%	7%	9%	9%	13%	11%	5%	5%	7%	8%
NET: Satisfied		1180	117	87	172	39	125	186	145	88	99
		63%	71%	61%	60%	62%	69%	64%	59%	58%	70%
NET: Dissatisfied		156	14	12	27	3	7	29	27	15	8
		8%	8%	8%	10%	4%	4%	10%	11%	10%	6%
Answered		1710	153	129	260	55	162	274	232	143	131
Mean Score		.9	1.0	.8	.8	.8	1.0	.8	.7	.7	1.0
Standard error		.02	.09	.10	.07	.12	.08	.08	.10	.10	.09
Standard deviation		.99	.99	1.04	.96	.83	.95	.94	1.06	1.05	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Very Dissatisfied (-2)	47	8	19	15	42	5	2	3	1
	2%	2%	4%	2%	3%	2%	1%	4%	2%
Fairly Dissatisfied (-1)	109	10	21	68	100	9	6	2	1
	6%	3%	5%	8%	6%	4%	5%	3%	3%
				ae					
Neither Satisfied Nor Dissatisfied (0)	375	67	92	180	338	36	18	12	6
	20%	17%	20%	22%	20%	17%	17%	16%	16%
Fairly Satisfied (1)	699	153	179	310	642	57	29	19	9
	37%	40%	39%	38%	39%	26%	26%	26%	25%
		efgh	efgh	efgh	efgh				
Very Satisfied (2)	480	110	113	192	416	65	28	26	11
	26%	28%	25%	24%	25%	30%	25%	36%	29%
								cd	
Don't Know (CATI ONLY: DO NOT READ OUT)	173	38	36	52	126	47	27	11	9
	9%	10%	8%	6%	8%	21%	25%	15%	25%
						abcd	abcd	cd	abcd
NET: Satisfied	1180	263	292	503	1058	122	56	46	20
	63%	68%	64%	61%	64%	55%	52%	62%	54%
		efh			ef				
NET: Dissatisfied	156	18	40	83	142	14	8	5	2
	8%	5%	9%	10%	9%	7%	7%	7%	5%
				a					
Answered	1710	348	425	766	1538	172	82	63	27
Mean Score	.9	1.0	.8	.8	.8	1.0	.9	1.0	1.0
		c				c			c
Standard error	.02	.05	.06	.05	.03	.04	.06	.07	.07
Standard deviation	.99	.91	1.03	.99	.98	1.04	1.01	1.09	1.03

Columns Tested:: a,b,c,d,e,f,g,h

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	47	*	4	4	6	9	-	4	*	23
		2%	*%	4%	3%	2%	3%	-%	9%	*%	2%
Fairly Dissatisfied	(-1)	109	-	3	3	17	21	4	1	1	63
		6%	-%	3%	2%	7%	7%	5%	2%	1%	7%
Neither Satisfied Nor Dissatisfied	(0)	375	14	31	41	42	62	23	6	11	176
		20%	19%	28%	30%	17%	21%	27%	11%	18%	19%
Fairly Satisfied	(1)	699	18	23	37	115	104	26	16	27	356
		37%	25%	21%	28%	47%	35%	31%	30%	45%	38%
						abc				b	b
Very Satisfied	(2)	480	25	39	40	51	82	24	14	18	229
		26%	34%	36%	29%	21%	27%	28%	26%	30%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	16	10	10	15	22	7	12	3	88
		9%	22%	9%	7%	6%	7%	9%	22%	6%	9%
			cdei						dei		
NET: Satisfied		1180	42	61	77	166	186	50	29	45	584
		63%	59%	56%	57%	67%	62%	59%	56%	75%	63%
NET: Dissatisfied		156	*	8	8	23	29	4	5	1	86
		8%	*%	7%	6%	10%	10%	5%	10%	1%	9%
Answered		1710	57	100	125	231	278	77	41	57	846
Mean Score		.9	1.2	.9	.8	.8	.8	.9	.8	1.1	.8
			di								
Standard error		.02	.10	.09	.08	.07	.06	.10	.16	.08	.03
Standard deviation		.99	.82	1.11	1.02	.95	1.03	.90	1.25	.74	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	47	11	9	28	34	13	42	5	43	4
		2%	2%	2%	3%	2%	4%	2%	3%	2%	7%
Fairly Dissatisfied	(-1)	109	21	25	64	90	19	104	5	103	6
		6%	5%	6%	6%	6%	6%	6%	3%	6%	11%
Neither Satisfied Nor Dissatisfied	(0)	375	97	85	193	305	70	346	29	364	11
		20%	21%	22%	18%	20%	21%	20%	19%	20%	19%
Fairly Satisfied	(1)	699	170	131	398	577	123	643	56	684	15
		37%	38%	34%	38%	37%	38%	37%	37%	37%	27%
Very Satisfied	(2)	480	115	105	260	416	65	432	48	465	15
		26%	25%	27%	25%	27%	20%	25%	32%	25%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	40	29	104	136	37	165	8	166	7
		9%	9%	8%	10%	9%	11%	10%	5%	9%	11%
NET: Satisfied		1180	285	236	659	992	187	1076	104	1149	30
		63%	63%	62%	63%	64%	57%	62%	69%	63%	53%
NET: Dissatisfied		156	31	33	92	124	32	147	10	146	10
		8%	7%	9%	9%	8%	10%	8%	6%	8%	17%
Answered		1710	413	355	943	1421	289	1568	142	1659	51
Mean Score		.9	.9	.8	.8	.9	.7	.8	1.0	.9	.6
Standard error		.02	.05	.05	.03	.02	.07	.03	.05	.02	.18
Standard deviation		.99	.96	1.01	1.00	.98	1.03	.99	.99	.98	1.24

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	47	29	4	9	41	2	*	4	43	4
		2%	2%	1%	2%	3%	1%	*%	8%	2%	4%
Fairly Dissatisfied	(-1)	109	57	19	33	99	9	1	*	108	1
		6%	5%	6%	8%	6%	5%	3%	*%	6%	2%
Neither Satisfied Nor Dissatisfied	(0)	375	254	51	67	315	40	11	8	355	20
		20%	22%	17%	16%	20%	21%	26%	18%	20%	22%
Fairly Satisfied	(1)	699	426	128	142	611	63	11	15	674	25
		37%	37%	42%	35%	38%	33%	24%	32%	38%	28%
Very Satisfied	(2)	480	282	77	121	388	54	20	18	442	38
		26%	24%	25%	30%	24%	28%	47%	39%	25%	43%
								ae			ae
Don't Know (CATI ONLY: DO NOT READ OUT)		173	112	23	36	148	23	*	2	171	2
		9%	10%	8%	9%	9%	12%	*%	3%	10%	2%
NET: Satisfied		1180	708	205	262	999	117	31	33	1116	64
		63%	61%	68%	64%	62%	61%	71%	71%	62%	71%
NET: Dissatisfied		156	86	23	42	140	11	1	4	151	5
		8%	7%	8%	10%	9%	6%	3%	8%	8%	6%
Answered		1710	1048	279	371	1454	168	43	45	1622	88
Mean Score		.9	.8	.9	.9	.8	.9	1.1	1.0	.8	1.1
Standard error		.02	.03	.04	.05	.03	.06	.11	.13	.02	.08
Standard deviation		.99	.97	.92	1.03	.99	.94	.92	1.16	.99	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	47	25	16	6	45	38	47	34	23	16
		2%	3%	3%	2%	3%	3%	3%	3%	3%	3%
Fairly Dissatisfied	(-1)	109	49	50	10	95	86	100	87	58	47
		6%	5%	8%	4%	6%	6%	6%	7%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	375	188	127	60	337	281	355	252	151	102
		20%	19%	20%	21%	20%	21%	20%	20%	18%	17%
Fairly Satisfied	(1)	699	361	250	88	638	534	673	515	350	233
		37%	37%	39%	31%	39%	39%	39%	40%	43%	39%
Very Satisfied	(2)	480	233	156	92	425	352	446	329	213	183
		26%	24%	25%	33%	26%	26%	26%	26%	26%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	114	34	25	110	73	120	69	28	15
		9%	12%	5%	9%	7%	5%	7%	5%	3%	2%
			b			ef		ef			
NET: Satisfied		1180	594	405	181	1064	886	1119	844	563	416
		63%	61%	64%	64%	64%	65%	64%	66%	68%	70%
NET: Dissatisfied		156	74	67	16	140	124	147	121	81	63
		8%	8%	11%	6%	8%	9%	8%	9%	10%	11%
Answered		1710	855	599	257	1540	1290	1621	1217	794	581
Mean Score		.9	.9	.8	1.0	.8	.8	.8	.8	.8	.9
Standard error		.02	.04	.04	.05	.02	.03	.02	.03	.03	.04
Standard deviation		.99	.98	1.01	.98	.99	1.00	.99	.99	.99	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	47	8	29	3	1	1	1	4	6
		2%	2%	3%	3%	1%	3%	2%	12%	5%
									ab	
Fairly Dissatisfied	(-1)	109	17	63	5	*	5	1	10	16
		6%	4%	6%	6%	*%	11%	2%	26%	13%
									abcdf	ad
Neither Satisfied Nor Dissatisfied	(0)	375	83	230	22	13	4	1	3	8
		20%	21%	22%	26%	14%	8%	2%	8%	6%
			fh	fh	fh					
Fairly Satisfied	(1)	699	147	416	34	35	15	15	11	40
		37%	37%	40%	41%	39%	36%	37%	27%	33%
Very Satisfied	(2)	480	93	254	16	37	14	23	10	46
		26%	23%	24%	19%	42%	33%	56%	26%	38%
						abc		abc		abc
Don't Know (CATI ONLY: DO NOT READ OUT)		173	49	58	5	3	4	*	1	4
		9%	12%	6%	6%	3%	9%	*%	2%	4%
			bh							
NET: Satisfied		1180	239	670	50	72	29	37	21	87
		63%	60%	64%	59%	81%	69%	93%	53%	72%
						abcg		abcg		
NET: Dissatisfied		156	25	92	7	2	6	2	15	22
		8%	6%	9%	9%	2%	14%	4%	38%	18%
									abcdf	abd
Answered		1710	347	992	80	87	38	40	38	117
Mean Score		.9	.9	.8	.7	1.2	.9	1.4	.3	.9
			g	g		abcg		abcg		
Standard error		.02	.06	.03	.09	.07	.11	.09	.18	.08
Standard deviation		.99	.94	.98	.97	.83	1.12	.83	1.42	1.23

Columns Tested:: a,b,c,d,e,f,g,h

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	47	28	10	1	*	1	2	4	28	3	4	*	1	1	*
		2%	2%	7%	1%	1%	5%	5%	29%	3%	2%	6%	1%	2%	6%	*%
				a												
Fairly Dissatisfied	(-1)	109	79	11	*	*	1	1	2	65	5	*	1	4	1	9
		6%	6%	9%	*%	*%	5%	3%	15%	6%	4%	*%	2%	12%	6%	46%
														c		
Neither Satisfied Nor Dissatisfied	(0)	375	283	28	16	7	3	1	*	226	38	7	5	1	1	2
		20%	21%	21%	21%	13%	11%	3%	1%	22%	24%	11%	21%	2%	5%	11%
Fairly Satisfied	(1)	699	516	46	31	24	12	5	5	427	46	29	9	14	5	3
		37%	39%	34%	40%	45%	53%	17%	38%	41%	29%	44%	34%	38%	33%	17%
							f									
Very Satisfied	(2)	480	323	31	26	18	6	20	2	231	61	24	8	16	7	5
		26%	24%	23%	34%	34%	26%	69%	17%	22%	39%	36%	32%	43%	45%	25%
								abcde			a				a	
Don't Know (CATI ONLY: DO NOT READ OUT)		173	95	8	3	4	*	1	-	64	3	2	3	2	1	-
		9%	7%	6%	4%	7%	*%	2%	-%	6%	2%	2%	10%	4%	4%	-%
NET: Satisfied		1180	838	77	56	42	18	25	7	658	107	53	17	30	11	9
		63%	63%	57%	74%	79%	79%	86%	55%	63%	68%	80%	66%	81%	78%	42%
						b		b				a				
NET: Dissatisfied		156	107	21	1	1	2	2	6	94	9	4	1	5	2	9
		8%	8%	16%	1%	1%	10%	8%	43%	9%	5%	7%	3%	13%	13%	46%
				acd												
Answered		1710	1228	125	73	49	23	28	13	978	154	65	24	36	14	20
Mean Score		.9	.8	.6	1.1	1.2	.9	1.4	*	.8	1.0	1.1	1.0	1.1	1.1	.2
					b	b		ab								
Standard error		.02	.03	.09	.07	.07	.13	.13	.32	.03	.07	.09	.10	.17	.18	.26
Standard deviation		.99	.96	1.18	.82	.74	1.03	1.09	1.60	.98	.99	1.04	.90	1.07	1.22	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	47	17	11	1	-	*	4	2	5	26	7	9	2	4
		2%	2%	8%	1%	-%	*%	13%	4%	6%	3%	2%	3%	2%	6%
				a				a							
Fairly Dissatisfied	(-1)	109	64	13	1	*	3	*	5	9	46	28	14	8	4
		6%	7%	9%	1%	1%	11%	1%	14%	9%	5%	8%	4%	8%	7%
									c						
Neither Satisfied Nor Dissatisfied	(0)	375	186	30	14	13	2	6	3	10	204	58	81	9	3
		20%	21%	21%	15%	25%	5%	20%	8%	11%	24%	17%	23%	9%	5%
											de		de		
Fairly Satisfied	(1)	699	391	47	37	14	10	8	8	26	311	148	130	44	37
		37%	43%	32%	39%	28%	36%	27%	22%	28%	36%	43%	37%	41%	58%
															a
Very Satisfied	(2)	480	187	44	38	20	14	6	20	40	207	82	103	39	13
		26%	21%	30%	40%	39%	48%	22%	53%	42%	24%	24%	29%	36%	20%
					a	a	a		a	a					
Don't Know (CATI ONLY: DO NOT READ OUT)		173	57	*	4	4	*	5	-	5	74	23	14	6	3
		9%	6%	*%	5%	7%	*%	16%	-%	5%	9%	7%	4%	5%	5%
								b							
NET: Satisfied		1180	578	91	74	34	25	14	28	66	518	230	233	84	50
		63%	64%	62%	79%	67%	84%	49%	75%	70%	60%	66%	67%	77%	78%
					f									a	
NET: Dissatisfied		156	81	25	1	*	3	4	7	14	71	35	23	10	8
		8%	9%	17%	2%	1%	11%	14%	18%	15%	8%	10%	6%	9%	13%
				cd					cd	cd					
Answered		1710	845	146	89	47	29	24	37	90	793	323	336	103	61
Mean Score		.9	.8	.7	1.2	1.1	1.2	.5	1.1	1.0	.8	.8	.9	1.1	.8
					abf	a									
Standard error		.02	.03	.09	.07	.09	.14	.19	.20	.10	.04	.05	.05	.07	.11
Standard deviation		.99	.94	1.21	.80	.84	.97	1.35	1.25	1.21	1.00	.98	.97	.98	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	47	26	9	5	2	4	23	2	8	5	-
		2%	3%	3%	2%	2%	9%	3%	1%	3%	6%	-%
Fairly Dissatisfied	(-1)	109	53	24	14	4	*	46	21	10	4	4
		6%	6%	8%	5%	5%	*%	6%	9%	5%	5%	8%
Neither Satisfied Nor Dissatisfied	(0)	375	212	47	65	8	3	178	37	53	9	3
		20%	23%	15%	24%	9%	8%	24% e	15%	23%	11%	5%
Fairly Satisfied	(1)	699	344	133	105	32	23	293	95	78	31	34
		37%	37%	42%	38%	37%	60%	39%	40%	35%	38%	65% abcd
Very Satisfied	(2)	480	229	76	75	37	8	177	70	65	29	9
		26%	25%	24%	27%	43% ab	20%	23%	29%	29%	35%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	69	26	12	3	1	39	16	11	4	3
		9%	7%	8%	4%	3%	3%	5%	6%	5%	5%	5%
NET: Satisfied		1180	573	208	179	68	31	470	166	144	60	43
		63%	61%	66%	65%	80% a	80%	62%	69%	63%	73%	82%
NET: Dissatisfied		156	79	33	18	6	4	68	23	18	9	4
		8%	8%	10%	7%	7%	10%	9%	9%	8%	11%	8%
Answered		1710	863	288	263	82	37	717	226	215	79	50
Mean Score		.9	.8	.8	.9	1.2 a	.8	.8	.9	.8	.9	.9
Standard error		.02	.04	.06	.05	.07	.13	.04	.06	.06	.09	.09
Standard deviation		.99	.99	1.01	.95	.97	1.08	.99	.96	1.03	1.15	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	47	18	6	*	5	4	29	-	5	47	*	41	4
		2%	3%	3%	*%	5% c	7% c	4%	-%	1%	3%	*%	3%	14% a
Fairly Dissatisfied	(-1)	109	55	10	15	1	2	37	12	39	105	4	95	-
		6%	8%	5%	6%	1%	4%	5%	12%	9%	6%	3%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	375	137	35	54	14	11	151	18	83	348	27	332	5
		20%	20%	18%	20%	14%	23%	20%	18%	19%	20%	17%	20%	19%
Fairly Satisfied	(1)	699	286	68	104	34	21	276	37	198	631	68	630	9
		37%	43%	36%	39%	33%	43%	37%	38%	46% a	37%	43%	39%	35%
Very Satisfied	(2)	480	137	49	86	40	10	217	27	80	426	54	417	8
		26%	21%	26%	33% a	39% a	21%	29% c	27%	19%	25%	35%	26%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	35	21	4	8	1	42	4	23	169	4	110	-
		9%	5%	11% c	1%	8%	1%	6%	5%	5%	10% b	2%	7%	-%
NET: Satisfied		1180	423	117	190	75	31	493	64	278	1057	122	1047	17
		63%	63%	62%	72%	73%	64%	66%	65%	65%	61%	78% a	64%	67%
NET: Dissatisfied		156	74	16	15	6	6	66	12	43	152	4	136	4
		8%	11%	9%	6%	6%	12%	9%	12%	10%	9%	3%	8%	14%
Answered		1710	633	168	258	95	48	710	93	405	1557	153	1515	25
Mean Score		.9	.7	.9	1.0 a	1.1 a	.7	.9	.8	.8	.8	1.1 a	.8	.7
Standard error		.02	.04	.07	.05	.09	.13	.04	.09	.04	.02	.06	.02	.22
Standard deviation		.99	.99	1.03	.88	1.06	1.10	1.04	.98	.92	1.00	.80	.98	1.33

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	47	33	4	23	11	45	-	33	4	23	11
		2%	3%	4%	3%	2%	3%	-%	3%	5%	3%	3%
Fairly Dissatisfied	(-1)	109	84	2	56	31	95	*	85	2	60	27
		6%	7%	2%	7%	7%	6%	*%	7%	2%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	375	263	18	155	97	332	4	272	9	158	95
		20%	21%	19%	18%	22%	20%	21%	21%	9%	18%	22%
Fairly Satisfied	(1)	699	485	48	344	171	632	6	487	47	357	158
		37%	38%	51%	41%	39%	39%	28%	38%	51%	41%	37%
Very Satisfied	(2)	480	330	23	209	120	414	11	321	31	205	123
		26%	26%	24%	25%	27%	25%	51%	25%	34%	24%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	73	-	58	11	110	-	73	-	59	11
		9%	6%	-%	7%	2%	7%	-%	6%	-%	7%	3%
					b						b	
NET: Satisfied		1180	815	71	553	290	1047	17	807	79	562	282
		63%	64%	75%	65%	66%	64%	79%	64%	84%	65%	66%
										a		
NET: Dissatisfied		156	118	6	79	42	140	*	118	6	84	37
		8%	9%	7%	9%	10%	9%	*%	9%	6%	10%	9%
Answered		1710	1195	95	788	429	1519	22	1197	93	804	414
Mean Score		.9	.8	.9	.8	.8	.8	1.3	.8	1.1	.8	.9
Standard error		.02	.03	.08	.03	.05	.02	.14	.03	.08	.03	.05
Standard deviation		.99	1.00	.95	.99	1.00	.99	.82	1.00	.96	.99	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	47	28	34	1	-	23	22	1	-	28	15	2	-
		2%	3%	3%	1%	-%	3%	2%	*%	-%	3%	2%	1%	-%
Fairly Dissatisfied	(-1)	109	48	81	8	-	48	63	8	-	72	32	11	-
		6%	6%	6%	3%	-%	6%	7%	5%	-%	8%	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	375	161	269	43	4	148	202	37	-	179	138	46	-
		20%	19%	21%	19%	100%	18%	21%	21%	-%	19%	19%	20%	-%
Fairly Satisfied	(1)	699	367	500	83	-	314	362	52	1	342	314	85	*
		37%	42%	39%	37%	-%	39%	38%	29%	100%	37%	44%	37%	100%
Very Satisfied	(2)	480	230	318	74	-	239	235	67	-	254	179	74	-
		26%	27%	25%	33%	-%	30%	25%	37% b	-%	27%	25%	32%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	31	92	14	-	32	60	14	-	49	37	11	-
		9%	4%	7% a	6%	-%	4%	6%	8%	-%	5%	5%	5%	-%
NET: Satisfied		1180	596	817	157	-	553	597	119	1	596	493	159	*
		63%	69%	63%	70%	-%	69%	63%	66%	100%	65%	69%	69%	100%
NET: Dissatisfied		156	76	115	9	-	71	85	9	-	100	47	13	-
		8%	9%	9%	4%	-%	9%	9%	5%	-%	11% b	7%	6%	-%
Answered		1710	833	1200	210	4	772	884	165	1	875	677	218	*
Mean Score		.9	.9	.8	1.1 b	-	.9	.8	1.1	1.0	.8	.9	1.0	1.0
Standard error		.02	.03	.03	.06	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.99	.99	.99	.88	-	1.01	.98	.94	-	1.04	.92	.91	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	47	41	33	23	38	35	1	10	7	17	*	2
		2%	3%	3%	2%	3%	3%	2%	2%	1%	3%	*%	2%
Fairly Dissatisfied	(-1)	109	93	74	55	77	59	-	35	35	36	8	8
		6%	6%	6%	6%	6%	6%	-%	6%	7%	7%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	375	318	257	197	251	211	3	117	114	106	26	13
		20%	20%	21%	21%	20%	20%	8%	19%	21%	20%	19%	17%
Fairly Satisfied	(1)	699	613	489	361	489	385	10	256	208	167	54	24
		37%	39%	39%	38%	39%	37%	26%	42%	39%	32%	40%	31%
									c				
Very Satisfied	(2)	480	405	321	248	326	274	24	156	142	162	42	24
		26%	26%	26%	26%	26%	26%	64%	25%	27%	31%	31%	31%
								ab					
Don't Know (CATI ONLY: DO NOT READ OUT)		173	110	71	60	82	73	-	41	29	32	5	6
		9%	7%	6%	6%	6%	7%	-%	7%	5%	6%	3%	8%
NET: Satisfied		1180	1018	810	609	816	659	34	412	350	329	96	49
		63%	64%	65%	64%	65%	64%	90%	67%	65%	63%	71%	62%
								ab					
NET: Dissatisfied		156	135	107	78	116	94	1	46	42	54	9	10
		8%	9%	9%	8%	9%	9%	2%	7%	8%	10%	6%	13%
Answered		1710	1471	1174	884	1182	964	37	575	506	489	131	72
Mean Score		.9	.8	.8	.9	.8	.8	1.5	.9	.9	.9	1.0	.8
								ab					
Standard error		.02	.03	.03	.03	.03	.03	.11	.04	.04	.05	.08	.14
Standard deviation		.99	.99	.99	.98	1.01	1.02	.81	.93	.95	1.07	.90	1.10

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	47	8	4	1	2	39	30	42	27	26	23	38	1	-	23	11
		2%	3%	4%	1%	4%	2%	3%	3%	2%	3%	3%	3%	*%	-%	2%	7% a
Fairly Dissatisfied	(-1)	109	26	16	7	1	96	51	98	61	52	45	90	14	-	60	35
		6%	12%	15%	6%	3%	6%	5%	6%	6%	6%	6%	6%	7%	-%	4%	23% a
Neither Satisfied Nor Dissatisfied	(0)	375	46	23	30	9	300	175	313	204	177	160	289	35	-	186	30
		20%	21%	23%	26%	21%	19%	18%	19%	19%	19%	20%	19%	18%	-%	13%	20%
Fairly Satisfied	(1)	699	77	27	48	11	585	345	616	389	314	317	566	75	-	548	51
		37%	34%	27%	42%	26%	37%	35%	38%	36%	34%	39%	38%	39%	-%	39%	34%
Very Satisfied	(2)	480	55	31	26	19	392	263	407	294	245	231	370	55	-	454	7
		26%	24%	31%	23%	46%	25%	27%	25%	27%	27%	28%	25%	29%	-%	32% b	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	14	*	2	-	155	117	156	121	103	39	155	12	-	130	18
		9%	6%	*%	2%	-%	10%	12%	10%	11%	11%	5%	10% a	6%	-%	9%	12%
NET: Satisfied		1180	131	58	75	30	977	608	1022	682	558	549	936	130	-	1002	58
		63%	58%	58%	65%	72%	62%	62%	63%	62%	61%	67%	62%	68%	-%	72% b	38%
NET: Dissatisfied		156	34	20	8	3	135	81	140	88	78	68	128	15	-	83	45
		8%	15%	20%	7%	7%	9%	8%	9%	8%	9%	8%	8%	8%	-%	6%	30% a
Answered		1710	212	101	112	42	1412	864	1476	974	813	777	1353	179	-	1272	133
Mean Score		.9	.7	.6	.8	1.1	.8	.9	.8	.9	.9	.9	.8	.9	-	1.1 b	.1
Standard error		.02	.08	.11	.09	.16	.03	.03	.02	.03	.03	.03	.03	.07	-	.02	.11
Standard deviation		.99	1.10	1.19	.89	1.08	.99	1.02	.99	1.00	1.02	1.00	.99	.92	-	.92	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	47	34	13	9	*	4	11	13	27	7	12	6	29
		2%	4%	1%	2%	*%	2%	3%	6%	2%	2%	4%	2%	2%
			b						b					
Fairly Dissatisfied	(-1)	109	78	32	31	9	34	16	20	61	29	19	33	56
		6%	10%	3%	6%	22%	14%	4%	9%	5%	8%	7%	9%	5%
			b				b						c	
Neither Satisfied Nor Dissatisfied	(0)	375	181	193	112	11	43	91	32	280	58	54	82	223
		20%	23%	17%	21%	27%	19%	22%	14%	22%	17%	19%	23%	19%
			b											
Fairly Satisfied	(1)	699	290	410	218	10	76	175	87	476	134	87	136	464
		37%	37%	37%	41%	24%	33%	42%	39%	37%	38%	31%	38%	39%
Very Satisfied	(2)	480	149	331	141	11	66	109	58	322	92	83	90	297
		26%	19%	30%	27%	26%	28%	26%	26%	25%	26%	30%	25%	25%
				a										
Don't Know (CATI ONLY: DO NOT READ OUT)		173	44	129	19	-	9	17	15	123	29	23	11	129
		9%	6%	12%	4%	-%	4%	4%	7%	10%	8%	8%	3%	11%
				a										b
NET: Satisfied		1180	438	741	359	21	142	284	144	798	227	171	227	760
		63%	57%	67%	68%	51%	61%	68%	64%	62%	65%	61%	63%	63%
				a										
NET: Dissatisfied		156	112	44	41	9	38	27	33	88	36	30	40	85
		8%	14%	4%	8%	22%	16%	6%	15%	7%	10%	11%	11%	7%
			b				b		b					
Answered		1710	731	979	511	41	223	401	210	1166	321	255	348	1069
Mean Score		.9	.6	1.0	.9	.5	.7	.9	.7	.9	.9	.8	.8	.9
				a										
Standard error		.02	.04	.03	.04	.21	.07	.05	.07	.03	.05	.06	.05	.03
Standard deviation		.99	1.07	.89	.94	1.12	1.10	.94	1.14	.96	1.01	1.10	1.00	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	47	20	27
		2%	2%	3%
Fairly Dissatisfied	(-1)	109	55	55
		6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	375	165	210
		20%	19%	21%
Fairly Satisfied	(1)	699	328	371
		37%	37%	37%
Very Satisfied	(2)	480	204	276
		26%	23%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	105	67
		9%	12%	7%
			b	
NET: Satisfied		1180	532	647
		63%	61%	64%
NET: Dissatisfied		156	74	82
		8%	8%	8%
Answered		1710	771	939
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		.99	.98	1.00

Columns Tested:: a,b

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	47	*	7	-	*	1	17	*	4	7	2	6	3
		2%	*%	2%	-%	*%	1%	6%	1%	1%	4%	3%	3%	1%
Fairly Dissatisfied	(-1)	109	1	10	11	2	20	14	-	20	14	4	10	4
		6%	2%	4%	7%	2%	17%	5%	-%	7%	8%	6%	5%	2%
							bdfgkl				l			
Neither Satisfied Nor Dissatisfied	(0)	375	6	70	26	23	27	33	2	58	30	20	38	42
		20%	19%	24%	18%	26%	23%	13%	11%	20%	18%	27%	18%	22%
												f		
Fairly Satisfied	(1)	699	15	89	40	29	39	99	7	111	76	26	89	79
		37%	47%	31%	27%	34%	33%	38%	44%	39%	45%	34%	43%	41%
											c		c	
Very Satisfied	(2)	480	6	89	30	23	20	90	3	79	28	13	53	46
		26%	19%	31%	20%	27%	17%	34%	17%	28%	17%	18%	26%	24%
				i				eij						
Don't Know (CATI ONLY: DO NOT READ OUT)		173	4	24	41	9	11	12	4	14	13	9	13	18
		9%	13%	8%	28%	11%	9%	5%	28%	5%	8%	12%	6%	10%
					bdefhijkl				befhikl					
NET: Satisfied		1180	21	178	70	51	59	189	10	190	104	39	142	126
		63%	66%	62%	47%	60%	50%	71%	60%	66%	62%	52%	68%	65%
								cej		c			cej	c
NET: Dissatisfied		156	1	17	11	2	22	30	*	24	20	7	16	7
		8%	2%	6%	7%	2%	18%	11%	1%	8%	12%	9%	8%	4%
							bdgl	l			l			
Answered		1710	28	265	107	76	107	252	11	272	155	66	196	174
Mean Score		.9	1.0	.9	.8	.9	.5	.9	1.0	.9	.7	.7	.9	.9
				e		e			e	e			e	e
Standard error		.02	.07	.07	.09	.07	.10	.08	.11	.06	.09	.08	.07	.06
Standard deviation		.99	.73	.99	.95	.84	1.04	1.14	.75	.96	1.02	.99	.96	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 245 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	47	7	18	11	11	25	22
		2%	1%	4%	2%	2%	3%	2%
Fairly Dissatisfied	(-1)	109	21	36	33	19	57	52
		6%	5%	8%	7%	4%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	375	102	83	90	100	185	190
		20%	22%	18%	19%	21%	20%	20%
Fairly Satisfied	(1)	699	145	166	194	194	311	388
		37%	31%	36%	41%	41%	33%	41%
					a	a		a
Very Satisfied	(2)	480	125	132	110	113	257	223
		26%	27%	28%	23%	24%	27%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		173	68	32	32	40	101	72
		9%	15%	7%	7%	8%	11%	8%
			bcd					
NET: Satisfied		1180	269	299	304	307	568	611
		63%	58%	64%	65%	64%	61%	65%
NET: Dissatisfied		156	28	54	44	29	82	74
		8%	6%	12%	9%	6%	9%	8%
Answered		1710	400	436	438	437	835	875
Mean Score		.9	.9	.8	.8	.9	.9	.8
Standard error		.02	.05	.05	.05	.04	.03	.03
Standard deviation		.99	.96	1.08	.98	.93	1.03	.95

Columns Tested:: a,b,c,d - a,b

Table 251

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	25	3	21	24	1	-	-	1
		1%	2%	1%	1%	1%	-%	-%	1%
Fairly Dissatisfied	(-1)	101	4	97	99	2	*	*	3
		5%	2%	6%	5%	3%	*%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	366	27	339	350	14	1	1	16
		19%	13%	20%	19%	20%	17%	12%	20%
Fairly Satisfied	(1)	663	39	624	632	26	3	1	31
		35%	18%	37%	35%	38%	44%	31%	38%
				a					
Very Satisfied	(2)	609	121	488	580	24	3	2	29
		32%	57%	29%	32%	35%	38%	51%	36%
			b					abe	
Don't Know (CATI ONLY: DO NOT READ OUT)		119	16	103	117	2	*	*	2
		6%	8%	6%	6%	3%	1%	3%	3%
					e				
NET: Satisfied		1272	160	1112	1213	49	6	4	59
		68%	76%	67%	67%	72%	82%	82%	74%
			b					a	
NET: Dissatisfied		126	7	119	123	3	*	*	3
		7%	4%	7%	7%	4%	*%	3%	4%
Answered		1764	195	1570	1686	66	8	4	78
Mean Score		1.0	1.4	.9	1.0	1.0	1.2	1.3	1.1
			b					abe	
Standard error		.02	.04	.02	.03	.05	.09	.06	.04
Standard deviation		.95	.93	.94	.96	.89	.78	.91	.88

Columns Tested:: a,b - a,b,c,d,e

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	25	19	5	*	*	*	-	24	1	-
		1%	2%	1%	*%	1%	1%	-%	1%	1%	-%
Fairly Dissatisfied	(-1)	101	53	36	10	2	1	*	99	2	*
		5%	5%	5%	8%	3%	3%	3%	5%	3%	1%
					i						
Neither Satisfied Nor Dissatisfied	(0)	366	207	128	15	10	6	1	350	14	2
		19%	21%	19%	11%	20%	19%	12%	19%	20%	15%
			c								
Fairly Satisfied	(1)	663	319	266	48	19	10	1	632	26	5
		35%	32%	39%	37%	40%	36%	31%	35%	38%	39%
Very Satisfied	(2)	609	320	217	43	16	11	2	580	24	5
		32%	32%	32%	33%	34%	37%	51%	32%	35%	43%
								abcdgh			
Don't Know (CATI ONLY: DO NOT READ OUT)		119	75	29	13	1	1	*	117	2	*
		6%	8%	4%	10%	2%	3%	3%	6%	3%	2%
			hi		bdhi						
NET: Satisfied		1272	639	483	91	35	21	4	1213	49	10
		68%	64%	71%	71%	73%	74%	82%	67%	72%	82%
								abg			ag
NET: Dissatisfied		126	72	41	10	2	1	*	123	3	*
		7%	7%	6%	8%	4%	4%	3%	7%	4%	1%
			i		i						
Answered		1764	919	652	115	46	28	4	1686	66	12
Mean Score		1.0	.9	1.0	1.1	1.0	1.1	1.3	1.0	1.0	1.3
								abdgh			abg
Standard error		.02	.04	.04	.07	.06	.06	.06	.03	.05	.05
Standard deviation		.95	1.00	.90	.93	.88	.89	.91	.96	.89	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	25	20	4	1	-	-	15	*	-	-	1
		1%	1%	1%	1%	-%	-%	1%	*%	-%	-%	2%
Fairly Dissatisfied	(-1)	101	79	20	2	*	*	65	15	5	1	2
		5%	5%	6%	3%	*%	3%	5%	6%	7%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	366	302	48	14	1	1	251	54	3	8	9
		19%	20%	15%	20%	17%	12%	21%	20%	5%	31%	17%
								c	c		c	
Fairly Satisfied	(1)	663	521	111	26	3	1	440	90	25	11	18
		35%	35%	34%	38%	44%	31%	37%	33%	39%	46%	35%
Very Satisfied	(2)	609	460	120	24	3	2	350	96	26	5	16
		32%	31%	37%	35%	38%	51%	29%	35%	41%	19%	31%
							abc					
Don't Know (CATI ONLY: DO NOT READ OUT)		119	97	20	2	*	*	77	17	5	*	5
		6%	7%	6%	3%	1%	3%	6%	6%	8%	*%	11%
NET: Satisfied		1272	982	231	49	6	4	789	186	51	16	34
		68%	66%	72%	72%	82%	82%	66%	68%	80%	65%	65%
							a					
NET: Dissatisfied		126	99	24	3	*	*	80	16	5	1	3
		7%	7%	8%	4%	*%	3%	7%	6%	7%	4%	7%
Answered		1764	1383	303	66	8	4	1121	255	59	24	46
Mean Score		1.0	1.0	1.1	1.0	1.2	1.3	.9	1.0	1.2	.8	1.0
							abc					
Standard error		.02	.03	.04	.05	.09	.06	.04	.05	.08	.09	.07
Standard deviation		.95	.95	.97	.89	.78	.91	.94	.92	.88	.80	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	25	-	-	4	-	2	6	-	10	-
		1%	-%	-%	1%	-%	1%	2%	-%	6% abgi	-%
Fairly Dissatisfied	(-1)	101	7	11	5	2	7	19	19	8	14
		5%	4%	8% c	2%	4%	4%	7%	8% c	5%	10% c
Neither Satisfied Nor Dissatisfied	(0)	366	34	28	71	12	28	55	56	36	21
		19%	20%	19%	25%	19%	15%	19%	23%	24%	15%
Fairly Satisfied	(1)	663	61	55	104	27	61	134	70	54	43
		35%	37%	39%	36%	43%	34%	46% gi	29%	35%	30%
Very Satisfied	(2)	609	53	38	81	13	73	65	84	31	63
		32%	32%	27%	29%	20%	41% fh	23%	35%	21%	44% bcdfh
Don't Know (CATI ONLY: DO NOT READ OUT)		119	11	11	20	8	10	10	14	13	1
		6%	7%	7%	7%	13% i	6%	3%	6%	8% i	1%
NET: Satisfied		1272	113	93	185	40	134	199	155	86	106
		68%	69%	65%	65%	63%	74% h	69%	63%	56%	74% h
NET: Dissatisfied		126	7	11	8	2	9	26	19	18	14
		7%	4%	8%	3%	4%	5%	9%	8%	12% c	10%
Answered		1764	154	132	264	55	171	279	229	140	141
Mean Score		1.0	1.0 h	.9	1.0 h	.9	1.1 fh	.8	1.0	.6	1.1 h
Standard error		.02	.08	.09	.06	.12	.08	.08	.09	.11	.09
Standard deviation		.95	.86	.92	.88	.80	.93	.94	.97	1.11	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Very Dissatisfied (-2)	25	2	10	10	22	3	2	*	*
	1%	1%	2%	1%	1%	1%	2%	1%	1%
Fairly Dissatisfied (-1)	101	24	27	43	93	8	2	5	1
	5%	6%	6%	5%	6%	4%	2%	7%	2%
Neither Satisfied Nor Dissatisfied (0)	366	61	97	181	339	27	16	6	6
	19%	16%	21%	22%	20%	12%	14%	8%	15%
			eg	eg	eg				
Fairly Satisfied (1)	663	131	170	308	609	54	23	22	9
	35%	34%	37%	38%	37%	25%	21%	29%	25%
		ef	efh	efh	efh				
Very Satisfied (2)	609	149	122	231	501	108	54	36	18
	32%	38%	26%	28%	30%	49%	50%	48%	49%
		bcd				abcd	bcd	bcd	bcd
Don't Know (CATI ONLY: DO NOT READ OUT)	119	19	35	45	99	20	12	5	3
	6%	5%	8%	5%	6%	9%	11%	7%	8%
NET: Satisfied	1272	280	292	539	1111	162	78	57	27
	68%	72%	63%	66%	67%	74%	71%	77%	74%
						bcd		bcd	
NET: Dissatisfied	126	26	37	53	116	10	4	6	1
	7%	7%	8%	6%	7%	5%	3%	8%	3%
Answered	1764	367	426	773	1565	199	97	68	33
Mean Score	1.0	1.1	.9	.9	.9	1.3	1.3	1.3	1.3
		b				abcd	bcd	bcd	bcd
Standard error	.02	.05	.05	.04	.03	.03	.05	.06	.05
Standard deviation	.95	.94	.98	.93	.95	.93	.94	.95	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	25	*	3	3	*	5	-	*	*	16
		1%	*%	3%	2%	*%	2%	-%	1%	*%	2%
Fairly Dissatisfied	(-1)	101	*	5	5	20	15	6	3	1	52
		5%	*%	5%	4%	8%	5%	7%	6%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	17	22	33	52	66	12	8	15	163
		19%	23%	20%	25%	21%	22%	15%	15%	25%	17%
Fairly Satisfied	(1)	663	23	32	46	94	113	26	11	16	335
		35%	32%	29%	34%	38%	38%	31%	20%	26%	36%
Very Satisfied	(2)	609	29	45	45	74	91	30	26	27	286
		32%	40%	41%	33%	30%	30%	36%	50% i	45%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	4	2	2	7	9	10	4	2	82
		6%	5%	2%	2%	3%	3%	11% cde	8%	3%	9% de
NET: Satisfied		1272	52	77	91	167	204	57	37	43	621
		68%	72%	70%	67%	68%	68%	67%	71%	71%	66%
NET: Dissatisfied		126	*	8	8	20	19	6	4	1	68
		7%	*%	7%	6%	8%	7%	7%	7%	1%	7%
Answered		1764	69	107	133	239	290	75	48	59	852
Mean Score		1.0	1.2	1.0	.9	.9	.9	1.1	1.2	1.2	1.0
Standard error		.02	.09	.08	.07	.06	.05	.11	.12	.09	.03
Standard deviation		.95	.82	1.04	.98	.93	.94	.94	1.00	.86	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	25	3	5	17	20	5	24	1	25	-
		1%	1%	1%	2%	1%	1%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	101	25	21	56	85	16	91	10	99	3
		5%	6%	5%	5%	5%	5%	5%	7%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	366	102	79	185	300	66	342	24	353	13
		19%	22%	21%	18%	19%	20%	20%	16%	19%	23%
Fairly Satisfied	(1)	663	162	139	361	540	123	602	61	650	13
		35%	36%	36%	35%	35%	38%	35%	40%	36%	23%
Very Satisfied	(2)	609	148	121	340	512	97	559	50	586	23
		32%	33%	32%	32%	33%	30%	32%	34%	32%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	13	18	88	99	20	114	5	113	6
		6%	3%	5%	8%	6%	6%	7%	3%	6%	11%
					a						
NET: Satisfied		1272	310	261	701	1053	220	1161	111	1236	36
		68%	69%	68%	67%	68%	67%	67%	74%	68%	62%
NET: Dissatisfied		126	28	25	72	105	21	115	10	123	3
		7%	6%	7%	7%	7%	6%	7%	7%	7%	5%
Answered		1764	440	365	959	1458	307	1619	145	1713	51
Mean Score		1.0	1.0	1.0	1.0	1.0	.9	1.0	1.0	1.0	1.1
Standard error		.02	.04	.05	.03	.02	.06	.02	.05	.02	.13
Standard deviation		.95	.93	.94	.97	.96	.94	.96	.91	.95	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	25	8	1	11	22	1	1	*	24	1
		1%	1%	*%	3%	1%	1%	2%	1%	1%	1%
					a						
Fairly Dissatisfied	(-1)	101	58	22	21	84	11	4	2	95	6
		5%	5%	7%	5%	5%	6%	10%	4%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	366	227	67	68	318	35	3	11	353	13
		19%	20%	22%	17%	20%	18%	6%	23%	20%	15%
Fairly Satisfied	(1)	663	394	113	154	546	81	20	16	627	36
		35%	34%	37%	38%	34%	42%	47%	35%	35%	40%
Very Satisfied	(2)	609	383	85	141	518	59	16	16	577	32
		32%	33%	28%	35%	32%	31%	36%	34%	32%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	91	15	12	114	3	-	2	117	2
		6%	8%	5%	3%	7%	2%	-%	3%	7%	2%
			c			b					
NET: Satisfied		1272	777	198	295	1064	141	36	32	1204	68
		68%	67%	65%	72%	66%	74%	83%	69%	67%	76%
NET: Dissatisfied		126	66	23	32	107	12	5	2	119	7
		7%	6%	8%	8%	7%	6%	12%	5%	7%	8%
Answered		1764	1070	288	395	1488	188	43	45	1676	88
Mean Score		1.0	1.0	.9	1.0	1.0	1.0	1.1	1.0	1.0	1.0
Standard error		.02	.03	.04	.05	.03	.05	.12	.10	.02	.08
Standard deviation		.95	.92	.93	1.00	.96	.89	1.00	.91	.95	.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	25	11	11	2	24	24	25	24	17	10
		1%	1%	2%	1%	1%	2%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	101	45	40	17	90	72	94	68	50	36
		5%	5%	6%	6%	5%	5%	5%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	185	132	48	319	249	340	252	148	112
		19%	19%	21%	17%	19%	18%	20%	20%	18%	19%
Fairly Satisfied	(1)	663	318	227	117	602	520	632	502	349	236
		35%	33%	36%	42%	36%	38%	36%	39%	42%	40%
Very Satisfied	(2)	609	318	199	91	517	418	542	401	241	188
		32%	33%	31%	32%	31%	31%	31%	31%	29%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	91	23	5	98	80	107	39	18	14
		6%	9%	4%	2%	6%	6%	6%	3%	2%	2%
			bc			def	def	def			
NET: Satisfied		1272	637	427	209	1119	938	1174	903	590	424
		68%	66%	67%	74%	68%	69%	67%	70%	72%	71%
NET: Dissatisfied		126	56	51	19	114	95	119	93	66	46
		7%	6%	8%	7%	7%	7%	7%	7%	8%	8%
Answered		1764	878	610	276	1552	1283	1634	1248	804	582
Mean Score		1.0	1.0	.9	1.0	1.0	1.0	1.0	1.0	.9	1.0
Standard error		.02	.03	.04	.04	.02	.03	.02	.03	.03	.04
Standard deviation		.95	.95	.98	.91	.95	.95	.95	.96	.96	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	25	1	15	5	2	1	1	*	3
		1%	*%	1%	5%	2%	2%	4%	1%	2%
					a					
Fairly Dissatisfied	(-1)	101	25	53	4	7	1	4	1	5
		5%	6%	5%	5%	7%	1%	10%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	366	88	202	17	8	11	3	13	26
		19%	22%	19%	20%	9%	25%	7%	33%	22%
									df	
Fairly Satisfied	(1)	663	121	401	28	35	17	14	15	47
		35%	31%	38%	33%	39%	40%	35%	40%	39%
Very Satisfied	(2)	609	131	309	27	37	11	17	10	38
		32%	33%	29%	32%	41%	26%	43%	25%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	29	70	4	1	2	*	*	2
		6%	7%	7%	5%	1%	5%	*%	*%	2%
NET: Satisfied		1272	253	711	55	72	28	32	25	85
		68%	64%	68%	65%	80%	67%	79%	65%	70%
						a				
NET: Dissatisfied		126	26	68	9	8	1	6	1	8
		7%	7%	6%	10%	9%	3%	14%	2%	7%
Answered		1764	366	980	80	88	40	40	39	119
Mean Score		1.0	1.0	1.0	.9	1.1	.9	1.0	.9	.9
Standard error		.02	.05	.03	.10	.08	.09	.12	.11	.06
Standard deviation		.95	.95	.93	1.12	.98	.89	1.13	.85	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	25	16	5	1	1	1	1	*	16	5	1	*	1	1	*
		1%	1%	3%	2%	1%	4%	3%	2%	2%	3%	2%	1%	2%	6%	*%
Fairly Dissatisfied	(-1)	101	75	4	4	2	1	4	-	51	10	6	2	2	1	*
		5%	6%	3%	6%	3%	3%	14%	-%	5%	6%	8%	7%	6%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	366	254	30	15	9	4	3	4	190	35	5	5	5	1	8
		19%	19%	23%	20%	16%	15%	12%	31%	18%	22%	8%	18%	14%	6%	39%
Fairly Satisfied	(1)	663	478	52	34	17	13	5	3	399	55	25	9	16	7	10
		35%	36%	39%	45%	32%	56%	16%	24%	38%	35%	38%	33%	42%	46%	51%
					f		f									
Very Satisfied	(2)	609	412	35	20	24	5	16	5	311	50	28	11	12	5	2
		32%	31%	26%	27%	45%	21%	55%	43%	30%	32%	41%	40%	33%	35%	9%
								abc								
Don't Know (CATI ONLY: DO NOT READ OUT)		119	89	7	1	1	*	-	*	74	3	1	*	2	-	*
		6%	7%	5%	1%	2%	1%	-%	*%	7%	2%	2%	1%	4%	-%	*%
NET: Satisfied		1272	889	88	55	41	18	20	8	710	105	53	19	28	12	12
		68%	67%	65%	71%	76%	77%	71%	67%	68%	67%	80%	73%	74%	81%	60%
NET: Dissatisfied		126	91	9	6	3	1	5	*	67	14	7	2	3	2	*
		7%	7%	7%	7%	5%	6%	17%	2%	6%	9%	10%	9%	8%	12%	1%
Answered		1764	1234	127	76	52	23	29	13	967	154	65	26	36	15	20
Mean Score		1.0	1.0	.9	.9	1.2	.9	1.0	1.1	1.0	.9	1.1	1.0	1.0	1.0	.7
Standard error		.02	.03	.07	.08	.09	.12	.14	.21	.03	.07	.09	.11	.15	.17	.13
Standard deviation		.95	.95	.98	.93	.94	.91	1.25	.99	.94	1.03	1.02	1.02	.96	1.15	.67

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	25	17	5	1	*	-	1	1	2	12	8	2	2	*
		1%	2%	3%	1%	*%	-%	3%	3%	2%	1%	2%	1%	2%	*%
Fairly Dissatisfied	(-1)	101	35	15	10	3	2	1	2	5	41	23	14	14	3
		5%	4%	10%	11%	7%	8%	2%	5%	5%	5%	7%	4%	13%	4%
				a										ac	
Neither Satisfied Nor Dissatisfied	(0)	366	170	32	16	7	7	8	12	27	177	73	62	18	11
		19%	19%	22%	17%	14%	24%	30%	32%	29%	20%	21%	18%	16%	17%
Fairly Satisfied	(1)	663	381	48	23	22	6	6	15	28	298	122	138	44	27
		35%	42%	32%	25%	44%	21%	23%	40%	29%	34%	35%	40%	41%	43%
			c												
Very Satisfied	(2)	609	266	43	43	16	12	12	8	32	256	115	119	30	20
		32%	29%	30%	46%	32%	43%	43%	20%	34%	30%	33%	34%	28%	32%
					a										
Don't Know (CATI ONLY: DO NOT READ OUT)		119	32	4	*	2	1	*	-	1	84	5	15	1	3
		6%	4%	3%	*%	3%	4%	*%	-%	1%	10%	1%	4%	1%	4%
											bcd				
NET: Satisfied		1272	647	91	67	38	19	19	22	60	554	237	257	75	47
		68%	72%	62%	71%	76%	64%	66%	60%	63%	64%	68%	73%	68%	74%
													a		
NET: Dissatisfied		126	52	20	11	4	2	1	3	7	53	32	16	16	3
		7%	6%	13%	12%	7%	8%	5%	8%	7%	6%	9%	5%	14%	4%
				a										ac	
Answered		1764	869	143	93	49	28	28	37	94	784	342	335	108	61
Mean Score		1.0	1.0	.8	1.1	1.0	1.0	1.0	.7	.9	1.0	.9	1.1	.8	1.1
Standard error		.02	.03	.08	.10	.10	.15	.14	.15	.08	.04	.05	.04	.07	.09
Standard deviation		.95	.92	1.09	1.07	.88	1.03	1.04	.96	1.01	.95	1.02	.87	1.04	.84

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	25	12	8	2	2	*	11	8	2	1	*
		1%	1%	3%	1%	2%	*%	2%	3%	1%	2%	*%
Fairly Dissatisfied	(-1)	101	46	21	12	10	-	41	9	8	11	3
		5%	5%	7%	4%	12%	-%	5%	4%	3%	14% bc	5%
Neither Satisfied Nor Dissatisfied	(0)	366	188	65	43	12	11	148	41	45	8	7
		19%	20%	21%	16%	14%	28%	20%	17%	20%	10%	13%
Fairly Satisfied	(1)	663	331	100	117	36	16	273	96	90	34	25
		35%	35%	32%	42%	42%	43%	36%	40%	40%	41%	48%
Very Satisfied	(2)	609	273	114	91	24	10	223	83	68	28	16
		32%	29%	36%	33%	29%	26%	29%	34%	30%	34%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	81	4	10	1	1	61	4	13	*	2
		6%	9% b	1%	4%	1%	3%	8% b	2%	6%	*%	3%
NET: Satisfied		1272	604	214	208	60	26	495	179	158	61	41
		68%	65%	68%	76% a	71%	69%	65%	74%	70%	74%	79%
NET: Dissatisfied		126	58	30	14	12	*	52	18	10	13	3
		7%	6%	9%	5%	14%	*%	7%	7%	4%	15% c	5%
Answered		1764	851	309	265	84	37	695	237	213	82	50
Mean Score		1.0	.9	.9	1.1	.8	1.0	.9	1.0	1.0	.9	1.1
Standard error		.02	.03	.06	.05	.08	.09	.04	.06	.05	.09	.10
Standard deviation		.95	.94	1.05	.87	1.05	.78	.96	1.00	.88	1.07	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	25	14	8	*	1	*	22	1	1	24	*	24	-
		1%	2%	4%	*%	1%	1%	3%	1%	*%	1%	*%	1%	-%
				c				c						
Fairly Dissatisfied	(-1)	101	33	11	5	14	5	41	5	20	90	11	88	2
		5%	5%	6%	2%	14%	10%	5%	5%	5%	5%	7%	5%	6%
						ac								
Neither Satisfied Nor Dissatisfied	(0)	366	147	32	42	20	9	144	22	86	348	18	318	1
		19%	22%	17%	16%	19%	18%	19%	22%	20%	20%	12%	20%	5%
Fairly Satisfied	(1)	663	264	57	126	32	18	267	45	190	606	57	592	10
		35%	39%	30%	48%	31%	37%	35%	47%	44%	35%	36%	36%	41%
					b					a				
Very Satisfied	(2)	609	186	74	82	35	16	260	22	112	544	65	505	12
		32%	28%	39%	31%	34%	33%	35%	23%	26%	32%	41%	31%	47%
				a				c						
Don't Know (CATI ONLY: DO NOT READ OUT)		119	24	6	6	*	1	17	3	19	113	6	98	-
		6%	4%	3%	2%	*%	1%	2%	3%	5%	7%	4%	6%	-%
NET: Satisfied		1272	450	132	209	67	34	527	68	302	1151	122	1096	22
		68%	67%	70%	80%	65%	70%	70%	69%	70%	67%	78%	67%	88%
					a									
NET: Dissatisfied		126	47	19	6	16	5	64	6	21	115	11	113	2
		7%	7%	10%	2%	16%	11%	8%	6%	5%	7%	7%	7%	6%
				c		c								
Answered		1764	644	182	257	103	47	735	95	409	1613	151	1527	25
Mean Score		1.0	.9	1.0	1.1	.8	.9	1.0	.9	1.0	1.0	1.2	1.0	1.3
					a									
Standard error		.02	.04	.07	.04	.09	.11	.04	.08	.04	.02	.07	.02	.14
Standard deviation		.95	.95	1.10	.76	1.10	1.00	1.02	.88	.83	.95	.92	.96	.85

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	25	23	1	23	1	24	-	23	1	23	1
		1%	2%	1%	3%	*%	1%	-%	2%	1%	3%	*%
Fairly Dissatisfied	(-1)	101	64	8	36	33	88	2	65	6	38	30
		5%	5%	8%	4%	7%	5%	7%	5%	7%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	366	242	7	169	83	318	1	242	8	174	78
		19%	19%	8%	20%	19%	20%	4%	19%	8%	20%	18%
Fairly Satisfied	(1)	663	470	51	318	184	596	6	480	40	333	169
		35%	37%	53% a	38%	42%	37%	26%	38%	43%	39%	40%
Very Satisfied	(2)	609	389	29	270	131	503	14	379	39	264	137
		32%	31%	30%	32%	30%	31%	62% a	30%	41%	31%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	80	-	30	9	98	-	80	-	30	9
		6%	6%	-%	4%	2%	6%	-%	6%	-%	3%	2%
NET: Satisfied		1272	859	80	588	315	1100	19	860	79	597	306
		68%	68%	84% a	70%	71%	68%	89%	68%	84% a	69%	72%
NET: Dissatisfied		126	87	8	59	34	113	2	88	7	61	31
		7%	7%	9%	7%	8%	7%	7%	7%	8%	7%	7%
Answered		1764	1188	95	817	431	1531	22	1190	93	832	416
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.4	.9	1.2	.9	1.0
Standard error		.02	.03	.07	.03	.04	.02	.15	.03	.08	.03	.04
Standard deviation		.95	.96	.89	.98	.91	.95	.89	.96	.91	.98	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	25	17	14	3	-	18	12	3	-	18	11	3	-
		1%	2%	1%	1%	-%	2%	1%	2%	-%	2%	2%	1%	-%
Fairly Dissatisfied	(-1)	101	40	77	12	-	35	56	10	-	51	39	14	-
		5%	5%	6%	6%	-%	4%	6%	6%	-%	5%	5%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	366	160	260	40	-	151	168	36	-	177	123	37	-
		19%	19%	20%	18%	-%	19%	18%	20%	-%	19%	17%	16%	-%
Fairly Satisfied	(1)	663	363	445	85	4	310	345	56	1	343	298	89	*
		35%	42%	34%	38%	100%	39%	37%	31%	100%	37%	42%	39%	100%
			b											
Very Satisfied	(2)	609	249	408	74	-	258	296	67	-	304	224	80	-
		32%	29%	32%	33%	-%	32%	31%	38%	-%	33%	31%	35%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	35	89	9	-	31	66	7	-	31	19	7	-
		6%	4%	7%	4%	-%	4%	7%	4%	-%	3%	3%	3%	-%
NET: Satisfied		1272	612	852	159	4	569	641	123	1	648	521	168	*
		68%	71%	66%	71%	100%	71%	68%	69%	100%	70%	73%	74%	100%
NET: Dissatisfied		126	57	91	15	-	53	68	13	-	68	50	17	-
		7%	7%	7%	7%	-%	7%	7%	7%	-%	7%	7%	8%	-%
Answered		1764	829	1203	215	4	773	877	172	1	893	695	222	*
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.02	.03	.03	.06	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.95	.93	.96	.94	-	.96	.95	1.00	-	.97	.93	.95	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	25	24	15	17	21	11	*	10	11	7	3	3
		1%	2%	1%	2%	2%	1%	*%	2%	2%	1%	2%	4%
Fairly Dissatisfied	(-1)	101	86	64	46	63	61	-	30	26	23	7	7
		5%	5%	5%	5%	5%	6%	-%	5%	5%	4%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	366	296	236	197	256	207	8	127	104	110	24	15
		19%	19%	19%	21%	20%	20%	22%	21%	19%	21%	18%	20%
Fairly Satisfied	(1)	663	579	468	358	473	358	20	240	225	195	53	30
		35%	37%	38%	38%	37%	35%	53%	39%	42%	37%	39%	38%
Very Satisfied	(2)	609	497	383	294	383	330	9	181	155	170	46	21
		32%	31%	31%	31%	30%	32%	25%	29%	29%	33%	34%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	98	80	32	67	69	-	27	14	16	2	2
		6%	6%	6%	3%	5%	7%	-%	4%	3%	3%	1%	3%
			c	c									
NET: Satisfied		1272	1076	851	652	856	689	29	421	380	364	99	51
		68%	68%	68%	69%	68%	66%	78%	68%	71%	70%	73%	65%
NET: Dissatisfied		126	110	78	63	84	72	*	40	37	30	10	10
		7%	7%	6%	7%	7%	7%	*%	7%	7%	6%	8%	13%
Answered		1764	1482	1165	912	1196	968	37	588	521	505	134	76
Mean Score		1.0	1.0	1.0	.9	.9	1.0	1.0	.9	.9	1.0	1.0	.8
Standard error		.02	.02	.03	.03	.03	.03	.10	.04	.04	.04	.09	.13
Standard deviation		.95	.96	.93	.95	.95	.95	.71	.94	.94	.93	.98	1.07

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	25	7	1	1	*	16	12	16	12	13	11	15	4	-	3	21
		1%	3%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	14% a
Fairly Dissatisfied	(-1)	101	19	6	17	4	86	58	95	60	59	46	86	20	-	39	30
		5%	8%	6%	15%	10%	6%	6%	6%	5%	6%	6%	6%	10%	-%	3%	20% a
Neither Satisfied Nor Dissatisfied	(0)	366	43	23	23	6	318	171	329	202	163	153	310	34	-	202	34
		19%	19%	23%	20%	13%	20%	17%	20%	18%	18%	19%	21%	18%	-%	14%	23%
Fairly Satisfied	(1)	663	83	36	37	17	554	343	578	377	270	318	524	66	-	506	55
		35%	37%	36%	32%	42%	35% e	35%	35% e	34%	30%	39%	35%	34%	-%	36%	37%
Very Satisfied	(2)	609	63	35	35	13	508	345	523	390	366	255	485	66	-	574	5
		32%	28%	35%	30%	31%	32%	35%	32%	36%	40% ac	31%	32%	35%	-%	41% b	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	10	-	3	2	84	53	91	54	44	33	87	2	-	78	4
		6%	5%	-%	2%	4%	5%	5%	6%	5%	5%	4%	6%	1%	-%	6%	3%
NET: Satisfied		1272	146	71	71	31	1062	687	1101	767	636	573	1009	132	-	1080	61
		68%	65%	70%	62%	73%	68%	70%	67%	70%	69%	70%	67%	69%	-%	77% b	40%
NET: Dissatisfied		126	27	7	18	4	102	70	111	71	72	57	101	24	-	42	52
		7%	12%	7%	15%	10%	7%	7%	7%	6%	8%	7%	7%	12%	-%	3%	34% a
Answered		1764	215	101	112	40	1482	928	1541	1040	872	783	1421	189	-	1324	147
Mean Score		1.0	.8	1.0	.8	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.9	-	1.2 b	*
Standard error		.02	.07	.09	.11	.14	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.10
Standard deviation		.95	1.06	.94	1.07	.96	.94	.96	.94	.95	1.01	.94	.95	1.06	-	.82	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	25	24	1	1	1	4	2	13	9	3	10	4	10
		1%	3%	*%	*%	3%	2%	*%	6%	1%	1%	4%	1%	1%
			b						bc			c		
Fairly Dissatisfied	(-1)	101	85	16	28	10	25	16	8	61	32	16	32	52
		5%	11%	1%	5%	25%	11%	4%	4%	5%	9%	6%	9%	4%
			b				b				b		c	
Neither Satisfied Nor Dissatisfied	(0)	366	180	186	85	2	48	69	35	246	81	49	80	227
		19%	23%	17%	16%	5%	21%	16%	16%	19%	23%	18%	22%	19%
			b											
Fairly Satisfied	(1)	663	288	375	222	24	91	178	74	474	114	86	140	426
		35%	37%	34%	42%	60%	39%	43%	33%	37%	33%	31%	39%	36%
Very Satisfied	(2)	609	162	447	183	3	65	140	94	418	86	113	92	390
		32%	21%	40%	35%	8%	28%	33%	42%	32%	25%	41%	26%	33%
				a					c			b		
Don't Know (CATI ONLY: DO NOT READ OUT)		119	36	83	11	-	*	14	*	81	33	4	11	92
		6%	5%	7%	2%	-%	*%	3%	*%	6%	9%	2%	3%	8%
										a	a			ab
NET: Satisfied		1272	450	822	405	27	155	318	168	892	200	199	232	816
		68%	58%	74%	76%	67%	67%	76%	75%	69%	57%	71%	64%	68%
				a					c	c				
NET: Dissatisfied		126	109	17	29	11	29	18	21	69	36	26	37	62
		7%	14%	2%	5%	28%	12%	4%	9%	5%	10%	9%	10%	5%
			b				b				b		c	
Answered		1764	739	1025	519	41	232	405	224	1208	316	274	348	1105
Mean Score		1.0	.6	1.2	1.1	.4	.8	1.1	1.0	1.0	.8	1.0	.8	1.0
				a				a		c				b
Standard error		.02	.04	.02	.04	.20	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.95	1.04	.80	.87	1.04	1.02	.84	1.11	.90	.99	1.08	.97	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	25	14	11
		1%	2%	1%
Fairly Dissatisfied	(-1)	101	62	39
		5%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	366	181	185
		19%	21%	18%
Fairly Satisfied	(1)	663	287	376
		35%	33%	37%
Very Satisfied	(2)	609	273	336
		32%	31%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	59	60
		6%	7%	6%
NET: Satisfied		1272	560	712
		68%	64%	71%
				a
NET: Dissatisfied		126	76	50
		7%	9%	5%
			b	
Answered		1764	817	947
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.95	1.00	.90

Columns Tested:: a,b

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	25	*	1	1	*	5	6	-	*	5	*	5	*
		1%	*%	*%	1%	*%	5%	2%	-%	*%	3%	1%	3%	*%
							hl							
Fairly Dissatisfied	(-1)	101	*	9	8	6	11	13	*	24	11	5	9	4
		5%	1%	3%	6%	7%	10%	5%	3%	8%	6%	6%	5%	2%
							l			l				
Neither Satisfied Nor Dissatisfied	(0)	366	1	57	31	20	16	36	1	75	29	16	38	46
		19%	4%	20%	21%	23%	14%	13%	9%	26%	17%	22%	18%	24%
										afg				
Fairly Satisfied	(1)	663	10	104	46	21	44	109	4	96	68	21	69	70
		35%	33%	36%	31%	25%	37%	41%	25%	34%	41%	27%	33%	36%
Very Satisfied	(2)	609	14	94	51	27	37	87	8	77	48	28	74	63
		32%	44%	33%	35%	32%	31%	33%	52%	27%	29%	37%	35%	33%
									hi					
Don't Know (CATI ONLY: DO NOT READ OUT)		119	6	23	10	10	5	14	2	14	8	5	13	9
		6%	18%	8%	7%	12%	4%	5%	12%	5%	5%	7%	6%	5%
NET: Satisfied		1272	25	198	97	49	81	196	12	173	116	49	143	133
		68%	77%	69%	66%	57%	68%	74%	77%	61%	69%	64%	69%	69%
								h						
NET: Dissatisfied		126	*	10	10	6	17	19	*	24	15	5	15	4
		7%	1%	4%	6%	8%	14%	7%	3%	8%	9%	7%	7%	2%
							bl			l	l			
Answered		1764	26	265	138	75	113	250	14	273	160	70	196	183
Mean Score		1.0	1.5	1.1	1.0	.9	.8	1.0	1.4	.8	.9	1.0	1.0	1.0
			cdehil						bcdehikl					
Standard error		.02	.06	.06	.08	.08	.11	.06	.11	.06	.08	.08	.07	.06
Standard deviation		.95	.66	.87	.96	1.00	1.13	.95	.82	.94	1.00	.99	1.00	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 251 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	25	2	12	5	6	14	11
		1%	1%	2%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	101	18	30	35	18	48	53
		5%	4%	6%	7%	4%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	90	71	105	100	161	205
		19%	19%	15%	22%	21%	17%	22%
Fairly Satisfied	(1)	663	160	174	168	160	335	329
		35%	34%	37%	36%	34%	36%	35%
Very Satisfied	(2)	609	159	151	134	165	310	299
		32%	34%	32%	28%	35%	33%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		119	38	29	24	28	67	51
		6%	8%	6%	5%	6%	7%	5%
NET: Satisfied		1272	320	325	302	325	645	627
		68%	68%	70%	64%	68%	69%	66%
NET: Dissatisfied		126	20	42	40	24	62	64
		7%	4%	9%	8%	5%	7%	7%
Answered		1764	430	438	447	449	868	896
Mean Score		1.0	1.1	1.0	.9	1.0	1.0	.9
Standard error		.02	.04	.05	.05	.04	.03	.03
Standard deviation		.95	.89	1.01	.97	.93	.95	.95

Columns Tested:: a,b,c,d - a,b

Table 252

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	171	30	141	165	5	*	*	6
		9%	14%	8%	9%	8%	2%	5%	7%
Fairly Dissatisfied	(-1)	378	26	352	373	5	*	*	5
		20%	13%	21%	21%	7%	2%	8%	6%
				a	bcde				
Neither Satisfied Nor Dissatisfied	(0)	451	50	401	433	15	2	1	18
		24%	24%	24%	24%	21%	26%	24%	22%
Fairly Satisfied	(1)	627	48	579	592	30	3	2	35
		33%	23%	35%	33%	44%	39%	37%	43%
				a		a			a
Very Satisfied	(2)	237	39	197	219	14	2	1	17
		13%	19%	12%	12%	20%	30%	26%	21%
			b			a	a	a	a
Don't Know (CATI ONLY: DO NOT READ OUT)		20	17	2	19	*	*	*	*
		1%	8%	*%	1%	*%	1%	*%	*%
			b						
NET: Satisfied		864	87	776	812	44	5	3	52
		46%	41%	46%	45%	64%	68%	63%	65%
						a	a	a	a
NET: Dissatisfied		549	56	493	538	10	*	1	11
		29%	27%	29%	30%	14%	4%	13%	13%
					bcde				
Answered		1863	194	1670	1783	68	8	5	80
Mean Score		.2	.2	.2	.2	.6	.9	.7	.7
						a	a	a	a
Standard error		.03	.06	.03	.03	.06	.11	.09	.04
Standard deviation		1.17	1.33	1.15	1.17	1.12	.98	1.23	1.10

Columns Tested:: a,b - a,b,c,d,e

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	171	101	56	7	4	1	*	165	5	*
		9%	10%	8%	6%	9%	4%	5%	9%	8%	3%
			i								
Fairly Dissatisfied	(-1)	378	223	130	20	3	2	*	373	5	1
		20%	22%	19%	16%	6%	7%	8%	21%	7%	4%
			defhi	defhi	dhi				defhi		
Neither Satisfied Nor Dissatisfied	(0)	451	223	179	31	9	7	1	433	15	3
		24%	22%	26%	24%	19%	26%	24%	24%	21%	26%
Fairly Satisfied	(1)	627	317	233	42	23	10	2	592	30	5
		33%	32%	34%	33%	48%	36%	37%	33%	44%	38%
						abcg				abg	
Very Satisfied	(2)	237	121	73	25	8	8	1	219	14	3
		13%	12%	11%	20%	18%	27%	26%	12%	20%	28%
					b		abg	abg		abg	abg
Don't Know (CATI ONLY: DO NOT READ OUT)		20	8	9	2	*	*	*	19	*	*
		1%	1%	1%	2%	*%	*%	*%	1%	*%	1%
NET: Satisfied		864	438	306	67	31	18	3	812	44	8
		46%	44%	45%	52%	66%	63%	63%	45%	64%	66%
						abg	abg	abg		abg	abg
NET: Dissatisfied		549	324	187	27	7	3	1	538	10	1
		29%	33%	27%	21%	15%	11%	13%	30%	14%	8%
			cdefhi	defhi	i				defhi		
Answered		1863	985	672	126	47	29	5	1783	68	12
Mean Score		.2	.1	.2	.5	.6	.7	.7	.2	.6	.8
					ag	abg	abg	abg		abg	abcg
Standard error		.03	.05	.05	.08	.08	.07	.09	.03	.06	.06
Standard deviation		1.17	1.20	1.13	1.15	1.13	1.07	1.23	1.17	1.12	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	171	135	30	5	*	*	85	27	4	1	3
		9%	9%	9%	8%	2%	5%	7%	10%	6%	5%	7%
Fairly Dissatisfied	(-1)	378	331	42	5	*	*	283	48	10	2	5
		20%	22%	13%	7%	2%	8%	24%	18%	16%	8%	10%
			bcde					e				
Neither Satisfied Nor Dissatisfied	(0)	451	346	87	15	2	1	290	70	5	7	14
		24%	23%	27%	21%	26%	24%	24%	26%	9%	28%	28%
								c	c		c	c
Fairly Satisfied	(1)	627	482	110	30	3	2	395	93	33	11	21
		33%	33%	34%	44%	39%	37%	33%	34%	53%	47%	42%
					a					ab		
Very Satisfied	(2)	237	169	51	14	2	1	142	32	11	3	7
		13%	11%	16%	20%	30%	26%	12%	12%	17%	12%	15%
					a	ab	ab					
Don't Know (CATI ONLY: DO NOT READ OUT)		20	16	3	*	*	*	3	3	-	-	-
		1%	1%	1%	*%	1%	*%	*%	1%	-%	-%	-%
NET: Satisfied		864	651	160	44	5	3	537	125	44	14	29
		46%	44%	50%	64%	68%	63%	45%	46%	70%	59%	56%
					ab	ab	ab			ab		
NET: Dissatisfied		549	466	72	10	*	1	368	75	14	3	8
		29%	31%	22%	14%	4%	13%	31%	27%	21%	13%	16%
			bcde	d								
Answered		1863	1464	319	68	8	5	1194	269	63	24	52
Mean Score		.2	.1	.3	.6	.9	.7	.2	.2	.6	.5	.5
				a	ab	ab	ab			a		
Standard error		.03	.04	.05	.06	.11	.09	.04	.06	.10	.11	.07
Standard deviation		1.17	1.17	1.17	1.12	.98	1.23	1.14	1.16	1.12	1.00	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	171	24	6	11	5	29	27	18	12	15
		9%	15%	5%	4%	8%	16%	9%	7%	8%	11%
			c				bc				
Fairly Dissatisfied	(-1)	378	27	37	63	11	24	59	60	39	23
		20%	17%	26%	22%	17%	13%	21%	25%	25%	16%
Neither Satisfied Nor Dissatisfied	(0)	451	40	45	76	17	33	41	71	46	37
		24%	24%	32%	27%	27%	18%	14%	29%	30%	26%
				f	f				f	f	
Fairly Satisfied	(1)	627	56	41	89	20	64	126	70	43	52
		33%	34%	29%	31%	32%	35%	44%	29%	28%	36%
								g			
Very Satisfied	(2)	237	18	13	43	8	31	36	25	11	14
		13%	11%	9%	15%	12%	17%	12%	10%	7%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	-	-	2	2	-	-	-	2	1
		1%	-%	-%	1%	3%	-%	-%	-%	1%	1%
NET: Satisfied		864	73	54	133	28	95	161	95	54	66
		46%	44%	38%	47%	44%	53%	56%	39%	35%	47%
								bgh			
NET: Dissatisfied		549	52	43	73	16	53	86	78	51	39
		29%	31%	30%	26%	26%	29%	30%	32%	33%	27%
Answered		1863	165	142	282	61	181	289	244	151	141
Mean Score		.2	.1	.1	.3	.2	.2	.3	.1	*	.2
Standard error		.03	.11	.10	.08	.16	.11	.09	.10	.10	.11
Standard deviation		1.17	1.23	1.04	1.10	1.15	1.32	1.20	1.11	1.08	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very Dissatisfied	(-2)	171	49	43	56	148	23	13	7	3
		9%	13%	9%	7%	9%	10%	12%	9%	9%
			c							
Fairly Dissatisfied	(-1)	378	59	103	182	344	34	16	10	8
		20%	15%	22%	22%	21%	16%	15%	13%	23%
Neither Satisfied Nor Dissatisfied	(0)	451	87	131	188	407	44	17	18	9
		24%	22%	29%	23%	24%	20%	16%	24%	26%
				ef						
Fairly Satisfied	(1)	627	136	140	285	560	66	34	26	7
		33%	35%	30%	35%	34%	30%	31%	35%	18%
			h	h	h	h	h	h	h	
Very Satisfied	(2)	237	53	42	104	199	38	20	11	7
		13%	14%	9%	13%	12%	17%	18%	15%	20%
							bd	b		bd
Don't Know (CATI ONLY: DO NOT READ OUT)		20	3	2	2	7	13	9	3	1
		1%	1%	*%	*%	*%	6%	8%	4%	3%
							abcd	abcd	bcd	cd
NET: Satisfied		864	189	181	389	759	105	54	37	14
		46%	49%	39%	48%	46%	48%	50%	49%	39%
NET: Dissatisfied		549	108	146	238	492	57	29	16	12
		29%	28%	32%	29%	30%	26%	27%	22%	32%
Answered		1863	383	459	815	1657	206	100	71	35
Mean Score		.2	.2	.1	.2	.2	.3	.3	.3	.2
Standard error		.03	.07	.06	.05	.03	.04	.07	.07	.08
Standard deviation		1.17	1.23	1.12	1.14	1.16	1.26	1.31	1.18	1.29

Columns Tested:: a,b,c,d,e,f,g,h

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	171	3	10	10	22	27	6	9	5	88
		9%	5%	9%	7%	9%	9%	8%	18%	8%	9%
Fairly Dissatisfied	(-1)	378	7	5	10	30	75	17	6	18	215
		20%	10%	5%	7%	12%	25%	20%	11%	30%	23%
							bcd	b		bcd	bcd
Neither Satisfied Nor Dissatisfied	(0)	451	25	24	37	73	62	22	11	7	215
		24%	34%	22%	27%	30%	21%	26%	21%	12%	23%
			h			h					
Fairly Satisfied	(1)	627	22	56	64	81	88	32	12	15	313
		33%	31%	51%	47%	33%	29%	37%	23%	25%	34%
				deghi	eghi						
Very Satisfied	(2)	237	14	13	13	39	44	7	7	15	96
		13%	19%	12%	10%	16%	15%	8%	14%	25%	10%
										i	
Don't Know (CATI ONLY: DO NOT READ OUT)		20	1	2	2	*	4	*	7	*	6
		1%	1%	2%	1%	*%	1%	*%	13%	*%	1%
									bcdefi		
NET: Satisfied		864	36	69	77	120	132	38	20	30	410
		46%	50%	63%	57%	49%	44%	46%	37%	50%	44%
				egi							
NET: Dissatisfied		549	11	15	19	52	102	23	15	23	303
		29%	15%	14%	14%	21%	34%	28%	29%	38%	32%
							abcd			abc	abcd
Answered		1863	71	108	133	245	296	84	46	60	928
Mean Score		.2	.5	.5	.5	.3	.2	.2	*	.3	.1
				i	i						
Standard error		.03	.12	.08	.07	.08	.06	.12	.16	.14	.04
Standard deviation		1.17	1.07	1.07	1.02	1.16	1.22	1.09	1.38	1.35	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	171	35	33	102	132	39	160	11	164	7
		9%	8%	9%	10%	8%	12%	9%	7%	9%	12%
Fairly Dissatisfied	(-1)	378	47	92	239	313	65	359	19	371	7
		20%	10%	24%	23%	20%	20%	21%	13%	20%	13%
				a	a						
Neither Satisfied Nor Dissatisfied	(0)	451	135	84	232	376	75	401	50	436	15
		24%	30%	22%	22%	24%	23%	23%	33%	24%	27%
			c						a		
Fairly Satisfied	(1)	627	167	119	341	513	114	580	47	607	20
		33%	37%	31%	33%	33%	35%	33%	31%	33%	35%
Very Satisfied	(2)	237	66	51	119	207	30	216	20	230	7
		13%	15%	13%	11%	13%	9%	12%	14%	13%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	3	4	13	17	3	17	3	19	*
		1%	1%	1%	1%	1%	1%	1%	2%	1%	*%
NET: Satisfied		864	233	171	460	720	144	796	67	836	27
		46%	51%	45%	44%	46%	44%	46%	45%	46%	48%
NET: Dissatisfied		549	82	125	341	445	104	519	30	534	15
		29%	18%	33%	33%	29%	32%	30%	20%	29%	25%
				a	a						
Answered		1863	450	380	1034	1540	323	1716	147	1806	57
Mean Score		.2	.4	.2	.1	.2	.1	.2	.3	.2	.2
			c								
Standard error		.03	.05	.06	.04	.03	.07	.03	.06	.03	.16
Standard deviation		1.17	1.10	1.19	1.18	1.17	1.18	1.18	1.10	1.17	1.20

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	171	99	25	40	148	20	1	2	168	3
		9%	8%	8%	10%	9%	10%	2%	5%	9%	3%
Fairly Dissatisfied	(-1)	378	237	43	97	326	39	8	5	365	13
		20%	20%	14%	24% b	20%	20%	19%	10%	20%	14%
Neither Satisfied Nor Dissatisfied	(0)	451	308	70	73	396	44	4	7	440	11
		24%	27% c	23%	18%	25%	23%	10%	15%	25%	12%
Fairly Satisfied	(1)	627	358	124	141	513	70	20	24	583	44
		33%	31%	41% a	35%	32%	37%	46%	51%	33%	49% ae
Very Satisfied	(2)	237	143	40	54	204	16	10	7	220	17
		13%	12%	13%	13%	13%	8%	24% b	14%	12%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	16	1	3	14	3	-	2	17	2
		1%	1%	*%	1%	1%	1%	-%	5%	1%	3%
NET: Satisfied		864	501	163	194	717	86	30	31	803	60
		46%	43%	54% a	48%	45%	45%	69% abe	65%	45%	67% abe
NET: Dissatisfied		549	336	68	137	474	59	9	7	533	16
		29%	29%	23%	34% b	30%	31%	20%	15%	30%	18%
Answered		1863	1145	302	404	1588	188	43	44	1776	88
Mean Score		.2	.2	.4	.2	.2	.1	.7 abe	.6	.2	.7 abe
Standard error		.03	.03	.05	.06	.03	.07	.13	.11	.03	.08
Standard deviation		1.17	1.15	1.13	1.22	1.18	1.15	1.09	1.03	1.17	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	171	77	71	23	151	110	158	113	66	41
		9%	8%	11%	8%	9%	8%	9%	9%	8%	7%
Fairly Dissatisfied	(-1)	378	209	117	52	334	272	352	245	147	90
		20%	22%	19%	18%	20%	20%	20%	19%	18%	15%
Neither Satisfied Nor Dissatisfied	(0)	451	255	142	55	407	325	425	270	175	128
		24%	26%	22%	20%	25%	24%	24%	21%	21%	22%
Fairly Satisfied	(1)	627	309	204	114	550	478	582	482	310	230
		33%	32%	32%	41%	33%	35%	33%	37%	38%	39%
Very Satisfied	(2)	237	108	96	33	201	173	215	173	123	103
		13%	11%	15%	12%	12%	13%	12%	13%	15%	17%
											ac
Don't Know (CATI ONLY: DO NOT READ OUT)		20	12	3	5	7	5	9	4	-	3
		1%	1%	*%	2%	*%	*%	1%	*%	-%	1%
NET: Satisfied		864	417	300	147	751	651	797	655	434	334
		46%	43%	47%	52%	46%	48%	46%	51%	53%	56%
										ac	abc
NET: Dissatisfied		549	286	189	74	485	382	510	359	214	130
		29%	30%	30%	26%	29%	28%	29%	28%	26%	22%
						f		f			
Answered		1863	957	630	276	1643	1359	1732	1283	822	593
Mean Score		.2	.2	.2	.3	.2	.2	.2	.3	.3	.4
											abc
Standard error		.03	.04	.04	.05	.03	.03	.03	.03	.04	.04
Standard deviation		1.17	1.13	1.24	1.15	1.17	1.15	1.17	1.18	1.17	1.15

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
Very Dissatisfied (-2)	171	40	95	7	6	2	3	5	10
	9%	10%	9%	8%	7%	4%	6%	14%	8%
Fairly Dissatisfied (-1)	378	87	216	16	11	1	12	8	21
	20%	22% e	21% e	19%	12%	3%	29% e	20%	17%
Neither Satisfied Nor Dissatisfied (0)	451	104	250	30	15	11	5	9	25
	24%	26%	24%	36% f	17%	26%	12%	23%	20%
Fairly Satisfied (1)	627	123	362	22	34	13	14	14	41
	33%	31%	34%	26%	38%	31%	35%	36%	34%
Very Satisfied (2)	237	39	123	8	23	12	7	3	22
	13%	10%	12%	10%	26% ab	29% ab	17%	7%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)	20	1	5	1	*	3	-	*	3
	1%	*%	*%	1%	*%	6% ab	-%	1%	3%
NET: Satisfied	864	163	485	30	57	25	21	17	63
	46%	41%	46%	36%	64% abc	60%	52%	43%	52%
NET: Dissatisfied	549	128	311	23	17	3	14	13	30
	29%	32% e	30% e	27% e	19%	7%	36% e	33% e	25%
Answered	1863	395	1046	84	90	39	40	38	118
Mean Score	.2	.1	.2	.1	.6 abc	.8 abcg	.3	*	.4
Standard error	.03	.06	.04	.09	.10	.10	.13	.15	.07
Standard deviation	1.17	1.16	1.16	1.09	1.19	1.06	1.24	1.20	1.21

Columns Tested:: a,b,c,d,e,f,g,h

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	171	109	23	4	7	1	4	4	100	5	2	*	1	1	*
		9%	8%	17%	5%	12%	5%	13%	31%	10%	3%	3%	*%	2%	10%	1%
				a												
Fairly Dissatisfied	(-1)	378	291	14	6	10	6	5	1	222	17	11	1	11	4	5
		20%	22%	10%	8%	19%	25%	19%	7%	21%	11%	17%	5%	28%	25%	26%
			b													
Neither Satisfied Nor Dissatisfied	(0)	451	336	30	14	14	7	4	3	252	35	16	9	4	2	6
		24%	25%	23%	18%	26%	28%	14%	21%	24%	22%	24%	36%	11%	15%	30%
Fairly Satisfied	(1)	627	431	51	30	18	7	10	4	365	59	22	9	11	5	7
		33%	33%	38%	39%	33%	29%	36%	31%	35%	38%	34%	33%	29%	37%	32%
Very Satisfied	(2)	237	153	13	22	5	2	5	1	99	40	14	7	9	2	2
		13%	12%	10%	28%	9%	9%	17%	10%	10%	26%	21%	25%	25%	11%	12%
					ab						a	a	a			
Don't Know (CATI ONLY: DO NOT READ OUT)		20	3	3	1	*	1	*	-	2	-	*	*	2	*	-
		1%	*%	2%	1%	*%	4%	1%	-%	*%	-%	*%	1%	4%	3%	-%
				a			a							a		
NET: Satisfied		864	584	64	51	23	9	15	5	464	99	37	15	20	7	9
		46%	44%	48%	67%	43%	37%	54%	41%	45%	63%	55%	58%	54%	48%	44%
					a						a					
NET: Dissatisfied		549	400	36	11	17	7	9	5	323	22	14	2	11	5	5
		29%	30%	27%	14%	31%	31%	31%	38%	31%	14%	21%	6%	31%	34%	27%
			c							bd				d	d	
Answered		1863	1320	131	76	53	22	28	13	1039	157	66	26	36	14	20
Mean Score		.2	.2	.1	.8	.1	.1	.3	-.2	.1	.7	.5	.8	.5	.1	.3
					abd						a	a	a			
Standard error		.03	.03	.09	.10	.11	.14	.15	.29	.04	.07	.10	.10	.19	.19	.20
Standard deviation		1.17	1.15	1.26	1.13	1.19	1.09	1.33	1.46	1.15	1.06	1.12	.92	1.25	1.25	1.03

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	171	79	19	5	2	3	1	3	7	83	29	33	12	*
		9%	9%	13%	5%	4%	11%	3%	9%	8%	10%	8%	9%	11%	*%
Fairly Dissatisfied	(-1)	378	197	26	7	9	1	4	*	6	199	55	62	14	21
		20%	22% ch	18%	7%	18%	4%	16%	1%	6%	23%	16%	18%	13%	33% d
Neither Satisfied Nor Dissatisfied	(0)	451	196	24	29	12	2	2	4	9	223	92	76	24	8
		24%	22%	17%	31% h	24%	6%	9%	12%	9%	26%	26%	22%	22%	13%
Fairly Satisfied	(1)	627	337	44	26	18	19	18	21	58	270	124	121	45	21
		33%	37%	30%	27%	35%	65% abc	64% bc	55%	61% abcd	31%	36%	35%	41%	33%
Very Satisfied	(2)	237	92	33	27	8	4	1	8	14	89	46	55	14	11
		13%	10%	22% a	29% a	15%	14%	3%	23%	14%	10%	13%	16%	12%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	1	-	-	2	-	1	-	1	3	*	2	1	3
		1%	*%	-%	-%	3% a	-%	5% a	-%	1%	*%	*%	1%	1%	4% ab
NET: Satisfied		864	429	76	53	25	23	19	29	72	358	170	176	58	32
		46%	48%	52%	56%	50%	79% a	68%	78% a	75% abd	41%	49%	50%	53%	50%
NET: Dissatisfied		549	276	46	12	11	4	5	4	14	282	84	95	26	21
		29%	31% ch	31% c	13%	22%	15%	19%	10%	14%	33%	24%	27%	24%	33%
Answered		1863	900	146	94	49	29	27	37	94	864	346	348	108	61
Mean Score		.2	.2	.3	.7 a	.4	.7	.5	.8 a	.7 a	.1	.3	.3	.3	.3
Standard error		.03	.04	.10	.10	.12	.16	.13	.17	.09	.04	.06	.06	.08	.12
Standard deviation		1.17	1.15	1.35	1.13	1.10	1.13	.95	1.09	1.06	1.15	1.14	1.21	1.18	1.15

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	171	87	30	27	7	*	78	12	12	8	*
		9%	9%	10%	10%	8%	*%	10%	5%	5%	9%	1%
Fairly Dissatisfied	(-1)	378	206	58	50	11	9	154	37	50	11	21
		20%	22%	18%	18%	13%	22%	20%	15%	22%	13%	39% abd
Neither Satisfied Nor Dissatisfied	(0)	451	243	87	51	16	8	197	50	47	22	7
		24%	26%	28%	19%	19%	21%	26%	21%	21%	26%	14%
Fairly Satisfied	(1)	627	294	94	103	39	17	250	102	77	35	12
		33%	32%	30%	37%	46%	45%	33%	42%	34%	43%	22%
Very Satisfied	(2)	237	99	44	43	11	3	77	41	38	7	11
		13%	11%	14%	15%	13%	9%	10%	17%	17%	8%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	3	*	2	1	1	*	*	2	*	2
		1%	*%	*%	1%	1%	3%	*%	*%	1%	*%	3% a
NET: Satisfied		864	393	138	145	50	20	327	143	115	42	22
		46%	42%	44%	53% a	59%	53%	43%	59% a	51%	51%	43%
NET: Dissatisfied		549	293	88	77	18	9	232	48	62	18	21
		29%	31%	28%	28%	21%	23%	31% b	20%	27%	22%	40%
Answered		1863	929	313	273	84	37	756	241	224	82	50
Mean Score		.2	.1	.2	.3	.4	.4	.1	.5 a	.4	.3	.2
Standard error		.03	.04	.07	.06	.08	.11	.05	.06	.07	.09	.14
Standard deviation		1.17	1.15	1.18	1.22	1.14	.97	1.16	1.09	1.16	1.09	1.22

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	171	70	17	16	8	2	76	5	30	158	13	149	2
		9%	11%	9%	6%	8%	4%	10%	5%	7%	9%	8%	9%	8%
Fairly Dissatisfied	(-1)	378	127	31	56	19	10	132	11	103	348	30	333	*
		20%	19%	16%	21%	19%	21%	18%	11%	24%	20%	19%	20%	2%
Neither Satisfied Nor Dissatisfied	(0)	451	155	39	46	18	10	139	22	108	430	21	399	8
		24%	23%	21%	18%	18%	20%	19%	22%	25%	25% b	13%	25%	31%
Fairly Satisfied	(1)	627	252	69	96	41	23	277	41	162	552	75	539	11
		33%	38%	37%	37%	40%	47%	37%	42%	38%	32%	48% a	33%	45%
Very Satisfied	(2)	237	64	33	47	15	3	125	18	25	219	17	198	3
		13%	10%	18% a	18% a	15%	7%	17% c	19% c	6%	13%	11%	12%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	-	-	1	*	1	3	1	-	20	-	7	1
		1%	-%	-%	*%	*%	1%	*%	1%	-%	1%	-%	*%	3%
NET: Satisfied		864	316	102	143	57	26	402	59	187	771	93	737	14
		46%	47%	54%	55%	55%	54%	53% c	61% c	44%	45%	59% a	45%	56%
NET: Dissatisfied		549	198	48	72	27	12	208	16	133	505	43	482	2
		29%	30%	25%	27%	27%	24%	28%	16%	31%	29%	28%	30%	10%
Answered		1863	669	189	261	102	47	749	97	428	1707	157	1619	24
Mean Score		.2	.2	.4	.4	.4	.3	.3	.6 c	.1	.2	.3	.2	.5
Standard error		.03	.05	.08	.07	.10	.12	.04	.09	.05	.03	.09	.03	.18
Standard deviation		1.17	1.16	1.21	1.18	1.18	1.02	1.23	1.07	1.06	1.17	1.16	1.17	1.02

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	171	105	5	79	34	149	2	100	10	78	35
		9%	8%	6%	9%	8%	9%	9%	8%	10%	9%	8%
Fairly Dissatisfied	(-1)	378	263	9	147	98	333	*	260	12	151	95
		20%	21%	10%	17%	22%	20%	2%	20%	13%	17%	22%
Neither Satisfied Nor Dissatisfied	(0)	451	313	12	168	102	399	8	313	12	172	98
		24%	25%	13%	20%	23%	25%	36%	25%	13%	20%	23%
Fairly Satisfied	(1)	627	424	54	318	163	541	9	430	48	320	162
		33%	33%	57% a	38%	37%	33%	43%	34%	51% a	37%	38%
Very Satisfied	(2)	237	159	15	132	41	199	2	162	11	140	33
		13%	13%	16%	16% b	9%	12%	10%	13%	12%	16% b	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	5	-	3	1	7	-	5	-	3	1
		1%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%
NET: Satisfied		864	583	69	450	205	740	12	592	59	459	195
		46%	46%	72% a	53%	47%	45%	53%	47%	64% a	53%	46%
NET: Dissatisfied		549	368	14	226	133	483	2	360	22	228	130
		29%	29%	15%	27%	30%	30%	11%	28%	24%	26%	31%
Answered		1863	1263	95	844	439	1622	22	1265	93	860	423
Mean Score		.2	.2	.7 a	.3	.2	.2	.4	.2	.4	.3	.1
Standard error		.03	.03	.09	.04	.05	.03	.17	.03	.10	.04	.05
Standard deviation		1.17	1.15	1.03	1.20	1.12	1.17	1.03	1.15	1.18	1.20	1.11

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	171	58	134	19	-	51	76	11	-	73	67	14	-
		9%	7%	10%	8%	-%	6%	8%	6%	-%	8%	9%	6%	-%
Fairly Dissatisfied	(-1)	378	149	267	45	4	143	184	43	-	181	138	47	-
		20%	17%	21%	20%	100%	18%	20%	24%	-%	20%	19%	21%	-%
Neither Satisfied Nor Dissatisfied	(0)	451	197	327	48	-	168	239	31	-	183	148	32	*
		24%	23%	25%	21%	-%	21%	25%	17%	-%	20%	21%	14%	100%
Fairly Satisfied	(1)	627	340	428	97	-	322	341	77	1	353	289	114	-
		33%	39%	33%	43%	-%	40%	36%	43%	100%	38%	40%	50% a	-%
Very Satisfied	(2)	237	118	128	12	-	116	100	15	-	131	72	21	-
		13%	14% c	10%	5%	-%	14%	11%	8%	-%	14%	10%	9%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	2	7	2	-	4	3	2	-	3	*	-	-
		1%	*%	1%	1%	-%	*%	*%	1%	-%	*%	*%	-%	-%
NET: Satisfied		864	458	557	109	-	438	441	91	1	484	361	135	-
		46%	53% b	43%	49%	-%	55% b	47%	51%	100%	52%	51%	59%	-%
NET: Dissatisfied		549	207	401	64	4	194	260	54	-	254	205	62	-
		29%	24%	31% a	29%	100%	24%	28%	30%	-%	27%	29%	27%	-%
Answered		1863	862	1285	221	4	800	941	177	1	921	714	229	*
Mean Score		.2	.4 b	.1	.2	-1.0	.4 b	.2	.2	1.0	.3	.2	.4	-
Standard error		.03	.04	.03	.07	-	.04	.03	.08	-	.04	.04	.07	-
Standard deviation		1.17	1.12	1.16	1.09	-	1.13	1.12	1.10	-	1.17	1.15	1.10	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	171	146	102	88	96	111	*	62	39	48	10	13
		9%	9%	8%	9%	8%	11%	*%	10%	7%	9%	7%	16%
Fairly Dissatisfied	(-1)	378	329	249	177	237	234	3	123	118	96	30	20
		20%	21%	20%	19%	19%	23%	7%	20%	22%	18%	22%	26%
Neither Satisfied Nor Dissatisfied	(0)	451	385	298	190	300	255	5	121	113	99	15	11
		24%	24%	24%	20%	24%	25%	12%	20%	21%	19%	11%	15%
Fairly Satisfied	(1)	627	526	442	350	459	317	25	238	188	194	65	26
		33%	33%	35%	37%	36%	31%	66% ab	39%	35%	37%	48%	34%
Very Satisfied	(2)	237	188	150	138	163	117	5	72	77	85	15	7
		13%	12%	12%	15%	13%	11%	14%	12%	14%	16%	11%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	7	5	1	8	2	-	-	-	-	-	-
		1%	*%	*%	*%	1%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		864	714	592	488	623	434	30	310	265	278	80	34
		46%	45%	48%	52% a	49% b	42%	80% ab	50%	49%	53%	59%	43%
NET: Dissatisfied		549	475	351	265	333	345	3	184	157	144	40	33
		29%	30%	28%	28%	26%	33% ac	8%	30%	29%	28%	29%	42%
Answered		1863	1574	1240	943	1256	1034	37	615	535	521	135	78
Mean Score		.2	.2	.2	.3	.3 b	.1	.9 b	.2	.3	.3	.3	-.1
Standard error		.03	.03	.03	.04	.03	.04	.10	.05	.05	.05	.10	.16
Standard deviation		1.17	1.17	1.15	1.20	1.14	1.19	.76	1.19	1.17	1.21	1.16	1.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	171	41	4	16	*	149	97	150	113	107	64	145	19	-	75	45
		9%	18% bd	4%	14%	*%	10%	10%	9%	10%	12%	8%	10%	10%	-%	5%	30% a
Fairly Dissatisfied	(-1)	378	46	11	34	9	311	186	330	216	193	141	318	55	-	243	41
		20%	20%	11%	30% b	20%	20%	19%	20%	20%	21%	17%	21%	29% a	-%	17%	28% a
Neither Satisfied Nor Dissatisfied	(0)	451	47	23	19	8	370	217	385	240	192	170	361	27	-	319	22
		24%	21%	22%	17%	19%	24%	22%	24%	22%	21%	21%	24% c	14%	-%	23%	15%
Fairly Satisfied	(1)	627	64	52	27	20	529	337	553	348	310	317	500	71	-	526	37
		33%	29%	51% ac	23%	49%	34%	34%	34%	32%	34%	39%	33%	37%	-%	38% b	25%
Very Satisfied	(2)	237	24	12	19	5	188	129	195	160	101	119	166	20	-	222	4
		13%	11%	12%	16%	12%	12%	13%	12%	15%	11%	15%	11%	10%	-%	16% b	3%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	2	-	-	-	19	16	19	17	13	5	17	-	-	17	1
		1%	1%	-%	-%	-%	1%	2%	1%	2%	1%	1%	1%	-%	-%	1%	1%
NET: Satisfied		864	89	64	45	25	717	466	749	508	411	436	666	91	-	748	41
		46%	39%	64% ac	40%	60%	46%	47%	46%	46%	45%	53% b	44%	48%	-%	53% b	27%
NET: Dissatisfied		549	88	14	50	9	461	283	479	329	300	205	463	74	-	318	86
		29%	39% b	14%	44% b	21%	29%	29%	29%	30%	33%	25%	31%	38% a	-%	23%	57% a
Answered		1863	223	101	115	42	1548	965	1613	1077	903	811	1490	191	-	1385	149
Mean Score		.2	-.1	.6 ac	*	.5	.2	.2	.2	.2	.1	.4 b	.1	.1	-	.4 b	-.6
Standard error		.03	.09	.09	.13	.14	.03	.03	.03	.03	.04	.04	.03	.08	-	.03	.11
Standard deviation		1.17	1.29	.96	1.33	.96	1.17	1.20	1.17	1.22	1.21	1.16	1.17	1.21	-	1.11	1.23

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	171	110	61	36	-	20	33	13	83	74	30	46	93
		9%	14% b	6%	7%	-%	8%	8%	6%	6%	21% ab	11%	13%	8%
Fairly Dissatisfied	(-1)	378	204	174	104	17	42	88	38	247	92	59	64	247
		20%	26% b	16%	20%	43%	18%	21%	17%	19%	26%	21%	18%	21%
Neither Satisfied Nor Dissatisfied	(0)	451	168	283	123	7	42	101	32	336	79	45	80	316
		24%	22%	26%	23%	18%	18%	24%	14%	26% a	23%	16%	22%	26% a
Fairly Satisfied	(1)	627	217	410	211	11	105	154	99	445	78	105	132	374
		33%	28%	37% a	40%	26%	45%	37%	44% c	35% c	22%	38%	37%	31%
Very Satisfied	(2)	237	75	161	56	6	21	42	43	167	23	38	38	156
		13%	10%	15% a	11%	14%	9%	10%	19% c	13% c	7%	14%	11%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	1	18	-	-	1	-	*	11	4	1	-	12
		1%	*%	2%	-%	-%	*%	-%	*%	1%	1%	*%	-%	1%
NET: Satisfied		864	292	572	268	16	127	196	142	612	100	143	170	529
		46%	38%	52% a	50%	39%	55%	47%	63% bc	47% c	29%	51%	47%	44%
NET: Dissatisfied		549	314	235	140	17	62	121	50	330	166	89	110	340
		29%	40% b	21%	26%	43%	27%	29%	22%	26%	47% ab	32%	31%	28%
Answered		1863	774	1090	531	41	231	418	224	1278	345	277	359	1186
Mean Score		.2	-.1	.4 a	.3	.1	.3	.2	.5 bc	.3 c	-.3	.2	.1	.2
Standard error		.03	.04	.03	.05	.21	.07	.05	.07	.03	.06	.07	.06	.03
Standard deviation		1.17	1.22	1.09	1.10	1.12	1.13	1.12	1.15	1.12	1.23	1.24	1.21	1.15

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	171	98	73
		9%	11%	7%
Fairly Dissatisfied	(-1)	378	199	179
		20%	23%	18%
Neither Satisfied Nor Dissatisfied	(0)	451	197	254
		24%	23%	25%
Fairly Satisfied	(1)	627	263	364
		33%	30%	36%
Very Satisfied	(2)	237	101	136
		13%	11%	14%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	19	1
		1%	2%	*%
			b	
NET: Satisfied		864	363	500
		46%	41%	50%
				a
NET: Dissatisfied		549	297	252
		29%	34%	25%
			b	
Answered		1863	857	1006
Mean Score		.2	.1	.3
				a
Standard error		.03	.04	.04
Standard deviation		1.17	1.21	1.13

Columns Tested:: a,b

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	171	1	25	9	3	18	20	2	28	17	12	21	14
		9%	2%	9%	6%	4%	15%	8%	11%	10%	10%	16% d	10%	7%
Fairly Dissatisfied	(-1)	378	7	54	33	29	21	42	1	62	35	17	47	30
		20%	22%	19%	22%	33% fgl	18%	16%	7%	22%	21%	22%	22%	16%
Neither Satisfied Nor Dissatisfied	(0)	451	4	69	32	17	26	43	3	86	44	24	54	48
		24%	12%	24%	22%	20%	22%	16%	21%	30% f	26%	32% f	26%	25%
Fairly Satisfied	(1)	627	14	110	46	30	31	119	6	73	54	16	58	69
		33%	42%	38% j	31%	36%	27%	45% ehjk	38%	26%	32%	21%	28%	36% j
Very Satisfied	(2)	237	7	29	24	5	16	37	3	36	18	6	28	28
		13%	22%	10%	16%	6%	14%	14%	16%	12%	10%	8%	14%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	*	1	3	1	4	3	1	1	*	*	2	3
		1%	*%	*%	2%	1%	4%	1%	7% bhik	*%	*%	1%	1%	2%
NET: Satisfied		864	21	139	70	36	48	156	9	109	71	22	86	97
		46%	64% hj	48% j	48% j	42%	40%	59% ehijk	54% j	38%	43%	29%	41%	50% hj
NET: Dissatisfied		549	8	79	42	32	39	62	3	91	52	29	67	45
		29%	24%	27%	29%	37%	33%	23%	18%	32%	31%	38% l	32%	23%
Answered		1863	32	288	144	84	114	261	15	285	168	75	207	190
Mean Score		.2	.6 j	.2 j	.3 j	.1	.1	.4 hj	.4 j	.1	.1	-.2	.1	.3 j
Standard error		.03	.10	.08	.10	.08	.12	.08	.17	.07	.09	.10	.08	.08
Standard deviation		1.17	1.12	1.13	1.18	1.05	1.30	1.15	1.24	1.17	1.16	1.18	1.20	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 252 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	171	35	42	47	47	77	94
		9%	7%	9%	10%	10%	8%	10%
Fairly Dissatisfied	(-1)	378	94	92	99	94	185	193
		20%	20%	20%	21%	20%	20%	20%
Neither Satisfied Nor Dissatisfied	(0)	451	105	87	133	126	192	259
		24%	22%	19%	28%	26%	21%	27%
					b			a
Fairly Satisfied	(1)	627	170	181	134	143	351	276
		33%	36%	39%	28%	30%	37%	29%
				c			b	
Very Satisfied	(2)	237	60	58	56	62	119	118
		13%	13%	12%	12%	13%	13%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		20	4	9	2	5	12	7
		1%	1%	2%	*%	1%	1%	1%
NET: Satisfied		864	230	239	189	205	469	394
		46%	49%	51%	40%	43%	50%	42%
				c			b	
NET: Dissatisfied		549	129	133	146	141	262	287
		29%	28%	28%	31%	30%	28%	30%
Answered		1863	464	459	468	472	923	940
Mean Score		.2	.3	.3	.1	.2	.3	.1
Standard error		.03	.05	.05	.05	.05	.04	.04
Standard deviation		1.17	1.15	1.18	1.17	1.19	1.16	1.18

Columns Tested:: a,b,c,d - a,b

Table 253

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very Dissatisfied	(-2)	17	1	16	16	1	*	-	1
		1%	*%	1%	1%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	78	2	76	77	*	*	*	1
		4%	1%	5%	4%	*%	1%	6%	1%
				a	be			be	
Neither Satisfied Nor Dissatisfied	(0)	299	20	279	290	8	1	*	9
		16%	10%	17%	16%	12%	13%	2%	11%
				a	d	d	d		d
Fairly Satisfied	(1)	818	67	752	782	31	4	2	36
		43%	32%	45%	43%	45%	47%	39%	45%
				a					
Very Satisfied	(2)	659	117	543	626	28	3	2	33
		35%	55%	32%	35%	41%	38%	52%	41%
			b					a	
Don't Know (CATI ONLY: DO NOT READ OUT)		12	5	7	12	*	-	*	*
		1%	2%	*%	1%	1%	-%	1%	1%
			b						
NET: Satisfied		1478	183	1294	1408	59	7	4	70
		78%	87%	77%	78%	86%	85%	91%	87%
			b			a		a	a
NET: Dissatisfied		94	2	92	93	1	*	*	1
		5%	1%	6%	5%	1%	2%	6%	2%
				a	be			be	
Answered		1871	206	1665	1791	68	8	5	80
Mean Score		1.1	1.4	1.0	1.1	1.3	1.2	1.4	1.3
			b			a		a	a
Standard error		.02	.03	.02	.02	.04	.09	.06	.03
Standard deviation		.87	.73	.87	.87	.75	.81	.91	.76

Columns Tested:: a,b - a,b,c,d,e

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very Dissatisfied	(-2)	17	13	3	-	*	1	-	16	1	*
		1%	1%	*%	-%	*%	2%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	41	30	5	*	*	*	77	*	*
		4%	4%	4%	4%	*%	1%	6%	4%	*%	3%
			h	h	h			dh	h		
Neither Satisfied Nor Dissatisfied	(0)	299	150	119	20	7	2	*	290	8	1
		16%	15%	18%	16%	15%	7%	2%	16%	12%	9%
			ef	ef	f	f			ef	f	
Fairly Satisfied	(1)	818	425	310	47	20	14	2	782	31	5
		43%	43%	46%	36%	43%	50%	39%	43%	45%	44%
Very Satisfied	(2)	659	356	214	56	20	11	2	626	28	5
		35%	36%	31%	44%	42%	39%	52%	35%	41%	43%
					b			abg		b	
Don't Know (CATI ONLY: DO NOT READ OUT)		12	8	4	-	*	*	*	12	*	*
		1%	1%	1%	-%	*%	1%	1%	1%	1%	*%
NET: Satisfied		1478	781	524	103	40	26	4	1408	59	11
		78%	79%	77%	80%	84%	90%	91%	78%	86%	87%
							abg	abcg		abg	b
NET: Dissatisfied		94	54	33	5	*	1	*	93	1	*
		5%	5%	5%	4%	*%	3%	6%	5%	1%	3%
			dh					dh	dh		
Answered		1871	986	677	128	47	28	5	1791	68	12
Mean Score		1.1	1.1	1.0	1.2	1.3	1.3	1.4	1.1	1.3	1.3
						b	b	abg		abg	b
Standard error		.02	.04	.04	.06	.05	.06	.06	.02	.04	.05
Standard deviation		.87	.89	.84	.85	.74	.79	.91	.87	.75	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very Dissatisfied	(-2)	17	16	1	1	*	-	9	3	-	-	*
		1%	1%	*%	1%	1%	-%	1%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	78	59	18	*	*	*	56	8	1	1	4
		4%	4%	6%	*%	1%	6%	5%	3%	2%	3%	7%
			c	c			c					
Neither Satisfied Nor Dissatisfied	(0)	299	244	46	8	1	*	188	49	9	5	3
		16%	17%	14%	12%	13%	2%	16%	18%	15%	21%	5%
			e	e	e	e			e		e	
Fairly Satisfied	(1)	818	647	135	31	4	2	556	101	26	13	27
		43%	44%	42%	45%	47%	39%	46%	37%	41%	53%	52%
								b				
Very Satisfied	(2)	659	504	122	28	3	2	382	111	27	6	18
		35%	34%	38%	41%	38%	52%	32%	41%	43%	23%	35%
							ab		a			
Don't Know (CATI ONLY: DO NOT READ OUT)		12	10	1	*	-	*	7	*	-	-	-
		1%	1%	*%	1%	-%	1%	1%	*%	-%	-%	-%
NET: Satisfied		1478	1151	257	59	7	4	938	213	53	18	45
		78%	78%	80%	86%	85%	91%	78%	78%	84%	76%	87%
					a		ab					
NET: Dissatisfied		94	75	19	1	*	*	65	11	1	1	4
		5%	5%	6%	1%	2%	6%	5%	4%	2%	3%	7%
			c	c			c					
Answered		1871	1470	321	68	8	5	1191	272	63	24	52
Mean Score		1.1	1.1	1.1	1.3	1.2	1.4	1.0	1.1	1.2	1.0	1.1
					a		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.07	.09	.06
Standard deviation		.87	.87	.87	.75	.81	.91	.86	.88	.77	.76	.84

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very Dissatisfied	(-2)	17	*	-	-	-	4	-	-	11	-
		1%	*%	-%	-%	-%	2%	-%	-%	7% abcfgi	-%
Fairly Dissatisfied	(-1)	78	5	6	4	5	9	11	20	8	6
		4%	3%	4%	1%	8%	5%	4%	8% c	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	37	20	52	8	18	51	38	29	23
		16%	22% e	14%	18%	13%	10%	18%	16%	19%	16%
Fairly Satisfied	(1)	818	66	69	133	32	88	147	98	61	53
		43%	40%	48%	47%	51%	49%	51%	40%	40%	37%
Very Satisfied	(2)	659	57	48	96	16	61	80	87	38	60
		35%	34%	34%	34%	25%	34%	28%	36%	25%	42% h
Don't Know (CATI ONLY: DO NOT READ OUT)		12	-	-	-	2	1	-	-	5	-
		1%	-%	-%	-%	3%	1%	-%	-%	3%	-%
NET: Satisfied		1478	122	117	229	48	149	227	186	99	113
		78%	74%	82% h	81% h	76%	83% h	78%	76%	65%	79%
NET: Dissatisfied		94	5	6	4	5	12	11	20	20	6
		5%	3%	4%	1%	8%	7% c	4%	8% c	13% acf	4%
Answered		1871	165	142	284	61	179	289	244	148	142
Mean Score		1.1	1.1	1.1 h	1.1 h	1.0	1.1 h	1.0 h	1.0	.7	1.2 h
Standard error		.02	.07	.08	.05	.12	.08	.06	.08	.11	.08
Standard deviation		.87	.84	.79	.74	.85	.90	.78	.92	1.14	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Very Dissatisfied (-2)	17	4	11	-	15	2	1	*	*
	1%	1%	2%	-%	1%	1%	1%	*%	1%
			c						
Fairly Dissatisfied (-1)	78	20	19	34	73	4	*	1	2
	4%	5%	4%	4%	4%	2%	*%	2%	7%
		f	f	f	f				ef
Neither Satisfied Nor Dissatisfied (0)	299	50	86	141	277	22	11	7	4
	16%	13%	19%	17%	17%	10%	10%	10%	12%
			e	e	e				
Fairly Satisfied (1)	818	174	196	378	747	71	32	28	11
	43%	45%	43%	46%	45%	32%	30%	38%	30%
		efh	efh	efh	efh				
Very Satisfied (2)	659	136	143	264	543	116	63	36	18
	35%	35%	31%	32%	33%	53%	58%	48%	49%
						abcd	abcd	bcd	abcd
Don't Know (CATI ONLY: DO NOT READ OUT)	12	3	5	-	9	3	1	2	1
	1%	1%	1%	-%	1%	2%	1%	2%	2%
								c	
NET: Satisfied	1478	310	339	642	1290	187	95	64	28
	78%	80%	74%	79%	78%	85%	87%	86%	79%
						bcd	bd	b	
NET: Dissatisfied	94	23	31	34	88	6	2	2	3
	5%	6%	7%	4%	5%	3%	2%	2%	8%
			ef						ef
Answered	1871	383	455	817	1655	216	108	72	35
Mean Score	1.1	1.1	1.0	1.1	1.0	1.4	1.4	1.4	1.2
						abcd	abcd	abcd	b
Standard error	.02	.05	.05	.04	.03	.03	.04	.05	.06
Standard deviation	.87	.88	.95	.81	.87	.82	.79	.76	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very Dissatisfied	(-2)	17	-	-	-	2	2	-	*	*	13
		1%	-%	-%	-%	1%	1%	-%	*%	*%	1%
Fairly Dissatisfied	(-1)	78	2	4	4	12	20	2	5	*	33
		4%	3%	4%	3%	5%	7%	2%	9%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	10	15	22	45	44	22	1	8	147
		16%	14%	14%	17%	18% g	15%	26% g	2%	14%	16%
Fairly Satisfied	(1)	818	34	41	53	123	122	34	13	26	413
		43%	47%	37%	39%	50% g	41%	40%	25%	44%	44%
Very Satisfied	(2)	659	26	48	50	64	110	27	31	25	326
		35%	36%	44% d	37%	26%	37%	32%	59% defi	42%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	-	2	6	-	1	-	2	-	3
		1%	-%	1%	4% i	-%	*%	-%	4% i	-%	*%
NET: Satisfied		1478	60	88	103	188	232	61	44	52	739
		78%	83%	81%	76%	76%	77%	72%	84%	86%	79%
NET: Dissatisfied		94	2	4	4	13	23	2	5	*	46
		5%	3%	4%	3%	5%	8%	2%	10%	*%	5%
Answered		1871	72	108	129	246	298	84	50	60	931
Mean Score		1.1	1.2	1.2	1.2	1.0	1.1	1.0	1.4 d	1.3	1.1
Standard error		.02	.08	.06	.06	.06	.05	.09	.11	.07	.03
Standard deviation		.87	.78	.83	.81	.83	.93	.82	.97	.72	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very Dissatisfied	(-2)	17	2	2	13	12	4	17	*	17	-
		1%	*%	1%	1%	1%	1%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	78	18	22	38	66	11	66	11	72	6
		4%	4%	6%	4%	4%	3%	4%	8%	4%	10%
Neither Satisfied Nor Dissatisfied	(0)	299	77	65	156	240	59	274	25	295	4
		16%	17%	17%	15%	15%	18%	16%	17%	16%	8%
Fairly Satisfied	(1)	818	210	156	452	668	150	751	67	791	27
		43%	46%	41%	43%	43%	46%	43%	45%	43%	47%
Very Satisfied	(2)	659	140	137	382	561	98	614	45	639	20
		35%	31%	36%	37%	36%	30%	35%	30%	35%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	6	1	5	9	3	11	1	12	*
		1%	1%	*%	*%	1%	1%	1%	1%	1%	1%
NET: Satisfied		1478	350	293	834	1229	248	1366	112	1431	47
		78%	77%	76%	80%	79%	76%	79%	75%	78%	82%
NET: Dissatisfied		94	19	24	51	79	16	83	12	89	6
		5%	4%	6%	5%	5%	5%	5%	8%	5%	10%
Answered		1871	447	382	1042	1548	323	1722	149	1814	57
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1
Standard error		.02	.04	.04	.03	.02	.06	.02	.05	.02	.12
Standard deviation		.87	.82	.90	.87	.87	.87	.87	.90	.87	.91

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very Dissatisfied	(-2)	17	2	*	11	15	2	*	*	17	*
		1%	*%	*%	3% ab	1%	1%	*%	*%	1%	*%
Fairly Dissatisfied	(-1)	78	42	17	18	54	12	8	5	65	12
		4%	4%	6%	4%	3%	6%	18% ae	10%	4%	13% ae
Neither Satisfied Nor Dissatisfied	(0)	299	193	56	44	262	22	2	13	284	15
		16%	17%	18%	11%	16%	11%	5%	29%	16%	17%
Fairly Satisfied	(1)	818	522	125	169	724	72	12	11	795	23
		43%	45%	41%	42%	45% df	37%	28%	23%	44% f	25%
Very Satisfied	(2)	659	395	100	164	540	82	21	16	622	38
		35%	34%	33%	40%	34%	43%	49%	35%	35%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	7	4	1	8	2	-	2	10	2
		1%	1%	1%	*%	1%	1%	-%	3%	1%	2%
NET: Satisfied		1478	917	226	333	1264	153	33	27	1417	61
		78%	79%	75%	82%	79% d	80% d	78%	58%	79% d	67%
NET: Dissatisfied		94	44	17	29	69	14	8	5	82	12
		5%	4%	6%	7%	4%	7%	18% ae	10%	5%	14% ae
Answered		1871	1153	299	406	1594	189	43	45	1783	88
Mean Score		1.1	1.1	1.0	1.1	1.1	1.2	1.1	.9	1.1	1.0
Standard error		.02	.02	.04	.05	.02	.05	.13	.11	.02	.09
Standard deviation		.87	.81	.87	.96	.85	.93	1.13	1.05	.86	1.09

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very Dissatisfied	(-2)	17	7	8	2	17	14	17	16	11	11
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Fairly Dissatisfied	(-1)	78	33	21	24	65	57	68	60	42	29
		4%	3%	3%	8%	4%	4%	4%	5%	5%	5%
					ab						
Neither Satisfied Nor Dissatisfied	(0)	299	154	108	37	272	210	283	190	135	95
		16%	16%	17%	13%	16%	15%	16%	15%	16%	16%
Fairly Satisfied	(1)	818	437	287	95	744	609	778	559	359	252
		43%	45%	45%	34%	45%	45%	45%	43%	44%	42%
			c	c							
Very Satisfied	(2)	659	330	210	120	544	464	585	455	271	203
		35%	34%	33%	43%	33%	34%	34%	35%	33%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	7	1	4	8	10	10	7	4	5
		1%	1%	*%	1%	*%	1%	1%	1%	*%	1%
NET: Satisfied		1478	767	496	214	1288	1073	1363	1014	630	456
		78%	79%	78%	76%	78%	79%	78%	79%	77%	77%
NET: Dissatisfied		94	40	29	26	82	71	85	75	53	39
		5%	4%	5%	9%	5%	5%	5%	6%	6%	7%
					a						
Answered		1871	962	632	277	1642	1354	1731	1280	818	590
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.0
Standard error		.02	.03	.03	.05	.02	.02	.02	.02	.03	.03
Standard deviation		.87	.84	.86	.99	.86	.87	.86	.89	.91	.93

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very Dissatisfied	(-2)	17	3	7	5	1	1	1	*	2
		1%	1%	1%	5%	1%	3%	2%	*%	2%
					b					
Fairly Dissatisfied	(-1)	78	10	39	6	2	1	3	7	10
		4%	3%	4%	8%	2%	2%	7%	17%	9%
									abd	
Neither Satisfied Nor Dissatisfied	(0)	299	74	170	12	14	3	5	6	14
		16%	19%	16%	14%	15%	7%	13%	15%	11%
Fairly Satisfied	(1)	818	174	476	36	36	22	14	20	56
		43%	44%	45%	42%	40%	53%	35%	50%	46%
Very Satisfied	(2)	659	134	350	26	37	13	17	7	37
		35%	34%	33%	31%	41%	32%	43%	17%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	-	8	*	*	2	-	*	2
		1%	-%	1%	*%	*%	4%	-%	*%	1%
NET: Satisfied		1478	309	826	62	73	35	32	26	93
		78%	78%	79%	73%	82%	85%	79%	67%	77%
NET: Dissatisfied		94	13	46	11	3	2	3	7	12
		5%	3%	4%	13%	3%	5%	9%	17%	10%
					ab				abd	
Answered		1871	396	1042	84	90	40	40	39	119
Mean Score		1.1	1.1	1.1	.9	1.2	1.1	1.1	.7	1.0
			g	g		g				
Standard error		.02	.05	.03	.10	.07	.08	.10	.12	.06
Standard deviation		.87	.83	.84	1.11	.83	.87	1.00	.97	.97

Columns Tested:: a,b,c,d,e,f,g,h

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very Dissatisfied	(-2)	17	9	5	-	*	1	1	*	8	5	*	*	1	-	*
		1%	1%	4%	-%	1%	5%	2%	1%	1%	3%	*%	1%	2%	-%	*%
				a												
Fairly Dissatisfied	(-1)	78	43	14	*	4	1	*	4	35	11	5	1	3	*	3
		4%	3%	11%	*%	7%	5%	*%	29%	3%	7%	7%	4%	7%	*%	15%
				ac												
Neither Satisfied Nor Dissatisfied	(0)	299	222	22	8	12	2	4	1	174	19	6	1	3	2	5
		16%	17%	17%	10%	23%	9%	15%	9%	17%	12%	9%	3%	7%	14%	26%
Fairly Satisfied	(1)	818	607	45	45	17	11	11	7	482	54	28	13	15	8	9
		43%	46%	33%	59%	32%	49%	39%	54%	46%	34%	42%	49%	39%	58%	46%
					bd											
Very Satisfied	(2)	659	434	47	23	20	7	12	1	339	64	28	11	15	4	3
		35%	33%	35%	30%	37%	32%	43%	7%	33%	41%	42%	43%	41%	27%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	7	1	*	-	-	-	*	4	4	*	-	2	-	*
		1%	1%	1%	*%	-%	-%	-%	*%	*%	3%	*%	-%	4%	-%	*%
											a			a		
NET: Satisfied		1478	1041	92	69	37	19	24	8	821	118	56	24	30	12	12
		78%	79%	69%	90%	69%	81%	83%	61%	79%	75%	84%	92%	80%	86%	59%
					bd											
NET: Dissatisfied		94	52	19	*	4	2	1	4	43	16	5	1	3	*	3
		5%	4%	14%	*%	8%	10%	2%	30%	4%	10%	7%	5%	9%	*%	15%
				ac												
Answered		1871	1315	133	76	53	23	29	13	1038	152	66	26	36	15	20
Mean Score		1.1	1.1	.9	1.2	1.0	1.0	1.2	.4	1.1	1.1	1.2	1.3	1.1	1.1	.6
Standard error		.02	.02	.08	.05	.09	.13	.10	.21	.03	.07	.08	.09	.15	.10	.19
Standard deviation		.87	.83	1.13	.61	.98	1.05	.89	1.04	.83	1.06	.88	.79	.99	.66	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very Dissatisfied	(-2)	17	10	5	1	*	-	-	1	1	8	5	2	1	*
		1%	1%	3%	1%	*%	-%	-%	2%	1%	1%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	78	24	19	1	4	2	7	3	12	32	10	13	9	5
		4%	3%	13%	1%	8%	8%	24%	8%	13%	4%	3%	4%	8%	7%
				ac				ac		a					
Neither Satisfied Nor Dissatisfied	(0)	299	140	17	14	11	3	2	4	8	159	49	51	13	12
		16%	16%	11%	15%	22%	10%	6%	10%	9%	18%	14%	14%	12%	19%
Fairly Satisfied	(1)	818	424	59	37	12	5	6	17	28	388	172	145	46	25
		43%	47%	40%	39%	24%	16%	21%	46%	29%	45%	50%	42%	42%	39%
			deh												
Very Satisfied	(2)	659	302	48	37	22	19	14	13	46	279	107	137	41	20
		35%	34%	33%	40%	43%	66%	50%	34%	49%	32%	31%	39%	37%	31%
							ab								
Don't Know (CATI ONLY: DO NOT READ OUT)		12	2	-	4	2	-	-	-	-	2	4	2	*	2
		1%	*%	-%	4%	3%	-%	-%	-%	-%	*%	1%	1%	*%	3%
					a	a									a
NET: Satisfied		1478	726	107	74	34	24	20	30	74	667	279	282	86	45
		78%	81%	73%	79%	66%	82%	71%	80%	78%	77%	80%	81%	79%	70%
NET: Dissatisfied		94	33	23	2	4	2	7	4	13	40	15	15	10	5
		5%	4%	16%	2%	8%	8%	24%	10%	13%	5%	4%	4%	9%	8%
				ac				ac		a					
Answered		1871	899	146	90	49	29	28	37	95	866	343	348	109	62
Mean Score		1.1	1.1	.9	1.2	1.0	1.4	1.0	1.0	1.1	1.0	1.1	1.2	1.1	1.0
Standard error		.02	.03	.08	.07	.11	.14	.17	.16	.09	.03	.04	.04	.07	.10
Standard deviation		.87	.83	1.10	.82	1.02	.97	1.25	.99	1.07	.86	.83	.85	.96	.95

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very Dissatisfied	(-2)	17	8	5	2	1	*	7	5	1	1	*
		1%	1%	2%	1%	2%	*%	1%	2%	*%	1%	1%
Fairly Dissatisfied	(-1)	78	32	13	9	6	5	30	7	8	11	1
		4%	3%	4%	3%	7%	12%	4%	3%	4%	14%	2%
											abc	
Neither Satisfied Nor Dissatisfied	(0)	299	174	43	44	6	5	129	25	33	10	11
		16%	19%	14%	16%	7%	12%	17%	10%	14%	13%	21%
Fairly Satisfied	(1)	818	420	152	117	37	16	338	114	102	28	24
		43%	45%	48%	42%	44%	42%	45%	47%	45%	34%	47%
Very Satisfied	(2)	659	292	100	101	35	12	249	87	80	32	13
		35%	31%	32%	37%	41%	32%	33%	36%	35%	39%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	5	*	2	*	*	2	4	2	*	2
		1%	1%	*%	1%	*%	1%	*%	2%	1%	*%	3%
NET: Satisfied		1478	713	252	217	72	28	588	201	183	60	38
		78%	76%	80%	79%	84%	74%	78%	83%	81%	73%	73%
NET: Dissatisfied		94	40	18	12	7	5	38	11	9	12	2
		5%	4%	6%	4%	9%	12%	5%	5%	4%	14%	3%
											ac	
Answered		1871	927	313	273	85	38	754	237	224	82	50
Mean Score		1.1	1.0	1.1	1.1	1.1	.9	1.0	1.1	1.1	1.0	1.0
Standard error		.02	.03	.05	.04	.07	.12	.03	.05	.05	.09	.10
Standard deviation		.87	.85	.87	.86	.94	1.00	.87	.86	.81	1.07	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very Dissatisfied	(-2)	17	9	5	*	1	*	14	*	2	16	*	16	*
		1%	1%	3%	*%	1%	*%	2%	*%	*%	1%	*%	1%	2%
Fairly Dissatisfied	(-1)	78	33	8	6	8	5	34	8	17	67	11	60	6
		4%	5%	4%	2%	8%	10%	5%	8%	4%	4%	7%	4%	22% a
Neither Satisfied Nor Dissatisfied	(0)	299	98	33	38	9	10	103	10	75	281	18	271	1
		16%	15%	18%	14%	9%	22%	14%	11%	17%	16%	11%	17%	5%
Fairly Satisfied	(1)	818	313	62	122	42	15	305	44	210	761	57	734	10
		43%	47% b	33%	46% b	41%	31%	41%	45%	49%	44%	36%	45%	38%
Very Satisfied	(2)	659	214	81	93	42	18	294	30	124	588	71	536	8
		35%	32%	43%	36%	41%	37%	39% c	31%	29%	34%	45%	33%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	1	*	4	-	-	2	5	*	12	*	8	-
		1%	*%	*%	1%	-%	-%	*%	5% ac	*%	1%	*%	1%	-%
NET: Satisfied		1478	527	142	215	84	33	599	74	334	1350	128	1270	18
		78%	79%	75%	82%	82%	69%	80%	76%	78%	78%	81%	78%	71%
NET: Dissatisfied		94	42	13	6	10	5	48	8	19	83	11	76	6
		5%	6%	7%	2%	9% c	10%	6%	9%	4%	5%	7%	5%	24% a
Answered		1871	667	189	259	103	48	750	93	428	1714	157	1617	25
Mean Score		1.1	1.0	1.1	1.2	1.1	1.0	1.1	1.0	1.0	1.1	1.2	1.1	.8
Standard error		.02	.04	.06	.04	.08	.11	.03	.08	.04	.02	.07	.02	.20
Standard deviation		.87	.89	1.01	.76	.97	1.01	.93	.90	.81	.86	.91	.86	1.20

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very Dissatisfied	(-2)	17	13	1	16	*	17	-	13	1	13	2
		1%	1%	1%	2%	*%	1%	-%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	78	52	5	34	25	64	1	52	5	32	27
		4%	4%	5%	4%	6%	4%	5%	4%	5%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	299	192	17	115	75	268	4	188	22	121	69
		16%	15%	18%	14%	17%	16%	19%	15%	24%	14%	16%
Fairly Satisfied	(1)	818	562	48	380	179	738	6	576	33	402	157
		43%	44%	50%	45%	41%	45%	26%	45%	36%	47% b	37%
Very Satisfied	(2)	659	439	25	294	161	533	11	432	32	287	168
		35%	35%	26%	35%	37%	33%	50%	34%	34%	33%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	10	-	7	*	8	-	10	-	7	*
		1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
NET: Satisfied		1478	1001	72	675	339	1272	17	1008	65	689	325
		78%	79%	76%	80%	77%	78%	76%	79%	70%	80%	77%
NET: Dissatisfied		94	66	6	50	25	81	1	65	6	46	30
		5%	5%	6%	6%	6%	5%	5%	5%	7%	5%	7%
Answered		1871	1258	95	840	440	1621	22	1260	93	856	424
Mean Score		1.1	1.1	.9	1.1	1.1	1.1	1.2	1.1	1.0	1.1	1.1
Standard error		.02	.02	.07	.03	.04	.02	.16	.02	.08	.03	.04
Standard deviation		.87	.87	.85	.90	.87	.86	.94	.86	.96	.87	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very Dissatisfied	(-2)	17	12	7	1	-	12	3	1	-	14	3	*	-
		1%	1%	1%	*%	-%	1%	*%	*%	-%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	78	43	50	8	-	33	36	8	-	44	26	7	-
		4%	5%	4%	4%	-%	4%	4%	4%	-%	5%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	299	134	208	23	-	114	145	21	-	134	110	24	-
		16%	16%	16%	10%	-%	14%	15%	12%	-%	15%	15%	10%	-%
Fairly Satisfied	(1)	818	371	596	91	4	346	421	61	-	363	326	101	*
		43%	43%	46%	41%	100%	43%	45%	34%	-%	39%	46%	44%	100%
Very Satisfied	(2)	659	300	428	98	-	292	334	86	1	363	248	96	-
		35%	35%	33%	44%	-%	36%	35%	48% b	100%	39%	35%	42%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	6	4	2	-	8	4	2	-	6	1	-	-
		1%	1%	*%	1%	-%	1%	*%	1%	-%	1%	*%	-%	-%
NET: Satisfied		1478	670	1024	190	4	638	755	147	1	726	574	197	*
		78%	78%	79%	85%	100%	79%	80%	82%	100%	79%	80%	86%	100%
NET: Dissatisfied		94	54	56	9	-	45	39	8	-	58	29	8	-
		5%	6%	4%	4%	-%	6%	4%	5%	-%	6%	4%	3%	-%
Answered		1871	859	1288	221	4	796	940	177	1	918	713	229	*
Mean Score		1.1	1.1	1.1	1.3	1.0	1.1	1.1	1.3	2.0	1.1	1.1	1.2	1.0
Standard error		.02	.03	.02	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.87	.91	.83	.81	-	.90	.83	.86	-	.93	.82	.78	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very Dissatisfied	(-2)	17	17	5	11	15	5	*	6	10	5	*	*
		1%	1%	*%	1%	1%	*%	*%	1%	2%	1%	*%	*%
Fairly Dissatisfied	(-1)	78	55	51	36	48	44	3	22	19	20	5	4
		4%	3%	4%	4%	4%	4%	7%	4%	4%	4%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	299	262	188	119	210	168	3	89	70	67	12	11
		16%	17%	15%	13%	17%	16%	9%	15%	13%	13%	9%	14%
Fairly Satisfied	(1)	818	712	554	424	546	465	10	270	230	208	60	32
		43%	45%	44%	45%	43%	45%	27%	44%	43%	40%	44%	41%
Very Satisfied	(2)	659	531	437	353	437	352	21	228	206	221	58	31
		35%	34%	35%	37%	35%	34%	57%	37%	39%	42%	43%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	4	10	1	8	2	-	1	-	-	-	-
		1%	*%	1%	*%	1%	*%	-%	*%	-%	-%	-%	-%
NET: Satisfied		1478	1242	991	778	983	817	31	497	436	429	118	62
		78%	79%	80%	82%	78%	79%	84%	81%	81%	82%	88%	80%
NET: Dissatisfied		94	72	56	47	63	49	3	28	30	25	5	5
		5%	5%	4%	5%	5%	5%	7%	4%	6%	5%	4%	6%
Answered		1871	1576	1235	943	1256	1034	37	614	535	521	135	78
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.1	1.2	1.3	1.1
Standard error		.02	.02	.02	.03	.02	.03	.13	.04	.04	.04	.07	.11
Standard deviation		.87	.86	.83	.86	.88	.84	.93	.85	.90	.87	.79	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very Dissatisfied	(-2)	17	8	1	1	*	8	4	8	6	8	5	7	1	-	1	16
		1%	4%	1%	1%	*%	1%	*%	*%	1%	1%	1%	*%	*%	-%	*%	10% a
Fairly Dissatisfied	(-1)	78	10	14	7	*	66	43	73	41	34	39	64	10	-	31	30
		4%	4%	14%	6%	*%	4%	4%	4%	4%	4%	5%	4%	5%	-%	2%	20% a
Neither Satisfied Nor Dissatisfied	(0)	299	42	25	15	7	254	145	268	160	121	116	248	19	-	131	40
		16%	19%	25%	13%	18%	16%	15%	16%	15%	13%	14%	16%	10%	-%	9%	27% a
Fairly Satisfied	(1)	818	98	27	57	10	688	411	709	465	369	361	648	81	-	612	56
		43%	43%	26%	49% b	24%	44%	42%	43%	42%	40%	44%	43%	42%	-%	44%	37%
Very Satisfied	(2)	659	62	34	35	24	543	369	563	417	379	285	534	80	-	619	7
		35%	28%	33%	30%	58% ac	35%	38%	34%	38%	41% ac	35%	35%	42%	-%	44% b	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	5	-	-	-	8	9	12	5	4	9	6	-	-	8	2
		1%	2%	-%	-%	-%	*%	1%	1%	*%	*%	1%	*%	-%	-%	1%	1%
NET: Satisfied		1478	160	60	91	34	1231	780	1272	881	748	646	1182	161	-	1231	63
		78%	71%	60%	80% b	82%	79%	79%	78%	81%	82%	79%	78%	84%	-%	88% b	42%
NET: Dissatisfied		94	18	16	8	*	74	47	81	47	43	45	71	11	-	32	45
		5%	8%	15%	7%	1%	5%	5%	5%	4%	5%	5%	5%	6%	-%	2%	30% a
Answered		1871	220	101	115	42	1559	972	1621	1089	912	807	1502	191	-	1393	149
Mean Score		1.1	.9	.8	1.0	1.4 ab	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.2	-	1.3 b	.1
Standard error		.02	.07	.10	.09	.12	.02	.02	.02	.02	.03	.03	.02	.06	-	.02	.10
Standard deviation		.87	.99	1.10	.87	.81	.85	.85	.86	.84	.87	.86	.85	.86	-	.74	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very Dissatisfied	(-2)	17	17	*	4	-	1	3	9	6	1	6	2	9
		1%	2%	*%	1%	-%	*%	1%	4%	*%	*%	2%	*%	1%
			b						bc					
Fairly Dissatisfied	(-1)	78	70	7	26	*	17	17	16	46	16	7	28	39
		4%	9%	1%	5%	*%	7%	4%	7%	4%	5%	2%	8%	3%
			b										c	
Neither Satisfied Nor Dissatisfied	(0)	299	158	141	91	4	48	71	21	204	70	39	74	178
		16%	20%	13%	17%	10%	21%	17%	9%	16%	20%	14%	21%	15%
			b								a			
Fairly Satisfied	(1)	818	349	469	191	33	93	153	74	581	163	105	159	539
		43%	45%	42%	36%	81%	40%	37%	33%	45%	47%	38%	44%	45%
										a	a			
Very Satisfied	(2)	659	175	484	219	3	75	174	100	449	99	122	95	427
		35%	23%	44%	41%	8%	32%	42%	44%	35%	28%	44%	27%	36%
				a					c			b		b
Don't Know (CATI ONLY: DO NOT READ OUT)		12	6	6	-	-	-	*	4	3	*	*	*	7
		1%	1%	1%	-%	-%	-%	*%	2%	*%	*%	*%	*%	1%
NET: Satisfied		1478	525	953	410	36	167	327	174	1030	262	226	255	965
		78%	68%	86%	77%	89%	72%	78%	78%	80%	75%	81%	71%	81%
				a								b		b
NET: Dissatisfied		94	87	8	30	*	17	20	25	52	17	13	30	48
		5%	11%	1%	6%	*%	7%	5%	11%	4%	5%	5%	8%	4%
			b						b				c	
Answered		1871	770	1102	531	41	232	418	221	1286	349	278	359	1191
Mean Score		1.1	.8	1.3	1.1	1.0	1.0	1.1	1.1	1.1	1.0	1.2	.9	1.1
				a								b		b
Standard error		.02	.04	.02	.04	.08	.06	.04	.07	.02	.04	.05	.05	.02
Standard deviation		.87	.97	.71	.91	.45	.92	.89	1.11	.83	.83	.91	.91	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very Dissatisfied	(-2)	17	9	8
		1%	1%	1%
Fairly Dissatisfied	(-1)	78	36	41
		4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	158	141
		16%	18%	14%
Fairly Satisfied	(1)	818	371	447
		43%	42%	44%
Very Satisfied	(2)	659	293	367
		35%	33%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	10	2
		1%	1%	*%
NET: Satisfied		1478	664	814
		78%	76%	81%
NET: Dissatisfied		94	45	50
		5%	5%	5%
Answered		1871	867	1004
Mean Score		1.1	1.0	1.1
Standard error		.02	.03	.03
Standard deviation		.87	.88	.86

Columns Tested:: a,b

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very Dissatisfied	(-2)	17	-	2	-	*	6	5	*	2	-	1	1	1
		1%	-%	1%	-%	*%	5%	2%	*%	1%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	*	12	1	5	12	15	-	18	1	3	5	6
		4%	*%	4%	1%	6%	10%	6%	-%	6%	1%	4%	2%	3%
							cik			i				
Neither Satisfied Nor Dissatisfied	(0)	299	5	47	30	11	25	24	1	54	28	18	31	24
		16%	16%	16%	20%	12%	21%	9%	9%	19%	17%	23%	15%	13%
												f		
Fairly Satisfied	(1)	818	12	128	59	41	32	132	5	114	92	29	87	88
		43%	36%	44%	40%	48%	27%	50%	29%	40%	55%	39%	42%	46%
								e			egh			e
Very Satisfied	(2)	659	15	98	53	28	44	88	10	98	46	25	83	71
		35%	46%	34%	36%	33%	37%	33%	60%	34%	28%	33%	40%	37%
									bcdfhijkl					
Don't Know (CATI ONLY: DO NOT READ OUT)		12	*	2	4	*	-	-	*	-	*	*	2	3
		1%	1%	1%	3%	*%	-%	-%	1%	-%	*%	*%	1%	2%
NET: Satisfied		1478	27	226	112	69	75	220	14	213	138	54	170	159
		78%	83%	78%	76%	81%	64%	83%	89%	74%	82%	72%	81%	83%
								e	e		e		e	e
NET: Dissatisfied		94	*	14	1	5	18	19	*	20	1	4	6	6
		5%	*%	5%	1%	6%	15%	7%	*%	7%	1%	5%	3%	3%
							cikl	i		i				
Answered		1871	32	287	143	85	118	264	16	286	168	75	207	190
Mean Score		1.1	1.3	1.1	1.1	1.1	.8	1.1	1.5	1.0	1.1	1.0	1.2	1.2
									bcdefhijl				e	e
Standard error		.02	.07	.06	.07	.07	.11	.06	.10	.06	.05	.07	.06	.05
Standard deviation		.87	.76	.85	.77	.85	1.18	.90	.71	.92	.69	.89	.82	.79

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 253 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very Dissatisfied	(-2)	17	2	10	2	2	12	5
		1%	*%	2%	*%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	13	32	19	14	45	33
		4%	3%	7%	4%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	299	82	60	83	73	143	156
		16%	18%	13%	18%	15%	15%	17%
Fairly Satisfied	(1)	818	199	205	211	204	403	415
		43%	43%	44%	45%	43%	43%	44%
Very Satisfied	(2)	659	166	160	155	179	326	333
		35%	36%	34%	33%	37%	35%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		12	6	*	1	5	7	5
		1%	1%	*%	*%	1%	1%	1%
NET: Satisfied		1478	365	364	365	383	730	748
		78%	78%	78%	78%	80%	78%	79%
NET: Dissatisfied		94	14	43	21	16	57	38
		5%	3%	9%	5%	3%	6%	4%
				ad				
Answered		1871	462	467	470	472	929	942
Mean Score		1.1	1.1	1.0	1.1	1.2	1.1	1.1
Standard error		.02	.04	.04	.04	.03	.03	.03
Standard deviation		.87	.82	.97	.84	.82	.90	.83

Columns Tested:: a,b,c,d - a,b

Table 254

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: SUMMARY TABLE

Base: All using RM (QV4=1)

		Areas							
		Delivery time (when you receive your postal delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		2035	2035	2035	2035	2035	2035	2035	2035
Effective base		784	784	784	784	784	784	784	784
Weighted Base		1883	1883	1883	1883	1883	1883	1883	1883
Very Dissatisfied	(-2)	46 2% dh	50 3% dh	31 2%	20 1%	47 2% dh	25 1%	171 9% abcdefh	17 1%
Fairly Dissatisfied	(-1)	152 8% cdfh	156 8% cdfh	62 3%	65 3%	109 6% cd	101 5% c	378 20% abcdefh	78 4%
Neither Satisfied Nor Dissatisfied	(0)	351 19%	308 16%	386 20% bh	320 17%	375 20% h	366 19%	451 24% abdfh	299 16%
Fairly Satisfied	(1)	775 41% dfg	804 43% cdefg	696 37%	647 34%	699 37%	663 35%	627 33%	818 43% cdefg
Very Satisfied	(2)	544 29% g	550 29% g	491 26% g	607 32% ceg	480 26% g	609 32% ceg	237 13%	659 35% abceg
Don't Know (CATI ONLY: DO NOT READ OUT)		15 1%	15 1%	217 12% abfgh	225 12% abfgh	173 9% abfgh	119 6% abgh	20 1%	12 1%
NET: Satisfied		1319 70% ceg	1354 72% cdeg	1187 63% g	1254 67% g	1180 63% g	1272 68% eg	864 46%	1478 78% abcdefg
NET: Dissatisfied		198 11% cdfh	206 11% cdfh	93 5%	85 4%	156 8% cdh	126 7%	549 29% abcdefh	94 5%
Answered		1868	1868	1666	1659	1710	1764	1863	1871
Mean Score		.9 g	.9 g	.9 g	1.1 abceg	.9 g	1.0 abeg	.2	1.1 abcefg
Standard error		.02	.02	.02	.02	.02	.02	.03	.02
Standard deviation		1.00	1.01	.92	.91	.99	.95	1.17	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 255

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2012	477	1535	1411	321	81	199	601
Effective base		775	114	669	717	134	34	82	177
Weighted Base		1868	206	1662	1789	67	8	5	79
Very Dissatisfied	(-2)	46	8	38	45	1	*	*	2
		2%	4%	2%	2%	2%	3%	1%	2%
Fairly Dissatisfied	(-1)	152	7	145	149	2	*	-	3
		8%	3%	9%	8%	3%	6%	-%	3%
				a	bde		d		
Neither Satisfied Nor Dissatisfied	(0)	351	37	314	344	6	1	*	7
		19%	18%	19%	19%	9%	8%	10%	9%
					bde				
Fairly Satisfied	(1)	775	53	722	735	35	3	2	40
		41%	26%	43%	41%	52%	46%	37%	51%
				a		ad			ad
Very Satisfied	(2)	544	101	443	517	23	3	2	28
		29%	49%	27%	29%	34%	37%	53%	35%
			b					abe	
NET: Satisfied		1319	154	1165	1251	57	6	4	68
		71%	75%	70%	70%	86%	83%	89%	86%
						a		a	a
NET: Dissatisfied		198	15	183	194	4	1	*	4
		11%	7%	11%	11%	5%	9%	1%	5%
					bde		d		
Answered		1868	206	1662	1789	67	8	5	79
Mean Score		.9	1.1	.8	.9	1.1	1.1	1.4	1.1
			b			a		abe	a
Standard error		.02	.05	.03	.03	.05	.11	.06	.04
Standard deviation		1.00	1.07	.99	1.01	.86	1.03	.84	.87

Columns Tested:: a,b - a,b,c,d,e

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2012	632	583	196	198	204	199	1411	321	280
Effective base		775	359	292	84	86	80	82	717	134	74
Weighted Base		1868	986	675	128	46	28	5	1789	67	12
Very Dissatisfied	(-2)	46	26	18	1	1	*	*	45	1	*
		2%	3%	3%	1%	3%	1%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	152	71	68	10	2	1	-	149	2	*
		8%	7%	10%	8%	3%	4%	-%	8%	3%	4%
			f	fh	f				fh		
Neither Satisfied Nor Dissatisfied	(0)	351	219	104	21	4	2	*	344	6	1
		19%	22%	15%	16%	9%	8%	10%	19%	9%	9%
			bdefhi						defhi		
Fairly Satisfied	(1)	775	388	297	50	23	15	2	735	35	5
		41%	39%	44%	39%	50%	53%	37%	41%	52%	42%
							afg			afg	
Very Satisfied	(2)	544	282	189	45	16	10	2	517	23	5
		29%	29%	28%	35%	34%	34%	53%	29%	34%	43%
								abcdegh			abg
NET: Satisfied		1319	670	486	96	39	24	4	1251	57	10
		71%	68%	72%	75%	85%	87%	89%	70%	86%	85%
						abg	abcg	abcg		abcg	abg
NET: Dissatisfied		198	97	85	11	3	1	*	194	4	1
		11%	10%	13%	9%	6%	4%	1%	11%	5%	6%
			f	efh	f				fh		
Answered		1868	986	675	128	46	28	5	1789	67	12
Mean Score		.9	.8	.8	1.0	1.1	1.2	1.4	.9	1.1	1.2
						abg	abg	abcdgh		abg	abg
Standard error		.02	.04	.04	.07	.07	.06	.06	.03	.05	.06
Standard deviation		1.00	1.00	1.02	.96	.92	.79	.84	1.01	.86	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2012	909	502	321	81	199	754	336	115	79	207
Effective base		775	535	237	134	34	82	433	156	34	26	35
Weighted Base		1868	1468	321	67	8	5	1193	269	63	24	52
Very Dissatisfied	(-2)	46	39	6	1	*	*	26	3	1	-	*
		2%	3%	2%	2%	3%	1%	2%	1%	2%	-%	*%
Fairly Dissatisfied	(-1)	152	127	22	2	*	-	97	29	7	4	1
		8%	9%	7%	3%	6%	-%	8%	11%	11%	17%	1%
			ce	e		e			e		e	
Neither Satisfied Nor Dissatisfied	(0)	351	293	51	6	1	*	238	45	7	6	6
		19%	20%	16%	9%	8%	10%	20%	17%	11%	23%	12%
			ce	c								
Fairly Satisfied	(1)	775	599	135	35	3	2	528	112	19	11	26
		41%	41%	42%	52%	46%	37%	44%	42%	30%	44%	50%
					ae							
Very Satisfied	(2)	544	410	107	23	3	2	304	80	29	4	19
		29%	28%	33%	34%	37%	53%	25%	30%	46%	16%	36%
							abc			ad		
NET: Satisfied		1319	1009	242	57	6	4	832	192	47	15	44
		71%	69%	75%	86%	83%	89%	70%	71%	76%	60%	86%
					ab		ab					ad
NET: Dissatisfied		198	165	28	4	1	*	123	32	9	4	1
		11%	11%	9%	5%	9%	1%	10%	12%	14%	17%	2%
			ce	e		e			e	e	e	
Answered		1868	1468	321	67	8	5	1193	269	63	24	52
Mean Score		.9	.8	1.0	1.1	1.1	1.4	.8	.9	1.1	.6	1.2
					a		abc					ad
Standard error		.02	.03	.04	.05	.11	.06	.04	.05	.10	.11	.05
Standard deviation		1.00	1.02	.97	.86	1.03	.84	.97	.99	1.11	.97	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2012	134	106	193	53	137	158	128	111	112
Effective base		775	72	61	110	24	71	100	84	58	58
Weighted Base		1868	165	142	283	61	179	286	244	151	140
Very Dissatisfied	(-2)	46	6	2	3	-	7	5	5	10	-
		2%	4%	1%	1%	-%	4%	2%	2%	7% i	-%
Fairly Dissatisfied	(-1)	152	11	18	22	4	7	27	10	12	32
		8%	7%	12%	8%	7%	4%	9%	4%	8%	23% acefgh
Neither Satisfied Nor Dissatisfied	(0)	351	32	28	51	15	24	55	54	35	18
		19%	20%	20%	18%	25%	13%	19%	22%	23%	13%
Fairly Satisfied	(1)	775	71	55	132	19	78	131	110	62	51
		41%	43%	38%	47%	31%	44%	46%	45%	41%	37%
Very Satisfied	(2)	544	45	40	75	22	62	68	65	32	38
		29%	27%	28%	26%	37%	35%	24%	27%	21%	27%
NET: Satisfied		1319	116	95	206	42	140	199	175	94	90
		71%	70%	67%	73%	68%	78% h	70%	72%	62%	64%
NET: Dissatisfied		198	17	19	26	4	15	31	15	22	32
		11%	10%	14%	9%	7%	8%	11%	6%	15%	23% ceg
Answered		1868	165	142	283	61	179	286	244	151	140
Mean Score		.9	.8	.8	.9	1.0	1.0 h	.8	.9	.6	.7
Standard error		.02	.09	.10	.07	.13	.09	.08	.08	.10	.10
Standard deviation		1.00	1.02	1.03	.93	.96	1.01	.96	.91	1.10	1.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2012	302	351	479	1132	880	317	286	277
Effective base		775	153	190	293	634	233	95	80	99
Weighted Base		1868	380	459	813	1651	217	108	73	36
Very Dissatisfied	(-2)	46	7	18	13	38	8	5	3	1
		2%	2%	4%	2%	2%	4%	4%	3%	3%
Fairly Dissatisfied	(-1)	152	44	40	59	143	8	4	4	1
		8%	11%	9%	7%	9%	4%	3%	6%	2%
			efh	eh	h	eh				
Neither Satisfied Nor Dissatisfied	(0)	351	58	96	160	313	38	19	15	4
		19%	15%	21%	20%	19%	17%	18%	21%	10%
				h	h	h			h	
Fairly Satisfied	(1)	775	148	188	373	709	66	33	21	11
		41%	39%	41%	46%	43%	30%	31%	29%	31%
				e	efgh	efgh				
Very Satisfied	(2)	544	123	117	208	448	96	47	30	19
		29%	32%	25%	26%	27%	45%	44%	41%	54%
							abcd	bcd	bcd	abcd
NET: Satisfied		1319	271	304	581	1157	162	81	51	30
		71%	71%	66%	71%	70%	75%	75%	70%	85%
										abcdeg
NET: Dissatisfied		198	51	58	72	181	17	8	7	2
		11%	13%	13%	9%	11%	8%	8%	9%	5%
			h	h						
Answered		1868	380	459	813	1651	217	108	73	36
Mean Score		.9	.9	.8	.9	.8	1.1	1.1	1.0	1.3
							bcd	bd		abcdg
Standard error		.02	.06	.06	.04	.03	.04	.06	.06	.06
Standard deviation		1.00	1.05	1.05	.93	.99	1.06	1.06	1.08	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2012	85	175	194	220	362	84	74	91	902
Effective base		775	34	47	55	96	140	33	23	30	368
Weighted Base		1868	72	107	133	244	298	82	50	59	930
Very Dissatisfied	(-2)	46	*	1	4	7	5	2	5	1	23
		2%	*%	1%	3%	3%	2%	2%	9% e	1%	2%
Fairly Dissatisfied	(-1)	152	3	13	13	19	24	7	4	2	79
		8%	5%	12%	10%	8%	8%	8%	7%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	351	9	20	28	41	50	17	7	7	190
		19%	13%	19%	21%	17%	17%	21%	14%	12%	20%
Fairly Satisfied	(1)	775	29	18	31	124	113	40	16	25	397
		41%	40% b	17%	23%	51% bc	38% bc	49% bc	31%	42% b	43% bc
Very Satisfied	(2)	544	31	55	56	54	105	16	19	24	241
		29%	42% dfi	51% dfi	42% dfi	22%	35% di	19%	38%	40% d	26%
NET: Satisfied		1319	59	73	87	177	218	56	35	48	639
		71%	82%	68%	65%	73%	73%	68%	69%	83%	69%
NET: Dissatisfied		198	4	14	18	26	29	8	8	3	101
		11%	5%	13%	13%	11%	10%	10%	17%	5%	11%
Answered		1868	72	107	133	244	298	82	50	59	930
Mean Score		.9	1.2 dfi	1.1	.9	.8	1.0	.8	.8	1.2	.8
Standard error		.02	.09	.09	.08	.06	.05	.10	.15	.09	.03
Standard deviation		1.00	.86	1.13	1.16	.96	1.00	.93	1.29	.87	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2012	499	446	1067	1761	251	1667	345	1958	54
Effective base		775	184	173	419	657	120	696	88	754	22
Weighted Base		1868	449	379	1039	1544	324	1719	148	1811	57
Very Dissatisfied	(-2)	46	11	7	28	34	12	44	2	46	-
		2%	3%	2%	3%	2%	4%	3%	2%	3%	-%
Fairly Dissatisfied	(-1)	152	36	31	85	120	31	141	11	140	11
		8%	8%	8%	8%	8%	10%	8%	7%	8%	20% a
Neither Satisfied Nor Dissatisfied	(0)	351	79	68	205	286	65	338	13	343	8
		19%	18%	18%	20%	19%	20%	20% b	9%	19%	14%
Fairly Satisfied	(1)	775	183	153	438	641	133	701	74	754	21
		41%	41%	40%	42%	42%	41%	41%	50%	42%	37%
Very Satisfied	(2)	544	140	120	284	462	82	496	48	528	16
		29%	31%	32%	27%	30%	25%	29%	32%	29%	29%
NET: Satisfied		1319	323	274	722	1104	215	1197	121	1281	37
		71%	72%	72%	69%	71%	66%	70%	82% a	71%	66%
NET: Dissatisfied		198	47	38	113	154	44	184	14	187	11
		11%	11%	10%	11%	10%	13%	11%	9%	10%	20%
Answered		1868	449	379	1039	1544	324	1719	148	1811	57
Mean Score		.9	.9	.9	.8	.9	.7	.9	1.0	.9	.7
Standard error		.02	.05	.05	.03	.02	.07	.02	.05	.02	.15
Standard deviation		1.00	1.01	.99	1.01	.99	1.06	1.01	.93	1.00	1.09

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2012	1135	455	413	1547	308	72	85	1855	157
Effective base		775	462	140	170	649	89	20	18	737	38
Weighted Base		1868	1149	301	406	1592	189	43	44	1781	87
Very Dissatisfied	(-2)	46	23	9	9	43	2	-	1	46	1
		2%	2%	3%	2%	3%	1%	-%	1%	3%	1%
Fairly Dissatisfied	(-1)	152	75	20	56	125	25	1	1	150	2
		8%	7%	7%	14% ab	8%	13%	1%	3%	8%	2%
Neither Satisfied Nor Dissatisfied	(0)	351	243	59	48	303	37	7	5	340	12
		19%	21% c	19%	12%	19%	20%	16%	10%	19%	13%
Fairly Satisfied	(1)	775	508	127	136	670	70	11	23	740	35
		41%	44% c	42%	33%	42%	37%	26%	53%	42%	40%
Very Satisfied	(2)	544	300	86	157	451	54	24	14	506	39
		29%	26%	28%	39% a	28%	29%	57% abe	32%	28%	44% ae
NET: Satisfied		1319	808	213	293	1121	125	36	38	1246	73
		71%	70%	71%	72%	70%	66%	83%	85%	70%	84% b
NET: Dissatisfied		198	98	29	65	168	27	1	2	195	2
		11%	9%	10%	16% a	11%	14% f	1%	4%	11%	3%
Answered		1868	1149	301	406	1592	189	43	44	1781	87
Mean Score		.9	.9	.9	.9	.9	.8	1.4 abe	1.1	.8	1.2 abe
Standard error		.02	.03	.05	.06	.03	.06	.09	.09	.02	.07
Standard deviation		1.00	.95	1.00	1.12	1.01	1.04	.81	.82	1.01	.82

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2012	793	754	465	1777	1491	1846	1397	843	749
Effective base		775	372	280	128	674	564	713	541	331	254
Weighted Base		1868	960	631	276	1639	1353	1727	1281	819	592
Very Dissatisfied	(-2)	46	21	22	3	40	35	41	37	25	19
		2%	2%	3%	1%	2%	3%	2%	3%	3%	3%
Fairly Dissatisfied	(-1)	152	68	58	27	144	126	148	119	86	68
		8%	7%	9%	10%	9%	9%	9%	9%	10%	12%
Neither Satisfied Nor Dissatisfied	(0)	351	184	118	49	312	240	324	213	125	77
		19%	19%	19%	18%	19%	18%	19%	17%	15%	13%
						f		f			
Fairly Satisfied	(1)	775	403	267	105	689	567	726	542	344	246
		41%	42%	42%	38%	42%	42%	42%	42%	42%	42%
Very Satisfied	(2)	544	285	166	93	453	385	487	370	240	182
		29%	30%	26%	34%	28%	28%	28%	29%	29%	31%
NET: Satisfied		1319	687	434	198	1142	952	1213	912	584	428
		71%	72%	69%	72%	70%	70%	70%	71%	71%	72%
NET: Dissatisfied		198	89	80	30	185	161	190	156	110	87
		11%	9%	13%	11%	11%	12%	11%	12%	13%	15%
Answered		1868	960	631	276	1639	1353	1727	1281	819	592
Mean Score		.9	.9	.8	.9	.8	.8	.9	.9	.8	.8
Standard error		.02	.03	.04	.05	.02	.03	.02	.03	.04	.04
Standard deviation		1.00	.98	1.04	1.00	1.01	1.02	1.00	1.03	1.05	1.08

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2012	334	966	132	151	104	93	66	263
Effective base		775	156	419	44	40	20	19	18	58
Weighted Base		1868	394	1042	84	89	39	40	39	118
Very Dissatisfied	(-2)	46	6	30	1	3	1	*	*	1
		2%	1%	3%	2%	3%	2%	1%	*%	1%
Fairly Dissatisfied	(-1)	152	24	97	15	6	1	2	4	6
		8%	6%	9%	18%	7%	2%	5%	9%	5%
					ah					
Neither Satisfied Nor Dissatisfied	(0)	351	81	198	14	10	4	4	14	21
		19%	20%	19%	17%	11%	10%	9%	35%	18%
									df	
Fairly Satisfied	(1)	775	164	445	32	41	14	16	13	43
		41%	42%	43%	38%	47%	36%	41%	33%	37%
Very Satisfied	(2)	544	119	272	21	28	20	17	9	46
		29%	30%	26%	26%	32%	50%	44%	23%	39%
							b			b
NET: Satisfied		1319	284	717	53	70	34	34	22	89
		71%	72%	69%	63%	79%	86%	85%	55%	75%
							g	g		
NET: Dissatisfied		198	30	127	16	9	2	2	4	7
		11%	8%	12%	19%	10%	4%	6%	9%	6%
					ah					
Answered		1868	394	1042	84	89	39	40	39	118
Mean Score		.9	.9	.8	.7	1.0	1.3	1.2	.7	1.1
							bcg			
Standard error		.02	.05	.03	.10	.08	.09	.09	.12	.06
Standard deviation		1.00	.94	1.02	1.10	.99	.90	.88	.94	.94

Columns Tested:: a,b,c,d,e,f,g,h

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2012	1177	194	132	114	61	74	25	954	218	125	82	40	46	26
Effective base		775	522	62	35	26	12	17	5	421	62	37	22	12	18	9
Weighted Base		1868	1313	134	76	52	22	28	13	1034	156	66	26	36	15	20
Very Dissatisfied	(-2)	46	28	9	1	1	1	-	*	28	5	1	1	*	-	*
		2%	2%	7%	2%	1%	5%	-%	1%	3%	3%	2%	3%	*%	-%	*%
				a												
Fairly Dissatisfied	(-1)	152	120	12	5	5	2	1	*	102	13	4	3	*	2	2
		8%	9%	9%	7%	9%	8%	4%	2%	10%	8%	6%	10%	1%	11%	11%
Neither Satisfied Nor Dissatisfied	(0)	351	254	30	8	11	*	4	5	191	29	5	3	1	1	9
		19%	19%	22%	11%	21%	1%	15%	38%	18%	19%	8%	12%	4%	7%	44%
Fairly Satisfied	(1)	775	556	57	32	19	12	11	3	441	62	26	8	17	7	7
		41%	42%	43%	42%	36%	53%	39%	21%	43%	39%	39%	31%	47%	45%	35%
Very Satisfied	(2)	544	356	26	30	17	7	12	5	273	47	30	11	17	5	2
		29%	27%	20%	39%	32%	32%	42%	39%	26%	30%	45%	43%	47%	37%	9%
					b							a				
NET: Satisfied		1319	912	84	61	36	19	23	8	713	109	56	19	34	12	9
		71%	69%	62%	80%	69%	85%	81%	60%	69%	70%	84%	74%	94%	82%	44%
NET: Dissatisfied		198	148	21	6	5	3	1	*	130	18	5	4	1	2	2
		11%	11%	15%	8%	10%	14%	4%	2%	13%	12%	8%	14%	2%	11%	11%
Answered		1868	1313	134	76	52	22	28	13	1034	156	66	26	36	15	20
Mean Score		.9	.8	.6	1.1	.9	1.0	1.2	1.0	.8	.8	1.2	1.0	1.4	1.1	.4
					b			b				a		a		
Standard error		.02	.03	.08	.08	.09	.14	.10	.20	.03	.07	.09	.13	.11	.14	.16
Standard deviation		1.00	1.00	1.10	.96	1.00	1.10	.86	.99	1.02	1.05	.97	1.14	.68	.96	.84

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2012	862	184	123	85	51	53	39	143	743	356	430	217	95
Effective base		775	377	59	38	29	15	11	15	40	334	151	155	49	24
Weighted Base		1868	898	146	94	49	29	27	37	94	858	346	348	108	62
Very Dissatisfied	(-2)	46	24	6	6	*	1	-	*	1	21	16	3	1	*
		2%	3%	4%	7%	*%	3%	-%	*%	1%	2%	5% c	1%	1%	1%
Fairly Dissatisfied	(-1)	152	83	18	9	4	3	*	1	4	59	23	49	6	11
		8%	9%	13%	10%	8%	9%	1%	4%	4%	7%	7%	14% ab	6%	17%
Neither Satisfied Nor Dissatisfied	(0)	351	147	30	10	12	7	1	7	15	193	62	51	13	4
		19%	16%	20%	11%	24%	22%	5%	19%	16%	23% c	18%	15%	12%	7%
Fairly Satisfied	(1)	775	421	45	28	20	7	12	11	30	358	147	139	50	31
		41%	47% bc	30%	30%	41%	24%	42%	30%	32%	42%	42%	40%	46%	50%
Very Satisfied	(2)	544	223	48	41	14	12	14	18	44	227	98	105	38	15
		29%	25%	33%	44% a	28%	42%	52% a	47%	47% a	27%	28%	30%	35%	25%
NET: Satisfied		1319	644	93	69	33	19	26	29	74	585	245	244	88	47
		71%	72%	63%	73%	68%	66%	94% b	77%	79%	68%	71%	70%	81%	75%
NET: Dissatisfied		198	107	24	15	4	3	*	1	5	80	39	53	7	11
		11%	12%	17%	16%	8%	12%	1%	4%	5%	9%	11%	15%	7%	18%
Answered		1868	898	146	94	49	29	27	37	94	858	346	348	108	62
Mean Score		.9	.8	.8	.9	.9	.9	1.4 ab	1.2	1.2 ab	.8	.8	.8	1.1	.8
Standard error		.02	.03	.09	.11	.10	.16	.09	.14	.08	.04	.06	.05	.06	.11
Standard deviation		1.00	1.00	1.16	1.24	.91	1.15	.65	.90	.94	.98	1.06	1.04	.88	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2012	811	331	373	183	72	654	291	313	150	72
Effective base		775	359	139	125	36	16	297	108	104	36	19
Weighted Base		1868	923	313	273	84	38	751	241	224	82	50
Very Dissatisfied	(-2)	46	25	11	3	1	*	20	10	3	1	-
		2%	3%	3%	1%	1%	1%	3%	4%	1%	1%	-%
Fairly Dissatisfied	(-1)	152	67	24	39	5	10	65	16	31	5	9
		8%	7%	8%	14%	6%	27%	9%	7%	14%	6%	18%
					a		abd					
Neither Satisfied Nor Dissatisfied	(0)	351	201	57	39	11	4	158	40	33	8	*
		19%	22%	18%	14%	13%	11%	21%	17%	15%	10%	1%
								e				
Fairly Satisfied	(1)	775	388	133	119	32	16	311	106	83	35	30
		41%	42%	43%	43%	38%	41%	41%	44%	37%	43%	59%
Very Satisfied	(2)	544	243	89	74	36	8	197	68	74	33	11
		29%	26%	28%	27%	42%	21%	26%	28%	33%	40%	23%
						a						
NET: Satisfied		1319	631	222	192	68	24	508	175	157	69	41
		71%	68%	71%	70%	80%	62%	68%	72%	70%	83%	82%
NET: Dissatisfied		198	92	35	42	6	11	85	26	34	6	9
		11%	10%	11%	15%	7%	28%	11%	11%	15%	7%	18%
							ad					
Answered		1868	923	313	273	84	38	751	241	224	82	50
Mean Score		.9	.8	.8	.8	1.1	.5	.8	.9	.9	1.2	.9
						e					a	
Standard error		.02	.03	.06	.05	.07	.13	.04	.06	.06	.07	.11
Standard deviation		1.00	.99	1.03	1.02	.93	1.14	1.01	1.04	1.07	.90	.97

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2012	623	247	292	141	77	780	131	474	1826	186	1743	34
Effective base		775	270	86	116	45	21	316	41	179	704	72	666	9
Weighted Base		1868	666	189	261	103	48	750	97	425	1711	157	1614	24
Very Dissatisfied	(-2)	46	22	9	5	1	*	26	5	5	43	3	40	*
		2%	3%	5%	2%	1%	*%	4%	5%	1%	3%	2%	2%	2%
Fairly Dissatisfied	(-1)	152	58	18	28	9	6	71	5	41	142	9	141	4
		8%	9%	9%	11%	9%	12%	9%	5%	10%	8%	6%	9%	15%
Neither Satisfied Nor Dissatisfied	(0)	351	124	27	46	10	5	115	19	79	338	13	309	3
		19%	19%	14%	17%	9%	10%	15%	19%	19%	20% b	8%	19%	11%
Fairly Satisfied	(1)	775	303	76	98	41	20	291	42	207	714	61	683	7
		41%	45%	40%	37%	40%	42%	39%	44%	49% a	42%	39%	42%	28%
Very Satisfied	(2)	544	159	59	85	42	17	246	26	92	474	71	442	11
		29%	24%	31%	33%	41% a	36%	33% c	27%	22%	28%	45% a	27%	44%
NET: Satisfied		1319	462	135	183	83	37	537	68	300	1187	132	1125	18
		71%	69%	71%	70%	81%	78%	72%	71%	71%	69%	84% a	70%	72%
NET: Dissatisfied		198	80	27	32	10	6	98	10	46	185	12	181	4
		11%	12%	14%	12%	9%	12%	13%	10%	11%	11%	8%	11%	16%
Answered		1868	666	189	261	103	48	750	97	425	1711	157	1614	24
Mean Score		.9	.8	.8	.9	1.1 a	1.0	.9	.8	.8	.8	1.2 a	.8	1.0
Standard error		.02	.04	.07	.06	.08	.11	.04	.09	.04	.02	.07	.02	.20
Standard deviation		1.00	1.01	1.11	1.04	.96	.98	1.08	1.05	.93	1.00	.95	1.00	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2012	1353	138	925	472	1742	35	1348	143	934	463
Effective base		775	527	37	366	176	666	9	524	40	369	173
Weighted Base		1868	1258	95	844	437	1617	22	1260	93	860	421
Very Dissatisfied	(-2)	46	35	-	31	6	40	-	34	1	27	9
		2%	3%	-%	4%	1%	2%	-%	3%	1%	3%	2%
Fairly Dissatisfied	(-1)	152	119	7	68	50	141	4	122	4	67	52
		8%	9%	7%	8%	12%	9%	17%	10%	4%	8%	12%
Neither Satisfied Nor Dissatisfied	(0)	351	223	17	137	76	307	5	222	17	146	67
		19%	18%	18%	16%	17%	19%	21%	18%	19%	17%	16%
Fairly Satisfied	(1)	775	522	45	371	172	687	2	529	38	378	164
		41%	42%	47%	44%	39%	42%	11%	42%	41%	44%	39%
Very Satisfied	(2)	544	359	26	237	133	442	11	353	33	241	128
		29%	29%	27%	28%	30%	27%	51%	28%	35%	28%	30%
NET: Satisfied		1319	881	71	608	304	1129	13	881	71	620	293
		71%	70%	74%	72%	70%	70%	62%	70%	76%	72%	69%
NET: Dissatisfied		198	154	7	99	57	181	4	156	5	94	61
		11%	12%	7%	12%	13%	11%	17%	12%	5%	11%	15%
Answered		1868	1258	95	844	437	1617	22	1260	93	860	421
Mean Score		.9	.8	.9	.8	.9	.8	1.0	.8	1.0	.9	.8
Standard error		.02	.03	.07	.03	.05	.02	.20	.03	.07	.03	.05
Standard deviation		1.00	1.03	.87	1.03	1.03	1.00	1.21	1.03	.90	1.02	1.06

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2012	923	1398	238	1	874	1062	185	1	985	816	241	1
Effective base		775	351	533	82	1	329	405	68	1	385	317	96	1
Weighted Base		1868	858	1283	221	4	796	940	177	1	919	714	229	*
Very Dissatisfied	(-2)	46	21	23	1	-	21	17	1	-	27	13	*	-
		2%	3%	2%	1%	-%	3%	2%	1%	-%	3%	2%	*%	-%
Fairly Dissatisfied	(-1)	152	82	110	23	-	88	73	18	-	90	55	18	*
		8%	10%	9%	11%	-%	11%	8%	10%	-%	10%	8%	8%	100%
Neither Satisfied Nor Dissatisfied	(0)	351	152	252	45	4	134	156	30	1	151	115	38	-
		19%	18%	20%	20%	100%	17%	17%	17%	100%	16%	16%	16%	-%
Fairly Satisfied	(1)	775	361	548	84	-	330	401	67	-	376	318	92	-
		41%	42%	43%	38%	-%	41%	43%	38%	-%	41%	45%	40%	-%
Very Satisfied	(2)	544	242	350	68	-	223	293	61	-	274	213	81	-
		29%	28%	27%	31%	-%	28%	31%	34%	-%	30%	30%	35%	-%
NET: Satisfied		1319	603	898	151	-	553	694	128	-	650	531	173	-
		71%	70%	70%	68%	-%	70%	74%	72%	-%	71%	74%	75%	-%
NET: Dissatisfied		198	103	133	25	-	109	90	19	-	117	68	18	*
		11%	12%	10%	11%	-%	14%	10%	11%	-%	13%	9%	8%	100%
Answered		1868	858	1283	221	4	796	940	177	1	919	714	229	*
Mean Score		.9	.8	.9	.9	-	.8	.9	1.0	-	.8	.9	1.0	-1.0
Standard error		.02	.03	.03	.06	-	.04	.03	.07	-	.03	.03	.06	-
Standard deviation		1.00	1.02	.98	.99	-	1.05	.97	.99	-	1.05	.96	.92	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2012	1683	1338	994	1381	1027	55	563	491	509	123	66
Effective base		775	642	511	401	518	416	15	257	216	216	58	31
Weighted Base		1868	1570	1235	940	1254	1031	37	613	533	518	135	78
Very Dissatisfied	(-2)	46	36	30	27	33	22	*	13	13	18	-	-
		2%	2%	2%	3%	3%	2%	*%	2%	2%	3%	-%	-%
Fairly Dissatisfied	(-1)	152	139	104	74	104	80	3	50	52	43	12	9
		8%	9%	8%	8%	8%	8%	7%	8%	10%	8%	9%	12%
Neither Satisfied Nor Dissatisfied	(0)	351	288	217	159	232	202	5	109	89	85	29	26
		19%	18%	18%	17%	19%	20%	13%	18%	17%	16%	21%	34% abc
Fairly Satisfied	(1)	775	667	527	400	525	430	9	269	236	201	50	24
		41%	43%	43%	43%	42%	42%	24%	44%	44%	39%	37%	30%
Very Satisfied	(2)	544	438	357	280	360	298	21	172	143	172	45	19
		29%	28%	29%	30%	29%	29%	56% ab	28%	27%	33%	33%	24%
NET: Satisfied		1319	1106	884	680	885	728	30	441	379	373	95	42
		71%	70%	72%	72%	71%	71%	80%	72% e	71%	72% e	70%	54%
NET: Dissatisfied		198	176	134	101	137	101	3	63	65	61	12	9
		11%	11%	11%	11%	11%	10%	7%	10%	12%	12%	9%	12%
Answered		1868	1570	1235	940	1254	1031	37	613	533	518	135	78
Mean Score		.9	.8	.9	.9	.9	.9	1.3	.9	.8	.9	.9	.7
Standard error		.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.09	.12
Standard deviation		1.00	1.00	1.00	1.01	1.01	.98	.96	.98	1.01	1.06	.94	.98

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2012	212	121	104	47	1747	1261	1820	1332	1193	853	1656	210	-	1605	126
Effective base		775	94	37	49	18	660	426	685	471	404	338	629	78	-	596	61
Weighted Base		1868	223	101	115	42	1553	973	1618	1087	908	811	1498	191	-	1392	150
Very Dissatisfied	(-2)	46	12	3	4	*	35	28	39	29	25	20	33	4	-	8	32
		2%	5%	3%	3%	*%	2%	3%	2%	3%	3%	2%	2%	2%	-%	1%	21% a
Fairly Dissatisfied	(-1)	152	41	12	12	5	131	87	135	96	96	87	124	22	-	53	69
		8%	19%	12%	11%	11%	8%	9%	8%	9%	11%	11%	8%	12%	-%	4%	46% a
Neither Satisfied Nor Dissatisfied	(0)	351	32	19	21	3	292	168	299	173	158	131	284	31	-	138	30
		19%	14%	18%	19%	7%	19%	17%	18%	16%	17%	16%	19%	16%	-%	10%	20% a
Fairly Satisfied	(1)	775	81	41	52	11	640	375	674	437	342	333	621	81	-	668	16
		41%	36%	41%	45%	27%	41%	38%	42%	40%	38%	41%	41%	43%	-%	48% b	10%
Very Satisfied	(2)	544	57	25	26	22	456	315	471	353	287	240	435	52	-	525	4
		29%	26%	25%	22%	54% abc	29%	32%	29%	32%	32%	30%	29%	27%	-%	38% b	3%
NET: Satisfied		1319	138	67	77	34	1096	690	1145	789	629	573	1056	134	-	1193	20
		71%	62%	66%	67%	81%	71%	71%	71%	73%	69%	71%	71%	70%	-%	86% b	13%
NET: Dissatisfied		198	54	16	16	5	166	115	174	125	122	107	157	26	-	61	100
		11%	24%	16%	14%	12%	11%	12%	11%	11%	13%	13%	11%	14%	-%	4%	67% a
Answered		1868	223	101	115	42	1553	973	1618	1087	908	811	1498	191	-	1392	150
Mean Score		.9	.6	.7	.7	1.2 a	.9	.9	.9	.9	.8	.8	.9	.8	-	1.2 b	-.7
Standard error		.02	.08	.10	.10	.15	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.09
Standard deviation		1.00	1.21	1.07	1.03	1.03	1.00	1.05	1.00	1.03	1.07	1.04	1.00	1.03	-	.80	1.00

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2012	763	1249	575	28	273	416	250	1333	407	330	371	1269
Effective base		775	319	457	222	14	99	172	88	526	154	117	149	492
Weighted Base		1868	772	1096	530	41	231	416	224	1283	345	277	359	1189
Very Dissatisfied	(-2)	46	42	4	9	-	9	7	13	20	13	15	7	23
		2%	5%	*%	2%	-%	4%	2%	6%	2%	4%	5%	2%	2%
			b						b			c		
Fairly Dissatisfied	(-1)	152	115	37	54	9	29	40	29	72	48	33	38	78
		8%	15%	3%	10%	21%	13%	10%	13%	6%	14%	12%	11%	7%
			b						b		b	c		
Neither Satisfied Nor Dissatisfied	(0)	351	167	184	75	7	42	61	24	251	74	41	69	228
		19%	22%	17%	14%	17%	18%	15%	11%	20%	21%	15%	19%	19%
										a	a			
Fairly Satisfied	(1)	775	301	474	230	13	89	181	83	561	129	92	164	504
		41%	39%	43%	43%	32%	39%	44%	37%	44%	37%	33%	46%	42%
													a	
Very Satisfied	(2)	544	147	397	163	12	62	126	76	379	81	96	80	356
		29%	19%	36%	31%	30%	27%	30%	34%	30%	24%	35%	22%	30%
				a								b		
NET: Satisfied		1319	448	871	393	25	152	308	158	939	210	187	244	860
		71%	58%	79%	74%	62%	66%	74%	71%	73%	61%	68%	68%	72%
				a						c				
NET: Dissatisfied		198	157	41	63	9	38	47	42	92	61	48	45	101
		11%	20%	4%	12%	21%	16%	11%	19%	7%	18%	17%	13%	9%
			b						b		b	c		
Answered		1868	772	1096	530	41	231	416	224	1283	345	277	359	1189
Mean Score		.9	.5	1.1	.9	.7	.7	.9	.8	.9	.6	.8	.8	.9
				a						c				
Standard error		.02	.04	.02	.04	.21	.07	.05	.08	.03	.05	.07	.05	.03
Standard deviation		1.00	1.12	.83	1.00	1.13	1.10	.99	1.20	.92	1.10	1.19	.99	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2012	1125	887
Effective base		775	370	406
Weighted Base		1868	866	1002
Very Dissatisfied	(-2)	46	31	15
		2%	4%	2%
Fairly Dissatisfied	(-1)	152	85	66
		8%	10%	7%
Neither Satisfied Nor Dissatisfied	(0)	351	172	179
		19%	20%	18%
Fairly Satisfied	(1)	775	329	446
		41%	38%	44%
Very Satisfied	(2)	544	249	295
		29%	29%	29%
NET: Satisfied		1319	578	741
		71%	67%	74%
				a
NET: Dissatisfied		198	116	82
		11%	13%	8%
			b	
Answered		1868	866	1002
Mean Score		.9	.8	.9
				a
Standard error		.02	.03	.03
Standard deviation		1.00	1.08	.93

Columns Tested:: a,b

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2012	119	211	136	165	121	223	54	246	156	151	205	225
Effective base		775	16	83	56	35	43	82	26	132	85	60	124	122
Weighted Base		1868	32	288	147	85	118	263	15	285	167	74	203	190
Very Dissatisfied	(-2)	46	*	7	7	*	5	8	-	4	2	5	7	*
		2%	1%	3%	5%	1%	4%	3%	-%	1%	1%	6%	3%	*%
					l							l		
Fairly Dissatisfied	(-1)	152	*	18	13	9	20	13	*	28	16	6	18	10
		8%	1%	6%	9%	10%	17%	5%	2%	10%	9%	8%	9%	5%
							fl							
Neither Satisfied Nor Dissatisfied	(0)	351	5	72	21	25	25	30	2	60	29	17	31	33
		19%	16%	25%	14%	30%	21%	11%	14%	21%	17%	23%	16%	18%
				f		f								
Fairly Satisfied	(1)	775	16	104	58	23	34	122	6	126	81	29	83	93
		41%	48%	36%	39%	26%	28%	46%	40%	44%	48%	40%	41%	49%
								d			de			de
Very Satisfied	(2)	544	11	86	48	28	34	90	7	66	40	17	64	53
		29%	33%	30%	32%	33%	29%	34%	44%	23%	24%	23%	32%	28%
									hij					
NET: Satisfied		1319	26	190	106	51	68	212	13	193	121	46	147	147
		71%	81%	66%	72%	59%	58%	81%	84%	68%	72%	63%	72%	77%
								bdehj	de					dej
NET: Dissatisfied		198	1	25	20	9	25	21	*	32	17	11	25	10
		11%	3%	9%	14%	11%	21%	8%	2%	11%	10%	15%	12%	5%
							fgl					l		
Answered		1868	32	288	147	85	118	263	15	285	167	74	203	190
Mean Score		.9	1.1	.8	.9	.8	.6	1.0	1.3	.8	.9	.7	.9	1.0
								ej	ehij					ej
Standard error		.02	.08	.07	.10	.08	.11	.07	.11	.06	.07	.09	.07	.06
Standard deviation		1.00	.82	1.01	1.12	1.04	1.20	.97	.81	.96	.93	1.12	1.06	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 255 (continuation)

QRM3_1: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time (when you receive your postal delivery)

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2012	466	509	456	581	975	1037
Effective base		775	150	158	230	303	308	523
Weighted Base		1868	467	467	467	467	934	934
Very Dissatisfied	(-2)	46	15	14	5	12	29	17
		2%	3%	3%	1%	3%	3%	2%
Fairly Dissatisfied	(-1)	152	32	42	44	34	73	78
		8%	7%	9%	9%	7%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	351	99	80	91	81	179	173
		19%	21%	17%	20%	17%	19%	18%
Fairly Satisfied	(1)	775	178	178	213	205	356	419
		41%	38%	38%	46%	44%	38%	45%
Very Satisfied	(2)	544	144	153	113	134	297	248
		29%	31%	33%	24%	29%	32%	27%
NET: Satisfied		1319	322	331	327	340	653	666
		71%	69%	71%	70%	73%	70%	71%
NET: Dissatisfied		198	47	56	50	46	102	95
		11%	10%	12%	11%	10%	11%	10%
Answered		1868	467	467	467	467	934	934
Mean Score		.9	.9	.9	.8	.9	.9	.9
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		1.00	1.03	1.06	.94	.98	1.04	.96

Columns Tested:: a,b,c,d - a,b

Table 256

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2018	481	1537	1413	323	82	200	605
Effective base		776	115	669	717	136	34	82	179
Weighted Base		1868	207	1660	1788	67	8	4	80
Very Dissatisfied	(-2)	50	6	44	49	1	-	*	1
		3%	3%	3%	3%	1%	-%	1%	1%
Fairly Dissatisfied	(-1)	156	11	145	154	2	*	*	2
		8%	5%	9%	9%	2%	5%	3%	3%
					be				
Neither Satisfied Nor Dissatisfied	(0)	308	27	281	300	7	1	*	8
		16%	13%	17%	17%	10%	11%	9%	10%
					be				
Fairly Satisfied	(1)	804	54	750	766	34	4	1	39
		43%	26%	45%	43%	50%	46%	33%	49%
				a		d			d
Very Satisfied	(2)	550	109	440	520	25	3	2	30
		29%	53%	27%	29%	37%	37%	54%	38%
			b					abe	a
NET: Satisfied		1354	164	1190	1285	58	6	4	69
		72%	79%	72%	72%	87%	84%	87%	86%
						a		a	a
NET: Dissatisfied		206	17	189	203	2	*	*	3
		11%	8%	11%	11%	4%	5%	4%	4%
					bde				
Answered		1868	207	1660	1788	67	8	4	80
Mean Score		.9	1.2	.8	.9	1.2	1.2	1.4	1.2
			b			a		a	a
Standard error		.02	.05	.03	.03	.04	.10	.07	.03
Standard deviation		1.01	1.04	1.00	1.02	.80	.88	.95	.80

Columns Tested:: a,b - a,b,c,d,e

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	636	582	195	200	205	200	1413	323	282
Effective base		776	360	291	84	87	80	82	717	136	75
Weighted Base		1868	989	674	126	47	28	4	1788	67	12
Very Dissatisfied	(-2)	50	30	16	3	1	*	*	49	1	*
		3%	3%	2%	2%	1%	*%	1%	3%	1%	*%
Fairly Dissatisfied	(-1)	156	85	58	11	1	1	*	154	2	1
		8%	9%	9%	8%	2%	3%	3%	9%	2%	4%
			dh	dh	h				dh		
Neither Satisfied Nor Dissatisfied	(0)	308	168	120	13	5	2	*	300	7	1
		16%	17%	18%	10%	11%	8%	9%	17%	10%	10%
			eh	efh					eh		
Fairly Satisfied	(1)	804	428	274	63	23	14	1	766	34	5
		43%	43%	41%	50%	49%	51%	33%	43%	50%	41%
					f	f	f			f	
Very Satisfied	(2)	550	278	206	36	17	10	2	520	25	5
		29%	28%	31%	29%	36%	37%	54%	29%	37%	44%
								abcdegh			abg
NET: Satisfied		1354	706	480	99	40	25	4	1285	58	10
		72%	71%	71%	79%	85%	88%	87%	72%	87%	85%
						abg	abg	abg		abg	abg
NET: Dissatisfied		206	115	74	14	2	1	*	203	2	1
		11%	12%	11%	11%	4%	4%	4%	11%	4%	5%
			defh	dh	h				defh		
Answered		1868	989	674	126	47	28	4	1788	67	12
Mean Score		.9	.8	.9	.9	1.2	1.2	1.4	.9	1.2	1.2
						abg	abg	abcg		abcg	abcg
Standard error		.02	.04	.04	.07	.06	.05	.07	.03	.04	.05
Standard deviation		1.01	1.02	1.01	.98	.82	.78	.95	1.02	.80	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2018	913	500	323	82	200	757	337	114	79	206
Effective base		776	536	237	136	34	82	435	155	34	26	35
Weighted Base		1868	1469	319	67	8	4	1196	267	61	24	51
Very Dissatisfied	(-2)	50	42	7	1	-	*	30	6	1	-	*
		3%	3%	2%	1%	-%	1%	2%	2%	2%	-%	*%
Fairly Dissatisfied	(-1)	156	127	27	2	*	*	94	29	1	4	5
		8%	9%	8%	2%	5%	3%	8%	11%	2%	17%	10%
			c	c							c	
Neither Satisfied Nor Dissatisfied	(0)	308	266	34	7	1	*	219	43	8	4	3
		16%	18%	11%	10%	11%	9%	18%	16%	14%	15%	5%
			bce					e				
Fairly Satisfied	(1)	804	621	145	34	4	1	547	100	29	11	26
		43%	42%	45%	50%	46%	33%	46%	38%	48%	47%	50%
					e							
Very Satisfied	(2)	550	413	106	25	3	2	307	88	21	5	18
		29%	28%	33%	37%	37%	54%	26%	33%	34%	21%	35%
							abc					
NET: Satisfied		1354	1034	251	58	6	4	854	188	50	17	44
		72%	70%	79%	87%	84%	87%	71%	71%	83%	68%	85%
				a	a		a					
NET: Dissatisfied		206	169	33	2	*	*	124	35	2	4	5
		11%	12%	10%	4%	5%	4%	10%	13%	4%	17%	10%
			ce	c								
Answered		1868	1469	319	67	8	4	1196	267	61	24	51
Mean Score		.9	.8	1.0	1.2	1.2	1.4	.8	.9	1.1	.7	1.1
					a		ab					
Standard error		.02	.03	.04	.04	.10	.07	.04	.06	.08	.11	.06
Standard deviation		1.01	1.02	.99	.80	.88	.95	.98	1.06	.84	1.00	.90

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	134	106	191	53	135	161	129	112	115
Effective base		776	72	61	109	24	69	102	84	58	60
Weighted Base		1868	165	142	281	61	174	289	244	151	142
Very Dissatisfied	(-2)	50	6	-	3	2	5	8	8	11	-
		3%	4%	-%	1%	3%	3%	3%	3%	8%	-%
										bci	
Fairly Dissatisfied	(-1)	156	12	19	20	2	10	36	24	14	9
		8%	7%	13%	7%	4%	6%	12%	10%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	308	16	28	39	20	22	64	40	35	20
		16%	10%	20%	14%	32%	13%	22%	16%	23%	14%
						ace		a		a	
Fairly Satisfied	(1)	804	74	63	126	26	92	125	102	59	61
		43%	45%	44%	45%	42%	53%	43%	42%	39%	43%
Very Satisfied	(2)	550	56	33	93	11	45	57	69	32	53
		29%	34%	23%	33%	18%	26%	20%	29%	21%	37%
			f		f						f
NET: Satisfied		1354	130	95	218	37	137	182	172	91	113
		72%	79%	67%	78%	60%	79%	63%	70%	60%	80%
			fh		fh		fh				fh
NET: Dissatisfied		206	18	19	23	4	15	43	32	25	9
		11%	11%	13%	8%	7%	9%	15%	13%	17%	7%
Answered		1868	165	142	281	61	174	289	244	151	142
Mean Score		.9	1.0	.8	1.0	.7	.9	.6	.8	.6	1.1
			fh		fh						bfh
Standard error		.02	.09	.09	.07	.13	.08	.08	.09	.11	.08
Standard deviation		1.01	1.04	.95	.93	.93	.93	1.01	1.06	1.14	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2018	303	352	481	1136	882	319	286	277
Effective base		776	153	190	294	634	234	97	80	100
Weighted Base		1868	378	459	814	1650	218	109	73	36
Very Dissatisfied	(-2)	50	7	18	19	43	6	4	2	1
		3%	2%	4%	2%	3%	3%	3%	2%	3%
Fairly Dissatisfied	(-1)	156	22	45	79	146	10	4	5	1
		8%	6%	10%	10%	9%	4%	3%	7%	3%
				efh	efh	eh				
Neither Satisfied Nor Dissatisfied	(0)	308	62	80	143	284	24	10	10	4
		16%	16%	17%	18%	17%	11%	9%	14%	11%
				ef	ef	ef				
Fairly Satisfied	(1)	804	179	196	353	728	76	38	26	13
		43%	47%	43%	43%	44%	35%	35%	35%	35%
			ef		e	e				
Very Satisfied	(2)	550	108	121	219	448	102	54	30	17
		29%	29%	26%	27%	27%	47%	50%	42%	47%
							abcd	abcd	bcd	abcd
NET: Satisfied		1354	288	317	572	1176	178	92	56	30
		72%	76%	69%	70%	71%	82%	84%	77%	83%
							bcd	bcd		bcd
NET: Dissatisfied		206	29	62	98	189	16	7	7	2
		11%	8%	14%	12%	11%	7%	7%	9%	6%
				eh						
Answered		1868	378	459	814	1650	218	109	73	36
Mean Score		.9	1.0	.8	.8	.8	1.2	1.2	1.1	1.2
							abcd	abcd	b	abcd
Standard error		.02	.05	.06	.05	.03	.03	.05	.06	.06
Standard deviation		1.01	.92	1.06	1.01	1.00	1.00	.98	1.03	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	85	177	196	220	363	85	74	91	904
Effective base		776	34	47	55	95	141	34	23	30	368
Weighted Base		1868	72	108	133	242	299	84	50	58	928
Very Dissatisfied	(-2)	50	3	3	7	9	4	2	5	*	21
		3%	3%	3%	5%	4%	1%	2%	9% ei	*%	2%
Fairly Dissatisfied	(-1)	156	*	17	17	16	23	7	6	3	85
		8%	*%	16% a	13%	7%	8%	8%	12%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	308	5	15	27	39	50	21	*	6	160
		16%	7%	14%	20% g	16% g	17% g	25% ag	*%	10%	17% g
Fairly Satisfied	(1)	804	41	34	44	111	120	34	15	24	416
		43%	57% bcg	32%	33%	46%	40%	40%	30%	40%	45%
Very Satisfied	(2)	550	23	38	39	67	102	21	25	26	246
		29%	32%	36%	29%	28%	34%	25%	49% i	45% i	26%
NET: Satisfied		1354	64	73	83	179	222	55	40	50	661
		72%	89% bcfi	67%	62%	74%	74%	65%	79%	85% c	71%
NET: Dissatisfied		206	3	20	23	25	27	8	11	3	106
		11%	4%	18%	18%	10%	9%	10%	21%	4%	11%
Answered		1868	72	108	133	242	299	84	50	58	928
Mean Score		.9	1.1	.8	.7	.9	1.0	.8	1.0	1.3 cfi	.8
Standard error		.02	.09	.09	.08	.07	.05	.11	.16	.09	.03
Standard deviation		1.01	.84	1.16	1.17	1.01	.97	.98	1.36	.82	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2018	501	448	1069	1766	252	1671	347	1963	55
Effective base		776	184	175	419	658	120	696	88	754	22
Weighted Base		1868	448	383	1037	1544	324	1719	149	1810	57
Very Dissatisfied	(-2)	50	18	6	26	37	13	49	*	50	-
		3%	4%	1%	3%	2%	4%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	156	33	29	94	132	24	146	10	150	6
		8%	7%	8%	9%	9%	7%	9%	7%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	308	71	71	167	244	64	287	22	303	5
		16%	16%	18%	16%	16%	20%	17%	15%	17%	9%
Fairly Satisfied	(1)	804	196	154	454	657	147	736	68	778	26
		43%	44%	40%	44%	43%	45%	43%	46%	43%	45%
Very Satisfied	(2)	550	130	123	296	473	76	501	48	530	20
		29%	29%	32%	29%	31%	24%	29%	33%	29%	35%
NET: Satisfied		1354	326	277	751	1130	223	1237	117	1308	46
		72%	73%	72%	72%	73%	69%	72%	79%	72%	80%
NET: Dissatisfied		206	51	35	120	169	36	195	10	199	6
		11%	11%	9%	12%	11%	11%	11%	7%	11%	11%
Answered		1868	448	383	1037	1544	324	1719	149	1810	57
Mean Score		.9	.9	.9	.9	.9	.8	.9	1.0	.9	1.0
Standard error		.02	.05	.05	.03	.02	.06	.02	.05	.02	.13
Standard deviation		1.01	1.04	.97	1.01	1.01	1.02	1.02	.87	1.01	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2018	1138	457	414	1552	307	72	87	1859	159
Effective base		776	463	140	170	649	89	20	19	737	39
Weighted Base		1868	1149	300	406	1591	189	43	45	1779	88
Very Dissatisfied	(-2)	50	27	5	12	45	4	-	*	49	*
		3%	2%	2%	3%	3%	2%	-%	1%	3%	*%
Fairly Dissatisfied	(-1)	156	79	29	47	129	21	5	1	150	6
		8%	7%	10%	12%	8%	11%	11%	2%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	308	203	50	53	270	26	1	12	296	12
		16%	18%	17%	13%	17%	14%	2%	26%	17%	14%
									c		
Fairly Satisfied	(1)	804	506	128	168	693	72	19	21	765	40
		43%	44%	43%	41%	44%	38%	44%	46%	43%	45%
Very Satisfied	(2)	550	335	87	126	453	66	19	12	519	30
		29%	29%	29%	31%	29%	35%	43%	26%	29%	34%
NET: Satisfied		1354	840	215	295	1146	138	38	32	1284	70
		72%	73%	72%	72%	72%	73%	87%	72%	72%	79%
NET: Dissatisfied		206	106	34	59	174	25	5	1	200	6
		11%	9%	11%	15%	11%	13%	11%	3%	11%	7%
Answered		1868	1149	300	406	1591	189	43	45	1779	88
Mean Score		.9	.9	.9	.9	.9	.9	1.2	.9	.9	1.1
Standard error		.02	.03	.05	.05	.03	.06	.11	.09	.02	.07
Standard deviation		1.01	.97	1.00	1.07	1.01	1.06	.93	.81	1.02	.88

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2018	794	758	466	1781	1491	1850	1398	840	751
Effective base		776	372	280	128	675	563	714	541	329	254
Weighted Base		1868	960	631	277	1638	1349	1727	1278	814	592
Very Dissatisfied	(-2)	50	28	18	4	45	43	47	40	30	17
		3%	3%	3%	2%	3%	3%	3%	3%	4%	3%
Fairly Dissatisfied	(-1)	156	63	66	27	140	123	147	115	75	51
		8%	7%	10%	10%	9%	9%	9%	9%	9%	9%
Neither Satisfied Nor Dissatisfied	(0)	308	166	104	38	270	202	285	198	103	70
		16%	17%	16%	14%	16%	15%	16%	15%	13%	12%
Fairly Satisfied	(1)	804	419	273	112	722	588	759	539	367	256
		43%	44%	43%	40%	44%	44%	44%	42%	45%	43%
Very Satisfied	(2)	550	284	170	96	462	393	488	386	241	199
		29%	30%	27%	35%	28%	29%	28%	30%	30%	34%
NET: Satisfied		1354	703	443	208	1184	981	1248	924	607	454
		72%	73%	70%	75%	72%	73%	72%	72%	75%	77%
NET: Dissatisfied		206	91	84	31	184	166	194	156	105	68
		11%	9%	13%	11%	11%	12%	11%	12%	13%	11%
Answered		1868	960	631	277	1638	1349	1727	1278	814	592
Mean Score		.9	.9	.8	1.0	.9	.9	.9	.9	.9	1.0
Standard error		.02	.04	.04	.05	.02	.03	.02	.03	.04	.04
Standard deviation		1.01	.99	1.04	1.01	1.01	1.04	1.01	1.04	1.05	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2018	335	964	133	151	106	95	66	267
Effective base	776	157	419	44	40	21	20	18	59
Weighted Base	1868	395	1040	85	88	40	40	39	119
Very Dissatisfied (-2)	50	6	38	2	1	1	*	*	1
	3%	2%	4%	2%	1%	2%	1%	*%	1%
Fairly Dissatisfied (-1)	156	23	98	9	12	1	-	4	5
	8%	6%	9%	11%	13%	2%	-%	12%	4%
Neither Satisfied Nor Dissatisfied (0)	308	76	171	16	8	5	2	7	14
	16%	19%	16%	19%	9%	12%	5%	18%	11%
Fairly Satisfied (1)	804	188	449	29	32	19	20	21	61
	43%	48%	43%	34%	37%	48%	50%	55%	51%
Very Satisfied (2)	550	103	284	29	35	15	18	6	38
	29%	26%	27%	34%	39%	36%	44%	15%	32%
NET: Satisfied	1354	291	733	58	67	34	38	27	99
	72%	74%	70%	68%	76%	84%	94%	71%	83%
							abcg		b
NET: Dissatisfied	206	29	136	10	12	2	*	5	7
	11%	7%	13%	12%	14%	4%	1%	12%	5%
Answered	1868	395	1040	85	88	40	40	39	119
Mean Score	.9	.9	.8	.9	1.0	1.1	1.4	.7	1.1
							abg		
Standard error	.02	.05	.03	.09	.09	.08	.07	.11	.05
Standard deviation	1.01	.90	1.05	1.06	1.05	.86	.67	.87	.84

Columns Tested:: a,b,c,d,e,f,g,h

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2018	1177	193	133	115	62	76	25	953	217	126	82	41	46	26
Effective base		776	522	62	34	27	13	17	5	420	62	37	22	12	18	9
Weighted Base		1868	1312	134	74	53	23	29	13	1032	154	66	26	36	15	20
Very Dissatisfied	(-2)	50	34	9	*	1	1	-	*	37	5	-	*	*	-	*
		3%	3%	7%	*%	1%	5%	-%	1%	4%	3%	-%	2%	*%	-%	*%
Fairly Dissatisfied	(-1)	156	105	20	4	9	*	1	-	97	17	3	1	-	1	3
		8%	8%	15%	5%	17%	2%	5%	-%	9%	11%	4%	5%	-%	9%	15%
Neither Satisfied Nor Dissatisfied	(0)	308	226	20	9	8	1	2	4	167	23	5	3	2	1	2
		16%	17%	15%	12%	15%	5%	7%	31%	16%	15%	7%	10%	6%	8%	11%
Fairly Satisfied	(1)	804	589	50	36	15	12	15	6	451	54	30	13	18	10	11
		43%	45%	37%	48%	29%	50%	52%	47%	44%	35%	45%	51%	51%	68% ab	56%
Very Satisfied	(2)	550	358	35	26	20	9	10	3	280	55	29	8	15	2	3
		29%	27%	27%	35%	38%	38%	36%	21%	27%	36%	44% af	32%	42%	15%	17%
NET: Satisfied		1354	947	85	62	36	20	25	9	731	110	59	22	33	12	15
		72%	72%	64%	83% b	67%	88%	88%	68%	71%	71%	89% ab	83%	93%	82%	73%
NET: Dissatisfied		206	139	29	4	10	2	1	*	134	22	3	2	*	1	3
		11%	11%	22% ac	5%	18%	7%	5%	1%	13%	14%	4%	6%	*%	9%	16%
Answered		1868	1312	134	74	53	23	29	13	1032	154	66	26	36	15	20
Mean Score		.9	.9	.6	1.1 b	.9	1.1	1.2	.9	.8	.9	1.3 a	1.1	1.3	.9	.7
Standard error		.02	.03	.09	.07	.11	.13	.09	.16	.03	.08	.07	.10	.10	.12	.19
Standard deviation		1.01	.99	1.21	.82	1.15	1.00	.78	.78	1.05	1.12	.78	.89	.65	.79	.95

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2018	861	183	124	85	51	54	40	145	748	356	428	218	95
Effective base		776	375	59	38	29	15	12	15	41	337	151	154	49	23
Weighted Base		1868	894	146	94	49	29	28	37	95	864	344	345	109	60
Very Dissatisfied	(-2)	50	26	6	6	1	1	-	*	1	27	15	3	2	1
		3%	3%	4%	7%	2%	3%	-%	*%	1%	3%	4% c	1%	2%	1%
Fairly Dissatisfied	(-1)	156	81	23	*	4	2	1	4	7	64	29	42	11	2
		8%	9%	16% c	*%	7%	8%	2%	11% c	7%	7%	8%	12%	10%	4%
Neither Satisfied Nor Dissatisfied	(0)	308	156	14	7	10	5	2	3	10	173	47	48	7	7
		16%	17%	10%	8%	21%	18%	6%	9%	11%	20% d	14%	14%	7%	11%
Fairly Satisfied	(1)	804	388	61	30	13	7	15	24	46	368	160	138	61	32
		43%	43%	42%	32%	27%	25%	52%	65% cde	49%	43%	47%	40%	56% c	54%
Very Satisfied	(2)	550	242	41	50	21	13	11	6	31	232	93	115	28	18
		29%	27%	28%	54% abg	43%	46%	40%	16%	32%	27%	27%	33%	26%	30%
NET: Satisfied		1354	630	103	80	34	21	26	30	77	600	253	252	89	51
		72%	70%	70%	85% a	70%	71%	92%	80%	81%	69%	74%	73%	82%	84%
NET: Dissatisfied		206	107	29	7	5	3	1	4	8	91	44	45	13	3
		11%	12%	20%	7%	10%	11%	2%	11%	8%	11%	13%	13%	11%	5%
Answered		1868	894	146	94	49	29	28	37	95	864	344	345	109	60
Mean Score		.9	.8	.8	1.3 ab	1.0	1.0	1.3	.9	1.0	.8	.8	.9	.9	1.1
Standard error		.02	.03	.08	.10	.12	.16	.09	.13	.08	.04	.06	.05	.06	.08
Standard deviation		1.01	1.02	1.15	1.08	1.08	1.13	.69	.83	.91	1.01	1.06	1.01	.93	.81

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2018	818	328	371	184	73	653	292	314	150	71
Effective base		776	362	137	124	36	16	296	108	105	36	18
Weighted Base		1868	929	309	271	85	38	748	241	224	82	48
Very Dissatisfied	(-2)	50	31	11	1	2	1	28	10	4	1	*
		3%	3%	3%	*%	2%	2%	4%	4%	2%	1%	*%
Fairly Dissatisfied	(-1)	156	69	30	32	7	2	72	18	22	9	2
		8%	7%	10%	12%	8%	5%	10%	8%	10%	11%	4%
Neither Satisfied Nor Dissatisfied	(0)	308	178	46	34	4	6	122	30	40	7	3
		16%	19% d	15%	13%	4%	17%	16%	13%	18%	8%	5%
Fairly Satisfied	(1)	804	400	129	125	49	19	318	108	88	45	26
		43%	43%	42%	46%	58%	48%	43%	45%	39%	55%	54%
Very Satisfied	(2)	550	252	93	79	23	11	208	75	71	20	17
		29%	27%	30%	29%	27%	28%	28%	31%	32%	24%	36%
NET: Satisfied		1354	652	222	204	72	29	526	183	159	65	44
		72%	70%	72%	75%	85%	76%	70%	76%	71%	79%	90%
NET: Dissatisfied		206	100	41	33	9	3	100	28	25	10	2
		11%	11%	13%	12%	10%	7%	13%	12%	11%	12%	5%
Answered		1868	929	309	271	85	38	748	241	224	82	48
Mean Score		.9	.8	.9	.9	1.0	1.0	.8	.9	.9	.9	1.2
Standard error		.02	.04	.06	.05	.07	.11	.04	.06	.06	.08	.09
Standard deviation		1.01	1.02	1.06	.95	.92	.90	1.06	1.05	1.01	.93	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2018	625	245	294	140	77	780	131	475	1832	186	1746	35
Effective base		776	269	86	117	44	21	316	42	179	705	72	666	9
Weighted Base		1868	664	189	262	101	48	748	98	423	1711	157	1613	25
Very Dissatisfied	(-2)	50	24	7	8	1	*	28	5	7	49	*	45	*
		3%	4%	4%	3%	1%	*%	4%	5%	2%	3%	*%	3%	*%
Fairly Dissatisfied	(-1)	156	63	24	21	7	*	56	11	49	143	13	137	3
		8%	10%	13%	8%	7%	1%	7%	11%	11%	8%	9%	8%	13%
Neither Satisfied Nor Dissatisfied	(0)	308	108	36	38	11	3	98	11	87	292	16	269	1
		16%	16%	19%	14%	11%	6%	13%	11%	21% a	17%	10%	17%	5%
Fairly Satisfied	(1)	804	269	74	113	52	28	329	44	164	738	66	712	10
		43%	40%	39%	43%	52%	59%	44%	45%	39%	43%	42%	44%	39%
Very Satisfied	(2)	550	200	48	81	30	16	237	27	117	489	61	451	11
		29%	30%	26%	31%	30%	34%	32%	28%	28%	29%	39%	28%	42%
NET: Satisfied		1354	468	122	195	82	45	566	71	281	1227	127	1163	21
		72%	71%	65%	74%	82% b	93% ab	76% c	73%	66%	72%	81%	72%	81%
NET: Dissatisfied		206	87	31	29	7	1	84	16	55	192	14	181	3
		11%	13%	16%	11%	7%	1%	11%	16%	13%	11%	9%	11%	13%
Answered		1868	664	189	262	101	48	748	98	423	1711	157	1613	25
Mean Score		.9	.8	.7	.9	1.0	1.3 b	.9	.8	.8	.9	1.1 a	.9	1.1
Standard error		.02	.04	.07	.06	.07	.07	.04	.10	.05	.02	.07	.02	.17
Standard deviation		1.01	1.07	1.09	1.03	.87	.63	1.04	1.12	1.02	1.02	.91	1.01	1.03

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2018	1351	140	924	474	1746	35	1347	144	934	464
Effective base		776	526	37	363	178	667	9	523	40	367	174
Weighted Base		1868	1254	95	838	440	1617	22	1256	93	853	424
Very Dissatisfied	(-2)	50	43	*	33	7	45	-	43	*	33	7
		3%	3%	*%	4%	2%	3%	-%	3%	*%	4%	2%
Fairly Dissatisfied	(-1)	156	121	2	67	49	135	5	120	3	67	48
		8%	10%	2%	8%	11%	8%	22%	10%	3%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	308	185	17	137	61	269	1	185	17	135	63
		16%	15%	18%	16%	14%	17%	4%	15%	19%	16%	15%
Fairly Satisfied	(1)	804	543	45	337	202	720	2	545	43	340	199
		43%	43%	47%	40%	46%	45% b	8%	43%	46%	40%	47%
Very Satisfied	(2)	550	362	31	264	121	448	14	363	30	279	107
		29%	29%	33%	32%	28%	28%	66% a	29%	32%	33%	25%
NET: Satisfied		1354	905	76	601	323	1168	16	908	73	618	306
		72%	72%	80%	72%	73%	72%	74%	72%	79%	72%	72%
NET: Dissatisfied		206	164	2	100	56	180	5	163	3	100	55
		11%	13% b	2%	12%	13%	11%	22%	13%	3%	12%	13%
Answered		1868	1254	95	838	440	1617	22	1256	93	853	424
Mean Score		.9	.8	1.1	.9	.9	.9	1.2	.8	1.1	.9	.8
Standard error		.02	.03	.07	.04	.05	.02	.22	.03	.07	.03	.05
Standard deviation		1.01	1.05	.77	1.07	.99	1.00	1.28	1.05	.80	1.07	.99

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2018	920	1402	237	1	873	1060	184	1	985	816	239	1
Effective base		776	349	534	81	1	328	403	67	1	384	316	95	1
Weighted Base		1868	854	1284	219	4	791	935	177	1	915	712	226	*
Very Dissatisfied	(-2)	50	23	29	2	-	25	25	3	-	27	20	3	-
		3%	3%	2%	1%	-%	3%	3%	2%	-%	3%	3%	1%	-%
Fairly Dissatisfied	(-1)	156	76	110	24	-	81	80	23	-	92	55	21	-
		8%	9%	9%	11%	-%	10%	9%	13%	-%	10%	8%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	308	124	219	28	4	108	125	19	-	131	101	13	-
		16%	15%	17%	13%	100%	14%	13%	11%	-%	14% c	14% c	6%	-%
Fairly Satisfied	(1)	804	395	575	116	-	336	423	80	1	378	315	117	*
		43%	46%	45%	53%	-%	43%	45%	45%	100%	41%	44%	52%	100%
Very Satisfied	(2)	550	236	351	49	-	241	282	52	-	287	219	72	-
		29%	28%	27%	22%	-%	30%	30%	29%	-%	31%	31%	32%	-%
NET: Satisfied		1354	631	926	165	-	577	705	132	1	665	535	189	*
		72%	74%	72%	75%	-%	73%	75%	75%	100%	73%	75%	83% a	100%
NET: Dissatisfied		206	99	139	26	-	106	105	26	-	119	76	24	-
		11%	12%	11%	12%	-%	13%	11%	15%	-%	13%	11%	11%	-%
Answered		1868	854	1284	219	4	791	935	177	1	915	712	226	*
Mean Score		.9	.9	.9	.8	-	.9	.9	.9	1.0	.9	.9	1.0	1.0
Standard error		.02	.03	.03	.06	-	.04	.03	.08	-	.03	.04	.06	-
Standard deviation		1.01	1.00	.99	.92	-	1.06	1.01	1.03	-	1.05	1.01	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2018	1686	1337	998	1379	1032	54	565	493	510	123	65
Effective base		776	643	510	401	517	417	15	256	216	215	58	30
Weighted Base		1868	1570	1231	939	1249	1032	37	610	533	516	135	75
Very Dissatisfied	(-2)	50	41	38	30	42	27	*	19	16	20	2	3
		3%	3%	3%	3%	3%	3%	*%	3%	3%	4%	1%	3%
Fairly Dissatisfied	(-1)	156	135	106	75	98	78	1	52	53	53	17	21
		8%	9%	9%	8%	8%	8%	2%	8%	10%	10%	13%	28% abc
Neither Satisfied Nor Dissatisfied	(0)	308	254	185	147	204	171	4	90	75	68	9	5
		16%	16%	15%	16%	16%	17%	11%	15%	14%	13%	7%	6%
Fairly Satisfied	(1)	804	698	540	383	532	469	21	262	216	205	63	29
		43%	44%	44%	41%	43%	45%	55%	43%	40%	40%	46%	38%
Very Satisfied	(2)	550	443	361	303	373	288	12	188	173	170	45	19
		29%	28%	29%	32%	30%	28%	31%	31%	32%	33%	33%	25%
NET: Satisfied		1354	1140	901	686	905	757	32	450	388	376	107	48
		72%	73%	73%	73%	72%	73%	87%	74%	73%	73%	79%	63%
NET: Dissatisfied		206	176	144	106	140	105	1	71	69	73	19	23
		11%	11%	12%	11%	11%	10%	3%	12%	13%	14%	14%	31% abc
Answered		1868	1570	1231	939	1249	1032	37	610	533	516	135	75
Mean Score		.9	.9	.9	.9	.9	.9	1.2	.9	.9	.9	1.0	.5
Standard error		.02	.02	.03	.03	.03	.03	.10	.04	.05	.05	.09	.15
Standard deviation		1.01	1.00	1.03	1.04	1.03	.98	.73	1.03	1.06	1.10	1.01	1.23

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2018	211	122	104	48	1753	1261	1825	1334	1194	852	1661	209	-	1609	127
Effective base		776	93	37	49	18	661	424	686	471	404	336	629	77	-	596	62
Weighted Base		1868	219	101	115	42	1552	968	1617	1087	907	808	1496	189	-	1390	151
Very Dissatisfied	(-2)	50	13	3	2	*	38	32	41	28	30	24	36	3	-	8	35
		3%	6%	3%	2%	*%	2%	3%	3%	3%	3%	3%	2%	2%	-%	1%	23% a
Fairly Dissatisfied	(-1)	156	28	14	8	*	143	77	145	103	84	83	134	25	-	40	70
		8%	13%	14%	7%	1%	9%	8%	9%	9%	9%	10%	9%	13%	-%	3%	47% a
Neither Satisfied Nor Dissatisfied	(0)	308	18	22	22	9	250	141	257	161	142	111	251	19	-	156	16
		16%	8%	22% a	19% a	21%	16%	15%	16%	15%	16%	14%	17%	10%	-%	11%	11%
Fairly Satisfied	(1)	804	116	39	55	14	663	390	699	430	367	352	642	96	-	670	22
		43%	53%	39%	48%	34%	43%	40%	43%	40%	40%	44%	43%	51%	-%	48% b	15%
Very Satisfied	(2)	550	45	23	27	19	457	327	474	366	284	237	433	46	-	516	7
		29%	20%	23%	24%	44% a	29%	34%	29%	34%	31%	29%	29%	25%	-%	37% b	5%
NET: Satisfied		1354	161	63	82	33	1120	717	1174	795	651	590	1075	142	-	1186	29
		72%	73%	62%	72%	78%	72%	74%	73%	73%	72%	73%	72%	75%	-%	85% b	19%
NET: Dissatisfied		206	41	17	10	*	181	110	186	131	114	107	170	28	-	48	106
		11%	19%	16%	9%	1%	12%	11%	12%	12%	13%	13%	11%	15%	-%	3%	70% a
Answered		1868	219	101	115	42	1552	968	1617	1087	907	808	1496	189	-	1390	151
Mean Score		.9	.7	.7	.9	1.2	.9	.9	.9	.9	.9	.9	.9	.8	-	1.2 b	-.7
Standard error		.02	.08	.10	.09	.12	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.10
Standard deviation		1.01	1.12	1.07	.92	.82	1.01	1.05	1.01	1.04	1.06	1.05	1.01	1.00	-	.78	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2018	766	1252	576	28	276	415	250	1337	408	334	372	1268
Effective base		776	318	458	222	14	100	172	87	529	154	118	149	492
Weighted Base		1868	769	1099	530	41	232	416	222	1286	343	279	357	1189
Very Dissatisfied	(-2)	50	45	4	5	-	8	3	10	18	21	14	9	26
		3%	6%	*%	1%	-%	3%	1%	5%	1%	6%	5%	3%	2%
			b								b			
Fairly Dissatisfied	(-1)	156	128	28	49	5	24	40	23	84	49	29	36	91
		8%	17%	3%	9%	11%	10%	10%	11%	6%	14%	10%	10%	8%
			b								b			
Neither Satisfied Nor Dissatisfied	(0)	308	144	164	70	8	32	62	17	225	61	34	71	196
		16%	19%	15%	13%	19%	14%	15%	8%	17%	18%	12%	20%	16%
										a	a			
Fairly Satisfied	(1)	804	313	491	243	17	106	185	94	571	135	100	158	526
		43%	41%	45%	46%	41%	46%	45%	42%	44%	39%	36%	44%	44%
Very Satisfied	(2)	550	138	412	163	12	61	125	77	388	76	102	83	349
		29%	18%	37%	31%	29%	27%	30%	35%	30%	22%	37%	23%	29%
				a					c			b		
NET: Satisfied		1354	451	903	406	28	168	310	172	959	212	202	241	876
		72%	59%	82%	77%	70%	72%	75%	77%	75%	62%	73%	68%	74%
				a					c	c				
NET: Dissatisfied		206	174	32	54	5	32	44	34	102	70	43	45	117
		11%	23%	3%	10%	11%	14%	11%	15%	8%	20%	15%	13%	10%
			b						b		b			
Answered		1868	769	1099	530	41	232	416	222	1286	343	279	357	1189
Mean Score		.9	.5	1.2	1.0	.9	.8	.9	.9	1.0	.6	.9	.8	.9
				a					c	c				
Standard error		.02	.04	.02	.04	.18	.06	.05	.07	.03	.06	.06	.05	.03
Standard deviation		1.01	1.14	.80	.94	.97	1.05	.95	1.12	.93	1.16	1.16	1.00	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2018	1129	889
Effective base		776	370	407
Weighted Base		1868	866	1002
Very Dissatisfied	(-2)	50	32	17
		3%	4%	2%
Fairly Dissatisfied	(-1)	156	78	78
		8%	9%	8%
Neither Satisfied Nor Dissatisfied	(0)	308	149	159
		16%	17%	16%
Fairly Satisfied	(1)	804	367	437
		43%	42%	44%
Very Satisfied	(2)	550	240	310
		29%	28%	31%
NET: Satisfied		1354	607	747
		72%	70%	75%
NET: Dissatisfied		206	110	96
		11%	13%	10%
Answered		1868	866	1002
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		1.01	1.05	.97

Columns Tested:: a,b

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2018	117	210	135	167	121	225	56	246	157	150	208	226
Effective base		776	16	82	56	35	43	83	27	131	86	60	127	121
Weighted Base		1868	32	285	147	85	118	264	16	282	168	73	207	189
Very Dissatisfied	(-2)	50	*	7	6	1	5	6	1	4	1	4	11	3
		3%	*%	3%	4%	1%	4%	2%	4%	2%	1%	5%	5%	2%
Fairly Dissatisfied	(-1)	156	*	25	5	2	25	7	1	36	14	9	22	9
		8%	1%	9%	4%	2%	21%	3%	6%	13%	8%	12%	11%	5%
							acdfl			dfl		f	f	
Neither Satisfied Nor Dissatisfied	(0)	308	7	58	15	13	9	41	1	57	34	13	26	34
		16%	22%	20%	10%	15%	7%	16%	6%	20%	20%	18%	13%	18%
										e	e			
Fairly Satisfied	(1)	804	10	110	72	46	47	132	7	107	73	26	93	83
		43%	32%	39%	49%	53%	40%	50%	42%	38%	43%	36%	45%	44%
Very Satisfied	(2)	550	15	84	49	25	32	78	7	79	46	21	55	60
		29%	45%	29%	33%	29%	27%	30%	41%	28%	27%	29%	27%	32%
NET: Satisfied		1354	25	194	121	70	80	210	13	185	118	47	148	142
		72%	77%	68%	82%	82%	67%	79%	84%	66%	70%	65%	71%	75%
					hj			hj						
NET: Dissatisfied		206	*	33	12	2	30	13	2	40	15	13	33	12
		11%	1%	12%	8%	3%	25%	5%	11%	14%	9%	17%	16%	7%
							abcdfil			dfl		dfl	dfl	
Answered		1868	32	285	147	85	118	264	16	282	168	73	207	189
Mean Score		.9	1.2	.8	1.0	1.1	.6	1.0	1.1	.8	.9	.7	.8	1.0
Standard error		.02	.08	.07	.09	.06	.11	.06	.14	.07	.07	.10	.08	.06
Standard deviation		1.01	.84	1.03	.99	.77	1.21	.87	1.08	1.04	.93	1.17	1.12	.92

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 256 (continuation)

QRM3_2: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2018	462	513	459	584	975	1043
Effective base		776	149	158	230	305	307	525
Weighted Base		1868	465	468	466	469	932	936
Very Dissatisfied	(-2)	50	14	12	6	18	26	24
		3%	3%	2%	1%	4%	3%	3%
Fairly Dissatisfied	(-1)	156	31	34	51	40	65	91
		8%	7%	7%	11%	9%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	308	80	63	92	74	143	166
		16%	17%	13%	20%	16%	15%	18%
Fairly Satisfied	(1)	804	192	224	186	201	417	388
		43%	41%	48%	40%	43%	45%	41%
Very Satisfied	(2)	550	148	135	131	136	283	267
		29%	32%	29%	28%	29%	30%	29%
NET: Satisfied		1354	340	360	317	337	699	655
		72%	73%	77%	68%	72%	75%	70%
NET: Dissatisfied		206	45	45	57	58	90	115
		11%	10%	10%	12%	12%	10%	12%
Answered		1868	465	468	466	469	932	936
Mean Score		.9	.9	.9	.8	.8	.9	.8
Standard error		.02	.05	.04	.05	.04	.03	.03
Standard deviation		1.01	1.01	.97	1.00	1.06	.99	1.03

Columns Tested:: a,b,c,d - a,b

Table 257

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1824	373	1451	1247	303	76	198	577
Effective base		699	87	621	642	130	31	82	171
Weighted Base		1666	141	1525	1591	63	7	5	75
Very Dissatisfied	(-2)	31	4	26	31	*	-	*	*
		2%	3%	2%	2%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	62	3	59	61	1	*	*	1
		4%	2%	4%	4%	2%	*%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	26	360	376	8	2	1	10
		23%	18%	24%	24%	12%	26%	15%	14%
					be				
Fairly Satisfied	(1)	696	36	660	659	32	3	2	37
		42%	26%	43%	41%	51%	47%	37%	49%
				a					
Very Satisfied	(2)	491	71	420	465	22	2	2	26
		29%	50%	28%	29%	35%	27%	47%	35%
			b					a	
NET: Satisfied		1187	107	1080	1124	54	5	4	63
		71%	76%	71%	71%	85%	74%	84%	84%
						a		a	a
NET: Dissatisfied		93	8	85	92	1	*	*	1
		6%	5%	6%	6%	2%	*%	1%	2%
					e				
Answered		1666	141	1525	1591	63	7	5	75
Mean Score		.9	1.2	.9	.9	1.2	1.0	1.3	1.2
			b			a		a	a
Standard error		.02	.05	.02	.03	.04	.09	.06	.03
Standard deviation		.92	1.01	.90	.92	.74	.79	.86	.74

Columns Tested:: a,b - a,b,c,d,e

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1824	538	525	184	186	193	198	1247	303	274
Effective base		699	311	270	82	81	77	82	642	130	72
Weighted Base		1666	854	622	115	43	28	5	1591	63	12
Very Dissatisfied	(-2)	31	22	6	3	*	-	*	31	*	*
		2%	3%	1%	2%	*%	-%	*%	2%	*%	*%
Fairly Dissatisfied	(-1)	62	31	27	3	1	*	*	61	1	*
		4%	4%	4%	3%	3%	*%	1%	4%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	386	202	146	27	6	3	1	376	8	3
		23%	24%	23%	24%	15%	12%	15%	24%	12%	22%
			eh	eh	eh				eh		
Fairly Satisfied	(1)	696	352	251	56	21	15	2	659	32	5
		42%	41%	40%	49%	48%	53%	37%	41%	51%	43%
							bfg				
Very Satisfied	(2)	491	246	193	26	14	10	2	465	22	4
		29%	29%	31%	22%	33%	35%	47%	29%	35%	35%
								abcg			
NET: Satisfied		1187	599	444	82	35	24	4	1124	54	9
		71%	70%	71%	71%	82%	88%	84%	71%	85%	78%
						ag	abcg	abcg		abcg	
NET: Dissatisfied		93	53	33	6	1	*	*	92	1	*
		6%	6%	5%	5%	3%	*%	1%	6%	2%	1%
			ei	e					e		
Answered		1666	854	622	115	43	28	5	1591	63	12
Mean Score		.9	.9	1.0	.9	1.1	1.2	1.3	.9	1.2	1.1
							abcg	abcg		abcg	
Standard error		.02	.04	.04	.06	.06	.05	.06	.03	.04	.05
Standard deviation		.92	.95	.90	.87	.79	.66	.86	.92	.74	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1824	791	456	303	76	198	696	314	112	75	198
Effective base		699	474	222	130	31	82	398	144	33	23	37
Weighted Base		1666	1297	294	63	7	5	1085	247	61	23	45
Very Dissatisfied	(-2)	31	26	4	*	-	*	20	3	1	1	*
		2%	2%	2%	*%	-%	*%	2%	1%	1%	4%	*%
Fairly Dissatisfied	(-1)	62	52	9	1	*	*	37	13	*	1	4
		4%	4%	3%	2%	*%	1%	3%	5%	*%	2%	9%
Neither Satisfied Nor Dissatisfied	(0)	386	306	70	8	2	1	258	53	14	6	6
		23%	24%	24%	12%	26%	15%	24%	21%	22%	27%	14%
			c	c								
Fairly Satisfied	(1)	696	528	131	32	3	2	462	111	23	12	25
		42%	41%	45%	51%	47%	37%	43%	45%	38%	55%	56%
					a							
Very Satisfied	(2)	491	384	80	22	2	2	309	67	23	3	9
		29%	30%	27%	35%	27%	47%	28%	27%	38%	12%	21%
							ab			d		
NET: Satisfied		1187	913	211	54	5	4	770	178	46	15	35
		71%	70%	72%	85%	74%	84%	71%	72%	76%	66%	76%
					ab		ab					
NET: Dissatisfied		93	79	13	1	*	*	57	16	1	2	4
		6%	6%	4%	2%	*%	1%	5%	6%	2%	7%	9%
Answered		1666	1297	294	63	7	5	1085	247	61	23	45
Mean Score		.9	.9	.9	1.2	1.0	1.3	.9	.9	1.1	.7	.9
					ab		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.08	.10	.06
Standard deviation		.92	.93	.87	.74	.79	.86	.91	.89	.86	.89	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1824	126	100	179	49	126	145	118	105	108
Effective base		699	68	57	100	22	64	89	75	54	57
Weighted Base		1666	156	128	253	57	154	253	222	139	130
Very Dissatisfied	(-2)	31	4	3	-	2	1	3	9	6	-
		2%	2%	2%	-%	3%	1%	1%	4%	4%	-%
									c	c	
Fairly Dissatisfied	(-1)	62	5	8	13	1	5	12	3	8	3
		4%	3%	6%	5%	2%	4%	5%	1%	6%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	22	31	81	16	30	53	63	29	28
		23%	14%	24%	32%	28%	19%	21%	29%	21%	22%
					a				a		
Fairly Satisfied	(1)	696	61	60	89	26	68	127	88	63	60
		42%	39%	46%	35%	46%	44%	50%	40%	45%	46%
								c			
Very Satisfied	(2)	491	64	27	69	12	50	58	59	33	39
		29%	41%	21%	27%	21%	32%	23%	26%	24%	30%
			bf								
NET: Satisfied		1187	125	87	158	38	118	185	147	96	99
		71%	80%	68%	63%	67%	77%	73%	66%	69%	76%
			c								
NET: Dissatisfied		93	9	11	13	3	6	15	11	14	3
		6%	6%	8%	5%	5%	4%	6%	5%	10%	2%
Answered		1666	156	128	253	57	154	253	222	139	130
Mean Score		.9	1.1	.8	.8	.8	1.0	.9	.8	.8	1.0
			bc								
Standard error		.02	.08	.09	.07	.13	.08	.07	.09	.10	.07
Standard deviation		.92	.94	.93	.89	.89	.85	.85	.96	1.01	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1824	283	331	442	1056	768	273	254	241
Effective base		699	142	178	264	581	211	93	65	79
Weighted Base		1666	341	423	727	1491	175	84	62	29
Very Dissatisfied	(-2)	31	3	12	11	26	4	2	2	*
		2%	1%	3%	2%	2%	2%	2%	4%	1%
Fairly Dissatisfied	(-1)	62	9	21	28	58	5	2	2	1
		4%	3%	5%	4%	4%	3%	3%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	386	74	82	198	354	32	16	11	5
		23%	22%	19%	27%	24%	18%	20%	18%	17%
					e					
Fairly Satisfied	(1)	696	155	183	305	643	53	22	22	10
		42%	45%	43%	42%	43%	31%	26%	35%	34%
			ef	ef	ef	ef				
Very Satisfied	(2)	491	101	124	185	411	80	41	25	14
		29%	30%	29%	25%	28%	46%	50%	40%	47%
							abcd	abcd	cd	abcd
NET: Satisfied		1187	256	308	490	1054	133	63	47	23
		71%	75%	73%	67%	71%	76%	76%	75%	81%
							c			c
NET: Dissatisfied		93	12	33	39	84	9	4	4	1
		6%	3%	8%	5%	6%	5%	5%	7%	3%
Answered		1666	341	423	727	1491	175	84	62	29
Mean Score		.9	1.0	.9	.9	.9	1.1	1.2	1.0	1.2
							bcd	bcd		abcd
Standard error		.02	.05	.05	.04	.03	.04	.06	.06	.06
Standard deviation		.92	.83	.97	.90	.90	.98	.98	1.03	.86

Columns Tested:: a,b,c,d,e,f,g,h

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1824	71	164	180	212	330	76	64	85	806
Effective base		699	28	43	50	90	130	30	21	30	325
Weighted Base		1666	62	97	119	228	276	72	44	53	813
Very Dissatisfied	(-2)	31	-	1	1	8	5	-	4	*	13
		2%	-%	1%	1%	4%	2%	-%	10% cei	*%	2%
Fairly Dissatisfied	(-1)	62	*	6	6	7	16	4	4	*	26
		4%	*%	6%	5%	3%	6%	6%	8%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	17	16	23	55	38	20	7	19	207
		23%	28%	16%	20%	24% e	14%	27%	16%	36% e	25% e
Fairly Satisfied	(1)	696	19	35	48	105	136	28	13	19	330
		42%	30%	36%	40%	46%	49%	38%	30%	36%	41%
Very Satisfied	(2)	491	26	40	42	52	82	20	16	15	237
		29%	42%	41% d	35%	23%	30%	28%	36%	28%	29%
NET: Satisfied		1187	45	75	89	157	218	48	29	34	567
		71%	72%	77%	75%	69%	79% i	67%	66%	64%	70%
NET: Dissatisfied		93	*	6	6	15	20	4	8	*	39
		6%	*%	7%	5%	7%	7%	6%	18% ahi	*%	5%
Answered		1666	62	97	119	228	276	72	44	53	813
Mean Score		.9	1.1	1.1	1.0	.8	1.0	.9	.7	.9	.9
Standard error		.02	.10	.07	.07	.06	.05	.10	.16	.09	.03
Standard deviation		.92	.83	.93	.89	.94	.90	.89	1.32	.81	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1824	463	406	955	1602	222	1496	328	1779	45
Effective base		699	168	160	372	594	107	623	82	678	20
Weighted Base		1666	409	348	909	1374	292	1526	140	1615	51
Very Dissatisfied	(-2)	31	9	5	17	20	11	26	4	28	3
		2%	2%	1%	2%	1%	4%	2%	3%	2%	6%
Fairly Dissatisfied	(-1)	62	12	20	30	51	12	58	5	59	3
		4%	3%	6%	3%	4%	4%	4%	3%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	386	96	57	233	321	65	365	21	376	10
		23%	23%	16%	26% b	23%	22%	24%	15%	23%	20%
Fairly Satisfied	(1)	696	171	164	362	576	121	624	73	681	15
		42%	42%	47%	40%	42%	41%	41%	52%	42%	30%
Very Satisfied	(2)	491	120	103	268	408	83	453	37	472	19
		29%	29%	29%	29%	30%	28%	30%	27%	29%	37%
NET: Satisfied		1187	291	266	630	983	204	1077	110	1153	34
		71%	71%	76%	69%	72%	70%	71%	79%	71%	67%
NET: Dissatisfied		93	21	25	47	70	23	84	9	87	6
		6%	5%	7%	5%	5%	8%	6%	6%	5%	12%
Answered		1666	409	348	909	1374	292	1526	140	1615	51
Mean Score		.9	.9	1.0	.9	.9	.9	.9	1.0	.9	.9
Standard error		.02	.04	.04	.03	.02	.07	.02	.05	.02	.17
Standard deviation		.92	.92	.90	.92	.90	1.00	.92	.91	.91	1.17

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1824	1015	424	377	1378	291	69	86	1669	155
Effective base		699	414	128	154	579	83	20	19	660	39
Weighted Base		1666	1010	274	370	1411	167	43	45	1578	88
Very Dissatisfied	(-2)	31	15	5	5	25	4	-	1	30	1
		2%	1%	2%	1%	2%	3%	-%	2%	2%	1%
Fairly Dissatisfied	(-1)	62	36	8	18	46	9	4	4	55	8
		4%	4%	3%	5%	3%	5%	10%	8%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	386	270	54	61	338	36	3	9	373	12
		23%	27%	20%	16%	24%	21%	7%	21%	24%	14%
			c								
Fairly Satisfied	(1)	696	416	128	150	598	72	18	9	670	27
		42%	41%	47%	41%	42%	43%	42%	20%	42%	30%
						d				d	
Very Satisfied	(2)	491	274	79	136	404	46	18	23	450	40
		29%	27%	29%	37%	29%	28%	41%	50%	29%	46%
					a				ae		ae
NET: Satisfied		1187	690	207	287	1002	118	36	31	1120	67
		71%	68%	75%	77%	71%	71%	83%	70%	71%	76%
					a						
NET: Dissatisfied		93	50	14	23	71	13	4	4	85	9
		6%	5%	5%	6%	5%	8%	10%	10%	5%	10%
Answered		1666	1010	274	370	1411	167	43	45	1578	88
Mean Score		.9	.9	1.0	1.1	.9	.9	1.1	1.1	.9	1.1
					a						
Standard error		.02	.03	.04	.05	.02	.06	.11	.12	.02	.08
Standard deviation		.92	.89	.88	.92	.90	.96	.93	1.10	.91	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1824	666	712	446	1647	1399	1709	1317	806	734
Effective base		699	323	258	121	618	524	653	502	308	244
Weighted Base		1666	827	584	255	1488	1244	1567	1187	765	569
Very Dissatisfied	(-2)	31	18	8	5	27	21	28	22	17	17
		2%	2%	1%	2%	2%	2%	2%	2%	2%	3%
Fairly Dissatisfied	(-1)	62	32	14	17	61	56	62	54	44	33
		4%	4%	2%	7%	4%	4%	4%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	386	198	140	48	360	271	369	256	156	84
		23%	24%	24%	19%	24%	22%	24%	22%	20%	15%
						f	f	f	f		
Fairly Satisfied	(1)	696	339	259	99	627	530	660	520	342	271
		42%	41%	44%	39%	42%	43%	42%	44%	45%	48%
Very Satisfied	(2)	491	241	164	87	413	367	448	335	206	165
		29%	29%	28%	34%	28%	29%	29%	28%	27%	29%
NET: Satisfied		1187	579	423	185	1040	897	1108	855	548	436
		71%	70%	72%	73%	70%	72%	71%	72%	72%	77%
NET: Dissatisfied		93	50	21	22	88	76	89	76	61	50
		6%	6%	4%	9%	6%	6%	6%	6%	8%	9%
Answered		1666	827	584	255	1488	1244	1567	1187	765	569
Mean Score		.9	.9	1.0	1.0	.9	.9	.9	.9	.9	.9
Standard error		.02	.04	.03	.05	.02	.02	.02	.03	.03	.04
Standard deviation		.92	.93	.85	.99	.91	.91	.91	.92	.95	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1824	293	885	125	147	103	93	63	259
Effective base		699	136	384	42	38	20	20	18	57
Weighted Base		1666	343	944	82	85	38	40	35	113
Very Dissatisfied	(-2)	31	4	19	1	*	1	2	*	3
		2%	1%	2%	1%	*%	2%	6%	*%	3%
Fairly Dissatisfied	(-1)	62	7	40	8	1	1	*	4	6
		4%	2%	4%	9%	2%	2%	1%	13%	5%
					a				a	
Neither Satisfied Nor Dissatisfied	(0)	386	98	214	20	13	7	6	11	23
		23%	29%	23%	24%	16%	18%	15%	31%	21%
Fairly Satisfied	(1)	696	134	411	33	38	19	14	11	44
		42%	39%	43%	40%	45%	50%	34%	33%	39%
Very Satisfied	(2)	491	99	260	20	32	11	18	8	37
		29%	29%	28%	25%	38%	28%	44%	24%	32%
NET: Satisfied		1187	233	671	54	70	30	31	20	81
		71%	68%	71%	66%	83%	78%	78%	56%	71%
						g				
NET: Dissatisfied		93	11	59	8	2	2	3	4	9
		6%	3%	6%	10%	2%	4%	7%	13%	8%
Answered		1666	343	944	82	85	38	40	35	113
Mean Score		.9	.9	.9	.8	1.2	1.0	1.1	.7	.9
						cg				
Standard error		.02	.05	.03	.09	.06	.09	.11	.13	.06
Standard deviation		.92	.88	.92	.96	.77	.87	1.08	1.00	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1824	1067	183	130	109	61	74	23	877	210	121	80	41	44	26
Effective base		699	473	57	35	23	13	17	5	386	58	36	20	12	17	9
Weighted Base		1666	1180	125	76	47	23	28	9	943	142	65	24	36	14	20
Very Dissatisfied	(-2)	31	16	8	*	-	1	2	*	15	2	2	*	1	-	*
		2%	1%	6%	*%	-%	4%	8%	1%	2%	1%	4%	1%	2%	-%	*%
				a				a								
Fairly Dissatisfied	(-1)	62	40	14	*	1	*	1	4	37	13	4	*	1	1	-
		4%	3%	11%	*%	3%	2%	3%	40%	4%	9%	6%	*%	2%	8%	-%
				ac												
Neither Satisfied Nor Dissatisfied	(0)	386	292	25	23	7	9	3	1	225	17	6	3	9	2	8
		23%	25%	20%	30%	15%	37%	10%	13%	24%	12%	9%	13%	26%	16%	40%
										bc						
Fairly Satisfied	(1)	696	505	55	27	22	7	8	3	409	53	30	10	14	6	9
		42%	43%	44%	36%	47%	31%	27%	34%	43%	37%	46%	41%	40%	41%	44%
Very Satisfied	(2)	491	326	23	25	16	6	15	1	256	57	24	11	11	5	3
		29%	28%	19%	33%	35%	26%	52%	11%	27%	40%	36%	46%	30%	36%	16%
								ab			a					
NET: Satisfied		1187	831	78	52	39	13	22	4	666	110	53	20	25	11	12
		71%	70%	62%	69%	82%	57%	79%	46%	71%	77%	82%	86%	70%	76%	59%
NET: Dissatisfied		93	56	22	*	1	1	3	4	52	15	6	*	1	1	*
		6%	5%	18%	*%	3%	6%	11%	41%	6%	11%	10%	1%	4%	8%	*%
				ac												
Answered		1666	1180	125	76	47	23	28	9	943	142	65	24	36	14	20
Mean Score		.9	.9	.6	1.0	1.1	.7	1.1	.2	.9	1.1	1.0	1.3	.9	1.0	.7
			b		b	b							a			
Standard error		.02	.03	.08	.07	.08	.13	.14	.24	.03	.07	.09	.09	.14	.14	.15
Standard deviation		.92	.88	1.11	.81	.78	1.01	1.23	1.17	.90	1.01	1.01	.77	.91	.94	.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1824	798	179	119	81	50	50	40	140	656	337	412	206	93
Effective base		699	345	57	35	28	15	11	15	40	294	141	149	46	23
Weighted Base		1666	825	142	85	45	29	23	37	90	751	315	332	103	61
Very Dissatisfied	(-2)	31	9	7	3	-	-	-	2	2	15	9	1	3	-
		2%	1%	5% a	3%	-%	-%	-%	6%	3%	2%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	62	32	14	1	1	1	4	1	5	28	9	15	6	4
		4%	4%	10%	2%	3%	3%	15%	2%	6%	4%	3%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	386	205	20	10	7	4	2	8	14	200	77	67	13	12
		23%	25%	14%	12%	16%	14%	8%	23%	16%	27% d	24%	20%	12%	20%
Fairly Satisfied	(1)	696	368	56	39	22	13	8	14	36	304	136	148	44	25
		42%	45%	39%	46%	49%	44%	36%	38%	40%	41%	43%	44%	43%	40%
Very Satisfied	(2)	491	211	45	32	15	11	9	12	32	204	84	101	37	21
		29%	26%	31%	38%	33%	38%	40%	31%	36%	27%	27%	30%	36%	33%
NET: Satisfied		1187	579	100	71	37	24	18	26	68	509	220	249	81	45
		71%	70%	71%	83%	81%	83%	76%	69%	75%	68%	70%	75%	79%	74%
NET: Dissatisfied		93	42	21	4	1	1	4	3	8	43	18	16	9	4
		6%	5%	15% a	5%	3%	3%	15%	9%	9%	6%	6%	5%	9%	6%
Answered		1666	825	142	85	45	29	23	37	90	751	315	332	103	61
Mean Score		.9	.9	.8	1.1	1.1	1.2	1.0	.8	1.0	.9	.9	1.0	1.0	1.0
Standard error		.02	.03	.09	.08	.09	.11	.15	.17	.08	.04	.05	.04	.07	.09
Standard deviation		.92	.87	1.14	.92	.78	.80	1.07	1.10	1.00	.92	.93	.85	1.00	.89

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1824	726	312	356	175	71	597	277	301	145	69
Effective base		699	320	129	119	34	15	269	102	101	34	19
Weighted Base		1666	817	285	259	82	38	674	224	215	79	50
Very Dissatisfied	(-2)	31	17	7	1	2	-	13	5	1	1	-
		2%	2%	2%	*%	3%	-%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	62	31	10	10	5	4	29	8	9	9	*
		4%	4%	4%	4%	7%	10%	4%	4%	4%	12%	*%
Neither Satisfied Nor Dissatisfied	(0)	386	218	64	53	12	12	165	42	48	3	12
		23%	27%	22%	20%	14%	32%	25%	19%	22%	4%	25%
								d	d	d		d
Fairly Satisfied	(1)	696	332	123	125	30	14	282	102	94	33	17
		42%	41%	43%	48%	36%	38%	42%	46%	44%	42%	35%
Very Satisfied	(2)	491	219	82	70	33	8	185	67	62	32	20
		29%	27%	29%	27%	40%	21%	28%	30%	29%	40%	40%
NET: Satisfied		1187	552	204	195	63	22	467	169	156	65	37
		71%	67%	72%	75%	76%	58%	69%	76%	73%	82%	75%
NET: Dissatisfied		93	48	17	11	8	4	41	13	11	11	*
		6%	6%	6%	4%	9%	10%	6%	6%	5%	14%	*%
Answered		1666	817	285	259	82	38	674	224	215	79	50
Mean Score		.9	.9	.9	1.0	1.0	.7	.9	1.0	1.0	1.1	1.1
Standard error		.02	.03	.05	.04	.08	.11	.04	.05	.05	.09	.10
Standard deviation		.92	.93	.93	.82	1.04	.92	.92	.91	.86	1.04	.81

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1824	577	231	285	133	75	742	128	436	1643	181	1612	35
Effective base		699	246	79	112	42	21	296	39	164	630	69	609	9
Weighted Base		1666	614	169	249	94	48	693	89	398	1515	151	1462	25
Very Dissatisfied	(-2)	31	14	3	2	1	2	21	-	1	28	3	25	2
		2%	2%	2%	1%	2%	3%	3%	-%	*%	2%	2%	2%	6%
								c						
Fairly Dissatisfied	(-1)	62	29	8	7	6	4	27	2	25	60	2	54	7
		4%	5%	5%	3%	7%	8%	4%	3%	6%	4%	1%	4%	27%
														a
Neither Satisfied Nor Dissatisfied	(0)	386	156	31	51	9	7	123	24	109	368	18	359	1
		23%	25%	19%	21%	9%	14%	18%	27%	27%	24%	12%	25%	5%
			d							a	b			
Fairly Satisfied	(1)	696	266	79	114	44	13	311	37	171	634	62	618	9
		42%	43%	46%	46%	47%	28%	45%	41%	43%	42%	41%	42%	35%
Very Satisfied	(2)	491	150	48	75	34	22	211	26	92	424	66	406	7
		29%	24%	28%	30%	36%	46%	31%	29%	23%	28%	44%	28%	26%
							a					a		
NET: Satisfied		1187	416	127	188	78	36	522	63	263	1058	129	1024	16
		71%	68%	75%	76%	83%	75%	75%	70%	66%	70%	85%	70%	62%
								c				a		
NET: Dissatisfied		93	42	11	9	8	5	48	2	26	88	5	79	8
		6%	7%	7%	4%	8%	11%	7%	3%	7%	6%	3%	5%	33%
														a
Answered		1666	614	169	249	94	48	693	89	398	1515	151	1462	25
Mean Score		.9	.8	.9	1.0	1.1	1.1	1.0	1.0	.8	.9	1.2	.9	.5
												a		
Standard error		.02	.04	.06	.05	.08	.13	.04	.07	.04	.02	.06	.02	.22
Standard deviation		.92	.93	.91	.84	.93	1.11	.95	.82	.87	.92	.85	.90	1.33

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1824	1260	139	859	458	1612	35	1256	143	869	448
Effective base		699	488	36	335	168	610	9	485	39	338	164
Weighted Base		1666	1151	93	770	418	1466	22	1153	91	785	402
Very Dissatisfied	(-2)	31	20	1	20	2	27	-	18	2	20	2
		2%	2%	1%	3%	*%	2%	-%	2%	3%	3%	*%
Fairly Dissatisfied	(-1)	62	50	5	35	19	56	5	50	6	35	19
		4%	4%	6%	5%	5%	4%	22% a	4%	6%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	386	259	12	178	78	360	*	261	10	188	68
		23%	23%	13%	23%	19%	25%	2%	23%	11%	24%	17%
Fairly Satisfied	(1)	696	468	63	317	203	621	6	477	53	325	196
		42%	41%	67% a	41%	49%	42%	27%	41%	58% a	41%	49%
Very Satisfied	(2)	491	354	13	218	116	402	11	346	21	217	118
		29%	31% b	14%	28%	28%	27%	49%	30%	23%	28%	29%
NET: Satisfied		1187	822	76	536	319	1023	16	824	74	542	313
		71%	71%	81%	70%	76%	70%	76%	71%	80%	69%	78% a
NET: Dissatisfied		93	70	6	55	21	83	5	68	8	56	21
		6%	6%	6%	7%	5%	6%	22% a	6%	9%	7%	5%
Answered		1666	1151	93	770	418	1466	22	1153	91	785	402
Mean Score		.9	.9	.9	.9	1.0	.9	1.0	.9	.9	.9	1.0
Standard error		.02	.03	.06	.03	.04	.02	.20	.03	.08	.03	.04
Standard deviation		.92	.93	.74	.96	.83	.91	1.21	.92	.90	.96	.83

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1824	890	1272	222	1	841	979	171	1	940	760	228	1
Effective base		699	337	481	75	1	315	370	61	1	361	292	89	1
Weighted Base		1666	817	1147	195	4	748	849	154	1	858	657	210	*
Very Dissatisfied	(-2)	31	22	14	2	-	15	6	-	-	18	8	*	-
		2%	3%	1%	1%	-%	2%	1%	-%	-%	2%	1%	*%	-%
Fairly Dissatisfied	(-1)	62	38	46	9	-	38	37	8	-	46	23	7	-
		4%	5%	4%	5%	-%	5%	4%	5%	-%	5%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	386	168	289	31	4	134	182	27	-	159	148	39	-
		23%	21%	25%	16%	100%	18%	21%	18%	-%	18%	23%	19%	-%
Fairly Satisfied	(1)	696	379	481	89	-	330	359	53	1	376	289	92	*
		42%	46%	42%	46%	-%	44%	42%	35%	100%	44%	44%	44%	100%
Very Satisfied	(2)	491	209	317	64	-	232	265	66	-	260	189	71	-
		29%	26%	28%	33%	-%	31%	31%	43%	-%	30%	29%	34%	-%
NET: Satisfied		1187	589	797	153	-	562	624	119	1	636	478	163	*
		71%	72%	70%	78%	-%	75%	73%	77%	100%	74%	73%	78%	100%
NET: Dissatisfied		93	60	60	11	-	52	43	8	-	64	31	7	-
		6%	7%	5%	6%	-%	7%	5%	5%	-%	7%	5%	3%	-%
Answered		1666	817	1147	195	4	748	849	154	1	858	657	210	*
Mean Score		.9	.9	.9	1.0	-	1.0	1.0	1.2	1.0	.9	1.0	1.1	1.0
Standard error		.02	.03	.02	.06	-	.03	.03	.07	-	.03	.03	.05	-
Standard deviation		.92	.94	.89	.88	-	.93	.87	.89	-	.94	.87	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1824	1554	1247	930	1285	941	55	525	465	485	119	62
Effective base		699	587	472	371	477	375	15	234	200	202	55	27
Weighted Base		1666	1426	1130	868	1149	917	37	552	488	480	128	68
Very Dissatisfied	(-2)	31	23	14	15	22	16	*	6	2	8	1	-
		2%	2%	1%	2%	2%	2%	*%	1%	*%	2%	1%	-%
Fairly Dissatisfied	(-1)	62	53	42	33	42	36	*	21	22	16	8	7
		4%	4%	4%	4%	4%	4%	*%	4%	4%	3%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	386	349	251	202	260	226	3	137	117	97	29	24
		23%	24%	22%	23%	23%	25%	8%	25%	24%	20%	23%	35%
Fairly Satisfied	(1)	696	599	488	355	499	370	18	228	209	202	55	25
		42%	42%	43%	41%	43%	40%	47%	41%	43%	42%	43%	37%
Very Satisfied	(2)	491	402	336	263	327	269	17	160	138	156	36	13
		29%	28%	30%	30%	28%	29%	45%	29%	28%	32%	28%	19%
NET: Satisfied		1187	1001	824	618	826	638	34	388	347	358	91	38
		71%	70%	73%	71%	72%	70%	92%	70%	71%	75% e	71%	55%
NET: Dissatisfied		93	77	55	47	63	52	*	27	23	24	8	7
		6%	5%	5%	5%	6%	6%	*%	5%	5%	5%	6%	10%
Answered		1666	1426	1130	868	1149	917	37	552	488	480	128	68
Mean Score		.9	.9	1.0	.9	.9	.9	1.4	.9	.9	1.0	.9	.6
Standard error		.02	.02	.02	.03	.03	.03	.09	.04	.04	.04	.08	.11
Standard deviation		.92	.90	.88	.91	.91	.92	.66	.89	.85	.90	.89	.90

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1824	201	118	103	47	1575	1132	1644	1194	1061	808	1482	194	-	1470	107
Effective base		699	88	34	48	17	596	383	618	422	358	317	563	72	-	547	51
Weighted Base		1666	199	94	113	40	1384	861	1441	963	791	759	1326	171	-	1251	128
Very Dissatisfied	(-2)	31	6	1	2	*	24	16	25	15	18	15	20	3	-	14	11
		2%	3%	1%	2%	*%	2%	2%	2%	2%	2%	2%	1%	2%	-%	1%	8% a
Fairly Dissatisfied	(-1)	62	11	12	2	2	51	34	55	36	30	25	43	5	-	18	31
		4%	5%	13%	2%	5%	4%	4%	4%	4%	4%	3%	3%	3%	-%	1%	24% a
Neither Satisfied Nor Dissatisfied	(0)	386	45	16	26	2	321	187	328	215	170	157	320	26	-	205	31
		23%	22%	17%	23%	6%	23%	22%	23%	22%	22%	21%	24%	15%	-%	16%	24%
Fairly Satisfied	(1)	696	99	40	53	15	587	341	617	391	323	336	557	82	-	554	47
		42%	50%	42%	47%	36%	42%	40%	43%	41%	41%	44%	42%	48%	-%	44%	37%
Very Satisfied	(2)	491	39	26	29	21	402	283	417	305	250	225	386	54	-	461	8
		29%	20%	27%	26%	53% ac	29%	33%	29%	32%	32%	30%	29%	32%	-%	37% b	6%
NET: Satisfied		1187	138	65	82	36	989	625	1033	696	573	562	943	136	-	1015	55
		71%	69%	70%	73%	89%	71%	73%	72%	72%	72%	74%	71%	80%	-%	81% b	43%
NET: Dissatisfied		93	16	13	5	2	74	49	79	52	48	40	63	8	-	32	42
		6%	8%	14%	4%	5%	5%	6%	5%	5%	6%	5%	5%	5%	-%	3%	33% a
Answered		1666	199	94	113	40	1384	861	1441	963	791	759	1326	171	-	1251	128
Mean Score		.9	.8	.8	.9	1.4 a	.9	1.0	.9	1.0	1.0	1.0	.9	1.0	-	1.1 b	.1
Standard error		.02	.07	.09	.09	.12	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation		.92	.92	1.00	.87	.83	.90	.93	.90	.91	.94	.90	.89	.87	-	.82	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1824	716	1108	556	28	271	392	239	1203	367	309	345	1136
Effective base		699	293	405	212	14	97	161	83	471	140	109	136	440
Weighted Base		1666	696	970	503	41	223	386	205	1144	305	248	321	1061
Very Dissatisfied	(-2)	31	24	7	5	-	4	1	8	16	7	8	6	16
		2%	3% b	1%	1%	-%	2%	*%	4%	1%	2%	3%	2%	2%
Fairly Dissatisfied	(-1)	62	56	6	11	3	14	11	17	31	15	9	17	37
		4%	8% b	1%	2%	8%	6%	3%	8% b	3%	5%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	177	209	86	8	44	69	16	291	74	38	80	255
		23%	25%	21%	17%	20%	20%	18%	8%	25% a	24% a	15%	25%	24% a
Fairly Satisfied	(1)	696	306	390	248	23	100	192	99	487	110	105	145	436
		42%	44%	40%	49%	55%	45%	50%	48%	43%	36%	42%	45%	41%
Very Satisfied	(2)	491	132	358	153	7	61	113	65	319	98	89	73	317
		29%	19%	37% a	30%	16%	27%	29%	32%	28%	32%	36% b	23%	30%
NET: Satisfied		1187	439	748	401	29	160	305	164	806	209	194	219	753
		71%	63%	77% a	80%	72%	72%	79%	80%	70%	68%	78%	68%	71%
NET: Dissatisfied		93	80	13	16	3	18	12	25	47	22	17	23	53
		6%	11% b	1%	3%	8%	8%	3%	12% b	4%	7%	7%	7%	5%
Answered		1666	696	970	503	41	223	386	205	1144	305	248	321	1061
Mean Score		.9	.7	1.1 a	1.1	.8	.9	1.0	1.0	.9	.9	1.0	.8	.9
Standard error		.02	.04	.02	.03	.15	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.92	.98	.81	.81	.82	.94	.78	1.04	.87	.98	.98	.91	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1824	1004	820
Effective base		699	328	372
Weighted Base		1666	749	918
Very Dissatisfied	(-2)	31	15	16
		2%	2%	2%
Fairly Dissatisfied	(-1)	62	34	29
		4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	173	213
		23%	23%	23%
Fairly Satisfied	(1)	696	314	382
		42%	42%	42%
Very Satisfied	(2)	491	213	278
		29%	28%	30%
NET: Satisfied		1187	527	660
		71%	70%	72%
NET: Dissatisfied		93	49	44
		6%	7%	5%
Answered		1666	749	918
Mean Score		.9	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.92	.93	.90

Columns Tested:: a,b

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1824	104	193	118	148	105	208	46	224	146	135	198	199
Effective base		699	15	75	45	29	38	75	22	119	82	53	120	108
Weighted Base		1666	30	264	109	69	103	240	11	254	159	66	189	172
Very Dissatisfied	(-2)	31	*	7	1	*	2	13	-	1	-	*	6	1
		2%	*%	3%	1%	*%	2%	5%	-%	*%	-%	*%	3%	1%
								h						
Fairly Dissatisfied	(-1)	62	-	5	6	1	17	5	*	5	8	4	8	3
		4%	-%	2%	5%	1%	17%	2%	2%	2%	5%	7%	4%	2%
							bdfhikl							
Neither Satisfied Nor Dissatisfied	(0)	386	7	92	35	15	11	30	1	57	27	22	52	36
		23%	22%	35%	32%	22%	11%	13%	13%	22%	17%	34%	27%	21%
				efgil	ef							efi	ef	
Fairly Satisfied	(1)	696	11	71	33	33	44	123	4	118	82	22	75	81
		42%	37%	27%	31%	48%	43%	51%	36%	46%	51%	34%	39%	47%
						b		bc		b	bcj			b
Very Satisfied	(2)	491	13	89	34	20	29	69	6	73	42	17	49	51
		29%	41%	34%	31%	29%	28%	29%	50%	29%	26%	25%	26%	29%
									ijk					
NET: Satisfied		1187	24	160	67	53	73	192	10	191	124	39	124	131
		71%	78%	61%	62%	77%	71%	80%	86%	75%	78%	59%	65%	76%
								bcjk	bj	bj	bj			bj
NET: Dissatisfied		93	*	12	7	1	19	18	*	6	8	5	14	4
		6%	*%	4%	6%	1%	18%	7%	2%	2%	5%	7%	7%	3%
							abdhil							
Answered		1666	30	264	109	69	103	240	11	254	159	66	189	172
Mean Score		.9	1.2	.9	.9	1.1	.8	1.0	1.3	1.0	1.0	.8	.8	1.0
									bcejk					
Standard error		.02	.08	.07	.09	.06	.11	.07	.12	.05	.07	.08	.07	.06
Standard deviation		.92	.78	.99	.96	.75	1.08	.99	.79	.80	.80	.92	.97	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 257 (continuation)

QRM3_3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1824	415	461	416	532	876	948
Effective base		699	130	140	210	278	270	479
Weighted Base		1666	403	412	425	426	815	852
Very Dissatisfied	(-2)	31	8	15	1	7	23	8
		2%	2%	4%	*%	2%	3%	1%
				c				
Fairly Dissatisfied	(-1)	62	10	23	14	16	33	29
		4%	3%	5%	3%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	386	134	57	86	110	190	196
		23%	33%	14%	20%	26%	23%	23%
			bc			b		
Fairly Satisfied	(1)	696	115	200	204	177	315	381
		42%	29%	49%	48%	42%	39%	45%
				a	a	a		
Very Satisfied	(2)	491	136	118	120	116	254	237
		29%	34%	29%	28%	27%	31%	28%
NET: Satisfied		1187	251	318	325	294	569	618
		71%	62%	77%	76%	69%	70%	73%
				a	a			
NET: Dissatisfied		93	18	37	15	23	56	37
		6%	5%	9%	3%	5%	7%	4%
				c				
Answered		1666	403	412	425	426	815	852
Mean Score		.9	.9	.9	1.0	.9	.9	1.0
Standard error		.02	.05	.05	.04	.04	.03	.03
Standard deviation		.92	.97	.98	.80	.90	.98	.85

Columns Tested:: a,b,c,d - a,b

Table 258

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1811	361	1450	1235	304	77	195	576
Effective base		696	88	622	639	129	31	94	170
Weighted Base		1659	128	1531	1583	64	7	4	76
Very Dissatisfied	(-2)	20	1	19	20	*	-	*	*
		1%	*%	1%	1%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	65	3	62	63	1	*	*	1
		4%	2%	4%	4%	2%	1%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	19	301	312	7	1	*	9
		19%	15%	20%	20%	11%	17%	11%	11%
					be				
Fairly Satisfied	(1)	647	28	619	612	30	4	2	35
		39%	22%	40%	39%	46%	50%	40%	46%
				a					
Very Satisfied	(2)	607	77	529	576	26	2	2	31
		37%	61%	35%	36%	41%	32%	46%	40%
			b						
NET: Satisfied		1254	106	1148	1188	56	6	4	66
		76%	83%	75%	75%	87%	82%	86%	87%
						a		a	a
NET: Dissatisfied		85	3	81	83	1	*	*	1
		5%	3%	5%	5%	2%	1%	3%	2%
Answered		1659	128	1531	1583	64	7	4	76
Mean Score		1.1	1.4	1.0	1.0	1.3	1.1	1.3	1.3
			b			a		a	a
Standard error		.02	.04	.02	.03	.04	.09	.06	.03
Standard deviation		.91	.85	.90	.91	.73	.78	.88	.74

Columns Tested:: a,b - a,b,c,d,e

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1811	537	519	179	186	195	195	1235	304	272
Effective base		696	311	269	79	81	78	94	639	129	71
Weighted Base		1659	854	618	111	44	28	4	1583	64	12
Very Dissatisfied	(-2)	20	16	4	*	*	-	*	20	*	*
		1%	2%	1%	*%	*%	-%	*%	1%	*%	*%
Fairly Dissatisfied	(-1)	65	26	30	7	1	*	*	63	1	*
		4%	3%	5%	6%	2%	1%	3%	4%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	187	105	20	5	3	*	312	7	2
		19%	22%	17%	18%	12%	11%	11%	20%	11%	15%
			defh						h		
Fairly Satisfied	(1)	647	309	258	45	20	13	2	612	30	5
		39%	36%	42%	41%	46%	47%	40%	39%	46%	46%
										a	
Very Satisfied	(2)	607	315	221	39	17	11	2	576	26	4
		37%	37%	36%	35%	40%	41%	46%	36%	41%	37%
NET: Satisfied		1254	624	479	85	38	24	4	1188	56	10
		76%	73%	78%	76%	86%	88%	86%	75%	87%	83%
						ag	abcg	ag		abcg	
NET: Dissatisfied		85	43	34	7	1	*	*	83	1	*
		5%	5%	5%	6%	2%	1%	3%	5%	2%	2%
Answered		1659	854	618	111	44	28	4	1583	64	12
Mean Score		1.1	1.0	1.1	1.1	1.2	1.3	1.3	1.0	1.3	1.2
							ag	abg		abg	
Standard error		.02	.04	.04	.07	.06	.05	.06	.03	.04	.05
Standard deviation		.91	.94	.88	.89	.76	.71	.88	.91	.73	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1811	786	449	304	77	195	688	315	113	75	199
Effective base		696	472	220	129	31	94	394	145	34	23	37
Weighted Base		1659	1291	292	64	7	4	1075	251	63	23	44
Very Dissatisfied	(-2)	20	18	2	*	-	*	10	2	-	-	*
		1%	1%	1%	*%	-%	*%	1%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	65	47	17	1	*	*	46	10	1	1	*
		4%	4%	6%	2%	1%	3%	4%	4%	2%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	265	47	7	1	*	222	39	12	6	5
		19%	21%	16%	11%	17%	11%	21%	16%	19%	27%	12%
			ce									
Fairly Satisfied	(1)	647	492	120	30	4	2	432	102	26	9	23
		39%	38%	41%	46%	50%	40%	40%	40%	42%	38%	52%
Very Satisfied	(2)	607	470	106	26	2	2	364	98	24	7	15
		37%	36%	36%	41%	32%	46%	34%	39%	38%	29%	35%
NET: Satisfied		1254	962	226	56	6	4	796	200	50	15	38
		76%	74%	78%	87%	82%	86%	74%	80%	79%	67%	87%
					ab		a					
NET: Dissatisfied		85	65	19	1	*	*	56	12	1	1	*
		5%	5%	6%	2%	1%	3%	5%	5%	2%	6%	1%
Answered		1659	1291	292	64	7	4	1075	251	63	23	44
Mean Score		1.1	1.0	1.1	1.3	1.1	1.3	1.0	1.1	1.2	.9	1.2
					ab		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.07	.10	.05
Standard deviation		.91	.91	.90	.73	.78	.88	.90	.87	.79	.91	.70

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1811	124	99	174	48	127	149	117	104	109
Effective base		696	67	56	97	21	64	92	74	54	58
Weighted Base		1659	154	128	243	53	158	259	218	142	133
Very Dissatisfied	(-2)	20	2	1	3	-	1	-	8	4	-
		1%	1%	1%	1%	-%	1%	-%	3%	3%	-%
Fairly Dissatisfied	(-1)	65	1	6	13	4	2	7	14	8	3
		4%	1%	5%	5%	8%	2%	3%	6%	6%	2%
Neither Satisfied Nor Dissatisfied	(0)	320	21	27	63	12	26	44	47	32	24
		19%	13%	21%	26%	23%	17%	17%	22%	23%	18%
					a						
Fairly Satisfied	(1)	647	58	57	82	25	58	136	72	55	54
		39%	38%	45%	34%	47%	36%	52%	33%	39%	41%
								ceg			
Very Satisfied	(2)	607	73	37	82	12	71	73	78	42	52
		37%	47%	29%	34%	23%	45%	28%	36%	30%	39%
			bdf				f				
NET: Satisfied		1254	131	94	164	36	128	208	149	97	106
		76%	85%	74%	67%	69%	81%	80%	69%	68%	80%
			cgh					c			
NET: Dissatisfied		85	3	7	16	4	4	7	21	12	3
		5%	2%	6%	6%	8%	2%	3%	10%	9%	2%
									af		
Answered		1659	154	128	243	53	158	259	218	142	133
Mean Score		1.1	1.3	1.0	.9	.8	1.2	1.1	.9	.9	1.2
			bcdgh				ch				
Standard error		.02	.07	.09	.07	.13	.07	.06	.10	.10	.08
Standard deviation		.91	.81	.87	.95	.87	.83	.75	1.07	1.01	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1811	284	327	440	1051	760	266	252	242
Effective base		696	143	177	263	580	219	90	75	79
Weighted Base		1659	344	424	720	1488	171	81	61	29
Very Dissatisfied	(-2)	20	1	7	10	18	2	1	*	1
		1%	*%	2%	1%	1%	1%	1%	*%	2%
Fairly Dissatisfied	(-1)	65	10	15	34	58	6	2	4	*
		4%	3%	4%	5%	4%	4%	3%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	62	80	155	297	23	12	7	4
		19%	18%	19%	22%	20%	14%	15%	12%	15%
					e	e				
Fairly Satisfied	(1)	647	136	170	289	596	51	21	22	8
		39%	40%	40%	40%	40%	30%	26%	37%	28%
			f	ef	ef	efh				
Very Satisfied	(2)	607	135	152	232	518	88	45	27	16
		37%	39%	36%	32%	35%	52%	56%	44%	54%
							abcd	abcd		abcd
NET: Satisfied		1254	271	322	521	1114	140	66	49	24
		76%	79%	76%	72%	75%	82%	82%	81%	82%
							cd			
NET: Dissatisfied		85	11	22	44	76	8	3	4	1
		5%	3%	5%	6%	5%	5%	4%	7%	3%
Answered		1659	344	424	720	1488	171	81	61	29
Mean Score		1.1	1.1	1.0	1.0	1.0	1.3	1.3	1.2	1.3
							bcd	bcd		bcd
Standard error		.02	.05	.05	.04	.03	.03	.05	.06	.06
Standard deviation		.91	.83	.92	.92	.90	.90	.89	.92	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1811	68	166	184	210	329	76	63	84	797
Effective base		696	27	44	52	90	131	30	21	28	321
Weighted Base		1659	57	101	126	227	273	74	43	57	802
Very Dissatisfied	(-2)	20	-	*	*	5	2	1	4	*	8
		1%	-%	*%	*%	2%	1%	1%	10% bcei	*%	1%
Fairly Dissatisfied	(-1)	65	-	2	2	10	8	2	4	*	39
		4%	-%	2%	2%	4%	3%	2%	8%	*%	5%
Neither Satisfied Nor Dissatisfied	(0)	320	12	21	25	49	50	16	5	11	151
		19%	21%	21%	20%	22%	18%	21%	12%	19%	19%
Fairly Satisfied	(1)	647	20	24	39	91	114	27	12	22	324
		39%	35%	24%	31%	40%	42% b	37%	26%	39%	40% b
Very Satisfied	(2)	607	25	53	60	72	99	29	19	23	281
		37%	44%	53% di	47%	32%	36%	39%	43%	41%	35%
NET: Satisfied		1254	45	77	99	162	212	56	30	46	604
		76%	79%	77%	78%	72%	78%	76%	70%	80%	75%
NET: Dissatisfied		85	-	2	2	15	10	2	8	*	46
		5%	-%	2%	2%	7%	4%	3%	18% abcehi	*%	6%
Answered		1659	57	101	126	227	273	74	43	57	802
Mean Score		1.1	1.2	1.3 d	1.2	.9	1.1	1.1	.8	1.2	1.0
Standard error		.02	.09	.07	.06	.07	.05	.10	.17	.08	.03
Standard deviation		.91	.78	.87	.83	.95	.86	.89	1.35	.76	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1811	462	405	944	1589	222	1481	330	1765	46
Effective base		696	168	161	369	593	106	620	83	676	20
Weighted Base		1659	410	346	902	1368	291	1517	142	1607	51
Very Dissatisfied	(-2)	20	5	3	12	10	10	19	1	20	-
		1%	1%	1%	1%	1%	3% a	1%	1%	1%	-%
Fairly Dissatisfied	(-1)	65	12	10	42	54	11	61	4	62	3
		4%	3%	3%	5%	4%	4%	4%	3%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	320	87	66	168	261	59	302	18	310	10
		19%	21%	19%	19%	19%	20%	20%	13%	19%	20%
Fairly Satisfied	(1)	647	150	141	357	533	114	580	67	629	18
		39%	36%	41%	40%	39%	39%	38%	48%	39%	36%
Very Satisfied	(2)	607	156	127	323	510	97	555	51	587	20
		37%	38%	37%	36%	37%	33%	37%	36%	37%	39%
NET: Satisfied		1254	306	268	680	1043	211	1135	119	1216	38
		76%	75%	77%	75%	76%	73%	75%	84%	76%	75%
NET: Dissatisfied		85	17	13	54	64	20	80	5	82	3
		5%	4%	4%	6%	5%	7%	5%	3%	5%	5%
Answered		1659	410	346	902	1368	291	1517	142	1607	51
Mean Score		1.1	1.1	1.1	1.0	1.1	1.0	1.0	1.2	1.1	1.1
Standard error		.02	.04	.04	.03	.02	.07	.02	.04	.02	.13
Standard deviation		.91	.91	.86	.92	.88	.99	.91	.81	.91	.90

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1811	1005	423	375	1366	290	70	85	1656	155
Effective base		696	414	127	153	577	82	20	19	657	39
Weighted Base		1659	1005	274	368	1403	167	43	45	1570	88
Very Dissatisfied	(-2)	20	13	1	1	19	1	-	*	20	*
		1%	1%	*%	*%	1%	*%	-%	*%	1%	*%
Fairly Dissatisfied	(-1)	65	31	16	16	53	10	*	1	63	1
		4%	3%	6%	4%	4%	6%	1%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	217	36	66	274	32	8	7	305	15
		19%	22%	13%	18%	19%	19%	18%	16%	19%	17%
			b								
Fairly Satisfied	(1)	647	397	121	125	557	55	12	23	612	35
		39%	39%	44%	34%	40%	33%	27%	51%	39%	40%
Very Satisfied	(2)	607	348	99	160	500	70	23	14	569	37
		37%	35%	36%	43%	36%	42%	54%	31%	36%	42%
NET: Satisfied		1254	744	221	285	1057	125	35	37	1182	72
		76%	74%	81%	78%	75%	75%	81%	82%	75%	82%
NET: Dissatisfied		85	44	17	17	73	11	*	1	83	1
		5%	4%	6%	5%	5%	6%	1%	2%	5%	1%
Answered		1659	1005	274	368	1403	167	43	45	1570	88
Mean Score		1.1	1.0	1.1	1.2	1.0	1.1	1.3	1.1	1.0	1.2
Standard error		.02	.03	.04	.05	.02	.06	.10	.08	.02	.06
Standard deviation		.91	.90	.87	.89	.91	.94	.80	.74	.91	.78

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1811	664	702	445	1635	1394	1697	1314	809	734
Effective base		696	322	257	121	617	523	651	503	311	246
Weighted Base		1659	821	583	256	1487	1248	1566	1187	774	578
Very Dissatisfied	(-2)	20	13	6	1	20	14	20	16	14	12
		1%	2%	1%	*%	1%	1%	1%	1%	2%	2%
Fairly Dissatisfied	(-1)	65	28	26	11	58	56	61	55	49	36
		4%	3%	4%	4%	4%	4%	4%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	320	174	100	47	290	232	300	222	123	73
		19%	21%	17%	18%	20%	19%	19%	19%	16%	13%
						f	f	f	f		
Fairly Satisfied	(1)	647	318	239	90	591	490	618	460	326	240
		39%	39%	41%	35%	40%	39%	39%	39%	42%	41%
Very Satisfied	(2)	607	289	211	107	528	457	567	435	263	218
		37%	35%	36%	42%	35%	37%	36%	37%	34%	38%
NET: Satisfied		1254	607	450	197	1119	946	1185	895	589	458
		76%	74%	77%	77%	75%	76%	76%	75%	76%	79%
NET: Dissatisfied		85	40	32	12	78	70	81	71	62	48
		5%	5%	6%	5%	5%	6%	5%	6%	8%	8%
Answered		1659	821	583	256	1487	1248	1566	1187	774	578
Mean Score		1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.0	1.1
Standard error		.02	.04	.03	.04	.02	.02	.02	.03	.03	.04
Standard deviation		.91	.92	.90	.89	.91	.91	.91	.93	.95	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1811	286	885	123	144	103	93	63	259
Effective base		696	134	385	41	37	20	20	18	57
Weighted Base		1659	336	951	80	85	38	40	35	113
Very Dissatisfied	(-2)	20	4	11	*	3	1	1	1	3
		1%	1%	1%	*%	3%	2%	2%	3%	2%
Fairly Dissatisfied	(-1)	65	7	29	17	2	*	*	5	6
		4%	2%	3%	21%	3%	1%	1%	14%	5%
					abdefh				ab	
Neither Satisfied Nor Dissatisfied	(0)	320	68	196	9	8	6	7	4	18
		19%	20%	21%	12%	9%	16%	18%	13%	16%
Fairly Satisfied	(1)	647	131	384	23	36	19	10	15	44
		39%	39%	40%	29%	42%	48%	26%	44%	39%
Very Satisfied	(2)	607	126	331	31	36	12	21	9	43
		37%	38%	35%	38%	43%	32%	53%	27%	38%
NET: Satisfied		1254	257	715	54	73	31	31	24	87
		76%	77%	75%	67%	85%	81%	78%	71%	77%
NET: Dissatisfied		85	10	40	17	5	1	1	6	8
		5%	3%	4%	21%	6%	3%	4%	17%	7%
					abdh				ab	
Answered		1659	336	951	80	85	38	40	35	113
Mean Score		1.1	1.1	1.0	.8	1.2	1.1	1.3	.8	1.0
Standard error		.02	.05	.03	.10	.08	.08	.10	.14	.06
Standard deviation		.91	.86	.88	1.16	.94	.86	.96	1.08	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1811	1063	181	125	108	60	75	23	872	210	123	78	41	44	26
Effective base		696	474	57	33	23	13	17	5	384	60	37	20	12	17	9
Weighted Base		1659	1181	125	73	48	23	28	9	939	148	66	24	36	14	20
Very Dissatisfied	(-2)	20	8	6	*	3	1	1	1	12	-	*	*	1	*	1
		1%	1%	5%	*%	6%	4%	2%	11%	1%	-%	*%	1%	2%	2%	5%
				a		a										
Fairly Dissatisfied	(-1)	65	40	12	4	1	*	*	*	33	16	1	1	-	*	5
		4%	3%	10%	6%	2%	2%	1%	2%	3%	11%	1%	4%	-%	3%	23%
				a							a					
Neither Satisfied Nor Dissatisfied	(0)	320	236	27	11	3	8	3	1	196	16	5	1	10	1	3
		19%	20%	22%	15%	7%	34%	12%	12%	21%	11%	7%	3%	27%	10%	15%
							d			c				d		
Fairly Satisfied	(1)	647	480	40	29	22	6	10	6	382	44	29	8	14	4	8
		39%	41%	32%	39%	45%	24%	34%	66%	41%	30%	45%	34%	40%	28%	41%
Very Satisfied	(2)	607	417	39	29	19	8	14	1	317	72	31	14	11	8	3
		37%	35%	31%	40%	40%	36%	50%	10%	34%	49%	47%	59%	31%	57%	17%
											a		a			
NET: Satisfied		1254	897	79	58	41	14	24	7	698	116	61	22	25	12	12
		76%	76%	63%	79%	85%	60%	84%	76%	74%	78%	92%	92%	71%	85%	58%
			b									a				
NET: Dissatisfied		85	48	19	4	4	1	1	1	45	16	1	1	1	1	6
		5%	4%	15%	6%	8%	5%	4%	12%	5%	11%	1%	4%	2%	5%	27%
				a												
Answered		1659	1181	125	73	48	23	28	9	939	148	66	24	36	14	20
Mean Score		1.1	1.1	.7	1.1	1.1	.9	1.3	.6	1.0	1.2	1.4	1.5	1.0	1.3	.4
			b									a	a			
Standard error		.02	.03	.09	.08	.10	.14	.11	.23	.03	.07	.06	.09	.14	.14	.23
Standard deviation		.91	.86	1.15	.88	1.04	1.06	.92	1.12	.89	1.00	.68	.81	.88	.95	1.17

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1811	793	180	122	80	50	51	38	139	648	334	410	209	91
Effective base		696	343	58	37	28	15	11	15	40	294	137	150	46	23
Weighted Base		1659	815	144	90	47	29	24	37	90	748	315	335	103	61
Very Dissatisfied	(-2)	20	7	7	1	-	-	-	2	2	14	-	5	1	*
		1%	1%	5% a	1%	-%	-%	-%	4%	2%	2%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	65	31	14	5	3	1	-	*	1	29	17	12	2	1
		4%	4%	9%	6%	7%	3%	-%	1%	2%	4%	6%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	165	27	10	9	3	4	5	11	149	59	68	10	13
		19%	20%	18%	11%	18%	10%	15%	13%	13%	20%	19%	20%	10%	21%
Fairly Satisfied	(1)	647	337	42	34	16	7	9	15	31	300	119	124	46	26
		39%	41%	29%	38%	33%	24%	36%	40%	34%	40%	38%	37%	44%	43%
Very Satisfied	(2)	607	274	55	41	20	18	12	15	45	254	119	127	45	21
		37%	34%	38%	45%	41%	63% a	49%	41%	50% a	34%	38%	38%	43%	34%
NET: Satisfied		1254	612	97	75	35	26	20	30	76	554	238	251	91	47
		76%	75%	67%	82%	75%	87%	85%	81%	84%	74%	76%	75%	88% a	77%
NET: Dissatisfied		85	38	21	6	3	1	-	2	3	44	17	16	3	1
		5%	5%	14% a	7%	7%	3%	-%	6%	3%	6%	6%	5%	3%	1%
Answered		1659	815	144	90	47	29	24	37	90	748	315	335	103	61
Mean Score		1.1	1.0	.9	1.2	1.1	1.5	1.3	1.1	1.3 b	1.0	1.1	1.1	1.3	1.1
Standard error		.02	.03	.09	.08	.10	.11	.10	.16	.07	.04	.05	.05	.05	.08
Standard deviation		.91	.88	1.18	.92	.94	.81	.74	1.00	.88	.93	.88	.92	.77	.80

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1811	720	306	356	177	70	591	278	300	146	68
Effective base		696	322	124	121	34	15	268	100	101	34	19
Weighted Base		1659	819	281	262	82	37	674	225	215	79	49
Very Dissatisfied	(-2)	20	14	-	5	1	-	12	-	*	1	*
		1%	2%	-%	2%	1%	-%	2%	-%	*%	1%	*%
Fairly Dissatisfied	(-1)	65	35	14	9	*	*	29	18	7	2	1
		4%	4%	5%	3%	1%	1%	4%	8%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	320	169	54	50	8	9	141	26	46	7	13
		19%	21%	19%	19%	10%	23%	21% b	11%	21%	9%	26%
Fairly Satisfied	(1)	647	320	111	106	35	16	264	82	88	32	21
		39%	39%	40%	40%	42%	43%	39%	36%	41%	41%	43%
Very Satisfied	(2)	607	280	102	93	38	12	229	100	75	37	15
		37%	34%	36%	36%	46%	33%	34%	44%	35%	47%	30%
NET: Satisfied		1254	600	213	199	73	28	494	182	163	69	36
		76%	73%	76%	76%	88% a	76%	73%	81%	75%	88%	72%
NET: Dissatisfied		85	49	14	14	1	*	40	18	7	2	1
		5%	6%	5%	5%	1%	1%	6%	8%	3%	3%	2%
Answered		1659	819	281	262	82	37	674	225	215	79	49
Mean Score		1.1	1.0	1.1	1.0	1.3 a	1.1	1.0	1.2	1.1	1.3	1.0
Standard error		.02	.03	.05	.05	.06	.09	.04	.06	.05	.07	.10
Standard deviation		.91	.94	.86	.92	.75	.77	.94	.92	.84	.80	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1811	572	232	286	133	74	741	129	432	1632	179	1601	34
Effective base		696	244	79	114	42	20	297	39	163	628	69	608	9
Weighted Base		1659	604	168	259	94	47	697	92	390	1507	151	1462	25
Very Dissatisfied	(-2)	20	12	-	3	1	1	11	3	3	20	*	20	-
		1%	2%	-%	1%	1%	2%	2%	3%	1%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	65	25	11	14	5	*	34	5	16	59	6	55	3
		4%	4%	6%	6%	5%	*%	5%	6%	4%	4%	4%	4%	13%
Neither Satisfied Nor Dissatisfied	(0)	320	130	24	37	13	10	117	12	93	305	15	288	2
		19%	22%	15%	14%	14%	20%	17%	13%	24%	20% b	10%	20%	10%
Fairly Satisfied	(1)	647	258	60	86	35	18	249	46	162	598	49	578	13
		39%	43%	36%	33%	37%	39%	36%	50%	42%	40%	33%	40%	53%
Very Satisfied	(2)	607	180	73	118	40	18	286	26	116	526	81	522	6
		37%	30%	43% a	45% a	43%	39%	41% c	29%	30%	35%	53% a	36%	24%
NET: Satisfied		1254	438	133	204	75	37	536	72	278	1124	130	1100	19
		76%	72%	79%	79%	80%	78%	77%	78%	71%	75%	86% a	75%	77%
NET: Dissatisfied		85	37	11	17	5	1	44	8	19	79	6	75	3
		5%	6%	6%	7%	6%	2%	6%	9%	5%	5%	4%	5%	13%
Answered		1659	604	168	259	94	47	697	92	390	1507	151	1462	25
Mean Score		1.1	.9	1.2	1.2 a	1.2	1.1	1.1	.9	1.0	1.0	1.4 a	1.0	.9
Standard error		.02	.04	.06	.06	.08	.10	.03	.08	.04	.02	.06	.02	.16
Standard deviation		.91	.92	.90	.95	.90	.88	.95	.96	.87	.91	.82	.91	.93

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1811	1257	137	853	461	1602	33	1253	141	863	451
Effective base		696	487	36	332	172	609	8	484	39	336	168
Weighted Base		1659	1154	93	761	427	1466	21	1156	91	776	411
Very Dissatisfied	(-2)	20	13	1	12	4	20	-	13	1	12	4
		1%	1%	1%	2%	1%	1%	-%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	65	50	5	28	27	55	3	53	3	31	24
		4%	4%	6%	4%	6%	4%	16%	5%	3%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	320	221	10	150	72	288	2	223	9	157	65
		19%	19%	11%	20%	17%	20%	9%	19%	10%	20%	16%
Fairly Satisfied	(1)	647	436	54	291	169	586	5	443	47	303	157
		39%	38%	58% a	38%	39%	40%	24%	38%	51%	39%	38%
Very Satisfied	(2)	607	434	23	280	155	517	11	425	32	273	162
		37%	38%	24%	37%	36%	35%	52%	37%	35%	35%	39%
NET: Satisfied		1254	870	77	571	324	1103	16	868	78	576	318
		76%	75%	82%	75%	76%	75%	75%	75%	86%	74%	77%
NET: Dissatisfied		85	64	6	40	31	75	3	66	4	43	28
		5%	6%	7%	5%	7%	5%	16%	6%	4%	6%	7%
Answered		1659	1154	93	761	427	1466	21	1156	91	776	411
Mean Score		1.1	1.1	1.0	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.1
Standard error		.02	.03	.07	.03	.04	.02	.20	.03	.07	.03	.04
Standard deviation		.91	.92	.81	.92	.94	.91	1.13	.92	.80	.92	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1811	888	1264	221	1	841	974	171	1	939	756	229	1
Effective base		696	338	480	75	1	315	368	61	1	364	289	90	1
Weighted Base		1659	817	1148	195	4	751	849	155	1	863	649	211	*
Very Dissatisfied	(-2)	20	18	9	-	-	12	2	-	-	16	2	*	-
		1%	2%	1%	-%	-%	2%	*%	-%	-%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	65	43	35	6	-	40	21	7	-	40	20	9	-
		4%	5%	3%	3%	-%	5%	3%	5%	-%	5%	3%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	320	130	243	27	4	113	173	24	-	145	124	28	-
		19%	16%	21%	14%	100%	15%	20%	16%	-%	17%	19%	13%	-%
Fairly Satisfied	(1)	647	341	451	82	-	285	333	46	1	323	255	81	*
		39%	42%	39%	42%	-%	38%	39%	30%	100%	37%	39%	39%	100%
Very Satisfied	(2)	607	285	410	81	-	301	319	78	-	340	247	93	-
		37%	35%	36%	41%	-%	40%	38%	50%	-%	39%	38%	44%	-%
NET: Satisfied		1254	626	861	163	-	586	652	124	1	663	503	174	*
		76%	77%	75%	83%	-%	78%	77%	80%	100%	77%	77%	82%	100%
NET: Dissatisfied		85	61	44	6	-	52	24	7	-	56	22	9	-
		5%	7%	4%	3%	-%	7%	3%	5%	-%	6%	3%	4%	-%
			b				b							
Answered		1659	817	1148	195	4	751	849	155	1	863	649	211	*
Mean Score		1.1	1.0	1.1	1.2	-	1.1	1.1	1.3	1.0	1.1	1.1	1.2	1.0
Standard error		.02	.03	.02	.05	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.91	.96	.87	.79	-	.95	.83	.88	-	.95	.84	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1811	1542	1247	926	1276	941	54	526	467	484	119	61
Effective base		696	585	473	370	474	377	15	235	200	203	55	26
Weighted Base		1659	1422	1135	860	1141	925	37	551	489	478	128	66
Very Dissatisfied	(-2)	20	19	8	9	19	12	*	3	3	9	-	-
		1%	1%	1%	1%	2%	1%	*%	1%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	65	46	37	30	45	29	-	15	17	12	6	5
		4%	3%	3%	3%	4%	3%	-%	3%	3%	3%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	320	280	210	178	206	193	2	122	97	95	21	20
		19%	20%	18%	21%	18%	21%	7%	22%	20%	20%	16%	30%
Fairly Satisfied	(1)	647	569	454	314	443	365	7	204	189	163	46	9
		39%	40%	40%	36%	39%	39%	20%	37%	39%	34%	36%	14%
									e	e	e	e	
Very Satisfied	(2)	607	509	426	330	428	327	27	207	183	199	56	32
		37%	36%	38%	38%	38%	35%	73%	38%	37%	42%	43%	48%
								ab					
NET: Satisfied		1254	1077	880	644	871	691	35	411	372	362	102	41
		76%	76%	78%	75%	76%	75%	93%	75%	76%	76%	79%	63%
NET: Dissatisfied		85	65	45	39	64	41	*	18	20	21	6	5
		5%	5%	4%	4%	6%	4%	*%	3%	4%	4%	4%	7%
Answered		1659	1422	1135	860	1141	925	37	551	489	478	128	66
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.7	1.1	1.1	1.1	1.2	1.0
								ab					
Standard error		.02	.02	.02	.03	.03	.03	.09	.04	.04	.04	.08	.13
Standard deviation		.91	.89	.86	.90	.93	.90	.63	.87	.87	.93	.86	1.05

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1811	200	118	101	48	1561	1119	1632	1185	1050	807	1470	195	-	1455	99
Effective base		696	88	35	48	18	592	379	616	420	358	317	559	72	-	541	50
Weighted Base		1659	199	95	112	42	1371	844	1434	952	784	759	1313	170	-	1237	126
Very Dissatisfied	(-2)	20	*	1	1	*	14	8	14	8	9	10	11	*	-	4	7
		1%	*%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	5% a
Fairly Dissatisfied	(-1)	65	15	14	9	2	53	34	55	36	28	34	46	10	-	15	41
		4%	7%	14%	8%	4%	4%	4%	4%	4%	4%	4%	4%	6%	-%	1%	32% a
Neither Satisfied Nor Dissatisfied	(0)	320	38	8	27	*	272	140	280	168	141	114	268	22	-	146	23
		19%	19%	9%	24% d	1%	20%	17%	20%	18%	18%	15%	20%	13%	-%	12%	18%
Fairly Satisfied	(1)	647	94	37	37	11	523	315	558	358	275	299	513	72	-	501	50
		39%	47%	39%	33%	26%	38%	37%	39%	38%	35%	39%	39%	43%	-%	41%	40%
Very Satisfied	(2)	607	52	36	38	29	507	347	527	381	331	301	475	65	-	571	6
		37%	26%	38%	34%	70% abc	37%	41%	37%	40%	42%	40%	36%	38%	-%	46% b	5%
NET: Satisfied		1254	146	73	75	40	1030	662	1085	740	606	600	988	138	-	1073	56
		76%	73%	76%	67%	95% ac	75%	78%	76%	78%	77%	79%	75%	81%	-%	87% b	45%
NET: Dissatisfied		85	15	14	10	2	68	42	69	44	37	44	57	10	-	18	48
		5%	7%	15%	9%	4%	5%	5%	5%	5%	5%	6%	4%	6%	-%	1%	38% a
Answered		1659	199	95	112	42	1371	844	1434	952	784	759	1313	170	-	1237	126
Mean Score		1.1	.9	1.0	.9	1.6 abc	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	-	1.3 b	.1
Standard error		.02	.06	.10	.10	.10	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.11
Standard deviation		.91	.87	1.05	.99	.73	.90	.90	.90	.89	.91	.91	.88	.87	-	.75	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1811	714	1097	557	27	270	395	237	1193	365	306	349	1121
Effective base		696	293	403	214	14	97	164	82	470	139	110	139	434
Weighted Base		1659	699	960	508	41	223	394	206	1134	303	252	328	1043
Very Dissatisfied	(-2)	20	17	3	3	-	*	5	4	13	3	6	4	10
		1%	2%	*%	*%	-%	*%	1%	2%	1%	1%	2%	1%	1%
			b											
Fairly Dissatisfied	(-1)	65	57	8	20	10	24	8	17	32	16	19	15	27
		4%	8%	1%	4%	25%	11%	2%	8%	3%	5%	7%	5%	3%
			b				b		b			c		
Neither Satisfied Nor Dissatisfied	(0)	320	158	163	71	5	32	63	20	229	67	30	64	219
		19%	23%	17%	14%	12%	14%	16%	10%	20%	22%	12%	20%	21%
										a	a			a
Fairly Satisfied	(1)	647	284	363	207	18	92	153	60	470	115	85	155	400
		39%	41%	38%	41%	44%	42%	39%	29%	41%	38%	34%	47%	38%
										a			a	
Very Satisfied	(2)	607	183	423	207	8	73	165	105	391	102	113	90	389
		37%	26%	44%	41%	19%	33%	42%	51%	34%	34%	45%	27%	37%
				a					bc			b		b
NET: Satisfied		1254	468	786	414	26	166	318	165	861	218	197	245	788
		76%	67%	82%	82%	63%	75%	81%	80%	76%	72%	78%	75%	76%
				a										
NET: Dissatisfied		85	74	11	23	10	25	13	21	45	19	25	19	37
		5%	11%	1%	4%	25%	11%	3%	10%	4%	6%	10%	6%	3%
			b				b		b			c		
Answered		1659	699	960	508	41	223	394	206	1134	303	252	328	1043
Mean Score		1.1	.8	1.2	1.2	.6	1.0	1.2	1.2	1.1	1.0	1.1	.9	1.1
				a										
Standard error		.02	.04	.02	.04	.21	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.91	1.00	.78	.85	1.07	.96	.86	1.05	.87	.93	1.03	.88	.87

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1811	989	822
Effective base		696	323	374
Weighted Base		1659	741	918
Very Dissatisfied	(-2)	20	7	13
		1%	1%	1%
Fairly Dissatisfied	(-1)	65	37	27
		4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	320	146	174
		19%	20%	19%
Fairly Satisfied	(1)	647	312	335
		39%	42%	37%
Very Satisfied	(2)	607	238	368
		37%	32%	40%
				a
NET: Satisfied		1254	550	704
		76%	74%	77%
NET: Dissatisfied		85	44	40
		5%	6%	4%
Answered		1659	741	918
Mean Score		1.1	1.0	1.1
Standard error		.02	.03	.03
Standard deviation		.91	.90	.91

Columns Tested:: a,b

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1811	101	194	115	144	104	208	45	226	144	136	198	196
Effective base		696	13	75	44	28	38	77	21	120	81	53	120	106
Weighted Base		1659	29	264	98	68	102	247	11	257	157	66	191	169
Very Dissatisfied	(-2)	20	*	7	1	-	1	5	*	3	*	*	4	-
		1%	*%	2%	1%	-%	1%	2%	2%	1%	*%	*%	2%	-%
Fairly Dissatisfied	(-1)	65	*	5	5	4	14	6	-	4	7	4	8	7
		4%	*%	2%	5%	7%	14%	3%	-%	2%	4%	6%	4%	4%
							bfhk							
Neither Satisfied Nor Dissatisfied	(0)	320	4	75	21	4	24	33	1	47	26	18	40	27
		19%	14%	28%	21%	6%	23%	13%	7%	18%	17%	26%	21%	16%
				dfgl			d					d	d	
Fairly Satisfied	(1)	647	12	87	30	34	29	107	4	105	67	23	70	80
		39%	41%	33%	31%	51%	28%	43%	33%	41%	43%	35%	37%	47%
														e
Very Satisfied	(2)	607	13	91	41	25	34	96	7	98	56	22	69	55
		37%	44%	34%	42%	36%	34%	39%	59%	38%	36%	33%	36%	33%
									bjl					
NET: Satisfied		1254	25	178	71	59	63	203	10	203	123	45	139	135
		76%	86%	67%	72%	87%	62%	82%	91%	79%	79%	67%	73%	80%
						bej		bej	bej	e				e
NET: Dissatisfied		85	*	11	6	4	15	11	*	6	7	4	12	7
		5%	*%	4%	7%	7%	15%	4%	2%	3%	5%	6%	6%	4%
							hl							
Answered		1659	29	264	98	68	102	247	11	257	157	66	191	169
Mean Score		1.1	1.3	1.0	1.1	1.2	.8	1.1	1.5	1.1	1.1	.9	1.0	1.1
									bejkl					
Standard error		.02	.07	.07	.09	.07	.11	.06	.12	.06	.07	.08	.07	.06
Standard deviation		.91	.72	.96	.98	.82	1.08	.88	.80	.84	.84	.93	.96	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 258 (continuation)

QRM3_4: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1811	410	456	415	530	866	945
Effective base		696	127	141	210	277	268	478
Weighted Base		1659	391	417	425	426	808	851
Very Dissatisfied	(-2)	20	8	5	3	4	13	7
		1%	2%	1%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	65	10	25	11	19	35	30
		4%	3%	6%	3%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	320	100	61	75	85	161	159
		19%	26%	15%	18%	20%	20%	19%
			b					
Fairly Satisfied	(1)	647	129	170	175	172	299	348
		39%	33%	41%	41%	40%	37%	41%
Very Satisfied	(2)	607	144	155	161	146	300	307
		37%	37%	37%	38%	34%	37%	36%
NET: Satisfied		1254	274	326	336	318	599	655
		76%	70%	78%	79%	75%	74%	77%
NET: Dissatisfied		85	18	30	14	23	48	37
		5%	5%	7%	3%	5%	6%	4%
Answered		1659	391	417	425	426	808	851
Mean Score		1.1	1.0	1.1	1.1	1.0	1.0	1.1
Standard error		.02	.05	.04	.04	.04	.03	.03
Standard deviation		.91	.95	.93	.84	.90	.94	.87

Columns Tested:: a,b,c,d - a,b

Table 260

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1821	342	1479	1248	301	77	195	573
Effective base		711	82	640	656	127	31	94	167
Weighted Base		1710	127	1583	1636	63	7	4	75
Very Dissatisfied	(-2)	47	5	42	47	*	-	*	*
		3%	4%	3%	3%	1%	-%	1%	1%
Fairly Dissatisfied	(-1)	109	4	105	107	2	*	*	2
		6%	3%	7%	7%	3%	1%	3%	3%
					e				
Neither Satisfied Nor Dissatisfied	(0)	375	28	347	364	10	1	*	11
		22%	22%	22%	22%	15%	13%	9%	15%
					de				
Fairly Satisfied	(1)	699	31	668	663	31	4	2	36
		41%	24%	42%	41%	49%	50%	45%	49%
				a					
Very Satisfied	(2)	480	60	420	455	21	3	2	25
		28%	47%	27%	28%	33%	36%	42%	34%
			b					a	
NET: Satisfied		1180	91	1088	1118	51	6	4	61
		69%	72%	69%	68%	82%	86%	87%	82%
						a	a	a	a
NET: Dissatisfied		156	8	148	154	2	*	*	2
		9%	7%	9%	9%	3%	1%	4%	3%
					be				
Answered		1710	127	1583	1636	63	7	4	75
Mean Score		.9	1.1	.8	.8	1.1	1.2	1.2	1.1
			b			a	a	a	a
Standard error		.02	.06	.03	.03	.05	.09	.07	.03
Standard deviation		.99	1.07	.98	1.00	.80	.75	.94	.79

Columns Tested:: a,b - a,b,c,d,e

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1821	547	523	178	185	193	195	1248	301	272
Effective base		711	322	275	80	80	76	94	656	127	71
Weighted Base		1710	888	636	112	43	27	4	1636	63	12
Very Dissatisfied	(-2)	47	27	17	2	*	*	*	47	*	*
		3%	3%	3%	2%	1%	*%	1%	3%	1%	*%
Fairly Dissatisfied	(-1)	109	54	49	5	1	*	*	107	2	*
		6%	6%	8%	5%	3%	1%	3%	7%	3%	2%
				eh					e		
Neither Satisfied Nor Dissatisfied	(0)	375	193	150	21	8	3	*	364	10	1
		22%	22%	24%	19%	18%	11%	9%	22%	15%	11%
			efi	efi					efi		
Fairly Satisfied	(1)	699	369	247	47	21	14	2	663	31	6
		41%	42%	39%	42%	48%	50%	45%	41%	49%	48%
Very Satisfied	(2)	480	246	173	37	13	10	2	455	21	4
		28%	28%	27%	33%	30%	38%	42%	28%	33%	38%
								abg			
NET: Satisfied		1180	615	420	84	34	24	4	1118	51	10
		69%	69%	66%	75%	78%	88%	87%	68%	82%	86%
						b	abcg	abcg		abg	abg
NET: Dissatisfied		156	81	66	7	2	*	*	154	2	*
		9%	9%	10%	6%	4%	1%	4%	9%	3%	2%
			ehi	ehi					ehi		
Answered		1710	888	636	112	43	27	4	1636	63	12
Mean Score		.9	.8	.8	1.0	1.0	1.2	1.2	.8	1.1	1.2
							abg	abg		abg	abg
Standard error		.02	.04	.04	.07	.06	.05	.07	.03	.05	.05
Standard deviation		.99	.99	1.01	.93	.83	.70	.94	1.00	.80	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1821	805	443	301	77	195	709	318	110	77	196
Effective base		711	489	220	127	31	94	408	148	34	25	35
Weighted Base		1710	1344	292	63	7	4	1117	256	63	24	41
Very Dissatisfied	(-2)	47	44	2	*	-	*	28	7	-	*	4
		3%	3%	1%	1%	-%	1%	3%	3%	-%	1%	9%
			b									
Fairly Dissatisfied	(-1)	109	93	14	2	*	*	83	14	3	*	*
		6%	7%	5%	3%	1%	3%	7%	5%	5%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	375	298	66	10	1	*	254	57	9	7	6
		22%	22%	23%	15%	13%	9%	23%	22%	15%	30%	14%
			e	e								
Fairly Satisfied	(1)	699	551	112	31	4	2	479	89	24	11	18
		41%	41%	38%	49%	50%	45%	43%	35%	39%	45%	43%
Very Satisfied	(2)	480	358	98	21	3	2	273	88	25	6	14
		28%	27%	33%	33%	36%	42%	24%	35%	41%	25%	33%
							a		a	a		
NET: Satisfied		1180	909	210	51	6	4	752	178	50	17	32
		69%	68%	72%	82%	86%	87%	67%	69%	80%	69%	76%
					ab	a	ab					
NET: Dissatisfied		156	138	16	2	*	*	111	21	3	*	4
		9%	10%	6%	3%	1%	4%	10%	8%	5%	1%	10%
			bc									
Answered		1710	1344	292	63	7	4	1117	256	63	24	41
Mean Score		.9	.8	1.0	1.1	1.2	1.2	.8	.9	1.1	.9	.9
				a	a	a	ab			a		
Standard error		.02	.04	.04	.05	.09	.07	.04	.06	.08	.09	.08
Standard deviation		.99	1.01	.91	.80	.75	.94	.98	1.02	.87	.80	1.15

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1821	125	102	181	50	127	152	123	106	107
Effective base		711	67	59	103	23	65	96	79	55	57
Weighted Base		1710	153	129	260	55	162	274	232	143	131
Very Dissatisfied	(-2)	47	5	8	2	2	6	3	10	7	*
		3%	3%	6%	1%	3%	4%	1%	4%	5%	*%
				c							
Fairly Dissatisfied	(-1)	109	9	4	25	1	1	26	17	8	8
		6%	6%	3%	10%	2%	1%	9%	7%	6%	6%
					e			e			
Neither Satisfied Nor Dissatisfied	(0)	375	22	30	61	13	29	60	60	40	24
		22%	15%	23%	23%	24%	18%	22%	26%	28%	18%
Fairly Satisfied	(1)	699	70	56	103	31	70	121	86	53	53
		41%	46%	44%	40%	55%	43%	44%	37%	37%	41%
Very Satisfied	(2)	480	47	31	69	9	55	65	59	35	46
		28%	31%	24%	27%	16%	34%	24%	25%	25%	35%
NET: Satisfied		1180	117	87	172	39	125	186	145	88	99
		69%	76%	68%	66%	71%	77%	68%	63%	62%	75%
NET: Dissatisfied		156	14	12	27	3	7	29	27	15	8
		9%	9%	9%	10%	5%	5%	11%	12%	10%	6%
Answered		1710	153	129	260	55	162	274	232	143	131
Mean Score		.9	1.0	.8	.8	.8	1.0	.8	.7	.7	1.0
Standard error		.02	.09	.10	.07	.12	.08	.08	.10	.10	.09
Standard deviation		.99	.99	1.04	.96	.83	.95	.94	1.06	1.05	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1821	284	333	456	1073	748	269	249	230
Effective base	711	144	179	276	596	205	92	64	74
Weighted Base	1710	348	425	766	1538	172	82	63	27
Very Dissatisfied (-2)	47	8	19	15	42	5	2	3	1
	3%	2%	4%	2%	3%	3%	2%	5%	3%
Fairly Dissatisfied (-1)	109	10	21	68	100	9	6	2	1
	6%	3%	5%	9%	7%	5%	7%	3%	4%
				a					
Neither Satisfied Nor Dissatisfied (0)	375	67	92	180	338	36	18	12	6
	22%	19%	22%	24%	22%	21%	22%	19%	21%
Fairly Satisfied (1)	699	153	179	310	642	57	29	19	9
	41%	44%	42%	40%	42%	33%	35%	31%	33%
		e			e				
Very Satisfied (2)	480	110	113	192	416	65	28	26	11
	28%	32%	27%	25%	27%	38%	34%	42%	39%
						bcd		bcd	cd
NET: Satisfied	1180	263	292	503	1058	122	56	46	20
	69%	76%	69%	66%	69%	71%	69%	73%	72%
		c							
NET: Dissatisfied	156	18	40	83	142	14	8	5	2
	9%	5%	10%	11%	9%	8%	9%	8%	7%
Answered	1710	348	425	766	1538	172	82	63	27
Mean Score	.9	1.0	.8	.8	.8	1.0	.9	1.0	1.0
		c				c			
Standard error	.02	.05	.06	.05	.03	.04	.06	.07	.07
Standard deviation	.99	.91	1.03	.99	.98	1.04	1.01	1.09	1.03

Columns Tested:: a,b,c,d,e,f,g,h

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1821	66	161	178	212	326	78	60	84	817
Effective base		711	26	43	51	92	131	31	19	28	337
Weighted Base		1710	57	100	125	231	278	77	41	57	846
Very Dissatisfied	(-2)	47	*	4	4	6	9	-	4	*	23
		3%	*%	4%	4%	3%	3%	-%	11%	*%	3%
Fairly Dissatisfied	(-1)	109	-	3	3	17	21	4	1	1	63
		6%	-%	3%	3%	7%	7%	5%	2%	1%	7%
Neither Satisfied Nor Dissatisfied	(0)	375	14	31	41	42	62	23	6	11	176
		22%	25%	31%	32%	18%	22%	30%	15%	19%	21%
Fairly Satisfied	(1)	699	18	23	37	115	104	26	16	27	356
		41%	31%	23%	30%	50%	38%	34%	38%	48%	42%
						bc				b	b
Very Satisfied	(2)	480	25	39	40	51	82	24	14	18	229
		28%	44%	39%	32%	22%	29%	31%	34%	32%	27%
			d	d							
NET: Satisfied		1180	42	61	77	166	186	50	29	45	584
		69%	75%	62%	61%	72%	67%	65%	72%	80%	69%
NET: Dissatisfied		156	*	8	8	23	29	4	5	1	86
		9%	*%	8%	6%	10%	11%	5%	13%	1%	10%
Answered		1710	57	100	125	231	278	77	41	57	846
Mean Score		.9	1.2	.9	.8	.8	.8	.9	.8	1.1	.8
Standard error		.02	.10	.09	.08	.07	.06	.10	.16	.08	.03
Standard deviation		.99	.82	1.11	1.02	.95	1.03	.90	1.25	.74	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1821	456	404	961	1604	217	1497	324	1776	45
Effective base		711	169	161	383	608	106	635	83	691	20
Weighted Base		1710	413	355	943	1421	289	1568	142	1659	51
Very Dissatisfied	(-2)	47	11	9	28	34	13	42	5	43	4
		3%	3%	2%	3%	2%	4%	3%	3%	3%	7%
Fairly Dissatisfied	(-1)	109	21	25	64	90	19	104	5	103	6
		6%	5%	7%	7%	6%	7%	7%	3%	6%	12%
Neither Satisfied Nor Dissatisfied	(0)	375	97	85	193	305	70	346	29	364	11
		22%	23%	24%	20%	21%	24%	22%	20%	22%	21%
Fairly Satisfied	(1)	699	170	131	398	577	123	643	56	684	15
		41%	41%	37%	42%	41%	42%	41%	39%	41%	30%
Very Satisfied	(2)	480	115	105	260	416	65	432	48	465	15
		28%	28%	30%	28%	29%	22%	28%	34%	28%	30%
NET: Satisfied		1180	285	236	659	992	187	1076	104	1149	30
		69%	69%	67%	70%	70%	65%	69%	73%	69%	60%
NET: Dissatisfied		156	31	33	92	124	32	147	10	146	10
		9%	8%	9%	10%	9%	11%	9%	7%	9%	19%
Answered		1710	413	355	943	1421	289	1568	142	1659	51
Mean Score		.9	.9	.8	.8	.9	.7	.8	1.0	.9	.6
Standard error		.02	.05	.05	.03	.02	.07	.03	.05	.02	.18
Standard deviation		.99	.96	1.01	1.00	.98	1.03	.99	.99	.98	1.24

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1821	1010	424	379	1371	293	71	86	1664	157
Effective base		711	425	130	154	592	83	20	19	672	39
Weighted Base		1710	1048	279	371	1454	168	43	45	1622	88
Very Dissatisfied	(-2)	47	29	4	9	41	2	*	4	43	4
		3%	3%	1%	2%	3%	1%	*%	8%	3%	4%
Fairly Dissatisfied	(-1)	109	57	19	33	99	9	1	*	108	1
		6%	5%	7%	9%	7%	5%	3%	*%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	375	254	51	67	315	40	11	8	355	20
		22%	24%	18%	18%	22%	24%	26%	18%	22%	22%
Fairly Satisfied	(1)	699	426	128	142	611	63	11	15	674	25
		41%	41%	46%	38%	42%	37%	24%	33%	42%	29%
Very Satisfied	(2)	480	282	77	121	388	54	20	18	442	38
		28%	27%	28%	33%	27%	32%	47%	40%	27%	43%
								a			ae
NET: Satisfied		1180	708	205	262	999	117	31	33	1116	64
		69%	68%	73%	71%	69%	69%	71%	73%	69%	72%
NET: Dissatisfied		156	86	23	42	140	11	1	4	151	5
		9%	8%	8%	11%	10%	7%	3%	8%	9%	6%
Answered		1710	1048	279	371	1454	168	43	45	1622	88
Mean Score		.9	.8	.9	.9	.8	.9	1.1	1.0	.8	1.1
Standard error		.02	.03	.04	.05	.03	.06	.11	.13	.02	.08
Standard deviation		.99	.97	.92	1.03	.99	.94	.92	1.16	.99	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1821	663	708	450	1655	1410	1717	1326	824	740
Effective base		711	331	263	122	634	537	669	515	320	248
Weighted Base		1710	855	599	257	1540	1290	1621	1217	794	581
Very Dissatisfied	(-2)	47	25	16	6	45	38	47	34	23	16
		3%	3%	3%	2%	3%	3%	3%	3%	3%	3%
Fairly Dissatisfied	(-1)	109	49	50	10	95	86	100	87	58	47
		6%	6%	8%	4%	6%	7%	6%	7%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	375	188	127	60	337	281	355	252	151	102
		22%	22%	21%	23%	22%	22%	22%	21%	19%	18%
Fairly Satisfied	(1)	699	361	250	88	638	534	673	515	350	233
		41%	42%	42%	34%	41%	41%	41%	42%	44%	40%
Very Satisfied	(2)	480	233	156	92	425	352	446	329	213	183
		28%	27%	26%	36%	28%	27%	28%	27%	27%	32%
					b						
NET: Satisfied		1180	594	405	181	1064	886	1119	844	563	416
		69%	69%	68%	70%	69%	69%	69%	69%	71%	72%
NET: Dissatisfied		156	74	67	16	140	124	147	121	81	63
		9%	9%	11%	6%	9%	10%	9%	10%	10%	11%
Answered		1710	855	599	257	1540	1290	1621	1217	794	581
Mean Score		.9	.9	.8	1.0	.8	.8	.8	.8	.8	.9
Standard error		.02	.04	.04	.05	.02	.03	.02	.03	.03	.04
Standard deviation		.99	.98	1.01	.98	.99	1.00	.99	.99	.99	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1821	288	900	122	147	102	94	64	260
Effective base		711	137	399	41	39	20	20	18	57
Weighted Base		1710	347	992	80	87	38	40	38	117
Very Dissatisfied	(-2)	47	8	29	3	1	1	1	4	6
		3%	2%	3%	3%	2%	3%	2%	12%	6%
									b	
Fairly Dissatisfied	(-1)	109	17	63	5	*	5	1	10	16
		6%	5%	6%	6%	*%	12%	2%	27%	13%
									abcdf	d
Neither Satisfied Nor Dissatisfied	(0)	375	83	230	22	13	4	1	3	8
		22%	24%	23%	28%	15%	9%	2%	8%	6%
			fh	fh	fh					
Fairly Satisfied	(1)	699	147	416	34	35	15	15	11	40
		41%	42%	42%	43%	40%	39%	37%	28%	35%
Very Satisfied	(2)	480	93	254	16	37	14	23	10	46
		28%	27%	26%	20%	43%	36%	56%	26%	40%
						bc		abc		bc
NET: Satisfied		1180	239	670	50	72	29	37	21	87
		69%	69%	68%	63%	83%	76%	93%	54%	75%
						bcg		abcg		
NET: Dissatisfied		156	25	92	7	2	6	2	15	22
		9%	7%	9%	9%	2%	15%	4%	38%	19%
									abcdf	abd
Answered		1710	347	992	80	87	38	40	38	117
Mean Score		.9	.9	.8	.7	1.2	.9	1.4	.3	.9
			g	g		abcg		abcg		
Standard error		.02	.06	.03	.09	.07	.11	.09	.18	.08
Standard deviation		.99	.94	.98	.97	.83	1.12	.83	1.42	1.23

Columns Tested:: a,b,c,d,e,f,g,h

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1821	1079	180	128	109	61	73	25	887	212	121	79	41	44	26
Effective base		711	489	58	34	24	13	17	5	398	61	36	20	12	17	9
Weighted Base		1710	1228	125	73	49	23	28	13	978	154	65	24	36	14	20
Very Dissatisfied	(-2)	47	28	10	1	*	1	2	4	28	3	4	*	1	1	*
		3%	2%	8%	1%	1%	5%	5%	29%	3%	2%	6%	1%	2%	7%	*%
				a												
Fairly Dissatisfied	(-1)	109	79	11	*	*	1	1	2	65	5	*	1	4	1	9
		6%	6%	9%	*%	1%	5%	3%	15%	7%	4%	*%	3%	12%	6%	46%
														c		
Neither Satisfied Nor Dissatisfied	(0)	375	283	28	16	7	3	1	*	226	38	7	5	1	1	2
		22%	23%	22%	22%	14%	11%	3%	1%	23%	25%	11%	23%	2%	5%	11%
Fairly Satisfied	(1)	699	516	46	31	24	12	5	5	427	46	29	9	14	5	3
		41%	42%	36%	42%	49%	53%	17%	38%	44%	30%	45%	37%	40%	34%	17%
			f			f	f			b						
Very Satisfied	(2)	480	323	31	26	18	6	20	2	231	61	24	8	16	7	5
		28%	26%	25%	35%	36%	26%	71%	17%	24%	40%	37%	36%	45%	47%	25%
								abcde			a				a	
NET: Satisfied		1180	838	77	56	42	18	25	7	658	107	53	17	30	11	9
		69%	68%	61%	77%	85%	79%	88%	55%	67%	70%	82%	73%	84%	82%	42%
						b		b								
NET: Dissatisfied		156	107	21	1	1	2	2	6	94	9	4	1	5	2	9
		9%	9%	17%	1%	1%	10%	9%	43%	10%	6%	7%	4%	14%	13%	46%
				acd												
Answered		1710	1228	125	73	49	23	28	13	978	154	65	24	36	14	20
Mean Score		.9	.8	.6	1.1	1.2	.9	1.4	*	.8	1.0	1.1	1.0	1.1	1.1	.2
					b	b		ab								
Standard error		.02	.03	.09	.07	.07	.13	.13	.32	.03	.07	.09	.10	.17	.18	.26
Standard deviation		.99	.96	1.18	.82	.74	1.03	1.09	1.60	.98	.99	1.04	.90	1.07	1.22	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1821	802	182	121	80	50	51	40	141	663	335	414	208	92
Effective base		711	355	59	36	27	15	11	15	41	308	141	151	46	23
Weighted Base		1710	845	146	89	47	29	24	37	90	793	323	336	103	61
Very Dissatisfied	(-2)	47	17	11	1	-	*	4	2	5	26	7	9	2	4
		3%	2%	8%	1%	-%	*%	16%	4%	6%	3%	2%	3%	2%	6%
				a				a							
Fairly Dissatisfied	(-1)	109	64	13	1	*	3	*	5	9	46	28	14	8	4
		6%	8%	9%	1%	1%	11%	1%	14%	9%	6%	9%	4%	8%	7%
									c						
Neither Satisfied Nor Dissatisfied	(0)	375	186	30	14	13	2	6	3	10	204	58	81	9	3
		22%	22%	21%	15%	27%	5%	24%	8%	11%	26%	18%	24%	9%	5%
											de		de		
Fairly Satisfied	(1)	699	391	47	37	14	10	8	8	26	311	148	130	44	37
		41%	46%	32%	41%	30%	36%	32%	22%	29%	39%	46%	39%	43%	61%
			bh												ac
Very Satisfied	(2)	480	187	44	38	20	14	6	20	40	207	82	103	39	13
		28%	22%	30%	42%	42%	48%	26%	53%	44%	26%	25%	31%	38%	21%
					a	a	a		a	a					
NET: Satisfied		1180	578	91	74	34	25	14	28	66	518	230	233	84	50
		69%	68%	62%	83%	73%	84%	59%	75%	73%	65%	71%	69%	81%	82%
					b									a	
NET: Dissatisfied		156	81	25	1	*	3	4	7	14	71	35	23	10	8
		9%	10%	17%	2%	1%	11%	17%	18%	15%	9%	11%	7%	10%	13%
				cd					cd	cd					
Answered		1710	845	146	89	47	29	24	37	90	793	323	336	103	61
Mean Score		.9	.8	.7	1.2	1.1	1.2	.5	1.1	1.0	.8	.8	.9	1.1	.8
					abf										
Standard error		.02	.03	.09	.07	.09	.14	.19	.20	.10	.04	.05	.05	.07	.11
Standard deviation		.99	.94	1.21	.80	.84	.97	1.35	1.25	1.21	1.00	.98	.97	.98	1.03

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1821	737	307	358	176	70	607	275	302	146	69
Effective base		711	336	127	121	34	15	282	101	101	34	19
Weighted Base		1710	863	288	263	82	37	717	226	215	79	50
Very Dissatisfied	(-2)	47	26	9	5	2	4	23	2	8	5	-
		3%	3%	3%	2%	2%	10%	3%	1%	4%	7%	-%
Fairly Dissatisfied	(-1)	109	53	24	14	4	*	46	21	10	4	4
		6%	6%	8%	5%	5%	1%	6%	9%	5%	5%	9%
Neither Satisfied Nor Dissatisfied	(0)	375	212	47	65	8	3	178	37	53	9	3
		22%	25% d	16%	25% d	10%	8%	25% e	16%	25%	12%	5%
Fairly Satisfied	(1)	699	344	133	105	32	23	293	95	78	31	34
		41%	40%	46%	40%	38%	62%	41%	42%	36%	40%	69% abcd
Very Satisfied	(2)	480	229	76	75	37	8	177	70	65	29	9
		28%	26%	26%	28%	45% ab	20%	25%	31%	30%	37%	17%
NET: Satisfied		1180	573	208	179	68	31	470	166	144	60	43
		69%	66%	72%	68%	83% a	82%	66%	73%	67%	76%	86%
NET: Dissatisfied		156	79	33	18	6	4	68	23	18	9	4
		9%	9%	11%	7%	8%	10%	10%	10%	8%	12%	9%
Answered		1710	863	288	263	82	37	717	226	215	79	50
Mean Score		.9	.8	.8	.9	1.2 a	.8	.8	.9	.8	.9	.9
Standard error		.02	.04	.06	.05	.07	.13	.04	.06	.06	.09	.09
Standard deviation		.99	.99	1.01	.95	.97	1.08	.99	.96	1.03	1.15	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1821	580	232	286	136	75	750	129	435	1639	182	1620	35
Effective base		711	255	79	114	43	21	302	39	169	642	70	625	9
Weighted Base		1710	633	168	258	95	48	710	93	405	1557	153	1515	25
Very Dissatisfied	(-2)	47	18	6	*	5	4	29	-	5	47	*	41	4
		3%	3%	4%	*%	6%	8%	4%	-%	1%	3%	*%	3%	14%
				c		c	c							a
Fairly Dissatisfied	(-1)	109	55	10	15	1	2	37	12	39	105	4	95	-
		6%	9%	6%	6%	1%	4%	5%	12%	10%	7%	3%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	375	137	35	54	14	11	151	18	83	348	27	332	5
		22%	22%	21%	21%	15%	23%	21%	19%	21%	22%	17%	22%	19%
Fairly Satisfied	(1)	699	286	68	104	34	21	276	37	198	631	68	630	9
		41%	45%	41%	40%	36%	43%	39%	40%	49%	41%	44%	42%	35%
										a				
Very Satisfied	(2)	480	137	49	86	40	10	217	27	80	426	54	417	8
		28%	22%	29%	33%	42%	21%	31%	29%	20%	27%	35%	28%	32%
					a	a		c						
NET: Satisfied		1180	423	117	190	75	31	493	64	278	1057	122	1047	17
		69%	67%	70%	73%	79%	65%	69%	69%	69%	68%	80%	69%	67%
												a		
NET: Dissatisfied		156	74	16	15	6	6	66	12	43	152	4	136	4
		9%	12%	10%	6%	7%	12%	9%	12%	11%	10%	3%	9%	14%
Answered		1710	633	168	258	95	48	710	93	405	1557	153	1515	25
Mean Score		.9	.7	.9	1.0	1.1	.7	.9	.8	.8	.8	1.1	.8	.7
					a	a						a		
Standard error		.02	.04	.07	.05	.09	.13	.04	.09	.04	.02	.06	.02	.22
Standard deviation		.99	.99	1.03	.88	1.06	1.10	1.04	.98	.92	1.00	.80	.98	1.33

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1821	1270	140	861	465	1620	35	1266	144	871	455
Effective base		711	500	37	343	173	626	9	497	40	346	169
Weighted Base		1710	1195	95	788	429	1519	22	1197	93	804	414
Very Dissatisfied	(-2)	47	33	4	23	11	45	-	33	4	23	11
		3%	3%	4%	3%	3%	3%	-%	3%	5%	3%	3%
Fairly Dissatisfied	(-1)	109	84	2	56	31	95	*	85	2	60	27
		6%	7%	2%	7%	7%	6%	*%	7%	2%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	375	263	18	155	97	332	4	272	9	158	95
		22%	22%	19%	20%	23%	22%	21%	23% b	9%	20%	23%
Fairly Satisfied	(1)	699	485	48	344	171	632	6	487	47	357	158
		41%	41%	51%	44%	40%	42%	28%	41%	51%	44%	38%
Very Satisfied	(2)	480	330	23	209	120	414	11	321	31	205	123
		28%	28%	24%	27%	28%	27%	51%	27%	34%	26%	30%
NET: Satisfied		1180	815	71	553	290	1047	17	807	79	562	282
		69%	68%	75%	70%	68%	69%	79%	67%	84% a	70%	68%
NET: Dissatisfied		156	118	6	79	42	140	*	118	6	84	37
		9%	10%	7%	10%	10%	9%	*%	10%	6%	10%	9%
Answered		1710	1195	95	788	429	1519	22	1197	93	804	414
Mean Score		.9	.8	.9	.8	.8	.8	1.3	.8	1.1	.8	.9
Standard error		.02	.03	.08	.03	.05	.02	.14	.03	.08	.03	.05
Standard deviation		.99	1.00	.95	.99	1.00	.99	.82	1.00	.96	.99	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1821	897	1283	227	1	849	987	175	1	948	766	232	1
Effective base		711	343	497	78	1	320	380	64	1	369	300	92	1
Weighted Base		1710	833	1200	210	4	772	884	165	1	875	677	218	*
Very Dissatisfied	(-2)	47	28	34	1	-	23	22	1	-	28	15	2	-
		3%	3%	3%	1%	-%	3%	2%	*%	-%	3%	2%	1%	-%
Fairly Dissatisfied	(-1)	109	48	81	8	-	48	63	8	-	72	32	11	-
		6%	6%	7%	4%	-%	6%	7%	5%	-%	8%	5%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	375	161	269	43	4	148	202	37	-	179	138	46	-
		22%	19%	22%	21%	100%	19%	23%	23%	-%	20%	20%	21%	-%
Fairly Satisfied	(1)	699	367	500	83	-	314	362	52	1	342	314	85	*
		41%	44%	42%	40%	-%	41%	41%	31%	100%	39%	46%	39%	100%
Very Satisfied	(2)	480	230	318	74	-	239	235	67	-	254	179	74	-
		28%	28%	26%	35%	-%	31%	27%	41% b	-%	29%	26%	34%	-%
NET: Satisfied		1180	596	817	157	-	553	597	119	1	596	493	159	*
		69%	72%	68%	75%	-%	72%	68%	72%	100%	68%	73%	73%	100%
NET: Dissatisfied		156	76	115	9	-	71	85	9	-	100	47	13	-
		9%	9%	10%	4%	-%	9%	10%	6%	-%	11% b	7%	6%	-%
Answered		1710	833	1200	210	4	772	884	165	1	875	677	218	*
Mean Score		.9	.9	.8	1.1 b	-	.9	.8	1.1	1.0	.8	.9	1.0	1.0
Standard error		.02	.03	.03	.06	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.99	.99	.99	.88	-	1.01	.98	.94	-	1.04	.92	.91	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1821	1559	1257	933	1291	954	55	536	477	493	120	63
Effective base		711	602	484	378	488	388	15	245	207	207	55	28
Weighted Base		1710	1471	1174	884	1182	964	37	575	506	489	131	72
Very Dissatisfied	(-2)	47	41	33	23	38	35	1	10	7	17	*	2
		3%	3%	3%	3%	3%	4%	2%	2%	1%	4%	*%	3%
Fairly Dissatisfied	(-1)	109	93	74	55	77	59	-	35	35	36	8	8
		6%	6%	6%	6%	7%	6%	-%	6%	7%	7%	6%	11%
Neither Satisfied Nor Dissatisfied	(0)	375	318	257	197	251	211	3	117	114	106	26	13
		22%	22%	22%	22%	21%	22%	8%	20%	22%	22%	20%	18%
Fairly Satisfied	(1)	699	613	489	361	489	385	10	256	208	167	54	24
		41%	42%	42%	41%	41%	40%	26%	45% c	41%	34%	41%	34%
Very Satisfied	(2)	480	405	321	248	326	274	24	156	142	162	42	24
		28%	28%	27%	28%	28%	28%	64% ab	27%	28%	33%	32%	34%
NET: Satisfied		1180	1018	810	609	816	659	34	412	350	329	96	49
		69%	69%	69%	69%	69%	68%	90%	72%	69%	67%	74%	68%
NET: Dissatisfied		156	135	107	78	116	94	1	46	42	54	9	10
		9%	9%	9%	9%	10%	10%	2%	8%	8%	11%	7%	14%
Answered		1710	1471	1174	884	1182	964	37	575	506	489	131	72
Mean Score		.9	.8	.8	.9	.8	.8	1.5 ab	.9	.9	.9	1.0	.8
Standard error		.02	.03	.03	.03	.03	.03	.11	.04	.04	.05	.08	.14
Standard deviation		.99	.99	.99	.98	1.01	1.02	.81	.93	.95	1.07	.90	1.10

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1821	206	122	101	48	1565	1112	1637	1180	1047	820	1472	197	-	1456	108
Effective base		711	91	37	48	18	603	383	627	426	364	325	569	74	-	548	53
Weighted Base		1710	212	101	112	42	1412	864	1476	974	813	777	1353	179	-	1272	133
Very Dissatisfied	(-2)	47	8	4	1	2	39	30	42	27	26	23	38	1	-	23	11
		3%	4%	4%	1%	4%	3%	3%	3%	3%	3%	3%	3%	*%	-%	2%	8% a
Fairly Dissatisfied	(-1)	109	26	16	7	1	96	51	98	61	52	45	90	14	-	60	35
		6%	12%	15%	6%	3%	7%	6%	7%	6%	6%	6%	7%	8%	-%	5%	26% a
Neither Satisfied Nor Dissatisfied	(0)	375	46	23	30	9	300	175	313	204	177	160	289	35	-	186	30
		22%	22%	23%	27%	21%	21%	20%	21%	21%	22%	21%	21%	19%	-%	15%	22%
Fairly Satisfied	(1)	699	77	27	48	11	585	345	616	389	314	317	566	75	-	548	51
		41%	36%	27%	43%	26%	41%	40%	42%	40%	39%	41%	42%	42%	-%	43%	38%
Very Satisfied	(2)	480	55	31	26	19	392	263	407	294	245	231	370	55	-	454	7
		28%	26%	31%	23%	46%	28%	30%	28%	30%	30%	30%	27%	30%	-%	36% b	6%
NET: Satisfied		1180	131	58	75	30	977	608	1022	682	558	549	936	130	-	1002	58
		69%	62%	58%	66%	72%	69%	70%	69%	70%	69%	71%	69%	72%	-%	79% b	44%
NET: Dissatisfied		156	34	20	8	3	135	81	140	88	78	68	128	15	-	83	45
		9%	16%	20%	7%	7%	10%	9%	10%	9%	10%	9%	9%	8%	-%	7%	34% a
Answered		1710	212	101	112	42	1412	864	1476	974	813	777	1353	179	-	1272	133
Mean Score		.9	.7	.6	.8	1.1	.8	.9	.8	.9	.9	.9	.8	.9	-	1.1 b	.1
Standard error		.02	.08	.11	.09	.16	.03	.03	.02	.03	.03	.03	.03	.07	-	.02	.11
Standard deviation		.99	1.10	1.19	.89	1.08	.99	1.02	.99	1.00	1.02	1.00	.99	.92	-	.92	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1821	734	1087	561	28	271	401	241	1200	366	305	360	1124
Effective base		711	305	407	215	14	97	167	84	479	143	111	145	442
Weighted Base		1710	731	979	511	41	223	401	210	1166	321	255	348	1069
Very Dissatisfied	(-2)	47	34	13	9	*	4	11	13	27	7	12	6	29
		3%	5%	1%	2%	*%	2%	3%	6%	2%	2%	5%	2%	3%
			b											
Fairly Dissatisfied	(-1)	109	78	32	31	9	34	16	20	61	29	19	33	56
		6%	11%	3%	6%	22%	15%	4%	10%	5%	9%	7%	10%	5%
			b				b							
Neither Satisfied Nor Dissatisfied	(0)	375	181	193	112	11	43	91	32	280	58	54	82	223
		22%	25%	20%	22%	27%	19%	23%	15%	24%	18%	21%	24%	21%
Fairly Satisfied	(1)	699	290	410	218	10	76	175	87	476	134	87	136	464
		41%	40%	42%	43%	24%	34%	44%	41%	41%	42%	34%	39%	43%
Very Satisfied	(2)	480	149	331	141	11	66	109	58	322	92	83	90	297
		28%	20%	34%	28%	26%	29%	27%	28%	28%	29%	33%	26%	28%
				a										
NET: Satisfied		1180	438	741	359	21	142	284	144	798	227	171	227	760
		69%	60%	76%	70%	51%	64%	71%	69%	68%	71%	67%	65%	71%
				a										
NET: Dissatisfied		156	112	44	41	9	38	27	33	88	36	30	40	85
		9%	15%	5%	8%	22%	17%	7%	16%	8%	11%	12%	11%	8%
			b				b		b					
Answered		1710	731	979	511	41	223	401	210	1166	321	255	348	1069
Mean Score		.9	.6	1.0	.9	.5	.7	.9	.7	.9	.9	.8	.8	.9
				a										
Standard error		.02	.04	.03	.04	.21	.07	.05	.07	.03	.05	.06	.05	.03
Standard deviation		.99	1.07	.89	.94	1.12	1.10	.94	1.14	.96	1.01	1.10	1.00	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1821	987	834
Effective base		711	330	382
Weighted Base		1710	771	939
Very Dissatisfied	(-2)	47	20	27
		3%	3%	3%
Fairly Dissatisfied	(-1)	109	55	55
		6%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	375	165	210
		22%	21%	22%
Fairly Satisfied	(1)	699	328	371
		41%	43%	39%
Very Satisfied	(2)	480	204	276
		28%	26%	29%
NET: Satisfied		1180	532	647
		69%	69%	69%
NET: Dissatisfied		156	74	82
		9%	10%	9%
Answered		1710	771	939
Mean Score		.9	.8	.9
Standard error		.02	.03	.03
Standard deviation		.99	.98	1.00

Columns Tested:: a,b

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1821	99	193	117	148	108	209	45	229	140	135	200	198
Effective base		711	13	76	45	30	39	78	21	125	80	53	122	109
Weighted Base		1710	28	265	107	76	107	252	11	272	155	66	196	174
Very Dissatisfied	(-2)	47	*	7	-	*	1	17	*	4	7	2	6	3
		3%	*%	3%	-%	*%	1%	7%	2%	2%	4%	3%	3%	2%
Fairly Dissatisfied	(-1)	109	1	10	11	2	20	14	-	20	14	4	10	4
		6%	2%	4%	10%	3%	19%	5%	-%	7%	9%	7%	5%	2%
							bdfghkl				l			
Neither Satisfied Nor Dissatisfied	(0)	375	6	70	26	23	27	33	2	58	30	20	38	42
		22%	22%	26%	25%	30%	25%	13%	15%	21%	19%	31%	19%	24%
				f								f		
Fairly Satisfied	(1)	699	15	89	40	29	39	99	7	111	76	26	89	79
		41%	54%	34%	38%	38%	36%	39%	61%	41%	49%	39%	45%	46%
									b					
Very Satisfied	(2)	480	6	89	30	23	20	90	3	79	28	13	53	46
		28%	22%	34%	28%	30%	19%	36%	23%	29%	18%	20%	27%	26%
				i				i						
NET: Satisfied		1180	21	178	70	51	59	189	10	190	104	39	142	126
		69%	76%	67%	66%	68%	55%	75%	84%	70%	67%	59%	73%	72%
								e	ej				e	
NET: Dissatisfied		156	1	17	11	2	22	30	*	24	20	7	16	7
		9%	2%	6%	10%	3%	20%	12%	2%	9%	13%	10%	8%	4%
							bdkl	l			l			
Answered		1710	28	265	107	76	107	252	11	272	155	66	196	174
Mean Score		.9	1.0	.9	.8	.9	.5	.9	1.0	.9	.7	.7	.9	.9
				e					e	e			e	e
Standard error		.02	.07	.07	.09	.07	.10	.08	.11	.06	.09	.08	.07	.06
Standard deviation		.99	.73	.99	.95	.84	1.04	1.14	.75	.96	1.02	.99	.96	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 260 (continuation)

QRM3_6: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1821	409	465	414	533	874	947
Effective base		711	129	146	214	281	275	486
Weighted Base		1710	400	436	438	437	835	875
Very Dissatisfied	(-2)	47	7	18	11	11	25	22
		3%	2%	4%	3%	2%	3%	3%
Fairly Dissatisfied	(-1)	109	21	36	33	19	57	52
		6%	5%	8%	8%	4%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	375	102	83	90	100	185	190
		22%	26%	19%	20%	23%	22%	22%
Fairly Satisfied	(1)	699	145	166	194	194	311	388
		41%	36%	38%	44%	44%	37%	44%
Very Satisfied	(2)	480	125	132	110	113	257	223
		28%	31%	30%	25%	26%	31%	26%
NET: Satisfied		1180	269	299	304	307	568	611
		69%	67%	69%	69%	70%	68%	70%
NET: Dissatisfied		156	28	54	44	29	82	74
		9%	7%	12%	10%	7%	10%	8%
Answered		1710	400	436	438	437	835	875
Mean Score		.9	.9	.8	.8	.9	.9	.8
Standard error		.02	.05	.05	.05	.04	.03	.03
Standard deviation		.99	.96	1.08	.98	.93	1.03	.95

Columns Tested:: a,b,c,d - a,b

Table 266

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1928	455	1473	1336	315	81	196	592
Effective base		738	107	638	679	133	34	80	175
Weighted Base		1764	195	1570	1686	66	8	4	78
Very Dissatisfied	(-2)	25	3	21	24	1	-	-	1
		1%	2%	1%	1%	1%	-%	-%	1%
Fairly Dissatisfied	(-1)	101	4	97	99	2	*	*	3
		6%	2%	6%	6%	4%	*%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	366	27	339	350	14	1	1	16
		21%	14%	22%	21%	21%	17%	13%	20%
Fairly Satisfied	(1)	663	39	624	632	26	3	1	31
		38%	20%	40%	38%	39%	44%	32%	39%
				a					
Very Satisfied	(2)	609	121	488	580	24	3	2	29
		35%	62%	31%	34%	36%	38%	52%	37%
			b					abe	
NET: Satisfied		1272	160	1112	1213	49	6	4	59
		72%	82%	71%	72%	75%	82%	85%	76%
			b					a	
NET: Dissatisfied		126	7	119	123	3	*	*	3
		7%	4%	8%	7%	4%	*%	3%	4%
Answered		1764	195	1570	1686	66	8	4	78
Mean Score		1.0	1.4	.9	1.0	1.0	1.2	1.3	1.1
			b					abe	
Standard error		.02	.04	.02	.03	.05	.09	.06	.04
Standard deviation		.95	.93	.94	.96	.89	.78	.91	.88

Columns Tested:: a,b - a,b,c,d,e

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1928	592	558	186	193	203	196	1336	315	277
Effective base		738	337	281	80	85	79	80	679	133	74
Weighted Base		1764	919	652	115	46	28	4	1686	66	12
Very Dissatisfied	(-2)	25	19	5	*	*	*	-	24	1	-
		1%	2%	1%	*%	1%	1%	-%	1%	1%	-%
Fairly Dissatisfied	(-1)	101	53	36	10	2	1	*	99	2	*
		6%	6%	5%	8%	3%	3%	3%	6%	4%	1%
					i						
Neither Satisfied Nor Dissatisfied	(0)	366	207	128	15	10	6	1	350	14	2
		21%	23%	20%	13%	21%	20%	13%	21%	21%	16%
			cf								
Fairly Satisfied	(1)	663	319	266	48	19	10	1	632	26	5
		38%	35%	41%	42%	41%	38%	32%	38%	39%	40%
Very Satisfied	(2)	609	320	217	43	16	11	2	580	24	5
		35%	35%	33%	37%	34%	38%	52%	34%	36%	43%
								abdgh			
NET: Satisfied		1272	639	483	91	35	21	4	1213	49	10
		72%	70%	74%	79%	75%	76%	85%	72%	75%	83%
								abg			ag
NET: Dissatisfied		126	72	41	10	2	1	*	123	3	*
		7%	8%	6%	9%	4%	4%	3%	7%	4%	1%
			i		i				i		
Answered		1764	919	652	115	46	28	4	1686	66	12
Mean Score		1.0	.9	1.0	1.1	1.0	1.1	1.3	1.0	1.0	1.3
								abdgh			abg
Standard error		.02	.04	.04	.07	.06	.06	.06	.03	.05	.05
Standard deviation		.95	1.00	.90	.93	.88	.89	.91	.96	.89	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1928	856	480	315	81	196	715	322	112	77	204
Effective base		738	506	228	133	34	80	409	148	36	26	38
Weighted Base		1764	1383	303	66	8	4	1121	255	59	24	46
Very Dissatisfied	(-2)	25	20	4	1	-	-	15	*	-	-	1
		1%	1%	1%	1%	-%	-%	1%	*%	-%	-%	2%
Fairly Dissatisfied	(-1)	101	79	20	2	*	*	65	15	5	1	2
		6%	6%	7%	4%	*%	3%	6%	6%	8%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	366	302	48	14	1	1	251	54	3	8	9
		21%	22%	16%	21%	17%	13%	22%	21%	6%	31%	20%
								c	c		c	
Fairly Satisfied	(1)	663	521	111	26	3	1	440	90	25	11	18
		38%	38%	37%	39%	44%	32%	39%	35%	42%	46%	39%
Very Satisfied	(2)	609	460	120	24	3	2	350	96	26	5	16
		35%	33%	40%	36%	38%	52%	31%	38%	44%	19%	35%
							abc			d		
NET: Satisfied		1272	982	231	49	6	4	789	186	51	16	34
		72%	71%	76%	75%	82%	85%	70%	73%	86%	65%	73%
							a			a		
NET: Dissatisfied		126	99	24	3	*	*	80	16	5	1	3
		7%	7%	8%	4%	*%	3%	7%	6%	8%	4%	7%
Answered		1764	1383	303	66	8	4	1121	255	59	24	46
Mean Score		1.0	1.0	1.1	1.0	1.2	1.3	.9	1.0	1.2	.8	1.0
							abc					
Standard error		.02	.03	.04	.05	.09	.06	.04	.05	.08	.09	.07
Standard deviation		.95	.95	.97	.89	.78	.91	.94	.92	.88	.80	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1928	126	102	184	48	131	156	123	105	113
Effective base		738	69	59	103	23	68	98	79	54	59
Weighted Base		1764	154	132	264	55	171	279	229	140	141
Very Dissatisfied	(-2)	25	-	-	4	-	2	6	-	10	-
		1%	-%	-%	1%	-%	1%	2%	-%	7% abgi	-%
Fairly Dissatisfied	(-1)	101	7	11	5	2	7	19	19	8	14
		6%	5%	9% c	2%	4%	4%	7%	8% c	6%	10% c
Neither Satisfied Nor Dissatisfied	(0)	366	34	28	71	12	28	55	56	36	21
		21%	22%	21%	27%	22%	16%	20%	24%	26%	15%
Fairly Satisfied	(1)	663	61	55	104	27	61	134	70	54	43
		38%	39%	42%	39%	50%	36%	48% gi	31%	39%	30%
Very Satisfied	(2)	609	53	38	81	13	73	65	84	31	63
		35%	34%	29%	31%	23%	43% fh	23%	37%	22%	44% fh
NET: Satisfied		1272	113	93	185	40	134	199	155	86	106
		72%	74%	70%	70%	73%	78% h	71%	67%	61%	75%
NET: Dissatisfied		126	7	11	8	2	9	26	19	18	14
		7%	5%	9%	3%	4%	5%	9%	8%	13% c	10%
Answered		1764	154	132	264	55	171	279	229	140	141
Mean Score		1.0	1.0 h	.9	1.0 h	.9	1.1 fh	.8	1.0	.6	1.1 h
Standard error		.02	.08	.09	.06	.12	.08	.08	.09	.11	.09
Standard deviation		.95	.86	.92	.88	.80	.93	.94	.97	1.11	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1928	292	333	463	1088	840	298	275	267
Effective base		738	150	181	279	607	217	87	75	94
Weighted Base		1764	367	426	773	1565	199	97	68	33
Very Dissatisfied	(-2)	25	2	10	10	22	3	2	*	*
		1%	1%	2%	1%	1%	1%	2%	1%	1%
Fairly Dissatisfied	(-1)	101	24	27	43	93	8	2	5	1
		6%	6%	6%	6%	6%	4%	2%	8%	3%
Neither Satisfied Nor Dissatisfied	(0)	366	61	97	181	339	27	16	6	6
		21%	17%	23%	23%	22%	14%	16%	8%	17%
				eg	eg	eg				
Fairly Satisfied	(1)	663	131	170	308	609	54	23	22	9
		38%	36%	40%	40%	39%	27%	24%	32%	27%
				efh	efh	efh				
Very Satisfied	(2)	609	149	122	231	501	108	54	36	18
		35%	41%	29%	30%	32%	54%	56%	52%	53%
			bcd				abcd	abcd	bcd	bcd
NET: Satisfied		1272	280	292	539	1111	162	78	57	27
		72%	76%	69%	70%	71%	81%	80%	84%	80%
							bcd	b	bcd	bc
NET: Dissatisfied		126	26	37	53	116	10	4	6	1
		7%	7%	9%	7%	7%	5%	4%	8%	3%
Answered		1764	367	426	773	1565	199	97	68	33
Mean Score		1.0	1.1	.9	.9	.9	1.3	1.3	1.3	1.3
			b				abcd	bcd	bcd	bcd
Standard error		.02	.05	.05	.04	.03	.03	.05	.06	.05
Standard deviation		.95	.94	.98	.93	.95	.93	.94	.95	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1928	78	173	191	215	353	80	71	92	848
Effective base		738	31	47	55	93	136	31	21	30	343
Weighted Base		1764	69	107	133	239	290	75	48	59	852
Very Dissatisfied	(-2)	25	*	3	3	*	5	-	*	*	16
		1%	*%	3%	2%	*%	2%	-%	1%	*%	2%
Fairly Dissatisfied	(-1)	101	*	5	5	20	15	6	3	1	52
		6%	*%	5%	4%	8%	5%	8%	7%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	17	22	33	52	66	12	8	15	163
		21%	24%	21%	25%	22%	23%	17%	16%	26%	19%
Fairly Satisfied	(1)	663	23	32	46	94	113	26	11	16	335
		38%	33%	30%	35%	39%	39%	35%	22%	27%	39%
Very Satisfied	(2)	609	29	45	45	74	91	30	26	27	286
		35%	42%	42%	34%	31%	31%	41%	55% dei	47%	34%
NET: Satisfied		1272	52	77	91	167	204	57	37	43	621
		72%	75%	72%	69%	70%	70%	76%	77%	73%	73%
NET: Dissatisfied		126	*	8	8	20	19	6	4	1	68
		7%	*%	8%	6%	8%	7%	8%	8%	1%	8%
Answered		1764	69	107	133	239	290	75	48	59	852
Mean Score		1.0	1.2	1.0	.9	.9	.9	1.1	1.2	1.2	1.0
Standard error		.02	.09	.08	.07	.06	.05	.11	.12	.09	.03
Standard deviation		.95	.82	1.04	.98	.93	.94	.94	1.00	.86	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		1928	484	433	1011	1687	241	1590	338	1878	50
Effective base		738	179	167	393	623	116	660	86	717	20
Weighted Base		1764	440	365	959	1458	307	1619	145	1713	51
Very Dissatisfied	(-2)	25	3	5	17	20	5	24	1	25	-
		1%	1%	1%	2%	1%	2%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	101	25	21	56	85	16	91	10	99	3
		6%	6%	6%	6%	6%	5%	6%	7%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	366	102	79	185	300	66	342	24	353	13
		21%	23%	22%	19%	21%	22%	21%	16%	21%	25%
Fairly Satisfied	(1)	663	162	139	361	540	123	602	61	650	13
		38%	37%	38%	38%	37%	40%	37%	42%	38%	26%
Very Satisfied	(2)	609	148	121	340	512	97	559	50	586	23
		35%	34%	33%	35%	35%	32%	35%	35%	34%	44%
NET: Satisfied		1272	310	261	701	1053	220	1161	111	1236	36
		72%	70%	71%	73%	72%	72%	72%	76%	72%	70%
NET: Dissatisfied		126	28	25	72	105	21	115	10	123	3
		7%	6%	7%	8%	7%	7%	7%	7%	7%	5%
Answered		1764	440	365	959	1458	307	1619	145	1713	51
Mean Score		1.0	1.0	1.0	1.0	1.0	.9	1.0	1.0	1.0	1.1
Standard error		.02	.04	.05	.03	.02	.06	.02	.05	.02	.13
Standard deviation		.95	.93	.94	.97	.96	.94	.96	.91	.95	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1928	1067	450	403	1468	301	72	87	1769	159
Effective base		738	435	137	165	612	88	20	19	699	39
Weighted Base		1764	1070	288	395	1488	188	43	45	1676	88
Very Dissatisfied	(-2)	25	8	1	11	22	1	1	*	24	1
		1%	1%	*%	3% a	2%	1%	2%	1%	1%	1%
Fairly Dissatisfied	(-1)	101	58	22	21	84	11	4	2	95	6
		6%	5%	8%	5%	6%	6%	10%	4%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	366	227	67	68	318	35	3	11	353	13
		21%	21%	23%	17%	21%	19%	6%	24%	21%	15%
Fairly Satisfied	(1)	663	394	113	154	546	81	20	16	627	36
		38%	37%	39%	39%	37%	43%	47%	36%	37%	41%
Very Satisfied	(2)	609	383	85	141	518	59	16	16	577	32
		35%	36%	30%	36%	35%	32%	36%	36%	34%	36%
NET: Satisfied		1272	777	198	295	1064	141	36	32	1204	68
		72%	73%	69%	75%	71%	75%	83%	72%	72%	77%
NET: Dissatisfied		126	66	23	32	107	12	5	2	119	7
		7%	6%	8%	8%	7%	6%	12%	5%	7%	8%
Answered		1764	1070	288	395	1488	188	43	45	1676	88
Mean Score		1.0	1.0	.9	1.0	1.0	1.0	1.1	1.0	1.0	1.0
Standard error		.02	.03	.04	.05	.03	.05	.12	.10	.02	.08
Standard deviation		.95	.92	.93	1.00	.96	.89	1.00	.91	.95	.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1928	734	734	460	1711	1442	1776	1365	830	738
Effective base		738	346	268	127	646	541	681	525	322	247
Weighted Base		1764	878	610	276	1552	1283	1634	1248	804	582
Very Dissatisfied	(-2)	25	11	11	2	24	24	25	24	17	10
		1%	1%	2%	1%	2%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	101	45	40	17	90	72	94	68	50	36
		6%	5%	7%	6%	6%	6%	6%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	185	132	48	319	249	340	252	148	112
		21%	21%	22%	18%	21%	19%	21%	20%	18%	19%
Fairly Satisfied	(1)	663	318	227	117	602	520	632	502	349	236
		38%	36%	37%	43%	39%	41%	39%	40%	43%	41%
Very Satisfied	(2)	609	318	199	91	517	418	542	401	241	188
		35%	36%	33%	33%	33%	33%	33%	32%	30%	32%
NET: Satisfied		1272	637	427	209	1119	938	1174	903	590	424
		72%	72%	70%	76%	72%	73%	72%	72%	73%	73%
NET: Dissatisfied		126	56	51	19	114	95	119	93	66	46
		7%	6%	8%	7%	7%	7%	7%	7%	8%	8%
Answered		1764	878	610	276	1552	1283	1634	1248	804	582
Mean Score		1.0	1.0	.9	1.0	1.0	1.0	1.0	1.0	.9	1.0
Standard error		.02	.03	.04	.04	.02	.03	.02	.03	.03	.04
Standard deviation		.95	.95	.98	.91	.95	.95	.95	.96	.96	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1928	314	921	130	149	103	95	64	262
Effective base		738	146	399	42	40	21	20	18	58
Weighted Base		1764	366	980	80	88	40	40	39	119
Very Dissatisfied	(-2)	25	1	15	5	2	1	1	*	3
		1%	*%	2%	6%	2%	2%	4%	1%	2%
					a					
Fairly Dissatisfied	(-1)	101	25	53	4	7	1	4	1	5
		6%	7%	5%	5%	7%	1%	10%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	366	88	202	17	8	11	3	13	26
		21%	24%	21%	21%	10%	26%	7%	33%	22%
			d						df	
Fairly Satisfied	(1)	663	121	401	28	35	17	14	15	47
		38%	33%	41%	35%	39%	43%	35%	40%	39%
Very Satisfied	(2)	609	131	309	27	37	11	17	10	38
		35%	36%	32%	34%	42%	27%	43%	25%	32%
NET: Satisfied		1272	253	711	55	72	28	32	25	85
		72%	69%	73%	68%	81%	70%	79%	65%	71%
NET: Dissatisfied		126	26	68	9	8	1	6	1	8
		7%	7%	7%	11%	9%	4%	14%	2%	7%
Answered		1764	366	980	80	88	40	40	39	119
Mean Score		1.0	1.0	1.0	.9	1.1	.9	1.0	.9	.9
Standard error		.02	.05	.03	.10	.08	.09	.12	.11	.06
Standard deviation		.95	.95	.93	1.12	.98	.89	1.13	.85	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		1928	1122	186	132	111	61	76	23	909	218	122	81	41	46	25
Effective base		738	496	58	35	25	13	17	5	399	62	36	22	12	18	9
Weighted Base		1764	1234	127	76	52	23	29	13	967	154	65	26	36	15	20
Very Dissatisfied	(-2)	25	16	5	1	1	1	1	*	16	5	1	*	1	1	*
		1%	1%	4%	2%	1%	4%	3%	2%	2%	3%	2%	1%	2%	6%	*%
Fairly Dissatisfied	(-1)	101	75	4	4	2	1	4	-	51	10	6	2	2	1	*
		6%	6%	3%	6%	3%	3%	14%	-%	5%	6%	9%	7%	6%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	366	254	30	15	9	4	3	4	190	35	5	5	5	1	8
		21%	21%	24%	20%	17%	15%	12%	32%	20%	23%	8%	18%	14%	6%	39%
Fairly Satisfied	(1)	663	478	52	34	17	13	5	3	399	55	25	9	16	7	10
		38%	39%	41%	45%	32%	57%	16%	24%	41%	36%	39%	33%	44%	46%	51%
					f		f									
Very Satisfied	(2)	609	412	35	20	24	5	16	5	311	50	28	11	12	5	2
		35%	33%	28%	27%	46%	21%	55%	43%	32%	32%	42%	40%	34%	35%	9%
								b								
NET: Satisfied		1272	889	88	55	41	18	20	8	710	105	53	19	28	12	12
		72%	72%	69%	72%	78%	78%	71%	67%	73%	68%	81%	73%	78%	81%	60%
NET: Dissatisfied		126	91	9	6	3	1	5	*	67	14	7	2	3	2	*
		7%	7%	7%	8%	5%	6%	17%	2%	7%	9%	11%	9%	8%	12%	1%
Answered		1764	1234	127	76	52	23	29	13	967	154	65	26	36	15	20
Mean Score		1.0	1.0	.9	.9	1.2	.9	1.0	1.1	1.0	.9	1.1	1.0	1.0	1.0	.7
Standard error		.02	.03	.07	.08	.09	.12	.14	.21	.03	.07	.09	.11	.15	.17	.13
Standard deviation		.95	.95	.98	.93	.94	.91	1.25	.99	.94	1.03	1.02	1.02	.96	1.15	.67

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1928	834	182	122	84	49	54	40	143	698	350	415	214	94
Effective base		738	363	57	38	29	14	12	15	41	311	148	149	49	23
Weighted Base		1764	869	143	93	49	28	28	37	94	784	342	335	108	61
Very Dissatisfied	(-2)	25	17	5	1	*	-	1	1	2	12	8	2	2	*
		1%	2%	3%	1%	*%	-%	3%	3%	2%	2%	2%	1%	2%	*%
Fairly Dissatisfied	(-1)	101	35	15	10	3	2	1	2	5	41	23	14	14	3
		6%	4%	11% a	11%	7%	8%	2%	5%	5%	5%	7%	4%	13% c	4%
Neither Satisfied Nor Dissatisfied	(0)	366	170	32	16	7	7	8	12	27	177	73	62	18	11
		21%	20%	22%	17%	14%	25%	30%	32%	29%	23%	21%	19%	17%	18%
Fairly Satisfied	(1)	663	381	48	23	22	6	6	15	28	298	122	138	44	27
		38%	44% c	33%	25%	46%	22%	23%	40%	29%	38%	36%	41%	41%	45%
Very Satisfied	(2)	609	266	43	43	16	12	12	8	32	256	115	119	30	20
		35%	31%	30%	46% a	33%	44%	43%	20%	34%	33%	34%	35%	28%	33%
NET: Satisfied		1272	647	91	67	38	19	19	22	60	554	237	257	75	47
		72%	74%	64%	72%	79%	67%	66%	60%	64%	71%	69%	77%	69%	78%
NET: Dissatisfied		126	52	20	11	4	2	1	3	7	53	32	16	16	3
		7%	6%	14% a	12%	7%	8%	5%	8%	7%	7%	9%	5%	14% c	4%
Answered		1764	869	143	93	49	28	28	37	94	784	342	335	108	61
Mean Score		1.0	1.0	.8	1.1	1.0	1.0	1.0	.7	.9	1.0	.9	1.1	.8	1.1
Standard error		.02	.03	.08	.10	.10	.15	.14	.15	.08	.04	.05	.04	.07	.09
Standard deviation		.95	.92	1.09	1.07	.88	1.03	1.04	.96	1.01	.95	1.02	.87	1.04	.84

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1928	769	323	361	180	71	621	283	307	149	72
Effective base		738	337	136	121	36	15	280	105	99	36	19
Weighted Base		1764	851	309	265	84	37	695	237	213	82	50
Very Dissatisfied	(-2)	25	12	8	2	2	*	11	8	2	1	*
		1%	1%	3%	1%	2%	*%	2%	4%	1%	2%	*%
Fairly Dissatisfied	(-1)	101	46	21	12	10	-	41	9	8	11	3
		6%	5%	7%	5%	12%	-%	6%	4%	4%	14% c	5%
Neither Satisfied Nor Dissatisfied	(0)	366	188	65	43	12	11	148	41	45	8	7
		21%	22%	21%	16%	14%	29%	21%	17%	21%	10%	13%
Fairly Satisfied	(1)	663	331	100	117	36	16	273	96	90	34	25
		38%	39%	33%	44%	42%	44%	39%	40%	42%	41%	50%
Very Satisfied	(2)	609	273	114	91	24	10	223	83	68	28	16
		35%	32%	37%	34%	29%	27%	32%	35%	32%	34%	32%
NET: Satisfied		1272	604	214	208	60	26	495	179	158	61	41
		72%	71%	69%	78%	71%	71%	71%	75%	74%	74%	81%
NET: Dissatisfied		126	58	30	14	12	*	52	18	10	13	3
		7%	7%	10%	5%	15%	*%	7%	7%	5%	15% c	5%
Answered		1764	851	309	265	84	37	695	237	213	82	50
Mean Score		1.0	.9	.9	1.1	.8	1.0	.9	1.0	1.0	.9	1.1
Standard error		.02	.03	.06	.05	.08	.09	.04	.06	.05	.09	.10
Standard deviation		.95	.94	1.05	.87	1.05	.78	.96	1.00	.88	1.07	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1928	601	242	289	141	76	766	131	456	1746	182	1676	35
Effective base		738	259	82	114	45	20	308	41	172	669	69	636	9
Weighted Base		1764	644	182	257	103	47	735	95	409	1613	151	1527	25
Very Dissatisfied	(-2)	25	14	8	*	1	*	22	1	1	24	*	24	-
		1%	2%	4% c	*%	1%	1%	3% c	1%	*%	2%	*%	2%	-%
Fairly Dissatisfied	(-1)	101	33	11	5	14	5	41	5	20	90	11	88	2
		6%	5%	6%	2%	14% ac	10%	6%	5%	5%	6%	7%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	147	32	42	20	9	144	22	86	348	18	318	1
		21%	23%	17%	16%	19%	18%	20%	23%	21%	22%	12%	21%	5%
Fairly Satisfied	(1)	663	264	57	126	32	18	267	45	190	606	57	592	10
		38%	41%	31%	49% bd	31%	38%	36%	48%	46% a	38%	38%	39%	41%
Very Satisfied	(2)	609	186	74	82	35	16	260	22	112	544	65	505	12
		35%	29%	41% a	32%	34%	33%	35%	23%	27%	34%	43%	33%	47%
NET: Satisfied		1272	450	132	209	67	34	527	68	302	1151	122	1096	22
		72%	70%	72%	81% ad	65%	71%	72%	71%	74%	71%	80%	72%	88%
NET: Dissatisfied		126	47	19	6	16	5	64	6	21	115	11	113	2
		7%	7%	10% c	2%	16% c	11%	9%	6%	5%	7%	7%	7%	6%
Answered		1764	644	182	257	103	47	735	95	409	1613	151	1527	25
Mean Score		1.0	.9	1.0	1.1 a	.8	.9	1.0	.9	1.0	1.0	1.2	1.0	1.3
Standard error		.02	.04	.07	.04	.09	.11	.04	.08	.04	.02	.07	.02	.14
Standard deviation		.95	.95	1.10	.76	1.10	1.00	1.02	.88	.83	.95	.92	.96	.85

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1928	1302	140	898	467	1676	35	1298	144	909	456
Effective base		738	504	37	352	173	637	9	501	40	355	170
Weighted Base		1764	1188	95	817	431	1531	22	1190	93	832	416
Very Dissatisfied	(-2)	25	23	1	23	1	24	-	23	1	23	1
		1%	2%	1%	3%	*%	2%	-%	2%	1%	3%	*%
Fairly Dissatisfied	(-1)	101	64	8	36	33	88	2	65	6	38	30
		6%	5%	8%	4%	8%	6%	7%	5%	7%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	366	242	7	169	83	318	1	242	8	174	78
		21%	20%	8%	21%	19%	21%	4%	20%	8%	21%	19%
Fairly Satisfied	(1)	663	470	51	318	184	596	6	480	40	333	169
		38%	40%	53%	39%	43%	39%	26%	40%	43%	40%	41%
Very Satisfied	(2)	609	389	29	270	131	503	14	379	39	264	137
		35%	33%	30%	33%	30%	33%	62%	32%	41%	32%	33%
NET: Satisfied		1272	859	80	588	315	1100	19	860	79	597	306
		72%	72%	84%	72%	73%	72%	89%	72%	84%	72%	74%
NET: Dissatisfied		126	87	8	59	34	113	2	88	7	61	31
		7%	7%	9%	7%	8%	7%	7%	7%	8%	7%	8%
Answered		1764	1188	95	817	431	1531	22	1190	93	832	416
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.4	.9	1.2	.9	1.0
Standard error		.02	.03	.07	.03	.04	.02	.15	.03	.08	.03	.04
Standard deviation		.95	.96	.89	.98	.91	.95	.89	.96	.91	.98	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1928	903	1334	233	1	860	1017	179	1	967	795	235	1
Effective base		738	340	506	80	1	320	384	65	1	374	306	93	1
Weighted Base		1764	829	1203	215	4	773	877	172	1	893	695	222	*
Very Dissatisfied	(-2)	25	17	14	3	-	18	12	3	-	18	11	3	-
		1%	2%	1%	1%	-%	2%	1%	2%	-%	2%	2%	1%	-%
Fairly Dissatisfied	(-1)	101	40	77	12	-	35	56	10	-	51	39	14	-
		6%	5%	6%	6%	-%	5%	6%	6%	-%	6%	6%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	366	160	260	40	-	151	168	36	-	177	123	37	-
		21%	19%	22%	19%	-%	20%	19%	21%	-%	20%	18%	17%	-%
Fairly Satisfied	(1)	663	363	445	85	4	310	345	56	1	343	298	89	*
		38%	44%	37%	40%	100%	40%	39%	32%	100%	38%	43%	40%	100%
			b											
Very Satisfied	(2)	609	249	408	74	-	258	296	67	-	304	224	80	-
		35%	30%	34%	34%	-%	33%	34%	39%	-%	34%	32%	36%	-%
NET: Satisfied		1272	612	852	159	4	569	641	123	1	648	521	168	*
		72%	74%	71%	74%	100%	74%	73%	71%	100%	73%	75%	76%	100%
NET: Dissatisfied		126	57	91	15	-	53	68	13	-	68	50	17	-
		7%	7%	8%	7%	-%	7%	8%	8%	-%	8%	7%	8%	-%
Answered		1764	829	1203	215	4	773	877	172	1	893	695	222	*
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.02	.03	.03	.06	-	.03	.03	.07	-	.03	.03	.06	-
Standard deviation		.95	.93	.96	.94	-	.96	.95	1.00	-	.97	.93	.95	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1928	1614	1288	970	1331	982	55	545	479	499	120	64
Effective base		738	613	488	387	496	395	15	245	210	211	56	29
Weighted Base		1764	1482	1165	912	1196	968	37	588	521	505	134	76
Very Dissatisfied	(-2)	25	24	15	17	21	11	*	10	11	7	3	3
		1%	2%	1%	2%	2%	1%	*%	2%	2%	1%	2%	4%
Fairly Dissatisfied	(-1)	101	86	64	46	63	61	-	30	26	23	7	7
		6%	6%	5%	5%	5%	6%	-%	5%	5%	5%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	366	296	236	197	256	207	8	127	104	110	24	15
		21%	20%	20%	22%	21%	21%	22%	22%	20%	22%	18%	20%
Fairly Satisfied	(1)	663	579	468	358	473	358	20	240	225	195	53	30
		38%	39%	40%	39%	40%	37%	53%	41%	43%	39%	40%	39%
Very Satisfied	(2)	609	497	383	294	383	330	9	181	155	170	46	21
		35%	33%	33%	32%	32%	34%	25%	31%	30%	34%	34%	28%
NET: Satisfied		1272	1076	851	652	856	689	29	421	380	364	99	51
		72%	73%	73%	71%	72%	71%	78%	72%	73%	72%	74%	67%
NET: Dissatisfied		126	110	78	63	84	72	*	40	37	30	10	10
		7%	7%	7%	7%	7%	7%	*%	7%	7%	6%	8%	13%
Answered		1764	1482	1165	912	1196	968	37	588	521	505	134	76
Mean Score		1.0	1.0	1.0	.9	.9	1.0	1.0	.9	.9	1.0	1.0	.8
Standard error		.02	.02	.03	.03	.03	.03	.10	.04	.04	.04	.09	.13
Standard deviation		.95	.96	.93	.95	.95	.95	.71	.94	.94	.93	.98	1.07

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1928	208	123	103	47	1676	1214	1746	1286	1145	835	1582	206	-	1545	121
Effective base		738	92	37	48	17	633	406	655	450	386	327	599	77	-	569	59
Weighted Base		1764	215	101	112	40	1482	928	1541	1040	872	783	1421	189	-	1324	147
Very Dissatisfied	(-2)	25	7	1	1	*	16	12	16	12	13	11	15	4	-	3	21
		1%	3%	1%	1%	*%	1%	1%	1%	1%	2%	1%	1%	2%	-%	*%	15% a
Fairly Dissatisfied	(-1)	101	19	6	17	4	86	58	95	60	59	46	86	20	-	39	30
		6%	9%	6%	15%	10%	6%	6%	6%	6%	7%	6%	6%	10%	-%	3%	21% a
Neither Satisfied Nor Dissatisfied	(0)	366	43	23	23	6	318	171	329	202	163	153	310	34	-	202	34
		21%	20%	23%	21%	14%	21%	18%	21%	19%	19%	20%	22%	18%	-%	15%	23%
Fairly Satisfied	(1)	663	83	36	37	17	554	343	578	377	270	318	524	66	-	506	55
		38%	38%	36%	33%	43%	37% e	37%	37% e	36%	31%	41%	37%	35%	-%	38%	38%
Very Satisfied	(2)	609	63	35	35	13	508	345	523	390	366	255	485	66	-	574	5
		35%	29%	35%	31%	32%	34%	37%	34%	37%	42% ac	33%	34%	35%	-%	43% b	4%
NET: Satisfied		1272	146	71	71	31	1062	687	1101	767	636	573	1009	132	-	1080	61
		72%	68%	70%	64%	76%	72%	74%	71%	74%	73%	73%	71%	70%	-%	82% b	41%
NET: Dissatisfied		126	27	7	18	4	102	70	111	71	72	57	101	24	-	42	52
		7%	12%	7%	16%	11%	7%	8%	7%	7%	8%	7%	7%	12%	-%	3%	35% a
Answered		1764	215	101	112	40	1482	928	1541	1040	872	783	1421	189	-	1324	147
Mean Score		1.0	.8	1.0	.8	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.9	-	1.2 b	*
Standard error		.02	.07	.09	.11	.14	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.10
Standard deviation		.95	1.06	.94	1.07	.96	.94	.96	.94	.95	1.01	.94	.95	1.06	-	.82	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		1928	743	1185	566	28	275	404	249	1265	391	329	364	1196
Effective base		738	307	431	216	14	100	166	88	499	145	116	146	461
Weighted Base		1764	739	1025	519	41	232	405	224	1208	316	274	348	1105
Very Dissatisfied	(-2)	25	24	1	1	1	4	2	13	9	3	10	4	10
		1%	3%	*%	*%	3%	2%	*%	6%	1%	1%	4%	1%	1%
			b						bc			c		
Fairly Dissatisfied	(-1)	101	85	16	28	10	25	16	8	61	32	16	32	52
		6%	12%	2%	5%	25%	11%	4%	4%	5%	10%	6%	9%	5%
			b				b				b		c	
Neither Satisfied Nor Dissatisfied	(0)	366	180	186	85	2	48	69	35	246	81	49	80	227
		21%	24%	18%	16%	5%	21%	17%	16%	20%	25%	18%	23%	21%
			b											
Fairly Satisfied	(1)	663	288	375	222	24	91	178	74	474	114	86	140	426
		38%	39%	37%	43%	60%	39%	44%	33%	39%	36%	31%	40%	39%
Very Satisfied	(2)	609	162	447	183	3	65	140	94	418	86	113	92	390
		35%	22%	44%	35%	8%	28%	35%	42%	35%	27%	41%	26%	35%
				a					c			b		b
NET: Satisfied		1272	450	822	405	27	155	318	168	892	200	199	232	816
		72%	61%	80%	78%	67%	67%	79%	75%	74%	63%	73%	66%	74%
				a				a		c				
NET: Dissatisfied		126	109	17	29	11	29	18	21	69	36	26	37	62
		7%	15%	2%	6%	28%	12%	4%	9%	6%	11%	10%	11%	6%
			b				b				b		c	
Answered		1764	739	1025	519	41	232	405	224	1208	316	274	348	1105
Mean Score		1.0	.6	1.2	1.1	.4	.8	1.1	1.0	1.0	.8	1.0	.8	1.0
				a				a		c				b
Standard error		.02	.04	.02	.04	.20	.06	.04	.07	.03	.05	.06	.05	.03
Standard deviation		.95	1.04	.80	.87	1.04	1.02	.84	1.11	.90	.99	1.08	.97	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1928	1078	850
Effective base		738	351	387
Weighted Base		1764	817	947
Very Dissatisfied	(-2)	25	14	11
		1%	2%	1%
Fairly Dissatisfied	(-1)	101	62	39
		6%	8%	4%
			b	
Neither Satisfied Nor Dissatisfied	(0)	366	181	185
		21%	22%	20%
Fairly Satisfied	(1)	663	287	376
		38%	35%	40%
Very Satisfied	(2)	609	273	336
		35%	33%	36%
NET: Satisfied		1272	560	712
		72%	69%	75%
				a
NET: Dissatisfied		126	76	50
		7%	9%	5%
			b	
Answered		1764	817	947
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.95	1.00	.90

Columns Tested:: a,b

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1928	116	197	131	157	112	216	52	234	150	142	200	221
Effective base		738	16	77	53	31	40	78	24	126	82	57	120	118
Weighted Base		1764	26	265	138	75	113	250	14	273	160	70	196	183
Very Dissatisfied	(-2)	25	*	1	1	*	5	6	-	*	5	*	5	*
		1%	*%	1%	1%	*%	5%	2%	-%	*%	3%	1%	3%	*%
							hl							
Fairly Dissatisfied	(-1)	101	*	9	8	6	11	13	*	24	11	5	9	4
		6%	1%	3%	6%	8%	10%	5%	3%	9%	7%	7%	5%	2%
							l			l				
Neither Satisfied Nor Dissatisfied	(0)	366	1	57	31	20	16	36	1	75	29	16	38	46
		21%	5%	22%	23%	26%	14%	14%	10%	27%	18%	23%	19%	25%
										af				
Fairly Satisfied	(1)	663	10	104	46	21	44	109	4	96	68	21	69	70
		38%	40%	39%	33%	29%	39%	44%	29%	35%	43%	29%	35%	38%
Very Satisfied	(2)	609	14	94	51	27	37	87	8	77	48	28	74	63
		35%	54%	35%	37%	36%	32%	35%	59%	28%	30%	40%	38%	34%
			h						befhil					
NET: Satisfied		1272	25	198	97	49	81	196	12	173	116	49	143	133
		72%	94%	75%	71%	65%	71%	78%	87%	64%	73%	69%	73%	73%
			cdehijl					h	h					
NET: Dissatisfied		126	*	10	10	6	17	19	*	24	15	5	15	4
		7%	1%	4%	7%	9%	15%	7%	3%	9%	9%	7%	7%	2%
							bl			l	l			
Answered		1764	26	265	138	75	113	250	14	273	160	70	196	183
Mean Score		1.0	1.5	1.1	1.0	.9	.8	1.0	1.4	.8	.9	1.0	1.0	1.0
			cdehil						ehil					
Standard error		.02	.06	.06	.08	.08	.11	.06	.11	.06	.08	.08	.07	.06
Standard deviation		.95	.66	.87	.96	1.00	1.13	.95	.82	.94	1.00	.99	1.00	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 266 (continuation)

QRM3_12: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1928	444	485	436	563	929	999
Effective base		738	141	148	219	292	288	501
Weighted Base		1764	430	438	447	449	868	896
Very Dissatisfied	(-2)	25	2	12	5	6	14	11
		1%	1%	3%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	101	18	30	35	18	48	53
		6%	4%	7%	8%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	366	90	71	105	100	161	205
		21%	21%	16%	23%	22%	19%	23%
Fairly Satisfied	(1)	663	160	174	168	160	335	329
		38%	37%	40%	38%	36%	39%	37%
Very Satisfied	(2)	609	159	151	134	165	310	299
		35%	37%	34%	30%	37%	36%	33%
NET: Satisfied		1272	320	325	302	325	645	627
		72%	74%	74%	68%	72%	74%	70%
NET: Dissatisfied		126	20	42	40	24	62	64
		7%	5%	10%	9%	5%	7%	7%
Answered		1764	430	438	447	449	868	896
Mean Score		1.0	1.1	1.0	.9	1.0	1.0	.9
Standard error		.02	.04	.05	.05	.04	.03	.03
Standard deviation		.95	.89	1.01	.97	.93	.95	.95

Columns Tested:: a,b,c,d - a,b

Table 267

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2006	460	1546	1398	325	81	202	608
Effective base		775	111	673	716	138	34	84	181
Weighted Base		1863	194	1670	1783	68	8	5	80
Very Dissatisfied	(-2)	171	30	141	165	5	*	*	6
		9%	15%	8%	9%	8%	2%	5%	7%
			b						
Fairly Dissatisfied	(-1)	378	26	352	373	5	*	*	5
		20%	14%	21%	21%	7%	2%	8%	6%
					bcde				
Neither Satisfied Nor Dissatisfied	(0)	451	50	401	433	15	2	1	18
		24%	26%	24%	24%	21%	27%	24%	22%
Fairly Satisfied	(1)	627	48	579	592	30	3	2	35
		34%	25%	35%	33%	44%	39%	37%	43%
				a		a			a
Very Satisfied	(2)	237	39	197	219	14	2	1	17
		13%	20%	12%	12%	20%	30%	26%	21%
			b			a	a	a	a
NET: Satisfied		864	87	776	812	44	5	3	52
		46%	45%	46%	46%	64%	69%	63%	65%
						a	a	a	a
NET: Dissatisfied		549	56	493	538	10	*	1	11
		29%	29%	30%	30%	14%	4%	13%	13%
					bcde				
Answered		1863	194	1670	1783	68	8	5	80
Mean Score		.2	.2	.2	.2	.6	.9	.7	.7
						a	a	a	a
Standard error		.03	.06	.03	.03	.06	.11	.09	.04
Standard deviation		1.17	1.33	1.15	1.17	1.12	.98	1.23	1.10

Columns Tested:: a,b - a,b,c,d,e

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2006	627	577	194	200	206	202	1398	325	283
Effective base		775	360	291	83	87	82	84	716	138	75
Weighted Base		1863	985	672	126	47	29	5	1783	68	12
Very Dissatisfied	(-2)	171	101	56	7	4	1	*	165	5	*
		9%	10%	8%	6%	9%	4%	5%	9%	8%	3%
			i								
Fairly Dissatisfied	(-1)	378	223	130	20	3	2	*	373	5	1
		20%	23%	19%	16%	6%	7%	8%	21%	7%	4%
			defhi	defhi	dhi				defhi		
Neither Satisfied Nor Dissatisfied	(0)	451	223	179	31	9	7	1	433	15	3
		24%	23%	27%	25%	19%	26%	24%	24%	21%	26%
Fairly Satisfied	(1)	627	317	233	42	23	10	2	592	30	5
		34%	32%	35%	33%	48%	36%	37%	33%	44%	38%
						abg				ag	
Very Satisfied	(2)	237	121	73	25	8	8	1	219	14	3
		13%	12%	11%	20%	18%	27%	26%	12%	20%	28%
					bg		abg	abg		abg	abg
NET: Satisfied		864	438	306	67	31	18	3	812	44	8
		46%	44%	46%	53%	66%	63%	63%	46%	64%	67%
						abg	abg	abg		abg	abg
NET: Dissatisfied		549	324	187	27	7	3	1	538	10	1
		29%	33%	28%	22%	15%	11%	13%	30%	14%	8%
			cdefhi	defhi	i				defhi		
Answered		1863	985	672	126	47	29	5	1783	68	12
Mean Score		.2	.1	.2	.5	.6	.7	.7	.2	.6	.8
					ag	abg	abg	abg		abg	abcg
Standard error		.03	.05	.05	.08	.08	.07	.09	.03	.06	.06
Standard deviation		1.17	1.20	1.13	1.15	1.13	1.07	1.23	1.17	1.12	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2006	901	497	325	81	202	755	337	116	79	207
Effective base		775	534	236	138	34	84	434	157	35	26	35
Weighted Base		1863	1464	319	68	8	5	1194	269	63	24	52
Very Dissatisfied	(-2)	171	135	30	5	*	*	85	27	4	1	3
		9%	9%	9%	8%	2%	5%	7%	10%	6%	5%	7%
Fairly Dissatisfied	(-1)	378	331	42	5	*	*	283	48	10	2	5
		20%	23%	13%	7%	2%	8%	24%	18%	16%	8%	10%
			bcde	c				e				
Neither Satisfied Nor Dissatisfied	(0)	451	346	87	15	2	1	290	70	5	7	14
		24%	24%	27%	21%	27%	24%	24%	26%	9%	28%	28%
								c	c		c	c
Fairly Satisfied	(1)	627	482	110	30	3	2	395	93	33	11	21
		34%	33%	34%	44%	39%	37%	33%	35%	53%	47%	42%
					a					ab		
Very Satisfied	(2)	237	169	51	14	2	1	142	32	11	3	7
		13%	12%	16%	20%	30%	26%	12%	12%	17%	12%	15%
					a	ab	ab					
NET: Satisfied		864	651	160	44	5	3	537	125	44	14	29
		46%	44%	50%	64%	69%	63%	45%	46%	70%	59%	56%
					ab	ab	ab			ab		
NET: Dissatisfied		549	466	72	10	*	1	368	75	14	3	8
		29%	32%	23%	14%	4%	13%	31%	28%	21%	13%	16%
			bcde	d								
Answered		1863	1464	319	68	8	5	1194	269	63	24	52
Mean Score		.2	.1	.3	.6	.9	.7	.2	.2	.6	.5	.5
				a	ab	ab	ab			a		
Standard error		.03	.04	.05	.06	.11	.09	.04	.06	.10	.11	.07
Standard deviation		1.17	1.17	1.17	1.12	.98	1.23	1.14	1.16	1.12	1.00	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2006	134	107	193	53	139	161	129	112	114
Effective base		775	72	61	110	24	72	102	84	58	59
Weighted Base		1863	165	142	282	61	181	289	244	151	141
Very Dissatisfied	(-2)	171	24	6	11	5	29	27	18	12	15
		9%	15%	5%	4%	8%	16%	9%	7%	8%	11%
			c				bc				
Fairly Dissatisfied	(-1)	378	27	37	63	11	24	59	60	39	23
		20%	17%	26%	22%	18%	13%	21%	25%	26%	17%
Neither Satisfied Nor Dissatisfied	(0)	451	40	45	76	17	33	41	71	46	37
		24%	24%	32%	27%	28%	18%	14%	29%	30%	26%
				f	f				f	f	
Fairly Satisfied	(1)	627	56	41	89	20	64	126	70	43	52
		34%	34%	29%	32%	33%	35%	44%	29%	28%	37%
								g			
Very Satisfied	(2)	237	18	13	43	8	31	36	25	11	14
		13%	11%	9%	15%	12%	17%	12%	10%	7%	10%
NET: Satisfied		864	73	54	133	28	95	161	95	54	66
		46%	44%	38%	47%	45%	53%	56%	39%	36%	47%
								bgh			
NET: Dissatisfied		549	52	43	73	16	53	86	78	51	39
		29%	31%	30%	26%	26%	29%	30%	32%	34%	27%
Answered		1863	165	142	282	61	181	289	244	151	141
Mean Score		.2	.1	.1	.3	.2	.2	.3	.1	*	.2
Standard error		.03	.11	.10	.08	.16	.11	.09	.10	.10	.11
Standard deviation		1.17	1.23	1.04	1.10	1.15	1.32	1.20	1.11	1.08	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2006	306	353	483	1142	864	312	279	273
Effective base		775	155	190	295	638	247	107	76	97
Weighted Base		1863	383	459	815	1657	206	100	71	35
Very Dissatisfied	(-2)	171	49	43	56	148	23	13	7	3
		9%	13%	9%	7%	9%	11%	13%	9%	10%
			c							
Fairly Dissatisfied	(-1)	378	59	103	182	344	34	16	10	8
		20%	15%	22%	22%	21%	17%	16%	14%	24%
Neither Satisfied Nor Dissatisfied	(0)	451	87	131	188	407	44	17	18	9
		24%	23%	29%	23%	25%	22%	17%	25%	27%
				f						
Fairly Satisfied	(1)	627	136	140	285	560	66	34	26	7
		34%	35%	30%	35%	34%	32%	34%	36%	19%
			h	h	h	h	h	h	h	
Very Satisfied	(2)	237	53	42	104	199	38	20	11	7
		13%	14%	9%	13%	12%	18%	20%	15%	21%
							bd	bd		bd
NET: Satisfied		864	189	181	389	759	105	54	37	14
		46%	49%	40%	48%	46%	51%	54%	52%	40%
							b	bh		
NET: Dissatisfied		549	108	146	238	492	57	29	16	12
		29%	28%	32%	29%	30%	28%	29%	23%	33%
Answered		1863	383	459	815	1657	206	100	71	35
Mean Score		.2	.2	.1	.2	.2	.3	.3	.3	.2
Standard error		.03	.07	.06	.05	.03	.04	.07	.07	.08
Standard deviation		1.17	1.23	1.12	1.14	1.16	1.26	1.31	1.18	1.29

Columns Tested:: a,b,c,d,e,f,g,h

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2006	83	175	194	221	356	84	72	92	904
Effective base		775	33	47	55	97	139	34	23	31	368
Weighted Base		1863	71	108	133	245	296	84	46	60	928
Very Dissatisfied	(-2)	171	3	10	10	22	27	6	9	5	88
		9%	5%	9%	7%	9%	9%	8%	21%	8%	9%
Fairly Dissatisfied	(-1)	378	7	5	10	30	75	17	6	18	215
		20%	10%	5%	7%	12%	25%	20%	13%	30%	23%
							bcd	b		bcd	bcd
Neither Satisfied Nor Dissatisfied	(0)	451	25	24	37	73	62	22	11	7	215
		24%	34%	22%	28%	30%	21%	26%	24%	12%	23%
			h			h					
Fairly Satisfied	(1)	627	22	56	64	81	88	32	12	15	313
		34%	31%	52%	48%	33%	30%	37%	27%	25%	34%
				deghi	ehi						
Very Satisfied	(2)	237	14	13	13	39	44	7	7	15	96
		13%	19%	12%	10%	16%	15%	8%	16%	25%	10%
										i	
NET: Satisfied		864	36	69	77	120	132	38	20	30	410
		46%	50%	64%	58%	49%	45%	46%	43%	50%	44%
				ei							
NET: Dissatisfied		549	11	15	19	52	102	23	15	23	303
		29%	15%	14%	15%	21%	34%	28%	34%	38%	33%
							abcd		b	abc	abcd
Answered		1863	71	108	133	245	296	84	46	60	928
Mean Score		.2	.5	.5	.5	.3	.2	.2	*	.3	.1
				i	i						
Standard error		.03	.12	.08	.07	.08	.06	.12	.16	.14	.04
Standard deviation		1.17	1.07	1.07	1.02	1.16	1.22	1.09	1.38	1.35	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2006	498	440	1068	1756	250	1660	346	1952	54
Effective base		775	185	172	419	658	120	696	88	753	22
Weighted Base		1863	450	380	1034	1540	323	1716	147	1806	57
Very Dissatisfied	(-2)	171	35	33	102	132	39	160	11	164	7
		9%	8%	9%	10%	9%	12%	9%	7%	9%	12%
Fairly Dissatisfied	(-1)	378	47	92	239	313	65	359	19	371	7
		20%	10%	24%	23%	20%	20%	21%	13%	21%	13%
				a	a						
Neither Satisfied Nor Dissatisfied	(0)	451	135	84	232	376	75	401	50	436	15
		24%	30%	22%	22%	24%	23%	23%	34%	24%	27%
									a		
Fairly Satisfied	(1)	627	167	119	341	513	114	580	47	607	20
		34%	37%	31%	33%	33%	35%	34%	32%	34%	35%
Very Satisfied	(2)	237	66	51	119	207	30	216	20	230	7
		13%	15%	14%	12%	13%	9%	13%	14%	13%	12%
NET: Satisfied		864	233	171	460	720	144	796	67	836	27
		46%	52%	45%	44%	47%	45%	46%	46%	46%	48%
NET: Dissatisfied		549	82	125	341	445	104	519	30	534	15
		29%	18%	33%	33%	29%	32%	30%	20%	30%	25%
				a	a						
Answered		1863	450	380	1034	1540	323	1716	147	1806	57
Mean Score		.2	.4	.2	.1	.2	.1	.2	.3	.2	.2
			c								
Standard error		.03	.05	.06	.04	.03	.07	.03	.06	.03	.16
Standard deviation		1.17	1.10	1.19	1.18	1.17	1.18	1.18	1.10	1.17	1.20

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2006	1126	458	413	1541	306	72	87	1847	159
Effective base		775	462	141	169	649	89	20	18	737	39
Weighted Base		1863	1145	302	404	1588	188	43	44	1776	88
Very Dissatisfied	(-2)	171	99	25	40	148	20	1	2	168	3
		9%	9%	8%	10%	9%	10%	2%	5%	9%	3%
Fairly Dissatisfied	(-1)	378	237	43	97	326	39	8	5	365	13
		20%	21%	14%	24%	21%	21%	19%	11%	21%	15%
					b						
Neither Satisfied Nor Dissatisfied	(0)	451	308	70	73	396	44	4	7	440	11
		24%	27%	23%	18%	25%	23%	10%	15%	25%	13%
			c								
Fairly Satisfied	(1)	627	358	124	141	513	70	20	24	583	44
		34%	31%	41%	35%	32%	37%	46%	54%	33%	50%
				a							ae
Very Satisfied	(2)	237	143	40	54	204	16	10	7	220	17
		13%	13%	13%	13%	13%	8%	24%	15%	12%	19%
NET: Satisfied		864	501	163	194	717	86	30	31	803	60
		46%	44%	54%	48%	45%	46%	69%	69%	45%	69%
				a				ae	ae		abe
NET: Dissatisfied		549	336	68	137	474	59	9	7	533	16
		29%	29%	23%	34%	30%	31%	20%	16%	30%	18%
					b						
Answered		1863	1145	302	404	1588	188	43	44	1776	88
Mean Score		.2	.2	.4	.2	.2	.1	.7	.6	.2	.7
								abe			abe
Standard error		.03	.03	.05	.06	.03	.07	.13	.11	.03	.08
Standard deviation		1.17	1.15	1.13	1.22	1.18	1.15	1.09	1.03	1.17	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2006	784	757	465	1783	1498	1852	1403	848	753
Effective base		775	372	280	127	677	567	716	543	332	254
Weighted Base		1863	957	630	276	1643	1359	1732	1283	822	593
Very Dissatisfied	(-2)	171	77	71	23	151	110	158	113	66	41
		9%	8%	11%	8%	9%	8%	9%	9%	8%	7%
Fairly Dissatisfied	(-1)	378	209	117	52	334	272	352	245	147	90
		20%	22%	19%	19%	20%	20%	20%	19%	18%	15%
Neither Satisfied Nor Dissatisfied	(0)	451	255	142	55	407	325	425	270	175	128
		24%	27%	22%	20%	25%	24%	25%	21%	21%	22%
Fairly Satisfied	(1)	627	309	204	114	550	478	582	482	310	230
		34%	32%	32%	41%	33%	35%	34%	38%	38%	39%
Very Satisfied	(2)	237	108	96	33	201	173	215	173	123	103
		13%	11%	15%	12%	12%	13%	12%	13%	15%	17%
											ac
NET: Satisfied		864	417	300	147	751	651	797	655	434	334
		46%	44%	48%	53%	46%	48%	46%	51%	53%	56%
										ac	abc
NET: Dissatisfied		549	286	189	74	485	382	510	359	214	130
		29%	30%	30%	27%	30%	28%	29%	28%	26%	22%
						f		f			
Answered		1863	957	630	276	1643	1359	1732	1283	822	593
Mean Score		.2	.2	.2	.3	.2	.2	.2	.3	.3	.4
											abc
Standard error		.03	.04	.04	.05	.03	.03	.03	.03	.04	.04
Standard deviation		1.17	1.13	1.24	1.15	1.17	1.15	1.17	1.18	1.17	1.15

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2006	333	970	132	152	104	96	65	265
Effective base		775	157	421	44	41	20	20	18	58
Weighted Base		1863	395	1046	84	90	39	40	38	118
Very Dissatisfied	(-2)	171	40	95	7	6	2	3	5	10
		9%	10%	9%	8%	7%	4%	6%	14%	8%
Fairly Dissatisfied	(-1)	378	87	216	16	11	1	12	8	21
		20%	22%	21%	19%	12%	4%	29%	20%	18%
			e					e		
Neither Satisfied Nor Dissatisfied	(0)	451	104	250	30	15	11	5	9	25
		24%	26%	24%	36%	17%	28%	12%	23%	21%
					f					
Fairly Satisfied	(1)	627	123	362	22	34	13	14	14	41
		34%	31%	35%	27%	38%	33%	35%	36%	35%
Very Satisfied	(2)	237	39	123	8	23	12	7	3	22
		13%	10%	12%	10%	26%	31%	17%	7%	18%
						ab	abc			
NET: Satisfied		864	163	485	30	57	25	21	17	63
		46%	41%	46%	36%	64%	64%	52%	43%	53%
						abc	c			
NET: Dissatisfied		549	128	311	23	17	3	14	13	30
		29%	32%	30%	28%	19%	8%	36%	34%	26%
			e	e				e	e	
Answered		1863	395	1046	84	90	39	40	38	118
Mean Score		.2	.1	.2	.1	.6	.8	.3	*	.4
						abc	abcg			
Standard error		.03	.06	.04	.09	.10	.10	.13	.15	.07
Standard deviation		1.17	1.16	1.16	1.09	1.19	1.06	1.24	1.20	1.21

Columns Tested:: a,b,c,d,e,f,g,h

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2006	1182	192	133	114	62	75	25	959	220	125	81	42	45	26
Effective base		775	525	61	35	26	12	17	5	424	63	37	22	12	17	9
Weighted Base		1863	1320	131	76	53	22	28	13	1039	157	66	26	36	14	20
Very Dissatisfied	(-2)	171	109	23	4	7	1	4	4	100	5	2	*	1	1	*
		9%	8%	17%	6%	12%	6%	13%	31%	10%	3%	3%	*%	2%	10%	1%
				a												
Fairly Dissatisfied	(-1)	378	291	14	6	10	6	5	1	222	17	11	1	11	4	5
		20%	22%	11%	8%	19%	26%	19%	7%	21%	11%	17%	5%	30%	25%	26%
			b													
Neither Satisfied Nor Dissatisfied	(0)	451	336	30	14	14	7	4	3	252	35	16	9	4	2	6
		24%	25%	23%	18%	26%	29%	14%	21%	24%	22%	24%	36%	12%	16%	30%
Fairly Satisfied	(1)	627	431	51	30	18	7	10	4	365	59	22	9	11	5	7
		34%	33%	39%	39%	34%	30%	37%	31%	35%	38%	34%	33%	30%	38%	32%
Very Satisfied	(2)	237	153	13	22	5	2	5	1	99	40	14	7	9	2	2
		13%	12%	10%	29%	9%	9%	18%	10%	10%	26%	21%	25%	26%	11%	12%
					ab						a	a	a			
NET: Satisfied		864	584	64	51	23	9	15	5	464	99	37	15	20	7	9
		46%	44%	49%	68%	43%	39%	54%	41%	45%	63%	55%	58%	56%	49%	44%
					a						a					
NET: Dissatisfied		549	400	36	11	17	7	9	5	323	22	14	2	11	5	5
		29%	30%	28%	14%	31%	32%	32%	38%	31%	14%	21%	6%	32%	35%	27%
			c							bd				d	bd	
Answered		1863	1320	131	76	53	22	28	13	1039	157	66	26	36	14	20
Mean Score		.2	.2	.1	.8	.1	.1	.3	-.2	.1	.7	.5	.8	.5	.1	.3
					abd						a	a	a			
Standard error		.03	.03	.09	.10	.11	.14	.15	.29	.04	.07	.10	.10	.19	.19	.20
Standard deviation		1.17	1.15	1.26	1.13	1.19	1.09	1.33	1.46	1.15	1.06	1.12	.92	1.25	1.25	1.03

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2006	865	185	124	85	51	53	40	144	749	357	431	216	94
Effective base		775	378	59	38	29	15	11	15	40	337	151	155	49	23
Weighted Base		1863	900	146	94	49	29	27	37	94	864	346	348	108	61
Very Dissatisfied	(-2)	171	79	19	5	2	3	1	3	7	83	29	33	12	*
		9%	9%	13%	5%	4%	11%	4%	9%	8%	10%	8%	9%	11%	*%
Fairly Dissatisfied	(-1)	378	197	26	7	9	1	4	*	6	199	55	62	14	21
		20%	22% ch	18%	7%	19%	4%	16%	1%	7%	23%	16%	18%	13%	34% bd
Neither Satisfied Nor Dissatisfied	(0)	451	196	24	29	12	2	2	4	9	223	92	76	24	8
		24%	22%	17%	31% h	25%	6%	9%	12%	9%	26%	26%	22%	22%	13%
Fairly Satisfied	(1)	627	337	44	26	18	19	18	21	58	270	124	121	45	21
		34%	37%	30%	27%	36%	65% abc	67% abc	55%	62% abcd	31%	36%	35%	41%	34%
Very Satisfied	(2)	237	92	33	27	8	4	1	8	14	89	46	55	14	11
		13%	10%	22% a	29% a	16%	14%	4%	23%	15%	10%	13%	16%	13%	18%
NET: Satisfied		864	429	76	53	25	23	19	29	72	358	170	176	58	32
		46%	48%	52%	56%	52%	79% a	71%	78% a	76% abd	41%	49%	51%	54%	52%
NET: Dissatisfied		549	276	46	12	11	4	5	4	14	282	84	95	26	21
		29%	31% ch	31% c	13%	23%	15%	20%	10%	14%	33%	24%	27%	24%	35%
Answered		1863	900	146	94	49	29	27	37	94	864	346	348	108	61
Mean Score		.2	.2	.3	.7 a	.4	.7	.5	.8 a	.7 a	.1	.3	.3	.3	.3
Standard error		.03	.04	.10	.10	.12	.16	.13	.17	.09	.04	.06	.06	.08	.12
Standard deviation		1.17	1.15	1.35	1.13	1.10	1.13	.95	1.09	1.06	1.15	1.14	1.21	1.18	1.15

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2006	819	330	374	182	71	658	292	316	149	72
Effective base		775	362	139	125	36	15	299	108	105	36	19
Weighted Base		1863	929	313	273	84	37	756	241	224	82	50
Very Dissatisfied	(-2)	171	87	30	27	7	*	78	12	12	8	*
		9%	9%	10%	10%	8%	*%	10%	5%	5%	9%	1%
Fairly Dissatisfied	(-1)	378	206	58	50	11	9	154	37	50	11	21
		20%	22%	18%	18%	13%	23%	20%	15%	22%	13%	41% abd
Neither Satisfied Nor Dissatisfied	(0)	451	243	87	51	16	8	197	50	47	22	7
		24%	26%	28%	19%	19%	22%	26%	21%	21%	27%	15%
Fairly Satisfied	(1)	627	294	94	103	39	17	250	102	77	35	12
		34%	32%	30%	38%	46%	46%	33%	42%	34%	43%	23%
Very Satisfied	(2)	237	99	44	43	11	3	77	41	38	7	11
		13%	11%	14%	16%	13%	9%	10%	17%	17%	8%	21%
NET: Satisfied		864	393	138	145	50	20	327	143	115	42	22
		46%	42%	44%	53% a	59%	55%	43%	59% a	51%	51%	44%
NET: Dissatisfied		549	293	88	77	18	9	232	48	62	18	21
		29%	32%	28%	28%	22%	23%	31% b	20%	28%	22%	41% b
Answered		1863	929	313	273	84	37	756	241	224	82	50
Mean Score		.2	.1	.2	.3	.4	.4	.1	.5 a	.4	.3	.2
Standard error		.03	.04	.07	.06	.08	.11	.05	.06	.07	.09	.14
Standard deviation		1.17	1.15	1.18	1.22	1.14	.97	1.16	1.09	1.16	1.09	1.22

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2006	627	248	294	141	76	782	131	477	1820	186	1749	34
Effective base		775	271	86	117	45	20	316	41	181	704	72	668	9
Weighted Base		1863	669	189	261	102	47	749	97	428	1707	157	1619	24
Very Dissatisfied	(-2)	171	70	17	16	8	2	76	5	30	158	13	149	2
		9%	11%	9%	6%	8%	4%	10%	5%	7%	9%	8%	9%	8%
Fairly Dissatisfied	(-1)	378	127	31	56	19	10	132	11	103	348	30	333	*
		20%	19%	16%	22%	19%	21%	18%	11%	24%	20%	19%	21%	2%
Neither Satisfied Nor Dissatisfied	(0)	451	155	39	46	18	10	139	22	108	430	21	399	8
		24%	23%	21%	18%	18%	20%	19%	22%	25%	25% b	13%	25%	32%
Fairly Satisfied	(1)	627	252	69	96	41	23	277	41	162	552	75	539	11
		34%	38%	37%	37%	40%	48%	37%	42%	38%	32%	48% a	33%	47%
Very Satisfied	(2)	237	64	33	47	15	3	125	18	25	219	17	198	3
		13%	10%	18% a	18% a	15%	7%	17% c	19% c	6%	13%	11%	12%	12%
NET: Satisfied		864	316	102	143	57	26	402	59	187	771	93	737	14
		46%	47%	54%	55%	55%	55%	54% c	61% c	44%	45%	59% a	46%	58%
NET: Dissatisfied		549	198	48	72	27	12	208	16	133	505	43	482	2
		29%	30%	25%	28%	27%	25%	28%	16%	31%	30%	28%	30%	10%
Answered		1863	669	189	261	102	47	749	97	428	1707	157	1619	24
Mean Score		.2	.2	.4	.4	.4	.3	.3	.6 c	.1	.2	.3	.2	.5
Standard error		.03	.05	.08	.07	.10	.12	.04	.09	.05	.03	.09	.03	.18
Standard deviation		1.17	1.16	1.21	1.18	1.18	1.02	1.23	1.07	1.06	1.17	1.16	1.17	1.02

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2006	1358	140	927	476	1748	35	1354	144	938	465
Effective base		775	530	37	366	177	668	9	527	40	369	174
Weighted Base		1863	1263	95	844	439	1622	22	1265	93	860	423
Very Dissatisfied	(-2)	171	105	5	79	34	149	2	100	10	78	35
		9%	8%	6%	9%	8%	9%	9%	8%	10%	9%	8%
Fairly Dissatisfied	(-1)	378	263	9	147	98	333	*	260	12	151	95
		20%	21%	10%	17%	22%	21%	2%	21%	13%	18%	22%
Neither Satisfied Nor Dissatisfied	(0)	451	313	12	168	102	399	8	313	12	172	98
		24%	25%	13%	20%	23%	25%	36%	25%	13%	20%	23%
Fairly Satisfied	(1)	627	424	54	318	163	541	9	430	48	320	162
		34%	34%	57% a	38%	37%	33%	43%	34%	51% a	37%	38%
Very Satisfied	(2)	237	159	15	132	41	199	2	162	11	140	33
		13%	13%	16%	16% b	9%	12%	10%	13%	12%	16% b	8%
NET: Satisfied		864	583	69	450	205	740	12	592	59	459	195
		46%	46%	72% a	53%	47%	46%	53%	47%	64% a	53%	46%
NET: Dissatisfied		549	368	14	226	133	483	2	360	22	228	130
		29%	29%	15%	27%	30%	30%	11%	28%	24%	27%	31%
Answered		1863	1263	95	844	439	1622	22	1265	93	860	423
Mean Score		.2	.2	.7 a	.3	.2	.2	.4	.2	.4	.3	.1
Standard error		.03	.03	.09	.04	.05	.03	.17	.03	.10	.04	.05
Standard deviation		1.17	1.15	1.03	1.20	1.12	1.17	1.03	1.15	1.18	1.20	1.11

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2006	926	1400	239	1	879	1063	185	1	988	818	241	1
Effective base		775	353	534	82	1	332	406	68	1	386	317	96	1
Weighted Base		1863	862	1285	221	4	800	941	177	1	921	714	229	*
Very Dissatisfied	(-2)	171	58	134	19	-	51	76	11	-	73	67	14	-
		9%	7%	10%	8%	-%	6%	8%	6%	-%	8%	9%	6%	-%
Fairly Dissatisfied	(-1)	378	149	267	45	4	143	184	43	-	181	138	47	-
		20%	17%	21%	21%	100%	18%	20%	24%	-%	20%	19%	21%	-%
Neither Satisfied Nor Dissatisfied	(0)	451	197	327	48	-	168	239	31	-	183	148	32	*
		24%	23%	25%	22%	-%	21%	25%	18%	-%	20%	21%	14%	100%
Fairly Satisfied	(1)	627	340	428	97	-	322	341	77	1	353	289	114	-
		34%	39%	33%	44%	-%	40%	36%	43%	100%	38%	41%	50% a	-%
Very Satisfied	(2)	237	118	128	12	-	116	100	15	-	131	72	21	-
		13%	14% c	10%	6%	-%	15%	11%	8%	-%	14%	10%	9%	-%
NET: Satisfied		864	458	557	109	-	438	441	91	1	484	361	135	-
		46%	53% b	43%	49%	-%	55% b	47%	52%	100%	53%	51%	59%	-%
NET: Dissatisfied		549	207	401	64	4	194	260	54	-	254	205	62	-
		29%	24%	31% a	29%	100%	24%	28%	31%	-%	28%	29%	27%	-%
Answered		1863	862	1285	221	4	800	941	177	1	921	714	229	*
Mean Score		.2	.4 b	.1	.2	-1.0	.4 b	.2	.2	1.0	.3	.2	.4	-
Standard error		.03	.04	.03	.07	-	.04	.03	.08	-	.04	.04	.07	-
Standard deviation		1.17	1.12	1.16	1.09	-	1.13	1.12	1.10	-	1.17	1.15	1.10	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2006	1686	1343	999	1382	1030	55	567	494	512	123	66
Effective base		775	644	514	402	519	417	15	258	217	217	58	31
Weighted Base		1863	1574	1240	943	1256	1034	37	615	535	521	135	78
Very Dissatisfied	(-2)	171	146	102	88	96	111	*	62	39	48	10	13
		9%	9%	8%	9%	8%	11%	*%	10%	7%	9%	7%	16%
Fairly Dissatisfied	(-1)	378	329	249	177	237	234	3	123	118	96	30	20
		20%	21%	20%	19%	19%	23%	7%	20%	22%	18%	22%	26%
Neither Satisfied Nor Dissatisfied	(0)	451	385	298	190	300	255	5	121	113	99	15	11
		24%	24%	24%	20%	24%	25%	12%	20%	21%	19%	11%	15%
Fairly Satisfied	(1)	627	526	442	350	459	317	25	238	188	194	65	26
		34%	33%	36%	37%	37%	31%	66% ab	39%	35%	37%	48%	34%
Very Satisfied	(2)	237	188	150	138	163	117	5	72	77	85	15	7
		13%	12%	12%	15%	13%	11%	14%	12%	14%	16%	11%	10%
NET: Satisfied		864	714	592	488	623	434	30	310	265	278	80	34
		46%	45%	48%	52% a	50% b	42%	80% ab	50%	49%	53%	59%	43%
NET: Dissatisfied		549	475	351	265	333	345	3	184	157	144	40	33
		29%	30%	28%	28%	26%	33% ac	8%	30%	29%	28%	29%	42%
Answered		1863	1574	1240	943	1256	1034	37	615	535	521	135	78
Mean Score		.2	.2	.2	.3	.3 b	.1	.9 b	.2	.3	.3	.3	-.1
Standard error		.03	.03	.03	.04	.03	.04	.10	.05	.05	.05	.10	.16
Standard deviation		1.17	1.17	1.15	1.20	1.14	1.19	.76	1.19	1.17	1.21	1.16	1.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2006	212	123	104	48	1738	1249	1811	1318	1182	854	1645	210	-	1598	125
Effective base		775	94	37	49	18	660	425	685	468	403	338	628	78	-	595	61
Weighted Base		1863	223	101	115	42	1548	965	1613	1077	903	811	1490	191	-	1385	149
Very Dissatisfied	(-2)	171	41	4	16	*	149	97	150	113	107	64	145	19	-	75	45
		9%	19% bd	4%	14%	*%	10%	10%	9%	10%	12%	8%	10%	10%	-%	5%	30% a
Fairly Dissatisfied	(-1)	378	46	11	34	9	311	186	330	216	193	141	318	55	-	243	41
		20%	21%	11%	30% b	20%	20%	19%	20%	20%	21%	17%	21%	29% a	-%	18%	28% a
Neither Satisfied Nor Dissatisfied	(0)	451	47	23	19	8	370	217	385	240	192	170	361	27	-	319	22
		24%	21%	22%	17%	19%	24%	22%	24%	22%	21%	21%	24% c	14%	-%	23%	15%
Fairly Satisfied	(1)	627	64	52	27	20	529	337	553	348	310	317	500	71	-	526	37
		34%	29%	51% ac	23%	49%	34%	35%	34%	32%	34%	39%	34%	37%	-%	38% b	25%
Very Satisfied	(2)	237	24	12	19	5	188	129	195	160	101	119	166	20	-	222	4
		13%	11%	12%	16%	12%	12%	13%	12%	15%	11%	15%	11%	10%	-%	16% b	3%
NET: Satisfied		864	89	64	45	25	717	466	749	508	411	436	666	91	-	748	41
		46%	40%	64% ac	40%	60%	46%	48%	46%	47%	46%	54% b	45%	48%	-%	54% b	28%
NET: Dissatisfied		549	88	14	50	9	461	283	479	329	300	205	463	74	-	318	86
		29%	39% b	14%	44% b	21%	30%	29%	30%	31%	33%	25%	31%	38% a	-%	23%	58% a
Answered		1863	223	101	115	42	1548	965	1613	1077	903	811	1490	191	-	1385	149
Mean Score		.2	-.1	.6 ac	*	.5	.2	.2	.2	.2	.1	.4 b	.1	.1	-	.4 b	-.6
Standard error		.03	.09	.09	.13	.14	.03	.03	.03	.03	.04	.04	.03	.08	-	.03	.11
Standard deviation		1.17	1.29	.96	1.33	.96	1.17	1.20	1.17	1.22	1.21	1.16	1.17	1.21	-	1.11	1.23

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2006	768	1238	577	28	275	419	250	1324	408	331	373	1259
Effective base		775	320	455	223	14	99	173	88	526	155	118	150	492
Weighted Base		1863	774	1090	531	41	231	418	224	1278	345	277	359	1186
Very Dissatisfied	(-2)	171	110	61	36	-	20	33	13	83	74	30	46	93
		9%	14% b	6%	7%	-%	9%	8%	6%	7%	21% ab	11%	13%	8%
Fairly Dissatisfied	(-1)	378	204	174	104	17	42	88	38	247	92	59	64	247
		20%	26% b	16%	20%	43%	18%	21%	17%	19%	27% b	21%	18%	21%
Neither Satisfied Nor Dissatisfied	(0)	451	168	283	123	7	42	101	32	336	79	45	80	316
		24%	22%	26%	23%	18%	18%	24%	14%	26% a	23%	16%	22%	27% a
Fairly Satisfied	(1)	627	217	410	211	11	105	154	99	445	78	105	132	374
		34%	28%	38% a	40%	26%	46%	37%	44% c	35% c	22%	38%	37%	32%
Very Satisfied	(2)	237	75	161	56	6	21	42	43	167	23	38	38	156
		13%	10%	15% a	11%	14%	9%	10%	19% c	13% c	7%	14%	11%	13%
NET: Satisfied		864	292	572	268	16	127	196	142	612	100	143	170	529
		46%	38%	52% a	50%	39%	55%	47%	63% bc	48% c	29%	52%	47%	45%
NET: Dissatisfied		549	314	235	140	17	62	121	50	330	166	89	110	340
		29%	41% b	22%	26%	43%	27%	29%	23%	26%	48% ab	32%	31%	29%
Answered		1863	774	1090	531	41	231	418	224	1278	345	277	359	1186
Mean Score		.2	-.1	.4 a	.3	.1	.3	.2	.5 bc	.3 c	-.3	.2	.1	.2
Standard error		.03	.04	.03	.05	.21	.07	.05	.07	.03	.06	.07	.06	.03
Standard deviation		1.17	1.22	1.09	1.10	1.12	1.13	1.12	1.15	1.12	1.23	1.24	1.21	1.15

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2006	1114	892
Effective base		775	368	408
Weighted Base		1863	857	1006
Very Dissatisfied	(-2)	171	98	73
		9%	11%	7%
			b	
Fairly Dissatisfied	(-1)	378	199	179
		20%	23%	18%
Neither Satisfied Nor Dissatisfied	(0)	451	197	254
		24%	23%	25%
Fairly Satisfied	(1)	627	263	364
		34%	31%	36%
Very Satisfied	(2)	237	101	136
		13%	12%	14%
NET: Satisfied		864	363	500
		46%	42%	50%
				a
NET: Dissatisfied		549	297	252
		29%	35%	25%
			b	
Answered		1863	857	1006
Mean Score		.2	.1	.3
				a
Standard error		.03	.04	.04
Standard deviation		1.17	1.21	1.13

Columns Tested:: a,b

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2006	118	210	135	161	120	223	53	246	157	151	208	224
Effective base		775	16	83	55	34	42	81	25	133	86	60	127	121
Weighted Base		1863	32	288	144	84	114	261	15	285	168	75	207	190
Very Dissatisfied	(-2)	171	1	25	9	3	18	20	2	28	17	12	21	14
		9%	2%	9%	6%	4%	16%	8%	11%	10%	10%	16% d	10%	8%
Fairly Dissatisfied	(-1)	378	7	54	33	29	21	42	1	62	35	17	47	30
		20%	22%	19%	23%	34% fgl	19%	16%	8%	22%	21%	22%	23%	16%
Neither Satisfied Nor Dissatisfied	(0)	451	4	69	32	17	26	43	3	86	44	24	54	48
		24%	12%	24%	22%	20%	23%	17%	22%	30% f	26%	32% f	26%	25%
Fairly Satisfied	(1)	627	14	110	46	30	31	119	6	73	54	16	58	69
		34%	43%	38% j	32%	36%	28%	46% hjk	41%	26%	32%	21%	28%	36% j
Very Satisfied	(2)	237	7	29	24	5	16	37	3	36	18	6	28	28
		13%	22%	10%	17%	6%	14%	14%	17%	12%	10%	8%	14%	15%
NET: Satisfied		864	21	139	70	36	48	156	9	109	71	22	86	97
		46%	65% hj	48% j	49% j	42%	42%	60% hijk	58% j	38%	43%	29%	42%	51% hj
NET: Dissatisfied		549	8	79	42	32	39	62	3	91	52	29	67	45
		29%	24%	27%	29%	38%	35%	24%	19%	32%	31%	39% l	33%	24%
Answered		1863	32	288	144	84	114	261	15	285	168	75	207	190
Mean Score		.2	.6 j	.2 j	.3 j	.1	.1	.4 hj	.4 j	.1	.1	-.2	.1	.3 j
Standard error		.03	.10	.08	.10	.08	.12	.08	.17	.07	.09	.10	.08	.08
Standard deviation		1.17	1.12	1.13	1.18	1.05	1.30	1.15	1.24	1.17	1.16	1.18	1.20	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 267 (continuation)

QRM3_13: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2006	463	504	456	583	967	1039
Effective base		775	149	156	230	306	305	526
Weighted Base		1863	464	459	468	472	923	940
Very Dissatisfied	(-2)	171	35	42	47	47	77	94
		9%	8%	9%	10%	10%	8%	10%
Fairly Dissatisfied	(-1)	378	94	92	99	94	185	193
		20%	20%	20%	21%	20%	20%	21%
Neither Satisfied Nor Dissatisfied	(0)	451	105	87	133	126	192	259
		24%	23%	19%	28%	27%	21%	28%
					b			a
Fairly Satisfied	(1)	627	170	181	134	143	351	276
		34%	37%	39%	29%	30%	38%	29%
				c			b	
Very Satisfied	(2)	237	60	58	56	62	119	118
		13%	13%	13%	12%	13%	13%	13%
NET: Satisfied		864	230	239	189	205	469	394
		46%	50%	52%	40%	43%	51%	42%
				c			b	
NET: Dissatisfied		549	129	133	146	141	262	287
		29%	28%	29%	31%	30%	28%	31%
Answered		1863	464	459	468	472	923	940
Mean Score		.2	.3	.3	.1	.2	.3	.1
Standard error		.03	.05	.05	.05	.05	.04	.04
Standard deviation		1.17	1.15	1.18	1.17	1.19	1.16	1.18

Columns Tested:: a,b,c,d - a,b

Table 268

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2018	476	1542	1411	324	82	201	607
Effective base		778	114	672	719	137	34	83	180
Weighted Base		1871	206	1665	1791	68	8	5	80
Very Dissatisfied	(-2)	17	1	16	16	1	*	-	1
		1%	*%	1%	1%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	78	2	76	77	*	*	*	1
		4%	1%	5%	4%	*%	1%	6%	1%
				a	be			be	
Neither Satisfied Nor Dissatisfied	(0)	299	20	279	290	8	1	*	9
		16%	10%	17%	16%	12%	13%	2%	11%
					d	d	d		d
Fairly Satisfied	(1)	818	67	752	782	31	4	2	36
		44%	32%	45%	44%	46%	47%	39%	45%
				a					
Very Satisfied	(2)	659	117	543	626	28	3	2	33
		35%	57%	33%	35%	41%	38%	52%	42%
			b					a	
NET: Satisfied		1478	183	1294	1408	59	7	4	70
		79%	89%	78%	79%	87%	85%	92%	87%
			b			a		a	a
NET: Dissatisfied		94	2	92	93	1	*	*	1
		5%	1%	6%	5%	1%	2%	6%	2%
				a	be			be	
Answered		1871	206	1665	1791	68	8	5	80
Mean Score		1.1	1.4	1.0	1.1	1.3	1.2	1.4	1.3
			b			a		a	a
Standard error		.02	.03	.02	.02	.04	.09	.06	.03
Standard deviation		.87	.73	.87	.87	.75	.81	.91	.76

Columns Tested:: a,b - a,b,c,d,e

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	633	581	197	200	206	201	1411	324	283
Effective base		778	360	293	84	87	81	83	719	137	75
Weighted Base		1871	986	677	128	47	28	5	1791	68	12
Very Dissatisfied	(-2)	17	13	3	-	*	1	-	16	1	*
		1%	1%	*%	-%	*%	2%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	41	30	5	*	*	*	77	*	*
		4%	4%	4%	4%	*%	1%	6%	4%	*%	3%
			h	h	h			dh	h		
Neither Satisfied Nor Dissatisfied	(0)	299	150	119	20	7	2	*	290	8	1
		16%	15%	18%	16%	15%	7%	2%	16%	12%	9%
			ef	ef	f	f			ef	f	
Fairly Satisfied	(1)	818	425	310	47	20	14	2	782	31	5
		44%	43%	46%	36%	43%	51%	39%	44%	46%	44%
Very Satisfied	(2)	659	356	214	56	20	11	2	626	28	5
		35%	36%	32%	44%	42%	40%	52%	35%	41%	43%
					b			abg		b	
NET: Satisfied		1478	781	524	103	40	26	4	1408	59	11
		79%	79%	77%	80%	85%	90%	92%	79%	87%	87%
							abg	abcg		abg	b
NET: Dissatisfied		94	54	33	5	*	1	*	93	1	*
		5%	6%	5%	4%	*%	3%	6%	5%	1%	3%
			dh					dh	dh		
Answered		1871	986	677	128	47	28	5	1791	68	12
Mean Score		1.1	1.1	1.0	1.2	1.3	1.3	1.4	1.1	1.3	1.3
						b	b	abg		abg	b
Standard error		.02	.04	.04	.06	.05	.06	.06	.02	.04	.05
Standard deviation		.87	.89	.84	.85	.74	.79	.91	.87	.75	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2018	911	500	324	82	201	755	339	116	79	207
Effective base		778	536	237	137	34	83	433	158	35	26	35
Weighted Base		1871	1470	321	68	8	5	1191	272	63	24	52
Very Dissatisfied	(-2)	17	16	1	1	*	-	9	3	-	-	*
		1%	1%	*%	1%	1%	-%	1%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	78	59	18	*	*	*	56	8	1	1	4
		4%	4%	6%	*%	1%	6%	5%	3%	2%	3%	7%
			c	c			c					
Neither Satisfied Nor Dissatisfied	(0)	299	244	46	8	1	*	188	49	9	5	3
		16%	17%	14%	12%	13%	2%	16%	18%	15%	21%	5%
			e	e	e	e			e		e	
Fairly Satisfied	(1)	818	647	135	31	4	2	556	101	26	13	27
		44%	44%	42%	46%	47%	39%	47%	37%	41%	53%	52%
								b				
Very Satisfied	(2)	659	504	122	28	3	2	382	111	27	6	18
		35%	34%	38%	41%	38%	52%	32%	41%	43%	23%	35%
							ab		a			
NET: Satisfied		1478	1151	257	59	7	4	938	213	53	18	45
		79%	78%	80%	87%	85%	92%	79%	78%	84%	76%	87%
					a		ab					
NET: Dissatisfied		94	75	19	1	*	*	65	11	1	1	4
		5%	5%	6%	1%	2%	6%	5%	4%	2%	3%	7%
			c	c			c					
Answered		1871	1470	321	68	8	5	1191	272	63	24	52
Mean Score		1.1	1.1	1.1	1.3	1.2	1.4	1.0	1.1	1.2	1.0	1.1
					a		ab					
Standard error		.02	.03	.04	.04	.09	.06	.03	.05	.07	.09	.06
Standard deviation		.87	.87	.87	.75	.81	.91	.86	.88	.77	.76	.84

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	134	107	194	53	138	161	129	111	115
Effective base		778	72	61	111	24	71	102	84	57	60
Weighted Base		1871	165	142	284	61	179	289	244	148	142
Very Dissatisfied	(-2)	17	*	-	-	-	4	-	-	11	-
		1%	*%	-%	-%	-%	2%	-%	-%	8% abcfgi	-%
Fairly Dissatisfied	(-1)	78	5	6	4	5	9	11	20	8	6
		4%	3%	4%	1%	8%	5%	4%	8% c	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	37	20	52	8	18	51	38	29	23
		16%	22% e	14%	18%	14%	10%	18%	16%	20%	16%
Fairly Satisfied	(1)	818	66	69	133	32	88	147	98	61	53
		44%	40%	48%	47%	53%	49%	51%	40%	41%	37%
Very Satisfied	(2)	659	57	48	96	16	61	80	87	38	60
		35%	34%	34%	34%	25%	34%	28%	36%	26%	42%
NET: Satisfied		1478	122	117	229	48	149	227	186	99	113
		79%	74%	82%	81%	78%	83% h	78%	76%	67%	79%
NET: Dissatisfied		94	5	6	4	5	12	11	20	20	6
		5%	3%	4%	1%	8%	7% c	4%	8% c	13% acf	4%
Answered		1871	165	142	284	61	179	289	244	148	142
Mean Score		1.1	1.1	1.1 h	1.1 h	1.0	1.1 h	1.0	1.0	.7	1.2 h
Standard error		.02	.07	.08	.05	.12	.08	.06	.08	.11	.08
Standard deviation		.87	.84	.79	.74	.85	.90	.78	.92	1.14	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2018	306	352	484	1142	876	316	284	276
Effective base		778	155	190	296	638	231	96	79	98
Weighted Base		1871	383	455	817	1655	216	108	72	35
Very Dissatisfied	(-2)	17	4	11	-	15	2	1	*	*
		1%	1%	2%	-%	1%	1%	1%	*%	1%
				c						
Fairly Dissatisfied	(-1)	78	20	19	34	73	4	*	1	2
		4%	5%	4%	4%	4%	2%	*%	2%	7%
			f	f	f	f				ef
Neither Satisfied Nor Dissatisfied	(0)	299	50	86	141	277	22	11	7	4
		16%	13%	19%	17%	17%	10%	10%	10%	12%
				e	e	e				
Fairly Satisfied	(1)	818	174	196	378	747	71	32	28	11
		44%	45%	43%	46%	45%	33%	30%	39%	30%
			efh	efh	efh	efh				
Very Satisfied	(2)	659	136	143	264	543	116	63	36	18
		35%	36%	31%	32%	33%	54%	58%	50%	50%
							abcd	abcd	abcd	abcd
NET: Satisfied		1478	310	339	642	1290	187	95	64	28
		79%	81%	74%	79%	78%	87%	88%	88%	80%
							bcd	bcd	bcd	
NET: Dissatisfied		94	23	31	34	88	6	2	2	3
		5%	6%	7%	4%	5%	3%	2%	2%	8%
				ef						ef
Answered		1871	383	455	817	1655	216	108	72	35
Mean Score		1.1	1.1	1.0	1.1	1.0	1.4	1.4	1.4	1.2
							abcd	abcd	abcd	
Standard error		.02	.05	.05	.04	.03	.03	.04	.05	.06
Standard deviation		.87	.88	.95	.81	.87	.82	.79	.76	1.00

Columns Tested:: a,b,c,d,e,f,g,h

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2018	85	177	194	222	363	85	74	93	902
Effective base		778	34	47	54	97	141	34	23	31	369
Weighted Base		1871	72	108	129	246	298	84	50	60	931
Very Dissatisfied	(-2)	17	-	-	-	2	2	-	*	*	13
		1%	-%	-%	-%	1%	1%	-%	*%	*%	1%
Fairly Dissatisfied	(-1)	78	2	4	4	12	20	2	5	*	33
		4%	3%	4%	3%	5%	7%	2%	10%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	10	15	22	45	44	22	1	8	147
		16%	14%	14%	17%	18% g	15%	26% g	2%	14%	16%
Fairly Satisfied	(1)	818	34	41	53	123	122	34	13	26	413
		44%	47%	38%	41%	50% g	41%	40%	26%	44%	44%
Very Satisfied	(2)	659	26	48	50	64	110	27	31	25	326
		35%	36%	45% d	38%	26%	37%	32%	61% defi	42%	35%
NET: Satisfied		1478	60	88	103	188	232	61	44	52	739
		79%	83%	82%	80%	76%	78%	72%	88%	86%	79%
NET: Dissatisfied		94	2	4	4	13	23	2	5	*	46
		5%	3%	4%	3%	5%	8%	2%	10%	*%	5%
Answered		1871	72	108	129	246	298	84	50	60	931
Mean Score		1.1	1.2	1.2	1.2	1.0	1.1	1.0	1.4 d	1.3	1.1
Standard error		.02	.08	.06	.06	.06	.05	.09	.11	.07	.03
Standard deviation		.87	.78	.83	.81	.83	.93	.82	.97	.72	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2018	501	448	1069	1769	249	1671	347	1965	53
Effective base		778	185	174	421	661	119	698	88	757	22
Weighted Base		1871	447	382	1042	1548	323	1722	149	1814	57
Very Dissatisfied	(-2)	17	2	2	13	12	4	17	*	17	-
		1%	*%	1%	1%	1%	1%	1%	*%	1%	-%
Fairly Dissatisfied	(-1)	78	18	22	38	66	11	66	11	72	6
		4%	4%	6%	4%	4%	4%	4%	8%	4%	10%
Neither Satisfied Nor Dissatisfied	(0)	299	77	65	156	240	59	274	25	295	4
		16%	17%	17%	15%	16%	18%	16%	17%	16%	8%
Fairly Satisfied	(1)	818	210	156	452	668	150	751	67	791	27
		44%	47%	41%	43%	43%	46%	44%	45%	44%	48%
Very Satisfied	(2)	659	140	137	382	561	98	614	45	639	20
		35%	31%	36%	37%	36%	30%	36%	30%	35%	35%
NET: Satisfied		1478	350	293	834	1229	248	1366	112	1431	47
		79%	78%	77%	80%	79%	77%	79%	75%	79%	82%
NET: Dissatisfied		94	19	24	51	79	16	83	12	89	6
		5%	4%	6%	5%	5%	5%	5%	8%	5%	10%
Answered		1871	447	382	1042	1548	323	1722	149	1814	57
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1
Standard error		.02	.04	.04	.03	.02	.06	.02	.05	.02	.12
Standard deviation		.87	.82	.90	.87	.87	.87	.87	.90	.87	.91

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2018	1135	460	414	1551	307	72	88	1858	160
Effective base		778	464	142	170	651	89	20	19	739	39
Weighted Base		1871	1153	299	406	1594	189	43	45	1783	88
Very Dissatisfied	(-2)	17	2	*	11	15	2	*	*	17	*
		1%	*%	*%	3% ab	1%	1%	*%	*%	1%	*%
Fairly Dissatisfied	(-1)	78	42	17	18	54	12	8	5	65	12
		4%	4%	6%	4%	3%	6%	18% ae	10%	4%	14% ae
Neither Satisfied Nor Dissatisfied	(0)	299	193	56	44	262	22	2	13	284	15
		16%	17%	19%	11%	16%	12%	5%	30% c	16%	17%
Fairly Satisfied	(1)	818	522	125	169	724	72	12	11	795	23
		44%	45%	42%	42%	45% f	38%	28%	24%	45% f	26%
Very Satisfied	(2)	659	395	100	164	540	82	21	16	622	38
		35%	34%	34%	40%	34%	43%	49%	36%	35%	43%
NET: Satisfied		1478	917	226	333	1264	153	33	27	1417	61
		79%	79%	75%	82%	79% d	81% d	78%	60%	79% d	69%
NET: Dissatisfied		94	44	17	29	69	14	8	5	82	12
		5%	4%	6%	7%	4%	7%	18% ae	10%	5%	14% ae
Answered		1871	1153	299	406	1594	189	43	45	1783	88
Mean Score		1.1	1.1	1.0	1.1	1.1	1.2	1.1	.9	1.1	1.0
Standard error		.02	.02	.04	.05	.02	.05	.13	.11	.02	.09
Standard deviation		.87	.81	.87	.96	.85	.93	1.13	1.05	.86	1.09

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2018	793	758	467	1785	1495	1854	1402	846	753
Effective base		778	373	281	128	678	566	716	542	331	254
Weighted Base		1871	962	632	277	1642	1354	1731	1280	818	590
Very Dissatisfied	(-2)	17	7	8	2	17	14	17	16	11	11
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Fairly Dissatisfied	(-1)	78	33	21	24	65	57	68	60	42	29
		4%	3%	3%	9%	4%	4%	4%	5%	5%	5%
					ab						
Neither Satisfied Nor Dissatisfied	(0)	299	154	108	37	272	210	283	190	135	95
		16%	16%	17%	13%	17%	15%	16%	15%	17%	16%
Fairly Satisfied	(1)	818	437	287	95	744	609	778	559	359	252
		44%	45%	45%	34%	45%	45%	45%	44%	44%	43%
			c	c							
Very Satisfied	(2)	659	330	210	120	544	464	585	455	271	203
		35%	34%	33%	43%	33%	34%	34%	36%	33%	34%
NET: Satisfied		1478	767	496	214	1288	1073	1363	1014	630	456
		79%	80%	78%	77%	78%	79%	79%	79%	77%	77%
NET: Dissatisfied		94	40	29	26	82	71	85	75	53	39
		5%	4%	5%	9%	5%	5%	5%	6%	6%	7%
					a						
Answered		1871	962	632	277	1642	1354	1731	1280	818	590
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.0
Standard error		.02	.03	.03	.05	.02	.02	.02	.02	.03	.03
Standard deviation		.87	.84	.86	.99	.86	.87	.86	.89	.91	.93

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2018	336	967	132	152	106	96	65	267
Effective base		778	157	420	44	41	21	20	18	59
Weighted Base		1871	396	1042	84	90	40	40	39	119
Very Dissatisfied	(-2)	17	3	7	5	1	1	1	*	2
		1%	1%	1%	5%	1%	3%	2%	*%	2%
					b					
Fairly Dissatisfied	(-1)	78	10	39	6	2	1	3	7	10
		4%	3%	4%	8%	2%	2%	7%	17%	9%
									abd	
Neither Satisfied Nor Dissatisfied	(0)	299	74	170	12	14	3	5	6	14
		16%	19%	16%	14%	15%	7%	13%	15%	12%
Fairly Satisfied	(1)	818	174	476	36	36	22	14	20	56
		44%	44%	46%	43%	40%	55%	35%	50%	47%
Very Satisfied	(2)	659	134	350	26	37	13	17	7	37
		35%	34%	34%	31%	42%	33%	43%	17%	31%
NET: Satisfied		1478	309	826	62	73	35	32	26	93
		79%	78%	79%	73%	82%	88%	79%	67%	78%
NET: Dissatisfied		94	13	46	11	3	2	3	7	12
		5%	3%	4%	13%	3%	5%	9%	17%	10%
					ab				abd	
Answered		1871	396	1042	84	90	40	40	39	119
Mean Score		1.1	1.1	1.1	.9	1.2	1.1	1.1	.7	1.0
			g	g		g				
Standard error		.02	.05	.03	.10	.07	.08	.10	.12	.06
Standard deviation		.87	.83	.84	1.11	.83	.87	1.00	.97	.97

Columns Tested:: a,b,c,d,e,f,g,h

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2018	1181	192	134	115	63	76	24	958	217	125	82	42	46	25
Effective base		778	524	62	35	27	13	17	5	423	62	37	22	12	18	9
Weighted Base		1871	1315	133	76	53	23	29	13	1038	152	66	26	36	15	20
Very Dissatisfied	(-2)	17	9	5	-	*	1	1	*	8	5	*	*	1	-	*
		1%	1%	4%	-%	1%	5%	2%	1%	1%	3%	*%	1%	2%	-%	*%
				a												
Fairly Dissatisfied	(-1)	78	43	14	*	4	1	*	4	35	11	5	1	3	*	3
		4%	3%	11%	*%	7%	5%	*%	29%	3%	7%	7%	4%	7%	*%	15%
				ac												
Neither Satisfied Nor Dissatisfied	(0)	299	222	22	8	12	2	4	1	174	19	6	1	3	2	5
		16%	17%	17%	10%	23%	9%	15%	9%	17%	12%	9%	3%	7%	14%	26%
Fairly Satisfied	(1)	818	607	45	45	17	11	11	7	482	54	28	13	15	8	9
		44%	46%	34%	59%	32%	49%	39%	54%	46%	35%	42%	49%	41%	58%	46%
					bd											
Very Satisfied	(2)	659	434	47	23	20	7	12	1	339	64	28	11	15	4	3
		35%	33%	35%	30%	37%	32%	43%	7%	33%	42%	42%	43%	42%	27%	13%
NET: Satisfied		1478	1041	92	69	37	19	24	8	821	118	56	24	30	12	12
		79%	79%	69%	90%	69%	81%	83%	61%	79%	77%	84%	92%	83%	86%	59%
					bd											
NET: Dissatisfied		94	52	19	*	4	2	1	4	43	16	5	1	3	*	3
		5%	4%	14%	*%	8%	10%	2%	30%	4%	10%	7%	5%	9%	*%	15%
				ac							a					
Answered		1871	1315	133	76	53	23	29	13	1038	152	66	26	36	15	20
Mean Score		1.1	1.1	.9	1.2	1.0	1.0	1.2	.4	1.1	1.1	1.2	1.3	1.1	1.1	.6
Standard error		.02	.02	.08	.05	.09	.13	.10	.21	.03	.07	.08	.09	.15	.10	.19
Standard deviation		.87	.83	1.13	.61	.98	1.05	.89	1.04	.83	1.06	.88	.79	.99	.66	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2018	863	185	123	85	51	55	40	146	750	357	430	217	95
Effective base		778	377	59	38	29	15	12	15	41	338	151	155	49	24
Weighted Base		1871	899	146	90	49	29	28	37	95	866	343	348	109	62
Very Dissatisfied	(-2)	17	10	5	1	*	-	-	1	1	8	5	2	1	*
		1%	1%	3%	1%	*%	-%	-%	2%	1%	1%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	78	24	19	1	4	2	7	3	12	32	10	13	9	5
		4%	3%	13%	1%	8%	8%	24%	8%	13%	4%	3%	4%	8%	8%
				ac				ac		a					
Neither Satisfied Nor Dissatisfied	(0)	299	140	17	14	11	3	2	4	8	159	49	51	13	12
		16%	16%	11%	15%	23%	10%	6%	10%	9%	18%	14%	15%	12%	19%
Fairly Satisfied	(1)	818	424	59	37	12	5	6	17	28	388	172	145	46	25
		44%	47%	40%	41%	25%	16%	21%	46%	29%	45%	50%	42%	42%	41%
			deh												
Very Satisfied	(2)	659	302	48	37	22	19	14	13	46	279	107	137	41	20
		35%	34%	33%	42%	44%	66%	50%	34%	49%	32%	31%	39%	37%	32%
							ab								
NET: Satisfied		1478	726	107	74	34	24	20	30	74	667	279	282	86	45
		79%	81%	73%	83%	69%	82%	71%	80%	78%	77%	81%	81%	79%	72%
NET: Dissatisfied		94	33	23	2	4	2	7	4	13	40	15	15	10	5
		5%	4%	16%	2%	8%	8%	24%	10%	13%	5%	4%	4%	9%	8%
				ac				ac		a					
Answered		1871	899	146	90	49	29	28	37	95	866	343	348	109	62
Mean Score		1.1	1.1	.9	1.2	1.0	1.4	1.0	1.0	1.1	1.0	1.1	1.2	1.1	1.0
Standard error		.02	.03	.08	.07	.11	.14	.17	.16	.09	.03	.04	.04	.07	.10
Standard deviation		.87	.83	1.10	.82	1.02	.97	1.25	.99	1.07	.86	.83	.85	.96	.95

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2018	819	331	373	183	72	656	292	315	149	72
Effective base		778	362	139	125	36	16	298	108	104	36	19
Weighted Base		1871	927	313	273	85	38	754	237	224	82	50
Very Dissatisfied	(-2)	17	8	5	2	1	*	7	5	1	1	*
		1%	1%	2%	1%	2%	*%	1%	2%	*%	1%	1%
Fairly Dissatisfied	(-1)	78	32	13	9	6	5	30	7	8	11	1
		4%	3%	4%	3%	7%	12%	4%	3%	4%	14%	2%
											abc	
Neither Satisfied Nor Dissatisfied	(0)	299	174	43	44	6	5	129	25	33	10	11
		16%	19%	14%	16%	7%	12%	17%	11%	15%	13%	22%
Fairly Satisfied	(1)	818	420	152	117	37	16	338	114	102	28	24
		44%	45%	48%	43%	44%	42%	45%	48%	46%	34%	48%
Very Satisfied	(2)	659	292	100	101	35	12	249	87	80	32	13
		35%	32%	32%	37%	41%	33%	33%	37%	36%	39%	27%
NET: Satisfied		1478	713	252	217	72	28	588	201	183	60	38
		79%	77%	80%	80%	84%	75%	78%	85%	82%	73%	75%
NET: Dissatisfied		94	40	18	12	7	5	38	11	9	12	2
		5%	4%	6%	4%	9%	13%	5%	5%	4%	14%	3%
											ac	
Answered		1871	927	313	273	85	38	754	237	224	82	50
Mean Score		1.1	1.0	1.1	1.1	1.1	.9	1.0	1.1	1.1	1.0	1.0
Standard error		.02	.03	.05	.04	.07	.12	.03	.05	.05	.09	.10
Standard deviation		.87	.85	.87	.86	.94	1.00	.87	.86	.81	1.07	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2018	625	247	294	142	77	783	130	476	1833	185	1750	35
Effective base		778	270	86	117	45	21	317	40	181	707	72	669	9
Weighted Base		1871	667	189	259	103	48	750	93	428	1714	157	1617	25
Very Dissatisfied	(-2)	17	9	5	*	1	*	14	*	2	16	*	16	*
		1%	1%	3%	*%	1%	*%	2%	*%	*%	1%	*%	1%	2%
Fairly Dissatisfied	(-1)	78	33	8	6	8	5	34	8	17	67	11	60	6
		4%	5%	4%	2%	8%	10%	5%	9%	4%	4%	7%	4%	22% a
Neither Satisfied Nor Dissatisfied	(0)	299	98	33	38	9	10	103	10	75	281	18	271	1
		16%	15%	18%	15%	9%	22%	14%	11%	17%	16%	11%	17%	5%
Fairly Satisfied	(1)	818	313	62	122	42	15	305	44	210	761	57	734	10
		44%	47% b	33%	47% b	41%	31%	41%	47%	49%	44%	36%	45%	38%
Very Satisfied	(2)	659	214	81	93	42	18	294	30	124	588	71	536	8
		35%	32%	43%	36%	41%	37%	39% c	33%	29%	34%	45%	33%	33%
NET: Satisfied		1478	527	142	215	84	33	599	74	334	1350	128	1270	18
		79%	79%	75%	83%	82%	69%	80%	80%	78%	79%	82%	79%	71%
NET: Dissatisfied		94	42	13	6	10	5	48	8	19	83	11	76	6
		5%	6%	7%	2%	9%	10%	6%	9%	4%	5%	7%	5%	24% a
Answered		1871	667	189	259	103	48	750	93	428	1714	157	1617	25
Mean Score		1.1	1.0	1.1	1.2	1.1	1.0	1.1	1.0	1.0	1.1	1.2	1.1	.8
Standard error		.02	.04	.06	.04	.08	.11	.03	.08	.04	.02	.07	.02	.20
Standard deviation		.87	.89	1.01	.76	.97	1.01	.93	.90	.81	.86	.91	.86	1.20

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2018	1355	140	927	475	1750	35	1351	144	937	465
Effective base		778	529	37	365	178	669	9	526	40	368	174
Weighted Base		1871	1258	95	840	440	1621	22	1260	93	856	424
Very Dissatisfied	(-2)	17	13	1	16	*	17	-	13	1	13	2
		1%	1%	1%	2%	*%	1%	-%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	78	52	5	34	25	64	1	52	5	32	27
		4%	4%	5%	4%	6%	4%	5%	4%	5%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	299	192	17	115	75	268	4	188	22	121	69
		16%	15%	18%	14%	17%	17%	19%	15%	24%	14%	16%
Fairly Satisfied	(1)	818	562	48	380	179	738	6	576	33	402	157
		44%	45%	50%	45%	41%	46%	26%	46%	36%	47%	37%
											b	
Very Satisfied	(2)	659	439	25	294	161	533	11	432	32	287	168
		35%	35%	26%	35%	37%	33%	50%	34%	34%	34%	40%
NET: Satisfied		1478	1001	72	675	339	1272	17	1008	65	689	325
		79%	80%	76%	80%	77%	78%	76%	80%	70%	81%	77%
NET: Dissatisfied		94	66	6	50	25	81	1	65	6	46	30
		5%	5%	6%	6%	6%	5%	5%	5%	7%	5%	7%
Answered		1871	1258	95	840	440	1621	22	1260	93	856	424
Mean Score		1.1	1.1	.9	1.1	1.1	1.1	1.2	1.1	1.0	1.1	1.1
Standard error		.02	.02	.07	.03	.04	.02	.16	.02	.08	.03	.04
Standard deviation		.87	.87	.85	.90	.87	.86	.94	.86	.96	.87	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2018	926	1402	239	1	878	1061	185	1	988	817	241	1
Effective base		778	353	536	82	1	331	405	68	1	386	316	96	1
Weighted Base		1871	859	1288	221	4	796	940	177	1	918	713	229	*
Very Dissatisfied	(-2)	17	12	7	1	-	12	3	1	-	14	3	*	-
		1%	1%	1%	*%	-%	1%	*%	*%	-%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	78	43	50	8	-	33	36	8	-	44	26	7	-
		4%	5%	4%	4%	-%	4%	4%	4%	-%	5%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	299	134	208	23	-	114	145	21	-	134	110	24	-
		16%	16%	16%	10%	-%	14%	15%	12%	-%	15%	15%	10%	-%
Fairly Satisfied	(1)	818	371	596	91	4	346	421	61	-	363	326	101	*
		44%	43%	46%	41%	100%	43%	45%	35%	-%	40%	46%	44%	100%
Very Satisfied	(2)	659	300	428	98	-	292	334	86	1	363	248	96	-
		35%	35%	33%	44%	-%	37%	36%	49%	100%	40%	35%	42%	-%
					b				b					
NET: Satisfied		1478	670	1024	190	4	638	755	147	1	726	574	197	*
		79%	78%	79%	86%	100%	80%	80%	83%	100%	79%	80%	86%	100%
NET: Dissatisfied		94	54	56	9	-	45	39	8	-	58	29	8	-
		5%	6%	4%	4%	-%	6%	4%	5%	-%	6%	4%	3%	-%
Answered		1871	859	1288	221	4	796	940	177	1	918	713	229	*
Mean Score		1.1	1.1	1.1	1.3	1.0	1.1	1.1	1.3	2.0	1.1	1.1	1.2	1.0
Standard error		.02	.03	.02	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.87	.91	.83	.81	-	.90	.83	.86	-	.93	.82	.78	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2018	1688	1340	999	1385	1030	55	566	494	512	123	66
Effective base		778	645	513	402	521	417	15	257	217	217	58	31
Weighted Base		1871	1576	1235	943	1256	1034	37	614	535	521	135	78
Very Dissatisfied	(-2)	17	17	5	11	15	5	*	6	10	5	*	*
		1%	1%	*%	1%	1%	*%	*%	1%	2%	1%	*%	*%
Fairly Dissatisfied	(-1)	78	55	51	36	48	44	3	22	19	20	5	4
		4%	4%	4%	4%	4%	4%	7%	4%	4%	4%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	299	262	188	119	210	168	3	89	70	67	12	11
		16%	17%	15%	13%	17%	16%	9%	15%	13%	13%	9%	14%
Fairly Satisfied	(1)	818	712	554	424	546	465	10	270	230	208	60	32
		44%	45%	45%	45%	44%	45%	27%	44%	43%	40%	44%	41%
Very Satisfied	(2)	659	531	437	353	437	352	21	228	206	221	58	31
		35%	34%	35%	37%	35%	34%	57%	37%	39%	42%	43%	39%
NET: Satisfied		1478	1242	991	778	983	817	31	497	436	429	118	62
		79%	79%	80%	82%	78%	79%	84%	81%	81%	82%	88%	80%
NET: Dissatisfied		94	72	56	47	63	49	3	28	30	25	5	5
		5%	5%	5%	5%	5%	5%	7%	4%	6%	5%	4%	6%
Answered		1871	1576	1235	943	1256	1034	37	614	535	521	135	78
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.1	1.2	1.3	1.1
Standard error		.02	.02	.02	.03	.02	.03	.13	.04	.04	.04	.07	.11
Standard deviation		.87	.86	.83	.86	.88	.84	.93	.85	.90	.87	.79	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2018	212	123	104	48	1752	1261	1824	1333	1194	854	1660	210	-	1612	123
Effective base		778	94	37	49	18	664	427	688	472	406	337	631	78	-	599	60
Weighted Base		1871	220	101	115	42	1559	972	1621	1089	912	807	1502	191	-	1393	149
Very Dissatisfied	(-2)	17	8	1	1	*	8	4	8	6	8	5	7	1	-	1	16
		1%	4%	1%	1%	*%	1%	*%	*%	1%	1%	1%	*%	*%	-%	*%	11% a
Fairly Dissatisfied	(-1)	78	10	14	7	*	66	43	73	41	34	39	64	10	-	31	30
		4%	4%	14%	6%	*%	4%	4%	4%	4%	4%	5%	4%	5%	-%	2%	20% a
Neither Satisfied Nor Dissatisfied	(0)	299	42	25	15	7	254	145	268	160	121	116	248	19	-	131	40
		16%	19%	25%	13%	18%	16%	15%	17%	15%	13%	14%	17%	10%	-%	9%	27% a
Fairly Satisfied	(1)	818	98	27	57	10	688	411	709	465	369	361	648	81	-	612	56
		44%	44%	26%	49% b	24%	44%	42%	44%	43%	40%	45%	43%	42%	-%	44%	38%
Very Satisfied	(2)	659	62	34	35	24	543	369	563	417	379	285	534	80	-	619	7
		35%	28%	33%	30%	58% ac	35%	38%	35%	38%	42% ac	35%	36%	42%	-%	44% b	4%
NET: Satisfied		1478	160	60	91	34	1231	780	1272	881	748	646	1182	161	-	1231	63
		79%	73%	60%	80% b	82%	79%	80%	78%	81%	82%	80%	79%	84%	-%	88% b	42%
NET: Dissatisfied		94	18	16	8	*	74	47	81	47	43	45	71	11	-	32	45
		5%	8%	15%	7%	1%	5%	5%	5%	4%	5%	6%	5%	6%	-%	2%	30% a
Answered		1871	220	101	115	42	1559	972	1621	1089	912	807	1502	191	-	1393	149
Mean Score		1.1	.9	.8	1.0	1.4 ab	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.2	-	1.3 b	.1
Standard error		.02	.07	.10	.09	.12	.02	.02	.02	.02	.03	.03	.02	.06	-	.02	.10
Standard deviation		.87	.99	1.10	.87	.81	.85	.85	.86	.84	.87	.86	.85	.86	-	.74	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2018	766	1252	577	28	276	417	250	1332	413	333	372	1270
Effective base		778	319	459	223	14	100	173	88	528	157	118	149	494
Weighted Base		1871	770	1102	531	41	232	418	221	1286	349	278	359	1191
Very Dissatisfied	(-2)	17	17	*	4	-	1	3	9	6	1	6	2	9
		1%	2%	*%	1%	-%	*%	1%	4%	1%	*%	2%	*%	1%
			b						bc					
Fairly Dissatisfied	(-1)	78	70	7	26	*	17	17	16	46	16	7	28	39
		4%	9%	1%	5%	*%	7%	4%	7%	4%	5%	2%	8%	3%
			b										c	
Neither Satisfied Nor Dissatisfied	(0)	299	158	141	91	4	48	71	21	204	70	39	74	178
		16%	21%	13%	17%	10%	21%	17%	10%	16%	20%	14%	21%	15%
			b								a			
Fairly Satisfied	(1)	818	349	469	191	33	93	153	74	581	163	105	159	539
		44%	45%	43%	36%	81%	40%	37%	34%	45%	47%	38%	44%	45%
										a	a			
Very Satisfied	(2)	659	175	484	219	3	75	174	100	449	99	122	95	427
		35%	23%	44%	41%	8%	32%	42%	45%	35%	28%	44%	27%	36%
				a					c			b		b
NET: Satisfied		1478	525	953	410	36	167	327	174	1030	262	226	255	965
		79%	68%	86%	77%	89%	72%	78%	79%	80%	75%	81%	71%	81%
				a								b		b
NET: Dissatisfied		94	87	8	30	*	17	20	25	52	17	13	30	48
		5%	11%	1%	6%	*%	7%	5%	12%	4%	5%	5%	8%	4%
			b						b				c	
Answered		1871	770	1102	531	41	232	418	221	1286	349	278	359	1191
Mean Score		1.1	.8	1.3	1.1	1.0	1.0	1.1	1.1	1.1	1.0	1.2	.9	1.1
				a								b		b
Standard error		.02	.04	.02	.04	.08	.06	.04	.07	.02	.04	.05	.05	.02
Standard deviation		.87	.97	.71	.91	.45	.92	.89	1.11	.83	.83	.91	.91	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2018	1128	890
Effective base		778	372	407
Weighted Base		1871	867	1004
Very Dissatisfied	(-2)	17	9	8
		1%	1%	1%
Fairly Dissatisfied	(-1)	78	36	41
		4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	299	158	141
		16%	18%	14%
Fairly Satisfied	(1)	818	371	447
		44%	43%	45%
Very Satisfied	(2)	659	293	367
		35%	34%	37%
NET: Satisfied		1478	664	814
		79%	77%	81%
NET: Dissatisfied		94	45	50
		5%	5%	5%
Answered		1871	867	1004
Mean Score		1.1	1.0	1.1
Standard error		.02	.03	.03
Standard deviation		.87	.88	.86

Columns Tested:: a,b

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2018	118	210	135	165	121	226	55	249	156	150	208	225
Effective base		778	16	82	55	34	43	83	27	134	86	60	127	121
Weighted Base		1871	32	287	143	85	118	264	16	286	168	75	207	190
Very Dissatisfied	(-2)	17	-	2	-	*	6	5	*	2	-	1	1	1
		1%	-%	1%	-%	*%	5%	2%	*%	1%	-%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	*	12	1	5	12	15	-	18	1	3	5	6
		4%	*%	4%	1%	6%	10%	6%	-%	6%	1%	4%	2%	3%
							cik							
Neither Satisfied Nor Dissatisfied	(0)	299	5	47	30	11	25	24	1	54	28	18	31	24
		16%	16%	16%	21%	12%	21%	9%	9%	19%	17%	23%	15%	13%
					f							f		
Fairly Satisfied	(1)	818	12	128	59	41	32	132	5	114	92	29	87	88
		44%	37%	45%	41%	48%	27%	50%	29%	40%	55%	39%	42%	47%
								e			egh			e
Very Satisfied	(2)	659	15	98	53	28	44	88	10	98	46	25	83	71
		35%	47%	34%	37%	33%	37%	33%	61%	34%	28%	33%	40%	37%
									bcdefhijkl					
NET: Satisfied		1478	27	226	112	69	75	220	14	213	138	54	170	159
		79%	83%	79%	78%	81%	64%	83%	90%	74%	82%	72%	82%	84%
								e	e		e		e	e
NET: Dissatisfied		94	*	14	1	5	18	19	*	20	1	4	6	6
		5%	*%	5%	1%	6%	15%	7%	*%	7%	1%	5%	3%	3%
							cikl	i		i				
Answered		1871	32	287	143	85	118	264	16	286	168	75	207	190
Mean Score		1.1	1.3	1.1	1.1	1.1	.8	1.1	1.5	1.0	1.1	1.0	1.2	1.2
									bcdefhijl				e	e
Standard error		.02	.07	.06	.07	.07	.11	.06	.10	.06	.05	.07	.06	.05
Standard deviation		.87	.76	.85	.77	.85	1.18	.90	.71	.92	.69	.89	.82	.79

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 268 (continuation)

QRM3_14: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2018	463	512	460	583	975	1043
Effective base		778	148	158	232	306	306	528
Weighted Base		1871	462	467	470	472	929	942
Very Dissatisfied	(-2)	17	2	10	2	2	12	5
		1%	*%	2%	*%	1%	1%	*%
Fairly Dissatisfied	(-1)	78	13	32	19	14	45	33
		4%	3%	7%	4%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	299	82	60	83	73	143	156
		16%	18%	13%	18%	15%	15%	17%
Fairly Satisfied	(1)	818	199	205	211	204	403	415
		44%	43%	44%	45%	43%	43%	44%
Very Satisfied	(2)	659	166	160	155	179	326	333
		35%	36%	34%	33%	38%	35%	35%
NET: Satisfied		1478	365	364	365	383	730	748
		79%	79%	78%	78%	81%	79%	79%
NET: Dissatisfied		94	14	43	21	16	57	38
		5%	3%	9%	5%	3%	6%	4%
				ad				
Answered		1871	462	467	470	472	929	942
Mean Score		1.1	1.1	1.0	1.1	1.2	1.1	1.1
Standard error		.02	.04	.04	.04	.03	.03	.03
Standard deviation		.87	.82	.97	.84	.82	.90	.83

Columns Tested:: a,b,c,d - a,b

Table 269

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE

Base: All using RM (QV4=1) excluding Don't know

		Areas							
		Delivery time (when you receive your postal delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		2012	2018	1824	1811	1821	1928	2006	2018
Effective base		775	776	699	696	711	738	775	778
Weighted Base		1868	1868	1666	1659	1710	1764	1863	1871
Very Dissatisfied	(-2)	46	50	31	20	47	25	171	17
		2%	3%	2%	1%	3%	1%	9%	1%
		h	dh			dh		abcdefh	
Fairly Dissatisfied	(-1)	152	156	62	65	109	101	378	78
		8%	8%	4%	4%	6%	6%	20%	4%
		cdh	cdfh			cd		abcdefh	
Neither Satisfied Nor Dissatisfied	(0)	351	308	386	320	375	366	451	299
		19%	16%	23%	19%	22%	21%	24%	16%
				abh		bh	bh	abdh	
Fairly Satisfied	(1)	775	804	696	647	699	663	627	818
		41%	43%	42%	39%	41%	38%	34%	44%
		g	fg	g	g	g			fg
Very Satisfied	(2)	544	550	491	607	480	609	237	659
		29%	29%	29%	37%	28%	35%	13%	35%
		g	g	g	abceg	g	abceg		abceg
NET: Satisfied		1319	1354	1187	1254	1180	1272	864	1478
		71%	72%	71%	76%	69%	72%	46%	79%
		g	g	g	aeg	g	g		abcefg
NET: Dissatisfied		198	206	93	85	156	126	549	94
		11%	11%	6%	5%	9%	7%	29%	5%
		cdfh	cdfh			cdh		abcdefh	
Answered		1868	1868	1666	1659	1710	1764	1863	1871
Mean Score		.9	.9	.9	1.1	.9	1.0	.2	1.1
		g	g	g	abceg	g	aeg		abcefg
Standard error		.02	.02	.02	.02	.02	.02	.03	.02
Standard deviation		1.00	1.01	.92	.91	.99	.95	1.17	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 270

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2035	487	1548	1424	326	82	203	611
Effective base	784	118	675	724	138	34	84	181
Weighted Base	1883	211	1672	1803	68	8	5	80
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	9	327	325	9	1	1	11
	18%	4%	20% a	18%	13%	15%	15%	13%
Price of postage	303	1	302	290	10	2	1	13
	16%	1%	18% a	16%	15%	28%	18%	16%
Delivery time (when you receive your post delivery)	228	6	222	216	11	1	1	12
	12%	3%	13% a	12%	16%	13%	13%	15%
Items not being delivered intact/undamaged	142	5	138	138	3	1	*	4
	8%	2%	8% a	8%	4%	10%	6%	5%
Amount / level of sent post lost	125	14	111	122	2	*	*	3
	7%	7%	7%	7%	4%	5%	3%	4%
Collection reliability	106	10	97	99	5	1	1	7
	6%	5%	6%	5%	8%	19% a	14% a	9%
Latest collection time	76	*	76	67	7	1	*	9
	4%	*%	5% a	4%	10% a	16% a	10% a	11% a
Collection time of items you are sending	65	2	63	57	8	*	*	8
	3%	1%	4%	3%	11% a	5%	10% a	11% a
Other (PLEASE SPECIFY)	33	4	29	33	*	*	*	*
	2%	2%	2%	2%	*%	1%	*%	*%
No Problems	1108	186	922	1063	39	3	3	45
	59%	88% b	55%	59%	57%	44%	56%	55%

Columns Tested:: a,b - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2035	487	1548	1424	326	82	203	611
Effective base	784	118	675	724	138	34	84	181
Weighted Base	1883	211	1672	1803	68	8	5	80
NET: Any problem	775	25	750	739	30	4	2	36
	41%	12%	45%	41%	43%	56%	44%	45%
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	639	588	197	201	207	203	1424	326	285
Effective base	784	363	295	84	88	82	84	724	138	76
Weighted Base	1883	994	681	128	47	29	5	1803	68	12
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	162	147	17	7	3	1	325	9	2
	18%	16%	22% eh	13%	14%	11%	15%	18%	13%	15%
Price of postage	303	158	104	28	7	5	1	290	10	3
	16%	16%	15%	22%	15%	17%	18%	16%	15%	24%
Delivery time (when you receive your post delivery)	228	116	78	21	8	3	1	216	11	2
	12%	12%	12%	17%	18%	11%	13%	12%	16%	13%
Items not being delivered intact/undamaged	142	72	55	12	2	1	*	138	3	1
	8%	7%	8%	9%	5%	5%	6%	8%	4%	9%
Amount / level of sent post lost	125	61	51	9	1	2	*	122	2	1
	7%	6%	8%	7%	2%	6%	3%	7%	4%	5%
Collection reliability	106	44	36	18	4	3	1	99	5	2
	6%	4%	5%	14% abg	7%	11% ag	14% abg	5%	8%	17% abgh
Latest collection time	76	39	21	7	6	2	*	67	7	2
	4%	4%	3%	6%	13% abg	7%	10% abg	4%	10% abg	14% abg
Collection time of items you are sending	65	32	18	6	5	3	*	57	8	1
	3%	3%	3%	5%	11% abg	10% abg	10% abg	3%	11% abg	7%
Other (PLEASE SPECIFY)	33	23	9	1	-	*	*	33	*	*
	2%	2%	1%	1%	-%	*%	*%	2%	*%	*%
No Problems	1108	600	398	65	26	16	3	1063	39	6
	59%	60%	59%	51%	54%	57%	56%	59%	57%	49%
NET: Any problem	775	394	282	63	22	12	2	739	30	6
	41%	40%	41%	49%	46%	43%	44%	41%	43%	51%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	920	504	326	82	203	759	340	116	79	207
Effective base	784	541	238	138	34	84	436	158	35	26	35
Weighted Base	1883	1480	323	68	8	5	1198	273	63	24	52
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	278	47	9	1	1	224	50	10	3	10
	18%	19%	15%	13%	15%	15%	19%	19%	16%	12%	20%
Price of postage	303	239	51	10	2	1	201	55	11	3	7
	16%	16%	16%	15%	28%	18%	17%	20%	17%	12%	13%
Delivery time (when you receive your post delivery)	228	171	45	11	1	1	146	34	12	2	5
	12%	12%	14%	16%	13%	13%	12%	12%	18%	9%	10%
Items not being delivered intact/undamaged	142	111	27	3	1	*	97	26	2	1	1
	8%	8%	8%	4%	10%	6%	8%	10%	3%	6%	3%
Amount / level of sent post lost	125	101	21	2	*	*	77	16	8	1	3
	7%	7%	7%	4%	5%	3%	6%	6%	13%	3%	6%
Collection reliability	106	68	31	5	1	1	64	22	9	2	2
	6%	5%	10%	8%	19%	14%	5%	8%	14%	10%	4%
			a		a	a					
Latest collection time	76	57	10	7	1	*	54	12	3	1	1
	4%	4%	3%	10%	16%	10%	5%	4%	5%	2%	1%
				ab	ab	ab					
Collection time of items you are sending	65	41	16	8	*	*	34	14	4	3	7
	3%	3%	5%	11%	5%	10%	3%	5%	6%	14%	13%
				ab		a				a	a
Other (PLEASE SPECIFY)	33	29	4	*	*	*	26	1	*	-	*
	2%	2%	1%	*%	1%	*%	2%	*%	*%	-%	*%
No Problems	1108	873	191	39	3	3	688	142	32	13	35
	59%	59%	59%	57%	44%	56%	57%	52%	50%	54%	68%
NET: Any problem	775	608	132	30	4	2	509	130	32	11	17
	41%	41%	41%	43%	56%	44%	43%	48%	50%	46%	32%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	134	107	194	54	139	161	129	113	115
Effective base	784	72	61	111	25	72	102	84	59	60
Weighted Base	1883	165	142	284	63	181	289	244	153	142
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	43	25	34	12	42	63	53	28	18
	18%	26%	17%	12%	20%	23%	22%	22%	18%	12%
		ci				c				
Price of postage	303	35	29	43	11	26	52	42	26	24
	16%	21%	21%	15%	18%	14%	18%	17%	17%	17%
Delivery time (when you receive your post delivery)	228	27	21	29	9	11	40	32	23	25
	12%	16%	15%	10%	13%	6%	14%	13%	15%	18%
										e
Items not being delivered intact/undamaged	142	9	16	19	6	12	29	25	13	6
	8%	6%	11%	7%	9%	6%	10%	10%	9%	4%
Amount / level of sent post lost	125	6	8	8	2	21	32	13	13	11
	7%	4%	6%	3%	3%	12%	11%	5%	9%	8%
						c	c			
Collection reliability	106	11	5	10	1	15	18	26	4	5
	6%	7%	4%	3%	1%	8%	6%	11%	3%	3%
								c		
Latest collection time	76	10	7	10	1	5	18	10	9	2
	4%	6%	5%	3%	2%	3%	6%	4%	6%	1%
Collection time of items you are sending	65	8	2	5	9	15	2	4	10	3
	3%	5%	2%	2%	14%	8%	1%	2%	7%	2%
					bcfgi	cf			f	
Other (PLEASE SPECIFY)	33	3	2	4	-	1	9	4	3	2
	2%	2%	1%	1%	-%	1%	3%	2%	2%	2%
No Problems	1108	89	75	176	35	108	147	130	81	97
	59%	54%	53%	62%	55%	60%	51%	54%	53%	68%
										f

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	134	107	194	54	139	161	129	113	115
Effective base	784	72	61	111	25	72	102	84	59	60
Weighted Base	1883	165	142	284	63	181	289	244	153	142
NET: Any problem	775	75	67	109	28	72	142	113	72	46
	41%	46%	47%	38%	45%	40%	49% i	46%	47%	32%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	72	96	150	317	18	7	8	2
	18%	19% efh	21% efh	18% efh	19% efh	8%	7%	11%	7%
Price of postage	303	61	90	137	289	15	5	7	2
	16%	16% efh	20% efgh	17% efh	17% efh	7%	5%	10%	6%
Delivery time (when you receive your post delivery)	228	45	71	100	216	12	6	4	2
	12%	12% e	15% efgh	12% efh	13% efh	5%	5%	6%	5%
Items not being delivered intact/undamaged	142	23	39	72	134	8	4	2	2
	8%	6%	8% e	9% e	8% e	4%	3%	3%	6%
Amount / level of sent post lost	125	34	28	54	115	9	3	4	2
	7%	9%	6%	7%	7%	4%	3%	5%	5%
Collection reliability	106	21	20	54	95	12	5	5	2
	6%	5%	4%	7%	6%	5%	4%	7%	5%
Latest collection time	76	8	25	38	72	4	2	2	1
	4%	2%	6% e	5%	4%	2%	1%	2%	3%
Collection time of items you are sending	65	26	21	10	58	7	4	3	1
	3%	7% c	5% c	1%	3%	3%	3%	3%	2%
Other (PLEASE SPECIFY)	33	3	8	17	29	5	3	1	1
	2%	1%	2%	2%	2%	2%	3%	2%	2%
No Problems	1108	240	246	454	939	169	87	54	28
	59%	62%	53%	56%	56%	77% abcd	79% abcd	73% bcd	78% abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	308	354	484	1146	889	321	289	279
Effective base	784	157	191	296	641	237	97	81	101
Weighted Base	1883	386	460	817	1664	219	109	74	36
NET: Any problem	775	146	215	364	725	50	23	20	8
	41%	38% efh	47% efgh	44% efgh	44% efgh	23%	21%	27%	22%

Columns Tested:: a,b,c,d,e,f,g,h

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	85	178	197	222	366	85	75	93	912
Effective base	784	34	48	56	97	142	34	24	31	371
Weighted Base	1883	72	109	135	246	299	84	52	60	934
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	6	30	34	37	49	20	10	6	174
	18%	8%	27% a	25% a	15%	16%	24%	19%	9%	19%
Price of postage	303	3	27	27	50	49	16	10	12	138
	16%	4%	24% a	20% a	20% a	16%	19%	20%	19%	15%
Delivery time (when you receive your post delivery)	228	7	14	19	26	30	14	12	4	117
	12%	9%	13%	14%	11%	10%	16%	23%	7%	12%
Items not being delivered intact/ undamaged	142	-	4	4	25	29	15	8	3	59
	8%	-%	3%	3%	10%	10%	18% abci	15% ac	5%	6%
Amount / level of sent post lost	125	1	8	9	18	24	7	2	*	63
	7%	2%	8%	6%	7%	8%	8%	3%	1%	7%
Collection reliability	106	5	7	7	15	19	7	1	2	51
	6%	7%	6%	5%	6%	6%	8%	1%	3%	5%
Latest collection time	76	*	5	5	7	17	4	2	2	39
	4%	*%	4%	3%	3%	6%	5%	4%	3%	4%
Collection time of items you are sending	65	2	8	12	8	13	5	*	8	17
	3%	2%	7% i	9% i	3%	4%	6%	*%	14% dei	2%
Other (PLEASE SPECIFY)	33	6	*	*	*	9	1	*	1	17
	2%	8% bcdi	*%	*%	*%	3%	1%	1%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2035	85	178	197	222	366	85	75	93	912
Effective base	784	34	48	56	97	142	34	24	31	371
Weighted Base	1883	72	109	135	246	299	84	52	60	934
No Problems	1108	52	57	75	136	167	39	32	36	571
	59%	73% f	53%	55%	55%	56%	46%	61%	59%	61%
NET: Any problem	775	20	52	61	110	132	45	20	25	363
	41%	27%	47%	45%	45%	44%	54% a	39%	41%	39%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2035	504	451	1080	1781	254	1683	352	1980	55
Effective base	784	187	175	424	665	121	703	89	762	22
Weighted Base	1883	453	383	1047	1557	326	1733	150	1826	57
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	77	69	190	268	68	311	24	325	11
	18%	17%	18%	18%	17%	21%	18%	16%	18%	19%
Price of postage	303	79	65	160	247	57	276	27	288	15
	16%	17%	17%	15%	16%	17%	16%	18%	16%	26%
Delivery time (when you receive your post delivery)	228	51	44	133	178	50	205	23	216	12
	12%	11%	11%	13%	11%	15%	12%	16%	12%	22%
Items not being delivered intact/undamaged	142	29	45	69	106	36	133	9	138	5
	8%	6%	12% c	7%	7%	11%	8%	6%	8%	9%
Amount / level of sent post lost	125	28	31	65	102	22	116	8	117	7
	7%	6%	8%	6%	7%	7%	7%	6%	6%	13%
Collection reliability	106	27	26	53	96	11	89	17	106	-
	6%	6%	7%	5%	6%	3%	5%	12% a	6%	-%
Latest collection time	76	11	22	43	61	14	70	6	74	1
	4%	3%	6%	4%	4%	4%	4%	4%	4%	2%
Collection time of items you are sending	65	21	18	26	57	8	50	15	65	-
	3%	5%	5%	2%	4%	2%	3%	10% a	4%	-%
Other (PLEASE SPECIFY)	33	6	9	18	26	8	33	*	31	2
	2%	1%	2%	2%	2%	2%	2%	*%	2%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2035	504	451	1080	1781	254	1683	352	1980	55
Effective base	784	187	175	424	665	121	703	89	762	22
Weighted Base	1883	453	383	1047	1557	326	1733	150	1826	57
No Problems	1108	263	206	639	916	192	1028	80	1074	34
	59%	58%	54%	61%	59%	59%	59%	54%	59%	58%
NET: Any problem	775	190	177	408	641	134	706	70	751	24
	41%	42%	46%	39%	41%	41%	41%	46%	41%	42%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	1148	461	417	1565	309	72	89	1874	161
Effective base	784	469	142	171	655	90	20	20	744	40
Weighted Base	1883	1161	303	407	1602	191	43	47	1793	90
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	165	64	105	265	42	14	14	307	29
	18%	14%	21%	26%	17%	22%	33%	31%	17%	32%
			a	a						ae
Price of postage	303	165	36	101	228	44	15	17	271	32
	16%	14%	12%	25%	14%	23%	35%	36%	15%	36%
				ab		a	ae	ae		ae
Delivery time (when you receive your post delivery)	228	112	49	61	181	28	7	11	209	19
	12%	10%	16%	15%	11%	15%	17%	24%	12%	21%
			a							
Items not being delivered intact/undamaged	142	72	20	50	113	23	3	2	137	6
	8%	6%	7%	12%	7%	12%	8%	5%	8%	7%
				a						
Amount / level of sent post lost	125	51	17	56	83	26	10	6	109	16
	7%	4%	6%	14%	5%	14%	23%	12%	6%	17%
				ab		ae	ae			ae
Collection reliability	106	51	24	31	83	16	3	5	99	8
	6%	4%	8%	8%	5%	8%	6%	11%	6%	8%
Latest collection time	76	37	21	17	55	12	5	3	68	8
	4%	3%	7%	4%	3%	6%	12%	6%	4%	9%
			a				a			
Collection time of items you are sending	65	21	30	15	41	12	3	9	53	12
	3%	2%	10%	4%	3%	6%	6%	20%	3%	13%
			ac					ae		ae
Other (PLEASE SPECIFY)	33	11	8	14	31	2	*	-	33	*
	2%	1%	3%	3%	2%	1%	1%	-%	2%	*%
				a						
No Problems	1108	773	162	170	997	91	12	8	1088	20
	59%	67%	53%	42%	62%	47%	28%	17%	61%	22%
		bc	c		bcdf	df			bcdf	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	1148	461	417	1565	309	72	89	1874	161
Effective base	784	469	142	171	655	90	20	20	744	40
Weighted Base	1883	1161	303	407	1602	191	43	47	1793	90
NET: Any problem	775	388	141	237	605	101	31	39	705	70
	41%	33%	47%	58%	38%	53%	72%	83%	39%	78%
			a	ab		ae	ae	abe		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	804	761	470	1793	1504	1864	1407	848	756
Effective base	784	377	281	130	681	570	721	545	332	256
Weighted Base	1883	969	633	281	1651	1363	1741	1287	822	596
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	136	129	71	297	276	319	253	171	141
	18%	14%	20%	25%	18%	20%	18%	20%	21%	24%
			a	a						
Price of postage	303	120	107	76	270	246	289	241	169	138
	16%	12%	17%	27%	16%	18%	17%	19%	21%	23%
				ab						ac
Delivery time (when you receive your post delivery)	228	78	104	47	209	203	222	194	130	103
	12%	8%	16%	17%	13%	15%	13%	15%	16%	17%
			a	a						
Items not being delivered intact/undamaged	142	54	59	29	134	117	137	113	70	44
	8%	6%	9%	10%	8%	9%	8%	9%	9%	7%
Amount / level of sent post lost	125	27	55	42	103	105	115	100	58	46
	7%	3%	9%	15%	6%	8%	7%	8%	7%	8%
			a	a						
Collection reliability	106	32	51	24	86	80	92	86	63	58
	6%	3%	8%	8%	5%	6%	5%	7%	8%	10%
			a	a						abc
Latest collection time	76	29	26	20	66	58	71	56	44	47
	4%	3%	4%	7%	4%	4%	4%	4%	5%	8%
				a						abcd
Collection time of items you are sending	65	14	27	24	60	58	62	62	53	49
	3%	1%	4%	9%	4%	4%	4%	5%	6%	8%
			a	a					ac	abc
Other (PLEASE SPECIFY)	33	18	13	3	28	25	30	20	4	4
	2%	2%	2%	1%	2%	2%	2%	2%	*%	1%
No Problems	1108	676	321	111	958	725	1008	689	399	254
	59%	70%	51%	39%	58%	53%	58%	54%	49%	43%
		bc	c		ef	f	ef	f		

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2035	804	761	470	1793	1504	1864	1407	848	756
Effective base	784	377	281	130	681	570	721	545	332	256
Weighted Base	1883	969	633	281	1651	1363	1741	1287	822	596
NET: Any problem	775	293	312	171	693	639	733	598	423	342
	41%	30%	49%	61%	42%	47%	42%	46%	51%	57%
			a	ab					ac	abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	48	200	19	21	8	8	15	31
	18%	12%	19%	22%	24%	18%	21%	39%	26%
								ab	a
Price of postage	303	54	180	14	9	7	14	11	32
	16%	14%	17%	17%	10%	16%	36%	27%	26%
							abd		ad
Delivery time (when you receive your post delivery)	228	25	154	14	12	8	5	4	17
	12%	6%	15%	16%	13%	19%	13%	11%	14%
			a	a					
Items not being delivered intact/undamaged	142	21	92	5	5	8	3	4	14
	8%	5%	9%	6%	5%	19%	7%	9%	12%
						a			
Amount / level of sent post lost	125	21	68	10	8	3	4	2	8
	7%	5%	6%	12%	8%	6%	10%	4%	7%
Collection reliability	106	17	50	5	9	5	3	4	12
	6%	4%	5%	6%	10%	11%	7%	11%	10%
Latest collection time	76	17	35	3	6	3	1	6	10
	4%	4%	3%	3%	7%	8%	2%	15%	8%
								b	
Collection time of items you are sending	65	3	30	8	3	6	7	5	19
	3%	1%	3%	9%	3%	15%	17%	14%	15%
				ab		ab	ab	ab	ab
Other (PLEASE SPECIFY)	33	6	21	3	1	*	*	*	*
	2%	1%	2%	4%	1%	*%	*%	*%	*%
No Problems	1108	288	591	40	48	14	14	13	41
	59%	73%	56%	47%	53%	32%	36%	34%	34%
		bcdefgh	eh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2035	336	973	133	153	107	96	66	269
Effective base	784	157	423	44	41	22	20	18	60
Weighted Base	1883	396	1050	85	90	42	40	39	121
NET: Any problem	775	107	459	44	42	28	26	26	80
	41%	27%	44%	53%	47%	68%	64%	66%	66%
			a	a	a	ab	a	a	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base	784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	213	36	16	16	2	9	5	200	40	13	5	8	2	10
	18%	16%	27% a	20%	29%	11%	32%	41%	19%	25%	19%	19%	20%	15%	47%
Price of postage	303	201	33	7	8	7	10	4	183	26	12	3	14	2	6
	16%	15%	25%	9%	15%	29%	34% ac	31%	18%	16%	18%	13%	38%	12%	29%
Delivery time (when you receive your post delivery)	228	152	28	4	10	6	6	2	160	22	10	2	4	2	2
	12%	11%	21% ac	5%	19%	27% c	20%	18%	15%	14%	16%	9%	11%	14%	11%
Items not being delivered intact/undamaged	142	96	24	4	4	3	1	1	88	11	4	1	9	*	3
	8%	7%	18% a	5%	8%	14%	2%	9%	8%	7%	7%	4%	23%	3%	15%
Amount / level of sent post lost	125	68	18	8	4	*	4	1	74	19	4	4	2	1	1
	7%	5%	13% a	11%	8%	*%	13%	9%	7%	12%	5%	14%	6%	9%	6%
Collection reliability	106	61	7	7	4	3	2	*	49	16	5	6	*	1	3
	6%	5%	5%	10%	8%	13%	8%	2%	5%	10%	7%	22% a	1%	10%	15%
Latest collection time	76	52	*	9	2	1	2	*	35	13	2	*	1	1	5
	4%	4%	*%	11% ab	4%	5%	6%	1%	3%	9%	4%	2%	3%	10%	23%
Collection time of items you are sending	65	29	8	10	1	1	6	5	21	20	9	1	6	1	1
	3%	2%	6%	13% a	2%	6%	22% ad	40%	2%	13% a	13% a	2%	15% a	5%	7%
Other (PLEASE SPECIFY)	33	26	1	1	*	*	*	-	21	1	3	*	*	*	-
	2%	2%	1%	1%	*%	1%	*%	-%	2%	*%	4%	1%	*%	*%	-%
No Problems	1108	813	61	35	24	8	11	5	593	62	35	16	7	9	3
	59%	61% bf	46%	46%	45%	35%	38%	40%	57% be	39%	52% e	61% e	20%	60% e	13%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base	784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base	1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
NET: Any problem	775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
	41%	39%	54% a	54%	55%	65%	62% a	60%	43%	61% a	48%	39%	80% acdf	40%	87%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base	784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	155	37	20	8	10	9	13	32	142	52	85	26	13
	18%	17%	26%	22%	15%	36%	32%	34%	34% a	16%	15%	24% ab	24%	20%
Price of postage	303	146	39	24	14	5	4	9	18	109	66	64	29	21
	16%	16%	27% a	25%	27%	16%	16%	24%	19%	13%	19%	18%	26% a	33% a
Delivery time (when you receive your post delivery)	228	129	30	12	8	7	5	4	16	99	43	59	11	9
	12%	14%	20%	12%	15%	25%	17%	10%	17%	11%	12%	17%	10%	15%
Items not being delivered intact/undamaged	142	66	27	6	8	*	2	3	6	44	34	37	9	13
	8%	7%	18% a	6%	15%	*%	9%	9%	6%	5%	10% a	11% a	9%	20% a
Amount / level of sent post lost	125	54	19	4	3	8	6	5	19	38	25	30	14	8
	7%	6%	13% a	4%	7%	28% ac	21% a	13%	20% ac	4%	7%	9%	13% a	12%
Collection reliability	106	48	11	13	5	2	2	5	9	41	14	21	13	4
	6%	5%	7%	14% a	9%	6%	8%	14%	10%	5%	4%	6%	12%	7%
Latest collection time	76	28	13	5	4	6	1	1	7	22	22	7	13	6
	4%	3%	9%	5%	7%	19% a	2%	2%	7%	3%	6% ac	2%	12% ac	10% c
Collection time of items you are sending	65	18	6	11	8	7	4	8	19	11	21	8	11	11
	3%	2%	4%	11% a	16% ab	23% ab	15% a	21% ab	20% ab	1%	6% a	2%	10% ac	17% ac
Other (PLEASE SPECIFY)	33	14	2	-	4	-	*	-	*	18	5	7	*	-
	2%	2%	1%	-%	9% a	-%	1%	-%	*%	2%	1%	2%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base	784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base	1883	901	146	94	51	29	28	37	95	867	347	350	109	64
No Problems	1108	546	57	40	13	12	11	9	32	582	193	173	45	13
	59%	61%	39%	43%	27%	41%	39%	24%	34%	67%	56%	49%	41%	20%
		bcdgh								bcde	e	e		
NET: Any problem	775	355	89	54	37	17	17	28	63	285	154	177	64	51
	41%	39%	61%	57%	73%	59%	61%	76%	66%	33%	44%	51%	59%	80%
			a	a	a			a	a		a	a	a	abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	822	332	375	184	73	659	294	317	150	73
Effective base	784	364	139	126	36	16	299	108	106	36	20
Weighted Base	1883	932	313	275	85	38	756	241	227	82	52
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	156	41	73	19	7	142	43	56	26	9
	18%	17%	13%	26%	22%	19%	19%	18%	25%	32%	17%
				ab							
Price of postage	303	121	63	51	21	14	110	48	46	25	17
	16%	13%	20%	18%	25%	36%	15%	20%	20%	30%	32%
			a			a				a	a
Delivery time (when you receive your post delivery)	228	105	39	49	9	7	116	32	39	7	9
	12%	11%	12%	18%	10%	18%	15%	13%	17%	9%	17%
Items not being delivered intact/undamaged	142	58	40	27	6	3	49	23	25	7	12
	8%	6%	13%	10%	7%	8%	6%	10%	11%	9%	24%
			a								a
Amount / level of sent post lost	125	36	22	31	9	5	44	25	17	14	3
	7%	4%	7%	11%	10%	14%	6%	11%	8%	17%	6%
				a						a	
Collection reliability	106	46	13	15	7	4	30	14	21	11	4
	6%	5%	4%	6%	8%	10%	4%	6%	9%	13%	8%
									a	a	
Latest collection time	76	25	23	3	9	6	22	15	8	11	2
	4%	3%	7%	1%	11%	16%	3%	6%	4%	14%	5%
			ac		ac	ac				ac	
Collection time of items you are sending	65	20	17	4	10	10	14	22	13	8	3
	3%	2%	5%	1%	11%	26%	2%	9%	6%	9%	5%
					ac	abc		a		a	
Other (PLEASE SPECIFY)	33	16	5	6	*	-	16	2	7	*	-
	2%	2%	2%	2%	1%	-%	2%	1%	3%	*%	-%
No Problems	1108	600	173	132	39	10	459	117	105	29	11
	59%	64%	55%	48%	46%	26%	61%	49%	46%	35%	21%
		cde	e				bcde	e	e		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2035	822	332	375	184	73	659	294	317	150	73
Effective base	784	364	139	126	36	16	299	108	106	36	20
Weighted Base	1883	932	313	275	85	38	756	241	227	82	52
NET: Any problem	775	332	141	144	46	28	297	124	121	53	41
	41%	36%	45%	52%	54%	74%	39%	51%	54%	65%	79%
				a	a	ab		a	a	a	abc

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	104	51	55	29	14	162	27	63	300	35	278	19
	18%	16%	27% a	21%	28% a	30%	22%	28% c	15%	17%	23%	17%	74% a
Price of postage	303	89	47	55	30	19	167	10	64	268	35	263	7
	16%	13%	25% a	21%	29% a	40% a	22%	10%	15%	16%	22%	16%	28%
Delivery time (when you receive your post delivery)	228	98	35	40	13	8	124	16	54	212	16	204	4
	12%	15%	19%	15%	13%	16%	16%	16%	13%	12%	10%	13%	18%
Items not being delivered intact/ undamaged	142	42	18	35	7	7	81	3	29	128	15	134	-
	8%	6%	9%	13% a	7%	15%	11%	3%	7%	7%	9%	8%	-%
Amount / level of sent post lost	125	31	20	24	22	2	75	5	20	110	14	98	5
	7%	5%	11%	9%	21% ac	4%	10% c	6%	5%	6%	9%	6%	19%
Collection reliability	106	36	14	20	11	5	59	8	17	90	16	82	3
	6%	5%	7%	8%	11%	10%	8%	8%	4%	5%	10%	5%	13%
Latest collection time	76	19	10	16	11	1	42	3	12	70	6	65	1
	4%	3%	5%	6%	11% a	2%	6%	3%	3%	4%	4%	4%	5%
Collection time of items you are sending	65	15	10	17	7	9	36	20	6	60	5	54	6
	3%	2%	5%	6% a	7%	18% a	5%	20% ac	1%	3%	3%	3%	23% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base	784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base	1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Other (PLEASE SPECIFY)	33	11	4	6	*	-	15	*	5	33	*	28	-
	2%	2%	2%	2%	*%	-%	2%	*%	1%	2%	*%	2%	-%
No Problems	1108	422	91	122	32	13	374	43	266	1027	81	956	2
	59%	63% bcde	48%	47%	32%	28%	50%	44%	62% ab	59%	52%	59% b	7%
NET: Any problem	775	246	98	140	70	35	378	55	162	699	76	670	23
	41%	37%	52% a	53% a	68% a	72% a	50% c	56% c	38%	41%	48%	41%	93% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base	784	533	37	367	178	673	9	530	40	371	174
Weighted Base	1883	1268	95	846	440	1629	22	1270	93	862	424
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	239	37	146	106	288	9	246	30	151	101
	18%	19%	39% a	17%	24%	18%	42%	19%	32%	18%	24%
Price of postage	303	215	31	124	117	265	5	217	29	128	112
	16%	17%	33% a	15%	27% a	16%	24%	17%	31% a	15%	26% a
Delivery time (when you receive your post delivery)	228	190	14	128	66	203	6	188	15	129	64
	12%	15%	14%	15%	15%	12%	28%	15%	17%	15%	15%
Items not being delivered intact/undamaged	142	110	7	72	41	134	-	110	7	66	47
	8%	9%	8%	9%	9%	8%	-%	9%	8%	8%	11%
Amount / level of sent post lost	125	87	18	59	40	98	5	88	17	62	38
	7%	7%	19% a	7%	9%	6%	21%	7%	19% a	7%	9%
Collection reliability	106	69	11	61	25	80	5	69	12	62	24
	6%	5%	11%	7%	6%	5%	25% a	5%	12%	7%	6%
Latest collection time	76	49	9	26	30	65	1	49	9	31	26
	4%	4%	10%	3%	7% a	4%	5%	4%	10%	4%	6%
Collection time of items you are sending	65	39	20	37	25	58	2	39	19	37	24
	3%	3%	21% a	4%	6%	4%	9%	3%	21% a	4%	6%
Other (PLEASE SPECIFY)	33	25	*	18	3	28	-	25	*	17	3
	2%	2%	*%	2%	1%	2%	-%	2%	*%	2%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base	784	533	37	367	178	673	9	530	40	371	174
Weighted Base	1883	1268	95	846	440	1629	22	1270	93	862	424
No Problems	1108	695	30	482	207	950	7	689	36	492	197
	59%	55%	31%	57%	47%	58%	34%	54%	38%	57%	46%
		b		b						b	
NET: Any problem	775	573	66	364	234	679	14	581	58	371	227
	41%	45%	69%	43%	53%	42%	66%	46%	62%	43%	54%
			a		a						a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base	784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base	1883	865	1293	224	4	804	944	179	1	924	714	229	*
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	186	231	66	-	198	177	57	-	206	137	60	-
	18%	21%	18%	30%	-%	25%	19%	32%	-%	22%	19%	26%	-%
				b		b		b					
Price of postage	303	158	213	45	4	159	181	44	-	193	147	60	*
	16%	18%	16%	20%	100%	20%	19%	25%	-%	21%	21%	26%	100%
Delivery time (when you receive your post delivery)	228	141	158	45	-	147	127	28	-	155	100	33	-
	12%	16%	12%	20%	-%	18%	13%	15%	-%	17%	14%	15%	-%
Items not being delivered intact/ undamaged	142	90	103	18	-	85	80	15	-	99	60	23	-
	8%	10%	8%	8%	-%	11%	8%	9%	-%	11%	8%	10%	-%
Amount / level of sent post lost	125	67	78	31	-	69	67	29	-	80	59	28	-
	7%	8%	6%	14%	-%	9%	7%	16%	-%	9%	8%	12%	-%
				b				b					
Collection reliability	106	53	46	12	-	55	44	9	-	68	44	12	-
	6%	6%	4%	5%	-%	7%	5%	5%	-%	7%	6%	5%	-%
Latest collection time	76	42	57	19	-	41	49	18	-	51	30	14	-
	4%	5%	4%	9%	-%	5%	5%	10%	-%	5%	4%	6%	-%
Collection time of items you are sending	65	52	34	12	-	46	29	7	-	49	31	12	-
	3%	6%	3%	5%	-%	6%	3%	4%	-%	5%	4%	5%	-%
		b											
Other (PLEASE SPECIFY)	33	12	25	2	-	12	20	2	-	15	12	2	-
	2%	1%	2%	1%	-%	1%	2%	1%	-%	2%	2%	1%	-%
No Problems	1108	423	789	95	-	346	541	72	1	437	403	95	-
	59%	49%	61%	43%	-%	43%	57%	41%	100%	47%	56%	42%	-%
			ac				ac				ac		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base	784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base	1883	865	1293	224	4	804	944	179	1	924	714	229	*
NET: Any problem	775	442	504	128	4	458	402	106	-	487	311	134	*
	41%	51%	39%	57%	100%	57%	43%	59%	-%	53%	44%	58%	100%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	276	253	185	249	208	11	119	116	130	42	28
	18%	17%	20%	20%	20%	20%	29%	19%	22%	25%	31%	36% a
Price of postage	303	258	229	172	217	198	9	122	113	119	35	25
	16%	16%	18%	18%	17%	19%	23%	20%	21%	23%	26%	32%
Delivery time (when you receive your post delivery)	228	199	178	138	180	127	4	88	91	93	21	20
	12%	13%	14%	15%	14%	12%	10%	14%	17%	18%	15%	25%
Items not being delivered intact/undamaged	142	131	115	91	98	90	5	47	52	61	20	15
	8%	8%	9%	10%	8%	9%	14%	8%	10%	12%	15%	19% a
Amount / level of sent post lost	125	101	95	83	79	74	13	50	48	49	17	11
	7%	6%	8%	9%	6%	7%	34% ab	8%	9%	9%	13%	15%
Collection reliability	106	75	65	61	61	53	7	38	41	33	8	4
	6%	5%	5%	6%	5%	5%	19% ab	6%	8%	6%	6%	5%
Latest collection time	76	64	57	44	68	61	7	29	36	40	14	10
	4%	4%	5%	5%	5%	6%	18% a	5%	7%	8%	10%	13%
Collection time of items you are sending	65	40	48	31	47	37	7	19	14	25	4	3
	3%	3%	4%	3%	4%	4%	19% ab	3%	3%	5%	3%	3%
Other (PLEASE SPECIFY)	33	28	25	19	13	26	-	13	10	8	2	2
	2%	2%	2%	2%	1%	2%	-%	2%	2%	1%	2%	3%
No Problems	1108	935	668	522	719	583	7	353	267	239	53	18
	59%	59%	54%	55%	57% c	56% c	19%	57% cde	50% e	46% e	39%	23%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	1883	1581	1245	944	1264	1036	37	615	535	521	135	78
NET: Any problem	775	646	577	423	544	454	30	262	268	282	82	60
	41%	41%	46%	45%	43%	44%	81%	43%	50%	54%	61%	77%
							ab			a	a	abc

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base	784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	73	40	42	10	292	190	310	207	189	202	263	63	-	193	77
	18%	32%	40%	37%	24%	19%	19%	19%	19%	21%	25% b	17%	33% b	-%	14%	51% a
Price of postage	303	84	21	30	17	238	175	259	189	166	163	229	66	-	193	52
	16%	37%	21%	26%	40%	15%	18%	16%	17%	18%	20%	15%	34% ab	-%	14%	35% a
Delivery time (when you receive your post delivery)	228	54	22	23	7	197	132	203	161	141	152	175	40	-	123	66
	12%	24%	22%	20%	17%	13%	13%	12%	15%	15%	19% b	12%	21% b	-%	9%	44% a
Items not being delivered intact/ undamaged	142	24	5	26	14	119	83	126	101	78	76	117	23	-	84	21
	8%	11%	5%	23% ab	34% ab	8%	8%	8%	9%	9%	9%	8%	12%	-%	6%	14% a
Amount / level of sent post lost	125	25	11	19	6	98	67	107	84	76	64	108	34	-	75	23
	7%	11%	11%	17%	15%	6%	7%	7%	8%	8%	8%	7%	18% ab	-%	5%	16% a
Collection reliability	106	16	19	18	9	81	59	89	64	52	56	75	11	-	67	10
	6%	7%	19%	15%	22% a	5%	6%	5%	6%	6%	7%	5%	6%	-%	5%	7%
Latest collection time	76	24	3	11	8	64	55	68	52	44	47	57	25	-	53	11
	4%	11%	3%	10%	18% b	4%	6%	4%	5%	5%	6%	4%	13% ab	-%	4%	7%
Collection time of items you are sending	65	21	13	14	2	44	40	55	35	31	49	38	12	-	46	7
	3%	10%	13%	12%	6%	3%	4%	3%	3%	3%	6% b	3%	6%	-%	3%	5%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base	784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base	1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Other (PLEASE SPECIFY)	33	5	*	2	-	26	19	26	17	9	9	27	1	-	24	3
	2%	2%	*%	2%	-%	2%	2%	2%	2%	1%	1%	2%	1%	-%	2%	2%
No Problems	1108	62	28	23	12	942	551	959	620	520	377	919	73	-	897	27
	59%	27%	28%	20%	28%	60%	56%	59%	57%	57%	46%	61% ac	38%	-%	64% b	18%
NET: Any problem	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
	41%	73%	72%	80%	72%	40%	44%	41%	43%	43%	54% b	39%	62% b	-%	36%	82% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base	784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	336	-	117	19	76	79	58	178	94	77	106	147
	18%	43%	-%	22%	48%	33%	19%	26%	14%	27%	28%	30%	12%
		b				b		b		b	c	c	
Price of postage	303	303	-	126	15	70	93	51	169	84	66	81	152
	16%	39%	-%	24%	36%	30%	22%	23%	13%	24%	24%	23%	13%
		b						b		b	c	c	
Delivery time (when you receive your post delivery)	228	228	-	77	7	60	45	51	112	65	48	64	115
	12%	29%	-%	14%	16%	26%	11%	23%	9%	19%	17%	18%	10%
		b				b		b		b	c	c	
Items not being delivered intact/ undamaged	142	142	-	58	6	28	44	30	72	40	35	43	64
	8%	18%	-%	11%	16%	12%	11%	13%	6%	12%	13%	12%	5%
		b						b		b	c	c	
Amount / level of sent post lost	125	125	-	52	2	32	32	22	67	31	43	39	38
	7%	16%	-%	10%	6%	14%	8%	10%	5%	9%	15%	11%	3%
		b									c	c	
Collection reliability	106	106	-	41	1	33	14	24	66	15	27	41	34
	6%	14%	-%	8%	2%	14%	3%	11%	5%	4%	10%	11%	3%
		b				b		b			c	c	
Latest collection time	76	76	-	28	8	30	12	15	49	12	16	24	31
	4%	10%	-%	5%	20%	13%	3%	7%	4%	4%	6%	7%	3%
		b				b						c	
Collection time of items you are sending	65	65	-	19	2	26	6	17	32	14	11	30	22
	3%	8%	-%	4%	5%	11%	2%	8%	2%	4%	4%	8%	2%
		b				b		b				c	
Other (PLEASE SPECIFY)	33	33	-	6	-	1	7	9	18	7	3	7	23
	2%	4%	-%	1%	-%	1%	2%	4%	1%	2%	1%	2%	2%
		b											

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base	784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base	1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
No Problems	1108	-	1108	249	14	62	230	71	852	175	115	134	828
	59%	-%	100%	47%	35%	27%	55%	31%	66%	50%	41%	37%	69%
			a				a		ac	a			ab
NET: Any problem	775	775	-	281	26	170	189	154	437	174	164	225	370
	41%	100%	-%	53%	65%	73%	45%	69%	34%	50%	59%	63%	31%
		b				b		bc		b	c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2035	1140	895
Effective base	784	376	409
Weighted Base	1883	876	1007
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	189	146
	18%	22%	15%
		b	
Price of postage	303	160	143
	16%	18%	14%
Delivery time (when you receive your post delivery)	228	135	93
	12%	15%	9%
		b	
Items not being delivered intact/undamaged	142	65	78
	8%	7%	8%
Amount / level of sent post lost	125	73	52
	7%	8%	5%
Collection reliability	106	70	36
	6%	8%	4%
		b	
Latest collection time	76	46	30
	4%	5%	3%
Collection time of items you are sending	65	41	24
	3%	5%	2%
Other (PLEASE SPECIFY)	33	13	20
	2%	2%	2%
No Problems	1108	452	656
	59%	52%	65%
			a
NET: Any problem	775	425	351
	41%	48%	35%
		b	

Columns Tested:: a,b

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base	784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base	1883	32	288	147	85	118	264	16	286	168	75	209	193
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	1	54	18	7	25	55	1	66	40	12	37	21
	18%	3%	19%	12%	8%	21%	21%	4%	23%	24%	16%	17%	11%
									adgl	adgl			
Price of postage	303	2	49	14	12	32	35	1	48	32	17	35	26
	16%	5%	17%	10%	14%	27%	13%	4%	17%	19%	23%	17%	13%
						acgl					g		
Delivery time (when you receive your post delivery)	228	*	40	17	1	20	22	1	37	23	10	31	26
	12%	1%	14%	12%	1%	17%	8%	3%	13%	14%	13%	15%	14%
			d	d		d			d	d	d	d	d
Items not being delivered intact/ undamaged	142	*	17	4	4	10	20	1	36	17	4	17	13
	8%	*%	6%	2%	5%	9%	8%	3%	12%	10%	6%	8%	7%
									c				
Amount / level of sent post lost	125	1	8	11	2	9	36	*	25	16	1	11	5
	7%	2%	3%	8%	3%	8%	14%	2%	9%	9%	2%	5%	3%
							bjkl		l	jl			
Collection reliability	106	*	9	4	9	6	20	*	12	13	4	19	10
	6%	1%	3%	3%	11%	5%	8%	3%	4%	8%	5%	9%	5%
Latest collection time	76	*	13	2	4	7	18	*	8	14	3	4	3
	4%	1%	5%	1%	5%	6%	7%	1%	3%	8%	3%	2%	2%
										kl			
Collection time of items you are sending	65	1	7	6	2	2	20	*	8	8	1	6	4
	3%	2%	3%	4%	3%	1%	7%	1%	3%	5%	1%	3%	2%
Other (PLEASE SPECIFY)	33	*	5	3	*	-	1	*	3	5	4	8	5
	2%	*%	2%	2%	*%	-%	*%	2%	1%	3%	5%	4%	3%
No Problems	1108	29	168	106	56	60	151	14	151	88	45	117	123
	59%	89%	58%	72%	66%	51%	57%	86%	53%	53%	60%	56%	64%
		befhijkl		ehik				befhijkl					
NET: Any problem	775	4	120	42	29	58	114	2	136	80	30	92	70
	41%	11%	42%	28%	34%	49%	43%	14%	47%	47%	40%	44%	36%
			ag			acg	ag		acg	acg	ag	acg	ag

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 270 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2035	469	514	463	589	983	1052
Effective base	784	151	158	232	309	309	532
Weighted Base	1883	468	468	470	477	936	947
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	72	87	106	70	159	177
	18%	15%	19%	23% d	15%	17%	19%
Price of postage	303	66	79	81	77	145	158
	16%	14%	17%	17%	16%	15%	17%
Delivery time (when you receive your post delivery)	228	57	43	61	67	101	127
	12%	12%	9%	13%	14%	11%	13%
Items not being delivered intact/undamaged	142	21	35	53	35	55	87
	8%	4%	7%	11% a	7%	6%	9%
Amount / level of sent post lost	125	20	47	41	17	67	58
	7%	4%	10% ad	9% d	4%	7%	6%
Collection reliability	106	14	35	25	32	49	57
	6%	3%	8%	5%	7%	5%	6%
Latest collection time	76	15	30	22	9	45	31
	4%	3%	6% d	5%	2%	5%	3%
Collection time of items you are sending	65	14	24	16	11	38	28
	3%	3%	5%	3%	2%	4%	3%
Other (PLEASE SPECIFY)	33	8	1	8	16	9	24
	2%	2%	*%	2%	3% b	1%	3%
No Problems	1108	303	267	253	285	570	538
	59%	65% c	57%	54%	60%	61%	57%
NET: Any problem	775	165	201	218	192	366	409
	41%	35%	43%	46% a	40%	39%	43%

Columns Tested:: a,b,c,d - a,b

Table 271

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	770	69	701	525	136	37	72	245
Effective base	321	18	306	294	60	15	38	81
Weighted Base	775	25	750	739	30	4	2	36
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	9	327	325	9	1	1	11
	43%	36%	44%	44%	30%	26%	34%	30%
				be				
Price of postage	303	1	302	290	10	2	1	13
	39%	4%	40%	39%	34%	51%	40%	36%
			a					
Delivery time (when you receive your post delivery)	228	6	222	216	11	1	1	12
	29%	24%	30%	29%	36%	23%	31%	34%
Items not being delivered intact/undamaged	142	5	138	138	3	1	*	4
	18%	19%	18%	19%	10%	19%	14%	11%
Amount / level of sent post lost	125	14	111	122	2	*	*	3
	16%	55%	15%	16%	8%	10%	7%	8%
		b						
Collection reliability	106	10	97	99	5	1	1	7
	14%	38%	13%	13%	18%	33%	33%	21%
		b				a	a	
Latest collection time	76	*	76	67	7	1	*	9
	10%	1%	10%	9%	24%	29%	24%	25%
					a	a	a	a
Collection time of items you are sending	65	2	63	57	8	*	*	8
	8%	9%	8%	8%	26%	9%	23%	24%
					a		a	a
Other	33	4	29	33	*	*	*	*
	4%	16%	4%	5%	*%	1%	1%	*%
		b		e				
NET: Any problem	775	25	750	739	30	4	2	36
	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b,c,d,e

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	770	222	217	86	85	88	72	525	136	109
Effective base	321	144	118	39	40	37	38	294	60	29
Weighted Base	775	394	282	63	22	12	2	739	30	6
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	162	147	17	7	3	1	325	9	2
	43%	41%	52% cdehi	27%	31%	26%	34%	44% ceh	30%	29%
Price of postage	303	158	104	28	7	5	1	290	10	3
	39%	40%	37%	45%	34%	40%	40%	39%	34%	48%
Delivery time (when you receive your post delivery)	228	116	78	21	8	3	1	216	11	2
	29%	29%	28%	34%	39%	26%	31%	29%	36%	26%
Items not being delivered intact/undamaged	142	72	55	12	2	1	*	138	3	1
	18%	18%	19%	19%	11%	11%	14%	19%	10%	17%
Amount / level of sent post lost	125	61	51	9	1	2	*	122	2	1
	16%	16%	18% d	14%	5%	14%	7%	16%	8%	9%
Collection reliability	106	44	36	18	4	3	1	99	5	2
	14%	11%	13%	29% abg	16%	26% ag	33% abg	13%	18%	33% abg
Latest collection time	76	39	21	7	6	2	*	67	7	2
	10%	10%	7%	12%	29% abg	17%	24% abg	9%	24% abg	27% abg
Collection time of items you are sending	65	32	18	6	5	3	*	57	8	1
	8%	8%	6%	10%	24% abg	23% abg	23% abg	8%	26% abg	13%
Other	33	23	9	1	-	*	*	33	*	*
	4%	6% h	3%	1%	-%	*%	1%	5%	*%	1%
NET: Any problem	775	394	282	63	22	12	2	739	30	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	770	336	189	136	37	72	339	161	52	40	76
Effective base	321	220	99	60	15	38	191	71	16	16	8
Weighted Base	775	608	132	30	4	2	509	130	32	11	17
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	278	47	9	1	1	224	50	10	3	10
	43%	46%	36%	30%	26%	34%	44%	39%	31%	26%	63%
		c									
Price of postage	303	239	51	10	2	1	201	55	11	3	7
	39%	39%	39%	34%	51%	40%	39%	42%	35%	25%	40%
Delivery time (when you receive your post delivery)	228	171	45	11	1	1	146	34	12	2	5
	29%	28%	34%	36%	23%	31%	29%	26%	37%	19%	30%
Items not being delivered intact/undamaged	142	111	27	3	1	*	97	26	2	1	1
	18%	18%	21%	10%	19%	14%	19%	20%	7%	13%	8%
Amount / level of sent post lost	125	101	21	2	*	*	77	16	8	1	3
	16%	17%	16%	8%	10%	7%	15%	12%	26%	7%	19%
Collection reliability	106	68	31	5	1	1	64	22	9	2	2
	14%	11%	24%	18%	33%	33%	13%	17%	28%	21%	12%
			a		a	a					
Latest collection time	76	57	10	7	1	*	54	12	3	1	1
	10%	9%	7%	24%	29%	24%	11%	9%	10%	5%	4%
				ab	ab	ab					
Collection time of items you are sending	65	41	16	8	*	*	34	14	4	3	7
	8%	7%	12%	26%	9%	23%	7%	11%	13%	29%	41%
				ab		a				a	ab
Other	33	29	4	*	*	*	26	1	*	-	*
	4%	5%	3%	*%	1%	1%	5%	1%	1%	-%	*%
NET: Any problem	775	608	132	30	4	2	509	130	32	11	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	770	62	48	82	24	57	75	62	52	46
Effective base	321	33	30	46	11	31	50	38	27	23
Weighted Base	775	75	67	109	28	72	142	113	72	46
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	43	25	34	12	42	63	53	28	18
	43%	57%	37%	31%	44%	58%	44%	46%	39%	39%
		c				c				
Price of postage	303	35	29	43	11	26	52	42	26	24
	39%	46%	44%	40%	40%	36%	37%	37%	36%	52%
Delivery time (when you receive your post delivery)	228	27	21	29	9	11	40	32	23	25
	29%	36%	31%	26%	30%	16%	28%	28%	32%	55%
										cefg
Items not being delivered intact/undamaged	142	9	16	19	6	12	29	25	13	6
	18%	12%	24%	18%	20%	16%	20%	22%	18%	13%
Amount / level of sent post lost	125	6	8	8	2	21	32	13	13	11
	16%	8%	13%	8%	7%	29%	23%	12%	19%	24%
						ac	c			
Collection reliability	106	11	5	10	1	15	18	26	4	5
	14%	15%	8%	9%	2%	21%	13%	23%	6%	10%
Latest collection time	76	10	7	10	1	5	18	10	9	2
	10%	13%	10%	9%	4%	7%	13%	9%	12%	4%
Collection time of items you are sending	65	8	2	5	9	15	2	4	10	3
	8%	11%	4%	5%	31%	20%	1%	3%	14%	6%
						cfg			f	
Other	33	3	2	4	-	1	9	4	3	2
	4%	4%	3%	3%	-%	1%	6%	4%	5%	5%
NET: Any problem	775	75	67	109	28	72	142	113	72	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	770	127	162	219	508	262	86	91	85
Effective base	321	65	90	132	285	89	44	28	23
Weighted Base	775	146	215	364	725	50	23	20	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	72	96	150	317	18	7	8	2
	43%	49%	45%	41%	44%	36%	33%	42%	32%
Price of postage	303	61	90	137	289	15	5	7	2
	39%	42%	42%	38%	40%	29%	24%	36%	28%
			f		f				
Delivery time (when you receive your post delivery)	228	45	71	100	216	12	6	4	2
	29%	31%	33%	28%	30%	24%	26%	22%	22%
Items not being delivered intact/undamaged	142	23	39	72	134	8	4	2	2
	18%	16%	18%	20%	19%	16%	16%	12%	28%
Amount / level of sent post lost	125	34	28	54	115	9	3	4	2
	16%	23%	13%	15%	16%	18%	15%	20%	24%
Collection reliability	106	21	20	54	95	12	5	5	2
	14%	14%	9%	15%	13%	23%	20%	26%	23%
						bd		b	
Latest collection time	76	8	25	38	72	4	2	2	1
	10%	6%	12%	10%	10%	8%	7%	9%	12%
Collection time of items you are sending	65	26	21	10	58	7	4	3	1
	8%	18%	10%	3%	8%	14%	16%	13%	11%
		cd	c		c	c	c	c	
Other	33	3	8	17	29	5	3	1	1
	4%	2%	4%	5%	4%	10%	12%	6%	11%
							ad		
NET: Any problem	775	146	215	364	725	50	23	20	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	h	i
Unweighted Base	770	28	64	70	89	142	47	19	30	345
Effective base	321	9	19	22	43	59	21	8	10	150
Weighted Base	775	20	52	61	110	132	45	20	25	363
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	6	30	34	37	49	20	10	6	174
	43%	29%	58%	57%	34%	37%	45%	49%	23%	48%
Price of postage	303	3	27	27	50	49	16	10	12	138
	39%	13%	51%	44%	45%	37%	35%	51%	47%	38%
Delivery time (when you receive your post delivery)	228	7	14	19	26	30	14	12	4	117
	29%	34%	28%	31%	24%	23%	31%	60%	16%	32%
Items not being delivered intact/ undamaged	142	-	4	4	25	29	15	8	3	59
	18%	-%	7%	6%	23%	22%	34% bc	39%	12%	16%
Amount / level of sent post lost	125	1	8	9	18	24	7	2	*	63
	16%	7%	16%	14%	17%	18%	16%	8%	2%	17%
Collection reliability	106	5	7	7	15	19	7	1	2	51
	14%	27%	13%	11%	14%	15%	15%	3%	7%	14%
Latest collection time	76	*	5	5	7	17	4	2	2	39
	10%	1%	9%	8%	6%	13%	10%	10%	8%	11%
Collection time of items you are sending	65	2	8	12	8	13	5	*	8	17
	8%	9%	15%	20% i	7%	10%	11%	*%	35% dei	5%
Other	33	6	*	*	*	9	1	*	1	17
	4%	29%	*%	*%	*%	7%	1%	2%	3%	5%
NET: Any problem	775	20	52	61	110	132	45	20	25	363
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	770	187	189	394	678	92	619	151	757	13
Effective base	321	74	80	168	271	50	283	43	312	9
Weighted Base	775	190	177	408	641	134	706	70	751	24
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	77	69	190	268	68	311	24	325	11
	43%	41%	39%	47%	42%	50%	44%	35%	43%	46%
Price of postage	303	79	65	160	247	57	276	27	288	15
	39%	41%	36%	39%	38%	42%	39%	40%	38%	63%
Delivery time (when you receive your post delivery)	228	51	44	133	178	50	205	23	216	12
	29%	27%	25%	33%	28%	37%	29%	34%	29%	52%
Items not being delivered intact/undamaged	142	29	45	69	106	36	133	9	138	5
	18%	15%	25%	17%	17%	27%	19%	13%	18%	21%
Amount / level of sent post lost	125	28	31	65	102	22	116	8	117	7
	16%	15%	18%	16%	16%	17%	16%	12%	16%	30%
Collection reliability	106	27	26	53	96	11	89	17	106	-
	14%	14%	15%	13%	15%	8%	13%	25% a	14%	-%
Latest collection time	76	11	22	43	61	14	70	6	74	1
	10%	6%	12%	11%	10%	11%	10%	9%	10%	6%
Collection time of items you are sending	65	21	18	26	57	8	50	15	65	-
	8%	11%	10%	6%	9%	6%	7%	22% a	9%	-%
Other	33	6	9	18	26	8	33	*	31	2
	4%	3%	5%	4%	4%	6%	5%	*%	4%	9%
NET: Any problem	775	190	177	408	641	134	706	70	751	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	770	353	216	196	524	144	40	62	668	102
Effective base	321	162	66	91	250	43	12	15	293	27
Weighted Base	775	388	141	237	605	101	31	39	705	70
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	165	64	105	265	42	14	14	307	29
	43%	43%	46%	44%	44%	42%	46%	37%	44%	41%
Price of postage	303	165	36	101	228	44	15	17	271	32
	39%	43%	26%	42%	38%	43%	49%	43%	38%	46%
		b		b						
Delivery time (when you receive your post delivery)	228	112	49	61	181	28	7	11	209	19
	29%	29%	35%	26%	30%	28%	24%	29%	30%	27%
Items not being delivered intact/undamaged	142	72	20	50	113	23	3	2	137	6
	18%	19%	14%	21%	19%	23%	11%	6%	19%	9%
Amount / level of sent post lost	125	51	17	56	83	26	10	6	109	16
	16%	13%	12%	24%	14%	26%	32%	15%	15%	22%
				a		a				
Collection reliability	106	51	24	31	83	16	3	5	99	8
	14%	13%	17%	13%	14%	16%	9%	13%	14%	11%
Latest collection time	76	37	21	17	55	12	5	3	68	8
	10%	10%	15%	7%	9%	12%	17%	7%	10%	12%
Collection time of items you are sending	65	21	30	15	41	12	3	9	53	12
	8%	5%	21%	6%	7%	12%	9%	24%	8%	17%
			ac					ae		
Other	33	11	8	14	31	2	*	-	33	*
	4%	3%	6%	6%	5%	2%	1%	-%	5%	*%
NET: Any problem	775	388	141	237	605	101	31	39	705	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	770	208	316	246	704	661	733	626	435	404
Effective base	321	113	139	71	286	266	304	253	170	141
Weighted Base	775	293	312	171	693	639	733	598	423	342
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	136	129	71	297	276	319	253	171	141
	43%	46%	41%	41%	43%	43%	44%	42%	40%	41%
Price of postage	303	120	107	76	270	246	289	241	169	138
	39%	41%	34%	44%	39%	39%	39%	40%	40%	40%
Delivery time (when you receive your post delivery)	228	78	104	47	209	203	222	194	130	103
	29%	26%	33%	27%	30%	32%	30%	32%	31%	30%
Items not being delivered intact/undamaged	142	54	59	29	134	117	137	113	70	44
	18%	19%	19%	17%	19%	18%	19%	19%	17%	13%
Amount / level of sent post lost	125	27	55	42	103	105	115	100	58	46
	16%	9%	18%	25% a	15%	16%	16%	17%	14%	14%
Collection reliability	106	32	51	24	86	80	92	86	63	58
	14%	11%	16%	14%	12%	13%	13%	14%	15%	17%
Latest collection time	76	29	26	20	66	58	71	56	44	47
	10%	10%	8%	12%	10%	9%	10%	9%	10%	14%
Collection time of items you are sending	65	14	27	24	60	58	62	62	53	49
	8%	5%	9%	14% a	9%	9%	8%	10%	12%	14%
Other	33	18	13	3	28	25	30	20	4	4
	4%	6%	4%	1%	4% e	4%	4% e	3%	1%	1%
NET: Any problem	775	293	312	171	693	639	733	598	423	342
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	770	72	387	60	73	55	48	38	141
Effective base	321	43	187	22	20	12	10	11	34
Weighted Base	775	107	459	44	42	28	26	26	80
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	48	200	19	21	8	8	15	31
	43%	45%	43%	43%	51%	27%	33%	59%	39%
Price of postage	303	54	180	14	9	7	14	11	32
	39%	51%	39%	32%	21%	23%	56%	41%	40%
		d							
Delivery time (when you receive your post delivery)	228	25	154	14	12	8	5	4	17
	29%	23%	34%	31%	29%	28%	20%	16%	22%
Items not being delivered intact/undamaged	142	21	92	5	5	8	3	4	14
	18%	19%	20%	12%	11%	28%	11%	14%	18%
Amount / level of sent post lost	125	21	68	10	8	3	4	2	8
	16%	20%	15%	23%	18%	9%	16%	6%	10%
Collection reliability	106	17	50	5	9	5	3	4	12
	14%	16%	11%	11%	21%	16%	11%	16%	15%
Latest collection time	76	17	35	3	6	3	1	6	10
	10%	16%	8%	7%	15%	11%	3%	23%	13%
Collection time of items you are sending	65	3	30	8	3	6	7	5	19
	8%	3%	6%	17%	7%	23%	26%	21%	23%
						b	ab		ab
Other	33	6	21	3	1	*	*	*	*
	4%	5%	5%	8%	1%	*%	1%	*%	*%
NET: Any problem	775	107	459	44	42	28	26	26	80
	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	770	431	77	62	55	30	32	17	375	112	62	43	28	23	18
Effective base	321	208	28	17	16	7	8	4	183	39	19	10	9	8	7
Weighted Base	775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	213	36	16	16	2	9	5	200	40	13	5	8	2	10
	43%	42%	50%	38%	53%	16%	51%	69%	45%	42%	40%	49%	25%	37%	54%
Price of postage	303	201	33	7	8	7	10	4	183	26	12	3	14	2	6
	39%	40%	46%	17%	26%	46%	55%	51%	41%	27%	38%	33%	48%	31%	33%
			c												
Delivery time (when you receive your post delivery)	228	152	28	4	10	6	6	2	160	22	10	2	4	2	2
	29%	30%	39%	10%	34%	42%	33%	30%	36%	23%	33%	22%	14%	34%	13%
			c												
Items not being delivered intact/undamaged	142	96	24	4	4	3	1	1	88	11	4	1	9	*	3
	18%	19%	33%	9%	15%	22%	3%	16%	20%	12%	14%	9%	29%	7%	18%
Amount / level of sent post lost	125	68	18	8	4	*	4	1	74	19	4	4	2	1	1
	16%	13%	24%	20%	14%	*%	20%	15%	17%	20%	11%	35%	8%	23%	6%
Collection reliability	106	61	7	7	4	3	2	*	49	16	5	6	*	1	3
	14%	12%	9%	18%	14%	20%	14%	3%	11%	16%	15%	57%	2%	24%	17%
												abc			
Latest collection time	76	52	*	9	2	1	2	*	35	13	2	*	1	1	5
	10%	10%	*%	21%	6%	8%	10%	2%	8%	14%	8%	4%	4%	26%	26%
				b											
Collection time of items you are sending	65	29	8	10	1	1	6	5	21	20	9	1	6	1	1
	8%	6%	11%	23%	3%	9%	35%	66%	5%	21%	27%	6%	18%	14%	8%
				a			ad			a	a				
Other	33	26	1	1	*	*	*	-	21	1	3	*	*	*	-
	4%	5%	2%	2%	*%	1%	*%	-%	5%	1%	8%	3%	1%	*%	-%
NET: Any problem	775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base	770	318	94	71	59	22	32	30	84	234	142	199	97	60
Effective base	321	152	34	23	21	7	7	10	25	118	63	76	27	19
Weighted Base	775	355	89	54	37	17	17	28	63	285	154	177	64	51
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	155	37	20	8	10	9	13	32	142	52	85	26	13
	43%	44%	42%	38%	21%	61%	52%	45%	51%	50%	34%	48%	41%	25%
		d							d	be				
Price of postage	303	146	39	24	14	5	4	9	18	109	66	64	29	21
	39%	41%	44%	44%	37%	27%	25%	32%	29%	38%	43%	36%	45%	41%
Delivery time (when you receive your post delivery)	228	129	30	12	8	7	5	4	16	99	43	59	11	9
	29%	36%	33%	22%	20%	43%	28%	14%	26%	35%	28%	33%	16%	18%
Items not being delivered intact/undamaged	142	66	27	6	8	*	2	3	6	44	34	37	9	13
	18%	19%	30%	11%	21%	1%	14%	12%	10%	15%	22%	21%	15%	25%
Amount / level of sent post lost	125	54	19	4	3	8	6	5	19	38	25	30	14	8
	16%	15%	22%	8%	9%	48%	34%	17%	30%	13%	16%	17%	22%	15%
Collection reliability	106	48	11	13	5	2	2	5	9	41	14	21	13	4
	14%	14%	12%	25%	13%	10%	13%	18%	15%	14%	9%	12%	20%	8%
Latest collection time	76	28	13	5	4	6	1	1	7	22	22	7	13	6
	10%	8%	14%	10%	10%	33%	3%	2%	11%	8%	15%	4%	20%	12%
											c		c	
Collection time of items you are sending	65	18	6	11	8	7	4	8	19	11	21	8	11	11
	8%	5%	7%	20%	22%	39%	25%	28%	30%	4%	13%	5%	18%	21%
				a	a		a	a	ab		a		ac	ac
Other	33	14	2	-	4	-	*	-	*	18	5	7	*	-
	4%	4%	2%	-%	12%	-%	1%	-%	*%	6%	3%	4%	1%	-%
NET: Any problem	775	355	89	54	37	17	17	28	63	285	154	177	64	51
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	770	294	128	166	73	41	248	133	156	72	45
Effective base	321	135	60	61	18	12	123	51	55	21	16
Weighted Base	775	332	141	144	46	28	297	124	121	53	41
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	156	41	73	19	7	142	43	56	26	9
	43%	47%	29%	50%	41%	26%	48%	35%	46%	50%	21%
		b		b			e				
Price of postage	303	121	63	51	21	14	110	48	46	25	17
	39%	37%	45%	35%	46%	49%	37%	38%	38%	47%	41%
Delivery time (when you receive your post delivery)	228	105	39	49	9	7	116	32	39	7	9
	29%	32%	28%	34%	19%	24%	39%	26%	32%	13%	21%
							d				
Items not being delivered intact/undamaged	142	58	40	27	6	3	49	23	25	7	12
	18%	17%	29%	19%	13%	11%	16%	19%	21%	14%	30%
Amount / level of sent post lost	125	36	22	31	9	5	44	25	17	14	3
	16%	11%	16%	22%	19%	19%	15%	20%	14%	26%	8%
				a							
Collection reliability	106	46	13	15	7	4	30	14	21	11	4
	14%	14%	9%	11%	16%	13%	10%	12%	17%	20%	10%
Latest collection time	76	25	23	3	9	6	22	15	8	11	2
	10%	7%	17%	2%	20%	21%	7%	12%	7%	21%	6%
			c		c	c					
Collection time of items you are sending	65	20	17	4	10	10	14	22	13	8	3
	8%	6%	12%	3%	21%	35%	5%	17%	10%	14%	6%
			c		ac	ac		a			
Other	33	16	5	6	*	-	16	2	7	*	-
	4%	5%	4%	4%	1%	-%	5%	2%	6%	*%	-%
NET: Any problem	775	332	141	144	46	28	297	124	121	53	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base	321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base	775	246	98	140	70	35	378	55	162	699	76	670	23
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	104	51	55	29	14	162	27	63	300	35	278	19
	43%	42%	52%	39%	41%	41%	43%	49%	39%	43%	47%	42%	80%
Price of postage	303	89	47	55	30	19	167	10	64	268	35	263	7
	39%	36%	48%	39%	43%	55%	44% b	18%	40% b	38%	46%	39%	31%
Delivery time (when you receive your post delivery)	228	98	35	40	13	8	124	16	54	212	16	204	4
	29%	40% d	36%	29%	19%	22%	33%	29%	33%	30%	21%	31%	19%
Items not being delivered intact/ undamaged	142	42	18	35	7	7	81	3	29	128	15	134	-
	18%	17%	18%	25%	10%	20%	21%	6%	18%	18%	19%	20%	-%
Amount / level of sent post lost	125	31	20	24	22	2	75	5	20	110	14	98	5
	16%	13%	20%	17%	31% a	6%	20%	10%	12%	16%	19%	15%	20%
Collection reliability	106	36	14	20	11	5	59	8	17	90	16	82	3
	14%	15%	14%	14%	16%	14%	16%	15%	10%	13%	21%	12%	14%
Latest collection time	76	19	10	16	11	1	42	3	12	70	6	65	1
	10%	8%	10%	12%	16%	2%	11%	5%	7%	10%	8%	10%	6%
Collection time of items you are sending	65	15	10	17	7	9	36	20	6	60	5	54	6
	8%	6%	10%	12%	10%	25% a	9%	35% ac	4%	9%	7%	8%	25%
Other	33	11	4	6	*	-	15	*	5	33	*	28	-
	4%	4%	4%	4%	*%	-%	4%	*%	3%	5%	*%	4%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base	321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base	775	246	98	140	70	35	378	55	162	699	76	670	23
NET: Any problem	775	246	98	140	70	35	378	55	162	699	76	670	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	770	569	92	391	235	682	22	571	90	397	229
Effective base	321	240	26	159	95	280	6	240	26	158	95
Weighted Base	775	573	66	364	234	679	14	581	58	371	227
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	239	37	146	106	288	9	246	30	151	101
	43%	42%	57%	40%	46%	42%	64%	42%	52%	41%	45%
Price of postage	303	215	31	124	117	265	5	217	29	128	112
	39%	38%	47%	34%	50% a	39%	36%	37%	50%	35%	49% a
Delivery time (when you receive your post delivery)	228	190	14	128	66	203	6	188	15	129	64
	29%	33%	21%	35%	28%	30%	42%	32%	27%	35%	28%
Items not being delivered intact/undamaged	142	110	7	72	41	134	-	110	7	66	47
	18%	19%	11%	20%	17%	20%	-%	19%	13%	18%	21%
Amount / level of sent post lost	125	87	18	59	40	98	5	88	17	62	38
	16%	15%	28%	16%	17%	14%	32%	15%	30%	17%	17%
Collection reliability	106	69	11	61	25	80	5	69	12	62	24
	14%	12%	17%	17%	11%	12%	37%	12%	20%	17%	11%
Latest collection time	76	49	9	26	30	65	1	49	9	31	26
	10%	9%	14%	7%	13%	10%	8%	8%	16%	8%	11%
Collection time of items you are sending	65	39	20	37	25	58	2	39	19	37	24
	8%	7%	30% a	10%	11%	9%	13%	7%	34% a	10%	11%
Other	33	25	*	18	3	28	-	25	*	17	3
	4%	4%	*%	5%	1%	4%	-%	4%	*%	5%	1%
NET: Any problem	775	573	66	364	234	679	14	581	58	371	227
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	770	457	493	119	1	467	415	103	-	491	334	130	1
Effective base	321	176	213	46	1	181	177	41	-	201	143	52	1
Weighted Base	775	442	504	128	4	458	402	106	-	487	311	134	*
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	186	231	66	-	198	177	57	-	206	137	60	-
	43%	42%	46%	52%	-%	43%	44%	54%	-%	42%	44%	44%	-%
Price of postage	303	158	213	45	4	159	181	44	-	193	147	60	*
	39%	36%	42%	35%	100%	35%	45%	42%	-%	40%	47%	44%	100%
Delivery time (when you receive your post delivery)	228	141	158	45	-	147	127	28	-	155	100	33	-
	29%	32%	31%	35%	-%	32%	32%	26%	-%	32%	32%	25%	-%
Items not being delivered intact/ undamaged	142	90	103	18	-	85	80	15	-	99	60	23	-
	18%	20%	20%	14%	-%	19%	20%	15%	-%	20%	19%	17%	-%
Amount / level of sent post lost	125	67	78	31	-	69	67	29	-	80	59	28	-
	16%	15%	16%	24%	-%	15%	17%	27%	-%	16%	19%	21%	-%
Collection reliability	106	53	46	12	-	55	44	9	-	68	44	12	-
	14%	12%	9%	9%	-%	12%	11%	8%	-%	14%	14%	9%	-%
Latest collection time	76	42	57	19	-	41	49	18	-	51	30	14	-
	10%	9%	11%	15%	-%	9%	12%	17%	-%	10%	10%	10%	-%
Collection time of items you are sending	65	52	34	12	-	46	29	7	-	49	31	12	-
	8%	12%	7%	9%	-%	10%	7%	6%	-%	10%	10%	9%	-%
Other	33	12	25	2	-	12	20	2	-	15	12	2	-
	4%	3%	5%	2%	-%	3%	5%	2%	-%	3%	4%	2%	-%
NET: Any problem	775	442	504	128	4	458	402	106	-	487	311	134	*
	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	770	629	568	417	550	414	38	241	237	262	75	45
Effective base	321	263	237	177	220	189	11	116	107	111	34	22
Weighted Base	775	646	577	423	544	454	30	262	268	282	82	60
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	276	253	185	249	208	11	119	116	130	42	28
	43%	43%	44%	44%	46%	46%	36%	46%	43%	46%	51%	47%
Price of postage	303	258	229	172	217	198	9	122	113	119	35	25
	39%	40%	40%	41%	40%	44%	29%	46%	42%	42%	42%	42%
Delivery time (when you receive your post delivery)	228	199	178	138	180	127	4	88	91	93	21	20
	29%	31%	31%	33%	33%	28%	13%	34%	34%	33%	25%	32%
Items not being delivered intact/undamaged	142	131	115	91	98	90	5	47	52	61	20	15
	18%	20%	20%	22%	18%	20%	17%	18%	19%	22%	25%	24%
Amount / level of sent post lost	125	101	95	83	79	74	13	50	48	49	17	11
	16%	16%	17%	20%	15%	16%	42% ab	19%	18%	17%	21%	19%
Collection reliability	106	75	65	61	61	53	7	38	41	33	8	4
	14%	12%	11%	14%	11%	12%	24%	14%	15%	12%	9%	6%
Latest collection time	76	64	57	44	68	61	7	29	36	40	14	10
	10%	10%	10%	10%	12%	13%	22%	11%	13%	14%	17%	17%
Collection time of items you are sending	65	40	48	31	47	37	7	19	14	25	4	3
	8%	6%	8%	7%	9%	8%	23%	7%	5%	9%	5%	4%
Other	33	28	25	19	13	26	-	13	10	8	2	2
	4%	4%	4%	4%	2%	6%	-%	5%	4%	3%	3%	4%
NET: Any problem	775	646	577	423	544	454	30	262	268	282	82	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base	321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	73	40	42	10	292	190	310	207	189	202	263	63	-	193	77
	43%	44%	55%	46%	34%	47%	44%	46%	44%	48%	46%	45%	53%	-%	38%	62% a
Price of postage	303	84	21	30	17	238	175	259	189	166	163	229	66	-	193	52
	39%	51% b	29%	33%	56%	38%	41%	39%	40%	42%	37%	39%	55% ab	-%	38%	42%
Delivery time (when you receive your post delivery)	228	54	22	23	7	197	132	203	161	141	152	175	40	-	123	66
	29%	33%	30%	25%	24%	32%	31%	30%	34%	36%	35%	30%	34%	-%	24%	53% a
Items not being delivered intact/ undamaged	142	24	5	26	14	119	83	126	101	78	76	117	23	-	84	21
	18%	15%	7%	29% b	47% ab	19%	19%	19%	21%	20%	17%	20%	19%	-%	17%	17%
Amount / level of sent post lost	125	25	11	19	6	98	67	107	84	76	64	108	34	-	75	23
	16%	15%	15%	21%	20%	16%	16%	16%	18%	19%	15%	18%	29% a	-%	15%	19%
Collection reliability	106	16	19	18	9	81	59	89	64	52	56	75	11	-	67	10
	14%	10%	26%	19%	31% a	13%	14%	13%	14%	13%	13%	13%	9%	-%	13%	8%
Latest collection time	76	24	3	11	8	64	55	68	52	44	47	57	25	-	53	11
	10%	15%	4%	12%	26% b	10%	13%	10%	11%	11%	11%	10%	21% b	-%	10%	9%
Collection time of items you are sending	65	21	13	14	2	44	40	55	35	31	49	38	12	-	46	7
	8%	13%	18%	15%	8%	7%	9%	8%	7%	8%	11%	7%	10%	-%	9%	6%
Other	33	5	*	2	-	26	19	26	17	9	9	27	1	-	24	3
	4%	3%	*%	2%	-%	4%	4%	4%	4%	2%	2%	5%	1%	-%	5%	3%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base	321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
NET: Any problem	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	770	770	-	284	18	200	153	159	441	164	173	237	347
Effective base	321	321	-	116	10	73	75	59	186	73	66	95	154
Weighted Base	775	775	-	281	26	170	189	154	437	174	164	225	370
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	336	-	117	19	76	79	58	178	94	77	106	147
	43%	43%	-%	42%	74%	45%	42%	38%	41%	54%	47%	47%	40%
Price of postage	303	303	-	126	15	70	93	51	169	84	66	81	152
	39%	39%	-%	45%	56%	41%	49%	33%	39%	48%	40%	36%	41%
Delivery time (when you receive your post delivery)	228	228	-	77	7	60	45	51	112	65	48	64	115
	29%	29%	-%	27%	25%	35%	24%	33%	26%	38%	30%	28%	31%
Items not being delivered intact/ undamaged	142	142	-	58	6	28	44	30	72	40	35	43	64
	18%	18%	-%	20%	24%	16%	24%	20%	16%	23%	21%	19%	17%
Amount / level of sent post lost	125	125	-	52	2	32	32	22	67	31	43	39	38
	16%	16%	-%	18%	9%	19%	17%	14%	15%	18%	26% c	17%	10%
Collection reliability	106	106	-	41	1	33	14	24	66	15	27	41	34
	14%	14%	-%	14%	3%	19% b	7%	16%	15%	8%	16%	18% c	9%
Latest collection time	76	76	-	28	8	30	12	15	49	12	16	24	31
	10%	10%	-%	10%	31%	18% b	6%	10%	11%	7%	10%	11%	8%
Collection time of items you are sending	65	65	-	19	2	26	6	17	32	14	11	30	22
	8%	8%	-%	7%	8%	15% b	3%	11%	7%	8%	7%	13%	6%
Other	33	33	-	6	-	1	7	9	18	7	3	7	23
	4%	4%	-%	2%	-%	1%	4%	6%	4%	4%	2%	3%	6%
NET: Any problem	775	775	-	281	26	170	189	154	437	174	164	225	370
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	770	444	326
Effective base	321	168	153
Weighted Base	775	425	351
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	189	146
	43%	45%	42%
Price of postage	303	160	143
	39%	38%	41%
Delivery time (when you receive your post delivery)	228	135	93
	29%	32%	27%
Items not being delivered intact/undamaged	142	65	78
	18%	15%	22%
Amount / level of sent post lost	125	73	52
	16%	17%	15%
Collection reliability	106	70	36
	14%	16%	10%
Latest collection time	76	46	30
	10%	11%	9%
Collection time of items you are sending	65	41	24
	8%	10%	7%
Other	33	13	20
	4%	3%	6%
NET: Any problem	775	425	351
	100%	100%	100%

Columns Tested:: a,b

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	770	32	81	41	61	43	103	13	111	68	55	80	82
Effective base	321	10	36	15	12	19	38	9	62	41	22	53	46
Weighted Base	775	4	120	42	29	58	114	2	136	80	30	92	70
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	1	54	18	7	25	55	1	66	40	12	37	21
	43%	26%	45%	43%	25%	43%	48%	31%	49%	50%	41%	40%	31%
Price of postage	303	2	49	14	12	32	35	1	48	32	17	35	26
	39%	48%	41%	35%	40%	56%	31%	31%	36%	40%	56%	38%	36%
Delivery time (when you receive your post delivery)	228	*	40	17	1	20	22	1	37	23	10	31	26
	29%	9%	33%	42%	3%	35%	19%	23%	27%	29%	32%	33%	38%
			d	d		d				d	d	d	d
Items not being delivered intact/ undamaged	142	*	17	4	4	10	20	1	36	17	4	17	13
	18%	3%	14%	8%	15%	18%	18%	23%	26%	21%	14%	19%	19%
Amount / level of sent post lost	125	1	8	11	2	9	36	*	25	16	1	11	5
	16%	16%	7%	27%	7%	15%	32%	15%	18%	20%	4%	12%	7%
							bjkl						
Collection reliability	106	*	9	4	9	6	20	*	12	13	4	19	10
	14%	6%	8%	10%	31%	11%	18%	19%	9%	17%	12%	20%	14%
Latest collection time	76	*	13	2	4	7	18	*	8	14	3	4	3
	10%	6%	11%	5%	15%	12%	16%	8%	6%	17%	9%	4%	4%
										k			
Collection time of items you are sending	65	1	7	6	2	2	20	*	8	8	1	6	4
	8%	19%	6%	15%	7%	3%	17%	6%	6%	10%	2%	7%	6%
Other	33	*	5	3	*	-	1	*	3	5	4	8	5
	4%	1%	4%	7%	1%	-%	1%	17%	2%	7%	12%	8%	7%
NET: Any problem	775	4	120	42	29	58	114	2	136	80	30	92	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 271 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	770	154	207	192	217	361	409
Effective base	321	52	68	104	121	120	221
Weighted Base	775	165	201	218	192	366	409
Delivery consistency / reliability (e.g. arrives as promised consistently)	336	72	87	106	70	159	177
	43%	44%	43%	49%	37%	43%	43%
Price of postage	303	66	79	81	77	145	158
	39%	40%	40%	37%	40%	40%	39%
Delivery time (when you receive your post delivery)	228	57	43	61	67	101	127
	29%	35%	22%	28%	35%	28%	31%
Items not being delivered intact/undamaged	142	21	35	53	35	55	87
	18%	12%	17%	24%	18%	15%	21%
Amount / level of sent post lost	125	20	47	41	17	67	58
	16%	12%	23%	19%	9%	18%	14%
			d	d			
Collection reliability	106	14	35	25	32	49	57
	14%	8%	18%	12%	17%	13%	14%
Latest collection time	76	15	30	22	9	45	31
	10%	9%	15%	10%	5%	12%	7%
			d				
Collection time of items you are sending	65	14	24	16	11	38	28
	8%	9%	12%	7%	6%	10%	7%
Other	33	8	1	8	16	9	24
	4%	5%	1%	4%	8%	3%	6%
					b		
NET: Any problem	775	165	201	218	192	366	409
	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b

Table 272

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		770	69	701	525	136	37	72	245
Effective base		321	18	306	294	60	15	38	81
Weighted Base		775	25	750	739	30	4	2	36
Very Dissatisfied	(-2)	57	6	51	55	2	*	-	2
		7%	25%	7%	7%	6%	5%	-%	5%
			b						
Fairly Dissatisfied	(-1)	99	1	98	97	1	*	*	2
		13%	5%	13%	13%	4%	8%	4%	5%
					e				
Neither Satisfied Nor Dissatisfied	(0)	97	9	88	93	3	1	*	4
		12%	35%	12%	13%	11%	14%	9%	11%
			b						
Fairly Satisfied	(1)	175	5	170	163	9	2	1	12
		23%	21%	23%	22%	30%	55%	45%	34%
							a	a	a
Very Satisfied	(2)	152	*	151	140	10	1	1	11
		20%	2%	20%	19%	34%	15%	40%	32%
						a		a	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	3	169	168	5	*	*	5
		22%	12%	23%	23%	15%	4%	3%	13%
					d				
Don't Know (CATI ONLY: DO NOT READ OUT)		23	-	23	23	*	-	-	*
		3%	-%	3%	3%	*%	-%	-%	*%
NET: Satisfied		327	6	321	304	19	3	2	24
		42%	23%	43%	41%	64%	70%	84%	65%
						a	a	abe	a
NET: Dissatisfied		156	7	148	152	3	1	*	4
		20%	30%	20%	21%	10%	12%	4%	10%
					de				
Answered		580	22	558	548	25	4	2	31
Mean Score		.5	-.3	.5	.4	1.0	.7	1.2	.9
				a		a		a	a
Standard error		.05	.16	.06	.07	.11	.19	.13	.08
Standard deviation		1.31	1.21	1.30	1.31	1.17	1.12	1.10	1.13

Columns Tested:: a,b - a,b,c,d,e

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		770	222	217	86	85	88	72	525	136	109
Effective base		321	144	118	39	40	37	38	294	60	29
Weighted Base		775	394	282	63	22	12	2	739	30	6
Very Dissatisfied	(-2)	57	29	23	2	1	*	-	55	2	*
		7%	7%	8%	4%	7%	3%	-%	7%	6%	3%
Fairly Dissatisfied	(-1)	99	61	33	3	1	*	*	97	1	*
		13%	16%	12%	5%	6%	3%	4%	13%	4%	6%
			efh								
Neither Satisfied Nor Dissatisfied	(0)	97	54	31	7	3	1	*	93	3	1
		12%	14%	11%	11%	12%	11%	9%	13%	11%	12%
Fairly Satisfied	(1)	175	75	66	22	7	4	1	163	9	3
		23%	19%	23%	36%	33%	33%	45%	22%	30%	52%
					a			abg			abgh
Very Satisfied	(2)	152	63	62	15	7	4	1	140	10	1
		20%	16%	22%	25%	31%	32%	40%	19%	34%	23%
						a	a	abg		ag	
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	95	61	12	2	2	*	168	5	*
		22%	24%	21%	19%	11%	19%	3%	23%	15%	4%
			fi	fi	fi		fi		fi		
Don't Know (CATI ONLY: DO NOT READ OUT)		23	16	7	-	*	-	-	23	*	-
		3%	4%	3%	-%	*%	-%	-%	3%	*%	-%
NET: Satisfied		327	138	127	38	14	8	2	304	19	5
		42%	35%	45%	60%	64%	65%	84%	41%	64%	75%
					ag	abg	abg	abcdgh		abg	abg
NET: Dissatisfied		156	91	56	6	3	1	*	152	3	1
		20%	23%	20%	9%	13%	6%	4%	21%	10%	9%
			efh	ef					ef		
Answered		580	283	215	51	19	10	2	548	25	6
Mean Score		.5	.3	.5	.9	.9	1.1	1.2	.4	1.0	.9
					ag	a	abg	abg		abg	a
Standard error		.05	.10	.10	.13	.14	.12	.13	.07	.11	.10
Standard deviation		1.31	1.31	1.34	1.07	1.22	1.05	1.10	1.31	1.17	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	336	189	136	37	72	339	161	52	40	76
Effective base		321	220	99	60	15	38	191	71	16	16	8
Weighted Base		775	608	132	30	4	2	509	130	32	11	17
Very Dissatisfied	(-2)	57	46	9	2	*	-	35	6	*	1	*
		7%	8%	7%	6%	5%	-%	7%	5%	*%	13%	2%
Fairly Dissatisfied	(-1)	99	85	12	1	*	*	68	15	2	*	1
		13%	14% c	9%	4%	8%	4%	13%	12%	7%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	97	75	18	3	1	*	61	12	5	3	1
		12%	12%	13%	11%	14%	9%	12%	9%	16%	29% b	4%
Fairly Satisfied	(1)	175	128	36	9	2	1	114	37	5	3	3
		23%	21%	27%	30%	55% ab	45% ab	22%	29%	17%	29%	19%
Very Satisfied	(2)	152	111	29	10	1	1	94	32	17	1	3
		20%	18%	22%	34% a	15%	40% ab	18%	25%	54% abd	12%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	142	26	5	*	*	119	27	2	2	5
		22%	23% e	20% e	15%	4%	3%	23%	21%	6%	15%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	21	2	*	-	-	18	-	-	-	4
		3%	4%	1%	*%	-%	-%	4%	-%	-%	-%	22% ab
NET: Satisfied		327	238	65	19	3	2	208	69	22	5	6
		42%	39%	49%	64% a	70% a	84% abc	41%	53%	71% a	41%	36%
NET: Dissatisfied		156	131	21	3	1	*	103	22	2	2	1
		20%	22% ce	16% e	10%	12%	4%	20%	17%	7%	15%	7%
Answered		580	445	104	25	4	2	372	103	30	10	8
Mean Score		.5	.4	.6	1.0 a	.7	1.2 ab	.4	.7	1.2 ad	.3	.9
Standard error		.05	.08	.10	.11	.19	.13	.08	.11	.15	.22	.15
Standard deviation		1.31	1.32	1.26	1.17	1.12	1.10	1.30	1.22	1.02	1.26	1.17

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		770	62	48	82	24	57	75	62	52	46
Effective base		321	33	30	46	11	31	50	38	27	23
Weighted Base		775	75	67	109	28	72	142	113	72	46
Very Dissatisfied	(-2)	57	10	2	9	-	7	8	7	9	-
		7%	13%	4%	8%	-%	10%	6%	6%	12%	-%
Fairly Dissatisfied	(-1)	99	18	8	15	2	3	15	20	10	4
		13%	24%	11%	14%	7%	4%	11%	17%	14%	9%
			e								
Neither Satisfied Nor Dissatisfied	(0)	97	8	2	19	*	9	22	15	6	5
		12%	11%	3%	17%	*%	13%	16%	13%	8%	11%
Fairly Satisfied	(1)	175	15	13	30	7	13	27	28	17	17
		23%	20%	19%	28%	24%	17%	19%	25%	24%	38%
Very Satisfied	(2)	152	5	22	9	14	24	34	18	10	7
		20%	7%	32%	8%	50%	33%	24%	16%	14%	16%
				ac			ac	ac			
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	19	20	23	5	12	30	21	20	12
		22%	25%	30%	21%	19%	17%	21%	18%	28%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	-	-	5	-	4	5	5	-	-
		3%	-%	-%	5%	-%	6%	3%	5%	-%	-%
NET: Satisfied		327	20	35	39	21	36	61	46	27	24
		42%	27%	52%	36%	74%	50%	43%	41%	38%	53%
				a							a
NET: Dissatisfied		156	28	10	24	2	10	23	26	19	4
		20%	37%	15%	22%	7%	14%	16%	23%	26%	9%
			befi								
Answered		580	56	47	81	23	56	107	88	52	34
Mean Score		.5	-.2	.9	.2	1.5	.8	.6	.4	.2	.8
				ach			a	a			ac
Standard error		.05	.18	.22	.14	.20	.21	.17	.17	.22	.15
Standard deviation		1.31	1.28	1.29	1.19	.88	1.39	1.27	1.25	1.40	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		770	127	162	219	508	262	86	91	85
Effective base		321	65	90	132	285	89	44	28	23
Weighted Base		775	146	215	364	725	50	23	20	8
Very Dissatisfied	(-2)	57	7	21	23	51	5	2	3	*
		7%	5%	10%	6%	7%	10%	8%	14%	6%
Fairly Dissatisfied	(-1)	99	9	36	49	94	5	2	3	*
		13%	6%	17%	14%	13%	11%	9%	15%	5%
				a						
Neither Satisfied Nor Dissatisfied	(0)	97	15	16	56	87	10	6	3	1
		12%	10%	8%	15%	12%	19%	28%	13%	8%
							b	abdh		
Fairly Satisfied	(1)	175	36	45	86	167	8	4	3	1
		23%	25%	21%	24%	23%	16%	16%	16%	19%
Very Satisfied	(2)	152	45	37	61	143	9	4	3	2
		20%	31%	17%	17%	20%	17%	17%	15%	20%
			bce							
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	30	60	73	163	10	4	3	2
		22%	20%	28%	20%	22%	19%	19%	17%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	4	-	15	19	4	1	2	1
		3%	3%	-%	4%	3%	8%	3%	9%	17%
					b		bd		b	abcd
NET: Satisfied		327	82	82	147	310	17	7	6	3
		42%	56%	38%	40%	43%	33%	33%	31%	40%
			bcefg							
NET: Dissatisfied		156	16	57	73	145	11	4	6	1
		20%	11%	26%	20%	20%	21%	17%	29%	12%
				a					a	
Answered		580	112	155	275	543	37	18	15	5
Mean Score		.5	.9	.3	.4	.5	.3	.3	*	.7
			bcdefg							
Standard error		.05	.12	.13	.09	.07	.09	.15	.17	.18

Columns Tested:: a,b,c,d,e,f,g,h

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	770	127	162	219	508	262	86	91	85
Effective base	321	65	90	132	285	89	44	28	23
Weighted Base	775	146	215	364	725	50	23	20	8
Standard deviation	1.31	1.19	1.40	1.25	1.30	1.36	1.27	1.48	1.48

Columns Tested:: a,b,c,d,e,f,g,h

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i
Unweighted Base		770	28	64	70	89	142	47	19	30	345
Effective base		321	9	19	22	43	59	21	8	10	150
Weighted Base		775	20	52	61	110	132	45	20	25	363
Very Dissatisfied	(-2)	57	*	6	6	14	8	1	*	*	26
		7%	1%	13%	11%	13%	6%	2%	*%	*%	7%
Fairly Dissatisfied	(-1)	99	*	3	3	18	16	7	8	-	47
		13%	2%	6%	5%	17%	12%	16%	38%	-%	13%
Neither Satisfied Nor Dissatisfied	(0)	97	4	3	7	16	19	3	*	2	45
		12%	22%	6%	12%	14%	15%	6%	2%	9%	12%
Fairly Satisfied	(1)	175	*	8	9	33	40	10	4	8	71
		23%	1%	16%	16%	30%	30%	22%	20%	34%	19%
Very Satisfied	(2)	152	6	18	18	22	23	6	5	8	63
		20%	31%	34%	29%	20%	18%	14%	23%	33%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	8	10	13	6	26	18	3	6	92
		22%	39%	19%	22%	5%	20%	40%	17%	24%	25%
							d	d			d
Don't Know (CATI ONLY: DO NOT READ OUT)		23	1	4	4	-	*	-	-	-	19
		3%	4%	7%	6%	-%	*%	-%	-%	-%	5%
NET: Satisfied		327	6	26	27	55	63	16	9	16	134
		42%	32%	50%	45%	50%	48%	35%	43%	67%	37%
NET: Dissatisfied		156	1	9	9	33	24	8	8	*	73
		20%	3%	18%	16%	30%	18%	19%	38%	*%	20%
						h					
Answered		580	11	39	44	104	106	27	17	19	252
Mean Score		.5	1.0	.7	.7	.3	.5	.5	.3	1.3	.4
										defi	
Standard error		.05	.26	.20	.19	.15	.11	.20	.35	.15	.08
Standard deviation		1.31	1.15	1.53	1.45	1.35	1.21	1.24	1.35	.70	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		770	187	189	394	678	92	619	151	757	13
Effective base		321	74	80	168	271	50	283	43	312	9
Weighted Base		775	190	177	408	641	134	706	70	751	24
Very Dissatisfied	(-2)	57	21	9	27	38	19	54	3	56	1
		7%	11%	5%	7%	6%	14% a	8%	4%	7%	3%
Fairly Dissatisfied	(-1)	99	22	23	55	91	8	92	7	99	*
		13%	11%	13%	13%	14%	6%	13%	10%	13%	1%
Neither Satisfied Nor Dissatisfied	(0)	97	27	22	47	87	10	89	7	85	11
		12%	14%	12%	12%	14%	7%	13%	11%	11%	48%
Fairly Satisfied	(1)	175	43	50	83	144	31	153	23	175	-
		23%	22%	28%	20%	22%	23%	22%	32%	23%	-%
Very Satisfied	(2)	152	46	29	76	132	20	133	18	147	5
		20%	24%	17%	19%	21%	15%	19%	26%	20%	21%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	27	44	101	130	42	165	7	166	7
		22%	14%	25%	25%	20%	31%	23% b	10%	22%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	4	*	19	19	4	19	5	23	-
		3%	2%	*%	5%	3%	3%	3%	6%	3%	-%
NET: Satisfied		327	89	79	159	276	51	286	41	322	5
		42%	47%	45%	39%	43%	38%	41%	58% a	43%	21%
NET: Dissatisfied		156	43	32	81	128	27	146	10	155	1
		20%	22%	18%	20%	20%	20%	21%	14%	21%	4%
Answered		580	159	133	287	492	88	522	58	562	17
Mean Score		.5	.4	.5	.4	.5	.3	.4	.8	.5	.5
Standard error		.05	.11	.10	.08	.05	.18	.06	.10	.05	.34

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	770	187	189	394	678	92	619	151	757	13
Effective base	321	74	80	168	271	50	283	43	312	9
Weighted Base	775	190	177	408	641	134	706	70	751	24
Standard deviation	1.31	1.38	1.21	1.31	1.27	1.47	1.32	1.16	1.31	1.09

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	353	216	196	524	144	40	62	668	102
Effective base		321	162	66	91	250	43	12	15	293	27
Weighted Base		775	388	141	237	605	101	31	39	705	70
Very Dissatisfied	(-2)	57	30	5	17	47	9	-	1	56	1
		7%	8%	4%	7%	8%	8%	-%	3%	8%	2%
Fairly Dissatisfied	(-1)	99	59	11	26	81	13	1	3	95	4
		13%	15%	8%	11%	13%	13%	4%	9%	13%	6%
Neither Satisfied Nor Dissatisfied	(0)	97	47	16	34	75	11	6	4	86	11
		12%	12%	11%	14%	12%	11%	21%	11%	12%	15%
Fairly Satisfied	(1)	175	81	30	64	134	22	8	11	156	19
		23%	21%	21%	27%	22%	22%	26%	29%	22%	28%
Very Satisfied	(2)	152	51	45	54	93	29	14	15	123	29
		20%	13%	32%	23%	15%	29%	46%	38%	17%	41%
				a	a		a	ae	ae		ae
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	98	33	42	155	16	1	*	171	2
		22%	25%	23%	18%	26%	16%	4%	1%	24%	2%
						df				df	
Don't Know (CATI ONLY: DO NOT READ OUT)		23	22	1	-	20	-	*	4	20	4
		3%	6%	1%	-%	3%	-%	*%	9%	3%	5%
			c								
NET: Satisfied		327	132	75	119	227	52	22	26	279	48
		42%	34%	53%	50%	38%	51%	71%	67%	40%	69%
				a	a			ae	ae		ae
NET: Dissatisfied		156	88	17	43	129	22	1	4	150	6
		20%	23%	12%	18%	21%	22%	4%	11%	21%	8%
Answered		580	267	107	196	430	84	30	35	515	65
Mean Score		.5	.2	.9	.6	.3	.6	1.2	1.0	.4	1.1
				a	a			ae	a		ae
Standard error		.05	.08	.09	.10	.07	.12	.15	.14	.06	.10
Standard deviation		1.31	1.29	1.20	1.26	1.30	1.37	.91	1.11	1.32	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	208	316	246	704	661	733	626	435	404
Effective base		321	113	139	71	286	266	304	253	170	141
Weighted Base		775	293	312	171	693	639	733	598	423	342
Very Dissatisfied	(-2)	57	18	29	10	51	42	55	40	28	23
		7%	6%	9%	6%	7%	7%	7%	7%	7%	7%
Fairly Dissatisfied	(-1)	99	53	28	18	87	82	90	69	60	41
		13%	18%	9%	10%	12%	13%	12%	12%	14%	12%
			b								
Neither Satisfied Nor Dissatisfied	(0)	97	35	40	22	81	73	87	82	46	42
		12%	12%	13%	13%	12%	11%	12%	14%	11%	12%
Fairly Satisfied	(1)	175	59	75	42	158	153	168	151	115	91
		23%	20%	24%	24%	23%	24%	23%	25%	27%	27%
Very Satisfied	(2)	152	29	65	58	136	137	144	140	104	102
		20%	10%	21%	34%	20%	22%	20%	23%	25%	30%
				a	ab						ac
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	82	73	18	158	134	166	104	59	37
		22%	28%	23%	10%	23%	21%	23%	17%	14%	11%
			c	c		ef	f	ef			
Don't Know (CATI ONLY: DO NOT READ OUT)		23	17	3	4	23	16	23	11	9	7
		3%	6%	1%	2%	3%	3%	3%	2%	2%	2%
			b								
NET: Satisfied		327	88	139	100	294	290	312	292	220	193
		42%	30%	45%	59%	42%	45%	43%	49%	52%	57%
				a	a					ac	abc
NET: Dissatisfied		156	72	57	27	137	124	144	109	88	64
		20%	24%	18%	16%	20%	19%	20%	18%	21%	19%
Answered		580	194	236	149	512	488	544	483	354	299
Mean Score		.5	.1	.5	.8	.5	.5	.5	.6	.6	.7
				a	a						
Standard error		.05	.11	.08	.08	.06	.06	.05	.06	.07	.07
Standard deviation		1.31	1.24	1.33	1.25	1.31	1.29	1.31	1.27	1.29	1.28

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		770	72	387	60	73	55	48	38	141
Effective base		321	43	187	22	20	12	10	11	34
Weighted Base		775	107	459	44	42	28	26	26	80
Very Dissatisfied	(-2)	57	11	35	1	5	1	-	1	2
		7%	11%	8%	3%	13%	3%	-%	5%	3%
Fairly Dissatisfied	(-1)	99	9	61	10	5	1	4	*	5
		13%	8%	13%	22%	11%	5%	15%	1%	7%
Neither Satisfied Nor Dissatisfied	(0)	97	12	56	7	3	2	2	5	10
		12%	11%	12%	16%	6%	8%	8%	21%	12%
Fairly Satisfied	(1)	175	21	99	10	10	13	12	3	29
		23%	20%	22%	22%	23%	47%	48%	12%	36%
							b			
Very Satisfied	(2)	152	11	84	10	14	10	7	7	24
		20%	10%	18%	23%	33%	36%	26%	29%	31%
						a	a			a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	37	112	6	6	*	1	4	6
		22%	34%	24%	14%	14%	1%	4%	17%	7%
			efh	h						
Don't Know (CATI ONLY: DO NOT READ OUT)		23	7	13	*	-	-	-	4	4
		3%	6%	3%	*%	-%	-%	-%	14%	4%
NET: Satisfied		327	32	183	20	24	24	19	11	53
		42%	30%	40%	45%	56%	83%	73%	42%	67%
							abcg	ab		ab
NET: Dissatisfied		156	20	96	11	10	2	4	1	8
		20%	19%	21%	25%	24%	8%	15%	6%	9%
Answered		580	64	335	38	36	28	25	18	71
Mean Score		.5	.2	.4	.5	.6	1.1	.9	.9	1.0
							a			ab
Standard error		.05	.20	.08	.17	.18	.13	.15	.20	.09
Standard deviation		1.31	1.36	1.32	1.23	1.48	.97	1.00	1.22	1.04

Columns Tested:: a,b,c,d,e,f,g,h

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		770	431	77	62	55	30	32	17	375	112	62	43	28	23	18
Effective base		321	208	28	17	16	7	8	4	183	39	19	10	9	8	7
Weighted Base		775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
Very Dissatisfied	(-2)	57	40	4	1	3	1	1	*	34	4	2	1	-	1	*
		7%	8%	6%	3%	11%	6%	5%	4%	8%	4%	7%	7%	-%	17%	1%
Fairly Dissatisfied	(-1)	99	59	17	4	5	1	*	*	62	11	4	1	3	1	*
		13%	12%	23%	10%	15%	8%	*%	3%	14%	12%	12%	10%	9%	21%	1%
Neither Satisfied Nor Dissatisfied	(0)	97	64	5	7	1	2	2	*	53	10	1	*	3	*	5
		12%	13%	8%	16%	3%	15%	11%	*%	12%	10%	5%	3%	11%	7%	29%
Fairly Satisfied	(1)	175	99	22	10	9	8	8	2	98	23	7	5	16	*	3
		23%	19%	30%	24%	31%	54%	43%	29%	22%	24%	23%	52%	55%	3%	17%
							a						a			
Very Satisfied	(2)	152	88	14	18	6	2	7	1	77	33	11	2	7	3	5
		20%	17%	19%	45%	19%	13%	40%	18%	17%	34%	34%	24%	24%	45%	28%
					a						a					
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	140	10	1	6	1	*	-	112	14	3	*	*	*	4
		22%	28%	14%	2%	20%	5%	*%	-%	25%	15%	9%	3%	1%	7%	25%
			c													
Don't Know (CATI ONLY: DO NOT READ OUT)		23	20	*	-	-	-	-	4	13	*	4	-	-	-	-
		3%	4%	*%	-%	-%	-%	-%	47%	3%	*%	11%	-%	-%	-%	-%
												b				
NET: Satisfied		327	187	36	28	15	10	15	4	175	56	18	8	24	3	8
		42%	37%	49%	69%	51%	67%	83%	47%	39%	59%	57%	76%	79%	48%	44%
					a			a			a		a			
NET: Dissatisfied		156	99	21	6	8	2	1	*	96	16	6	2	3	2	*
		20%	19%	29%	14%	26%	14%	6%	6%	21%	16%	18%	18%	9%	38%	2%
Answered		580	349	63	40	24	14	18	4	324	81	25	10	30	5	13
Mean Score		.5	.4	.4	1.0	.4	.6	1.1	1.0	.4	.8	.8	.8	1.0	.4	.9
											a					
Standard error		.05	.08	.16	.16	.21	.20	.19	.31	.08	.12	.18	.19	.17	.39	.24
Standard deviation		1.31	1.33	1.29	1.18	1.43	1.05	1.03	1.22	1.32	1.24	1.36	1.22	.85	1.84	.98

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base		770	318	94	71	59	22	32	30	84	234	142	199	97	60
Effective base		321	152	34	23	21	7	7	10	25	118	63	76	27	19
Weighted Base		775	355	89	54	37	17	17	28	63	285	154	177	64	51
Very Dissatisfied	(-2)	57	29	4	5	*	-	*	1	1	20	16	12	3	3
		7%	8%	5%	9%	1%	-%	*%	4%	2%	7%	11%	7%	4%	7%
Fairly Dissatisfied	(-1)	99	43	15	4	4	-	2	*	2	41	16	24	5	5
		13%	12%	17%	8%	11%	-%	10%	1%	3%	14%	10%	13%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	97	47	11	2	2	4	9	6	19	42	11	17	12	6
		12%	13%	12%	4%	6%	22%	54%	22%	31%	15%	7%	9%	19%	11%
								abcd		acd					
Fairly Satisfied	(1)	175	89	33	9	7	5	1	8	14	49	34	51	13	21
		23%	25%	36%	18%	18%	30%	4%	27%	22%	17%	22%	29%	20%	42%
															a
Very Satisfied	(2)	152	51	21	26	20	8	2	12	22	35	46	32	24	7
		20%	15%	23%	49%	53%	46%	11%	44%	35%	12%	30%	18%	37%	14%
					ab	abf			a	a		a		ac	
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	88	5	6	4	*	*	*	1	84	30	40	8	5
		22%	25%	6%	12%	11%	2%	*%	1%	1%	30%	19%	22%	12%	10%
			bh												
Don't Know (CATI ONLY: DO NOT READ OUT)		23	7	*	-	-	-	4	-	4	14	1	3	*	4
		3%	2%	*%	-%	-%	-%	21%	-%	6%	5%	*%	1%	*%	7%
								abc							
NET: Satisfied		327	140	53	36	26	13	3	20	36	84	80	83	37	28
		42%	40%	60%	67%	71%	77%	15%	71%	57%	29%	52%	47%	58%	56%
				af	af	af			af	f		a	a	a	a
NET: Dissatisfied		156	73	20	9	4	-	2	2	3	61	32	36	8	8
		20%	20%	22%	17%	12%	-%	10%	6%	5%	21%	21%	20%	12%	16%
Answered		580	260	84	48	33	17	14	28	58	187	123	135	56	42
Mean Score		.5	.3	.6	1.0	1.3	1.3	.2	1.1	.9	.2	.6	.5	.9	.6
					a	abf				a		a		a	
Standard error		.05	.08	.13	.17	.15	.18	.16	.20	.12	.10	.13	.10	.13	.16

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base	770	318	94	71	59	22	32	30	84	234	142	199	97	60
Effective base	321	152	34	23	21	7	7	10	25	118	63	76	27	19
Weighted Base	775	355	89	54	37	17	17	28	63	285	154	177	64	51
Standard deviation	1.31	1.28	1.19	1.40	1.09	.82	.87	1.08	1.03	1.27	1.43	1.27	1.20	1.15

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	294	128	166	73	41	248	133	156	72	45
Effective base		321	135	60	61	18	12	123	51	55	21	16
Weighted Base		775	332	141	144	46	28	297	124	121	53	41
Very Dissatisfied	(-2)	57	25	16	8	2	*	18	12	7	2	3
		7%	7%	11%	5%	5%	1%	6%	9%	6%	3%	8%
Fairly Dissatisfied	(-1)	99	44	25	14	2	2	44	8	21	4	4
		13%	13%	17%	9%	4%	8%	15%	7%	18%	8%	10%
Neither Satisfied Nor Dissatisfied	(0)	97	44	7	18	8	3	39	7	11	11	5
		12%	13%	5%	13%	18%	11%	13%	6%	9%	21%	13%
Fairly Satisfied	(1)	175	68	27	41	12	10	57	38	29	11	17
		23%	20%	19%	28%	26%	36%	19%	30%	24%	21%	42% a
Very Satisfied	(2)	152	48	37	28	20	4	45	40	30	15	6
		20%	14%	26%	19%	44% ac	15%	15%	33% a	25%	29%	15%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	87	29	35	1	5	83	19	22	6	5
		22%	26% d	21%	25% d	3%	16%	28%	15%	18%	12%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	16	1	1	*	4	11	-	2	4	-
		3%	5%	*%	1%	*%	13% bc	4%	-%	1%	7%	-%
NET: Satisfied		327	115	64	69	32	14	102	78	59	26	24
		42%	35%	45%	48%	70% a	51%	34%	63% a	49%	49%	58%
NET: Dissatisfied		156	69	40	21	4	3	62	20	29	6	7
		20%	21%	29%	15%	9%	9%	21%	16%	24%	11%	18%
Answered		580	228	111	108	45	20	203	105	98	43	36
Mean Score		.5	.3	.4	.6	1.0 a	.8	.3	.8 a	.5	.8	.5
Standard error		.05	.09	.15	.10	.14	.16	.10	.12	.12	.15	.19
Standard deviation		1.31	1.29	1.49	1.20	1.13	.99	1.28	1.32	1.32	1.17	1.18

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base		321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base		775	246	98	140	70	35	378	55	162	699	76	670	23
Very Dissatisfied	(-2)	57	17	9	8	2	4	29	3	8	54	3	50	*
		7%	7%	9%	6%	3%	10%	8%	6%	5%	8%	4%	8%	2%
Fairly Dissatisfied	(-1)	99	33	15	16	4	2	39	4	26	85	14	82	4
		13%	13%	16%	11%	5%	5%	10%	7%	16%	12%	19%	12%	18%
Neither Satisfied Nor Dissatisfied	(0)	97	42	7	10	17	5	55	11	17	94	3	80	1
		12%	17%	7%	7%	25% bc	16%	15%	19%	10%	13%	4%	12%	2%
Fairly Satisfied	(1)	175	63	21	33	21	9	91	10	50	149	26	150	7
		23%	25%	21%	23%	30%	26%	24%	18%	31%	21%	34%	22%	32%
Very Satisfied	(2)	152	29	30	49	22	7	95	23	19	136	15	129	7
		20%	12%	30% a	35% a	32% a	19%	25% c	42% c	12%	20%	20%	19%	31%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	56	15	24	4	5	60	4	40	160	13	158	*
		22%	23% d	16%	17%	5%	14%	16%	8%	25%	23%	17%	24%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	6	1	-	*	4	9	-	2	22	1	20	4
		3%	2%	1%	-%	*%	10% c	2%	-%	1%	3%	2%	3%	15%
NET: Satisfied		327	92	51	82	43	16	186	33	69	286	41	279	15
		42%	37%	51%	59% a	62% a	45%	49%	60%	43%	41%	54%	42%	63%
NET: Dissatisfied		156	50	24	23	6	5	68	7	34	139	17	133	5
		20%	20%	25%	17%	8%	15%	18%	13%	21%	20%	23%	20%	19%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base	321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base	775	246	98	140	70	35	378	55	162	699	76	670	23
Answered	580	184	82	116	67	27	310	51	120	518	62	492	20
Mean Score	.5	.3	.6	.9 a	.9 a	.5	.6	.9	.4	.4	.6	.5	.9
Standard error	.05	.10	.13	.11	.12	.21	.07	.15	.11	.06	.14	.06	.25
Standard deviation	1.31	1.20	1.43	1.29	1.05	1.33	1.30	1.25	1.18	1.31	1.23	1.31	1.21

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		770	569	92	391	235	682	22	571	90	397	229
Effective base		321	240	26	159	95	280	6	240	26	158	95
Weighted Base		775	573	66	364	234	679	14	581	58	371	227
Very Dissatisfied	(-2)	57	42	*	25	15	51	-	41	1	26	14
		7%	7%	*%	7%	6%	7%	-%	7%	2%	7%	6%
Fairly Dissatisfied	(-1)	99	73	9	38	32	82	5	73	9	38	31
		13%	13%	14%	10%	14%	12%	35%	13%	16%	10%	14%
Neither Satisfied Nor Dissatisfied	(0)	97	72	1	66	16	81	*	72	2	69	13
		12%	13%	2%	18% b	7%	12%	2%	12%	3%	18% b	6%
Fairly Satisfied	(1)	175	128	25	78	73	156	2	134	19	79	72
		23%	22%	38%	21%	31%	23%	13%	23%	32%	21%	32%
Very Satisfied	(2)	152	112	25	81	60	131	5	119	18	79	61
		20%	20%	39% a	22%	26%	19%	38%	20%	32%	21%	27%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	133	1	70	34	156	2	129	5	74	30
		22%	23% b	1%	19%	15%	23%	13%	22%	9%	20%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	13	4	6	5	23	-	13	4	6	5
		3%	2%	5%	2%	2%	3%	-%	2%	6%	2%	2%
NET: Satisfied		327	240	51	159	133	287	7	253	37	158	133
		42%	42%	77% a	44%	57% a	42%	51%	44%	64% a	43%	59% a
NET: Dissatisfied		156	115	9	63	46	132	5	114	10	64	46
		20%	20%	14%	17%	20%	19%	35%	20%	18%	17%	20%
Answered		580	427	61	288	195	500	13	439	49	291	192
Mean Score		.5	.5	1.1 a	.5	.7	.5	.6	.5	.9	.5	.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	770	569	92	391	235	682	22	571	90	397	229
Effective base	321	240	26	159	95	280	6	240	26	158	95
Weighted Base	775	573	66	364	234	679	14	581	58	371	227
Standard error	.05	.06	.11	.07	.09	.06	.32	.06	.13	.07	.09
Standard deviation	1.31	1.31	1.03	1.27	1.27	1.31	1.44	1.30	1.16	1.26	1.27

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		770	457	493	119	1	467	415	103	-	491	334	130	1
Effective base		321	176	213	46	1	181	177	41	-	201	143	52	1
Weighted Base		775	442	504	128	4	458	402	106	-	487	311	134	*
Very Dissatisfied	(-2)	57	22	36	6	-	25	25	8	-	30	19	6	-
		7%	5%	7%	5%	-%	5%	6%	8%	-%	6%	6%	4%	-%
Fairly Dissatisfied	(-1)	99	64	64	22	-	65	45	5	-	61	34	16	-
		13%	15%	13%	17%	-%	14%	11%	5%	-%	13%	11%	12%	-%
Neither Satisfied Nor Dissatisfied	(0)	97	45	61	10	-	48	46	15	-	55	45	19	-
		12%	10%	12%	8%	-%	10%	12%	14%	-%	11%	14%	14%	-%
Fairly Satisfied	(1)	175	114	118	29	-	123	107	33	-	126	80	32	*
		23%	26%	23%	22%	-%	27%	27%	31%	-%	26%	26%	24%	100%
Very Satisfied	(2)	152	107	60	28	4	116	68	19	-	120	65	36	-
		20%	24% b	12%	22%	100%	25%	17%	18%	-%	25%	21%	27%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	76	143	33	-	73	100	26	-	89	60	25	-
		22%	17%	28% a	26%	-%	16%	25% a	25%	-%	18%	19%	19%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	12	22	-	-	9	12	-	-	6	10	-	-
		3%	3%	4%	-%	-%	2%	3%	-%	-%	1%	3%	-%	-%
NET: Satisfied		327	221	178	57	4	239	175	52	-	247	145	68	*
		42%	50% b	35%	44%	100%	52%	43%	49%	-%	51%	46%	51%	100%
NET: Dissatisfied		156	87	100	28	-	89	69	13	-	91	53	21	-
		20%	20%	20%	22%	-%	20%	17%	12%	-%	19%	17%	16%	-%
Answered		580	354	338	95	4	376	291	80	-	393	242	108	*
Mean Score		.5	.6 b	.3	.5	2.0	.6	.5	.6	-	.6	.6	.7	1.0
Standard error		.05	.06	.07	.13	-	.06	.07	.13	-	.06	.07	.12	-
Standard deviation		1.31	1.26	1.26	1.31	-	1.26	1.24	1.22	-	1.27	1.24	1.22	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		770	629	568	417	550	414	38	241	237	262	75	45
Effective base		321	263	237	177	220	189	11	116	107	111	34	22
Weighted Base		775	646	577	423	544	454	30	262	268	282	82	60
Very Dissatisfied	(-2)	57	48	34	28	43	30	1	19	15	17	5	5
		7%	7%	6%	7%	8%	7%	3%	7%	6%	6%	6%	8%
Fairly Dissatisfied	(-1)	99	78	69	48	68	54	3	22	28	28	14	6
		13%	12%	12%	11%	12%	12%	9%	8%	10%	10%	17%	10%
Neither Satisfied Nor Dissatisfied	(0)	97	76	62	58	43	57	2	44	30	24	13	9
		12%	12%	11%	14%	8%	13%	8%	17%	11%	9%	16%	16%
Fairly Satisfied	(1)	175	152	142	105	144	90	12	58	77	81	10	7
		23%	23%	25%	25%	26%	20%	39%	22%	29%	29%	13%	11%
Very Satisfied	(2)	152	121	120	99	108	80	12	52	68	69	19	15
		20%	19%	21%	23%	20%	18%	41%	20%	25%	25%	24%	24%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	152	133	77	122	120	-	62	50	60	19	19
		22%	24%	23%	18%	22%	26% c	-%	24%	19%	21%	24%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	20	16	6	16	23	-	5	1	2	-	-
		3%	3%	3%	2%	3%	5%	-%	2%	*%	1%	-%	-%
NET: Satisfied		327	272	262	205	252	170	24	110	145	151	30	22
		42%	42%	45%	48%	46%	37%	80% ab	42%	54%	53%	37%	36%
NET: Dissatisfied		156	126	103	76	111	84	4	41	43	45	19	10
		20%	20%	18%	18%	20%	18%	12%	16%	16%	16%	23%	17%
Answered		580	474	427	339	406	310	30	195	218	220	62	41
Mean Score		.5	.5	.6	.6	.5	.4	1.1	.5	.7	.7	.4	.5
Standard error		.05	.06	.06	.07	.06	.07	.18	.09	.09	.09	.17	.23
Standard deviation		1.31	1.30	1.27	1.27	1.33	1.30	1.08	1.27	1.23	1.25	1.36	1.39

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base		321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base		775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Very Dissatisfied	(-2)	57	6	3	4	1	49	29	49	33	31	23	39	11	-	15	36
		7%	4%	4%	5%	4%	8%	7%	7%	7%	8%	5%	7%	9%	-%	3%	29% a
Fairly Dissatisfied	(-1)	99	27	12	11	*	88	60	88	72	57	72	83	21	-	50	28
		13%	17%	17%	12%	1%	14%	14%	13%	15%	14%	16%	14%	17%	-%	10%	23% a
Neither Satisfied Nor Dissatisfied	(0)	97	28	14	8	1	77	50	82	64	42	46	73	11	-	47	22
		12%	17%	20%	9%	4%	12%	12%	12%	14%	11%	10%	12%	9%	-%	9%	18%
Fairly Satisfied	(1)	175	28	18	31	13	132	97	150	110	91	98	138	35	-	130	5
		23%	17%	24%	34% a	43% a	21%	23%	22%	23%	23%	22%	23%	30%	-%	26% b	4%
Very Satisfied	(2)	152	32	20	22	14	115	90	130	103	74	112	91	15	-	138	6
		20%	19%	27%	24%	47% a	18%	21%	19%	22%	19%	26% b	15%	12%	-%	27% b	5%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	36	3	15	*	144	92	151	86	91	79	146	27	-	107	24
		22%	22% b	4%	17%	1%	23%	21%	22%	18%	23%	18%	25%	22%	-%	21%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	7	4	-	-	20	12	23	7	11	9	19	-	-	17	3
		3%	4%	5%	-%	-%	3%	3%	3%	1%	3%	2%	3%	-%	-%	3%	2%
NET: Satisfied		327	60	37	53	27	247	187	281	212	165	210	229	50	-	268	11
		42%	36%	51%	58% a	90% abc	40%	44%	42%	45%	42%	48%	39%	42%	-%	53% b	9%
NET: Dissatisfied		156	34	15	15	2	136	89	137	104	88	95	122	31	-	65	64
		20%	20%	21%	16%	5%	22%	21%	20%	22%	22%	22%	21%	27%	-%	13%	51% a
Answered		580	121	67	76	30	461	326	499	381	295	351	423	92	-	380	97

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base	321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Mean Score	.5	.4	.6	.7	1.3 a	.4	.5	.5	.5	.4	.6	.4	.2	-	.9 b	-.9
Standard error	.05	.12	.13	.14	.15	.06	.07	.06	.07	.07	.07	.06	.13	-	.06	.13
Standard deviation	1.31	1.24	1.21	1.19	.94	1.33	1.31	1.31	1.30	1.33	1.30	1.27	1.29	-	1.16	1.16

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		770	770	-	284	18	200	153	159	441	164	173	237	347
Effective base		321	321	-	116	10	73	75	59	186	73	66	95	154
Weighted Base		775	775	-	281	26	170	189	154	437	174	164	225	370
Very Dissatisfied	(-2)	57	57	-	9	*	15	6	17	20	20	22	14	20
		7%	7%	-%	3%	1%	9%	3%	11%	4%	11% b	14% c	6%	6%
Fairly Dissatisfied	(-1)	99	99	-	37	3	19	23	18	52	29	28	21	50
		13%	13%	-%	13%	12%	11%	12%	12%	12%	17%	17%	9%	14%
Neither Satisfied Nor Dissatisfied	(0)	97	97	-	24	2	17	22	19	60	16	16	30	49
		12%	12%	-%	9%	8%	10%	12%	12%	14%	9%	10%	13%	13%
Fairly Satisfied	(1)	175	175	-	93	10	53	61	30	121	23	43	62	67
		23%	23%	-%	33%	37%	31%	32%	19%	28% c	13%	26%	28%	18%
Very Satisfied	(2)	152	152	-	66	6	40	36	41	78	26	29	58	58
		20%	20%	-%	23%	23%	24%	19%	27%	18%	15%	18%	26%	16%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	172	-	50	5	21	41	26	94	52	26	26	116
		22%	22%	-%	18%	19%	12%	22%	17%	22%	30%	16%	12%	31% ab
Don't Know (CATI ONLY: DO NOT READ OUT)		23	23	-	1	-	5	-	4	12	8	-	13	10
		3%	3%	-%	*%	-%	3%	-%	2%	3%	5%	-%	6% a	3%
NET: Satisfied		327	327	-	159	16	94	97	70	199	49	72	120	125
		42%	42%	-%	57%	60%	55%	51%	46% c	46% c	28%	44%	53% c	34%
NET: Dissatisfied		156	156	-	46	3	34	29	35	72	49	50	35	71
		20%	20%	-%	16%	13%	20%	15%	23%	16%	28% b	30% b	16%	19%
Answered		580	580	-	230	21	144	148	125	331	113	138	185	244
Mean Score		.5	.5	-	.7	.9	.6	.7	.5	.6 c	.1	.2	.7 a	.4
Standard error		.05	.05	-	.07	.27	.10	.10	.12	.06	.13	.11	.09	.08

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	770	770	-	284	18	200	153	159	441	164	173	237	347
Effective base	321	321	-	116	10	73	75	59	186	73	66	95	154
Weighted Base	775	775	-	281	26	170	189	154	437	174	164	225	370
Standard deviation	1.31	1.31	-	1.16	1.05	1.30	1.13	1.43	1.18	1.45	1.40	1.24	1.28

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		770	444	326
Effective base		321	168	153
Weighted Base		775	425	351
Very Dissatisfied	(-2)	57	27	30
		7%	6%	8%
Fairly Dissatisfied	(-1)	99	63	36
		13%	15%	10%
Neither Satisfied Nor Dissatisfied	(0)	97	53	44
		12%	12%	12%
Fairly Satisfied	(1)	175	96	80
		23%	23%	23%
Very Satisfied	(2)	152	78	73
		20%	18%	21%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	94	79
		22%	22%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		23	14	9
		3%	3%	3%
NET: Satisfied		327	174	153
		42%	41%	44%
NET: Dissatisfied		156	90	65
		20%	21%	19%
Answered		580	317	262
Mean Score		.5	.4	.5
Standard error		.05	.07	.08
Standard deviation		1.31	1.29	1.33

Columns Tested:: a,b

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		770	32	81	41	61	43	103	13	111	68	55	80	82
Effective base		321	10	36	15	12	19	38	9	62	41	22	53	46
Weighted Base		775	4	120	42	29	58	114	2	136	80	30	92	70
Very Dissatisfied	(-2)	57	*	3	*	-	9	11	*	9	9	4	8	2
		7%	5%	3%	1%	-%	16%	9%	17%	7%	11%	14%	8%	4%
Fairly Dissatisfied	(-1)	99	1	16	8	1	10	12	-	28	4	4	7	8
		13%	17%	13%	18%	3%	17%	11%	-%	21% ik	5%	14%	7%	12%
Neither Satisfied Nor Dissatisfied	(0)	97	*	5	4	2	11	8	-	27	12	3	13	12
		12%	6%	4%	9%	8%	19%	7%	-%	20% b	14%	11%	14%	17%
Fairly Satisfied	(1)	175	1	31	4	2	17	31	*	25	26	5	15	19
		23%	32%	26%	10%	7%	29%	27%	18%	18%	33%	16%	16%	27%
Very Satisfied	(2)	152	1	21	12	7	5	42	1	19	11	3	19	12
		20%	22%	18%	29%	24%	8%	37% ehijl	43%	14%	13%	10%	21%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	1	38	14	15	6	6	*	21	18	11	27	17
		22%	17%	32% f	33% f	52% efh	10%	5%	21%	15%	22% f	35% f	29% f	24% f
Don't Know (CATI ONLY: DO NOT READ OUT)		23	*	6	-	2	-	4	-	6	1	-	4	-
		3%	1%	5%	-%	6%	-%	4%	-%	5%	1%	-%	4%	-%
NET: Satisfied		327	2	52	16	9	21	72	1	44	37	8	34	30
		42%	53%	43%	38%	31%	37%	64% hjk	61%	32%	46%	26%	37%	43%
NET: Dissatisfied		156	1	19	8	1	19	23	*	38	13	8	14	11
		20%	22%	16%	19%	3%	33% d	20%	17%	28%	16%	28%	16%	16%
Answered		580	3	76	28	12	52	104	2	109	61	20	61	53
Mean Score		.5	.6	.7 ehj	.7	1.2 ehij	*	.8 ehj	.9	.1	.4	-.1	.5	.5
Standard error		.05	.29	.16	.23	.14	.22	.14	.76	.13	.17	.21	.18	.14
Standard deviation		1.31	1.53	1.21	1.33	1.03	1.28	1.36	2.41	1.24	1.27	1.43	1.37	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 272 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		770	154	207	192	217	361	409
Effective base		321	52	68	104	121	120	221
Weighted Base		775	165	201	218	192	366	409
Very Dissatisfied	(-2)	57	4	20	19	14	24	33
		7%	2%	10%	9%	7%	7%	8%
Fairly Dissatisfied	(-1)	99	24	23	32	19	47	52
		13%	15%	12%	15%	10%	13%	13%
Neither Satisfied Nor Dissatisfied	(0)	97	9	21	39	28	30	67
		12%	5%	11%	18%	15%	8%	16%
					a			a
Fairly Satisfied	(1)	175	36	50	51	38	86	90
		23%	22%	25%	24%	20%	23%	22%
Very Satisfied	(2)	152	34	53	31	33	87	64
		20%	20%	27%	14%	17%	24%	16%
				c				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172	53	27	39	54	79	93
		22%	32%	13%	18%	28%	22%	23%
			b			b		
Don't Know (CATI ONLY: DO NOT READ OUT)		23	6	6	7	4	12	11
		3%	4%	3%	3%	2%	3%	3%
NET: Satisfied		327	70	103	82	72	173	154
		42%	42%	51%	38%	38%	47%	38%
NET: Dissatisfied		156	28	43	51	34	71	85
		20%	17%	22%	23%	18%	19%	21%
Answered		580	107	168	171	134	274	305
Mean Score		.5	.7	.6	.3	.4	.6	.3
			c					
Standard error		.05	.11	.10	.10	.10	.08	.07
Standard deviation		1.31	1.24	1.38	1.26	1.30	1.32	1.28

Columns Tested:: a,b,c,d - a,b

Table 274

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	770	69	701	525	136	37	72	245
Effective base	321	18	306	294	60	15	38	81
Weighted Base	775	25	750	739	30	4	2	36
Very Dissatisfied (-2)	23	-	23	23	*	-	-	*
	3%	-%	3%	3%	*%	-%	-%	*%
Fairly Dissatisfied (-1)	32	*	32	32	1	*	-	1
	4%	1%	4%	4%	2%	1%	-%	2%
Neither Satisfied Nor Dissatisfied (0)	113	3	110	108	4	1	*	5
	15%	13%	15%	15%	13%	15%	11%	13%
Fairly Satisfied (1)	210	10	200	197	10	1	1	13
	27%	38%	27%	27%	35%	33%	50%	36%
							a	
Very Satisfied (2)	243	10	233	229	11	2	1	14
	31%	40%	31%	31%	38%	38%	34%	38%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	140	1	139	136	3	1	*	4
	18%	4%	18%	18%	11%	14%	3%	11%
				d				
Don't Know (CATI ONLY: DO NOT READ OUT)	15	1	14	15	*	-	*	*
	2%	5%	2%	2%	*%	-%	2%	*%
NET: Satisfied	453	20	433	426	22	3	2	26
	58%	78%	58%	58%	73%	71%	83%	74%
					a		a	a
NET: Dissatisfied	56	*	55	55	1	*	-	1
	7%	1%	7%	7%	3%	1%	-%	2%
Answered	621	23	598	589	26	4	2	32
Mean Score	1.0	1.3	1.0	1.0	1.2	1.3	1.2	1.2
Standard error	.04	.09	.04	.05	.08	.16	.12	.06
Standard deviation	1.06	.75	1.07	1.07	.83	.89	.94	.82

Columns Tested:: a,b - a,b,c,d,e

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		770	222	217	86	85	88	72	525	136	109
Effective base		321	144	118	39	40	37	38	294	60	29
Weighted Base		775	394	282	63	22	12	2	739	30	6
Very Dissatisfied	(-2)	23	15	7	1	*	-	-	23	*	-
		3%	4%	2%	1%	1%	-%	-%	3%	*%	-%
Fairly Dissatisfied	(-1)	32	7	23	2	1	*	-	32	1	*
		4%	2%	8% a	3%	3%	*%	-%	4%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	66	29	13	3	1	*	108	4	1
		15%	17%	10%	21%	15%	11%	11%	15%	13%	13%
Fairly Satisfied	(1)	210	114	73	10	7	5	1	197	10	2
		27%	29%	26%	16%	32%	40% c	50% abcg	27%	35% c	38%
Very Satisfied	(2)	243	105	92	32	8	4	1	229	11	2
		31%	27%	33%	50% ag	39%	36%	34%	31%	38%	37%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	76	54	5	2	2	*	136	3	1
		18%	19% f	19% f	9%	10%	13%	3%	18% f	11%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	5	-	*	-	*	15	*	*
		2%	2%	2%	-%	*%	-%	2%	2%	*%	1%
NET: Satisfied		453	219	165	42	15	9	2	426	22	5
		58%	56%	58%	67%	71%	76% ag	83% abg	58%	73% ag	75%
NET: Dissatisfied		56	23	29	3	1	*	-	55	1	*
		7%	6%	10% ef	4%	4%	*%	-%	7%	3%	1%
Answered		621	308	223	58	19	11	2	589	26	6
Mean Score		1.0	.9	1.0	1.2	1.2	1.3 a	1.2	1.0	1.2	1.3
Standard error		.04	.08	.08	.11	.10	.08	.12	.05	.08	.08
Standard deviation		1.06	1.05	1.11	1.00	.90	.72	.94	1.07	.83	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	336	189	136	37	72	339	161	52	40	76
Effective base		321	220	99	60	15	38	191	71	16	16	8
Weighted Base		775	608	132	30	4	2	509	130	32	11	17
Very Dissatisfied	(-2)	23	19	4	*	-	-	15	3	*	-	*
		3%	3%	3%	*%	-%	-%	3%	3%	*%	-%	1%
Fairly Dissatisfied	(-1)	32	23	8	1	*	-	14	10	4	1	*
		4%	4%	6%	2%	1%	-%	3%	8%	13% a	7%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	82	26	4	1	*	74	14	3	4	5
		15%	13%	20%	13%	15%	11%	15%	11%	10%	38% ab	29%
Fairly Satisfied	(1)	210	171	26	10	1	1	146	19	8	1	7
		27%	28%	20%	35% b	33%	50% ab	29% b	15%	25%	10%	40%
Very Satisfied	(2)	243	181	49	11	2	1	147	60	16	4	3
		31%	30%	37%	38%	38%	34%	29%	46% a	50%	35%	21%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	117	19	3	1	*	99	23	1	1	1
		18%	19% e	14%	11%	14%	3%	20%	17%	2%	11%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	15	-	*	-	*	13	1	-	-	*
		2%	2%	-%	*%	-%	2%	3%	*%	-%	-%	1%
NET: Satisfied		453	352	74	22	3	2	293	79	24	5	10
		58%	58%	56%	73% ab	71%	83% ab	58%	61%	75%	45%	61%
NET: Dissatisfied		56	42	13	1	*	-	29	13	4	1	*
		7%	7%	10% e	3%	1%	-%	6%	10%	13%	7%	1%
Answered		621	476	113	26	4	2	397	107	31	10	15
Mean Score		1.0	1.0	.9	1.2	1.3	1.2	1.0	1.2	1.1	.8	.9
Standard error		.04	.06	.09	.08	.16	.12	.06	.10	.16	.19	.10
Standard deviation		1.06	1.05	1.14	.83	.89	.94	1.02	1.16	1.09	1.10	.81

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		770	62	48	82	24	57	75	62	52	46
Effective base		321	33	30	46	11	31	50	38	27	23
Weighted Base		775	75	67	109	28	72	142	113	72	46
Very Dissatisfied	(-2)	23	2	-	4	-	6	-	4	5	2
		3%	2%	-%	4%	-%	8%	-%	4%	7%	3%
Fairly Dissatisfied	(-1)	32	4	2	12	2	3	2	6	-	-
		4%	6%	3%	11%	9%	4%	2%	5%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	11	5	23	1	5	21	19	21	1
		15%	15%	8%	21%	4%	8%	15%	17%	30%	2%
					i					bei	
Fairly Satisfied	(1)	210	22	23	24	8	17	46	30	14	14
		27%	29%	34%	22%	27%	24%	32%	26%	20%	31%
Very Satisfied	(2)	243	19	23	24	10	31	38	35	22	18
		31%	26%	34%	22%	36%	42%	27%	31%	30%	40%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	17	14	19	7	10	33	16	9	10
		18%	23%	21%	18%	25%	13%	23%	14%	12%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	-	3	-	1	2	4	1	-
		2%	-%	-%	2%	-%	1%	1%	3%	1%	-%
NET: Satisfied		453	41	46	48	18	48	84	64	36	33
		58%	54%	68%	44%	63%	67%	59%	57%	50%	72%
				c							c
NET: Dissatisfied		56	6	2	16	2	8	2	10	5	2
		7%	8%	3%	15%	9%	11%	2%	9%	7%	3%
					f						
Answered		621	58	53	87	21	62	107	93	63	35
Mean Score		1.0	.9	1.3	.6	1.2	1.1	1.1	.9	.8	1.4
				c				c			c
Standard error		.04	.15	.13	.14	.23	.18	.10	.15	.18	.15
Standard deviation		1.06	1.05	.78	1.16	1.00	1.26	.80	1.12	1.18	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		770	127	162	219	508	262	86	91	85
Effective base		321	65	90	132	285	89	44	28	23
Weighted Base		775	146	215	364	725	50	23	20	8
Very Dissatisfied	(-2)	23	7	7	8	22	1	1	-	*
		3%	5%	3%	2%	3%	1%	3%	-%	1%
Fairly Dissatisfied	(-1)	32	5	6	20	31	1	*	1	*
		4%	4%	3%	6%	4%	2%	1%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	113	8	38	63	109	4	2	1	1
		15%	5%	18%	17%	15%	7%	7%	7%	7%
				ae	ae	ae				
Fairly Satisfied	(1)	210	39	59	99	197	13	7	4	2
		27%	27%	27%	27%	27%	25%	30%	20%	23%
Very Satisfied	(2)	243	59	64	96	220	23	10	10	3
		31%	41%	30%	26%	30%	45%	45%	48%	39%
			c				bcd	cd	c	
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	27	40	68	135	5	3	1	1
		18%	18%	19%	19%	19%	9%	12%	6%	11%
					e	e				
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	1	8	10	5	1	3	1
		2%	1%	*%	2%	1%	10%	3%	15%	16%
							abcd		abcd	abcd
NET: Satisfied		453	99	123	196	417	35	17	13	5
		58%	68%	57%	54%	58%	70%	75%	68%	61%
							cd	bcd		
NET: Dissatisfied		56	12	13	28	54	2	1	1	*
		7%	8%	6%	8%	7%	4%	4%	4%	4%
Answered		621	119	174	287	580	41	19	16	6
Mean Score		1.0	1.2	1.0	.9	1.0	1.4	1.3	1.4	1.3
							bcd	bcd	bcd	
Standard error		.04	.11	.09	.08	.05	.06	.11	.10	.11
Standard deviation		1.06	1.12	1.04	1.04	1.06	.90	.95	.88	.97

Columns Tested:: a,b,c,d,e,f,g,h

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i
Unweighted Base		770	28	64	70	89	142	47	19	30	345
Effective base		321	9	19	22	43	59	21	8	10	150
Weighted Base		775	20	52	61	110	132	45	20	25	363
Very Dissatisfied	(-2)	23	-	3	3	2	4	1	4	-	9
		3%	-%	6%	5%	2%	3%	2%	22%	-%	2%
Fairly Dissatisfied	(-1)	32	-	1	1	7	9	5	-	-	11
		4%	-%	1%	1%	6%	7%	11%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	113	*	12	16	14	15	8	*	3	57
		15%	2%	23%	26%	13%	11%	17%	*%	10%	16%
Fairly Satisfied	(1)	210	5	12	14	31	40	10	10	2	99
		27%	24%	24%	22%	28%	30%	21%	48%	7%	27%
Very Satisfied	(2)	243	4	21	25	49	37	5	3	16	103
		31%	22%	41%	41%	44%	28%	11%	16%	66%	28%
				f	f	fi				efi	
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	9	2	3	6	26	17	3	4	72
		18%	46%	5%	4%	6%	20%	37%	13%	17%	20%
								bcd			d
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	-	-	1	*	-	-	-	13
		2%	6%	-%	-%	1%	*%	-%	-%	-%	3%
NET: Satisfied		453	9	34	39	80	78	15	13	18	202
		58%	46%	65%	64%	73%	59%	33%	64%	73%	56%
				f	f	fi	f			f	
NET: Dissatisfied		56	-	4	4	9	14	6	4	-	19
		7%	-%	7%	6%	8%	10%	13%	22%	-%	5%
Answered		621	10	49	58	103	106	28	18	20	278
Mean Score		1.0	1.4	1.0	1.0	1.2	.9	.5	.4	1.7	1.0
						f				efi	f
Standard error		.04	.13	.15	.14	.11	.10	.18	.38	.14	.06
Standard deviation		1.06	.61	1.14	1.11	1.01	1.10	1.09	1.50	.70	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		770	187	189	394	678	92	619	151	757	13
Effective base		321	74	80	168	271	50	283	43	312	9
Weighted Base		775	190	177	408	641	134	706	70	751	24
Very Dissatisfied	(-2)	23	5	5	13	13	10	23	*	23	-
		3%	3%	3%	3%	2%	7% a	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	32	8	14	11	29	4	27	5	29	3
		4%	4%	8%	3%	4%	3%	4%	7%	4%	14%
Neither Satisfied Nor Dissatisfied	(0)	113	30	22	60	103	10	104	9	110	3
		15%	16%	13%	15%	16%	7%	15%	13%	15%	12%
Fairly Satisfied	(1)	210	50	50	110	167	43	181	29	205	5
		27%	26%	28%	27%	26%	32%	26%	42% a	27%	19%
Very Satisfied	(2)	243	78	43	122	215	28	221	22	234	9
		31%	41% b	24%	30%	34%	21%	31%	31%	31%	36%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	18	43	79	106	34	135	5	135	5
		18%	10%	24% a	19%	16%	25%	19% b	7%	18%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	*	13	9	6	15	-	15	-
		2%	1%	*%	3%	1%	5%	2%	-%	2%	-%
NET: Satisfied		453	127	93	232	382	71	402	51	439	13
		58%	67%	52%	57%	60%	53%	57%	73% a	58%	55%
NET: Dissatisfied		56	12	19	24	42	13	50	5	52	3
		7%	6%	11%	6%	7%	10%	7%	8%	7%	14%
Answered		621	170	134	316	527	94	556	65	601	19

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	770	187	189	394	678	92	619	151	757	13
Effective base	321	74	80	168	271	50	283	43	312	9
Weighted Base	775	190	177	408	641	134	706	70	751	24
Mean Score	1.0	1.1	.8	1.0	1.0	.8	1.0	1.0	1.0	1.0
Standard error	.04	.08	.09	.06	.04	.15	.05	.08	.04	.35
Standard deviation	1.06	1.03	1.11	1.05	1.03	1.21	1.07	.90	1.06	1.16

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	353	216	196	524	144	40	62	668	102
Effective base		321	162	66	91	250	43	12	15	293	27
Weighted Base		775	388	141	237	605	101	31	39	705	70
Very Dissatisfied	(-2)	23	12	*	7	19	4	-	*	23	*
		3%	3%	*%	3%	3%	4%	-%	*%	3%	*%
Fairly Dissatisfied	(-1)	32	19	6	8	29	2	-	1	32	1
		4%	5%	4%	3%	5%	2%	-%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	66	19	24	85	16	5	7	101	12
		15%	17%	14%	10%	14%	16%	17%	17%	14%	17%
Fairly Satisfied	(1)	210	101	40	67	167	19	11	13	186	24
		27%	26%	28%	28%	28%	19%	36%	33%	26%	34%
Very Satisfied	(2)	243	98	43	102	166	48	12	17	213	29
		31%	25%	30%	43%	27%	48%	39%	44%	30%	42%
					a		ae				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	80	33	26	125	11	2	1	136	4
		18%	21%	24%	11%	21%	11%	8%	3%	19%	5%
			c	c		f					
Don't Know (CATI ONLY: DO NOT READ OUT)		15	12	*	3	15	-	*	*	15	*
		2%	3%	*%	1%	2%	-%	*%	*%	2%	*%
NET: Satisfied		453	199	82	170	332	67	23	30	399	53
		58%	51%	58%	71%	55%	67%	75%	77%	57%	76%
					a						ae
NET: Dissatisfied		56	31	6	14	48	6	-	1	55	1
		7%	8%	4%	6%	8%	6%	-%	2%	8%	1%
Answered		621	296	108	208	465	89	29	38	555	66
Mean Score		1.0	.9	1.1	1.2	.9	1.2	1.2	1.2	1.0	1.2
					a						
Standard error		.04	.06	.07	.08	.05	.10	.13	.11	.05	.08
Standard deviation		1.06	1.07	.89	1.01	1.07	1.10	.76	.85	1.08	.80

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	208	316	246	704	661	733	626	435	404
Effective base		321	113	139	71	286	266	304	253	170	141
Weighted Base		775	293	312	171	693	639	733	598	423	342
Very Dissatisfied	(-2)	23	11	8	4	22	22	23	20	14	6
		3%	4%	3%	2%	3%	3%	3%	3%	3%	2%
Fairly Dissatisfied	(-1)	32	13	16	3	26	24	30	21	15	20
		4%	4%	5%	2%	4%	4%	4%	4%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	113	48	37	28	106	90	110	82	70	48
		15%	16%	12%	16%	15%	14%	15%	14%	17%	14%
Fairly Satisfied	(1)	210	84	83	43	183	170	191	170	116	100
		27%	29%	27%	25%	26%	27%	26%	28%	27%	29%
Very Satisfied	(2)	243	67	99	77	215	217	231	205	153	135
		31%	23%	32%	45%	31%	34%	32%	34%	36%	40%
					a						
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	61	64	15	128	106	133	91	49	29
		18%	21%	20%	9%	18%	17%	18%	15%	11%	8%
			c	c		ef	f	f			
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	5	*	14	10	15	10	7	3
		2%	3%	2%	*%	2%	2%	2%	2%	2%	1%
NET: Satisfied		453	151	182	120	397	387	422	375	269	235
		58%	51%	58%	70%	57%	61%	58%	63%	64%	69%
					a						ac
NET: Dissatisfied		56	24	24	7	48	45	53	41	29	27
		7%	8%	8%	4%	7%	7%	7%	7%	7%	8%
Answered		621	222	243	155	551	523	585	497	367	310
Mean Score		1.0	.8	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.1
					a						
Standard error		.04	.09	.07	.07	.04	.05	.04	.05	.05	.05
Standard deviation		1.06	1.08	1.06	.98	1.06	1.07	1.07	1.05	1.05	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	770	72	387	60	73	55	48	38	141
Effective base	321	43	187	22	20	12	10	11	34
Weighted Base	775	107	459	44	42	28	26	26	80
Very Dissatisfied (-2)	23	1	20	-	-	1	1	*	2
	3%	1%	4%	-%	-%	3%	3%	*%	2%
Fairly Dissatisfied (-1)	32	7	17	1	4	-	2	-	2
	4%	6%	4%	2%	10%	-%	6%	-%	2%
Neither Satisfied Nor Dissatisfied (0)	113	23	72	5	5	1	1	3	5
	15%	22%	16%	10%	12%	5%	2%	12%	6%
		h							
Fairly Satisfied (1)	210	19	121	15	6	16	5	9	30
	27%	18%	26%	33%	15%	56%	20%	36%	38%
						abd			
Very Satisfied (2)	243	23	138	19	20	9	14	9	31
	31%	22%	30%	42%	48%	32%	53%	34%	39%
					a				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	140	28	83	6	6	1	4	5	10
	18%	26%	18%	13%	13%	4%	16%	18%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)	15	6	8	*	1	-	-	*	*
	2%	5%	2%	*%	2%	-%	-%	1%	*%
NET: Satisfied	453	42	259	33	27	25	19	18	61
	58%	39%	56%	74%	63%	88%	72%	69%	77%
			a	a		ab			ab
NET: Dissatisfied	56	8	37	1	4	1	2	*	3
	7%	8%	8%	2%	10%	3%	9%	*%	4%
Answered	621	73	368	39	36	27	22	21	70
Mean Score	1.0	.8	.9	1.3	1.2	1.2	1.4	1.3	1.3
				a					a
Standard error	.04	.15	.06	.11	.13	.11	.16	.13	.08
Standard deviation	1.06	1.06	1.11	.78	1.08	.81	1.08	.76	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		770	431	77	62	55	30	32	17	375	112	62	43	28	23	18
Effective base		321	208	28	17	16	7	8	4	183	39	19	10	9	8	7
Weighted Base		775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
Very Dissatisfied	(-2)	23	14	6	-	-	1	1	*	18	3	-	-	1	-	*
		3%	3%	9%	-%	-%	6%	4%	2%	4%	3%	-%	-%	2%	-%	1%
Fairly Dissatisfied	(-1)	32	14	7	1	3	-	2	-	20	-	3	1	-	-	-
		4%	3%	10%	2%	9%	-%	9%	-%	4%	-%	10%	8%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	90	8	5	*	3	*	1	65	17	2	2	1	*	3
		15%	18%	11%	11%	*%	18%	2%	11%	15%	18%	5%	20%	3%	1%	17%
Fairly Satisfied	(1)	210	130	20	9	12	4	2	5	117	17	15	4	10	1	4
		27%	25%	27%	23%	42%	27%	14%	66%	26%	18%	49% ab	41%	33%	26%	24%
Very Satisfied	(2)	243	142	22	25	8	6	10	1	132	47	9	3	18	3	6
		31%	28%	31%	62% abd	26%	41%	54%	17%	29%	49% a	28%	26%	62%	53%	33%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	108	9	1	6	1	3	*	85	12	2	*	*	1	5
		18%	21%	12%	2%	21%	9%	17%	2%	19%	12%	8%	5%	*%	20%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	13	*	-	1	-	-	*	10	*	-	*	-	-	-
		2%	2%	*%	-%	3%	-%	-%	2%	2%	*%	-%	1%	-%	-%	-%
NET: Satisfied		453	272	42	35	20	10	12	6	249	64	24	7	28	5	10
		58%	53%	58%	85% a	67%	68%	68%	83%	56%	67%	77%	66%	95%	79%	57%
NET: Dissatisfied		56	28	14	1	3	1	2	*	38	3	3	1	1	-	*
		7%	5%	19% a	2%	9%	6%	13%	2%	8%	3%	10%	8%	2%	-%	1%
Answered		621	389	64	40	22	14	15	7	353	83	29	10	30	5	13
Mean Score		1.0	1.0	.7	1.5 ab	1.1	1.1	1.3	1.0	.9	1.3	1.0	.9	1.5	1.7	1.2
Standard error		.04	.06	.16	.10	.13	.22	.23	.19	.06	.10	.12	.15	.15	.12	.22
Standard deviation		1.06	1.03	1.33	.79	.90	1.14	1.25	.72	1.12	.99	.91	.95	.78	.56	.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base		770	318	94	71	59	22	32	30	84	234	142	199	97	60
Effective base		321	152	34	23	21	7	7	10	25	118	63	76	27	19
Weighted Base		775	355	89	54	37	17	17	28	63	285	154	177	64	51
Very Dissatisfied	(-2)	23	11	5	1	2	-	-	1	1	13	5	5	1	-
		3%	3%	6%	2%	4%	-%	-%	3%	1%	4%	3%	3%	2%	-%
Fairly Dissatisfied	(-1)	32	16	4	-	-	-	-	2	2	8	5	12	4	-
		4%	4%	4%	-%	-%	-%	-%	6%	3%	3%	3%	7%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	52	11	8	4	5	*	3	8	60	16	13	9	10
		15%	15%	12%	14%	10%	28%	*%	11%	13%	21% c	11%	8%	15%	21%
Fairly Satisfied	(1)	210	93	30	15	9	3	13	5	21	74	31	60	13	13
		27%	26%	34%	29%	25%	20%	76% abcdgh	17%	34%	26%	20%	34%	21%	25%
Very Satisfied	(2)	243	98	37	22	20	8	2	17	28	59	71	50	31	21
		31%	28%	41%	41%	53% a	49%	14%	62% af	45%	21%	46% ac	28%	49% ac	41%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	75	2	8	3	1	2	*	3	64	25	36	4	4
		18%	21% bh	3%	15%	7%	3%	10%	1%	4%	23% d	16%	20%	6%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	*	-	-	*	-	*	*	7	1	2	*	3
		2%	3%	*%	-%	-%	*%	-%	*%	*%	2%	*%	1%	*%	6%
NET: Satisfied		453	191	67	38	29	12	16	22	50	133	102	109	45	33
		58%	54%	75% a	70%	79% a	69%	90%	79%	79% a	47%	66% a	62% a	70% a	66%
NET: Dissatisfied		56	27	9	1	2	-	-	2	2	20	10	17	6	-
		7%	8%	10%	2%	4%	-%	-%	9%	4%	7%	6%	10%	9%	-%
Answered		621	270	87	46	34	17	16	28	60	214	128	140	60	44
Mean Score		1.0	.9	1.0	1.3	1.3	1.2	1.2	1.3	1.2	.7	1.2 a	1.0	1.2	1.2
Standard error		.04	.07	.12	.11	.14	.21	.07	.21	.10	.08	.10	.08	.12	.11
Standard deviation		1.06	1.08	1.14	.87	1.01	.89	.38	1.09	.89	1.08	1.06	1.05	1.08	.82

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	294	128	166	73	41	248	133	156	72	45
Effective base		321	135	60	61	18	12	123	51	55	21	16
Weighted Base		775	332	141	144	46	28	297	124	121	53	41
Very Dissatisfied	(-2)	23	13	6	2	1	-	14	5	3	1	-
		3%	4%	4%	1%	3%	-%	5%	4%	2%	1%	-%
Fairly Dissatisfied	(-1)	32	8	5	11	2	-	11	3	7	3	-
		4%	2%	4%	8%	4%	-%	4%	2%	5%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	63	17	11	7	8	47	15	12	8	6
		15%	19% c	12%	8%	15%	28%	16%	12%	10%	14%	16%
Fairly Satisfied	(1)	210	93	31	43	8	7	83	21	45	14	8
		27%	28%	22%	30%	17%	26%	28%	17%	37% b	26%	19%
Very Satisfied	(2)	243	75	58	45	27	9	74	63	35	25	20
		31%	23%	42% a	31%	58% ac	32%	25%	51% ac	28%	47% a	49%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	69	23	31	1	4	63	17	19	3	4
		18%	21%	16%	22%	3%	14%	21%	14%	15%	7%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	1	-	*	-	5	-	2	*	3
		2%	3%	*%	-%	*%	-%	2%	-%	2%	*%	7%
NET: Satisfied		453	168	89	88	35	17	157	84	79	39	28
		58%	51%	63%	61%	76% a	58%	53%	68%	65%	73%	67%
NET: Dissatisfied		56	21	10	13	3	-	25	8	9	3	-
		7%	6%	7%	9%	7%	-%	8%	6%	8%	6%	-%
Answered		621	252	117	113	45	24	229	107	101	50	34
Mean Score		1.0	.8	1.1	1.0	1.3	1.1	.8	1.3 a	1.0	1.2	1.4
Standard error		.04	.07	.11	.09	.13	.14	.08	.10	.09	.12	.12
Standard deviation		1.06	1.06	1.11	1.03	1.06	.85	1.12	1.08	.99	.99	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base		321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base		775	246	98	140	70	35	378	55	162	699	76	670	23
Very Dissatisfied	(-2)	23	14	5	*	1	-	16	3	1	21	2	22	-
		3%	6%	5%	*%	2%	-%	4%	6%	1%	3%	2%	3%	-%
Fairly Dissatisfied	(-1)	32	10	4	3	3	2	8	1	12	29	3	24	2
		4%	4%	4%	2%	4%	5%	2%	2%	8% a	4%	4%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	113	39	11	14	7	11	58	8	16	104	8	104	2
		15%	16%	11%	10%	10%	31% c	15%	14%	10%	15%	11%	16%	8%
Fairly Satisfied	(1)	210	78	19	40	20	8	105	15	49	189	21	170	13
		27%	32%	19%	28%	29%	24%	28%	27%	30%	27%	27%	25%	56%
Very Satisfied	(2)	243	52	48	60	37	8	133	25	45	208	35	209	6
		31%	21%	49% a	43% a	52% a	23%	35%	44%	28%	30%	46%	31%	25%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	49	11	23	2	3	51	4	35	134	5	127	1
		18%	20% d	11%	17%	3%	8%	14%	8%	22%	19%	7%	19%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	1	-	*	3	7	-	3	13	1	14	-
		2%	2%	1%	-%	*%	9% c	2%	-%	2%	2%	2%	2%	-%
NET: Satisfied		453	130	67	99	57	16	238	39	94	397	56	378	19
		58%	53%	68%	71% a	81% ae	46%	63%	71%	58%	57%	73%	57%	80%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base	321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base	775	246	98	140	70	35	378	55	162	699	76	670	23
NET: Dissatisfied	56	23	9	3	4	2	24	4	13	51	5	46	2
	7%	10%	9%	2%	6%	5%	6%	7%	8%	7%	7%	7%	7%
Answered	621	193	87	117	68	29	320	51	124	552	69	529	22
Mean Score	1.0	.8	1.2	1.3	1.3	.8	1.0	1.1	1.0	1.0	1.2	1.0	1.0
			a	ae	a								
Standard error	.04	.09	.11	.07	.11	.15	.06	.13	.09	.04	.11	.05	.17
Standard deviation	1.06	1.12	1.15	.80	.95	.94	1.07	1.12	.99	1.06	1.00	1.07	.81

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		770	569	92	391	235	682	22	571	90	397	229
Effective base		321	240	26	159	95	280	6	240	26	158	95
Weighted Base		775	573	66	364	234	679	14	581	58	371	227
Very Dissatisfied	(-2)	23	21	1	16	3	22	-	21	1	16	3
		3%	4%	1%	4%	1%	3%	-%	4%	1%	4%	2%
Fairly Dissatisfied	(-1)	32	20	4	9	12	26	-	18	6	9	12
		4%	3%	6%	2%	5%	4%	-%	3%	10%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	113	75	14	58	24	103	3	79	11	60	22
		15%	13%	22%	16%	10%	15%	21%	14%	19%	16%	10%
Fairly Satisfied	(1)	210	146	24	91	79	178	4	155	15	94	75
		27%	25%	37%	25%	34%	26%	30%	27%	26%	25%	33%
Very Satisfied	(2)	243	195	22	117	88	208	7	192	25	118	87
		31%	34%	33%	32%	37%	31%	49%	33%	43%	32%	38%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	106	*	67	24	128	*	106	*	68	23
		18%	18% b	*%	18%	10%	19%	*%	18% b	*%	18%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	*	5	4	14	-	10	*	5	4
		2%	2%	*%	1%	2%	2%	-%	2%	*%	1%	2%
NET: Satisfied		453	341	46	208	166	386	11	347	40	212	162
		58%	60%	70%	57%	71% a	57%	79%	60%	69%	57%	71% a
NET: Dissatisfied		56	40	5	25	16	48	-	39	7	25	16
		7%	7%	7%	7%	7%	7%	-%	7%	11%	7%	7%
Answered		621	457	65	292	205	537	14	465	58	298	200
Mean Score		1.0	1.0	1.0	1.0	1.1	1.0	1.3	1.0	1.0	1.0	1.2
Standard error		.04	.05	.10	.06	.07	.05	.18	.05	.12	.06	.07
Standard deviation		1.06	1.09	.96	1.11	.96	1.07	.82	1.07	1.08	1.10	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		770	457	493	119	1	467	415	103	-	491	334	130	1
Effective base		321	176	213	46	1	181	177	41	-	201	143	52	1
Weighted Base		775	442	504	128	4	458	402	106	-	487	311	134	*
Very Dissatisfied	(-2)	23	19	9	7	-	19	9	8	-	18	8	5	-
		3%	4%	2%	6%	-%	4%	2%	8%	-%	4%	3%	3%	-%
Fairly Dissatisfied	(-1)	32	17	20	2	-	15	11	1	-	13	11	1	-
		4%	4%	4%	2%	-%	3%	3%	1%	-%	3%	4%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	52	85	17	-	60	59	18	-	59	47	18	-
		15%	12%	17%	13%	-%	13%	15%	17%	-%	12%	15%	14%	-%
Fairly Satisfied	(1)	210	128	141	21	-	129	113	17	-	145	84	32	*
		27%	29%	28%	16%	-%	28%	28%	16%	-%	30%	27%	24%	100%
Very Satisfied	(2)	243	160	120	52	4	171	122	45	-	173	92	57	-
		31%	36% b	24%	41% b	100%	37%	30%	42%	-%	36%	30%	42%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	61	117	29	-	59	82	17	-	73	63	21	-
		18%	14%	23% a	22%	-%	13%	20%	16%	-%	15%	20%	15%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	13	*	-	5	6	*	-	5	5	*	-
		2%	1%	3%	*%	-%	1%	2%	*%	-%	1%	2%	*%	-%
NET: Satisfied		453	288	260	73	4	300	236	62	-	318	177	89	*
		58%	65% b	52%	57%	100%	66%	59%	58%	-%	65%	57%	67%	100%
NET: Dissatisfied		56	36	29	10	-	33	20	9	-	31	19	6	-
		7%	8%	6%	7%	-%	7%	5%	9%	-%	6%	6%	4%	-%
Answered		621	375	374	99	4	393	314	89	-	409	243	113	*
Mean Score		1.0	1.0	.9	1.1	2.0	1.1	1.0	1.0	-	1.1	1.0	1.2	1.0
Standard error		.04	.05	.05	.12	-	.05	.05	.13	-	.05	.06	.09	-
Standard deviation		1.06	1.09	.99	1.20	-	1.08	.98	1.26	-	1.05	1.03	1.02	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		770	629	568	417	550	414	38	241	237	262	75	45
Effective base		321	263	237	177	220	189	11	116	107	111	34	22
Weighted Base		775	646	577	423	544	454	30	262	268	282	82	60
Very Dissatisfied	(-2)	23	22	17	13	18	12	1	7	6	12	5	3
		3%	3%	3%	3%	3%	3%	3%	3%	2%	4%	6%	5%
Fairly Dissatisfied	(-1)	32	24	24	14	17	19	-	13	7	5	*	-
		4%	4%	4%	3%	3%	4%	-%	5%	2%	2%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	100	72	61	74	64	6	39	39	29	11	9
		15%	15%	13%	14%	14%	14%	20%	15%	14%	10%	13%	15%
Fairly Satisfied	(1)	210	168	155	121	145	128	5	71	81	87	23	10
		27%	26%	27%	29%	27%	28%	17%	27%	30%	31%	28%	16%
Very Satisfied	(2)	243	194	199	135	188	122	18	67	96	95	26	18
		31%	30%	34%	32%	34%	27%	60% b	25%	36%	34%	32%	30%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	124	100	73	93	95	*	64	40	51	17	21
		18%	19%	17%	17%	17%	21%	*%	24%	15%	18%	21%	34% b
Don't Know (CATI ONLY: DO NOT READ OUT)		15	13	9	5	10	13	-	2	1	2	-	-
		2%	2%	2%	1%	2%	3%	-%	1%	*%	1%	-%	-%
NET: Satisfied		453	362	354	256	333	250	23	138	176	182	49	28
		58%	56%	61%	61%	61%	55%	76%	52%	66% a	65%	60%	46%
NET: Dissatisfied		56	46	41	27	36	31	1	20	13	17	5	3
		7%	7%	7%	6%	7%	7%	3%	8%	5%	6%	6%	5%
Answered		621	508	467	344	442	346	30	196	228	229	65	40
Mean Score		1.0	1.0	1.1	1.0	1.1	1.0	1.3	.9	1.1	1.1	1.0	1.0
Standard error		.04	.05	.05	.06	.05	.06	.17	.08	.07	.07	.13	.19
Standard deviation		1.06	1.08	1.05	1.04	1.06	1.04	1.02	1.06	.97	1.05	1.11	1.18

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base		321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base		775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Very Dissatisfied	(-2)	23	-	1	2	*	19	16	19	17	8	17	18	5	-	3	14
		3%	-%	1%	3%	*%	3%	4%	3%	4%	2%	4%	3%	4%	-%	1%	11% a
Fairly Dissatisfied	(-1)	32	8	5	3	*	27	16	28	18	21	13	22	4	-	16	11
		4%	5%	6%	3%	1%	4%	4%	4%	4%	5%	3%	4%	4%	-%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	113	22	14	19	1	85	62	95	74	48	66	85	17	-	34	24
		15%	14%	19%	21%	4%	14%	14%	14%	16%	12%	15%	14%	15%	-%	7%	19% a
Fairly Satisfied	(1)	210	44	24	31	8	173	108	182	133	117	112	159	28	-	152	28
		27%	27%	32%	34%	25%	28%	25%	27%	28%	29%	25%	27%	24%	-%	30%	23%
Very Satisfied	(2)	243	58	29	21	20	188	142	215	151	116	158	175	43	-	199	20
		31%	36%	40%	23%	66% ac	30%	33%	32%	32%	29%	36%	30%	36%	-%	40% b	16%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	31	1	12	1	118	78	120	73	80	67	119	18	-	89	26
		18%	19% b	1%	13% b	4%	19%	18%	18%	15%	20%	15%	20%	15%	-%	18%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	*	1	3	-	15	8	15	8	6	5	10	3	-	11	*
		2%	*%	1%	3%	-%	2%	2%	2%	2%	2%	1%	2%	3%	-%	2%	*%
NET: Satisfied		453	103	53	52	27	361	250	397	284	233	270	334	71	-	351	49
		58%	63%	72%	57%	91% ac	58%	58%	59%	60%	59%	62%	57%	60%	-%	70% b	39%
NET: Dissatisfied		56	8	5	5	*	45	33	46	35	29	30	40	9	-	19	25
		7%	5%	7%	6%	1%	7%	8%	7%	7%	7%	7%	7%	8%	-%	4%	20% a
Answered		621	133	72	77	29	492	344	538	393	310	366	459	97	-	404	98

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base	321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Mean Score	1.0	1.2	1.1	.9	1.6 c	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	-	1.3 b	.3
Standard error	.04	.08	.10	.11	.11	.05	.06	.04	.05	.05	.05	.05	.11	-	.04	.15
Standard deviation	1.06	.91	.97	.98	.65	1.06	1.10	1.05	1.07	1.02	1.09	1.05	1.11	-	.84	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		770	770	-	284	18	200	153	159	441	164	173	237	347
Effective base		321	321	-	116	10	73	75	59	186	73	66	95	154
Weighted Base		775	775	-	281	26	170	189	154	437	174	164	225	370
Very Dissatisfied	(-2)	23	23	-	4	*	3	4	10	10	3	10	6	7
		3%	3%	-%	1%	*%	2%	2%	7%	2%	2%	6%	3%	2%
Fairly Dissatisfied	(-1)	32	32	-	16	*	16	5	5	12	15	11	9	13
		4%	4%	-%	6%	1%	9%	3%	3%	3%	9% b	6%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	113	113	-	26	3	26	17	15	68	28	21	29	61
		15%	15%	-%	9%	11%	15%	9%	9%	16%	16%	13%	13%	17%
Fairly Satisfied	(1)	210	210	-	89	10	45	65	48	119	40	53	74	81
		27%	27%	-%	32%	38%	26%	35%	31%	27%	23%	32%	33%	22%
Very Satisfied	(2)	243	243	-	109	8	62	65	51	136	49	46	80	109
		31%	31%	-%	39%	30%	37%	35%	33%	31%	28%	28%	36%	29%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	140	-	33	5	13	31	20	84	36	19	27	89
		18%	18%	-%	12%	19%	8%	17%	13%	19%	21%	12%	12%	24% ab
Don't Know (CATI ONLY: DO NOT READ OUT)		15	15	-	4	*	5	*	5	7	3	4	1	10
		2%	2%	-%	2%	1%	3%	*%	3%	2%	2%	3%	*%	3%
NET: Satisfied		453	453	-	198	18	107	131	100	255	89	99	154	189
		58%	58%	-%	70%	68%	63%	69%	65%	58%	51%	60%	68% c	51%
NET: Dissatisfied		56	56	-	20	*	19	9	15	23	18	21	14	21
		7%	7%	-%	7%	1%	11%	5%	9%	5%	10%	13%	6%	6%
Answered		621	621	-	244	21	152	157	129	347	135	140	197	271
Mean Score		1.0	1.0	-	1.2	1.2	1.0	1.2	1.0	1.0	.9	.8	1.1	1.0
Standard error		.04	.04	-	.06	.20	.08	.08	.10	.05	.09	.09	.07	.06
Standard deviation		1.06	1.06	-	.97	.75	1.09	.94	1.17	1.00	1.09	1.18	.99	1.04

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		770	444	326
Effective base		321	168	153
Weighted Base		775	425	351
Very Dissatisfied	(-2)	23	7	16
		3%	2%	5%
Fairly Dissatisfied	(-1)	32	22	10
		4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	113	58	55
		15%	14%	16%
Fairly Satisfied	(1)	210	118	91
		27%	28%	26%
Very Satisfied	(2)	243	131	112
		31%	31%	32%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	80	59
		18%	19%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	8	6
		2%	2%	2%
NET: Satisfied		453	249	204
		58%	59%	58%
NET: Dissatisfied		56	29	26
		7%	7%	7%
Answered		621	336	285
Mean Score		1.0	1.0	1.0
Standard error		.04	.05	.07
Standard deviation		1.06	1.01	1.12

Columns Tested:: a,b

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		770	32	81	41	61	43	103	13	111	68	55	80	82
Effective base		321	10	36	15	12	19	38	9	62	41	22	53	46
Weighted Base		775	4	120	42	29	58	114	2	136	80	30	92	70
Very Dissatisfied	(-2)	23	-	7	-	-	1	5	-	1	4	-	5	1
		3%	-%	6%	-%	-%	1%	4%	-%	1%	5%	-%	5%	1%
Fairly Dissatisfied	(-1)	32	-	3	5	1	-	8	*	6	3	4	3	1
		4%	-%	3%	11%	2%	-%	7%	10%	4%	3%	13%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	*	13	8	9	14	11	*	27	5	3	11	13
		15%	1%	11%	18%	30%	24%	9%	10%	20% i	6%	10%	11%	19%
Fairly Satisfied	(1)	210	2	38	2	3	18	28	1	45	21	8	22	23
		27%	43% c	32% c	5%	11%	30%	25%	29%	33% c	26%	26%	24%	33% c
Very Satisfied	(2)	243	1	26	18	8	21	55	1	36	26	7	25	19
		31%	34%	22%	44%	26%	36%	48% bhkl	35%	26%	33%	23%	27%	27%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	1	30	8	7	4	7	*	17	19	8	24	14
		18%	22%	25% f	19%	25%	7%	6%	16%	13%	23% f	26% f	26% f	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	2	1	2	1	-	-	4	3	1	2	-
		2%	-%	1%	3%	6%	1%	-%	-%	3%	4%	2%	2%	-%
NET: Satisfied		453	3	64	20	11	39	83	1	81	47	15	47	42
		58%	77%	53%	49%	37%	67%	73% dk	65%	59%	59%	48%	52%	60%
NET: Dissatisfied		56	-	11	5	1	1	12	*	7	6	4	8	2
		7%	-%	9%	11%	2%	1%	11%	10%	5%	8%	13%	8%	2%
Answered		621	3	88	32	20	53	106	2	114	58	22	65	56
Mean Score		1.0	1.4	.8	1.0	.9	1.1	1.1	1.1	1.0	1.1	.8	.9	1.0
Standard error		.04	.13	.14	.20	.13	.15	.12	.44	.10	.15	.16	.15	.11
Standard deviation		1.06	.65	1.16	1.18	.97	.90	1.13	1.45	.91	1.15	1.11	1.18	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 274 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		770	154	207	192	217	361	409
Effective base		321	52	68	104	121	120	221
Weighted Base		775	165	201	218	192	366	409
Very Dissatisfied	(-2)	23	7	5	5	5	13	10
		3%	5%	3%	2%	3%	4%	2%
Fairly Dissatisfied	(-1)	32	8	8	9	8	16	16
		4%	5%	4%	4%	4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	113	21	33	32	27	54	58
		15%	13%	16%	15%	14%	15%	14%
Fairly Satisfied	(1)	210	42	49	66	53	91	119
		27%	25%	25%	30%	27%	25%	29%
Very Satisfied	(2)	243	45	83	63	51	129	114
		31%	27%	42%	29%	27%	35%	28%
				d				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		140	39	19	36	46	58	82
		18%	24%	9%	17%	24%	16%	20%
			b			b		
Don't Know (CATI ONLY: DO NOT READ OUT)		15	3	3	7	3	5	9
		2%	2%	1%	3%	1%	1%	2%
NET: Satisfied		453	87	133	129	104	220	233
		58%	53%	66%	59%	54%	60%	57%
NET: Dissatisfied		56	15	14	13	13	29	27
		7%	9%	7%	6%	7%	8%	7%
Answered		621	124	179	174	143	303	318
Mean Score		1.0	.9	1.1	1.0	.9	1.0	1.0
Standard error		.04	.10	.08	.08	.08	.06	.06
Standard deviation		1.06	1.16	1.05	1.00	1.05	1.10	1.02

Columns Tested:: a,b,c,d - a,b

Table 275

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		770	69	701	525	136	37	72	245
Effective base		321	18	306	294	60	15	38	81
Weighted Base		775	25	750	739	30	4	2	36
Very Dissatisfied	(-2)	49	2	47	48	1	*	*	1
		6%	8%	6%	7%	3%	1%	7%	3%
Fairly Dissatisfied	(-1)	43	1	42	42	*	*	*	*
		6%	5%	6%	6%	1%	1%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	7	146	148	4	1	*	5
		20%	28%	19%	20%	14%	17%	11%	14%
Fairly Satisfied	(1)	169	3	165	159	8	2	1	10
		22%	14%	22%	21%	26%	38%	27%	28%
Very Satisfied	(2)	148	2	146	134	11	2	1	14
		19%	9%	19%	18%	38%	40%	46%	39%
						a	a	a	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	9	191	195	5	*	*	5
		26%	36%	25%	26%	16%	4%	5%	14%
					de				
Don't Know (CATI ONLY: DO NOT READ OUT)		14	-	14	13	1	-	*	1
		2%	-%	2%	2%	2%	-%	3%	2%
NET: Satisfied		317	6	311	293	19	3	1	24
		41%	23%	41%	40%	64%	78%	73%	66%
						a	a	a	a
NET: Dissatisfied		92	3	89	91	1	*	*	2
		12%	13%	12%	12%	4%	2%	7%	4%
					e				
Answered		562	16	546	532	24	4	2	30
Mean Score		.6	.2	.6	.5	1.1	1.2	1.1	1.2
						a	a	a	a
Standard error		.05	.18	.05	.06	.10	.16	.21	.07
Standard deviation		1.21	1.18	1.21	1.21	1.03	.94	1.69	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		770	222	217	86	85	88	72	525	136	109
Effective base		321	144	118	39	40	37	38	294	60	29
Weighted Base		775	394	282	63	22	12	2	739	30	6
Very Dissatisfied	(-2)	49	23	21	3	1	*	*	48	1	*
		6%	6%	8%	5%	5%	*%	7%	7%	3%	3%
Fairly Dissatisfied	(-1)	43	34	8	1	*	*	*	42	*	*
		6%	9% bh	3%	2%	*%	2%	*%	6%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	90	50	8	4	1	*	148	4	1
		20%	23% e	18%	12%	18%	7%	11%	20%	14%	15%
Fairly Satisfied	(1)	169	66	73	20	6	3	1	159	8	2
		22%	17%	26%	31% a	29%	25%	27%	21%	26%	34% a
Very Satisfied	(2)	148	58	58	18	7	6	1	134	11	3
		19%	15%	21%	29%	34% ag	46% abg	46% abg	18%	38% abg	42% abg
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	115	69	11	3	2	*	195	5	*
		26%	29% dfhi	25% fi	17%	12%	18%	5%	26% fi	16%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	8	3	2	*	*	*	13	1	*
		2%	2%	1%	3%	1%	2%	3%	2%	2%	1%
NET: Satisfied		317	124	131	38	14	9	1	293	19	5
		41%	31%	47% a	60% ag	63% ag	70% abg	73% abg	40%	64% abg	76% abg
NET: Dissatisfied		92	57	29	5	1	*	*	91	1	*
		12%	15% eh	10%	7%	5%	3%	7%	12%	4%	3%
Answered		562	271	210	50	19	10	2	532	24	6
Mean Score		.6	.4	.7	1.0 ag	1.0 ag	1.4 abcg	1.1 ag	.5	1.1 abg	1.2 abg
Standard error		.05	.10	.10	.14	.13	.10	.21	.06	.10	.10
Standard deviation		1.21	1.20	1.21	1.11	1.07	.84	1.69	1.21	1.03	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	336	189	136	37	72	339	161	52	40	76
Effective base		321	220	99	60	15	38	191	71	16	16	8
Weighted Base		775	608	132	30	4	2	509	130	32	11	17
Very Dissatisfied	(-2)	49	39	9	1	*	*	32	6	*	1	1
		6%	6%	7%	3%	1%	7%	6%	5%	*%	13%	5%
Fairly Dissatisfied	(-1)	43	37	6	*	*	*	27	7	*	-	*
		6%	6%	4%	1%	1%	*%	5%	6%	*%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	128	20	4	1	*	110	12	9	4	1
		20%	21%	15%	14%	17%	11%	22%	9%	29%	32%	5%
								b		b	b	
Fairly Satisfied	(1)	169	123	36	8	2	1	105	37	7	1	5
		22%	20%	27%	26%	38%	27%	21%	29%	23%	10%	31%
Very Satisfied	(2)	148	104	30	11	2	1	82	38	13	3	4
		19%	17%	23%	38%	40%	46%	16%	29%	42%	30%	27%
					ab	a	ab		a	a		
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	167	28	5	*	*	143	27	2	2	5
		26%	27%	21%	16%	4%	5%	28%	21%	6%	16%	30%
			de	e				c				
Don't Know (CATI ONLY: DO NOT READ OUT)		14	10	3	1	-	*	10	2	-	-	*
		2%	2%	2%	2%	-%	3%	2%	2%	-%	-%	1%
NET: Satisfied		317	227	66	19	3	1	188	76	20	4	10
		41%	37%	50%	64%	78%	73%	37%	58%	65%	40%	58%
				a	a	a	ab		a	a		
NET: Dissatisfied		92	76	15	1	*	*	59	14	*	1	1
		12%	13%	11%	4%	2%	7%	12%	10%	*%	13%	6%
Answered		562	431	101	24	4	2	356	101	30	10	12
Mean Score		.6	.5	.7	1.1	1.2	1.1	.5	.9	1.1	.5	1.1
					ab	a	a		a	a		
Standard error		.05	.08	.10	.10	.16	.21	.08	.10	.13	.26	.14
Standard deviation		1.21	1.21	1.21	1.03	.94	1.69	1.19	1.16	.89	1.45	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		770	62	48	82	24	57	75	62	52	46
Effective base		321	33	30	46	11	31	50	38	27	23
Weighted Base		775	75	67	109	28	72	142	113	72	46
Very Dissatisfied	(-2)	49	8	1	6	-	8	5	11	10	-
		6%	11%	1%	6%	-%	11%	4%	10%	13%	-%
Fairly Dissatisfied	(-1)	43	8	-	7	3	4	4	5	5	5
		6%	10%	-%	6%	10%	6%	3%	4%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	153	17	5	35	4	8	27	23	12	12
		20%	23%	7%	33%	13%	11%	19%	20%	17%	27%
					be						b
Fairly Satisfied	(1)	169	16	16	14	6	22	34	23	15	13
		22%	22%	24%	13%	21%	30%	24%	20%	21%	27%
Very Satisfied	(2)	148	5	19	22	9	15	29	25	14	3
		19%	6%	29%	20%	31%	20%	20%	22%	20%	6%
				ai							
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	20	25	24	7	16	40	21	16	13
		26%	27%	37%	22%	25%	22%	28%	19%	23%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	1	1	1	-	-	2	5	*	-
		2%	1%	2%	1%	-%	-%	2%	5%	*%	-%
NET: Satisfied		317	21	36	35	15	37	63	48	29	15
		41%	28%	53%	32%	52%	50%	44%	42%	41%	33%
				a							
NET: Dissatisfied		92	16	1	13	3	12	9	16	14	5
		12%	21%	1%	12%	10%	17%	6%	14%	19%	10%
			b				b			b	
Answered		562	54	41	84	21	57	99	87	56	32
Mean Score		.6	*	1.3	.4	1.0	.6	.8	.5	.4	.4
				acefghi				a			
Standard error		.05	.18	.15	.15	.26	.20	.15	.19	.22	.14
Standard deviation		1.21	1.20	.83	1.18	1.08	1.33	1.07	1.31	1.40	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	770	127	162	219	508	262	86	91	85
Effective base	321	65	90	132	285	89	44	28	23
Weighted Base	775	146	215	364	725	50	23	20	8
Very Dissatisfied (-2)	49	8	19	22	49	1	*	1	*
	6%	5%	9%	6%	7%	1%	*%	3%	1%
			ef		e				
Fairly Dissatisfied (-1)	43	12	12	16	40	3	1	2	*
	6%	8%	6%	4%	5%	7%	6%	8%	4%
Neither Satisfied Nor Dissatisfied (0)	153	24	34	86	144	9	6	2	1
	20%	17%	16%	24%	20%	17%	25%	10%	14%
Fairly Satisfied (1)	169	40	48	71	159	10	4	4	1
	22%	28%	22%	20%	22%	19%	17%	22%	19%
Very Satisfied (2)	148	26	39	75	140	8	4	4	1
	19%	18%	18%	21%	19%	16%	16%	18%	14%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	200	36	61	85	183	17	8	6	3
	26%	25%	29%	23%	25%	33%	36%	29%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)	14	-	2	8	11	3	-	2	1
	2%	-%	1%	2%	1%	6%	-%	9%	16%
						d		ad	abcdf
NET: Satisfied	317	66	86	146	299	18	8	8	3
	41%	45%	40%	40%	41%	36%	33%	41%	32%
NET: Dissatisfied	92	19	31	38	88	4	1	2	*
	12%	13%	14%	10%	12%	8%	6%	11%	5%
Answered	562	110	151	270	531	31	14	12	4
Mean Score	.6	.6	.5	.6	.6	.7	.7	.7	.8
Standard error	.05	.12	.12	.09	.06	.08	.12	.15	.15
Standard deviation	1.21	1.17	1.29	1.19	1.21	1.06	.99	1.21	1.17

Columns Tested:: a,b,c,d,e,f,g,h

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i
Unweighted Base		770	28	64	70	89	142	47	19	30	345
Effective base		321	9	19	22	43	59	21	8	10	150
Weighted Base		775	20	52	61	110	132	45	20	25	363
Very Dissatisfied	(-2)	49	*	5	5	12	6	1	5	*	20
		6%	*%	10%	9%	11%	4%	2%	23%	*%	6%
Fairly Dissatisfied	(-1)	43	-	*	*	8	3	3	*	-	28
		6%	-%	*%	*%	8%	3%	6%	*%	-%	8%
Neither Satisfied Nor Dissatisfied	(0)	153	*	3	8	21	30	12	*	2	80
		20%	1%	6%	12%	19%	23%	27%	*%	8%	22%
Fairly Satisfied	(1)	169	8	10	14	32	38	4	9	2	62
		22%	41%	20%	24%	29%	29%	9%	45%	7%	17%
Very Satisfied	(2)	148	4	22	22	28	22	7	3	15	47
		19%	19%	43%	37%	25%	17%	16%	15%	60%	13%
				ei	i					defi	
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	8	11	11	9	31	18	3	6	113
		26%	40%	21%	18%	8%	24%	40%	17%	26%	31%
							d	d			d
Don't Know (CATI ONLY: DO NOT READ OUT)		14	-	-	-	-	2	-	-	-	12
		2%	-%	-%	-%	-%	1%	-%	-%	-%	3%
NET: Satisfied		317	12	33	37	59	60	11	12	16	109
		41%	59%	63%	61%	54%	46%	25%	60%	66%	30%
				fi	fi	fi	i			fi	
NET: Dissatisfied		92	*	5	5	21	9	3	5	*	49
		12%	*%	11%	9%	19%	7%	8%	23%	*%	13%
Answered		562	12	41	50	101	99	27	17	18	238
Mean Score		.6	1.3	1.1	1.0	.5	.7	.5	.4	1.7	.4
				i	i					defi	
Standard error		.05	.13	.18	.16	.15	.10	.19	.40	.16	.08
Standard deviation		1.21	.55	1.35	1.27	1.31	1.05	1.10	1.54	.68	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		770	187	189	394	678	92	619	151	757	13
Effective base		321	74	80	168	271	50	283	43	312	9
Weighted Base		775	190	177	408	641	134	706	70	751	24
Very Dissatisfied	(-2)	49	18	7	25	31	19	48	1	49	*
		6%	9%	4%	6%	5%	14% a	7%	1%	7%	1%
Fairly Dissatisfied	(-1)	43	9	6	28	41	1	42	1	43	*
		6%	5%	3%	7%	6%	1%	6%	2%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	29	42	82	138	14	142	11	147	6
		20%	15%	24%	20%	22%	11%	20%	16%	20%	25%
Fairly Satisfied	(1)	169	54	42	73	134	35	143	26	165	4
		22%	28%	24%	18%	21%	26%	20%	37% a	22%	16%
Very Satisfied	(2)	148	54	30	65	128	20	127	21	142	6
		19%	28% c	17%	16%	20%	15%	18%	31%	19%	27%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	28	50	122	158	41	191	9	192	7
		26%	15%	28% a	30% a	25%	31%	27% b	12%	26%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	-	2	12	11	3	13	*	14	-
		2%	-%	1%	3%	2%	2%	2%	1%	2%	-%
NET: Satisfied		317	108	72	137	262	55	270	47	306	10
		41%	57% bc	40%	34%	41%	41%	38%	68% a	41%	43%
NET: Dissatisfied		92	26	13	53	72	20	90	2	92	*
		12%	14%	7%	13%	11%	15%	13%	3%	12%	1%
Answered		562	163	126	273	472	90	501	60	545	17

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	770	187	189	394	678	92	619	151	757	13
Effective base	321	74	80	168	271	50	283	43	312	9
Weighted Base	775	190	177	408	641	134	706	70	751	24
Mean Score	.6	.7	.6	.5	.6	.4	.5	1.1 a	.6	1.0
Standard error	.05	.10	.09	.07	.05	.18	.06	.08	.05	.32
Standard deviation	1.21	1.27	1.06	1.22	1.16	1.41	1.23	.88	1.21	.96

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	353	216	196	524	144	40	62	668	102
Effective base		321	162	66	91	250	43	12	15	293	27
Weighted Base		775	388	141	237	605	101	31	39	705	70
Very Dissatisfied	(-2)	49	24	2	19	41	5	2	1	46	3
		6%	6%	1%	8% b	7%	5%	6%	3%	7%	4%
Fairly Dissatisfied	(-1)	43	25	2	16	37	6	*	-	43	*
		6%	6%	1%	7%	6%	6%	*%	-%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	78	31	39	116	24	5	8	139	14
		20%	20%	22%	16%	19%	23%	18%	21%	20%	20%
Fairly Satisfied	(1)	169	77	37	55	130	16	7	15	146	23
		22%	20%	26%	23%	21%	16%	24%	40%	21%	33%
Very Satisfied	(2)	148	58	37	54	89	31	15	13	120	28
		19%	15%	26%	23%	15%	31% ae	47% ae	34%	17%	40% ae
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	114	32	53	179	18	2	1	197	3
		26%	30%	23%	22%	30% df	18%	6%	2%	28% df	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	11	1	1	13	1	*	*	14	*
		2%	3%	1%	1%	2%	1%	*%	*%	2%	*%
NET: Satisfied		317	134	74	109	219	47	22	29	266	51
		41%	35%	52% a	46%	36%	47%	71% ae	74% ae	38%	72% abe
NET: Dissatisfied		92	49	4	35	79	11	2	1	89	3
		12%	13% b	3%	15% b	13%	11%	6%	3%	13%	4%
Answered		562	262	108	183	413	81	29	38	495	67
Mean Score		.6	.5	1.0 ac	.6	.5	.8	1.1	1.0	.5	1.1 ae
Standard error		.05	.08	.07	.10	.06	.11	.20	.12	.06	.10
Standard deviation		1.21	1.20	.92	1.28	1.21	1.21	1.14	.91	1.22	1.01

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		770	208	316	246	704	661	733	626	435	404
Effective base		321	113	139	71	286	266	304	253	170	141
Weighted Base		775	293	312	171	693	639	733	598	423	342
Very Dissatisfied	(-2)	49	21	21	8	46	44	49	40	27	15
		6%	7%	7%	5%	7%	7%	7%	7%	6%	4%
Fairly Dissatisfied	(-1)	43	21	17	6	34	37	40	37	25	17
		6%	7%	5%	3%	5%	6%	5%	6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	153	65	50	37	136	117	143	105	80	69
		20%	22%	16%	22%	20%	18%	19%	18%	19%	20%
Fairly Satisfied	(1)	169	60	70	39	146	135	152	142	113	94
		22%	20%	22%	23%	21%	21%	21%	24%	27%	27%
Very Satisfied	(2)	148	26	63	59	136	141	146	140	106	101
		19%	9%	20%	34%	20%	22%	20%	23%	25%	30%
				a	ab						ac
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	91	88	21	182	153	189	128	68	42
		26%	31%	28%	12%	26%	24%	26%	21%	16%	12%
			c	c		ef	ef	ef	f		
Don't Know (CATI ONLY: DO NOT READ OUT)		14	9	4	1	14	12	14	6	3	4
		2%	3%	1%	*%	2%	2%	2%	1%	1%	1%
NET: Satisfied		317	86	133	98	282	277	298	282	218	195
		41%	29%	43%	57%	41%	43%	41%	47%	52%	57%
				a	ab					ac	abc
NET: Dissatisfied		92	42	37	14	80	81	89	76	53	32
		12%	14%	12%	8%	11%	13%	12%	13%	12%	9%
Answered		562	193	220	149	498	474	530	464	351	296
Mean Score		.6	.3	.6	.9	.6	.6	.6	.7	.7	.8
				a	a						ac
Standard error		.05	.10	.08	.08	.05	.06	.05	.05	.06	.06
Standard deviation		1.21	1.16	1.23	1.13	1.22	1.25	1.23	1.23	1.19	1.11

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		770	72	387	60	73	55	48	38	141
Effective base		321	43	187	22	20	12	10	11	34
Weighted Base		775	107	459	44	42	28	26	26	80
Very Dissatisfied	(-2)	49	6	38	1	1	1	1	*	2
		6%	6%	8%	2%	3%	4%	3%	1%	3%
Fairly Dissatisfied	(-1)	43	9	18	9	1	-	3	*	3
		6%	8%	4%	20%	2%	-%	10%	1%	4%
					bh					
Neither Satisfied Nor Dissatisfied	(0)	153	24	91	11	6	5	1	5	10
		20%	22%	20%	25%	15%	16%	4%	18%	13%
Fairly Satisfied	(1)	169	19	93	8	12	11	5	5	21
		22%	17%	20%	17%	29%	39%	21%	18%	27%
Very Satisfied	(2)	148	9	80	10	14	8	15	11	33
		19%	8%	17%	21%	34%	27%	58%	41%	42%
						a		abc	a	ab
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	39	127	6	7	4	1	5	10
		26%	36%	28%	14%	17%	12%	3%	21%	12%
			fh							
Don't Know (CATI ONLY: DO NOT READ OUT)		14	2	12	*	-	*	-	*	*
		2%	2%	3%	*%	-%	1%	-%	*%	*%
NET: Satisfied		317	27	173	17	26	19	20	15	55
		41%	25%	38%	39%	63%	67%	79%	60%	68%
						ab	ab	abc	a	abc
NET: Dissatisfied		92	15	57	10	2	1	3	*	5
		12%	14%	12%	22%	5%	4%	13%	2%	6%
Answered		562	66	321	38	35	25	25	20	70
Mean Score		.6	.2	.5	.4	1.1	1.0	1.2	1.2	1.2
						ab	a	a	abc	abc
Standard error		.05	.17	.08	.16	.13	.14	.17	.16	.09
Standard deviation		1.21	1.13	1.26	1.18	1.03	.98	1.16	.94	1.03

Columns Tested:: a,b,c,d,e,f,g,h

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		770	431	77	62	55	30	32	17	375	112	62	43	28	23	18
Effective base		321	208	28	17	16	7	8	4	183	39	19	10	9	8	7
Weighted Base		775	509	73	41	29	15	18	8	448	95	32	10	30	6	18
Very Dissatisfied	(-2)	49	33	10	1	1	1	-	*	40	1	2	-	-	1	*
		6%	6%	13%	4%	3%	8%	-%	2%	9%	1%	7%	-%	-%	13%	1%
Fairly Dissatisfied	(-1)	43	23	8	1	3	-	*	-	23	7	3	1	3	*	-
		6%	4%	11%	1%	9%	-%	1%	-%	5%	8%	9%	8%	9%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	100	16	10	4	2	1	2	87	18	2	2	4	*	4
		20%	20%	22%	25%	15%	14%	7%	29%	19%	19%	6%	17%	12%	7%	24%
Fairly Satisfied	(1)	169	104	13	11	6	4	4	4	89	21	13	3	10	*	1
		22%	20%	18%	26%	20%	25%	24%	50%	20%	22%	40%	25%	32%	9%	4%
Very Satisfied	(2)	148	79	15	17	7	6	11	1	68	37	9	2	14	3	8
		19%	15%	21%	41%	23%	40%	63%	19%	15%	38%	29%	21%	47%	44%	46%
					a			ab			a					
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	159	11	2	9	2	1	-	129	11	3	3	*	1	4
		26%	31%	15%	4%	29%	12%	5%	-%	29%	12%	9%	29%	1%	22%	25%
			c			c				b						
Don't Know (CATI ONLY: DO NOT READ OUT)		14	13	*	-	*	-	*	-	12	*	*	-	-	*	-
		2%	3%	*%	-%	1%	-%	*%	-%	3%	*%	1%	-%	-%	*%	-%
NET: Satisfied		317	182	28	27	13	10	16	5	157	57	22	5	24	3	9
		41%	36%	39%	67%	44%	66%	87%	69%	35%	60%	69%	46%	79%	53%	49%
					a			abd			a	a				
NET: Dissatisfied		92	55	18	2	3	1	*	*	63	8	5	1	3	1	*
		12%	11%	24%	5%	11%	8%	1%	2%	14%	9%	15%	8%	9%	18%	1%
				a												
Answered		562	337	62	40	21	13	17	8	307	84	28	7	30	4	13
Mean Score		.6	.5	.3	1.0	.8	1.0	1.6	.9	.4	1.0	.8	.8	1.2	.8	1.2
					b			ab			a					
Standard error		.05	.07	.17	.14	.18	.25	.13	.20	.08	.11	.16	.17	.19	.42	.26
Standard deviation		1.21	1.20	1.38	1.05	1.18	1.25	.69	.84	1.27	1.06	1.21	1.06	.97	1.77	1.06

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base		770	318	94	71	59	22	32	30	84	234	142	199	97	60
Effective base		321	152	34	23	21	7	7	10	25	118	63	76	27	19
Weighted Base		775	355	89	54	37	17	17	28	63	285	154	177	64	51
Very Dissatisfied	(-2)	49	31	6	2	-	-	1	*	1	20	11	12	3	3
		6%	9%	6%	4%	-%	-%	5%	*%	2%	7%	7%	7%	5%	6%
Fairly Dissatisfied	(-1)	43	20	9	2	5	-	*	*	*	17	12	5	6	*
		6%	6%	10%	3%	14%	-%	1%	1%	*%	6%	8%	3%	10%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	57	14	9	5	9	6	5	20	66	11	45	9	11
		20%	16%	16%	17%	13%	52%	36%	18%	32%	23%	7%	26%	15%	21%
											b		b		
Fairly Satisfied	(1)	169	78	23	16	11	2	8	6	16	50	38	36	12	18
		22%	22%	25%	30%	28%	12%	44%	21%	25%	17%	24%	20%	18%	35%
Very Satisfied	(2)	148	56	26	20	14	6	2	16	23	29	48	30	25	14
		19%	16%	30%	38%	37%	34%	9%	56%	37%	10%	31%	17%	39%	28%
					a	a			af	a		ac		ac	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	107	11	5	3	*	1	1	2	97	32	47	8	5
		26%	30%	12%	9%	7%	1%	5%	4%	4%	34%	21%	27%	12%	10%
			bcdh								de				
Don't Know (CATI ONLY: DO NOT READ OUT)		14	6	*	-	-	*	-	-	*	7	2	2	1	-
		2%	2%	*%	-%	-%	*%	-%	-%	*%	2%	2%	1%	1%	-%
NET: Satisfied		317	133	49	36	24	8	9	22	39	79	85	65	37	32
		41%	38%	55%	67%	66%	46%	53%	77%	62%	28%	55%	37%	58%	63%
					a	a			a	a		ac		a	ac
NET: Dissatisfied		92	51	15	4	5	-	1	*	1	37	23	17	9	3
		12%	14%	17%	7%	14%	-%	6%	1%	2%	13%	15%	10%	15%	7%
Answered		562	242	78	49	34	17	16	27	60	182	119	128	55	46
Mean Score		.6	.4	.7	1.0	1.0	.8	.5	1.4	1.0	.3	.8	.5	.9	.9
					a				a	a		a		a	a
Standard error		.05	.09	.14	.13	.15	.21	.17	.16	.11	.10	.12	.09	.14	.15
Standard deviation		1.21	1.29	1.26	1.05	1.09	.94	.92	.85	.95	1.18	1.30	1.17	1.25	1.09

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		770	294	128	166	73	41	248	133	156	72	45
Effective base		321	135	60	61	18	12	123	51	55	21	16
Weighted Base		775	332	141	144	46	28	297	124	121	53	41
Very Dissatisfied	(-2)	49	22	13	8	2	-	25	8	7	2	3
		6%	7%	9%	6%	5%	-%	8%	6%	6%	3%	8%
Fairly Dissatisfied	(-1)	43	15	13	3	2	*	18	7	6	5	*
		6%	5%	9%	2%	4%	1%	6%	6%	5%	10%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	75	11	33	8	8	61	11	28	9	7
		20%	23%	8%	23%	17%	28%	21%	9%	23%	16%	16%
			b		b					b		
Fairly Satisfied	(1)	169	71	30	31	7	6	59	27	23	13	13
		22%	21%	22%	21%	16%	22%	20%	22%	19%	25%	31%
Very Satisfied	(2)	148	41	34	29	23	9	30	53	25	19	14
		19%	12%	24%	20%	49%	32%	10%	43%	20%	36%	33%
				a		ac			ac		a	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	99	36	39	3	5	96	16	31	5	5
		26%	30%	26%	27%	7%	17%	32%	13%	25%	10%	12%
			d					bd				
Don't Know (CATI ONLY: DO NOT READ OUT)		14	9	2	-	1	-	9	1	2	*	-
		2%	3%	2%	-%	2%	-%	3%	1%	1%	*%	-%
NET: Satisfied		317	112	64	60	30	15	89	81	48	32	26
		41%	34%	46%	42%	66%	54%	30%	65%	39%	61%	64%
						a			ac		a	a
NET: Dissatisfied		92	38	26	11	4	*	42	15	13	7	3
		12%	11%	19%	8%	8%	1%	14%	12%	11%	13%	8%
Answered		562	225	102	105	42	23	192	107	89	48	36
Mean Score		.6	.4	.6	.7	1.1	1.0	.3	1.0	.6	.9	.9
						a			a		a	a
Standard error		.05	.08	.14	.10	.15	.15	.10	.12	.11	.15	.19
Standard deviation		1.21	1.16	1.40	1.15	1.17	.89	1.22	1.24	1.19	1.16	1.18

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base		321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base		775	246	98	140	70	35	378	55	162	699	76	670	23
Very Dissatisfied	(-2)	49	23	8	3	3	3	33	3	4	48	1	45	1
		6%	9%	8%	2%	5%	9%	9%	6%	2%	7%	2%	7%	5%
Fairly Dissatisfied	(-1)	43	17	9	7	3	*	19	4	13	34	9	34	-
		6%	7%	9%	5%	4%	*%	5%	7%	8%	5%	11%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	43	10	25	18	9	69	10	26	141	12	135	*
		20%	17%	10%	18%	26%	26%	18%	18%	16%	20%	16%	20%	2%
Fairly Satisfied	(1)	169	52	23	34	14	14	94	9	40	144	24	131	15
		22%	21%	23%	24%	20%	41%	25%	16%	25%	21%	32%	20%	63%
Very Satisfied	(2)	148	33	28	46	24	6	87	26	24	130	18	130	6
		19%	13%	29% a	33% a	34% a	16%	23%	47% ac	15%	19%	23%	19%	26%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	75	19	23	8	3	72	4	53	189	11	181	1
		26%	31% cd	19%	16%	12%	8%	19%	6%	33% ab	27%	14%	27%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	3	1	2	*	-	5	-	1	12	1	14	-
		2%	1%	1%	2%	*%	-%	1%	-%	1%	2%	2%	2%	-%
NET: Satisfied		317	85	51	80	38	20	180	35	64	275	42	261	21
		41%	35%	52% a	57% a	54%	57%	48%	63% c	40%	39%	55%	39%	88%
NET: Dissatisfied		92	40	16	10	6	3	52	7	17	82	10	79	1
		12%	16%	17%	7%	9%	9%	14%	13%	11%	12%	13%	12%	5%
Answered		562	168	78	115	62	32	302	52	107	498	64	475	22

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	770	212	131	146	79	48	384	75	163	681	89	678	26
Effective base	321	103	46	61	27	15	159	24	68	287	34	278	8
Weighted Base	775	246	98	140	70	35	378	55	162	699	76	670	23
Mean Score	.6	.3	.7	1.0 a	.8	.6	.6	1.0	.6	.6	.8	.6	1.1
Standard error	.05	.11	.13	.09	.14	.17	.07	.15	.10	.05	.13	.05	.18
Standard deviation	1.21	1.28	1.33	1.05	1.15	1.10	1.26	1.26	1.08	1.22	1.07	1.23	.88

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		770	569	92	391	235	682	22	571	90	397	229
Effective base		321	240	26	159	95	280	6	240	26	158	95
Weighted Base		775	573	66	364	234	679	14	581	58	371	227
Very Dissatisfied	(-2)	49	43	1	27	13	45	1	44	*	28	12
		6%	8%	2%	7%	6%	7%	8%	8%	*%	8%	5%
Fairly Dissatisfied	(-1)	43	35	2	22	14	32	2	35	2	22	14
		6%	6%	2%	6%	6%	5%	11%	6%	3%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	153	97	19	79	26	135	1	100	17	79	26
		20%	17%	29%	22% b	11%	20%	5%	17%	29%	21% b	11%
Fairly Satisfied	(1)	169	108	27	61	82	140	6	114	21	68	75
		22%	19%	41% a	17%	35% a	21%	41%	20%	37% a	18%	33% a
Very Satisfied	(2)	148	125	16	84	56	132	5	128	14	81	58
		19%	22%	25%	23%	24%	19%	33%	22%	24%	22%	26%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	153	*	87	41	182	*	150	3	89	39
		26%	27% b	*%	24%	18%	27%	2%	26% b	5%	24%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	12	-	5	1	14	-	10	1	3	3
		2%	2%	-%	1%	1%	2%	-%	2%	3%	1%	1%
NET: Satisfied		317	233	43	144	138	271	11	242	35	149	133
		41%	41%	66% a	40%	59% a	40%	74%	42%	60%	40%	59% a
NET: Dissatisfied		92	78	3	49	27	77	3	79	2	50	26
		12%	14%	4%	13%	12%	11%	19%	14%	3%	14%	12%
Answered		562	409	66	272	191	483	14	421	53	278	185
Mean Score		.6	.6	.9	.6	.8	.6	.8	.6	.9	.5	.8
Standard error		.05	.06	.10	.07	.08	.05	.30	.06	.09	.07	.08

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	770	569	92	391	235	682	22	571	90	397	229
Effective base	321	240	26	159	95	280	6	240	26	158	95
Weighted Base	775	573	66	364	234	679	14	581	58	371	227
Standard deviation	1.21	1.29	.89	1.27	1.15	1.22	1.28	1.28	.85	1.26	1.15

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		770	457	493	119	1	467	415	103	-	491	334	130	1
Effective base		321	176	213	46	1	181	177	41	-	201	143	52	1
Weighted Base		775	442	504	128	4	458	402	106	-	487	311	134	*
Very Dissatisfied	(-2)	49	21	30	8	-	26	26	9	-	29	22	7	-
		6%	5%	6%	6%	-%	6%	6%	8%	-%	6%	7%	5%	-%
Fairly Dissatisfied	(-1)	43	26	25	8	-	28	26	5	-	31	21	8	-
		6%	6%	5%	6%	-%	6%	6%	5%	-%	6%	7%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	82	113	27	-	86	73	20	-	80	51	29	-
		20%	18%	23%	21%	-%	19%	18%	19%	-%	16%	16%	22%	-%
Fairly Satisfied	(1)	169	123	90	25	-	112	73	24	-	128	71	26	*
		22%	28% b	18%	19%	-%	24%	18%	23%	-%	26%	23%	20%	100%
Very Satisfied	(2)	148	104	63	25	4	115	82	19	-	114	64	36	-
		19%	23% b	13%	19%	100%	25%	20%	18%	-%	23%	20%	27%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	78	168	34	-	83	116	27	-	100	78	26	-
		26%	18%	33% a	27%	-%	18%	29% a	25%	-%	21%	25%	19%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	8	14	2	-	8	6	2	-	4	4	2	-
		2%	2%	3%	1%	-%	2%	2%	1%	-%	1%	1%	1%	-%
NET: Satisfied		317	226	153	50	4	227	155	44	-	242	135	62	*
		41%	51% b	30%	39%	100%	50% b	39%	41%	-%	50%	43%	46%	100%
NET: Dissatisfied		92	47	55	16	-	54	52	14	-	60	43	15	-
		12%	11%	11%	12%	-%	12%	13%	13%	-%	12%	14%	11%	-%
Answered		562	355	322	92	4	367	280	78	-	382	229	106	*
Mean Score		.6	.7 b	.4	.5	2.0	.7	.6	.5	-	.7	.6	.7	1.0
Standard error		.05	.06	.06	.13	-	.06	.07	.13	-	.06	.08	.12	-
Standard deviation		1.21	1.13	1.16	1.22	-	1.19	1.25	1.25	-	1.19	1.25	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		770	629	568	417	550	414	38	241	237	262	75	45
Effective base		321	263	237	177	220	189	11	116	107	111	34	22
Weighted Base		775	646	577	423	544	454	30	262	268	282	82	60
Very Dissatisfied	(-2)	49	43	39	30	38	31	1	20	17	21	7	5
		6%	7%	7%	7%	7%	7%	3%	8%	6%	7%	9%	8%
Fairly Dissatisfied	(-1)	43	34	30	32	36	22	3	22	24	18	8	3
		6%	5%	5%	8%	7%	5%	8%	8%	9%	7%	9%	5%
Neither Satisfied Nor Dissatisfied	(0)	153	129	101	78	91	92	6	56	41	47	18	11
		20%	20%	18%	18%	17%	20%	21%	21%	15%	17%	22%	18%
Fairly Satisfied	(1)	169	127	124	90	125	85	5	44	62	61	12	10
		22%	20%	22%	21%	23%	19%	16%	17%	23%	22%	15%	16%
Very Satisfied	(2)	148	121	125	86	110	74	15	40	63	59	15	13
		19%	19%	22%	20%	20%	16%	51% ab	15%	23%	21%	18%	21%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	179	147	101	136	137	*	76	60	72	20	19
		26%	28%	25%	24%	25%	30% c	*%	29%	22%	25%	24%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	14	10	6	9	13	-	5	3	4	1	-
		2%	2%	2%	1%	2%	3%	-%	2%	1%	1%	2%	-%
NET: Satisfied		317	248	250	176	235	159	20	84	124	120	27	22
		41%	38%	43%	42%	43%	35%	67% b	32%	46% a	43%	33%	37%
NET: Dissatisfied		92	77	69	62	74	53	4	42	40	39	15	8
		12%	12%	12%	15%	14%	12%	12%	16%	15%	14%	18%	14%
Answered		562	453	420	316	399	304	30	181	205	206	61	41
Mean Score		.6	.6	.6	.5	.6	.5	1.0	.3	.6	.6	.3	.5
Standard error		.05	.06	.06	.07	.06	.07	.19	.10	.09	.09	.17	.22
Standard deviation		1.21	1.22	1.24	1.25	1.24	1.22	1.18	1.26	1.25	1.26	1.31	1.33

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base		321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base		775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Very Dissatisfied	(-2)	49	5	3	6	*	38	32	39	35	24	28	35	11	-	10	33
		6%	3%	4%	7%	*%	6%	7%	6%	7%	6%	6%	6%	9%	-%	2%	26% a
Fairly Dissatisfied	(-1)	43	11	3	9	-	35	23	35	30	26	24	34	10	-	19	17
		6%	7%	3%	10%	-%	6%	5%	5%	6%	7%	6%	6%	9%	-%	4%	14% a
Neither Satisfied Nor Dissatisfied	(0)	153	39	9	19	4	126	88	134	89	73	77	124	27	-	74	24
		20%	24%	12%	21%	13%	20%	20%	20%	19%	18%	18%	21%	23%	-%	15%	20%
Fairly Satisfied	(1)	169	30	36	24	12	124	79	143	104	93	105	122	23	-	137	11
		22%	18%	49% a	27%	41%	20%	18%	21%	22%	24%	24%	21%	19%	-%	27% b	9%
Very Satisfied	(2)	148	29	21	18	12	117	101	133	101	64	109	88	19	-	126	6
		19%	18%	29%	19%	41%	19%	24%	20%	21%	16%	25% b	15%	16%	-%	25% b	5%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	46	1	15	-	171	98	175	109	112	92	172	27	-	129	31
		26%	28% bd	2%	16% b	-%	27%	23%	26%	23%	28%	21%	29%	23%	-%	26%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	5	-	-	1	14	10	14	6	4	3	13	2	-	10	1
		2%	3%	-%	-%	5%	2%	2%	2%	1%	1%	1%	2%	1%	-%	2%	1%
NET: Satisfied		317	59	58	42	25	241	180	276	205	157	214	210	42	-	263	18
		41%	36%	78% ac	46%	82% ac	39%	42%	41%	43%	40%	49% b	36%	35%	-%	52% b	14%
NET: Dissatisfied		92	16	6	15	*	72	55	74	65	50	52	70	21	-	29	50
		12%	10%	8%	16%	*%	12%	13%	11%	14%	13%	12%	12%	18%	-%	6%	41% a
Answered		562	114	72	77	29	439	323	484	359	280	344	404	90	-	366	93

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	770	137	96	85	39	630	475	687	490	436	451	573	116	-	533	102
Effective base	321	64	28	41	14	263	181	281	195	168	179	245	46	-	213	50
Weighted Base	775	164	73	91	30	624	430	673	474	396	439	588	118	-	504	124
Mean Score	.6	.6	1.0	.5	1.3 ac	.6	.6	.6	.6	.5	.7	.5	.3	-	1.0 b	-.6
Standard error	.05	.11	.10	.14	.12	.06	.07	.05	.07	.07	.06	.06	.13	-	.05	.15
Standard deviation	1.21	1.11	.98	1.21	.74	1.21	1.27	1.19	1.25	1.19	1.21	1.18	1.27	-	1.00	1.28

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		770	770	-	284	18	200	153	159	441	164	173	237	347
Effective base		321	321	-	116	10	73	75	59	186	73	66	95	154
Weighted Base		775	775	-	281	26	170	189	154	437	174	164	225	370
Very Dissatisfied	(-2)	49	49	-	9	*	13	5	16	14	19	20	10	20
		6%	6%	-%	3%	*%	8%	3%	11%	3%	11%	12%	4%	5%
									b		b			
Fairly Dissatisfied	(-1)	43	43	-	19	-	1	18	8	28	7	9	10	23
		6%	6%	-%	7%	-%	1%	10%	5%	6%	4%	6%	5%	6%
								a						
Neither Satisfied Nor Dissatisfied	(0)	153	153	-	39	7	39	27	30	86	33	27	52	70
		20%	20%	-%	14%	28%	23%	14%	20%	20%	19%	17%	23%	19%
Fairly Satisfied	(1)	169	169	-	91	9	59	52	40	98	30	44	68	57
		22%	22%	-%	32%	35%	34%	27%	26%	23%	17%	27%	30%	15%
												c	c	
Very Satisfied	(2)	148	148	-	62	5	33	39	38	82	21	32	41	66
		19%	19%	-%	22%	18%	19%	21%	25%	19%	12%	20%	18%	18%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	200	-	57	5	22	47	20	122	58	31	39	125
		26%	26%	-%	20%	19%	13%	25%	13%	28%	33%	19%	17%	34%
										a	a			ab
Don't Know (CATI ONLY: DO NOT READ OUT)		14	14	-	3	-	3	*	*	8	6	-	5	9
		2%	2%	-%	1%	-%	2%	*%	*%	2%	3%	-%	2%	2%
NET: Satisfied		317	317	-	154	14	91	91	79	180	51	76	109	122
		41%	41%	-%	55%	53%	54%	48%	51%	41%	30%	47%	49%	33%
									c				c	
NET: Dissatisfied		92	92	-	29	*	15	23	25	42	26	29	20	43
		12%	12%	-%	10%	*%	9%	12%	16%	10%	15%	18%	9%	12%
Answered		562	562	-	221	21	145	141	133	308	110	132	181	236
Mean Score		.6	.6	-	.8	.9	.7	.7	.6	.7	.3	.5	.7	.5
										c				
Standard error		.05	.05	-	.07	.20	.08	.10	.11	.06	.13	.11	.08	.08
Standard deviation		1.21	1.21	-	1.07	.78	1.12	1.11	1.30	1.10	1.32	1.34	1.06	1.23

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		770	444	326
Effective base		321	168	153
Weighted Base		775	425	351
Very Dissatisfied	(-2)	49	19	30
		6%	5%	9%
Fairly Dissatisfied	(-1)	43	23	20
		6%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	153	87	66
		20%	20%	19%
Fairly Satisfied	(1)	169	104	65
		22%	24%	19%
Very Satisfied	(2)	148	77	71
		19%	18%	20%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	106	93
		26%	25%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	9	5
		2%	2%	1%
NET: Satisfied		317	181	136
		41%	43%	39%
NET: Dissatisfied		92	42	50
		12%	10%	14%
Answered		562	309	252
Mean Score		.6	.6	.5
Standard error		.05	.06	.08
Standard deviation		1.21	1.12	1.30

Columns Tested:: a,b

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		770	32	81	41	61	43	103	13	111	68	55	80	82
Effective base		321	10	36	15	12	19	38	9	62	41	22	53	46
Weighted Base		775	4	120	42	29	58	114	2	136	80	30	92	70
Very Dissatisfied	(-2)	49	*	9	*	*	5	7	*	7	8	4	9	2
		6%	1%	7%	*%	*%	8%	6%	8%	5%	10%	12%	10%	3%
Fairly Dissatisfied	(-1)	43	*	3	1	*	6	1	*	17	1	4	6	4
		6%	8%	3%	2%	2%	10%	1%	10%	12% fi	1%	12%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	153	1	16	7	9	16	19	*	33	18	5	18	12
		20%	14%	14%	16%	31%	27%	16%	18%	24%	22%	16%	20%	18%
Fairly Satisfied	(1)	169	1	26	17	2	15	36	1	21	13	2	12	22
		22%	19%	22%	42% dhjk	7%	27%	31% jk	29%	16%	17%	7%	13%	31% jk
Very Satisfied	(2)	148	1	20	8	7	6	36	*	26	17	2	14	12
		19%	28%	16%	18%	25%	10%	32% j	19%	19%	21%	8%	15%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	1	41	9	8	11	13	*	31	23	14	31	16
		26%	25%	34% f	22%	28%	19%	12%	15%	23%	29% f	46% fh	34% f	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		14	*	5	-	2	-	2	-	1	-	-	2	1
		2%	6%	4%	-%	6%	-%	2%	-%	1%	-%	-%	2%	2%
NET: Satisfied		317	2	46	25	9	21	72	1	47	30	4	26	34
		41%	47%	38%	60% jk	32%	37%	63% bhijk	49%	35%	38% j	15%	28%	48% jk
NET: Dissatisfied		92	*	12	1	1	10	8	*	23	9	7	15	6
		12%	9%	10%	2%	2%	18%	7%	18%	17%	11%	24%	16%	9%
Answered		562	3	74	32	19	47	98	2	103	57	16	58	53
Mean Score		.6	.9 j	.6 j	1.0 ejk	.8 j	.3	1.0 ehjk	.5	.4 j	.5 j	-.2	.3	.7 j
Standard error		.05	.29	.17	.13	.14	.20	.12	.54	.13	.19	.23	.18	.13
Standard deviation		1.21	1.40	1.27	.76	1.01	1.14	1.10	1.77	1.21	1.31	1.36	1.34	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 275 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		770	154	207	192	217	361	409
Effective base		321	52	68	104	121	120	221
Weighted Base		775	165	201	218	192	366	409
Very Dissatisfied	(-2)	49	9	11	14	15	20	29
		6%	6%	6%	7%	8%	6%	7%
Fairly Dissatisfied	(-1)	43	4	7	18	14	11	32
		6%	3%	4%	8%	7%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	153	23	43	51	35	67	86
		20%	14%	22%	23%	18%	18%	21%
Fairly Satisfied	(1)	169	44	53	35	36	97	71
		22%	27%	27%	16%	19%	27%	17%
							b	
Very Satisfied	(2)	148	28	49	43	28	77	71
		19%	17%	25%	20%	14%	21%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		200	51	32	55	61	83	116
		26%	31%	16%	25%	32%	23%	28%
						b		
Don't Know (CATI ONLY: DO NOT READ OUT)		14	5	4	1	3	9	4
		2%	3%	2%	1%	2%	3%	1%
NET: Satisfied		317	72	103	78	64	175	142
		41%	44%	51%	36%	33%	48%	35%
				cd			b	
NET: Dissatisfied		92	13	18	32	28	32	61
		12%	8%	9%	15%	15%	9%	15%
Answered		562	109	164	162	127	273	289
Mean Score		.6	.7	.7	.5	.4	.7	.4
				d			b	
Standard error		.05	.11	.09	.10	.10	.07	.07
Standard deviation		1.21	1.14	1.14	1.24	1.26	1.14	1.25

Columns Tested:: a,b,c,d - a,b

Table 276

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint
Significance Level: 95%		a	b	c
Unweighted Base		770	770	770
Effective base		321	321	321
Weighted Base		775	775	775
Very Dissatisfied	(-2)	57 7% b	23 3%	49 6% b
Fairly Dissatisfied	(-1)	99 13% bc	32 4%	43 6%
Neither Satisfied Nor Dissatisfied	(0)	97 12%	113 15%	153 20% a
Fairly Satisfied	(1)	175 23%	210 27%	169 22%
Very Satisfied	(2)	152 20%	243 31% ac	148 19%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		172 22%	140 18%	200 26% b
Don't Know (CATI ONLY: DO NOT READ OUT)		23 3%	15 2%	14 2%
NET: Satisfied		327 42%	453 58% ac	317 41%
NET: Dissatisfied		156 20% bc	56 7%	92 12% b
Answered		580	621	562
Mean Score		.5	1.0 ac	.6
Standard error		.05	.04	.05
Standard deviation		1.31	1.06	1.21

Columns Tested:: a,b,c

Table 277

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		614	59	555	394	117	36	67	220
Effective base		240	14	228	217	50	14	36	69
Weighted Base		580	22	558	548	25	4	2	31
Very Dissatisfied	(-2)	57	6	51	55	2	*	-	2
		10%	28%	9%	10%	7%	5%	-%	6%
			b		d				
Fairly Dissatisfied	(-1)	99	1	98	97	1	*	*	2
		17%	6%	18%	18%	5%	8%	4%	5%
					bde				
Neither Satisfied Nor Dissatisfied	(0)	97	9	88	93	3	1	*	4
		17%	40%	16%	17%	13%	15%	9%	13%
			b						
Fairly Satisfied	(1)	175	5	170	163	9	2	1	12
		30%	24%	31%	30%	35%	58%	46%	39%
							a		
Very Satisfied	(2)	152	*	151	140	10	1	1	11
		26%	2%	27%	26%	40%	15%	41%	37%
				a		a			
NET: Satisfied		327	6	321	304	19	3	2	24
		56%	26%	58%	55%	75%	73%	87%	76%
				a		a		a	a
NET: Dissatisfied		156	7	148	152	3	1	*	4
		27%	34%	27%	28%	12%	13%	4%	11%
					bde				
Answered		580	22	558	548	25	4	2	31
Mean Score		.5	-.3	.5	.4	1.0	.7	1.2	.9
				a		a		a	a
Standard error		.05	.16	.06	.07	.11	.19	.13	.08
Standard deviation		1.31	1.21	1.30	1.31	1.17	1.12	1.10	1.13

Columns Tested:: a,b - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		614	158	165	71	74	79	67	394	117	103
Effective base		240	102	88	34	34	32	36	217	50	28
Weighted Base		580	283	215	51	19	10	2	548	25	6
Very Dissatisfied	(-2)	57	29	23	2	1	*	-	55	2	*
		10%	10%	11%	5%	8%	4%	-%	10%	7%	3%
			f	f					f		
Fairly Dissatisfied	(-1)	99	61	33	3	1	*	*	97	1	*
		17%	22%	15%	6%	7%	3%	4%	18%	5%	7%
			cdefh						efh		
Neither Satisfied Nor Dissatisfied	(0)	97	54	31	7	3	1	*	93	3	1
		17%	19%	15%	14%	14%	13%	9%	17%	13%	13%
Fairly Satisfied	(1)	175	75	66	22	7	4	1	163	9	3
		30%	27%	31%	44%	37%	41%	46%	30%	35%	54%
								a			abg
Very Satisfied	(2)	152	63	62	15	7	4	1	140	10	1
		26%	22%	29%	31%	35%	39%	41%	26%	40%	23%
								a		ag	
NET: Satisfied		327	138	127	38	14	8	2	304	19	5
		56%	49%	59%	75%	72%	80%	87%	55%	75%	77%
					ag	a	abg	abg		ag	ag
NET: Dissatisfied		156	91	56	6	3	1	*	152	3	1
		27%	32%	26%	11%	14%	7%	4%	28%	12%	10%
			cdefhi	efh					cefhi		
Answered		580	283	215	51	19	10	2	548	25	6
Mean Score		.5	.3	.5	.9	.9	1.1	1.2	.4	1.0	.9
					a	a	abg	abg		abg	a
Standard error		.05	.10	.10	.13	.14	.12	.13	.07	.11	.10
Standard deviation		1.31	1.31	1.34	1.07	1.22	1.05	1.10	1.31	1.17	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		614	245	149	117	36	67	253	132	47	33	65
Effective base		240	158	82	50	14	36	138	54	15	12	17
Weighted Base		580	445	104	25	4	2	372	103	30	10	8
Very Dissatisfied	(-2)	57	46	9	2	*	-	35	6	*	1	*
		10%	10% e	9%	7%	5%	-%	9%	6%	*%	15%	4%
Fairly Dissatisfied	(-1)	99	85	12	1	*	*	68	15	2	*	1
		17%	19% ce	12%	5%	8%	4%	18%	15%	7%	3%	11%
Neither Satisfied Nor Dissatisfied	(0)	97	75	18	3	1	*	61	12	5	3	1
		17%	17%	17%	13%	15%	9%	16%	12%	17%	35%	9%
Fairly Satisfied	(1)	175	128	36	9	2	1	114	37	5	3	3
		30%	29%	34%	35%	58% a	46% a	31%	36%	18%	34%	40%
Very Satisfied	(2)	152	111	29	10	1	1	94	32	17	1	3
		26%	25%	28%	40% a	15%	41%	25%	31%	58% ad	14%	36%
NET: Satisfied		327	238	65	19	3	2	208	69	22	5	6
		56%	54%	63%	75% a	73%	87% ab	56%	67%	75%	48%	76%
NET: Dissatisfied		156	131	21	3	1	*	103	22	2	2	1
		27%	29% ce	20% e	12%	13%	4%	28%	21%	8%	17%	14%
Answered		580	445	104	25	4	2	372	103	30	10	8
Mean Score		.5	.4	.6	1.0 a	.7	1.2 ab	.4	.7	1.2 ad	.3	.9
Standard error		.05	.08	.10	.11	.19	.13	.08	.11	.15	.22	.15
Standard deviation		1.31	1.32	1.26	1.17	1.12	1.10	1.30	1.22	1.02	1.26	1.17

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		614	49	33	69	19	46	55	51	40	38
Effective base		240	24	20	36	9	23	36	31	19	19
Weighted Base		580	56	47	81	23	56	107	88	52	34
Very Dissatisfied	(-2)	57	10	2	9	-	7	8	7	9	-
		10%	17%	5%	11%	-%	13%	7%	7%	17%	-%
Fairly Dissatisfied	(-1)	99	18	8	15	2	3	15	20	10	4
		17%	32%	16%	18%	8%	5%	14%	22%	19%	12%
			e								
Neither Satisfied Nor Dissatisfied	(0)	97	8	2	19	*	9	22	15	6	5
		17%	14%	5%	23%	*%	17%	21%	17%	12%	15%
Fairly Satisfied	(1)	175	15	13	30	7	13	27	28	17	17
		30%	26%	28%	37%	29%	23%	26%	32%	33%	51%
Very Satisfied	(2)	152	5	22	9	14	24	34	18	10	7
		26%	9%	46%	11%	62%	43%	32%	21%	19%	21%
				ac			ac	ac			
NET: Satisfied		327	20	35	39	21	36	61	46	27	24
		56%	36%	74%	48%	91%	65%	58%	53%	52%	73%
				a			a				a
NET: Dissatisfied		156	28	10	24	2	10	23	26	19	4
		27%	50%	21%	29%	8%	18%	22%	30%	36%	12%
			efi								
Answered		580	56	47	81	23	56	107	88	52	34
Mean Score		.5	-.2	.9	.2	1.5	.8	.6	.4	.2	.8
				ac			a	a			ac
Standard error		.05	.18	.22	.14	.20	.21	.17	.17	.22	.15
Standard deviation		1.31	1.28	1.29	1.19	.88	1.39	1.27	1.25	1.40	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		614	103	122	175	400	214	71	75	68
Effective base		240	50	63	102	213	73	36	24	25
Weighted Base		580	112	155	275	543	37	18	15	5
Very Dissatisfied	(-2)	57	7	21	23	51	5	2	3	*
		10%	6%	14%	8%	9%	14%	11%	20%	11%
Fairly Dissatisfied	(-1)	99	9	36	49	94	5	2	3	*
		17%	8%	23%	18%	17%	14%	11%	20%	9%
				a						
Neither Satisfied Nor Dissatisfied	(0)	97	15	16	56	87	10	6	3	1
		17%	13%	11%	20%	16%	26%	36%	18%	13%
							b	abdh		
Fairly Satisfied	(1)	175	36	45	86	167	8	4	3	1
		30%	33%	29%	31%	31%	22%	20%	21%	32%
Very Satisfied	(2)	152	45	37	61	143	9	4	3	2
		26%	40%	24%	22%	26%	23%	22%	21%	35%
			ce							
NET: Satisfied		327	82	82	147	310	17	7	6	3
		56%	73%	53%	53%	57%	45%	42%	42%	67%
			bcdefg							
NET: Dissatisfied		156	16	57	73	145	11	4	6	1
		27%	14%	37%	26%	27%	29%	22%	40%	20%
				a					a	
Answered		580	112	155	275	543	37	18	15	5
Mean Score		.5	.9	.3	.4	.5	.3	.3	*	.7
			bcdefg							
Standard error		.05	.12	.13	.09	.07	.09	.15	.17	.18
Standard deviation		1.31	1.19	1.40	1.25	1.30	1.36	1.27	1.48	1.48

Columns Tested:: a,b,c,d,e,f,g,h

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		614	20	56	61	83	116	37	15	22	260
Effective base		240	8	16	18	40	46	16	6	6	104
Weighted Base		580	11	39	44	104	106	27	17	19	252
Very Dissatisfied	(-2)	57	*	6	6	14	8	1	*	*	26
		10%	1%	17%	15%	14%	8%	4%	1%	*%	11%
Fairly Dissatisfied	(-1)	99	*	3	3	18	16	7	8	-	47
		17%	4%	8%	7%	18%	15%	27%	46%	-%	19%
Neither Satisfied Nor Dissatisfied	(0)	97	4	3	7	16	19	3	*	2	45
		17%	39%	9%	16%	15%	18%	11%	2%	12%	18%
Fairly Satisfied	(1)	175	*	8	9	33	40	10	4	8	71
		30%	1%	22%	22%	32%	38%	36%	24%	44%	28%
Very Satisfied	(2)	152	6	18	18	22	23	6	5	8	63
		26%	55%	45%	41%	21%	22%	23%	28%	44%	25%
NET: Satisfied		327	6	26	27	55	63	16	9	16	134
		56%	56%	67%	62%	53%	60%	59%	52%	88%	53%
NET: Dissatisfied		156	1	9	9	33	24	8	8	*	73
		27%	5%	24%	22%	31%	22%	31%	46%	*%	29%
Answered		580	11	39	44	104	106	27	17	19	252
Mean Score		.5	1.0	.7	.7	.3	.5	.5	.3	1.3	.4
Standard error		.05	.26	.20	.19	.15	.11	.20	.35	.15	.08
Standard deviation		1.31	1.15	1.53	1.45	1.35	1.21	1.24	1.35	.70	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		614	164	153	297	550	64	479	135	604	10
Effective base		240	64	61	116	208	33	207	39	233	7
Weighted Base		580	159	133	287	492	88	522	58	562	17
Very Dissatisfied	(-2)	57	21	9	27	38	19	54	3	56	1
		10%	13%	7%	9%	8%	21% a	10%	5%	10%	5%
Fairly Dissatisfied	(-1)	99	22	23	55	91	8	92	7	99	*
		17%	14%	17%	19%	18%	10%	18%	12%	18%	1%
Neither Satisfied Nor Dissatisfied	(0)	97	27	22	47	87	10	89	7	85	11
		17%	17%	17%	16%	18%	11%	17%	13%	15%	66%
Fairly Satisfied	(1)	175	43	50	83	144	31	153	23	175	-
		30%	27%	37%	29%	29%	35%	29%	39%	31%	-%
Very Satisfied	(2)	152	46	29	76	132	20	133	18	147	5
		26%	29%	22%	26%	27%	22%	26%	31%	26%	28%
NET: Satisfied		327	89	79	159	276	51	286	41	322	5
		56%	56%	59%	55%	56%	58%	55%	70%	57%	28%
NET: Dissatisfied		156	43	32	81	128	27	146	10	155	1
		27%	27%	24%	28%	26%	31%	28%	17%	28%	6%
Answered		580	159	133	287	492	88	522	58	562	17
Mean Score		.5	.4	.5	.4	.5	.3	.4	.8	.5	.5
Standard error		.05	.11	.10	.08	.05	.18	.06	.10	.05	.34
Standard deviation		1.31	1.38	1.21	1.31	1.27	1.47	1.32	1.16	1.31	1.09

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		614	256	186	167	390	129	36	59	519	95
Effective base		240	112	52	75	178	37	11	14	215	25
Weighted Base		580	267	107	196	430	84	30	35	515	65
Very Dissatisfied	(-2)	57	30	5	17	47	9	-	1	56	1
		10%	11%	5%	9%	11%	10%	-%	3%	11%	2%
Fairly Dissatisfied	(-1)	99	59	11	26	81	13	1	3	95	4
		17%	22%	11%	13%	19%	16%	4%	10%	18%	7%
Neither Satisfied Nor Dissatisfied	(0)	97	47	16	34	75	11	6	4	86	11
		17%	18%	15%	17%	17%	13%	22%	13%	17%	17%
Fairly Satisfied	(1)	175	81	30	64	134	22	8	11	156	19
		30%	30%	28%	33%	31%	26%	27%	33%	30%	30%
Very Satisfied	(2)	152	51	45	54	93	29	14	15	123	29
		26%	19%	42%	28%	22%	35%	48%	42%	24%	45%
				a				a			ae
NET: Satisfied		327	132	75	119	227	52	22	26	279	48
		56%	49%	70%	61%	53%	61%	75%	75%	54%	75%
				a							ae
NET: Dissatisfied		156	88	17	43	129	22	1	4	150	6
		27%	33%	16%	22%	30%	26%	4%	13%	29%	9%
			b			f				f	
Answered		580	267	107	196	430	84	30	35	515	65
Mean Score		.5	.2	.9	.6	.3	.6	1.2	1.0	.4	1.1
				a				ae			ae
Standard error		.05	.08	.09	.10	.07	.12	.15	.14	.06	.10
Standard deviation		1.31	1.29	1.20	1.26	1.30	1.37	.91	1.11	1.32	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		614	137	253	224	557	535	582	527	379	364
Effective base		240	73	107	62	212	203	227	203	142	123
Weighted Base		580	194	236	149	512	488	544	483	354	299
Very Dissatisfied	(-2)	57	18	29	10	51	42	55	40	28	23
		10%	9%	12%	6%	10%	9%	10%	8%	8%	8%
Fairly Dissatisfied	(-1)	99	53	28	18	87	82	90	69	60	41
		17%	27%	12%	12%	17%	17%	17%	14%	17%	14%
			bc								
Neither Satisfied Nor Dissatisfied	(0)	97	35	40	22	81	73	87	82	46	42
		17%	18%	17%	15%	16%	15%	16%	17%	13%	14%
Fairly Satisfied	(1)	175	59	75	42	158	153	168	151	115	91
		30%	30%	32%	28%	31%	31%	31%	31%	33%	30%
Very Satisfied	(2)	152	29	65	58	136	137	144	140	104	102
		26%	15%	27%	39%	27%	28%	26%	29%	29%	34%
					a						
NET: Satisfied		327	88	139	100	294	290	312	292	220	193
		56%	45%	59%	67%	57%	60%	57%	60%	62%	65%
					a						
NET: Dissatisfied		156	72	57	27	137	124	144	109	88	64
		27%	37%	24%	18%	27%	25%	27%	23%	25%	21%
			c								
Answered		580	194	236	149	512	488	544	483	354	299
Mean Score		.5	.1	.5	.8	.5	.5	.5	.6	.6	.7
					a						
Standard error		.05	.11	.08	.08	.06	.06	.05	.06	.07	.07
Standard deviation		1.31	1.24	1.33	1.25	1.31	1.29	1.31	1.27	1.29	1.28

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	614	47	285	53	65	53	43	36	132
Effective base	240	27	132	19	19	12	9	12	32
Weighted Base	580	64	335	38	36	28	25	18	71
Very Dissatisfied (-2)	57	11	35	1	5	1	-	1	2
	10%	18% h	10%	3%	14%	3%	-%	7%	3%
Fairly Dissatisfied (-1)	99	9	61	10	5	1	4	*	5
	17%	14%	18%	26%	13%	5%	16%	1%	8%
Neither Satisfied Nor Dissatisfied (0)	97	12	56	7	3	2	2	5	10
	17%	18%	17%	19%	7%	9%	8%	31%	14%
Fairly Satisfied (1)	175	21	99	10	10	13	12	3	29
	30%	33%	30%	26%	27%	47%	50%	18%	41%
Very Satisfied (2)	152	11	84	10	14	10	7	7	24
	26%	17%	25%	26%	39%	37%	27%	43%	35%
NET: Satisfied	327	32	183	20	24	24	19	11	53
	56%	50%	55%	52%	65%	84% ab	76%	61%	75% ab
NET: Dissatisfied	156	20	96	11	10	2	4	1	8
	27%	31% h	29% h	29%	28%	8%	16%	8%	11%
Answered	580	64	335	38	36	28	25	18	71
Mean Score	.5	.2	.4	.5	.6	1.1 a	.9	.9	1.0 ab
Standard error	.05	.20	.08	.17	.18	.13	.15	.20	.09
Standard deviation	1.31	1.36	1.32	1.23	1.48	.97	1.00	1.22	1.04

Columns Tested:: a,b,c,d,e,f,g,h

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		614	309	69	57	48	27	31	16	273	102	55	41	25	22	17
Effective base		240	141	25	16	16	6	8	6	130	33	18	9	9	7	8
Weighted Base		580	349	63	40	24	14	18	4	324	81	25	10	30	5	13
Very Dissatisfied	(-2)	57	40	4	1	3	1	1	*	34	4	2	1	-	1	*
		10%	11%	7%	3%	14%	6%	5%	7%	11%	5%	8%	8%	-%	18%	1%
Fairly Dissatisfied	(-1)	99	59	17	4	5	1	*	*	62	11	4	1	3	1	*
		17%	17%	27%	11%	19%	9%	*%	5%	19%	14%	15%	11%	9%	23%	1%
Neither Satisfied Nor Dissatisfied	(0)	97	64	5	7	1	2	2	*	53	10	1	*	3	*	5
		17%	18%	9%	16%	4%	15%	11%	*%	16%	12%	6%	4%	12%	7%	38%
Fairly Satisfied	(1)	175	99	22	10	9	8	8	2	98	23	7	5	16	*	3
		30%	28%	35%	24%	39%	57%	43%	55%	30%	29%	29%	53%	56%	4%	22%
Very Satisfied	(2)	152	88	14	18	6	2	7	1	77	33	11	2	7	3	5
		26%	25%	22%	46%	24%	13%	41%	33%	24%	40%	42%	25%	24%	48%	37%
NET: Satisfied		327	187	36	28	15	10	15	4	175	56	18	8	24	3	8
		56%	53%	57%	70%	63%	70%	83%	88%	54%	69%	71%	78%	80%	52%	59%
NET: Dissatisfied		156	99	21	6	8	2	1	*	96	16	6	2	3	2	*
		27%	28%	34%	14%	33%	14%	6%	12%	30%	19%	23%	18%	9%	41%	2%
Answered		580	349	63	40	24	14	18	4	324	81	25	10	30	5	13
Mean Score		.5	.4	.4	1.0	.4	.6	1.1	1.0	.4	.8	.8	.8	1.0	.4	.9
Standard error		.05	.08	.16	.16	.21	.20	.19	.31	.08	.12	.18	.19	.17	.39	.24
Standard deviation		1.31	1.33	1.29	1.18	1.43	1.05	1.03	1.22	1.32	1.24	1.36	1.22	.85	1.84	.98

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		614	238	87	67	56	20	30	29	79	165	117	161	86	53
Effective base		240	110	32	22	19	6	7	10	23	78	51	60	23	16
Weighted Base		580	260	84	48	33	17	14	28	58	187	123	135	56	42
Very Dissatisfied	(-2)	57	29	4	5	*	-	*	1	1	20	16	12	3	3
		10%	11%	5%	10%	1%	-%	*%	4%	2%	11%	13%	9%	5%	8%
Fairly Dissatisfied	(-1)	99	43	15	4	4	-	2	*	2	41	16	24	5	5
		17%	17%	18%	9%	13%	-%	13%	1%	4%	22%	13%	17%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	97	47	11	2	2	4	9	6	19	42	11	17	12	6
		17%	18%	13%	5%	7%	22%	68%	22%	33%	23%	9%	12%	21%	14%
								abcd		cd	b				
Fairly Satisfied	(1)	175	89	33	9	7	5	1	8	14	49	34	51	13	21
		30%	34%	39%	20%	21%	31%	5%	28%	23%	26%	28%	38%	23%	50%
Very Satisfied	(2)	152	51	21	26	20	8	2	12	22	35	46	32	24	7
		26%	20%	25%	55%	60%	47%	14%	44%	38%	19%	37%	23%	42%	17%
					ab	abf						a		a	
NET: Satisfied		327	140	53	36	26	13	3	20	36	84	80	83	37	28
		56%	54%	64%	75%	80%	78%	19%	72%	61%	45%	65%	61%	65%	67%
				f	f	af						a			
NET: Dissatisfied		156	73	20	9	4	-	2	2	3	61	32	36	8	8
		27%	28%	23%	20%	13%	-%	13%	6%	6%	32%	26%	27%	14%	19%
			h												
Answered		580	260	84	48	33	17	14	28	58	187	123	135	56	42
Mean Score		.5	.3	.6	1.0	1.3	1.3	.2	1.1	.9	.2	.6	.5	.9	.6
					a	af				a				a	
Standard error		.05	.08	.13	.17	.15	.18	.16	.20	.12	.10	.13	.10	.13	.16
Standard deviation		1.31	1.28	1.19	1.40	1.09	.82	.87	1.08	1.03	1.27	1.43	1.27	1.20	1.15

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		614	219	104	131	66	36	180	114	131	64	39
Effective base		240	94	46	47	17	9	84	44	45	17	13
Weighted Base		580	228	111	108	45	20	203	105	98	43	36
Very Dissatisfied	(-2)	57	25	16	8	2	*	18	12	7	2	3
		10%	11%	14%	7%	5%	2%	9%	11%	7%	4%	9%
Fairly Dissatisfied	(-1)	99	44	25	14	2	2	44	8	21	4	4
		17%	19%	22%	13%	5%	11%	22% b	8%	22%	10%	12%
Neither Satisfied Nor Dissatisfied	(0)	97	44	7	18	8	3	39	7	11	11	5
		17%	19% b	6%	17%	19%	16%	19%	7%	11%	25%	14%
Fairly Satisfied	(1)	175	68	27	41	12	10	57	38	29	11	17
		30%	30%	24%	38%	26%	51%	28%	36%	30%	25%	48%
Very Satisfied	(2)	152	48	37	28	20	4	45	40	30	15	6
		26%	21%	33%	26%	46% a	21%	22%	38%	30%	35%	17%
NET: Satisfied		327	115	64	69	32	14	102	78	59	26	24
		56%	50%	57%	64%	72%	72%	50%	74% a	60%	61%	65%
NET: Dissatisfied		156	69	40	21	4	3	62	20	29	6	7
		27%	30%	36% d	20%	9%	13%	30%	19%	29%	14%	20%
Answered		580	228	111	108	45	20	203	105	98	43	36
Mean Score		.5	.3	.4	.6	1.0 a	.8	.3	.8 a	.5	.8	.5
Standard error		.05	.09	.15	.10	.14	.16	.10	.12	.12	.15	.19
Standard deviation		1.31	1.29	1.49	1.20	1.13	.99	1.28	1.32	1.32	1.17	1.18

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		614	160	117	126	73	41	335	71	117	540	74	533	24
Effective base		240	75	40	51	25	12	131	23	48	214	26	205	7
Weighted Base		580	184	82	116	67	27	310	51	120	518	62	492	20
Very Dissatisfied	(-2)	57	17	9	8	2	4	29	3	8	54	3	50	*
		10%	9%	11%	7%	3%	14%	9%	6%	6%	10%	5%	10%	2%
Fairly Dissatisfied	(-1)	99	33	15	16	4	2	39	4	26	85	14	82	4
		17%	18%	19%	14%	6%	7%	13%	7%	22%	16%	23%	17%	21%
Neither Satisfied Nor Dissatisfied	(0)	97	42	7	10	17	5	55	11	17	94	3	80	1
		17%	23% bc	8%	9%	26% bc	21%	18%	21%	14%	18%	5%	16%	3%
Fairly Satisfied	(1)	175	63	21	33	21	9	91	10	50	149	26	150	7
		30%	34%	26%	28%	32%	34%	29%	19%	42%	29%	42%	30%	38%
Very Satisfied	(2)	152	29	30	49	22	7	95	23	19	136	15	129	7
		26%	16%	36% a	43% a	33%	25%	31% c	46% c	16%	26%	25%	26%	37%
NET: Satisfied		327	92	51	82	43	16	186	33	69	286	41	279	15
		56%	50%	62%	71% a	65%	59%	60%	65%	58%	55%	67%	57%	75%
NET: Dissatisfied		156	50	24	23	6	5	68	7	34	139	17	133	5
		27%	27%	30% d	20%	9%	20%	22%	14%	28%	27%	28%	27%	23%
Answered		580	184	82	116	67	27	310	51	120	518	62	492	20
Mean Score		.5	.3	.6	.9 a	.9 a	.5	.6	.9	.4	.4	.6	.5	.9
Standard error		.05	.10	.13	.11	.12	.21	.07	.15	.11	.06	.14	.06	.25
Standard deviation		1.31	1.20	1.43	1.29	1.05	1.33	1.30	1.25	1.18	1.31	1.23	1.31	1.21

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		614	448	87	323	204	537	20	451	84	329	198
Effective base		240	178	25	124	79	207	5	180	23	124	79
Weighted Base		580	427	61	288	195	500	13	439	49	291	192
Very Dissatisfied	(-2)	57	42	*	25	15	51	-	41	1	26	14
		10%	10%	*%	9%	7%	10%	-%	9%	2%	9%	7%
Fairly Dissatisfied	(-1)	99	73	9	38	32	82	5	73	9	38	31
		17%	17%	15%	13%	16%	16%	40%	17%	19%	13%	16%
Neither Satisfied Nor Dissatisfied	(0)	97	72	1	66	16	81	*	72	2	69	13
		17%	17%	2%	23% b	8%	16%	2%	16%	3%	24% b	7%
Fairly Satisfied	(1)	175	128	25	78	73	156	2	134	19	79	72
		30%	30%	41%	27%	38%	31%	15%	31%	38%	27%	37%
Very Satisfied	(2)	152	112	25	81	60	131	5	119	18	79	61
		26%	26%	42%	28%	31%	26%	43%	27%	38%	27%	32%
NET: Satisfied		327	240	51	159	133	287	7	253	37	158	133
		56%	56%	83% a	55%	68%	57%	58%	58%	76%	54%	69% a
NET: Dissatisfied		156	115	9	63	46	132	5	114	10	64	46
		27%	27%	15%	22%	24%	26%	40%	26%	21%	22%	24%
Answered		580	427	61	288	195	500	13	439	49	291	192
Mean Score		.5	.5	1.1 a	.5	.7	.5	.6	.5	.9	.5	.7
Standard error		.05	.06	.11	.07	.09	.06	.32	.06	.13	.07	.09
Standard deviation		1.31	1.31	1.03	1.27	1.27	1.31	1.44	1.30	1.16	1.26	1.27

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		614	389	361	100	1	400	318	90	-	415	276	109	1
Effective base		240	143	147	36	1	150	128	33	-	162	113	42	1
Weighted Base		580	354	338	95	4	376	291	80	-	393	242	108	*
Very Dissatisfied	(-2)	57	22	36	6	-	25	25	8	-	30	19	6	-
		10%	6%	11%	7%	-%	7%	8%	10%	-%	8%	8%	5%	-%
Fairly Dissatisfied	(-1)	99	64	64	22	-	65	45	5	-	61	34	16	-
		17%	18%	19%	23%	-%	17%	15%	6%	-%	16%	14%	15%	-%
Neither Satisfied Nor Dissatisfied	(0)	97	45	61	10	-	48	46	15	-	55	45	19	-
		17%	13%	18%	11%	-%	13%	16%	18%	-%	14%	18%	18%	-%
Fairly Satisfied	(1)	175	114	118	29	-	123	107	33	-	126	80	32	*
		30%	32%	35%	30%	-%	33%	37%	41%	-%	32%	33%	29%	100%
Very Satisfied	(2)	152	107	60	28	4	116	68	19	-	120	65	36	-
		26%	30% b	18%	30%	100%	31%	23%	24%	-%	31%	27%	33%	-%
NET: Satisfied		327	221	178	57	4	239	175	52	-	247	145	68	*
		56%	63%	53%	60%	100%	64%	60%	65%	-%	63%	60%	63%	100%
NET: Dissatisfied		156	87	100	28	-	89	69	13	-	91	53	21	-
		27%	25%	30%	30%	-%	24%	24%	16%	-%	23%	22%	20%	-%
Answered		580	354	338	95	4	376	291	80	-	393	242	108	*
Mean Score		.5	.6 b	.3	.5	2.0	.6	.5	.6	-	.6	.6	.7	1.0
Standard error		.05	.06	.07	.13	-	.06	.07	.13	-	.06	.07	.12	-
Standard deviation		1.31	1.26	1.26	1.31	-	1.26	1.24	1.22	-	1.27	1.24	1.22	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		614	487	445	344	437	307	38	186	194	212	64	37
Effective base		240	192	175	140	165	130	11	86	86	87	27	17
Weighted Base		580	474	427	339	406	310	30	195	218	220	62	41
Very Dissatisfied	(-2)	57	48	34	28	43	30	1	19	15	17	5	5
		10%	10%	8%	8%	11%	10%	3%	10%	7%	8%	8%	11%
Fairly Dissatisfied	(-1)	99	78	69	48	68	54	3	22	28	28	14	6
		17%	16%	16%	14%	17%	17%	9%	11%	13%	13%	22%	14%
Neither Satisfied Nor Dissatisfied	(0)	97	76	62	58	43	57	2	44	30	24	13	9
		17%	16%	14%	17%	11%	18%	8%	23% c	14%	11%	22%	23%
Fairly Satisfied	(1)	175	152	142	105	144	90	12	58	77	81	10	7
		30%	32%	33%	31%	35%	29%	39%	30%	35%	37% d	17%	17%
Very Satisfied	(2)	152	121	120	99	108	80	12	52	68	69	19	15
		26%	25%	28%	29%	27%	26%	41%	27%	31%	31%	31%	35%
NET: Satisfied		327	272	262	205	252	170	24	110	145	151	30	22
		56%	57%	61%	60%	62%	55%	80%	56%	66%	69%	48%	52%
NET: Dissatisfied		156	126	103	76	111	84	4	41	43	45	19	10
		27%	27%	24%	23%	27%	27%	12%	21%	20%	20%	31%	25%
Answered		580	474	427	339	406	310	30	195	218	220	62	41
Mean Score		.5	.5	.6	.6	.5	.4	1.1	.5	.7	.7	.4	.5
Standard error		.05	.06	.06	.07	.06	.07	.18	.09	.09	.09	.17	.23
Standard deviation		1.31	1.30	1.27	1.27	1.33	1.30	1.08	1.27	1.23	1.25	1.36	1.39

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		614	112	90	77	37	492	376	542	397	339	380	439	97	-	426	80
Effective base		240	47	26	36	14	194	137	209	154	124	145	175	36	-	156	40
Weighted Base		580	121	67	76	30	461	326	499	381	295	351	423	92	-	380	97
Very Dissatisfied	(-2)	57	6	3	4	1	49	29	49	33	31	23	39	11	-	15	36
		10%	5%	4%	6%	4%	11%	9%	10%	9%	10%	7%	9%	12%	-%	4%	37% a
Fairly Dissatisfied	(-1)	99	27	12	11	*	88	60	88	72	57	72	83	21	-	50	28
		17%	23%	19%	14%	1%	19%	18%	18%	19%	19%	21%	20%	22%	-%	13%	29% a
Neither Satisfied Nor Dissatisfied	(0)	97	28	14	8	1	77	50	82	64	42	46	73	11	-	47	22
		17%	23%	22%	11%	4%	17%	15%	16%	17%	14%	13%	17%	12%	-%	12%	23%
Fairly Satisfied	(1)	175	28	18	31	13	132	97	150	110	91	98	138	35	-	130	5
		30%	23%	27%	41%	44%	29%	30%	30%	29%	31%	28%	33%	38%	-%	34% b	5%
Very Satisfied	(2)	152	32	20	22	14	115	90	130	103	74	112	91	15	-	138	6
		26%	26%	29%	28%	47%	25%	28%	26%	27%	25%	32% b	22%	16%	-%	36% b	6%
NET: Satisfied		327	60	37	53	27	247	187	281	212	165	210	229	50	-	268	11
		56%	49%	56%	70%	91% ab	54%	57%	56%	56%	56%	60%	54%	54%	-%	71% b	11%
NET: Dissatisfied		156	34	15	15	2	136	89	137	104	88	95	122	31	-	65	64
		27%	28%	22%	20%	5%	30%	27%	27%	27%	30%	27%	29%	34%	-%	17%	66% a
Answered		580	121	67	76	30	461	326	499	381	295	351	423	92	-	380	97
Mean Score		.5	.4	.6	.7	1.3 a	.4	.5	.5	.5	.4	.6	.4	.2	-	.9 b	-.9
Standard error		.05	.12	.13	.14	.15	.06	.07	.06	.07	.07	.07	.06	.13	-	.06	.13
Standard deviation		1.31	1.24	1.21	1.19	.94	1.33	1.31	1.31	1.30	1.33	1.30	1.27	1.29	-	1.16	1.16

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		614	614	-	242	15	181	122	142	350	116	158	205	239
Effective base		240	240	-	93	9	63	57	50	138	48	58	79	99
Weighted Base		580	580	-	230	21	144	148	125	331	113	138	185	244
Very Dissatisfied	(-2)	57	57	-	9	*	15	6	17	20	20	22	14	20
		10%	10%	-%	4%	1%	10%	4%	14%	6%	17% b	16%	8%	8%
Fairly Dissatisfied	(-1)	99	99	-	37	3	19	23	18	52	29	28	21	50
		17%	17%	-%	16%	15%	13%	15%	14%	16%	25%	20%	11%	21%
Neither Satisfied Nor Dissatisfied	(0)	97	97	-	24	2	17	22	19	60	16	16	30	49
		17%	17%	-%	11%	10%	12%	15%	15%	18%	14%	11%	16%	20%
Fairly Satisfied	(1)	175	175	-	93	10	53	61	30	121	23	43	62	67
		30%	30%	-%	41%	46%	37%	41%	24%	37% c	20%	31%	33%	27%
Very Satisfied	(2)	152	152	-	66	6	40	36	41	78	26	29	58	58
		26%	26%	-%	29%	28%	28%	24%	33%	23%	23%	21%	31%	24%
NET: Satisfied		327	327	-	159	16	94	97	70	199	49	72	120	125
		56%	56%	-%	69%	74%	65%	66%	57%	60% c	43%	52%	65%	51%
NET: Dissatisfied		156	156	-	46	3	34	29	35	72	49	50	35	71
		27%	27%	-%	20%	16%	23%	20%	28%	22%	43% b	36% b	19%	29%
Answered		580	580	-	230	21	144	148	125	331	113	138	185	244
Mean Score		.5	.5	-	.7	.9	.6	.7	.5	.6 c	.1	.2	.7 a	.4
Standard error		.05	.05	-	.07	.27	.10	.10	.12	.06	.13	.11	.09	.08
Standard deviation		1.31	1.31	-	1.16	1.05	1.30	1.13	1.43	1.18	1.45	1.40	1.24	1.28

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		614	357	257
Effective base		240	127	114
Weighted Base		580	317	262
Very Dissatisfied	(-2)	57	27	30
		10%	9%	11%
Fairly Dissatisfied	(-1)	99	63	36
		17%	20%	14%
Neither Satisfied Nor Dissatisfied	(0)	97	53	44
		17%	17%	17%
Fairly Satisfied	(1)	175	96	80
		30%	30%	30%
Very Satisfied	(2)	152	78	73
		26%	25%	28%
NET: Satisfied		327	174	153
		56%	55%	58%
NET: Dissatisfied		156	90	65
		27%	29%	25%
Answered		580	317	262
Mean Score		.5	.4	.5
Standard error		.05	.07	.08
Standard deviation		1.31	1.29	1.33

Columns Tested:: a,b

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		614	27	59	32	51	33	90	10	88	54	45	60	65
Effective base		240	8	24	10	8	16	33	6	48	31	15	38	35
Weighted Base		580	3	76	28	12	52	104	2	109	61	20	61	53
Very Dissatisfied	(-2)	57	*	3	*	-	9	11	*	9	9	4	8	2
		10%	6%	4%	2%	-%	18%	10%	22%	9%	14%	21%	13%	5%
Fairly Dissatisfied	(-1)	99	1	16	8	1	10	12	-	28	4	4	7	8
		17%	21%	21%	27%	7%	19%	12%	-%	26% i	7%	22%	11%	16%
Neither Satisfied Nor Dissatisfied	(0)	97	*	5	4	2	11	8	-	27	12	3	13	12
		17%	8%	6%	14%	18%	21%	8%	-%	25% bf	19%	17%	21%	22%
Fairly Satisfied	(1)	175	1	31	4	2	17	31	*	25	26	5	15	19
		30%	39%	41%	15%	17%	33%	29%	24%	23%	43%	25%	24%	36%
Very Satisfied	(2)	152	1	21	12	7	5	42	1	19	11	3	19	12
		26%	26%	28%	43%	57% ehi	9%	40% ehi	54%	18%	17%	16%	31%	22%
NET: Satisfied		327	2	52	16	9	21	72	1	44	37	8	34	30
		56%	65%	69% h	57%	75%	42%	70% h	78%	40%	60%	40%	55%	57%
NET: Dissatisfied		156	1	19	8	1	19	23	*	38	13	8	14	11
		27%	27%	25%	29%	7%	37%	22%	22%	35%	21%	43%	24%	20%
Answered		580	3	76	28	12	52	104	2	109	61	20	61	53
Mean Score		.5	.6	.7	.7	1.2 ehj	*	.8 ehj	.9	.1	.4	-.1	.5	.5
Standard error		.05	.29	.16	.23	.14	.22	.14	.76	.13	.17	.21	.18	.14
Standard deviation		1.31	1.53	1.21	1.33	1.03	1.28	1.36	2.41	1.24	1.27	1.43	1.37	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 277 (continuation)

QRM5_1. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		614	118	174	152	170	292	322
Effective base		240	36	55	81	87	91	164
Weighted Base		580	107	168	171	134	274	305
Very Dissatisfied	(-2)	57	4	20	19	14	24	33
		10%	4%	12%	11%	11%	9%	11%
Fairly Dissatisfied	(-1)	99	24	23	32	19	47	52
		17%	23%	14%	19%	14%	17%	17%
Neither Satisfied Nor Dissatisfied	(0)	97	9	21	39	28	30	67
		17%	8%	13%	23%	21%	11%	22%
								a
Fairly Satisfied	(1)	175	36	50	51	38	86	90
		30%	34%	30%	30%	29%	31%	29%
Very Satisfied	(2)	152	34	53	31	33	87	64
		26%	32%	32%	18%	25%	32%	21%
NET: Satisfied		327	70	103	82	72	173	154
		56%	66%	61%	48%	54%	63%	50%
NET: Dissatisfied		156	28	43	51	34	71	85
		27%	26%	26%	30%	25%	26%	28%
Answered		580	107	168	171	134	274	305
Mean Score		.5	.7	.6	.3	.4	.6	.3
Standard error		.05	.11	.10	.10	.10	.08	.07
Standard deviation		1.31	1.24	1.38	1.26	1.30	1.32	1.28

Columns Tested:: a,b,c,d - a,b

Table 279

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		641	65	576	427	118	31	65	214
Effective base		255	15	242	232	51	12	35	69
Weighted Base		621	23	598	589	26	4	2	32
Very Dissatisfied	(-2)	23	-	23	23	*	-	-	*
		4%	-%	4%	4%	*%	-%	-%	*%
Fairly Dissatisfied	(-1)	32	*	32	32	1	*	-	1
		5%	1%	5%	5%	2%	1%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	113	3	110	108	4	1	*	5
		18%	14%	18%	18%	15%	17%	12%	15%
Fairly Satisfied	(1)	210	10	200	197	10	1	1	13
		34%	42%	33%	33%	40%	38%	52% a	40%
Very Satisfied	(2)	243	10	233	229	11	2	1	14
		39%	43%	39%	39%	43%	44%	36%	43%
NET: Satisfied		453	20	433	426	22	3	2	26
		73%	85%	72%	72%	82%	82%	88% a	83%
NET: Dissatisfied		56	*	55	55	1	*	-	1
		9%	1%	9%	9%	3%	1%	-%	3%
Answered		621	23	598	589	26	4	2	32
Mean Score		1.0	1.3	1.0	1.0	1.2	1.3	1.2	1.2
Standard error		.04	.09	.04	.05	.08	.16	.12	.06
Standard deviation		1.06	.75	1.07	1.07	.83	.89	.94	.82

Columns Tested:: a,b - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		641	173	176	78	73	76	65	427	118	96
Effective base		255	110	92	35	34	31	35	232	51	25
Weighted Base		621	308	223	58	19	11	2	589	26	6
Very Dissatisfied	(-2)	23	15	7	1	*	-	-	23	*	-
		4%	5%	3%	1%	1%	-%	-%	4%	*%	-%
Fairly Dissatisfied	(-1)	32	7	23	2	1	*	-	32	1	*
		5%	2%	10%	3%	3%	*%	-%	5%	2%	1%
				a							
Neither Satisfied Nor Dissatisfied	(0)	113	66	29	13	3	1	*	108	4	1
		18%	21%	13%	23%	16%	12%	12%	18%	15%	15%
Fairly Satisfied	(1)	210	114	73	10	7	5	1	197	10	2
		34%	37%	33%	18%	36%	46%	52%	33%	40%	43%
			c				c	bcg		c	c
Very Satisfied	(2)	243	105	92	32	8	4	1	229	11	2
		39%	34%	41%	55%	44%	41%	36%	39%	43%	41%
					a						
NET: Satisfied		453	219	165	42	15	9	2	426	22	5
		73%	71%	74%	73%	80%	87%	88%	72%	82%	84%
								ag			
NET: Dissatisfied		56	23	29	3	1	*	-	55	1	*
		9%	7%	13%	4%	4%	*%	-%	9%	3%	1%
				efh							
Answered		621	308	223	58	19	11	2	589	26	6
Mean Score		1.0	.9	1.0	1.2	1.2	1.3	1.2	1.0	1.2	1.3
Standard error		.04	.08	.08	.11	.10	.08	.12	.05	.08	.08
Standard deviation		1.06	1.05	1.11	1.00	.90	.72	.94	1.07	.83	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		641	266	161	118	31	65	271	138	47	34	63
Effective base		255	169	82	51	12	35	146	58	16	13	7
Weighted Base		621	476	113	26	4	2	397	107	31	10	15
Very Dissatisfied	(-2)	23	19	4	*	-	-	15	3	*	-	*
		4%	4%	4%	*%	-%	-%	4%	3%	*%	-%	1%
Fairly Dissatisfied	(-1)	32	23	8	1	*	-	14	10	4	1	*
		5%	5%	7%	2%	1%	-%	4%	9%	14%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	82	26	4	1	*	74	14	3	4	5
		18%	17%	23%	15%	17%	12%	19%	13%	10%	42%	32%
											abc	
Fairly Satisfied	(1)	210	171	26	10	1	1	146	19	8	1	7
		34%	36%	23%	40%	38%	52%	37%	18%	25%	11%	44%
			b		b		b	b				
Very Satisfied	(2)	243	181	49	11	2	1	147	60	16	4	3
		39%	38%	43%	43%	44%	36%	37%	56%	51%	39%	23%
									a			
NET: Satisfied		453	352	74	22	3	2	293	79	24	5	10
		73%	74%	66%	82%	82%	88%	74%	74%	76%	50%	67%
					b		b					
NET: Dissatisfied		56	42	13	1	*	-	29	13	4	1	*
		9%	9%	11%	3%	1%	-%	7%	12%	14%	8%	1%
				e								
Answered		621	476	113	26	4	2	397	107	31	10	15
Mean Score		1.0	1.0	.9	1.2	1.3	1.2	1.0	1.2	1.1	.8	.9
Standard error		.04	.06	.09	.08	.16	.12	.06	.10	.16	.19	.10
Standard deviation		1.06	1.05	1.14	.83	.89	.94	1.02	1.16	1.09	1.10	.81

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		641	49	34	70	19	50	59	54	44	38
Effective base		255	25	22	37	8	26	38	32	22	20
Weighted Base		621	58	53	87	21	62	107	93	63	35
Very Dissatisfied	(-2)	23	2	-	4	-	6	-	4	5	2
		4%	3%	-%	4%	-%	9%	-%	5%	8%	4%
Fairly Dissatisfied	(-1)	32	4	2	12	2	3	2	6	-	-
		5%	7%	3%	14%	11%	4%	2%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	11	5	23	1	5	21	19	21	1
		18%	20%	10%	27%	5%	9%	20%	20%	34%	3%
					i					ei	
Fairly Satisfied	(1)	210	22	23	24	8	17	46	30	14	14
		34%	37%	43%	27%	35%	28%	43%	32%	23%	41%
Very Satisfied	(2)	243	19	23	24	10	31	38	35	22	18
		39%	33%	43%	28%	48%	50%	35%	37%	35%	52%
NET: Satisfied		453	41	46	48	18	48	84	64	36	33
		73%	70%	86%	55%	83%	78%	78%	69%	58%	93%
				ch				c			cgh
NET: Dissatisfied		56	6	2	16	2	8	2	10	5	2
		9%	10%	3%	18%	11%	13%	2%	11%	8%	4%
					f						
Answered		621	58	53	87	21	62	107	93	63	35
Mean Score		1.0	.9	1.3	.6	1.2	1.1	1.1	.9	.8	1.4
				c				c			c
Standard error		.04	.15	.13	.14	.23	.18	.10	.15	.18	.15
Standard deviation		1.06	1.05	.78	1.16	1.00	1.26	.80	1.12	1.18	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		641	107	127	183	417	224	74	77	73
Effective base		255	53	68	106	226	82	38	27	31
Weighted Base		621	119	174	287	580	41	19	16	6
Very Dissatisfied	(-2)	23	7	7	8	22	1	1	-	*
		4%	6%	4%	3%	4%	2%	4%	-%	1%
Fairly Dissatisfied	(-1)	32	5	6	20	31	1	*	1	*
		5%	4%	4%	7%	5%	3%	1%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	113	8	38	63	109	4	2	1	1
		18%	6%	22%	22%	19%	9%	8%	9%	10%
				ae	ae	ae				
Fairly Satisfied	(1)	210	39	59	99	197	13	7	4	2
		34%	33%	34%	35%	34%	31%	35%	25%	31%
Very Satisfied	(2)	243	59	64	96	220	23	10	10	3
		39%	50%	37%	34%	38%	56%	53%	61%	53%
			c				bcd	c	bcd	c
NET: Satisfied		453	99	123	196	417	35	17	13	5
		73%	83%	71%	68%	72%	87%	88%	86%	85%
			c				bcd	bcd		
NET: Dissatisfied		56	12	13	28	54	2	1	1	*
		9%	10%	7%	10%	9%	5%	4%	5%	5%
Answered		621	119	174	287	580	41	19	16	6
Mean Score		1.0	1.2	1.0	.9	1.0	1.4	1.3	1.4	1.3
							bcd	cd	bcd	c
Standard error		.04	.11	.09	.08	.05	.06	.11	.10	.11
Standard deviation		1.06	1.12	1.04	1.04	1.06	.90	.95	.88	.97

Columns Tested:: a,b,c,d,e,f,g,h

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		641	21	58	63	81	115	37	16	24	284
Effective base		255	7	18	21	40	46	17	6	7	115
Weighted Base		621	10	49	58	103	106	28	18	20	278
Very Dissatisfied	(-2)	23	-	3	3	2	4	1	4	-	9
		4%	-%	6%	5%	2%	4%	3%	25%	-%	3%
Fairly Dissatisfied	(-1)	32	-	1	1	7	9	5	-	-	11
		5%	-%	2%	1%	7%	9%	17% i	-%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	113	*	12	16	14	15	8	*	3	57
		18%	5%	24%	27%	14%	14%	27%	*%	12%	21%
Fairly Satisfied	(1)	210	5	12	14	31	40	10	10	2	99
		34%	51%	25%	23%	30%	38%	34%	56%	9%	35%
Very Satisfied	(2)	243	4	21	25	49	37	5	3	16	103
		39%	45%	43%	43%	48% f	35%	18%	18%	79%	37%
NET: Satisfied		453	9	34	39	80	78	15	13	18	202
		73%	95%	68%	66%	78%	73%	52%	74%	88%	72%
NET: Dissatisfied		56	-	4	4	9	14	6	4	-	19
		9%	-%	8%	6%	8%	13%	20%	25%	-%	7%
Answered		621	10	49	58	103	106	28	18	20	278
Mean Score		1.0	1.4	1.0	1.0	1.2 f	.9	.5	.4	1.7	1.0
Standard error		.04	.13	.15	.14	.11	.10	.18	.38	.14	.06
Standard deviation		1.06	.61	1.14	1.11	1.01	1.10	1.09	1.50	.70	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		641	165	152	324	573	68	504	137	630	11
Effective base		255	66	62	129	220	35	220	40	247	8
Weighted Base		621	170	134	316	527	94	556	65	601	19
Very Dissatisfied	(-2)	23	5	5	13	13	10	23	*	23	-
		4%	3%	4%	4%	3%	10% a	4%	*%	4%	-%
Fairly Dissatisfied	(-1)	32	8	14	11	29	4	27	5	29	3
		5%	4%	11% c	3%	5%	4%	5%	8%	5%	17%
Neither Satisfied Nor Dissatisfied	(0)	113	30	22	60	103	10	104	9	110	3
		18%	18%	17%	19%	20%	11%	19%	13%	18%	15%
Fairly Satisfied	(1)	210	50	50	110	167	43	181	29	205	5
		34%	29%	37%	35%	32%	46%	33%	45%	34%	23%
Very Satisfied	(2)	243	78	43	122	215	28	221	22	234	9
		39%	46%	32%	39%	41%	29%	40%	34%	39%	45%
NET: Satisfied		453	127	93	232	382	71	402	51	439	13
		73%	75%	69%	73%	72%	75%	72%	78%	73%	68%
NET: Dissatisfied		56	12	19	24	42	13	50	5	52	3
		9%	7%	14%	8%	8%	14%	9%	8%	9%	17%
Answered		621	170	134	316	527	94	556	65	601	19
Mean Score		1.0	1.1	.8	1.0	1.0	.8	1.0	1.0	1.0	1.0
Standard error		.04	.08	.09	.06	.04	.15	.05	.08	.04	.35
Standard deviation		1.06	1.03	1.11	1.05	1.03	1.21	1.07	.90	1.06	1.16

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		641	278	183	175	418	132	34	57	550	91
Effective base		255	121	54	80	191	40	11	14	230	25
Weighted Base		621	296	108	208	465	89	29	38	555	66
Very Dissatisfied	(-2)	23	12	*	7	19	4	-	*	23	*
		4%	4%	*%	3%	4%	4%	-%	*%	4%	*%
Fairly Dissatisfied	(-1)	32	19	6	8	29	2	-	1	32	1
		5%	6%	5%	4%	6%	3%	-%	2%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	113	66	19	24	85	16	5	7	101	12
		18%	22%	18%	12%	18%	18%	19%	18%	18%	18%
Fairly Satisfied	(1)	210	101	40	67	167	19	11	13	186	24
		34%	34%	37%	32%	36%	21%	39%	34%	34%	36%
Very Satisfied	(2)	243	98	43	102	166	48	12	17	213	29
		39%	33%	40%	49%	36%	54%	42%	46%	38%	44%
					a		a				
NET: Satisfied		453	199	82	170	332	67	23	30	399	53
		73%	67%	76%	81%	71%	75%	81%	80%	72%	80%
					a						
NET: Dissatisfied		56	31	6	14	48	6	-	1	55	1
		9%	10%	5%	7%	10%	7%	-%	2%	10%	1%
Answered		621	296	108	208	465	89	29	38	555	66
Mean Score		1.0	.9	1.1	1.2	.9	1.2	1.2	1.2	1.0	1.2
					a						
Standard error		.04	.06	.07	.08	.05	.10	.13	.11	.05	.08
Standard deviation		1.06	1.07	.89	1.01	1.07	1.10	.76	.85	1.08	.80

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		641	156	262	223	584	559	610	537	381	364
Effective base		255	81	112	64	226	218	241	211	145	127
Weighted Base		621	222	243	155	551	523	585	497	367	310
Very Dissatisfied	(-2)	23	11	8	4	22	22	23	20	14	6
		4%	5%	3%	3%	4%	4%	4%	4%	4%	2%
Fairly Dissatisfied	(-1)	32	13	16	3	26	24	30	21	15	20
		5%	6%	7%	2%	5%	5%	5%	4%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	113	48	37	28	106	90	110	82	70	48
		18%	21%	15%	18%	19%	17%	19%	16%	19%	16%
Fairly Satisfied	(1)	210	84	83	43	183	170	191	170	116	100
		34%	38%	34%	28%	33%	33%	33%	34%	32%	32%
Very Satisfied	(2)	243	67	99	77	215	217	231	205	153	135
		39%	30%	41%	50%	39%	42%	40%	41%	42%	44%
					a						
NET: Satisfied		453	151	182	120	397	387	422	375	269	235
		73%	68%	75%	77%	72%	74%	72%	75%	73%	76%
NET: Dissatisfied		56	24	24	7	48	45	53	41	29	27
		9%	11%	10%	5%	9%	9%	9%	8%	8%	9%
Answered		621	222	243	155	551	523	585	497	367	310
Mean Score		1.0	.8	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.1
					a						
Standard error		.04	.09	.07	.07	.04	.05	.04	.05	.05	.05
Standard deviation		1.06	1.08	1.06	.98	1.06	1.07	1.07	1.05	1.05	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	641	52	309	52	67	51	44	35	130
Effective base	255	28	147	19	19	11	8	11	30
Weighted Base	621	73	368	39	36	27	22	21	70
Very Dissatisfied (-2)	23	1	20	-	-	1	1	*	2
	4%	2%	5%	-%	-%	3%	3%	1%	2%
Fairly Dissatisfied (-1)	32	7	17	1	4	-	2	-	2
	5%	9%	4%	2%	12%	-%	7%	-%	2%
Neither Satisfied Nor Dissatisfied (0)	113	23	72	5	5	1	1	3	5
	18%	32%	20%	12%	14%	5%	3%	14%	7%
		h							
Fairly Satisfied (1)	210	19	121	15	6	16	5	9	30
	34%	26%	33%	38%	17%	58%	24%	44%	43%
						d			
Very Satisfied (2)	243	23	138	19	20	9	14	9	31
	39%	32%	38%	48%	57%	34%	63%	41%	45%
NET: Satisfied	453	42	259	33	27	25	19	18	61
	73%	57%	70%	86%	74%	92%	87%	85%	88%
				a		a			ab
NET: Dissatisfied	56	8	37	1	4	1	2	*	3
	9%	11%	10%	2%	12%	3%	11%	1%	5%
Answered	621	73	368	39	36	27	22	21	70
Mean Score	1.0	.8	.9	1.3	1.2	1.2	1.4	1.3	1.3
				a					a
Standard error	.04	.15	.06	.11	.13	.11	.16	.13	.08
Standard deviation	1.06	1.06	1.11	.78	1.08	.81	1.08	.76	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		641	336	69	58	49	27	30	15	297	101	58	39	27	21	16
Effective base		255	156	25	16	15	6	7	3	143	34	18	9	9	6	8
Weighted Base		621	389	64	40	22	14	15	7	353	83	29	10	30	5	13
Very Dissatisfied	(-2)	23	14	6	-	-	1	1	*	18	3	-	-	1	-	*
		4%	4%	10%	-%	-%	6%	5%	2%	5%	3%	-%	-%	2%	-%	1%
Fairly Dissatisfied	(-1)	32	14	7	1	3	-	2	-	20	-	3	1	-	-	-
		5%	3%	11%	2%	11%	-%	11%	-%	6%	-%	11%	9%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	90	8	5	*	3	*	1	65	17	2	2	1	*	3
		18%	23%	13%	11%	*%	19%	3%	12%	19%	20%	6%	21%	3%	1%	22%
			d													
Fairly Satisfied	(1)	210	130	20	9	12	4	2	5	117	17	15	4	10	1	4
		34%	33%	31%	24%	55%	30%	17%	69%	33%	21%	53%	43%	33%	33%	32%
												b				
Very Satisfied	(2)	243	142	22	25	8	6	10	1	132	47	9	3	18	3	6
		39%	37%	35%	63%	34%	45%	65%	18%	37%	56%	31%	27%	62%	67%	44%
					a						a					
NET: Satisfied		453	272	42	35	20	10	12	6	249	64	24	7	28	5	10
		73%	70%	66%	87%	89%	74%	82%	87%	71%	77%	83%	70%	95%	99%	77%
NET: Dissatisfied		56	28	14	1	3	1	2	*	38	3	3	1	1	-	*
		9%	7%	21%	2%	11%	6%	15%	2%	11%	3%	11%	9%	2%	-%	1%
				a												
Answered		621	389	64	40	22	14	15	7	353	83	29	10	30	5	13
Mean Score		1.0	1.0	.7	1.5	1.1	1.1	1.3	1.0	.9	1.3	1.0	.9	1.5	1.7	1.2
					ab											
Standard error		.04	.06	.16	.10	.13	.22	.23	.19	.06	.10	.12	.15	.15	.12	.22
Standard deviation		1.06	1.03	1.33	.79	.90	1.14	1.25	.72	1.12	.99	.91	.95	.78	.56	.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		641	253	90	65	54	18	29	28	75	182	121	164	87	56
Effective base		255	118	33	20	19	6	6	10	23	85	54	63	25	16
Weighted Base		621	270	87	46	34	17	16	28	60	214	128	140	60	44
Very Dissatisfied	(-2)	23	11	5	1	2	-	-	1	1	13	5	5	1	-
		4%	4%	6%	2%	5%	-%	-%	3%	1%	6%	4%	3%	2%	-%
Fairly Dissatisfied	(-1)	32	16	4	-	-	-	-	2	2	8	5	12	4	-
		5%	6%	4%	-%	-%	-%	-%	6%	3%	4%	4%	9%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	52	11	8	4	5	*	3	8	60	16	13	9	10
		18%	19%	12%	16%	11%	29%	*%	11%	13%	28% bc	13%	10%	16%	24%
Fairly Satisfied	(1)	210	93	30	15	9	3	13	5	21	74	31	60	13	13
		34%	34%	35%	34%	27%	21%	84%	17%	36%	35%	24%	43% b	22%	29%
Very Satisfied	(2)	243	98	37	22	20	8	2	17	28	59	71	50	31	21
		39%	36%	43%	48%	57%	50%	15%	63%	47%	27%	56% ac	36%	52% a	47%
NET: Satisfied		453	191	67	38	29	12	16	22	50	133	102	109	45	33
		73%	71%	77%	82%	85%	71%	100%	80%	83%	62%	80% a	78% a	75%	76%
NET: Dissatisfied		56	27	9	1	2	-	-	2	2	20	10	17	6	-
		9%	10%	11%	2%	5%	-%	-%	9%	4%	10%	8%	12%	9%	-%
Answered		621	270	87	46	34	17	16	28	60	214	128	140	60	44
Mean Score		1.0	.9	1.0	1.3	1.3	1.2	1.2	1.3	1.2	.7	1.2 a	1.0	1.2	1.2
Standard error		.04	.07	.12	.11	.14	.21	.07	.21	.10	.08	.10	.08	.12	.11
Standard deviation		1.06	1.08	1.14	.87	1.01	.89	.38	1.09	.89	1.08	1.06	1.05	1.08	.82

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		641	233	109	138	66	38	196	117	134	64	41
Effective base		255	100	50	50	17	10	92	47	46	19	13
Weighted Base		621	252	117	113	45	24	229	107	101	50	34
Very Dissatisfied	(-2)	23	13	6	2	1	-	14	5	3	1	-
		4%	5%	5%	2%	3%	-%	6%	4%	3%	1%	-%
Fairly Dissatisfied	(-1)	32	8	5	11	2	-	11	3	7	3	-
		5%	3%	4%	10%	4%	-%	5%	3%	7%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	63	17	11	7	8	47	15	12	8	6
		18%	25% c	15%	10%	15%	32%	20%	14%	12%	15%	19%
Fairly Satisfied	(1)	210	93	31	43	8	7	83	21	45	14	8
		34%	37%	26%	38%	18%	31%	36% b	20%	44% b	28%	23%
Very Satisfied	(2)	243	75	58	45	27	9	74	63	35	25	20
		39%	30%	50% a	40%	60% a	37%	32%	59% ac	34%	50%	59%
NET: Satisfied		453	168	89	88	35	17	157	84	79	39	28
		73%	67%	76%	78%	78%	68%	69%	79%	78%	78%	81%
NET: Dissatisfied		56	21	10	13	3	-	25	8	9	3	-
		9%	8%	9%	12%	7%	-%	11%	7%	9%	7%	-%
Answered		621	252	117	113	45	24	229	107	101	50	34
Mean Score		1.0	.8	1.1	1.0	1.3	1.1	.8	1.3 a	1.0	1.2	1.4
Standard error		.04	.07	.11	.09	.13	.14	.08	.10	.09	.12	.12
Standard deviation		1.06	1.06	1.11	1.03	1.06	.85	1.12	1.08	.99	.99	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		641	171	115	130	73	40	336	69	128	564	77	561	23
Effective base		255	79	42	53	26	12	135	23	52	225	30	219	8
Weighted Base		621	193	87	117	68	29	320	51	124	552	69	529	22
Very Dissatisfied	(-2)	23	14	5	*	1	-	16	3	1	21	2	22	-
		4%	7% c	5%	*%	2%	-%	5%	6%	1%	4%	2%	4%	-%
Fairly Dissatisfied	(-1)	32	10	4	3	3	2	8	1	12	29	3	24	2
		5%	5%	5%	3%	4%	6%	2%	2%	10% a	5%	5%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	113	39	11	14	7	11	58	8	16	104	8	104	2
		18%	20%	12%	12%	10%	38% bc	18%	15%	13%	19%	12%	20%	9%
Fairly Satisfied	(1)	210	78	19	40	20	8	105	15	49	189	21	170	13
		34%	41% b	22%	34%	30%	29%	33%	29%	40%	34%	30%	32%	58%
Very Satisfied	(2)	243	52	48	60	37	8	133	25	45	208	35	209	6
		39%	27%	55% a	51% a	54% a	28%	42%	48%	36%	38%	51%	39%	26%
NET: Satisfied		453	130	67	99	57	16	238	39	94	397	56	378	19
		73%	68%	78%	85% ae	84%	56%	75%	77%	76%	72%	81%	72%	84%
NET: Dissatisfied		56	23	9	3	4	2	24	4	13	51	5	46	2
		9%	12% c	10%	3%	6%	6%	7%	8%	11%	9%	7%	9%	7%
Answered		621	193	87	117	68	29	320	51	124	552	69	529	22
Mean Score		1.0	.8	1.2	1.3 ae	1.3 a	.8	1.0	1.1	1.0	1.0	1.2	1.0	1.0
Standard error		.04	.09	.11	.07	.11	.15	.06	.13	.09	.04	.11	.05	.17
Standard deviation		1.06	1.12	1.15	.80	.95	.94	1.07	1.12	.99	1.06	1.00	1.07	.81

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		641	471	88	328	209	563	21	472	87	334	203
Effective base		255	192	26	127	84	220	6	192	26	128	83
Weighted Base		621	457	65	292	205	537	14	465	58	298	200
Very Dissatisfied	(-2)	23	21	1	16	3	22	-	21	1	16	3
		4%	5%	1%	6%	2%	4%	-%	4%	1%	5%	2%
Fairly Dissatisfied	(-1)	32	20	4	9	12	26	-	18	6	9	12
		5%	4%	6%	3%	6%	5%	-%	4%	10%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	113	75	14	58	24	103	3	79	11	60	22
		18%	16%	22%	20%	12%	19%	21%	17%	19%	20%	11%
Fairly Satisfied	(1)	210	146	24	91	79	178	4	155	15	94	75
		34%	32%	37%	31%	38%	33%	30%	33%	26%	32%	38%
Very Satisfied	(2)	243	195	22	117	88	208	7	192	25	118	87
		39%	43%	34%	40%	43%	39%	49%	41%	44%	40%	44%
NET: Satisfied		453	341	46	208	166	386	11	347	40	212	162
		73%	75%	71%	71%	81%	72%	79%	75%	70%	71%	81%
NET: Dissatisfied		56	40	5	25	16	48	-	39	7	25	16
		9%	9%	7%	9%	8%	9%	-%	8%	11%	9%	8%
Answered		621	457	65	292	205	537	14	465	58	298	200
Mean Score		1.0	1.0	1.0	1.0	1.1	1.0	1.3	1.0	1.0	1.0	1.2
Standard error		.04	.05	.10	.06	.07	.05	.18	.05	.12	.06	.07
Standard deviation		1.06	1.09	.96	1.11	.96	1.07	.82	1.07	1.08	1.10	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		641	399	388	105	1	411	340	93	-	425	279	116	1
Effective base		255	150	159	39	1	156	141	36	-	169	115	46	1
Weighted Base		621	375	374	99	4	393	314	89	-	409	243	113	*
Very Dissatisfied	(-2)	23	19	9	7	-	19	9	8	-	18	8	5	-
		4%	5%	2%	7%	-%	5%	3%	9%	-%	5%	3%	4%	-%
Fairly Dissatisfied	(-1)	32	17	20	2	-	15	11	1	-	13	11	1	-
		5%	5%	5%	2%	-%	4%	4%	1%	-%	3%	5%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	52	85	17	-	60	59	18	-	59	47	18	-
		18%	14%	23% a	17%	-%	15%	19%	20%	-%	14%	19%	16%	-%
Fairly Satisfied	(1)	210	128	141	21	-	129	113	17	-	145	84	32	*
		34%	34%	38% c	21%	-%	33%	36%	20%	-%	35%	35%	28%	100%
Very Satisfied	(2)	243	160	120	52	4	171	122	45	-	173	92	57	-
		39%	43%	32%	53% b	100%	43%	39%	50%	-%	42%	38%	50%	-%
NET: Satisfied		453	288	260	73	4	300	236	62	-	318	177	89	*
		73%	77%	70%	74%	100%	76%	75%	70%	-%	78%	73%	79%	100%
NET: Dissatisfied		56	36	29	10	-	33	20	9	-	31	19	6	-
		9%	10%	8%	10%	-%	8%	6%	10%	-%	8%	8%	5%	-%
Answered		621	375	374	99	4	393	314	89	-	409	243	113	*
Mean Score		1.0	1.0	.9	1.1	2.0	1.1	1.0	1.0	-	1.1	1.0	1.2	1.0
Standard error		.04	.05	.05	.12	-	.05	.05	.13	-	.05	.06	.09	-
Standard deviation		1.06	1.09	.99	1.20	-	1.08	.98	1.26	-	1.05	1.03	1.02	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		641	515	476	356	465	327	37	193	207	224	68	38
Effective base		255	205	192	145	179	142	11	91	92	91	31	18
Weighted Base		621	508	467	344	442	346	30	196	228	229	65	40
Very Dissatisfied	(-2)	23	22	17	13	18	12	1	7	6	12	5	3
		4%	4%	4%	4%	4%	4%	3%	4%	3%	5%	7%	7%
Fairly Dissatisfied	(-1)	32	24	24	14	17	19	-	13	7	5	*	-
		5%	5%	5%	4%	4%	6%	-%	7%	3%	2%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	113	100	72	61	74	64	6	39	39	29	11	9
		18%	20%	16%	18%	17%	19%	20%	20%	17%	13%	16%	23%
Fairly Satisfied	(1)	210	168	155	121	145	128	5	71	81	87	23	10
		34%	33%	33%	35%	33%	37%	17%	36%	35%	38%	36%	24%
Very Satisfied	(2)	243	194	199	135	188	122	18	67	96	95	26	18
		39%	38%	43%	39%	43%	35%	60%	34%	42%	42%	40%	46%
NET: Satisfied		453	362	354	256	333	250	23	138	176	182	49	28
		73%	71%	76%	74%	75%	72%	77%	70%	77%	80%	76%	70%
NET: Dissatisfied		56	46	41	27	36	31	1	20	13	17	5	3
		9%	9%	9%	8%	8%	9%	3%	10%	6%	7%	8%	7%
Answered		621	508	467	344	442	346	30	196	228	229	65	40
Mean Score		1.0	1.0	1.1	1.0	1.1	1.0	1.3	.9	1.1	1.1	1.0	1.0
Standard error		.04	.05	.05	.06	.05	.06	.17	.08	.07	.07	.13	.19
Standard deviation		1.06	1.08	1.05	1.04	1.06	1.04	1.02	1.06	.97	1.05	1.11	1.18

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		641	116	89	78	37	519	397	572	414	362	390	468	103	-	445	80
Effective base		255	50	27	37	13	207	146	223	162	133	150	189	40	-	168	40
Weighted Base		621	133	72	77	29	492	344	538	393	310	366	459	97	-	404	98
Very Dissatisfied	(-2)	23	-	1	2	*	19	16	19	17	8	17	18	5	-	3	14
		4%	-%	1%	3%	*%	4%	5%	3%	4%	3%	5%	4%	5%	-%	1%	14% a
Fairly Dissatisfied	(-1)	32	8	5	3	*	27	16	28	18	21	13	22	4	-	16	11
		5%	6%	6%	4%	1%	5%	5%	5%	5%	7%	3%	5%	4%	-%	4%	12% a
Neither Satisfied Nor Dissatisfied	(0)	113	22	14	19	1	85	62	95	74	48	66	85	17	-	34	24
		18%	17%	19%	25%	4%	17%	18%	18%	19%	15%	18%	19%	18%	-%	8%	24% a
Fairly Satisfied	(1)	210	44	24	31	8	173	108	182	133	117	112	159	28	-	152	28
		34%	33%	33%	40%	26%	35%	31%	34%	34%	38%	30%	35%	29%	-%	38%	29%
Very Satisfied	(2)	243	58	29	21	20	188	142	215	151	116	158	175	43	-	199	20
		39%	44%	41%	28%	69% c	38%	41%	40%	38%	37%	43%	38%	44%	-%	49% b	21%
NET: Satisfied		453	103	53	52	27	361	250	397	284	233	270	334	71	-	351	49
		73%	77%	74%	68%	95% c	74%	73%	74%	72%	75%	74%	73%	73%	-%	87% b	50%
NET: Dissatisfied		56	8	5	5	*	45	33	46	35	29	30	40	9	-	19	25
		9%	6%	7%	7%	1%	9%	10%	9%	9%	9%	8%	9%	9%	-%	5%	26% a
Answered		621	133	72	77	29	492	344	538	393	310	366	459	97	-	404	98
Mean Score		1.0	1.2	1.1	.9	1.6 c	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	-	1.3 b	.3
Standard error		.04	.08	.10	.11	.11	.05	.06	.04	.05	.05	.05	.05	.11	-	.04	.15
Standard deviation		1.06	.91	.97	.98	.65	1.06	1.10	1.05	1.07	1.02	1.09	1.05	1.11	-	.84	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		641	641	-	252	14	185	127	140	361	135	158	212	260
Effective base		255	255	-	101	9	66	62	50	145	56	59	82	109
Weighted Base		621	621	-	244	21	152	157	129	347	135	140	197	271
Very Dissatisfied	(-2)	23	23	-	4	*	3	4	10	10	3	10	6	7
		4%	4%	-%	2%	*%	2%	3%	8%	3%	2%	7%	3%	3%
Fairly Dissatisfied	(-1)	32	32	-	16	*	16	5	5	12	15	11	9	13
		5%	5%	-%	7%	1%	10%	3%	4%	4%	11% b	8%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	113	113	-	26	3	26	17	15	68	28	21	29	61
		18%	18%	-%	11%	14%	17%	11%	11%	20%	21%	15%	15%	23%
Fairly Satisfied	(1)	210	210	-	89	10	45	65	48	119	40	53	74	81
		34%	34%	-%	36%	47%	29%	42%	38%	34%	30%	38%	38%	30%
Very Satisfied	(2)	243	243	-	109	8	62	65	51	136	49	46	80	109
		39%	39%	-%	45%	37%	41%	42%	40%	39%	36%	33%	41%	40%
NET: Satisfied		453	453	-	198	18	107	131	100	255	89	99	154	189
		73%	73%	-%	81%	85%	70%	83%	77%	74%	66%	70%	78%	70%
NET: Dissatisfied		56	56	-	20	*	19	9	15	23	18	21	14	21
		9%	9%	-%	8%	1%	12%	6%	11%	7%	13%	15%	7%	8%
Answered		621	621	-	244	21	152	157	129	347	135	140	197	271
Mean Score		1.0	1.0	-	1.2	1.2	1.0	1.2	1.0	1.0	.9	.8	1.1	1.0
Standard error		.04	.04	-	.06	.20	.08	.08	.10	.05	.09	.09	.07	.06
Standard deviation		1.06	1.06	-	.97	.75	1.09	.94	1.17	1.00	1.09	1.18	.99	1.04

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		641	370	271
Effective base		255	131	125
Weighted Base		621	336	285
Very Dissatisfied	(-2)	23	7	16
		4%	2%	6%
Fairly Dissatisfied	(-1)	32	22	10
		5%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	113	58	55
		18%	17%	19%
Fairly Satisfied	(1)	210	118	91
		34%	35%	32%
Very Satisfied	(2)	243	131	112
		39%	39%	39%
NET: Satisfied		453	249	204
		73%	74%	71%
NET: Dissatisfied		56	29	26
		9%	9%	9%
Answered		621	336	285
Mean Score		1.0	1.0	1.0
Standard error		.04	.05	.07
Standard deviation		1.06	1.01	1.12

Columns Tested:: a,b

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		641	26	65	34	53	36	96	11	92	55	45	61	67
Effective base		255	7	26	12	8	17	35	7	52	31	16	40	37
Weighted Base		621	3	88	32	20	53	106	2	114	58	22	65	56
Very Dissatisfied	(-2)	23	-	7	-	-	1	5	-	1	4	-	5	1
		4%	-%	8%	-%	-%	2%	4%	-%	1%	7%	-%	7%	1%
Fairly Dissatisfied	(-1)	32	-	3	5	1	-	8	*	6	3	4	3	1
		5%	-%	4%	14%	3%	-%	7%	11%	5%	4%	19%	4%	2%
												l		
Neither Satisfied Nor Dissatisfied	(0)	113	*	13	8	9	14	11	*	27	5	3	11	13
		18%	1%	15%	24%	43%	26%	10%	11%	24%	8%	14%	16%	23%
						fi								
Fairly Satisfied	(1)	210	2	38	2	3	18	28	1	45	21	8	22	23
		34%	56%	43%	6%	17%	33%	27%	35%	39%	36%	36%	34%	40%
				c						c	c			c
Very Satisfied	(2)	243	1	26	18	8	21	55	1	36	26	7	25	19
		39%	43%	29%	56%	37%	40%	52%	42%	31%	45%	32%	38%	34%
NET: Satisfied		453	3	64	20	11	39	83	1	81	47	15	47	42
		73%	99%	72%	62%	54%	73%	78%	77%	70%	81%	68%	72%	74%
NET: Dissatisfied		56	-	11	5	1	1	12	*	7	6	4	8	2
		9%	-%	12%	14%	3%	2%	11%	11%	6%	11%	19%	12%	3%
Answered		621	3	88	32	20	53	106	2	114	58	22	65	56
Mean Score		1.0	1.4	.8	1.0	.9	1.1	1.1	1.1	1.0	1.1	.8	.9	1.0
Standard error		.04	.13	.14	.20	.13	.15	.12	.44	.10	.15	.16	.15	.11
Standard deviation		1.06	.65	1.16	1.18	.97	.90	1.13	1.45	.91	1.15	1.11	1.18	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 279 (continuation)

QRM5_3. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		641	125	185	158	173	310	331
Effective base		255	40	60	84	92	99	172
Weighted Base		621	124	179	174	143	303	318
Very Dissatisfied	(-2)	23	7	5	5	5	13	10
		4%	6%	3%	3%	4%	4%	3%
Fairly Dissatisfied	(-1)	32	8	8	9	8	16	16
		5%	6%	5%	5%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	113	21	33	32	27	54	58
		18%	17%	18%	18%	19%	18%	18%
Fairly Satisfied	(1)	210	42	49	66	53	91	119
		34%	34%	28%	38%	37%	30%	37%
Very Satisfied	(2)	243	45	83	63	51	129	114
		39%	37%	46%	36%	35%	43%	36%
NET: Satisfied		453	87	133	129	104	220	233
		73%	70%	74%	74%	72%	73%	73%
NET: Dissatisfied		56	15	14	13	13	29	27
		9%	12%	8%	8%	9%	10%	8%
Answered		621	124	179	174	143	303	318
Mean Score		1.0	.9	1.1	1.0	.9	1.0	1.0
Standard error		.04	.10	.08	.08	.08	.06	.06
Standard deviation		1.06	1.16	1.05	1.00	1.05	1.10	1.02

Columns Tested:: a,b,c,d - a,b

Table 280

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		578	44	534	367	113	36	62	211
Effective base		228	10	220	206	48	14	34	67
Weighted Base		562	16	546	532	24	4	2	30
Very Dissatisfied	(-2)	49	2	47	48	1	*	*	1
		9%	12%	9%	9%	4%	1%	7%	4%
Fairly Dissatisfied	(-1)	43	1	42	42	*	*	*	*
		8%	8%	8%	8%	1%	1%	*%	1%
					e				
Neither Satisfied Nor Dissatisfied	(0)	153	7	146	148	4	1	*	5
		27%	44%	27%	28%	17%	18%	13%	17%
Fairly Satisfied	(1)	169	3	165	159	8	2	1	10
		30%	22%	30%	30%	32%	39%	30%	33%
Very Satisfied	(2)	148	2	146	134	11	2	1	14
		26%	14%	27%	25%	46%	41%	50%	46%
						a		a	a
NET: Satisfied		317	6	311	293	19	3	1	24
		56%	35%	57%	55%	78%	81%	80%	78%
						a		a	a
NET: Dissatisfied		92	3	89	91	1	*	*	2
		16%	20%	16%	17%	5%	2%	8%	5%
					be				
Answered		562	16	546	532	24	4	2	30
Mean Score		.6	.2	.6	.5	1.1	1.2	1.1	1.2
						a	a	a	a
Standard error		.05	.18	.05	.06	.10	.16	.21	.07
Standard deviation		1.21	1.18	1.21	1.21	1.03	.94	1.69	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		578	143	158	66	71	78	62	367	113	98
Effective base		228	95	85	33	33	32	34	206	48	27
Weighted Base		562	271	210	50	19	10	2	532	24	6
Very Dissatisfied	(-2)	49	23	21	3	1	*	*	48	1	*
		9%	9%	10%	7%	5%	*%	7%	9%	4%	3%
Fairly Dissatisfied	(-1)	43	34	8	1	*	*	*	42	*	*
		8%	12%	4%	2%	*%	3%	*%	8%	1%	1%
			bdfhi								
Neither Satisfied Nor Dissatisfied	(0)	153	90	50	8	4	1	*	148	4	1
		27%	33%	24%	16%	21%	9%	13%	28%	17%	16%
			efh						e		
Fairly Satisfied	(1)	169	66	73	20	6	3	1	159	8	2
		30%	24%	35%	39%	34%	31%	30%	30%	32%	36%
Very Satisfied	(2)	148	58	58	18	7	6	1	134	11	3
		26%	21%	28%	36%	39%	57%	50%	25%	46%	44%
							abg	abg		abg	ag
NET: Satisfied		317	124	131	38	14	9	1	293	19	5
		56%	46%	62%	75%	73%	88%	80%	55%	78%	80%
				a	ag	a	abg	ag		ag	ag
NET: Dissatisfied		92	57	29	5	1	*	*	91	1	*
		16%	21%	14%	9%	6%	3%	8%	17%	5%	4%
			dehi						eh		
Answered		562	271	210	50	19	10	2	532	24	6
Mean Score		.6	.4	.7	1.0	1.0	1.4	1.1	.5	1.1	1.2
					a	ag	abg	ag		abg	abg
Standard error		.05	.10	.10	.14	.13	.10	.21	.06	.10	.10
Standard deviation		1.21	1.20	1.21	1.11	1.07	.84	1.69	1.21	1.03	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		578	227	140	113	36	62	240	125	47	31	65
Effective base		228	150	79	48	14	34	130	52	15	12	8
Weighted Base		562	431	101	24	4	2	356	101	30	10	12
Very Dissatisfied	(-2)	49	39	9	1	*	*	32	6	*	1	1
		9%	9%	9%	4%	1%	7%	9%	6%	*%	15%	7%
Fairly Dissatisfied	(-1)	43	37	6	*	*	*	27	7	*	-	*
		8%	9%	6%	1%	1%	*%	8%	7%	*%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	128	20	4	1	*	110	12	9	4	1
		27%	30%	20%	17%	18%	13%	31%	12%	31%	38%	8%
			e					b			b	
Fairly Satisfied	(1)	169	123	36	8	2	1	105	37	7	1	5
		30%	28%	36%	32%	39%	30%	29%	37%	25%	12%	44%
Very Satisfied	(2)	148	104	30	11	2	1	82	38	13	3	4
		26%	24%	30%	46%	41%	50%	23%	38%	44%	35%	39%
					a		ab		a			
NET: Satisfied		317	227	66	19	3	1	188	76	20	4	10
		56%	53%	65%	78%	81%	80%	53%	75%	69%	47%	83%
					a	a	a		a			
NET: Dissatisfied		92	76	15	1	*	*	59	14	*	1	1
		16%	18%	15%	5%	2%	8%	17%	13%	1%	15%	9%
			c									
Answered		562	431	101	24	4	2	356	101	30	10	12
Mean Score		.6	.5	.7	1.1	1.2	1.1	.5	.9	1.1	.5	1.1
					ab	a	a		a	a		
Standard error		.05	.08	.10	.10	.16	.21	.08	.10	.13	.26	.14
Standard deviation		1.21	1.21	1.21	1.03	.94	1.69	1.19	1.16	.89	1.45	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		578	45	31	65	18	45	51	50	40	36
Effective base		228	23	17	37	8	23	34	30	20	18
Weighted Base		562	54	41	84	21	57	99	87	56	32
Very Dissatisfied	(-2)	49	8	1	6	-	8	5	11	10	-
		9%	15%	2%	7%	-%	14%	5%	13%	17%	-%
Fairly Dissatisfied	(-1)	43	8	-	7	3	4	4	5	5	5
		8%	14%	-%	8%	13%	8%	4%	6%	8%	14%
Neither Satisfied Nor Dissatisfied	(0)	153	17	5	35	4	8	27	23	12	12
		27%	32%	11%	42%	18%	14%	28%	26%	22%	39%
					be						
Fairly Satisfied	(1)	169	16	16	14	6	22	34	23	15	13
		30%	30%	40%	16%	28%	39%	35%	26%	27%	39%
Very Satisfied	(2)	148	5	19	22	9	15	29	25	14	3
		26%	9%	47%	26%	41%	26%	29%	29%	26%	8%
				ai							
NET: Satisfied		317	21	36	35	15	37	63	48	29	15
		56%	39%	87%	42%	69%	65%	63%	55%	53%	47%
				acghi							
NET: Dissatisfied		92	16	1	13	3	12	9	16	14	5
		16%	29%	2%	16%	13%	21%	9%	18%	25%	14%
			b								
Answered		562	54	41	84	21	57	99	87	56	32
Mean Score		.6	*	1.3	.4	1.0	.6	.8	.5	.4	.4
				aceghi				a			
Standard error		.05	.18	.15	.15	.26	.20	.15	.19	.22	.14
Standard deviation		1.21	1.20	.83	1.18	1.08	1.33	1.07	1.31	1.40	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		578	99	116	166	381	197	66	69	62
Effective base		228	47	60	100	206	74	31	29	22
Weighted Base		562	110	151	270	531	31	14	12	4
Very Dissatisfied	(-2)	49	8	19	22	49	1	*	1	*
		9%	7%	12%	8%	9%	2%	*%	4%	3%
				ef		e				
Fairly Dissatisfied	(-1)	43	12	12	16	40	3	1	2	*
		8%	11%	8%	6%	7%	11%	9%	14%	7%
Neither Satisfied Nor Dissatisfied	(0)	153	24	34	86	144	9	6	2	1
		27%	22%	23%	32%	27%	28%	39%	16%	27%
Fairly Satisfied	(1)	169	40	48	71	159	10	4	4	1
		30%	37%	32%	26%	30%	32%	27%	36%	36%
Very Satisfied	(2)	148	26	39	75	140	8	4	4	1
		26%	24%	26%	28%	26%	27%	25%	30%	26%
NET: Satisfied		317	66	86	146	299	18	8	8	3
		56%	60%	57%	54%	56%	59%	52%	66%	63%
NET: Dissatisfied		92	19	31	38	88	4	1	2	*
		16%	18%	20%	14%	17%	13%	9%	18%	10%
Answered		562	110	151	270	531	31	14	12	4
Mean Score		.6	.6	.5	.6	.6	.7	.7	.7	.8
Standard error		.05	.12	.12	.09	.06	.08	.12	.15	.15
Standard deviation		1.21	1.17	1.29	1.19	1.21	1.06	.99	1.21	1.17

Columns Tested:: a,b,c,d,e,f,g,h

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		578	19	55	61	80	108	34	15	19	242
Effective base		228	8	16	19	38	44	16	6	6	96
Weighted Base		562	12	41	50	101	99	27	17	18	238
Very Dissatisfied	(-2)	49	*	5	5	12	6	1	5	*	20
		9%	*%	13%	11%	12%	6%	3%	27%	*%	9%
Fairly Dissatisfied	(-1)	43	-	*	*	8	3	3	*	-	28
		8%	-%	*%	*%	8%	3%	10%	1%	-%	12%
Neither Satisfied Nor Dissatisfied	(0)	153	*	3	8	21	30	12	*	2	80
		27%	1%	7%	15%	21%	30%	45% bc	1%	10%	34% b
Fairly Satisfied	(1)	169	8	10	14	32	38	4	9	2	62
		30%	67%	25%	29%	31%	38%	15%	54%	9%	26%
Very Satisfied	(2)	148	4	22	22	28	22	7	3	15	47
		26%	31%	54% ei	45% i	27%	23%	27%	18%	80%	20%
NET: Satisfied		317	12	33	37	59	60	11	12	16	109
		56%	98%	80% fi	74% i	59%	61%	42%	72%	89%	46%
NET: Dissatisfied		92	*	5	5	21	9	3	5	*	49
		16%	*%	13%	11%	20%	9%	13%	28%	*%	20%
Answered		562	12	41	50	101	99	27	17	18	238
Mean Score		.6	1.3	1.1 i	1.0 i	.5	.7	.5	.4	1.7	.4
Standard error		.05	.13	.18	.16	.15	.10	.19	.40	.16	.08
Standard deviation		1.21	.55	1.35	1.27	1.31	1.05	1.10	1.54	.68	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		578	160	142	276	515	63	448	130	569	9
Effective base		228	63	58	108	196	33	196	37	222	7
Weighted Base		562	163	126	273	472	90	501	60	545	17
Very Dissatisfied	(-2)	49	18	7	25	31	19	48	1	49	*
		9%	11%	5%	9%	7%	21% a	10%	2%	9%	1%
Fairly Dissatisfied	(-1)	43	9	6	28	41	1	42	1	43	*
		8%	5%	5%	10%	9%	2%	8%	2%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	153	29	42	82	138	14	142	11	147	6
		27%	18%	33% a	30%	29%	16%	28%	18%	27%	36%
Fairly Satisfied	(1)	169	54	42	73	134	35	143	26	165	4
		30%	33%	33%	27%	28%	39%	28%	43%	30%	23%
Very Satisfied	(2)	148	54	30	65	128	20	127	21	142	6
		26%	33%	23%	24%	27%	22%	25%	35%	26%	39%
NET: Satisfied		317	108	72	137	262	55	270	47	306	10
		56%	66% c	57%	50%	55%	61%	54%	78% a	56%	62%
NET: Dissatisfied		92	26	13	53	72	20	90	2	92	*
		16%	16%	10%	20%	15%	22%	18% b	4%	17%	2%
Answered		562	163	126	273	472	90	501	60	545	17
Mean Score		.6	.7	.6	.5	.6	.4	.5	1.1 a	.6	1.0
Standard error		.05	.10	.09	.07	.05	.18	.06	.08	.05	.32
Standard deviation		1.21	1.27	1.06	1.22	1.16	1.41	1.23	.88	1.21	.96

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		578	237	177	159	359	126	34	59	485	93
Effective base		228	106	50	70	168	35	11	14	203	26
Weighted Base		562	262	108	183	413	81	29	38	495	67
Very Dissatisfied	(-2)	49	24	2	19	41	5	2	1	46	3
		9%	9%	2%	10% b	10%	6%	6%	3%	9%	4%
Fairly Dissatisfied	(-1)	43	25	2	16	37	6	*	-	43	*
		8%	10%	2%	9%	9%	7%	*%	-%	9%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	78	31	39	116	24	5	8	139	14
		27%	30%	28%	21%	28%	29%	19%	22%	28%	20%
Fairly Satisfied	(1)	169	77	37	55	130	16	7	15	146	23
		30%	29%	34%	30%	31%	20%	25%	41%	29%	34%
Very Satisfied	(2)	148	58	37	54	89	31	15	13	120	28
		26%	22%	34%	30%	22%	38% a	50% a	35%	24%	41% a
NET: Satisfied		317	134	74	109	219	47	22	29	266	51
		56%	51%	68% a	59%	53%	58%	75%	75%	54%	75% ae
NET: Dissatisfied		92	49	4	35	79	11	2	1	89	3
		16%	19% b	3%	19% b	19%	13%	6%	3%	18%	4%
Answered		562	262	108	183	413	81	29	38	495	67
Mean Score		.6	.5	1.0 a	.6	.5	.8	1.1	1.0	.5	1.1 ae
Standard error		.05	.08	.07	.10	.06	.11	.20	.12	.06	.10
Standard deviation		1.21	1.20	.92	1.28	1.21	1.21	1.14	.91	1.22	1.01

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		578	127	232	219	526	506	551	500	372	350
Effective base		228	70	99	61	202	194	217	193	138	119
Weighted Base		562	193	220	149	498	474	530	464	351	296
Very Dissatisfied	(-2)	49	21	21	8	46	44	49	40	27	15
		9%	11%	9%	5%	9%	9%	9%	9%	8%	5%
Fairly Dissatisfied	(-1)	43	21	17	6	34	37	40	37	25	17
		8%	11%	8%	4%	7%	8%	8%	8%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	153	65	50	37	136	117	143	105	80	69
		27%	34%	23%	25%	27%	25%	27%	23%	23%	23%
Fairly Satisfied	(1)	169	60	70	39	146	135	152	142	113	94
		30%	31%	32%	26%	29%	29%	29%	31%	32%	32%
Very Satisfied	(2)	148	26	63	59	136	141	146	140	106	101
		26%	14%	29%	39%	27%	30%	28%	30%	30%	34%
				a	a						
NET: Satisfied		317	86	133	98	282	277	298	282	218	195
		56%	45%	60%	66%	57%	58%	56%	61%	62%	66%
				a	a						
NET: Dissatisfied		92	42	37	14	80	81	89	76	53	32
		16%	22%	17%	9%	16%	17%	17%	16%	15%	11%
			c								
Answered		562	193	220	149	498	474	530	464	351	296
Mean Score		.6	.3	.6	.9	.6	.6	.6	.7	.7	.8
					a						c
Standard error		.05	.10	.08	.08	.05	.06	.05	.05	.06	.06
Standard deviation		1.21	1.16	1.23	1.13	1.22	1.25	1.23	1.23	1.19	1.11

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		578	47	264	53	60	49	44	34	127
Effective base		228	28	124	19	18	11	10	11	30
Weighted Base		562	66	321	38	35	25	25	20	70
Very Dissatisfied	(-2)	49	6	38	1	1	1	1	*	2
		9%	10%	12%	2%	4%	5%	3%	1%	3%
Fairly Dissatisfied	(-1)	43	9	18	9	1	-	3	*	3
		8%	13%	6%	24%	2%	-%	11%	1%	4%
					bh					
Neither Satisfied Nor Dissatisfied	(0)	153	24	91	11	6	5	1	5	10
		27%	36%	28%	29%	18%	19%	4%	23%	15%
			fh							
Fairly Satisfied	(1)	169	19	93	8	12	11	5	5	21
		30%	28%	29%	20%	34%	45%	22%	23%	30%
Very Satisfied	(2)	148	9	80	10	14	8	15	11	33
		26%	13%	25%	25%	41%	31%	60%	52%	48%
						a		ab	a	ab
NET: Satisfied		317	27	173	17	26	19	20	15	55
		56%	41%	54%	45%	76%	77%	82%	75%	78%
						a	a	a		abc
NET: Dissatisfied		92	15	57	10	2	1	3	*	5
		16%	23%	18%	26%	6%	5%	14%	2%	7%
Answered		562	66	321	38	35	25	25	20	70
Mean Score		.6	.2	.5	.4	1.1	1.0	1.2	1.2	1.2
						a	a	a	a	abc
Standard error		.05	.17	.08	.16	.13	.14	.17	.16	.09
Standard deviation		1.21	1.13	1.26	1.18	1.03	.98	1.16	.94	1.03

Columns Tested:: a,b,c,d,e,f,g,h

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base		578	291	66	53	45	25	29	17	251	99	55	39	27	18	17
Effective base		228	134	24	16	15	5	7	4	121	34	17	13	9	6	8
Weighted Base		562	337	62	40	21	13	17	8	307	84	28	7	30	4	13
Very Dissatisfied	(-2)	49	33	10	1	1	1	-	*	40	1	2	-	-	1	*
		9%	10%	15%	4%	4%	9%	-%	2%	13% b	1%	7%	-%	-%	17%	2%
Fairly Dissatisfied	(-1)	43	23	8	1	3	-	*	-	23	7	3	1	3	*	-
		8%	7%	13%	1%	12%	-%	1%	-%	7%	9%	10%	12%	9%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	100	16	10	4	2	1	2	87	18	2	2	4	*	4
		27%	30%	26%	26%	21%	16%	7%	29%	28% c	21%	6%	24%	12%	9%	32%
Fairly Satisfied	(1)	169	104	13	11	6	4	4	4	89	21	13	3	10	*	1
		30%	31%	21%	27%	29%	29%	26%	50%	29%	25%	44%	35%	32%	11%	5%
Very Satisfied	(2)	148	79	15	17	7	6	11	1	68	37	9	2	14	3	8
		26%	23%	25%	42%	34%	46%	66%	19%	22%	44% a	33%	29%	48%	57%	61%
NET: Satisfied		317	182	28	27	13	10	16	5	157	57	22	5	24	3	9
		56%	54%	46%	69%	62%	75%	92%	69%	51%	69%	77% a	65%	80%	68%	66%
NET: Dissatisfied		92	55	18	2	3	1	*	*	63	8	5	1	3	1	*
		16%	16%	28%	5%	16%	9%	1%	2%	20%	10%	17%	12%	9%	23%	2%
Answered		562	337	62	40	21	13	17	8	307	84	28	7	30	4	13
Mean Score		.6	.5	.3	1.0	.8	1.0	1.6	.9	.4	1.0 a	.8	.8	1.2	.8	1.2
Standard error		.05	.07	.17	.14	.18	.25	.13	.20	.08	.11	.16	.17	.19	.42	.26
Standard deviation		1.21	1.20	1.38	1.05	1.18	1.25	.69	.84	1.27	1.06	1.21	1.06	.97	1.77	1.06

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		578	221	85	64	53	20	30	27	77	150	109	155	82	55
Effective base		228	101	30	21	19	6	7	10	23	74	47	58	22	16
Weighted Base		562	242	78	49	34	17	16	27	60	182	119	128	55	46
Very Dissatisfied	(-2)	49	31	6	2	-	-	1	*	1	20	11	12	3	3
		9%	13%	7%	4%	-%	-%	5%	*%	2%	11%	9%	10%	5%	7%
Fairly Dissatisfied	(-1)	43	20	9	2	5	-	*	*	*	17	12	5	6	*
		8%	8%	12%	3%	15%	-%	1%	1%	*%	9%	10%	4%	12%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	57	14	9	5	9	6	5	20	66	11	45	9	11
		27%	24%	18%	18%	14%	53%	38%	19%	34%	36% b	9%	35% b	17%	23%
Fairly Satisfied	(1)	169	78	23	16	11	2	8	6	16	50	38	36	12	18
		30%	32%	29%	33%	31%	12%	46%	22%	26%	27%	32%	28%	21%	39%
Very Satisfied	(2)	148	56	26	20	14	6	2	16	23	29	48	30	25	14
		26%	23%	34%	42%	40%	34%	10%	58%	38%	16%	40% a	23%	45% a	31%
NET: Satisfied		317	133	49	36	24	8	9	22	39	79	85	65	37	32
		56%	55%	63%	74%	71%	47%	56%	80%	64%	44%	72% ac	51%	66%	69%
NET: Dissatisfied		92	51	15	4	5	-	1	*	1	37	23	17	9	3
		16%	21% h	19%	7%	15%	-%	6%	1%	2%	20%	19%	13%	17%	7%
Answered		562	242	78	49	34	17	16	27	60	182	119	128	55	46
Mean Score		.6	.4	.7	1.0 a	1.0	.8	.5	1.4	1.0	.3	.8 a	.5	.9 a	.9
Standard error		.05	.09	.14	.13	.15	.21	.17	.16	.11	.10	.12	.09	.14	.15
Standard deviation		1.21	1.29	1.26	1.05	1.09	.94	.92	.85	.95	1.18	1.30	1.17	1.25	1.09

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		578	203	96	128	61	37	163	109	124	63	40
Effective base		228	89	43	46	15	9	77	44	41	18	13
Weighted Base		562	225	102	105	42	23	192	107	89	48	36
Very Dissatisfied	(-2)	49	22	13	8	2	-	25	8	7	2	3
		9%	10%	13%	8%	5%	-%	13%	7%	8%	3%	9%
Fairly Dissatisfied	(-1)	43	15	13	3	2	*	18	7	6	5	*
		8%	7%	13%	3%	4%	1%	9%	7%	7%	11%	*%
Neither Satisfied Nor Dissatisfied	(0)	153	75	11	33	8	8	61	11	28	9	7
		27%	33%	11%	32%	19%	34%	32%	10%	32%	18%	18%
			b		b			b		b		
Fairly Satisfied	(1)	169	71	30	31	7	6	59	27	23	13	13
		30%	31%	30%	29%	18%	26%	30%	26%	26%	28%	36%
Very Satisfied	(2)	148	41	34	29	23	9	30	53	25	19	14
		26%	18%	33%	28%	54%	39%	16%	50%	28%	40%	37%
						a			ac		a	
NET: Satisfied		317	112	64	60	30	15	89	81	48	32	26
		56%	50%	63%	57%	72%	65%	46%	75%	54%	67%	73%
									ac			
NET: Dissatisfied		92	38	26	11	4	*	42	15	13	7	3
		16%	17%	26%	11%	9%	1%	22%	14%	15%	15%	9%
Answered		562	225	102	105	42	23	192	107	89	48	36
Mean Score		.6	.4	.6	.7	1.1	1.0	.3	1.0	.6	.9	.9
						a			a		a	
Standard error		.05	.08	.14	.10	.15	.15	.10	.12	.11	.15	.19
Standard deviation		1.21	1.16	1.40	1.15	1.17	.89	1.22	1.24	1.19	1.16	1.18

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base		578	146	111	123	68	44	324	67	106	507	71	503	23
Effective base		228	68	37	49	24	13	127	22	42	201	27	195	7
Weighted Base		562	168	78	115	62	32	302	52	107	498	64	475	22
Very Dissatisfied	(-2)	49	23	8	3	3	3	33	3	4	48	1	45	1
		9%	14% c	10%	2%	5%	10%	11%	6%	4%	10%	2%	9%	5%
Fairly Dissatisfied	(-1)	43	17	9	7	3	*	19	4	13	34	9	34	-
		8%	10%	11%	6%	5%	1%	6%	8%	12%	7%	13%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	43	10	25	18	9	69	10	26	141	12	135	*
		27%	26%	13%	22%	29%	28%	23%	19%	24%	28%	19%	28%	2%
Fairly Satisfied	(1)	169	52	23	34	14	14	94	9	40	144	24	131	15
		30%	31%	30%	30%	23%	45%	31%	17%	37%	29%	38%	28%	66%
Very Satisfied	(2)	148	33	28	46	24	6	87	26	24	130	18	130	6
		26%	19%	36%	40% a	38%	17%	29%	50% ac	23%	26%	28%	27%	27%
NET: Satisfied		317	85	51	80	38	20	180	35	64	275	42	261	21
		56%	51%	66%	69% a	61%	62%	60%	67%	60%	55%	66%	55%	93%
NET: Dissatisfied		92	40	16	10	6	3	52	7	17	82	10	79	1
		16%	24% c	21%	9%	10%	10%	17%	14%	16%	17%	15%	17%	5%
Answered		562	168	78	115	62	32	302	52	107	498	64	475	22
Mean Score		.6	.3	.7	1.0 a	.8	.6	.6	1.0	.6	.6	.8	.6	1.1
Standard error		.05	.11	.13	.09	.14	.17	.07	.15	.10	.05	.13	.05	.18
Standard deviation		1.21	1.28	1.33	1.05	1.15	1.10	1.26	1.26	1.08	1.22	1.07	1.23	.88

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		578	419	87	303	197	508	18	422	84	312	188
Effective base		228	168	26	115	78	196	6	170	24	117	76
Weighted Base		562	409	66	272	191	483	14	421	53	278	185
Very Dissatisfied	(-2)	49	43	1	27	13	45	1	44	*	28	12
		9%	11%	2%	10%	7%	9%	8%	10%	*%	10%	6%
Fairly Dissatisfied	(-1)	43	35	2	22	14	32	2	35	2	22	14
		8%	9%	2%	8%	7%	7%	11%	8%	3%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	153	97	19	79	26	135	1	100	17	79	26
		27%	24%	29%	29% b	14%	28%	5%	24%	31%	28% b	14%
Fairly Satisfied	(1)	169	108	27	61	82	140	6	114	21	68	75
		30%	27%	41%	22%	43% a	29%	42%	27%	40%	24%	40% a
Very Satisfied	(2)	148	125	16	84	56	132	5	128	14	81	58
		26%	31%	25%	31%	29%	27%	34%	30%	26%	29%	32%
NET: Satisfied		317	233	43	144	138	271	11	242	35	149	133
		56%	57%	66%	53%	72% a	56%	76%	57%	65%	53%	72% a
NET: Dissatisfied		92	78	3	49	27	77	3	79	2	50	26
		16%	19%	4%	18%	14%	16%	19%	19%	3%	18%	14%
Answered		562	409	66	272	191	483	14	421	53	278	185
Mean Score		.6	.6	.9	.6	.8	.6	.8	.6	.9	.5	.8
Standard error		.05	.06	.10	.07	.08	.05	.30	.06	.09	.07	.08
Standard deviation		1.21	1.29	.89	1.27	1.15	1.22	1.28	1.28	.85	1.26	1.15

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		578	380	330	94	1	382	293	86	-	399	255	106	1
Effective base		228	140	136	34	1	144	120	31	-	155	105	41	1
Weighted Base		562	355	322	92	4	367	280	78	-	382	229	106	*
Very Dissatisfied	(-2)	49	21	30	8	-	26	26	9	-	29	22	7	-
		9%	6%	9%	8%	-%	7%	9%	11%	-%	7%	10%	7%	-%
Fairly Dissatisfied	(-1)	43	26	25	8	-	28	26	5	-	31	21	8	-
		8%	7%	8%	9%	-%	8%	9%	7%	-%	8%	9%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	153	82	113	27	-	86	73	20	-	80	51	29	-
		27%	23%	35% a	29%	-%	24%	26%	26%	-%	21%	22%	28%	-%
Fairly Satisfied	(1)	169	123	90	25	-	112	73	24	-	128	71	26	*
		30%	35%	28%	27%	-%	31%	26%	31%	-%	33%	31%	25%	100%
Very Satisfied	(2)	148	104	63	25	4	115	82	19	-	114	64	36	-
		26%	29%	20%	27%	100%	31%	29%	25%	-%	30%	28%	34%	-%
NET: Satisfied		317	226	153	50	4	227	155	44	-	242	135	62	*
		56%	64% b	48%	54%	100%	62%	55%	56%	-%	63%	59%	58%	100%
NET: Dissatisfied		92	47	55	16	-	54	52	14	-	60	43	15	-
		16%	13%	17%	17%	-%	15%	18%	18%	-%	16%	19%	14%	-%
Answered		562	355	322	92	4	367	280	78	-	382	229	106	*
Mean Score		.6	.7 b	.4	.5	2.0	.7	.6	.5	-	.7	.6	.7	1.0
Standard error		.05	.06	.06	.13	-	.06	.07	.13	-	.06	.08	.12	-
Standard deviation		1.21	1.13	1.16	1.22	-	1.19	1.25	1.25	-	1.19	1.25	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		578	456	422	320	417	290	37	174	187	202	62	37
Effective base		228	181	168	129	161	125	11	79	81	81	26	17
Weighted Base		562	453	420	316	399	304	30	181	205	206	61	41
Very Dissatisfied	(-2)	49	43	39	30	38	31	1	20	17	21	7	5
		9%	9%	9%	10%	10%	10%	3%	11%	8%	10%	12%	12%
Fairly Dissatisfied	(-1)	43	34	30	32	36	22	3	22	24	18	8	3
		8%	7%	7%	10%	9%	7%	8%	12%	11%	9%	12%	8%
Neither Satisfied Nor Dissatisfied	(0)	153	129	101	78	91	92	6	56	41	47	18	11
		27%	28%	24%	25%	23%	30%	21%	31%	20%	23%	30%	26%
Fairly Satisfied	(1)	169	127	124	90	125	85	5	44	62	61	12	10
		30%	28%	30%	28%	31%	28%	16%	24%	30%	30%	20%	23%
Very Satisfied	(2)	148	121	125	86	110	74	15	40	63	59	15	13
		26%	27%	30%	27%	28%	24%	51%	22%	30%	29%	25%	31%
NET: Satisfied		317	248	250	176	235	159	20	84	124	120	27	22
		56%	55%	60%	56%	59%	52%	67%	46%	61%	58%	45%	54%
NET: Dissatisfied		92	77	69	62	74	53	4	42	40	39	15	8
		16%	17%	16%	20%	18%	17%	12%	23%	20%	19%	25%	20%
Answered		562	453	420	316	399	304	30	181	205	206	61	41
Mean Score		.6	.6	.6	.5	.6	.5	1.0	.3	.6	.6	.3	.5
Standard error		.05	.06	.06	.07	.06	.07	.19	.10	.09	.09	.17	.22
Standard deviation		1.21	1.22	1.24	1.25	1.24	1.22	1.18	1.26	1.25	1.26	1.31	1.33

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		578	106	90	78	38	462	355	513	370	314	373	407	94	-	407	72
Effective base		228	43	27	36	13	183	132	199	144	117	140	164	35	-	149	37
Weighted Base		562	114	72	77	29	439	323	484	359	280	344	404	90	-	366	93
Very Dissatisfied	(-2)	49	5	3	6	*	38	32	39	35	24	28	35	11	-	10	33
		9%	5%	4%	8%	*%	9%	10%	8%	10%	9%	8%	9%	12%	-%	3%	35% a
Fairly Dissatisfied	(-1)	43	11	3	9	-	35	23	35	30	26	24	34	10	-	19	17
		8%	9%	4%	11%	-%	8%	7%	7%	8%	9%	7%	9%	11%	-%	5%	19% a
Neither Satisfied Nor Dissatisfied	(0)	153	39	9	19	4	126	88	134	89	73	77	124	27	-	74	24
		27%	34% b	12%	25%	13%	29%	27%	28%	25%	26%	22%	31%	30%	-%	20%	26%
Fairly Satisfied	(1)	169	30	36	24	12	124	79	143	104	93	105	122	23	-	137	11
		30%	26%	50% a	32%	43%	28%	24%	30%	29%	33%	31%	30%	25%	-%	37% b	12%
Very Satisfied	(2)	148	29	21	18	12	117	101	133	101	64	109	88	19	-	126	6
		26%	26%	29%	23%	43%	27%	31%	27%	28%	23%	32%	22%	21%	-%	35% b	7%
NET: Satisfied		317	59	58	42	25	241	180	276	205	157	214	210	42	-	263	18
		56%	52%	80% ac	55%	86% ac	55%	56%	57%	57%	56%	62%	52%	46%	-%	72% b	19%
NET: Dissatisfied		92	16	6	15	*	72	55	74	65	50	52	70	21	-	29	50
		16%	14%	8%	20%	*%	16%	17%	15%	18%	18%	15%	17%	23%	-%	8%	54% a
Answered		562	114	72	77	29	439	323	484	359	280	344	404	90	-	366	93
Mean Score		.6	.6	1.0	.5	1.3 ac	.6	.6	.6	.6	.5	.7	.5	.3	-	1.0 b	-.6
Standard error		.05	.11	.10	.14	.12	.06	.07	.05	.07	.07	.06	.06	.13	-	.05	.15
Standard deviation		1.21	1.11	.98	1.21	.74	1.21	1.27	1.19	1.25	1.19	1.21	1.18	1.27	-	1.00	1.28

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		578	578	-	234	15	178	115	142	324	106	150	200	216
Effective base		228	228	-	90	9	62	55	52	128	45	56	76	91
Weighted Base		562	562	-	221	21	145	141	133	308	110	132	181	236
Very Dissatisfied	(-2)	49	49	-	9	*	13	5	16	14	19	20	10	20
		9%	9%	-%	4%	*%	9%	4%	12%	5%	17% b	15%	6%	8%
Fairly Dissatisfied	(-1)	43	43	-	19	-	1	18	8	28	7	9	10	23
		8%	8%	-%	9%	-%	1%	13% a	6%	9%	6%	7%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	153	153	-	39	7	39	27	30	86	33	27	52	70
		27%	27%	-%	18%	34%	27%	19%	23%	28%	30%	20%	29%	30%
Fairly Satisfied	(1)	169	169	-	91	9	59	52	40	98	30	44	68	57
		30%	30%	-%	41%	43%	40%	37%	30%	32%	27%	33%	37%	24%
Very Satisfied	(2)	148	148	-	62	5	33	39	38	82	21	32	41	66
		26%	26%	-%	28%	23%	23%	28%	29%	27%	19%	25%	23%	28%
NET: Satisfied		317	317	-	154	14	91	91	79	180	51	76	109	122
		56%	56%	-%	69%	66%	63%	65%	59%	58%	47%	58%	60%	52%
NET: Dissatisfied		92	92	-	29	*	15	23	25	42	26	29	20	43
		16%	16%	-%	13%	*%	10%	17%	18%	14%	23%	22%	11%	18%
Answered		562	562	-	221	21	145	141	133	308	110	132	181	236
Mean Score		.6	.6	-	.8	.9	.7	.7	.6	.7 c	.3	.5	.7	.5
Standard error		.05	.05	-	.07	.20	.08	.10	.11	.06	.13	.11	.08	.08
Standard deviation		1.21	1.21	-	1.07	.78	1.12	1.11	1.30	1.10	1.32	1.34	1.06	1.23

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		578	335	243
Effective base		228	121	108
Weighted Base		562	309	252
Very Dissatisfied	(-2)	49	19	30
		9%	6%	12%
Fairly Dissatisfied	(-1)	43	23	20
		8%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	153	87	66
		27%	28%	26%
Fairly Satisfied	(1)	169	104	65
		30%	34%	26%
Very Satisfied	(2)	148	77	71
		26%	25%	28%
NET: Satisfied		317	181	136
		56%	58%	54%
NET: Dissatisfied		92	42	50
		16%	14%	20%
Answered		562	309	252
Mean Score		.6	.6	.5
Standard error		.05	.06	.08
Standard deviation		1.21	1.12	1.30

Columns Tested:: a,b

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		578	24	55	32	49	31	89	11	85	50	36	54	62
Effective base		228	6	23	12	7	15	31	7	46	29	11	35	34
Weighted Base		562	3	74	32	19	47	98	2	103	57	16	58	53
Very Dissatisfied	(-2)	49	*	9	*	*	5	7	*	7	8	4	9	2
		9%	1%	12%	*%	*%	10%	7%	9%	6%	13%	22%	15%	4%
Fairly Dissatisfied	(-1)	43	*	3	1	*	6	1	*	17	1	4	6	4
		8%	12%	4%	2%	3%	12%	1%	11%	16%	2%	22%	10%	8%
										f		f		
Neither Satisfied Nor Dissatisfied	(0)	153	1	16	7	9	16	19	*	33	18	5	18	12
		27%	20%	22%	20%	48%	33%	19%	22%	32%	31%	29%	31%	24%
Fairly Satisfied	(1)	169	1	26	17	2	15	36	1	21	13	2	12	22
		30%	27%	35%	54%	11%	33%	36%	35%	21%	23%	13%	21%	41%
					dhjk									h
Very Satisfied	(2)	148	1	20	8	7	6	36	*	26	17	2	14	12
		26%	40%	26%	23%	38%	12%	37%	23%	25%	30%	14%	23%	23%
NET: Satisfied		317	2	46	25	9	21	72	1	47	30	4	26	34
		56%	67%	62%	77%	49%	45%	73%	58%	46%	53%	27%	44%	64%
					j			hjk						j
NET: Dissatisfied		92	*	12	1	1	10	8	*	23	9	7	15	6
		16%	13%	16%	3%	3%	22%	8%	21%	23%	15%	44%	25%	12%
												cdfl	f	
Answered		562	3	74	32	19	47	98	2	103	57	16	58	53
Mean Score		.6	.9	.6	1.0	.8	.3	1.0	.5	.4	.5	-.2	.3	.7
					j			ehjk						j
Standard error		.05	.29	.17	.13	.14	.20	.12	.54	.13	.19	.23	.18	.13
Standard deviation		1.21	1.40	1.27	.76	1.01	1.14	1.10	1.77	1.21	1.31	1.36	1.34	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 280 (continuation)

QRM5_4. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects using a 5 point scale where 1 is very dissatisfied and 5 is very satisfied. The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		578	111	169	146	152	280	298
Effective base		228	36	53	76	81	89	153
Weighted Base		562	109	164	162	127	273	289
Very Dissatisfied	(-2)	49	9	11	14	15	20	29
		9%	8%	7%	9%	11%	7%	10%
Fairly Dissatisfied	(-1)	43	4	7	18	14	11	32
		8%	4%	4%	11%	11%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	153	23	43	51	35	67	86
		27%	21%	26%	32%	28%	24%	30%
Fairly Satisfied	(1)	169	44	53	35	36	97	71
		30%	41%	32%	22%	28%	36%	25%
			c					
Very Satisfied	(2)	148	28	49	43	28	77	71
		26%	26%	30%	27%	22%	28%	24%
NET: Satisfied		317	72	103	78	64	175	142
		56%	66%	62%	48%	50%	64%	49%
							b	
NET: Dissatisfied		92	13	18	32	28	32	61
		16%	12%	11%	20%	22%	12%	21%
Answered		562	109	164	162	127	273	289
Mean Score		.6	.7	.7	.5	.4	.7	.4
Standard error		.05	.11	.09	.10	.10	.07	.07
Standard deviation		1.21	1.14	1.14	1.24	1.26	1.14	1.25

Columns Tested:: a,b,c,d - a,b

Table 281

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint
Significance Level: 95%		a	b	c
Unweighted Base		614	641	578
Effective base		240	255	228
Weighted Base		580	621	562
Very Dissatisfied	(-2)	57	23	49
		10%	4%	9%
		b		b
Fairly Dissatisfied	(-1)	99	32	43
		17%	5%	8%
		bc		
Neither Satisfied Nor Dissatisfied	(0)	97	113	153
		17%	18%	27%
				ab
Fairly Satisfied	(1)	175	210	169
		30%	34%	30%
Very Satisfied	(2)	152	243	148
		26%	39%	26%
			ac	
NET: Satisfied		327	453	317
		56%	73%	56%
			ac	
NET: Dissatisfied		156	56	92
		27%	9%	16%
		bc		b
Answered		580	621	562
Mean Score		.5	1.0	.6
			ac	
Standard error		.05	.04	.05
Standard deviation		1.31	1.06	1.21

Columns Tested:: a,b,c

Table 282

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2035	487	1548	1424	326	82	203	611
Effective base		784	118	675	724	138	34	84	181
Weighted Base		1883	211	1672	1803	68	8	5	80
Very low	(-2)	43	1	42	42	1	*	*	1
		2%	1%	3%	2%	1%	3%	1%	1%
Quite low	(-1)	158	6	152	155	3	*	*	3
		8%	3%	9%	9%	4%	*%	2%	4%
				a	de				
Neither low nor high	(0)	459	17	442	445	13	1	1	15
		24%	8%	26%	25%	19%	12%	11%	18%
				a	d				
Quite high	(1)	767	87	681	732	30	3	2	35
		41%	41%	41%	41%	44%	42%	42%	44%
Very high	(2)	445	98	347	418	21	3	2	26
		24%	46%	21%	23%	31%	42%	43%	33%
			b			a	a	a	a
Don't Know (CATI ONLY: DO NOT READ OUT)		11	3	8	10	*	-	*	*
		1%	1%	*%	1%	*%	-%	1%	*%
NET: High		1212	184	1028	1151	51	6	4	62
		64%	87%	61%	64%	75%	84%	85%	76%
			b			a	a	a	a
NET: Low		201	7	194	197	3	*	*	4
		11%	3%	12%	11%	5%	4%	3%	5%
				a	bde				
Answered		1872	208	1664	1792	68	8	5	80
Mean Score		.8	1.3	.7	.7	1.0	1.2	1.2	1.0
			b			a	a	a	a
Standard error		.02	.04	.03	.03	.05	.11	.07	.04
Standard deviation		.98	.79	.98	.99	.89	.96	.92	.89

Columns Tested:: a,b - a,b,c,d,e

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	639	588	197	201	207	203	1424	326	285
Effective base		784	363	295	84	88	82	84	724	138	76
Weighted Base		1883	994	681	128	47	29	5	1803	68	12
Very low	(-2)	43	27	13	2	1	*	*	42	1	*
		2%	3%	2%	2%	2%	1%	1%	2%	1%	2%
Quite low	(-1)	158	74	72	8	2	*	*	155	3	*
		8%	7%	11%	6%	5%	1%	2%	9%	4%	1%
			ei	efhi					efi		
Neither low nor high	(0)	459	251	156	38	10	4	1	445	13	1
		24%	25%	23%	29%	22%	14%	11%	25%	19%	12%
			efi	fi	efi				efi		
Quite high	(1)	767	402	283	47	20	13	2	732	30	5
		41%	40%	42%	37%	42%	46%	42%	41%	44%	42%
Very high	(2)	445	232	153	33	14	11	2	418	21	5
		24%	23%	23%	26%	29%	37%	43%	23%	31%	42%
							abg	abcg		g	abcg
Don't Know (CATI ONLY: DO NOT READ OUT)		11	8	3	-	*	*	*	10	*	*
		1%	1%	*%	-%	*%	1%	1%	1%	*%	*%
NET: High		1212	634	436	80	34	24	4	1151	51	10
		64%	64%	64%	63%	71%	84%	85%	64%	75%	84%
							abcg	abcdg		abcg	abcdg
NET: Low		201	101	86	10	3	1	*	197	3	*
		11%	10%	13%	8%	7%	2%	3%	11%	5%	3%
			efi	efhi					efhi		
Answered		1872	986	678	128	47	28	5	1792	68	12
Mean Score		.8	.7	.7	.8	.9	1.2	1.2	.7	1.0	1.2
							abcdg	abcdg		abg	abcdg
Standard error		.02	.04	.04	.07	.07	.05	.07	.03	.05	.05
Standard deviation		.98	.99	.99	.96	.94	.79	.92	.99	.89	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	920	504	326	82	203	759	340	116	79	207
Effective base		784	541	238	138	34	84	436	158	35	26	35
Weighted Base		1883	1480	323	68	8	5	1198	273	63	24	52
Very low	(-2)	43	35	7	1	*	*	26	5	-	1	1
		2%	2%	2%	1%	3%	1%	2%	2%	-%	3%	2%
Quite low	(-1)	158	131	24	3	*	*	105	26	3	1	5
		8%	9% e	7%	4%	*%	2%	9%	9%	4%	5%	9%
Neither low nor high	(0)	459	366	78	13	1	1	307	72	17	6	14
		24%	25% e	24% e	19%	12%	11%	26%	26%	27%	23%	27%
Quite high	(1)	767	600	132	30	3	2	512	103	21	12	21
		41%	41%	41%	44%	42%	42%	43%	38%	33%	51%	40%
Very high	(2)	445	338	80	21	3	2	241	66	23	4	12
		24%	23%	25%	31% a	42% ab	43% ab	20%	24%	36% a	17%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	10	1	*	-	*	7	1	*	-	*
		1%	1%	*%	*%	-%	1%	1%	*%	*%	-%	*%
NET: High		1212	938	213	51	6	4	753	169	44	17	32
		64%	63%	66%	75% a	84% ab	85% ab	63%	62%	69%	68%	63%
NET: Low		201	166	31	3	*	*	131	31	3	2	5
		11%	11% ce	10%	5%	4%	3%	11%	11%	4%	9%	10%
Answered		1872	1470	322	68	8	5	1191	272	63	24	52
Mean Score		.8	.7	.8	1.0 ab	1.2 ab	1.2 ab	.7	.7	1.0	.7	.7
Standard error		.02	.03	.04	.05	.11	.07	.03	.05	.08	.11	.07
Standard deviation		.98	.99	.97	.89	.96	.92	.96	1.00	.90	.94	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	134	107	194	54	139	161	129	113	115
Effective base		784	72	61	111	25	72	102	84	59	60
Weighted Base		1883	165	142	284	63	181	289	244	153	142
Very low	(-2)	43	5	-	3	-	5	7	5	11	2
		2%	3%	-%	1%	-%	3%	2%	2%	7% bc	2%
Quite low	(-1)	158	15	12	28	3	14	26	30	17	6
		8%	9%	8%	10%	4%	8%	9%	12%	11%	4%
Neither low nor high	(0)	459	38	30	78	20	44	88	61	46	25
		24%	23%	21%	28%	31%	24%	31%	25%	30%	17%
Quite high	(1)	767	66	70	112	22	66	114	95	59	74
		41%	40%	49%	40%	35%	37%	40%	39%	39%	52%
Very high	(2)	445	41	31	61	16	51	51	50	19	35
		24%	25%	21%	22%	26%	28% h	18%	21%	12%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	-	*	1	2	-	3	2	2	-
		1%	-%	*%	*%	3%	-%	1%	1%	1%	-%
NET: High		1212	107	100	174	39	117	166	146	78	109
		64%	65%	70% h	61%	61%	65%	57%	60%	51%	77% cfgh
NET: Low		201	20	12	32	3	19	32	35	27	8
		11%	12%	8%	11%	4%	11%	11%	14%	18% i	6%
Answered		1872	165	142	284	61	181	287	241	151	142
Mean Score		.8	.7	.8 h	.7 h	.9	.8 h	.6	.6	.4	.9 fh
Standard error		.02	.09	.08	.07	.12	.09	.08	.09	.10	.08
Standard deviation		.98	1.03	.86	.96	.88	1.03	.96	1.01	1.07	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	308	354	484	1146	889	321	289	279
Effective base		784	157	191	296	641	237	97	81	101
Weighted Base		1883	386	460	817	1664	219	109	74	36
Very low	(-2)	43	8	16	15	38	5	2	3	*
		2%	2%	3%	2%	2%	2%	1%	4%	1%
Quite low	(-1)	158	23	43	84	150	8	5	2	1
		8%	6%	9%	10%	9%	4%	4%	3%	4%
				eg	egh	e				
Neither low nor high	(0)	459	89	115	228	431	28	12	11	5
		24%	23%	25%	28%	26%	13%	11%	15%	14%
			ef	efh	efgh	efgh				
Quite high	(1)	767	162	195	322	680	87	41	33	13
		41%	42%	42%	39%	41%	40%	38%	45%	36%
Very high	(2)	445	103	90	163	355	89	50	24	16
		24%	27%	20%	20%	21%	41%	45%	32%	45%
							abcd	abcd	bcd	abcd
Don't Know (CATI ONLY: DO NOT READ OUT)		11	2	2	6	9	1	1	1	*
		1%	1%	*%	1%	1%	1%	1%	1%	1%
NET: High		1212	265	285	485	1035	177	91	57	29
		64%	69%	62%	59%	62%	81%	83%	77%	81%
							abcd	abcd	bcd	abcd
NET: Low		201	30	59	99	188	13	6	5	2
		11%	8%	13%	12%	11%	6%	6%	7%	4%
				eh	eh	eh				
Answered		1872	384	459	812	1655	218	109	73	36
Mean Score		.8	.9	.7	.7	.7	1.1	1.2	1.0	1.2
			c				abcd	abcd	bcd	abcd
Standard error		.02	.05	.05	.04	.03	.03	.05	.06	.05
Standard deviation		.98	.95	1.01	.97	.98	.93	.91	.99	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2035	85	178	197	222	366	85	75	93	912
Effective base		784	34	48	56	97	142	34	24	31	371
Weighted Base		1883	72	109	135	246	299	84	52	60	934
Very low	(-2)	43	-	4	4	7	2	2	4	*	25
		2%	-%	3%	3%	3%	1%	2%	9% e	*%	3%
Quite low	(-1)	158	2	15	19	17	28	9	4	4	76
		8%	2%	14%	14%	7%	9%	11%	7%	6%	8%
Neither low nor high	(0)	459	15	20	33	61	83	29	5	8	226
		24%	21%	18%	25%	25%	28%	34% gh	9%	13%	24%
Quite high	(1)	767	34	35	43	105	103	32	23	26	402
		41%	47%	32%	32%	43%	34%	39%	43%	44%	43%
Very high	(2)	445	22	32	32	56	83	12	15	22	203
		24%	30%	29%	24%	23%	28%	15%	29%	37% f	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	-	4	4	1	1	-	2	-	3
		1%	-%	4% i	3% i	*%	*%	-%	4% i	-%	*%
NET: High		1212	56	66	75	160	186	45	38	49	605
		64%	77% cf	61%	56%	65%	62%	53%	72%	81% cef	65%
NET: Low		201	2	19	23	24	30	11	8	4	101
		11%	2%	17% a	17% a	10%	10%	13%	15%	6%	11%
Answered		1872	72	105	131	245	299	84	50	60	931
Mean Score		.8	1.0 f	.7	.6	.8	.8	.5	.8	1.1 cfi	.7
Standard error		.02	.08	.09	.08	.07	.05	.10	.14	.09	.03
Standard deviation		.98	.78	1.15	1.10	.97	.97	.94	1.21	.87	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2035	504	451	1080	1781	254	1683	352	1980	55
Effective base		784	187	175	424	665	121	703	89	762	22
Weighted Base		1883	453	383	1047	1557	326	1733	150	1826	57
Very low	(-2)	43	10	4	29	33	10	42	1	43	-
		2%	2%	1%	3%	2%	3%	2%	1%	2%	-%
Quite low	(-1)	158	38	37	83	128	30	142	16	155	3
		8%	8%	10%	8%	8%	9%	8%	10%	8%	5%
Neither low nor high	(0)	459	109	112	238	385	74	414	45	444	15
		24%	24%	29%	23%	25%	23%	24%	30%	24%	26%
Quite high	(1)	767	181	135	451	634	133	719	49	737	30
		41%	40%	35%	43%	41%	41%	41%	33%	40%	52%
Very high	(2)	445	110	95	240	367	77	407	38	435	10
		24%	24%	25%	23%	24%	24%	23%	25%	24%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	5	1	6	8	2	10	1	11	-
		1%	1%	*%	1%	1%	1%	1%	1%	1%	-%
NET: High		1212	291	230	691	1002	210	1125	87	1172	40
		64%	64%	60%	66%	64%	65%	65%	58%	64%	69%
NET: Low		201	48	41	112	162	39	184	17	198	3
		11%	11%	11%	11%	10%	12%	11%	11%	11%	5%
Answered		1872	448	383	1041	1549	324	1724	149	1815	57
Mean Score		.8	.8	.7	.8	.8	.7	.8	.7	.8	.8
Standard error		.02	.04	.05	.03	.02	.06	.02	.05	.02	.10
Standard deviation		.98	.99	.97	.99	.98	1.02	.98	.99	.99	.77

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	1148	461	417	1565	309	72	89	1874	161
Effective base		784	469	142	171	655	90	20	20	744	40
Weighted Base		1883	1161	303	407	1602	191	43	47	1793	90
Very low	(-2)	43	21	5	11	37	5	1	1	41	2
		2%	2%	2%	3%	2%	2%	2%	2%	2%	2%
Quite low	(-1)	158	91	30	37	129	25	*	4	154	4
		8%	8%	10%	9%	8%	13%	*%	8%	9%	4%
Neither low nor high	(0)	459	302	67	86	403	37	10	9	440	19
		24%	26%	22%	21%	25%	19%	22%	20%	25%	21%
Quite high	(1)	767	489	124	154	664	67	17	19	731	36
		41%	42%	41%	38%	41%	35%	39%	41%	41%	40%
Very high	(2)	445	251	77	115	362	55	16	12	417	28
		24%	22%	25%	28%	23%	29%	36%	26%	23%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	7	*	4	6	3	*	2	9	2
		1%	1%	*%	1%	*%	1%	*%	3%	1%	2%
NET: High		1212	740	200	270	1027	122	33	31	1148	64
		64%	64%	66%	66%	64%	64%	76%	67%	64%	71%
NET: Low		201	112	35	48	166	30	1	5	195	6
		11%	10%	12%	12%	10%	15%	2%	10%	11%	6%
Answered		1872	1154	303	403	1596	188	43	45	1784	88
Mean Score		.8	.7	.8	.8	.7	.8	1.1	.8	.7	1.0
Standard error		.02	.03	.05	.05	.02	.06	.11	.11	.02	.08
Standard deviation		.98	.94	.99	1.04	.97	1.09	.89	.99	.98	.95

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2035	804	761	470	1793	1504	1864	1407	848	756
Effective base		784	377	281	130	681	570	721	545	332	256
Weighted Base		1883	969	633	281	1651	1363	1741	1287	822	596
Very low	(-2)	43	25	12	6	39	34	40	35	23	17
		2%	3%	2%	2%	2%	2%	2%	3%	3%	3%
Quite low	(-1)	158	67	62	29	145	136	150	121	91	56
		8%	7%	10%	10%	9%	10%	9%	9%	11%	9%
Neither low nor high	(0)	459	249	154	56	416	331	438	282	193	140
		24%	26%	24%	20%	25%	24%	25%	22%	23%	23%
Quite high	(1)	767	398	266	103	670	547	709	543	315	227
		41%	41%	42%	37%	41%	40%	41%	42%	38%	38%
Very high	(2)	445	224	138	83	373	305	393	298	194	153
		24%	23%	22%	29%	23%	22%	23%	23%	24%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	6	-	4	8	10	10	7	6	2
		1%	1%	-%	2%	1%	1%	1%	1%	1%	*%
NET: High		1212	622	405	185	1043	852	1103	841	509	380
		64%	64%	64%	66%	63%	63%	63%	65%	62%	64%
NET: Low		201	92	74	35	183	170	190	156	114	74
		11%	9%	12%	13%	11%	12%	11%	12%	14%	12%
Answered		1872	963	633	277	1642	1353	1731	1279	816	593
Mean Score		.8	.8	.7	.8	.7	.7	.7	.7	.7	.7
Standard error		.02	.03	.04	.05	.02	.03	.02	.03	.04	.04
Standard deviation		.98	.97	.97	1.05	.99	1.01	.98	1.01	1.04	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2035	336	973	133	153	107	96	66	269
Effective base		784	157	423	44	41	22	20	18	60
Weighted Base		1883	396	1050	85	90	42	40	39	121
Very low	(-2)	43	6	30	1	*	1	1	*	3
		2%	2%	3%	1%	*%	3%	3%	1%	2%
Quite low	(-1)	158	17	99	12	9	3	*	9	13
		8%	4%	9%	14%	10%	7%	1%	24%	10%
				a	a				af	
Neither low nor high	(0)	459	107	266	27	11	3	10	15	28
		24%	27%	25%	32%	13%	7%	24%	39%	23%
			de	e	de				de	
Quite high	(1)	767	175	437	24	32	14	21	8	42
		41%	44%	42%	28%	35%	33%	51%	20%	35%
			g							
Very high	(2)	445	91	211	21	38	19	7	6	33
		24%	23%	20%	25%	42%	46%	18%	16%	27%
						ab	ab			
Don't Know (CATI ONLY: DO NOT READ OUT)		11	-	8	*	-	2	1	-	2
		1%	-%	1%	*%	-%	4%	2%	-%	2%
NET: High		1212	265	647	45	69	33	28	14	75
		64%	67%	62%	53%	77%	79%	70%	37%	62%
			g	g		bcg	cg	g		
NET: Low		201	23	129	13	9	4	2	9	15
		11%	6%	12%	15%	10%	10%	4%	24%	13%
				a					a	
Answered		1872	396	1042	84	90	40	39	39	119
Mean Score		.8	.8	.7	.6	1.1	1.2	.8	.3	.8
			g			bcg	bg			
Standard error		.02	.05	.03	.09	.08	.10	.09	.13	.06
Standard deviation		.98	.88	1.00	1.05	.98	1.06	.87	1.03	1.05

Columns Tested:: a,b,c,d,e,f,g,h

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base		2035	1185	194	135	115	63	76	25	961	220	126	82	43	46	26
Effective base		784	527	62	35	27	13	17	5	425	63	37	22	13	18	9
Weighted Base		1883	1323	134	77	53	23	29	13	1042	157	66	26	37	15	20
Very low	(-2)	43	28	9	*	1	1	-	*	26	5	1	*	-	1	*
		2%	2%	6% a	*%	1%	6%	-%	2%	3%	3%	1%	1%	-%	7%	1%
Quite low	(-1)	158	111	19	3	6	*	*	4	101	19	6	1	3	*	5
		8%	8%	14%	4%	12%	1%	1%	35%	10%	12%	9%	4%	7%	2%	26%
Neither low nor high	(0)	459	342	32	17	9	4	9	4	265	39	7	2	6	2	10
		24%	26%	24%	23%	17%	17%	30%	30%	25% c	25%	10%	8%	16%	12%	48%
Quite high	(1)	767	549	48	25	19	11	14	3	447	38	24	11	17	8	3
		41%	42%	36%	33%	36%	49%	48%	24%	43% b	24%	37%	41%	44%	53% b	14%
Very high	(2)	445	285	26	31	18	6	6	1	195	55	28	11	10	4	2
		24%	22%	20%	40% ab	33%	25%	20%	9%	19%	35% a	43% a	43% a	28%	25%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	8	*	-	-	1	-	-	8	*	-	1	2	-	-
		1%	1%	*%	-%	-%	3%	-%	-%	1%	*%	-%	3%	4%	-%	-%
NET: High		1212	834	74	56	37	17	20	4	642	93	53	22	27	11	5
		64%	63%	56%	73%	70%	74%	69%	33%	62%	59%	79% ab	84% ab	72%	78%	24%
NET: Low		201	138	28	3	7	2	*	5	127	25	7	1	3	1	6
		11%	10%	21% acf	4%	14%	7%	1%	37%	12%	16%	11%	5%	7%	9%	27%
Answered		1872	1315	134	77	53	23	29	13	1034	156	66	26	36	15	20
Mean Score		.8	.7	.5	1.1 ab	.9	.9	.9	*	.7	.7	1.1 a	1.2 a	1.0	.9	.1
Standard error		.02	.03	.08	.08	.10	.13	.09	.21	.03	.08	.09	.10	.14	.16	.19
Standard deviation		.98	.96	1.15	.90	1.06	1.02	.75	1.06	.97	1.16	1.01	.87	.89	1.09	.96

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2035	866	185	124	86	51	55	40	146	753	359	432	218	97
Effective base		784	378	59	38	30	15	12	15	41	339	152	156	49	25
Weighted Base		1883	901	146	94	51	29	28	37	95	867	347	350	109	64
Very low	(-2)	43	20	5	8	*	2	1	*	3	20	11	5	3	*
		2%	2%	3%	8%	*%	8%	3%	1%	4%	2%	3%	1%	3%	1%
					a										
Quite low	(-1)	158	87	18	6	2	*	4	3	7	71	34	30	6	8
		8%	10%	12%	7%	4%	*%	14%	9%	8%	8%	10%	9%	6%	12%
Neither low nor high	(0)	459	199	34	19	11	6	3	10	19	241	63	98	23	11
		24%	22%	23%	21%	22%	19%	12%	26%	20%	28%	18%	28%	22%	17%
											b		b		
Quite high	(1)	767	416	40	30	25	9	10	14	33	349	172	117	43	27
		41%	46%	27%	32%	49%	32%	35%	36%	34%	40%	50%	33%	39%	43%
			b			b						c			
Very high	(2)	445	175	49	31	11	12	10	10	33	180	66	98	33	15
		24%	19%	34%	33%	22%	40%	37%	28%	34%	21%	19%	28%	31%	23%
				a						a					
Don't Know (CATI ONLY: DO NOT READ OUT)		11	5	1	-	2	-	*	-	*	6	-	2	*	2
		1%	1%	*%	-%	3%	-%	*%	-%	*%	1%	-%	1%	*%	4%
NET: High		1212	591	89	60	36	21	20	24	65	529	238	215	76	42
		64%	66%	61%	65%	71%	72%	72%	64%	69%	61%	69%	61%	70%	66%
NET: Low		201	107	22	14	2	2	5	4	11	92	46	35	9	8
		11%	12%	15%	15%	4%	8%	16%	10%	11%	11%	13%	10%	9%	13%
Answered		1872	896	146	94	49	29	28	37	95	861	347	348	109	61
Mean Score		.8	.7	.8	.7	.9	1.0	.9	.8	.9	.7	.7	.8	.9	.8
Standard error		.02	.03	.08	.11	.09	.16	.16	.16	.09	.04	.05	.05	.07	.10
Standard deviation		.98	.96	1.14	1.22	.79	1.17	1.15	.99	1.08	.97	.99	.99	1.00	.98

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2035	822	332	375	184	73	659	294	317	150	73
Effective base		784	364	139	126	36	16	299	108	106	36	20
Weighted Base		1883	932	313	275	85	38	756	241	227	82	52
Very low	(-2)	43	26	6	5	2	-	24	5	1	2	*
		2%	3%	2%	2%	3%	-%	3%	2%	1%	3%	1%
Quite low	(-1)	158	78	35	21	3	8	77	28	20	7	4
		8%	8%	11%	7%	4%	20%	10%	11%	9%	9%	7%
Neither low nor high	(0)	459	253	56	80	15	9	191	46	67	19	6
		24%	27%	18%	29%	18%	23%	25%	19%	30%	24%	11%
			b		b							
Quite high	(1)	767	374	150	94	34	16	318	97	80	26	26
		41%	40%	48%	34%	40%	42%	42%	40%	35%	32%	49%
				c								
Very high	(2)	445	196	65	74	30	5	141	65	56	27	15
		24%	21%	21%	27%	35%	13%	19%	27%	25%	33%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	5	-	2	*	1	6	-	2	*	2
		1%	1%	-%	1%	*%	2%	1%	-%	1%	*%	4%
NET: High		1212	570	216	168	64	21	458	162	136	53	40
		64%	61%	69%	61%	75%	55%	61%	67%	60%	64%	77%
NET: Low		201	103	42	25	6	8	101	33	21	10	4
		11%	11%	13%	9%	7%	20%	13%	14%	9%	12%	8%
Answered		1872	927	313	273	85	38	750	241	224	82	50
Mean Score		.8	.7	.7	.8	1.0	.5	.6	.8	.8	.8	1.0
Standard error		.02	.03	.05	.05	.07	.11	.04	.06	.05	.09	.11
Standard deviation		.98	.99	.98	.98	.97	.97	1.00	1.03	.95	1.08	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2035	627	248	295	142	77	785	132	477	1849	186	1758	35
Effective base		784	271	86	117	45	21	318	42	181	713	72	672	9
Weighted Base		1883	669	189	262	103	48	752	98	428	1726	157	1625	25
Very low	(-2)	43	20	7	2	3	3	26	4	5	43	*	39	-
		2%	3%	4%	1%	3%	6%	4%	4%	1%	2%	*%	2%	-%
Quite low	(-1)	158	61	26	25	2	7	63	10	48	142	16	138	7
		8%	9%	14% d	9%	2%	14%	8%	10%	11%	8%	10%	8%	27% a
Neither low nor high	(0)	459	150	36	59	26	5	155	29	96	432	27	409	7
		24%	22%	19%	22%	25%	10%	21%	30%	22%	25%	17%	25%	28%
Quite high	(1)	767	316	61	109	32	22	298	27	215	703	64	665	4
		41%	47% bd	32%	42%	31%	46%	40%	28%	50% ab	41%	41%	41%	17%
Very high	(2)	445	117	59	67	40	12	206	28	61	395	50	366	7
		24%	17%	31% a	25%	39% a	24%	27% c	29% c	14%	23%	32%	23%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	5	*	1	*	-	3	-	3	11	-	8	-
		1%	1%	*%	*%	*%	-%	*%	-%	1%	1%	-%	1%	-%
NET: High		1212	433	120	176	72	34	505	55	277	1099	114	1031	11
		64%	65%	64%	67%	70%	70%	67%	57%	65%	64%	72%	63%	45%
NET: Low		201	81	33	27	5	10	90	13	53	185	16	177	7
		11%	12%	17% d	10%	5%	20%	12%	14%	12%	11%	10%	11%	27%
Answered		1872	664	189	262	103	48	749	98	425	1715	157	1617	25
Mean Score		.8	.7	.7	.8	1.0 a	.7	.8	.7	.7	.7	.9	.7	.5
Standard error		.02	.04	.07	.06	.08	.13	.04	.10	.04	.02	.07	.02	.20
Standard deviation		.98	.97	1.15	.95	1.00	1.18	1.05	1.11	.90	.98	.96	.98	1.19

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2035	1364	140	930	477	1758	35	1360	144	941	466
Effective base		784	533	37	367	178	673	9	530	40	371	174
Weighted Base		1883	1268	95	846	440	1629	22	1270	93	862	424
Very low	(-2)	43	30	4	28	7	39	*	33	*	28	7
		2%	2%	4%	3%	2%	2%	1%	3%	*%	3%	2%
Quite low	(-1)	158	128	8	64	56	140	5	126	10	69	52
		8%	10%	8%	8%	13%	9%	22%	10%	11%	8%	12%
Neither low nor high	(0)	459	298	33	178	104	414	2	305	26	182	100
		24%	24%	35%	21%	24%	25%	10%	24%	28%	21%	24%
Quite high	(1)	767	509	38	367	176	666	4	508	38	373	171
		41%	40%	40%	43%	40%	41%	18%	40%	41%	43%	40%
Very high	(2)	445	292	13	202	96	362	11	287	18	204	94
		24%	23%	14%	24%	22%	22%	49%	23%	20%	24%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	10	-	7	*	8	-	10	-	7	*
		1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
NET: High		1212	801	51	569	272	1028	15	795	57	577	265
		64%	63%	54%	67%	62%	63%	67%	63%	61%	67%	62%
NET: Low		201	159	11	92	64	178	5	159	11	97	59
		11%	13%	12%	11%	14%	11%	23%	13%	11%	11%	14%
Answered		1872	1258	95	839	440	1621	22	1260	93	855	424
Mean Score		.8	.7	.5	.8	.7	.7	.9	.7	.7	.8	.7
Standard error		.02	.03	.08	.03	.05	.02	.21	.03	.08	.03	.05
Standard deviation		.98	1.01	.96	1.00	1.01	.98	1.27	1.01	.93	1.01	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2035	928	1409	240	1	882	1067	186	1	991	819	241	1
Effective base		784	354	539	83	1	334	407	69	1	388	317	96	1
Weighted Base		1883	865	1293	224	4	804	944	179	1	924	714	229	*
Very low	(-2)	43	25	21	2	-	22	21	1	-	26	15	3	-
		2%	3%	2%	1%	-%	3%	2%	1%	-%	3%	2%	1%	-%
Quite low	(-1)	158	82	119	25	-	79	93	22	-	84	76	25	-
		8%	9%	9%	11%	-%	10%	10%	12%	-%	9%	11%	11%	-%
Neither low nor high	(0)	459	218	340	56	4	203	212	45	-	210	145	38	*
		24%	25%	26%	25%	100%	25%	23%	25%	-%	23%	20%	17%	100%
Quite high	(1)	767	324	525	83	-	299	390	57	1	372	302	95	-
		41%	37%	41%	37%	-%	37%	41%	32%	100%	40%	42%	41%	-%
Very high	(2)	445	208	280	57	-	191	221	51	-	224	172	67	-
		24%	24%	22%	25%	-%	24%	23%	28%	-%	24%	24%	29%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	8	6	2	-	10	6	2	-	7	3	-	-
		1%	1%	*%	1%	-%	1%	1%	1%	-%	1%	*%	-%	-%
NET: High		1212	531	806	139	-	490	611	108	1	596	474	162	-
		64%	61%	62%	62%	-%	61%	65%	60%	100%	65%	66%	71%	-%
NET: Low		201	107	141	27	-	101	114	23	-	110	91	29	-
		11%	12%	11%	12%	-%	13%	12%	13%	-%	12%	13%	13%	-%
Answered		1872	856	1287	221	4	794	938	177	1	916	711	229	*
Mean Score		.8	.7	.7	.8	-	.7	.7	.8	1.0	.7	.8	.9	-
Standard error		.02	.03	.03	.06	-	.03	.03	.08	-	.03	.04	.06	-
Standard deviation		.98	1.03	.96	.98	-	1.03	1.00	1.03	-	1.02	1.01	1.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2035	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		784	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		1883	1581	1245	944	1264	1036	37	615	535	521	135	78
Very low	(-2)	43	37	23	24	33	20	*	15	11	14	*	*
		2%	2%	2%	3%	3%	2%	*%	2%	2%	3%	*%	*%
Quite low	(-1)	158	127	116	81	108	87	1	53	60	45	17	23
		8%	8%	9%	9%	9%	8%	3%	9%	11%	9%	13%	29%
													abc
Neither low nor high	(0)	459	397	300	199	318	290	11	144	113	126	23	14
		24%	25%	24%	21%	25%	28%	28%	23%	21%	24%	17%	18%
Quite high	(1)	767	648	506	388	494	389	10	248	206	181	48	24
		41%	41%	41%	41%	39%	38%	26%	40%	38%	35%	36%	31%
Very high	(2)	445	365	291	247	303	250	15	153	144	154	46	17
		24%	23%	23%	26%	24%	24%	41%	25%	27%	30%	34%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	6	8	6	8	1	1	3	3	1	-	-
		1%	*%	1%	1%	1%	*%	2%	1%	1%	*%	-%	-%
NET: High		1212	1013	797	634	798	639	25	401	349	335	94	41
		64%	64%	64%	67%	63%	62%	67%	65%	65%	64%	70%	53%
NET: Low		201	164	140	105	140	107	1	68	70	59	18	23
		11%	10%	11%	11%	11%	10%	3%	11%	13%	11%	13%	30%
													abc
Answered		1872	1575	1237	939	1256	1036	37	612	532	520	135	78
Mean Score		.8	.7	.7	.8	.7	.7	1.1	.8	.8	.8	.9	.4
Standard error		.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.09	.14
Standard deviation		.98	.98	.98	1.01	1.00	.98	.92	1.00	1.03	1.05	1.02	1.14

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2035	214	123	104	48	1765	1273	1838	1342	1202	858	1671	210	-	1619	127
Effective base		784	95	37	49	18	669	431	693	475	408	340	635	78	-	602	62
Weighted Base		1883	226	101	115	42	1567	981	1632	1094	916	816	1508	191	-	1402	151
Very low	(-2)	43	8	2	5	*	34	28	37	26	19	25	30	4	-	8	28
		2%	4%	2%	5%	*%	2%	3%	2%	2%	2%	3%	2%	2%	-%	1%	19% a
Quite low	(-1)	158	29	15	14	2	132	87	142	95	78	82	130	24	-	46	69
		8%	13%	15%	13%	5%	8%	9%	9%	9%	9%	10%	9%	13%	-%	3%	46% a
Neither low nor high	(0)	459	72	25	41	5	390	219	405	237	203	201	387	58	-	233	32
		24%	32%	24%	36%	13%	25%	22%	25%	22%	22%	25%	26%	30%	-%	17%	22%
Quite high	(1)	767	67	40	37	18	625	379	650	443	367	305	593	65	-	670	20
		41%	30%	40%	33%	43%	40%	39%	40%	40%	40%	37%	39%	34%	-%	48% b	13%
Very high	(2)	445	47	19	14	17	380	266	392	289	246	196	365	40	-	434	1
		24%	21%	19%	12%	39% c	24%	27%	24%	26%	27%	24%	24%	21%	-%	31% b	1%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	2	-	2	-	6	3	6	5	3	7	3	-	-	10	-
		1%	1%	-%	2%	-%	*%	*%	*%	*%	*%	1%	*%	-%	-%	1%	-%
NET: High		1212	115	59	52	35	1005	644	1042	732	612	501	957	105	-	1104	21
		64%	51%	58%	45%	82% ac	64%	66%	64%	67%	67%	61%	64%	55%	-%	79% b	14%
NET: Low		201	37	17	20	2	166	115	179	120	97	107	160	29	-	55	98
		11%	16%	17%	17%	5%	11%	12%	11%	11%	11%	13%	11%	15%	-%	4%	65% a
Answered		1872	223	101	112	42	1561	978	1626	1089	913	809	1504	191	-	1392	151
Mean Score		.8	.5	.6	.4	1.2 abc	.8	.8	.7	.8	.8	.7	.8	.6	-	1.1 b	-.7
Standard error		.02	.07	.09	.10	.12	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.08
Standard deviation		.98	1.07	1.03	1.01	.85	.98	1.03	.99	1.00	.99	1.04	.98	1.03	-	.81	.95

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		2035	770	1265	577	28	276	419	251	1342	414	334	373	1279
Effective base		784	321	463	223	14	100	173	88	530	157	118	150	497
Weighted Base		1883	775	1108	531	41	232	418	224	1289	349	279	359	1198
Very low	(-2)	43	42	1	6	3	8	5	6	15	23	10	10	22
		2%	5%	*%	1%	7%	3%	1%	3%	1%	6%	4%	3%	2%
			b								b			
Quite low	(-1)	158	135	23	41	11	32	34	32	77	49	35	39	80
		8%	17%	2%	8%	26%	14%	8%	14%	6%	14%	12%	11%	7%
			b						b		b	c		
Neither low nor high	(0)	459	271	188	136	10	51	120	36	312	107	63	102	280
		24%	35%	17%	26%	24%	22%	29%	16%	24%	31%	23%	29%	23%
			b								a			
Quite high	(1)	767	224	544	227	11	99	165	89	567	107	91	151	515
		41%	29%	49%	43%	27%	43%	39%	40%	44%	31%	33%	42%	43%
				a						c				a
Very high	(2)	445	100	345	121	6	41	94	62	314	63	78	56	300
		24%	13%	31%	23%	15%	18%	22%	28%	24%	18%	28%	16%	25%
				a								b		b
Don't Know (CATI ONLY: DO NOT READ OUT)		11	4	7	1	-	1	*	-	4	1	1	*	1
		1%	*%	1%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
NET: High		1212	323	889	347	17	140	259	151	881	170	170	208	815
		64%	42%	80%	65%	42%	60%	62%	67%	68%	49%	61%	58%	68%
				a					c	c				b
NET: Low		201	177	24	47	14	40	39	38	91	71	45	49	102
		11%	23%	2%	9%	34%	17%	9%	17%	7%	20%	16%	14%	9%
			b						b		b	c		
Answered		1872	772	1101	530	41	231	418	224	1285	348	278	359	1197
Mean Score		.8	.3	1.1	.8	.2	.6	.7	.8	.8	.4	.7	.6	.8
				a					c	c				b
Standard error		.02	.04	.02	.04	.23	.06	.05	.07	.02	.06	.06	.05	.03
Standard deviation		.98	1.06	.75	.92	1.20	1.04	.94	1.09	.90	1.13	1.12	.97	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2035	1140	895
Effective base		784	376	409
Weighted Base		1883	876	1007
Very low	(-2)	43	26	17
		2%	3%	2%
Quite low	(-1)	158	93	65
		8%	11%	6%
			b	
Neither low nor high	(0)	459	230	230
		24%	26%	23%
Quite high	(1)	767	315	452
		41%	36%	45%
				a
Very high	(2)	445	205	240
		24%	23%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	7	3
		1%	1%	*%
NET: High		1212	520	692
		64%	59%	69%
				a
NET: Low		201	119	82
		11%	14%	8%
			b	
Answered		1872	869	1003
Mean Score		.8	.7	.8
				a
Standard error		.02	.03	.03
Standard deviation		.98	1.04	.92

Columns Tested:: a,b

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2035	119	213	137	167	121	226	56	249	158	152	209	228
Effective base		784	16	83	56	35	43	83	27	134	86	61	128	123
Weighted Base		1883	32	288	147	85	118	264	16	286	168	75	209	193
Very low	(-2)	43	*	10	2	*	1	7	*	6	2	6	5	4
		2%	*%	4%	1%	*%	1%	3%	*%	2%	1%	8% i	2%	2%
Quite low	(-1)	158	1	18	13	9	18	13	*	35	14	4	24	8
		8%	3%	6%	9%	10%	15% fl	5%	1%	12% l	8%	5%	12% l	4%
Neither low nor high	(0)	459	5	67	29	21	37	46	2	92	46	22	44	48
		24%	17%	23%	20%	24%	32%	17%	12%	32% fgk	27%	29%	21%	25%
Quite high	(1)	767	12	122	55	28	36	147	8	92	74	28	76	89
		41%	38%	42%	37%	33%	30%	56% cdehjk	48%	32%	44%	37%	36%	46% h
Very high	(2)	445	14	70	48	28	25	51	6	61	30	15	56	41
		24%	42% i	24%	32% i	33%	22%	19%	38% fi	21%	18%	20%	27%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	-	1	1	-	-	*	-	*	3	1	4	2
		1%	-%	*%	1%	-%	-%	*%	-%	*%	1%	1%	2%	1%
NET: High		1212	26	192	103	56	61	198	14	153	104	43	132	130
		64%	81% eh	67%	70% h	65%	52%	75% ehj	87% behijkl	53%	62%	57%	63%	67% h
NET: Low		201	1	28	15	9	19	20	*	42	16	10	29	12
		11%	3%	10%	10%	10%	16%	8%	1%	15% l	9%	13%	14% l	6%
Answered		1872	32	288	147	85	118	264	16	286	166	75	205	191
Mean Score		.8	1.2 ehij	.8	.9 h	.9	.6	.8	1.2 befhijkl	.6	.7	.6	.8	.8
Standard error		.02	.08	.07	.09	.08	.09	.06	.10	.06	.07	.09	.07	.06
Standard deviation		.98	.83	1.00	.99	1.00	1.03	.88	.73	1.02	.90	1.12	1.06	.89

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 282 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2035	469	514	463	589	983	1052
Effective base		784	151	158	232	309	309	532
Weighted Base		1883	468	468	470	477	936	947
Very low	(-2)	43	12	8	8	15	20	23
		2%	3%	2%	2%	3%	2%	2%
Quite low	(-1)	158	32	40	50	36	72	86
		8%	7%	9%	11%	8%	8%	9%
Neither low nor high	(0)	459	102	104	140	114	206	254
		24%	22%	22%	30%	24%	22%	27%
Quite high	(1)	767	190	211	174	193	401	367
		41%	41%	45%	37%	40%	43%	39%
Very high	(2)	445	131	105	97	112	236	209
		24%	28%	22%	21%	24%	25%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		11	2	*	3	7	2	9
		1%	*%	*%	1%	1%	*%	1%
NET: High		1212	321	315	271	305	637	576
		64%	69%	67%	58%	64%	68%	61%
			c	c			b	
NET: Low		201	44	48	58	51	92	109
		11%	9%	10%	12%	11%	10%	11%
Answered		1872	467	468	468	470	934	938
Mean Score		.8	.9	.8	.6	.7	.8	.7
			c					
Standard error		.02	.05	.04	.05	.04	.03	.03
Standard deviation		.98	.99	.95	.98	1.01	.97	.99

Columns Tested:: a,b,c,d - a,b

Table 284

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	14	-	14	14	*	-	-	*
		2%	-%	2%	2%	1%	-%	-%	1%
Fairly Dissatisfied	(-1)	33	1	33	33	1	-	*	1
		4%	1%	5%	5%	2%	-%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	95	4	90	87	7	1	*	8
		12%	11%	12%	12%	18%	11%	16%	17%
Fairly Satisfied	(1)	356	10	346	336	17	2	1	21
		46%	27%	47%	47%	46%	38%	43%	45%
				a					
Very Satisfied	(2)	266	22	244	251	12	3	1	16
		35%	58%	34%	35%	32%	52%	39%	34%
			b						
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1	1	1	-	*	1
		*%	2%	*%	*%	2%	-%	1%	2%
NET: Satisfied		623	32	591	586	29	5	2	36
		81%	85%	81%	81%	78%	89%	82%	79%
NET: Dissatisfied		48	1	47	47	1	-	*	1
		6%	1%	6%	7%	2%	-%	1%	2%
Answered		765	37	728	720	37	5	3	45
Mean Score		1.1	1.4	1.1	1.1	1.1	1.4	1.2	1.1
			b						
Standard error		.03	.08	.03	.04	.06	.11	.08	.04
Standard deviation		.90	.76	.90	.91	.80	.75	.93	.79

Columns Tested:: a,b - a,b,c,d,e

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	14	4	9	1	*	*	-	14	*	-
		2%	1%	3%	1%	*%	1%	-%	2%	1%	-%
Fairly Dissatisfied	(-1)	33	10	16	6	1	-	*	33	1	*
		4%	3%	5%	9% efi	3%	-%	1%	5%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	95	39	38	10	6	2	*	87	7	1
		12%	13%	11%	15%	21%	10%	16%	12%	18%	12%
Fairly Satisfied	(1)	356	149	151	35	12	7	1	336	17	3
		46%	49%	43%	52%	45%	45%	43%	47%	46%	40%
Very Satisfied	(2)	266	100	135	15	8	7	1	251	12	4
		35%	33%	39% c	23%	30%	41%	39%	35%	32%	47% c
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	-	*	*	*	1	1	*
		*%	*%	*%	-%	1%	3% g	1%	*%	2%	*%
NET: Satisfied		623	250	286	50	20	14	2	586	29	7
		81%	82%	82%	74%	75%	86%	82%	81%	78%	87%
NET: Dissatisfied		48	15	25	7	1	*	*	47	1	*
		6%	5%	7% i	10% fi	3%	1%	1%	7% i	2%	*%
Answered		765	303	350	68	27	15	3	720	37	8
Mean Score		1.1	1.1	1.1	.9	1.0	1.3 c	1.2 c	1.1	1.1	1.3 cdg
Standard error		.03	.06	.06	.09	.08	.07	.08	.04	.06	.06
Standard deviation		.90	.85	.95	.92	.81	.77	.93	.91	.80	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	14	12	2	*	-	-	12	1	*	-	1
		2%	2%	1%	1%	-%	-%	3%	*%	*%	-%	5%
Fairly Dissatisfied	(-1)	33	24	9	1	-	*	17	11	1	*	2
		4%	4%	5%	2%	-%	1%	4%	7%	3%	*%	6%
Neither Satisfied Nor Dissatisfied	(0)	95	69	18	7	1	*	48	18	4	7	6
		12%	12%	11%	18%	11%	16%	11%	12%	9%	28%	21%
Fairly Satisfied	(1)	356	256	79	17	2	1	218	70	18	9	9
		46%	46%	48%	46%	38%	43%	49%	44%	46%	39%	32%
Very Satisfied	(2)	266	195	56	12	3	1	147	58	16	8	9
		35%	35%	34%	32%	52%	39%	33%	37%	41%	33%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	-	*	1	-	-	-	*
		*%	*%	*%	2%	-%	1%	*%	-%	-%	-%	1%
NET: Satisfied		623	451	135	29	5	2	365	127	34	17	18
		81%	81%	82%	78%	89%	82%	82%	81%	88%	72%	67%
NET: Dissatisfied		48	36	11	1	-	*	29	12	1	*	3
		6%	7%	7%	2%	-%	1%	7%	7%	3%	*%	11%
Answered		765	556	164	37	5	3	442	157	38	24	27
Mean Score		1.1	1.1	1.1	1.1	1.4	1.2	1.1	1.1	1.3	1.0	.9
Standard error		.03	.05	.06	.06	.11	.08	.05	.06	.10	.11	.10
Standard deviation		.90	.92	.88	.80	.75	.93	.92	.89	.77	.80	1.13

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	14	4	3	1	-	2	1	-	3	-
		2%	5%	5%	1%	-%	3%	1%	-%	5%	-%
Fairly Dissatisfied	(-1)	33	*	1	15	2	1	7	4	2	-
		4%	*%	2%	11%	7%	1%	6%	5%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	95	10	10	23	-	7	18	2	7	9
		12%	13%	15%	17%	-%	11%	16%	2%	11%	15%
					g						
Fairly Satisfied	(1)	356	37	29	59	16	25	52	49	28	35
		46%	46%	46%	44%	52%	37%	47%	57%	43%	56%
Very Satisfied	(2)	266	28	19	37	13	33	34	30	25	18
		35%	35%	31%	27%	41%	48%	30%	36%	39%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	*	-	-	-	*	-	-	*
		*%	-%	*%	-%	-%	-%	*%	-%	-%	*%
NET: Satisfied		623	66	48	96	29	58	86	79	53	53
		81%	82%	77%	71%	93%	85%	77%	93%	81%	85%
									c		
NET: Dissatisfied		48	5	5	16	2	3	7	4	5	-
		6%	6%	8%	12%	7%	4%	7%	5%	8%	-%
Answered		765	81	62	135	32	68	111	85	65	62
Mean Score		1.1	1.1	.9	.9	1.3	1.3	1.0	1.2	1.1	1.1
Standard error		.03	.12	.13	.09	.16	.12	.10	.10	.14	.09
Standard deviation		.90	.99	1.03	.96	.79	.91	.88	.72	1.03	.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	14	2	11	2	14	*	-	*	*
		2%	1%	5% ce	1%	2%	*%	-%	1%	*%
Fairly Dissatisfied	(-1)	33	3	4	26	32	1	*	1	*
		4%	2%	2%	8% e	5%	1%	1%	4%	*%
Neither Satisfied Nor Dissatisfied	(0)	95	17	27	43	86	9	3	6	*
		12%	10%	13%	13%	12%	13%	7%	31% abcdefh	3%
Fairly Satisfied	(1)	356	76	94	160	330	26	11	8	7
		46%	47%	45%	48%	47%	39%	31%	43%	58% f
Very Satisfied	(2)	266	64	73	101	238	29	21	4	4
		35%	40% g	35%	30%	34%	44% g	59% bcdg	20%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	*	*	*	2	1	*	*
		*%	*%	*%	*%	*%	2%	2%	2%	4% d
NET: Satisfied		623	140	167	261	568	55	32	12	11
		81%	87% g	80%	79%	81% g	83% g	90% g	63%	93% g
NET: Dissatisfied		48	5	15	27	47	1	*	1	*
		6%	3%	7%	8% e	7%	2%	1%	5%	*%
Answered		765	162	208	331	701	65	35	18	12
Mean Score		1.1	1.2 g	1.0	1.0	1.1	1.3 cg	1.5 bcdg	.8	1.3 g
Standard error		.03	.07	.08	.06	.04	.04	.06	.08	.06
Standard deviation		.90	.79	1.01	.89	.91	.78	.68	.87	.60

Columns Tested:: a,b,c,d,e,f,g,h

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	14	-	6	6	-	2	1	3	-	2
		2%	-%	8% i	7% i	-%	1%	2%	26%	-%	1%
Fairly Dissatisfied	(-1)	33	*	1	1	6	4	*	*	-	22
		4%	1%	2%	2%	5%	2%	*%	*%	-%	8%
Neither Satisfied Nor Dissatisfied	(0)	95	6	10	17	9	25	6	*	-	31
		12%	25%	13%	20%	7%	15%	14%	1%	-%	11%
Fairly Satisfied	(1)	356	11	34	35	58	83	24	4	5	136
		46%	48%	43%	40%	49%	48%	54%	34%	35%	46%
Very Satisfied	(2)	266	6	27	27	46	57	13	5	9	103
		35%	26%	34%	31%	39%	33%	30%	39%	65%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	*	*	*	1	-	-	-	1
		*%	-%	*%	*%	*%	1%	-%	-%	-%	*%
NET: Satisfied		623	17	61	62	104	141	37	9	13	240
		81%	74%	77%	72%	88%	81%	84%	73%	100%	81%
NET: Dissatisfied		48	*	8	8	6	6	1	3	-	25
		6%	1%	10%	9%	5%	3%	2%	26%	-%	8%
Answered		765	23	79	86	119	172	44	12	13	296
Mean Score		1.1	1.0	.9	.9	1.2	1.1	1.1	.6	1.6	1.1
Standard error		.03	.14	.11	.10	.08	.06	.11	.36	.09	.05
Standard deviation		.90	.75	1.12	1.10	.78	.82	.78	1.67	.50	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	14	6	3	6	11	3	14	*	14	-
		2%	3%	1%	2%	2%	2%	2%	*%	2%	-%
Fairly Dissatisfied	(-1)	33	7	4	22	25	9	25	8	32	1
		4%	3%	2%	7%	4%	7%	4%	10% a	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	95	32	32	31	74	21	80	15	95	*
		12%	14%	15%	10%	12%	16%	12%	18%	13%	*%
Fairly Satisfied	(1)	356	104	107	145	286	70	325	31	341	15
		46%	46%	49%	45%	45%	53%	47%	38%	45%	89%
Very Satisfied	(2)	266	79	71	117	237	29	241	26	266	1
		35%	35%	33%	36%	37% b	22%	35%	32%	35%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	1	1	2	*	1	1	2	-
		*%	*%	*%	*%	*%	*%	*%	1%	*%	-%
NET: Satisfied		623	183	178	262	524	99	566	57	607	16
		81%	80%	82%	81%	82%	75%	82% b	70%	81%	93%
NET: Dissatisfied		48	13	6	28	36	12	39	8	47	1
		6%	6%	3%	9%	6%	9%	6%	10%	6%	6%
Answered		765	228	216	322	633	132	685	80	748	17
Mean Score		1.1	1.1	1.1	1.1	1.1	.9	1.1	.9	1.1	.9
Standard error		.03	.06	.05	.05	.03	.09	.03	.07	.03	.14
Standard deviation		.90	.92	.81	.95	.89	.92	.89	.97	.91	.56

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	14	6	6	2	13	-	-	1	13	1
		2%	2%	4%	1%	2%	-%	-%	3%	2%	2%
Fairly Dissatisfied	(-1)	33	22	9	3	25	5	2	1	30	3
		4%	6%	5%	1%	5%	4%	4%	4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	95	50	20	25	73	12	5	5	85	10
		12%	14%	12%	11%	13%	8%	13%	14%	12%	13%
Fairly Satisfied	(1)	356	159	69	128	255	70	17	15	325	31
		46%	44%	40%	54%	46%	51%	45%	38%	47%	42%
Very Satisfied	(2)	266	123	66	77	186	51	14	16	237	30
		35%	34%	39%	33%	34%	37%	38%	41%	34%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	1	1	-	*	2	*
		*%	*%	*%	*%	*%	1%	-%	1%	*%	*%
NET: Satisfied		623	282	135	206	441	120	31	31	561	61
		81%	78%	80%	87%	80%	87%	83%	79%	81%	81%
NET: Dissatisfied		48	28	15	5	39	5	2	3	44	4
		6%	8%	9%	2%	7%	4%	4%	7%	6%	6%
				c							
Answered		765	359	170	236	553	137	37	39	690	75
Mean Score		1.1	1.0	1.1	1.2	1.0	1.2	1.2	1.1	1.1	1.1
Standard error		.03	.05	.06	.05	.04	.05	.10	.11	.03	.08
Standard deviation		.90	.94	1.02	.73	.93	.75	.82	1.01	.90	.91

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	14	9	4	1	13	14	14	14	14	9
		2%	4%	1%	1%	2%	2%	2%	2%	3%	3%
Fairly Dissatisfied	(-1)	33	16	9	8	33	29	33	33	32	23
		4%	7%	3%	4%	5%	5%	5%	5%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	95	32	41	21	80	73	83	85	62	41
		12%	14%	12%	10%	12%	12%	12%	12%	12%	11%
Fairly Satisfied	(1)	356	80	175	101	314	299	329	339	235	164
		46%	36%	53%	47%	47%	47%	47%	48%	46%	46%
				a							
Very Satisfied	(2)	266	85	101	80	227	219	244	241	167	119
		35%	38%	31%	38%	34%	35%	35%	34%	33%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	1	1	1	2	1	1
		*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
NET: Satisfied		623	165	276	182	541	518	572	581	401	283
		81%	74%	84%	85%	81%	82%	81%	81%	79%	79%
NET: Dissatisfied		48	25	13	9	46	43	48	47	46	33
		6%	11%	4%	4%	7%	7%	7%	7%	9%	9%
			b								
Answered		765	223	330	212	668	634	703	712	510	356
Mean Score		1.1	1.0	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.0
Standard error		.03	.09	.04	.04	.03	.03	.03	.03	.04	.04
Standard deviation		.90	1.09	.80	.81	.91	.91	.91	.90	.98	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	14	1	11	-	-	3	-	*	3
		2%	1%	2%	-%	-%	13%	-%	*%	4%
							b			
Fairly Dissatisfied	(-1)	33	4	10	7	1	3	3	6	11
		4%	5%	2%	13%	3%	11%	10%	20%	14%
					b				b	b
Neither Satisfied Nor Dissatisfied	(0)	95	7	56	4	4	4	3	5	12
		12%	9%	12%	8%	9%	18%	10%	18%	15%
Fairly Satisfied	(1)	356	34	214	28	21	6	12	14	32
		46%	44%	47%	54%	50%	26%	46%	47%	40%
Very Satisfied	(2)	266	32	162	12	16	8	9	4	21
		35%	41%	36%	24%	38%	33%	35%	15%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	1	*	*	-	*	-	*
		*%	-%	*%	1%	*%	-%	*%	-%	*%
NET: Satisfied		623	67	376	40	37	14	21	18	53
		81%	85%	83%	78%	88%	58%	81%	62%	67%
				eh		e				
NET: Dissatisfied		48	5	21	7	1	6	3	6	14
		6%	6%	5%	13%	3%	24%	10%	20%	18%
							b		b	b
Answered		765	79	453	51	42	24	26	29	78
Mean Score		1.1	1.2	1.1	.9	1.2	.5	1.1	.6	.7
				egh		g				
Standard error		.03	.11	.04	.11	.08	.17	.12	.14	.09
Standard deviation		.90	.87	.88	.93	.75	1.41	.92	.99	1.13

Columns Tested:: a,b,c,d,e,f,g,h

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base	327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base	767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied (-2)	14	13	-	-	-	-	-	*	4	6	-	-	3	-	*
	2%	3%	-%	-%	-%	-%	-%	1%	1%	7% a	-%	-%	12% a	-%	*%
Fairly Dissatisfied (-1)	33	21	8	-	*	*	3	*	10	7	*	1	5	1	5
	4%	4%	10%	-%	1%	3%	17%	2%	2%	7%	1%	10%	18% ac	16%	24%
Neither Satisfied Nor Dissatisfied (0)	95	60	7	1	4	1	2	4	49	14	5	1	3	1	1
	12%	12%	9%	3%	10%	10%	12%	60%	11%	14%	14%	9%	11%	8%	4%
Fairly Satisfied (1)	356	217	43	17	23	8	5	1	218	33	21	9	4	3	11
	46%	45%	53%	62%	63%	63%	28%	20%	50% e	35%	55% e	59% e	15%	41%	56%
Very Satisfied (2)	266	175	22	9	9	3	8	1	155	34	11	3	11	3	3
	35%	36%	27%	34%	26%	24%	43%	17%	35%	36%	28%	22%	43%	34%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)	2	1	*	-	-	*	-	-	*	*	*	-	*	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	1%	-%	*%	-%	-%
NET: Satisfied	623	392	65	26	32	11	13	3	373	67	31	12	15	6	14
	81%	80%	80%	97%	89%	86%	71%	37%	85% be	71%	84%	81%	58%	76%	72%
NET: Dissatisfied	48	34	8	-	*	*	3	*	15	13	*	1	8	1	5
	6%	7%	10%	-%	1%	3%	17%	3%	3%	14% a	1%	10%	30% ac	16%	25%
Answered	765	487	81	27	36	12	18	7	437	93	37	15	26	8	19
Mean Score	1.1	1.1	1.0	1.3	1.1	1.1	1.0	.5	1.2 e	.9	1.1	.9	.6	.9	.6
Standard error	.03	.05	.09	.06	.08	.11	.19	.18	.04	.10	.07	.14	.27	.22	.21
Standard deviation	.90	.95	.89	.54	.61	.71	1.14	.88	.79	1.18	.68	.88	1.51	1.11	1.05

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	14	5	3	3	-	-	2	1	3	2	3	6	3	-
		2%	1%	3%	5%	-%	-%	6%	5%	4%	1%	2%	4%	5%	-%
Fairly Dissatisfied	(-1)	33	17	5	-	6	1	1	3	5	12	12	5	2	2
		4%	4%	5%	-%	15% ac	3%	4%	12%	6%	5%	7%	3%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	95	50	13	4	4	7	5	1	13	28	20	18	8	9
		12%	12%	14%	7%	9%	31% c	17%	3%	16%	12%	11%	11%	12%	19%
Fairly Satisfied	(1)	356	212	47	33	22	4	12	9	25	104	88	88	27	21
		46%	49% e	49%	51%	51%	18%	39%	34%	31%	43%	49%	52%	40%	45%
Very Satisfied	(2)	266	145	28	24	11	10	10	13	33	95	56	51	27	15
		35%	34%	29%	37%	25%	44%	33%	47%	41%	39%	31%	30%	41%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	-	*	*	1	*	-	1	1	-	*	*	-
		*%	*%	-%	1%	1%	5% a	*%	-%	1%	*%	-%	*%	1%	-%
NET: Satisfied		623	358	75	58	32	14	22	22	58	199	144	139	54	36
		81%	83%	78%	88%	76%	62%	72%	81%	72%	83%	80%	82%	80%	77%
NET: Dissatisfied		48	22	8	3	6	1	3	5	8	13	15	12	5	2
		6%	5%	8%	5%	15%	3%	10%	17%	10%	6%	9%	7%	8%	4%
Answered		765	430	96	65	42	22	30	27	79	240	180	169	67	47
Mean Score		1.1	1.1	1.0	1.2	.9	1.1	.9	1.1	1.0	1.2	1.0	1.0	1.1	1.0
Standard error		.03	.04	.08	.09	.11	.16	.16	.19	.10	.06	.07	.06	.09	.10
Standard deviation		.90	.84	.96	.92	.97	.96	1.12	1.20	1.10	.86	.93	.94	1.03	.83

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	14	8	-	3	2	-	1	3	6	3	-
		2%	3%	-%	2%	4%	-%	*%	3%	5%	5%	-%
Fairly Dissatisfied	(-1)	33	11	12	7	2	-	15	6	4	2	2
		4%	4%	8%	5%	4%	-%	5%	5%	3%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	95	30	24	11	7	8	31	17	14	10	1
		12%	10%	15%	8%	13%	37% ac	11%	14%	11%	18%	2%
Fairly Satisfied	(1)	356	135	75	76	18	9	123	63	73	20	19
		46%	47%	46%	54%	35%	39%	43%	51%	57%	35%	53%
Very Satisfied	(2)	266	102	51	44	23	5	117	36	30	22	14
		35%	36%	32%	31%	44%	24%	41% c	29%	24%	38%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	*	*	-	-	1	-	*	*	-
		*%	*%	*%	*%	-%	-%	*%	-%	*%	1%	-%
NET: Satisfied		623	237	126	120	41	14	239	99	103	42	34
		81%	83%	78%	85%	80%	63%	83%	79%	80%	73%	93%
NET: Dissatisfied		48	20	12	10	4	-	16	9	11	5	2
		6%	7%	8%	7%	7%	-%	6%	7%	8%	9%	6%
Answered		765	287	162	141	52	23	287	125	128	58	36
Mean Score		1.1	1.1	1.0	1.1	1.1	.9	1.2	1.0	.9	1.0	1.3
Standard error		.03	.06	.07	.06	.10	.11	.06	.07	.07	.11	.11
Standard deviation		.90	.94	.88	.89	1.02	.79	.85	.92	.97	1.10	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	14	1	-	8	2	3	10	*	3	10	4	9	4
		2%	*%	-%	4%	2%	7%	2%	*%	2%	2%	1%	2%	4%
Fairly Dissatisfied	(-1)	33	7	4	17	4	2	15	8	10	22	12	28	5
		4%	3%	3%	9%	5%	4%	3%	13% a	6%	4%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	95	37	16	20	6	6	60	8	16	65	30	67	14
		12%	14%	13%	10%	7%	13%	12%	13%	10%	13%	11%	12%	13%
Fairly Satisfied	(1)	356	128	59	91	36	26	238	26	73	244	112	267	46
		46%	48%	47%	46%	45%	57%	49%	41%	45%	49%	41%	48%	43%
Very Satisfied	(2)	266	95	45	60	31	8	161	21	59	151	115	189	39
		35%	36%	36%	31%	40%	19%	33%	33%	36%	31%	42% a	34%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	*	1	*	-	2	-	*	1	1	*	1
		*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%
NET: Satisfied		623	223	105	151	67	34	399	47	132	395	228	456	85
		81%	83%	84%	77%	85%	76%	82%	74%	82%	80%	83%	81%	79%
NET: Dissatisfied		48	8	4	25	6	5	25	8	13	32	16	37	9
		6%	3%	3%	13% ab	7%	11%	5%	13%	8%	6%	6%	7%	8%
Answered		765	268	124	196	79	45	484	64	162	492	273	560	108
Mean Score		1.1	1.2	1.2	.9	1.2	.8	1.1	.9	1.1	1.0	1.2	1.1	1.0
Standard error		.03	.05	.06	.07	.09	.12	.04	.10	.07	.04	.05	.04	.08
Standard deviation		.90	.78	.77	1.05	.93	1.05	.88	1.00	.95	.90	.90	.89	1.01

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	14	9	4	*	13	9	4	12	1	3	10
		2%	2%	3%	*%	3%	2%	4%	3%	1%	2%	2%
Fairly Dissatisfied	(-1)	33	22	7	4	29	28	5	22	7	11	22
		4%	5%	4%	2%	5%	5%	4%	5%	5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	95	53	20	24	60	71	9	54	19	26	59
		12%	11%	12%	14%	11%	13%	9%	11%	12%	13%	11%
Fairly Satisfied	(1)	356	223	76	87	253	271	42	226	73	102	237
		46%	47%	46%	49%	47%	48%	40%	48%	45%	53%	46%
Very Satisfied	(2)	266	163	56	61	180	184	44	158	61	50	191
		35%	35%	34%	34%	34%	33%	42%	34%	37%	26%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1	1	1	*	1	*	1	1	1
		*%	*%	*%	1%	*%	*%	1%	*%	1%	1%	*%
NET: Satisfied		623	386	132	148	433	455	86	384	134	152	429
		81%	82%	80%	83%	81%	81%	82%	81%	82%	78%	82%
NET: Dissatisfied		48	31	12	5	43	37	9	34	9	14	33
		6%	7%	7%	3%	8%	7%	8%	7%	5%	7%	6%
Answered		765	470	164	177	535	563	104	473	162	192	520
Mean Score		1.1	1.1	1.1	1.2	1.0	1.1	1.1	1.1	1.1	1.0	1.1
Standard error		.03	.04	.06	.06	.04	.04	.08	.04	.05	.06	.04
Standard deviation		.90	.91	.94	.76	.94	.89	1.02	.93	.86	.88	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	14	10	6	*	-	12	5	3	-	12	2	6	-
		2%	2%	1%	*%	-%	3%	1%	2%	-%	2%	*%	3%	-%
Fairly Dissatisfied	(-1)	33	25	25	11	-	22	26	12	-	31	14	17	-
		4%	5%	5%	8%	-%	5%	6%	9%	-%	5%	4%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	95	54	68	22	-	53	51	24	-	62	49	23	-
		12%	11%	13%	15%	-%	12%	12%	19%	-%	10%	13%	13%	-%
Fairly Satisfied	(1)	356	220	237	53	4	216	197	45	-	294	187	72	-
		46%	47%	47%	36%	100%	48%	46%	34%	-%	48%	49%	40%	-%
Very Satisfied	(2)	266	163	167	61	-	149	152	48	-	209	129	63	*
		35%	34%	33%	41%	-%	33%	35%	36%	-%	34%	34%	35%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	1	-	-	*	1	-	-	2	*	-	-
		*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET: Satisfied		623	382	404	115	4	365	350	92	-	504	316	136	*
		81%	81%	80%	77%	100%	81%	81%	70%	-%	82%	83%	75%	100%
NET: Dissatisfied		48	35	31	11	-	34	30	15	-	43	16	23	-
		6%	7%	6%	8%	-%	8%	7%	11%	-%	7%	4%	13% b	-%
Answered		765	471	503	148	4	453	431	131	-	608	381	181	*
Mean Score		1.1	1.1	1.1	1.1	1.0	1.0	1.1	.9	-	1.1	1.1	.9	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.09	-	.03	.04	.07	-
Standard deviation		.90	.93	.88	.93	-	.94	.90	1.05	-	.91	.80	1.07	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	14	9	6	8	7	9	3	2	3	6	3	-
		2%	2%	1%	2%	1%	2%	9%	1%	1%	2%	3%	-%
Fairly Dissatisfied	(-1)	33	26	23	14	28	13	*	9	14	13	5	4
		4%	5%	4%	4%	6%	4%	1%	4%	5%	4%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	95	67	60	49	61	55	4	39	32	37	9	13
		12%	12%	12%	13%	13%	15%	12%	15%	12%	13%	10%	28%
Fairly Satisfied	(1)	356	265	246	179	216	185	13	112	121	129	42	20
		46%	47%	48%	47%	45%	50%	37%	44%	46%	44%	47%	44%
Very Satisfied	(2)	266	192	181	127	166	111	14	90	93	104	30	8
		35%	34%	35%	34%	35%	30%	41%	36%	35%	36%	33%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	*	1	*	*	-	*	-	1	-	-
		*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
NET: Satisfied		623	457	427	306	382	296	27	202	215	233	72	29
		81%	82%	83%	81%	80%	79%	79%	80%	82%	80%	80%	63%
NET: Dissatisfied		48	35	29	22	35	22	3	11	17	19	8	4
		6%	6%	6%	6%	7%	6%	10%	4%	6%	7%	9%	10%
Answered		765	559	516	377	478	373	34	251	263	289	90	46
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.0	1.1	1.1	1.1	1.0	.7
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.11	.13
Standard deviation		.90	.89	.86	.90	.92	.90	1.18	.84	.88	.93	1.00	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	14	1	3	5	*	8	8	13	8	6	12	6	8	-	9	3
		2%	1%	7%	5%	1%	1%	2%	2%	2%	1%	2%	1%	6% b	-%	2%	5%
Fairly Dissatisfied	(-1)	33	5	2	4	5	25	20	32	21	20	27	23	7	-	20	7
		4%	5%	5%	5%	16%	4%	5%	5%	4%	4%	6%	4%	5%	-%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	95	21	6	7	*	79	61	84	57	52	46	66	20	-	44	13
		12%	21%	14%	8%	*%	13%	14%	12%	11%	11%	9%	11%	13%	-%	9%	21%
Fairly Satisfied	(1)	356	53	19	43	16	287	196	316	251	208	237	293	60	1	224	26
		46%	51%	43%	46%	51%	46%	44%	46%	47%	45%	49%	49%	40%	100%	46%	42%
Very Satisfied	(2)	266	24	14	34	10	221	155	234	191	172	163	213	55	-	184	13
		35%	23%	30%	36%	32%	35%	35%	34%	36%	37%	34%	35%	36%	-%	38%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	1	-	-	2	1	2	1	1	1	2	*	-	1	-
		*%	-%	2%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: Satisfied		623	76	33	76	26	508	350	550	442	380	400	506	114	1	408	39
		81%	73%	73%	82%	83%	82%	80%	81%	83%	83%	82%	84%	76%	100%	85% b	63%
NET: Dissatisfied		48	6	5	9	5	33	28	45	30	25	39	29	15	-	29	10
		6%	6%	12%	10%	17%	5%	6%	7%	6%	6%	8%	5%	10%	-%	6%	16%
Answered		765	104	45	93	31	621	439	679	529	458	484	601	149	1	481	62
Mean Score		1.1	.9	.9	1.0	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.0	1.2 b	.6
Standard error		.03	.08	.14	.12	.19	.03	.04	.03	.03	.04	.04	.03	.08	-	.04	.16
Standard deviation		.90	.84	1.14	1.06	1.03	.87	.91	.91	.87	.87	.93	.83	1.09	-	.89	1.10

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	14	9	3	-	14	14	1	5	9	-	2	6	6
		2%	3%	1%	-%	30% a	5% b	*%	3%	2%	-%	1%	4%	2%
Fairly Dissatisfied	(-1)	33	17	11	-	33	33	*	7	23	1	13	10	8
		4%	5%	4%	-%	70% a	11% b	*%	4%	5%	1%	5%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	95	50	27	-	-	59	35	26	52	17	30	28	34
		12%	14%	9%	-%	-%	20% b	8%	15%	11%	15%	12%	17%	10%
Fairly Satisfied	(1)	356	185	124	356	-	138	218	75	228	53	121	80	142
		46%	52%	42%	57% b	-%	46%	46%	45%	48%	45%	48%	49%	43%
Very Satisfied	(2)	266	97	126	266	-	53	213	53	164	46	83	39	137
		35%	27%	43% a	43% b	-%	18%	45% a	32%	34%	39%	33%	24%	42% b
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	1	-	-	-	2	1	*	-	1	*	*
		*%	*%	*%	-%	-%	-%	*%	1%	*%	-%	*%	*%	*%
NET: Satisfied		623	281	249	623	-	191	431	128	391	99	204	119	279
		81%	78%	85%	100% b	-%	64%	92% a	76%	82%	84%	82%	73%	85% b
NET: Dissatisfied		48	26	14	-	48	47	1	12	32	1	15	16	14
		6%	7%	5%	-%	100% a	16% b	*%	7%	7%	1%	6%	10%	4%
Answered		765	358	291	623	48	298	467	166	476	118	249	164	328
Mean Score		1.1	1.0	1.2 a	1.4 b	-1.3	.6	1.4 a	1.0	1.1	1.2	1.1	.8	1.2 b
Standard error		.03	.05	.05	.02	.08	.05	.03	.07	.04	.06	.05	.07	.05
Standard deviation		.90	.91	.85	.50	.46	1.05	.64	.97	.90	.73	.86	.99	.87

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	14	9	6
		2%	2%	1%
Fairly Dissatisfied	(-1)	33	23	10
		4%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	95	42	53
		12%	11%	13%
Fairly Satisfied	(1)	356	173	183
		46%	47%	46%
Very Satisfied	(2)	266	124	142
		35%	33%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1
		*%	*%	*%
NET: Satisfied		623	297	326
		81%	80%	82%
NET: Dissatisfied		48	32	16
		6%	9%	4%
Answered		765	371	395
Mean Score		1.1	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.90	.95	.85

Columns Tested:: a,b

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	14	-	-	-	-	3	-	-	4	6	-	1	*
		2%	-%	-%	-%	-%	6%	-%	-%	3%	7% f	-%	2%	*%
Fairly Dissatisfied	(-1)	33	*	5	1	*	-	14	-	3	3	2	-	5
		4%	5%	4%	2%	2%	-%	10%	-%	2%	4%	9%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	95	5	6	9	1	7	17	*	11	8	3	16	11
		12%	60% bcdefhijkl	5%	15%	10%	13%	12%	9%	10%	9%	14%	22% b	13%
Fairly Satisfied	(1)	356	2	56	34	7	21	52	*	58	44	8	36	36
		46%	27%	49%	60%	51%	38%	39%	6%	52%	49%	40%	50%	42%
Very Satisfied	(2)	266	1	47	12	5	25	52	4	35	27	8	19	32
		35%	8%	41% a	20%	35%	44% a	39%	85%	32%	31%	37%	26%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	*	1	*	-	*	-	-	-	-	-	*
		*%	-%	*%	2%	2%	-%	*%	-%	-%	-%	-%	-%	*%
NET: Satisfied		623	3	103	46	12	46	104	4	94	71	16	55	69
		81%	35%	91% a	80% a	85% a	82% a	77% a	91%	84% a	80% a	77% a	76% a	80% a
NET: Dissatisfied		48	*	5	1	*	3	14	-	6	10	2	1	6
		6%	5%	4%	2%	2%	6%	10%	-%	6%	11%	9%	2%	6%
Answered		765	8	114	56	14	57	135	4	111	89	21	73	86
Mean Score		1.1	.4	1.3 a	1.0 a	1.2 a	1.1 a	1.1 a	1.8	1.1 a	.9	1.0	1.0 a	1.1 a
Standard error		.03	.12	.08	.09	.09	.15	.08	.16	.09	.13	.12	.09	.08
Standard deviation		.90	.75	.74	.68	.74	1.04	.96	.67	.90	1.09	.96	.81	.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 284 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	14	-	3	10	1	3	11
		2%	-%	2%	5%	1%	1%	3%
Fairly Dissatisfied	(-1)	33	6	14	6	7	20	13
		4%	4%	7%	3%	4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	95	19	25	20	31	44	51
		12%	11%	12%	10%	17%	11%	13%
Fairly Satisfied	(1)	356	93	81	102	81	173	183
		46%	52%	39%	50%	45%	45%	48%
Very Satisfied	(2)	266	59	82	66	59	142	125
		35%	33%	40%	32%	33%	37%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	-	*	2	*
		*%	1%	*%	-%	*%	*%	*%
NET: Satisfied		623	152	163	168	140	315	308
		81%	85%	79%	82%	78%	82%	80%
NET: Dissatisfied		48	6	17	16	9	23	24
		6%	4%	8%	8%	5%	6%	6%
Answered		765	177	205	204	179	382	383
Mean Score		1.1	1.2	1.1	1.0	1.1	1.1	1.0
Standard error		.03	.06	.06	.07	.05	.04	.04
Standard deviation		.90	.75	.96	.99	.86	.87	.93

Columns Tested:: a,b,c,d - a,b

Table 285

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	16	-	16	16	*	-	*	*
		2%	-%	2%	2%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	37	*	37	35	2	*	*	3
		5%	1%	5%	5%	6%	1%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	98	3	95	90	7	1	*	8
		13%	7%	13%	12%	19%	12%	6%	18%
						d			d
Fairly Satisfied	(1)	335	16	318	315	15	3	1	19
		44%	43%	44%	44%	39%	60%	48%	42%
Very Satisfied	(2)	264	17	246	248	13	1	1	15
		34%	46%	34%	34%	34%	26%	41%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	16	17	*	*	*	*
		2%	2%	2%	2%	1%	1%	3%	1%
NET: Satisfied		598	34	565	564	28	5	2	35
		78%	89%	77%	78%	73%	86%	89%	76%
								be	
NET: Dissatisfied		54	*	53	51	2	*	*	3
		7%	1%	7%	7%	7%	1%	2%	6%
Answered		750	37	713	705	38	5	3	45
Mean Score		1.1	1.4	1.0	1.1	1.0	1.1	1.3	1.0
								a	
Standard error		.03	.07	.03	.04	.07	.10	.08	.05
Standard deviation		.94	.67	.95	.94	.91	.71	.87	.87

Columns Tested:: a,b - a,b,c,d,e

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	16	3	13	1	*	-	*	16	*	*
		2%	1%	4%	1%	*%	-%	*%	2%	*%	*%
Fairly Dissatisfied	(-1)	37	10	18	7	1	1	*	35	2	*
		5%	3%	5%	10%	4%	8%	1%	5%	6%	1%
					fi						
Neither Satisfied Nor Dissatisfied	(0)	98	46	35	10	6	1	*	90	7	1
		13%	15%	10%	14%	24%	9%	6%	12%	19%	10%
						bfg				f	
Fairly Satisfied	(1)	335	141	142	33	9	9	1	315	15	4
		44%	46%	40%	48%	33%	56%	48%	44%	39%	56%
							d				bd
Very Satisfied	(2)	264	92	139	17	10	4	1	248	13	2
		34%	30%	40%	25%	38%	25%	41%	34%	34%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	12	4	1	-	*	*	17	*	*
		2%	4%	1%	1%	-%	2%	3%	2%	1%	2%
NET: Satisfied		598	233	281	50	19	13	2	564	28	7
		78%	77%	80%	73%	72%	81%	89%	78%	73%	87%
								acdh			d
NET: Dissatisfied		54	13	31	8	1	1	*	51	2	*
		7%	4%	9%	11%	4%	8%	2%	7%	7%	1%
				i	fi						
Answered		750	292	346	67	27	16	3	705	38	8
Mean Score		1.1	1.1	1.1	.9	1.1	1.0	1.3	1.1	1.0	1.2
								cg			c
Standard error		.03	.06	.06	.10	.09	.08	.08	.04	.07	.05
Standard deviation		.94	.83	1.02	.95	.91	.85	.87	.94	.91	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	16	15	2	*	-	*	13	1	-	3	-
		2%	3%	1%	*%	-%	*%	3%	*%	-%	13% be	-%
Fairly Dissatisfied	(-1)	37	26	9	2	*	*	23	8	1	*	2
		5%	5%	5%	6%	1%	1%	5%	5%	2%	*%	9%
Neither Satisfied Nor Dissatisfied	(0)	98	68	22	7	1	*	61	18	6	1	4
		13%	12%	14%	19% e	12%	6%	14%	11%	15%	6%	15%
Fairly Satisfied	(1)	335	245	70	15	3	1	192	63	14	12	9
		44%	44%	43%	39%	60%	48%	43%	40%	37%	51%	35%
Very Satisfied	(2)	264	189	59	13	1	1	142	66	17	7	11
		34%	34%	36%	34%	26%	41%	32%	42%	44%	30%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	15	2	*	*	*	13	3	1	*	-
		2%	3%	1%	1%	1%	3%	3%	2%	2%	*%	-%
NET: Satisfied		598	434	129	28	5	2	334	128	31	19	21
		78%	78%	79%	73%	86%	89% c	75%	82%	80%	81%	76%
NET: Dissatisfied		54	41	10	2	*	*	36	8	1	3	2
		7%	7%	6%	7%	1%	2%	8%	5%	2%	13%	9%
Answered		750	543	162	38	5	3	430	155	38	24	27
Mean Score		1.1	1.0	1.1	1.0	1.1	1.3 a	1.0	1.2	1.2	.9	1.1
Standard error		.03	.05	.06	.07	.10	.08	.06	.06	.10	.18	.08
Standard deviation		.94	.95	.90	.91	.71	.87	.98	.87	.81	1.25	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	16	6	3	1	-	2	3	-	-	-
		2%	7%	5%	1%	-%	3%	3%	-%	-%	-%
Fairly Dissatisfied	(-1)	37	9	2	7	-	1	7	5	3	1
		5%	11%	3%	5%	-%	1%	7%	6%	5%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	8	2	32	7	10	9	6	8	10
		13%	10%	4%	24% bf	21%	14%	8%	8%	12%	16%
Fairly Satisfied	(1)	335	26	33	47	15	28	55	49	29	26
		44%	33%	53%	35%	46%	42%	49%	57%	45%	42%
Very Satisfied	(2)	264	32	21	46	10	27	34	21	25	18
		34%	39%	34%	34%	33%	40%	31%	25%	38%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	-	*	2	-	-	2	5	-	7
		2%	-%	*%	1%	-%	-%	2%	5%	-%	11% c
NET: Satisfied		598	58	54	93	25	56	89	70	54	44
		78%	72%	87%	69%	79%	82%	80%	82%	83%	71%
NET: Dissatisfied		54	15	5	8	-	3	11	5	3	1
		7%	19% i	9%	6%	-%	4%	10%	6%	5%	1%
Answered		750	81	62	133	32	68	109	81	65	55
Mean Score		1.1	.9	1.1	1.0	1.1	1.2	1.0	1.1	1.2	1.1
Standard error		.03	.16	.13	.09	.15	.12	.12	.11	.11	.10
Standard deviation		.94	1.27	1.00	.93	.74	.91	.98	.76	.82	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	16	2	9	4	15	1	-	1	-
		2%	1%	4%	1%	2%	2%	-%	6%	-%
Fairly Dissatisfied	(-1)	37	2	14	19	35	2	1	1	*
		5%	1%	7%	6%	5%	3%	2%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	26	18	48	92	6	3	3	1
		13%	16%	9%	14%	13%	9%	7%	15%	4%
Fairly Satisfied	(1)	335	69	89	151	308	26	10	9	8
		44%	43%	43%	45% f	44%	40%	27%	48%	67% abdef
Very Satisfied	(2)	264	56	78	101	235	29	22	4	3
		34%	35%	37%	30%	33%	44% g	61% abcdgh	24%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	7	*	9	16	1	1	*	*
		2%	4%	*%	3%	2%	2%	3%	1%	2%
NET: Satisfied		598	125	167	252	543	56	31	13	11
		78%	77%	80%	76%	77%	84%	88%	72%	90%
NET: Dissatisfied		54	4	23	24	50	3	1	2	*
		7%	2%	11% a	7%	7%	5%	2%	11%	4%
Answered		750	155	208	323	686	65	35	18	12
Mean Score		1.1	1.1	1.0	1.0	1.0	1.2 g	1.5 abcdgh	.8	1.1
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.07
Standard deviation		.94	.82	1.07	.91	.94	.89	.74	1.09	.68

Columns Tested:: a,b,c,d,e,f,g,h

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	16	-	6	6	*	2	2	3	-	3
		2%	-%	8% i	7%	*%	1%	4%	26%	-%	1%
Fairly Dissatisfied	(-1)	37	-	4	6	12	3	2	*	-	14
		5%	-%	5%	7%	10% e	2%	5%	*%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	98	1	7	12	20	27	3	*	1	35
		13%	4%	9%	14%	17%	15%	6%	2%	5%	12%
Fairly Satisfied	(1)	335	11	41	41	42	71	17	5	2	145
		44%	50%	52%	47%	35%	41%	39%	43%	17%	49%
Very Satisfied	(2)	264	10	20	20	45	67	14	4	10	94
		34%	45%	25%	23%	38%	39%	31%	29%	77%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	-	1	1	*	3	7	-	-	6
		2%	-%	1%	1%	*%	2%	15% bcdei	-%	-%	2%
NET: Satisfied		598	22	60	61	87	138	31	9	13	239
		78%	96%	76%	70%	73%	80%	69%	72%	95%	81%
NET: Dissatisfied		54	-	10	12	12	5	4	3	-	17
		7%	-%	13% e	14% e	10%	3%	9%	26%	-%	6%
Answered		750	23	78	85	119	169	37	12	13	291
Mean Score		1.1	1.4	.8	.7	1.0	1.2 c	1.0	.5	1.7	1.1 c
Standard error		.03	.11	.11	.11	.10	.06	.16	.34	.11	.05
Standard deviation		.94	.58	1.11	1.12	.98	.83	1.07	1.61	.58	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	16	6	4	7	13	3	15	1	16	-
		2%	3%	2%	2%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	37	19	5	14	29	8	31	6	37	-
		5%	8%	2%	4%	5%	6%	5%	7%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	33	29	36	87	11	89	9	96	2
		13%	14%	14%	11%	14%	8%	13%	11%	13%	14%
Fairly Satisfied	(1)	335	94	88	152	263	72	304	30	328	7
		44%	41%	41%	47%	41%	54%	44%	38%	44%	41%
Very Satisfied	(2)	264	75	81	108	233	30	230	34	261	3
		34%	33%	37%	34%	37%	23%	33%	42%	35%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	10	6	10	7	17	*	12	5
		2%	1%	5%	2%	2%	5%	2%	*%	2%	27%
NET: Satisfied		598	169	169	260	496	102	534	64	588	10
		78%	74%	78%	81%	78%	77%	78%	80%	78%	59%
NET: Dissatisfied		54	25	9	20	42	11	47	7	54	-
		7%	11%	4%	6%	7%	9%	7%	9%	7%	-%
Answered		750	227	207	317	625	125	670	81	738	13
Mean Score		1.1	.9	1.1	1.1	1.1	.9	1.0	1.1	1.1	1.1
Standard error		.03	.07	.05	.05	.03	.09	.04	.07	.03	.19
Standard deviation		.94	1.02	.88	.90	.94	.91	.93	.98	.94	.69

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	16	9	6	2	13	-	*	3	13	3
		2%	2%	4%	1%	2%	-%	*%	8%	2%	4%
Fairly Dissatisfied	(-1)	37	19	10	8	31	3	1	2	33	4
		5%	5%	6%	3%	6%	2%	4%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	98	35	31	32	67	26	1	3	94	5
		13%	10%	18%	14%	12%	19%	4%	8%	14%	6%
Fairly Satisfied	(1)	335	177	50	107	242	62	13	17	304	31
		44%	49%	29%	45%	44%	45%	36%	45%	44%	40%
			b		b						
Very Satisfied	(2)	264	112	72	79	192	39	20	13	231	33
		34%	31%	43%	34%	35%	28%	54%	33%	33%	43%
								b			
Don't Know (CATI ONLY: DO NOT READ OUT)		17	7	1	9	9	8	1	*	16	1
		2%	2%	1%	4%	2%	6%	2%	*%	2%	1%
NET: Satisfied		598	289	122	187	434	101	33	30	535	63
		78%	80%	72%	79%	78%	73%	90%	78%	77%	84%
NET: Dissatisfied		54	28	16	10	44	3	1	5	47	7
		7%	8%	9%	4%	8%	2%	4%	14%	7%	9%
Answered		750	353	169	229	545	131	36	39	675	75
Mean Score		1.1	1.0	1.0	1.1	1.0	1.1	1.4	.9	1.0	1.1
Standard error		.03	.05	.07	.05	.04	.06	.10	.13	.03	.09
Standard deviation		.94	.93	1.08	.83	.96	.77	.77	1.18	.93	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	16	7	6	3	16	16	16	16	16	12
		2%	3%	2%	1%	2%	2%	2%	2%	3%	3%
Fairly Dissatisfied	(-1)	37	16	15	7	34	30	35	37	33	26
		5%	7%	4%	3%	5%	5%	5%	5%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	98	24	44	31	89	75	89	97	76	45
		13%	11%	13%	14%	13%	12%	13%	14%	15%	13%
Fairly Satisfied	(1)	335	87	155	93	285	272	303	301	199	141
		44%	39%	47%	43%	43%	43%	43%	42%	39%	40%
Very Satisfied	(2)	264	81	111	72	229	226	244	246	179	133
		34%	36%	34%	34%	34%	36%	35%	34%	35%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	8	*	8	16	16	16	17	8	*
		2%	4%	*%	4%	2%	3%	2%	2%	2%	*%
			b		b		f		f		
NET: Satisfied		598	168	265	165	514	498	548	548	378	275
		78%	75%	80%	77%	77%	78%	78%	77%	74%	77%
NET: Dissatisfied		54	23	21	10	50	46	52	53	49	37
		7%	10%	6%	5%	7%	7%	7%	7%	10%	10%
Answered		750	215	330	205	653	619	688	697	503	357
Mean Score		1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.05
Standard deviation		.94	1.05	.90	.87	.96	.95	.95	.95	1.03	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	16	1	11	-	*	2	-	3	5
		2%	1%	2%	-%	*%	8%	-%	10%	6%
Fairly Dissatisfied	(-1)	37	4	23	1	*	5	*	2	7
		5%	5%	5%	1%	1%	21%	1%	7%	9%
							bd			
Neither Satisfied Nor Dissatisfied	(0)	98	8	54	15	5	2	1	3	6
		13%	11%	12%	30%	12%	7%	6%	11%	8%
					bh					
Fairly Satisfied	(1)	335	41	187	24	15	8	17	11	36
		44%	52%	41%	47%	36%	35%	67%	37%	46%
Very Satisfied	(2)	264	24	164	11	22	7	7	9	23
		34%	31%	36%	22%	51%	29%	26%	33%	29%
						c				
Don't Know (CATI ONLY: DO NOT READ OUT)		17	*	15	*	-	-	*	1	1
		2%	*%	3%	*%	-%	-%	*%	2%	1%
NET: Satisfied		598	65	351	35	37	15	24	20	59
		78%	83%	77%	69%	87%	64%	93%	70%	76%
NET: Dissatisfied		54	5	34	1	*	7	*	5	12
		7%	6%	7%	1%	1%	29%	1%	17%	15%
							bcdf			
Answered		750	78	438	51	43	24	26	28	78
Mean Score		1.1	1.1	1.1	.9	1.4	.6	1.2	.8	.8
						ce				
Standard error		.03	.11	.05	.09	.08	.16	.08	.19	.09
Standard deviation		.94	.85	.96	.75	.74	1.34	.60	1.30	1.14

Columns Tested:: a,b,c,d,e,f,g,h

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	16	13	3	-	*	-	-	-	7	4	*	-	2	-	3
		2%	3%	4%	-%	*%	-%	-%	-%	2%	4%	*%	-%	7%	-%	16%
Fairly Dissatisfied	(-1)	37	29	1	*	*	1	2	*	15	8	1	*	4	2	*
		5%	6%	1%	*%	1%	10%	8%	2%	3%	8%	2%	2%	16%	24%	2%
Neither Satisfied Nor Dissatisfied	(0)	98	55	22	4	3	2	2	*	49	18	3	1	1	*	3
		13%	11%	27%	15%	10%	20%	9%	3%	11%	19%	8%	10%	5%	6%	14%
				a												
Fairly Satisfied	(1)	335	206	30	16	11	6	13	2	194	29	20	8	11	3	8
		44%	42%	37%	60%	30%	51%	71%	34%	44%	31%	55%	55%	41%	36%	40%
Very Satisfied	(2)	264	169	24	7	21	2	2	4	157	35	13	5	8	3	5
		34%	35%	30%	25%	60%	19%	11%	51%	36%	37%	36%	33%	31%	34%	28%
						ef										
Don't Know (CATI ONLY: DO NOT READ OUT)		17	15	*	-	-	*	-	1	16	*	-	-	*	-	-
		2%	3%	*%	-%	-%	*%	-%	10%	4%	*%	-%	-%	*%	-%	-%
NET: Satisfied		598	375	55	23	32	9	15	6	351	64	34	13	18	5	13
		78%	77%	67%	85%	90%	70%	82%	85%	80%	68%	91%	88%	72%	70%	68%
												b				
NET: Dissatisfied		54	43	4	*	*	1	2	*	22	12	1	*	6	2	3
		7%	9%	5%	*%	1%	10%	8%	2%	5%	13%	2%	2%	23%	24%	18%
														ac		
Answered		750	472	81	27	36	12	18	7	422	93	37	15	26	8	19
Mean Score		1.1	1.0	.9	1.1	1.5	.8	.8	1.5	1.1	.9	1.2	1.2	.7	.8	.6
						bef										
Standard error		.03	.05	.10	.07	.09	.14	.12	.16	.04	.10	.07	.11	.23	.24	.27
Standard deviation		.94	.99	.99	.64	.70	.90	.74	.74	.87	1.13	.68	.71	1.28	1.23	1.37

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	16	8	3	-	*	*	2	3	5	5	*	6	2	3
		2%	2%	3%	-%	*%	*%	6%	11%	6%	2%	*%	4%	3%	6%
Fairly Dissatisfied	(-1)	37	16	5	8	*	1	2	5	8	13	16	3	3	*
		5%	4%	5%	12%	1%	3%	8%	17% a	10%	5%	9%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	51	16	15	4	8	1	3	11	18	24	34	4	8
		13%	12%	16%	23%	10%	33% f	2%	10%	13%	8%	13%	20% a	6%	17%
Fairly Satisfied	(1)	335	194	45	9	20	5	16	14	34	109	86	54	32	22
		44%	45% c	47% c	14%	46% c	20%	52% c	50% c	42% c	45%	48%	32%	48%	48%
Very Satisfied	(2)	264	145	27	33	18	9	9	3	22	86	54	64	27	13
		34%	34%	28%	51% bg	43%	41%	32%	12%	28%	36%	30%	38%	39%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	16	*	*	-	1	*	-	1	9	-	7	*	-
		2%	4%	*%	*%	-%	4%	*%	-%	1%	4%	-%	4%	*%	-%
NET: Satisfied		598	339	72	43	38	14	25	17	56	195	140	118	59	36
		78%	79%	75%	65%	89%	61%	84%	62%	70%	81%	78%	70%	87% c	76%
NET: Dissatisfied		54	24	8	8	*	1	4	8	13	18	16	10	4	3
		7%	6%	8%	12%	1%	3%	14%	28% ad	16% a	7%	9%	6%	7%	7%
Answered		750	414	96	65	43	22	30	27	79	231	180	162	68	47
Mean Score		1.1	1.1 g	.9	1.1	1.3 g	1.0	1.0	.4	.8	1.1	1.0	1.0	1.2	.9
Standard error		.03	.05	.09	.11	.08	.16	.16	.19	.10	.07	.07	.07	.08	.12
Standard deviation		.94	.89	.97	1.10	.70	.96	1.12	1.24	1.15	.93	.89	1.02	.92	1.04

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	16	9	*	6	2	-	5	-	6	2	3
		2%	3%	*%	4%	4%	-%	2%	-%	5%	3%	8% b
Fairly Dissatisfied	(-1)	37	19	10	3	1	-	13	11	3	2	*
		5%	7%	6%	2%	3%	-%	5%	9%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	26	23	28	3	8	28	19	21	4	4
		13%	9%	14%	20%	5%	35% ad	10%	15%	16%	6%	11%
Fairly Satisfied	(1)	335	125	79	44	27	9	123	53	49	27	19
		44%	43%	49% c	31%	51%	40%	43%	43%	38%	47%	53%
Very Satisfied	(2)	264	99	49	54	20	6	109	41	43	23	9
		34%	34%	30%	38%	38%	25%	38%	33%	33%	40%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	9	-	7	*	-	9	*	7	-	-
		2%	3%	-%	5%	*%	-%	3%	*%	5%	-%	-%
NET: Satisfied		598	224	128	98	46	15	232	94	92	51	29
		78%	78%	79%	69%	89%	65%	81%	76%	72%	87%	79%
NET: Dissatisfied		54	28	10	9	3	-	18	11	9	4	3
		7%	10%	6%	6%	6%	-%	6%	9%	7%	7%	10%
Answered		750	278	162	135	52	23	278	125	121	58	36
Mean Score		1.1	1.0	1.0	1.0	1.2	.9	1.1	1.0	1.0	1.2	.9
Standard error		.03	.06	.07	.08	.09	.11	.06	.07	.08	.09	.15
Standard deviation		.94	1.00	.84	1.05	.92	.78	.90	.92	1.04	.94	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	16	5	-	9	2	-	12	*	3	7	9	6	11
		2%	2%	-%	5%	2%	-%	3%	*%	2%	1%	3%	1%	10% a
Fairly Dissatisfied	(-1)	37	11	8	7	5	6	16	10	11	22	16	25	9
		5%	4%	6%	4%	7%	13%	3%	15% a	6%	4%	6%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	98	37	9	39	7	5	72	9	14	74	24	78	11
		13%	14%	7%	20% b	9%	11%	15%	14%	9%	15%	9%	14%	10%
Fairly Satisfied	(1)	335	108	53	74	42	23	213	18	71	226	108	256	29
		44%	40%	43%	38%	53%	52%	44%	28%	44%	46%	40%	46% b	26%
Very Satisfied	(2)	264	97	50	66	23	10	162	27	57	148	116	180	50
		34%	36%	40%	34%	29%	23%	33%	43%	35%	30%	42% a	32%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	10	5	1	*	1	10	-	7	17	*	16	*
		2%	4%	4%	*%	*%	2%	2%	-%	4%	3% b	*%	3%	*%
NET: Satisfied		598	205	103	141	65	33	375	45	128	374	224	436	78
		78%	76%	83%	71%	82%	75%	77%	71%	79%	76%	82%	78%	72%
NET: Dissatisfied		54	16	8	16	7	6	29	10	14	29	25	31	19
		7%	6%	6%	8%	9%	13%	6%	15%	8%	6%	9%	5%	18% a
Answered		750	258	120	196	79	44	476	64	155	477	273	544	108
Mean Score		1.1	1.1	1.2	.9	1.0	.9	1.0	1.0	1.1	1.0	1.1	1.1	.9
Standard error		.03	.06	.07	.07	.09	.11	.04	.11	.07	.04	.05	.04	.10
Standard deviation		.94	.92	.84	1.05	.93	.93	.93	1.10	.95	.88	1.02	.87	1.33

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	16	9	7	*	16	6	11	9	7	3	13
		2%	2%	4%	*%	3%	1%	10% a	2%	4%	2%	2%
Fairly Dissatisfied	(-1)	37	17	13	5	32	26	8	16	14	4	33
		5%	4%	8%	3%	6%	5%	8%	3%	8%	2%	6%
Neither Satisfied Nor Dissatisfied	(0)	98	55	21	27	70	78	11	59	17	26	71
		13%	12%	13%	15%	13%	14%	10%	12%	10%	13%	14%
Fairly Satisfied	(1)	335	211	61	78	223	260	25	212	61	98	204
		44%	45%	37%	44%	42%	46% b	24%	45%	37%	51%	39%
Very Satisfied	(2)	264	167	59	53	193	179	50	165	60	53	193
		34%	35%	36%	30%	36%	32%	48% a	35%	37%	27%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	12	5	14	3	16	*	12	5	10	7
		2%	2%	3%	8% b	1%	3%	*%	2%	3%	5% b	1%
NET: Satisfied		598	378	120	132	416	439	75	377	121	151	397
		78%	80%	73%	74%	77%	78%	72%	80%	74%	78%	76%
NET: Dissatisfied		54	26	19	5	47	31	19	25	20	7	46
		7%	6%	12%	3%	9%	6%	18% a	5%	13%	4%	9%
Answered		750	459	160	164	534	548	105	461	158	184	513
Mean Score		1.1	1.1	1.0	1.1	1.0	1.1	.9	1.1	1.0	1.1	1.0
Standard error		.03	.04	.07	.06	.04	.04	.10	.04	.07	.06	.04
Standard deviation		.94	.89	1.09	.78	1.00	.87	1.35	.89	1.11	.81	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	16	11	8	3	-	11	7	6	-	11	7	10	-
		2%	2%	2%	2%	-%	2%	2%	4%	-%	2%	2%	5%	-%
Fairly Dissatisfied	(-1)	37	20	26	2	-	19	23	3	-	27	11	9	-
		5%	4%	5%	2%	-%	4%	5%	2%	-%	4%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	57	71	26	4	55	49	22	-	83	49	29	-
		13%	12%	14%	17%	100%	12%	11%	17%	-%	14%	13%	16%	-%
Fairly Satisfied	(1)	335	198	216	61	-	197	184	62	-	254	180	84	-
		44%	42%	43%	41%	-%	44%	43%	47%	-%	42%	47%	46%	-%
Very Satisfied	(2)	264	171	166	45	-	156	160	31	-	222	120	46	*
		34%	36%	33%	30%	-%	34%	37%	24%	-%	36%	32%	25%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	14	16	12	-	15	9	7	-	12	13	4	-
		2%	3%	3%	8%	-%	3%	2%	6%	-%	2%	3%	2%	-%
NET: Satisfied		598	369	382	106	-	354	344	93	-	476	300	130	*
		78%	78%	76%	71%	-%	78%	80%	71%	-%	78%	79%	71%	100%
NET: Dissatisfied		54	31	34	5	-	30	30	8	-	39	18	18	-
		7%	7%	7%	3%	-%	7%	7%	6%	-%	6%	5%	10%	-%
Answered		750	458	488	136	4	439	423	124	-	598	367	177	*
Mean Score		1.1	1.1	1.0	1.1	-	1.1	1.1	.9	-	1.1 c	1.1	.8	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.08	-	.04	.04	.07	-
Standard deviation		.94	.94	.93	.87	-	.94	.92	.96	-	.93	.87	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	16	6	6	8	4	6	3	2	3	6	3	-
		2%	1%	1%	2%	1%	2%	9% a	1%	1%	2%	3%	-%
Fairly Dissatisfied	(-1)	37	25	14	14	23	12	*	7	11	12	2	-
		5%	4%	3%	4%	5%	3%	1%	3%	4%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	70	59	56	64	51	6	31	34	39	11	8
		13%	13%	11%	15%	13%	14%	18%	12%	13%	14%	12%	17%
Fairly Satisfied	(1)	335	258	237	172	223	172	16	128	122	130	42	27
		44%	46%	46%	45%	47%	46%	47%	51%	46%	45%	46%	59%
Very Satisfied	(2)	264	185	184	116	147	124	9	72	82	94	28	9
		34%	33%	36%	31%	31%	33%	25%	29%	31%	32%	32%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	16	16	12	16	9	-	11	10	9	4	2
		2%	3%	3%	3%	3%	2%	-%	4%	4%	3%	4%	5%
NET: Satisfied		598	443	421	288	371	295	25	200	205	224	70	36
		78%	79%	82%	76%	78%	79%	72%	80%	78%	77%	78%	79%
NET: Dissatisfied		54	30	20	22	27	18	3	9	14	18	5	-
		7%	5%	4%	6%	6%	5%	10%	4%	5%	6%	6%	-%
Answered		750	543	500	367	462	364	34	241	253	281	86	44
Mean Score		1.1	1.1	1.2	1.0	1.1	1.1	.8	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.04	.04	.05	.04	.04	.17	.05	.06	.06	.10	.09
Standard deviation		.94	.86	.82	.91	.86	.87	1.12	.78	.86	.92	.94	.62

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	16	1	3	2	-	9	6	12	14	10	11	11	9	-	6	3
		2%	1%	7%	2%	-%	1%	1%	2%	3%	2%	2%	2%	6%	-%	1%	5%
Fairly Dissatisfied	(-1)	37	7	*	5	6	20	27	35	22	22	30	24	8	-	19	5
		5%	7%	*%	6%	21%	3%	6%	5%	4%	5%	6%	4%	5%	-%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	98	19	6	20	*	89	62	93	71	55	67	83	23	-	35	11
		13%	18%	14%	21%	*%	14%	14%	14%	13%	12%	14%	14%	15%	-%	7%	17%
Fairly Satisfied	(1)	335	40	21	34	20	279	181	296	243	197	215	266	55	-	236	23
		44%	39%	47%	37%	66%	45%	41%	44%	46%	43%	44%	44%	37%	-%	49%	37%
Very Satisfied	(2)	264	29	14	32	4	209	151	227	168	160	151	204	45	1	172	20
		34%	28%	30%	34%	13%	34%	34%	33%	32%	35%	31%	34%	30%	100%	36%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	7	1	*	-	17	14	17	13	14	10	14	9	-	14	*
		2%	6%	2%	*%	-%	3%	3%	2%	3%	3%	2%	2%	6%	-%	3%	*%
NET: Satisfied		598	70	35	66	25	488	331	523	411	358	366	470	100	1	408	43
		78%	67%	77%	71%	79%	78%	75%	77%	77%	78%	76%	78%	67%	100%	85%	69%
NET: Dissatisfied		54	8	3	7	6	29	33	48	36	32	42	35	18	-	25	9
		7%	8%	7%	8%	21%	5%	7%	7%	7%	7%	9%	6%	12%	-%	5%	14%
Answered		750	97	45	93	31	606	426	664	517	444	475	588	140	1	468	62
Mean Score		1.1	.9	.9	1.0	.7	1.1	1.0	1.0	1.0	1.1	1.0	1.1	.8	2.0	1.2	.8
Standard error		.03	.09	.13	.11	.18	.03	.04	.03	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.94	.95	1.06	.99	.96	.87	.94	.93	.93	.94	.96	.91	1.14	-	.83	1.14

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	16	6	3	6	10	16	1	9	8	-	2	3	12
		2%	2%	1%	1%	20% a	5% b	*%	5%	2%	-%	1%	2%	4%
Fairly Dissatisfied	(-1)	37	20	8	10	20	36	2	4	22	9	17	10	9
		5%	6%	3%	2%	42% a	12% b	*%	3%	5%	8%	7%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	98	55	30	51	6	53	46	18	66	13	31	28	35
		13%	15%	10%	8%	13%	18% b	10%	11%	14%	11%	12%	17%	11%
Fairly Satisfied	(1)	335	163	134	287	12	130	205	65	220	49	109	65	153
		44%	45%	46%	46%	24%	44%	44%	39%	46%	42%	44%	40%	47%
Very Satisfied	(2)	264	107	106	259	*	64	200	62	152	46	86	56	112
		34%	30%	36%	42% b	*%	21%	43% a	37%	32%	39%	34%	34%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	7	10	10	-	*	17	9	8	-	6	2	7
		2%	2%	3%	2%	-%	*%	4% a	5%	2%	-%	2%	1%	2%
NET: Satisfied		598	270	241	546	12	194	405	127	372	95	195	121	266
		78%	75%	82%	88% b	25%	65%	86% a	76%	78%	81%	78%	74%	81%
NET: Dissatisfied		54	26	11	15	30	51	2	13	30	9	18	13	20
		7%	7%	4%	2%	63% a	17% b	1%	8%	6%	8%	7%	8%	6%
Answered		750	351	282	612	48	298	453	158	468	118	244	162	321
Mean Score		1.1	1.0	1.2	1.3 b	-.6	.6	1.3 a	1.1	1.0	1.1	1.1	1.0	1.1
Standard error		.03	.05	.04	.03	.18	.06	.03	.07	.04	.08	.05	.07	.05
Standard deviation		.94	.92	.82	.76	1.09	1.10	.68	1.06	.90	.90	.90	.97	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	16	8	8
		2%	2%	2%
Fairly Dissatisfied	(-1)	37	27	11
		5%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	98	45	53
		13%	12%	14%
Fairly Satisfied	(1)	335	157	178
		44%	42%	45%
Very Satisfied	(2)	264	130	134
		34%	35%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	6	11
		2%	2%	3%
NET: Satisfied		598	287	312
		78%	77%	79%
NET: Dissatisfied		54	35	19
		7%	9%	5%
Answered		750	366	384
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.04
Standard deviation		.94	.99	.89

Columns Tested:: a,b

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	16	1	-	*	-	3	-	-	6	6	-	-	*
		2%	15%	-%	*%	-%	6%	-%	-%	6%	7%	-%	-%	*%
			fl								fl			
Fairly Dissatisfied	(-1)	37	*	4	2	*	4	13	-	8	*	2	1	4
		5%	6%	3%	3%	2%	6%	9%	-%	7%	*%	10%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	2	4	18	5	14	13	*	14	10	2	5	11
		13%	29%	3%	31%	34%	25%	10%	5%	12%	12%	9%	7%	13%
			b		bfk	b	b							
Fairly Satisfied	(1)	335	3	62	11	4	18	69	1	45	39	11	37	35
		44%	40%	55%	19%	28%	32%	51%	21%	41%	44%	54%	51%	40%
				c				c		c	c	c	c	
Very Satisfied	(2)	264	*	40	21	5	17	40	3	38	31	6	26	36
		34%	1%	35%	37%	35%	31%	29%	69%	34%	35%	28%	36%	42%
				a	a		a			a	a		a	a
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	5	6	*	*	*	*	*	2	-	3	-
		2%	9%	4%	10%	1%	*%	*%	5%	*%	3%	-%	5%	-%
					fhl									
NET: Satisfied		598	3	102	32	9	35	109	4	83	70	17	63	71
		78%	41%	90%	56%	63%	62%	81%	90%	75%	79%	81%	86%	83%
				ace				ac		a	ac	a	ace	ac
NET: Dissatisfied		54	2	4	2	*	7	13	-	14	6	2	1	4
		7%	21%	3%	3%	2%	12%	9%	-%	12%	7%	10%	2%	4%
Answered		750	7	109	51	14	57	135	4	111	86	21	70	86
Mean Score		1.1	.1	1.3	1.0	1.0	.8	1.0	1.7	.9	1.0	1.0	1.3	1.2
				ae	a			a		a	a	a	ae	a
Standard error		.03	.19	.08	.12	.12	.17	.08	.16	.11	.12	.11	.08	.08
Standard deviation		.94	1.19	.69	.95	.92	1.14	.88	.66	1.12	1.05	.89	.69	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 285 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	16	1	3	12	*	4	12
		2%	1%	2%	6%	*%	1%	3%
					d			
Fairly Dissatisfied	(-1)	37	6	17	8	7	22	15
		5%	3%	8%	4%	4%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	23	32	24	18	56	42
		13%	13%	16%	12%	10%	15%	11%
Fairly Satisfied	(1)	335	76	91	85	83	167	168
		44%	43%	44%	42%	46%	44%	44%
Very Satisfied	(2)	264	61	62	72	68	123	141
		34%	34%	30%	36%	38%	32%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	11	*	2	3	11	6
		2%	6%	*%	1%	2%	3%	2%
			b					
NET: Satisfied		598	137	153	157	151	290	308
		78%	77%	75%	77%	84%	76%	80%
NET: Dissatisfied		54	7	20	20	7	27	27
		7%	4%	10%	10%	4%	7%	7%
Answered		750	168	205	201	176	373	377
Mean Score		1.1	1.1	.9	1.0	1.2	1.0	1.1
						b		
Standard error		.03	.06	.06	.08	.05	.04	.05
Standard deviation		.94	.83	.96	1.09	.78	.91	.96

Columns Tested:: a,b,c,d - a,b

Table 286

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	21	-	21	21	-	-	*	*
		3%	-%	3%	3%	-%	-%	*%	*%
Fairly Dissatisfied	(-1)	43	2	41	40	3	*	*	3
		6%	4%	6%	5%	8%	2%	1%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	3	79	77	4	1	*	5
		11%	9%	11%	11%	12%	15%	6%	12%
Fairly Satisfied	(1)	323	9	313	303	17	2	1	20
		42%	24%	43%	42%	44%	35%	42%	43%
Very Satisfied	(2)	294	23	271	277	13	2	1	17
		38%	60%	37%	38%	35%	47%	47%	37%
			b						
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	4	5	*	*	*	*
		1%	2%	1%	1%	1%	1%	3%	1%
NET: Satisfied		616	32	584	579	30	4	2	37
		80%	84%	80%	80%	80%	82%	89%	80%
NET: Dissatisfied		64	2	62	60	3	*	*	3
		8%	4%	8%	8%	8%	2%	1%	7%
Answered		762	37	725	717	38	5	3	45
Mean Score		1.1	1.4	1.1	1.1	1.1	1.3	1.4	1.1
								ab	
Standard error		.03	.09	.04	.04	.07	.12	.08	.05
Standard deviation		.98	.85	.98	.98	.90	.87	.87	.88

Columns Tested:: a,b - a,b,c,d,e

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	21	5	15	1	-	-	*	21	-	*
		3%	2%	4%	1%	-%	-%	*%	3%	-%	*%
Fairly Dissatisfied	(-1)	43	9	23	8	2	1	*	40	3	*
		6%	3%	7%	12%	8%	6%	1%	5%	8%	2%
					afi						
Neither Satisfied Nor Dissatisfied	(0)	82	37	30	10	4	1	*	77	4	1
		11%	12%	9%	15%	15%	8%	6%	11%	12%	12%
Fairly Satisfied	(1)	323	132	136	35	12	7	1	303	17	3
		42%	44%	39%	52%	44%	42%	42%	42%	44%	37%
Very Satisfied	(2)	294	121	142	14	9	7	1	277	13	4
		38%	40%	41%	20%	33%	43%	47%	38%	35%	47%
			c	c			c	c	c		c
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	4	-	-	*	*	5	*	*
		1%	*%	1%	-%	-%	2%	3%	1%	1%	2%
NET: Satisfied		616	253	278	49	21	13	2	579	30	7
		80%	83%	79%	72%	77%	84%	89%	80%	80%	85%
								c			
NET: Dissatisfied		64	13	38	9	2	1	*	60	3	*
		8%	4%	11%	13%	8%	6%	1%	8%	8%	2%
				fi	afi						
Answered		762	303	346	68	27	16	3	717	38	8
Mean Score		1.1	1.2	1.1	.8	1.0	1.2	1.4	1.1	1.1	1.3
			c				c	bcdgh	c		c
Standard error		.03	.06	.07	.10	.09	.08	.08	.04	.07	.06
Standard deviation		.98	.87	1.07	.96	.91	.86	.87	.98	.90	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	21	20	1	-	-	*	17	1	-	3	-
		3%	4%	1%	-%	-%	*%	4%	1%	-%	13% be	-%
Fairly Dissatisfied	(-1)	43	24	15	3	*	*	21	14	2	-	1
		6%	4%	9% e	8%	2%	1%	5%	9%	6%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	57	20	4	1	*	52	16	3	1	2
		11%	10%	12%	12%	15%	6%	12%	10%	7%	5%	8%
Fairly Satisfied	(1)	323	229	74	17	2	1	186	60	17	12	9
		42%	41%	45%	44%	35%	42%	42%	38%	43%	50%	34%
Very Satisfied	(2)	294	224	53	13	2	1	164	65	17	8	14
		38%	40%	32%	35%	47%	47%	37%	41%	44%	32%	53%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	1	*	*	*	4	1	-	*	*
		1%	1%	1%	1%	1%	3%	1%	*%	-%	*%	*%
NET: Satisfied		616	452	127	30	4	2	350	125	34	19	24
		80%	81%	77%	80%	82%	89%	79%	79%	87%	82%	87%
NET: Dissatisfied		64	44	16	3	*	*	37	16	2	3	1
		8%	8%	10% e	8%	2%	1%	8%	10%	6%	13%	4%
Answered		762	554	163	38	5	3	439	157	38	24	27
Mean Score		1.1	1.1	1.0	1.1	1.3	1.4 bc	1.0	1.1	1.3	.9	1.4
Standard error		.03	.06	.06	.07	.12	.08	.06	.07	.11	.18	.07
Standard deviation		.98	1.00	.94	.90	.87	.87	1.01	.97	.83	1.25	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	21	12	3	1	-	2	3	*	-	-
		3%	15% cfghi	5%	1%	-%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	43	3	1	8	2	1	13	6	1	3
		6%	4%	2%	6%	7%	1%	12%	7%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	5	4	31	6	7	3	5	8	8
		11%	6%	7%	23% af	19%	10%	3%	6%	12%	12%
Fairly Satisfied	(1)	323	30	29	46	11	30	49	46	27	30
		42%	37%	47%	34%	36%	44%	44%	54%	41%	49%
Very Satisfied	(2)	294	31	24	47	12	28	44	28	30	19
		38%	39%	39%	35%	37%	41%	39%	33%	46%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	*	1	-	-	-	-	*	3
		1%	-%	*%	1%	-%	-%	-%	-%	*%	5%
NET: Satisfied		616	61	54	93	23	58	92	74	57	49
		80%	76%	86%	69%	73%	86%	83%	86%	87%	79%
NET: Dissatisfied		64	15	4	9	2	3	16	6	1	3
		8%	18% h	7%	7%	7%	4%	14%	8%	1%	4%
Answered		762	81	62	133	32	68	111	85	65	59
Mean Score		1.1	.8	1.1	1.0	1.0	1.2	1.1	1.1	1.3	1.1
Standard error		.03	.17	.13	.09	.19	.11	.12	.12	.10	.11
Standard deviation		.98	1.38	1.00	.95	.94	.89	1.06	.84	.73	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	21	2	15	4	21	*	-	*	-
		3%	1%	7% ce	1%	3%	*%	-%	1%	-%
Fairly Dissatisfied	(-1)	43	6	5	28	39	4	1	3	*
		6%	4%	2%	8%	6%	6%	3%	17% abdfh	1%
Neither Satisfied Nor Dissatisfied	(0)	82	21	17	40	77	6	2	2	2
		11%	13%	8%	12%	11%	8%	6%	10%	13%
Fairly Satisfied	(1)	323	72	86	140	298	25	10	7	7
		42%	44%	41%	42%	42%	37%	29%	40%	58% f
Very Satisfied	(2)	294	59	85	119	263	30	21	6	3
		38%	36%	41%	36%	38%	46%	60% acdgh	32%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	3	*	1	4	1	1	*	*
		1%	2%	*%	*%	1%	2%	3%	*%	2%
NET: Satisfied		616	130	171	259	561	55	32	13	10
		80%	81%	82%	78%	80%	83%	89%	72%	85%
NET: Dissatisfied		64	8	20	31	59	4	1	3	*
		8%	5%	10%	10%	8%	7%	3%	18% afh	1%
Answered		762	159	208	330	697	65	35	18	12
Mean Score		1.1	1.1	1.1	1.0	1.1	1.2 g	1.5 abcdg	.8	1.1
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.07
Standard deviation		.98	.86	1.11	.96	.99	.89	.74	1.12	.67

Columns Tested:: a,b,c,d,e,f,g,h

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	21	-	6	6	4	4	1	3	-	3
		3%	-%	8%	7%	3%	3%	2%	26%	-%	1%
				i	i						
Fairly Dissatisfied	(-1)	43	2	1	3	9	5	4	*	-	20
		6%	7%	1%	4%	7%	3%	9%	3%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	1	5	9	15	20	4	*	*	33
		11%	3%	6%	11%	13%	12%	10%	1%	2%	11%
Fairly Satisfied	(1)	323	14	28	29	50	69	19	2	4	135
		42%	63%	36%	33%	42%	40%	43%	18%	31%	45%
Very Satisfied	(2)	294	6	37	37	41	71	16	7	9	107
		38%	27%	47%	43%	35%	41%	36%	53%	67%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	1	2	-	3	-	-	-	*
		1%	-%	1%	2%	-%	2%	-%	-%	-%	*%
NET: Satisfied		616	20	65	66	91	141	35	9	13	241
		80%	90%	83%	76%	77%	81%	79%	70%	98%	81%
NET: Dissatisfied		64	2	7	10	13	9	5	4	-	22
		8%	7%	9%	11%	11%	5%	11%	29%	-%	8%
Answered		762	23	78	85	119	169	44	12	13	296
Mean Score		1.1	1.1	1.1	1.0	1.0	1.2	1.0	.7	1.7	1.1
Standard error		.03	.14	.11	.11	.10	.06	.14	.38	.10	.05
Standard deviation		.98	.77	1.14	1.18	1.03	.93	1.01	1.77	.53	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	21	10	5	6	12	9	21	-	21	-
		3%	4%	2%	2%	2%	7% a	3%	-%	3%	-%
Fairly Dissatisfied	(-1)	43	14	9	20	36	7	36	7	42	1
		6%	6%	4%	6%	6%	5%	5%	9%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	82	25	24	33	69	13	71	12	82	*
		11%	11%	11%	10%	11%	10%	10%	15%	11%	2%
Fairly Satisfied	(1)	323	93	88	141	257	66	294	28	314	8
		42%	41%	41%	44%	40%	50%	43%	35%	42%	47%
Very Satisfied	(2)	294	84	87	122	259	34	260	34	286	8
		38%	37%	40%	38%	41% b	26%	38%	41%	38%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	2	3	*	3	3	5	*	5	-
		1%	1%	1%	*%	*%	2%	1%	*%	1%	-%
NET: Satisfied		616	177	176	263	516	100	554	62	600	16
		80%	78%	81%	82%	81%	76%	81%	76%	80%	92%
NET: Dissatisfied		64	24	14	26	47	16	56	7	62	1
		8%	10%	6%	8%	7%	12%	8%	9%	8%	6%
Answered		762	226	214	322	632	130	681	81	745	17
Mean Score		1.1	1.0	1.1	1.1	1.1	.8	1.1	1.1	1.1	1.3
Standard error		.03	.07	.06	.05	.03	.11	.04	.07	.03	.21
Standard deviation		.98	1.06	.94	.94	.95	1.10	.98	.96	.98	.82

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	21	10	6	4	17	*	*	3	18	3
		3%	3%	4%	2%	3%	*%	*%	8%	3%	4%
Fairly Dissatisfied	(-1)	43	22	13	7	33	7	2	*	40	3
		6%	6%	8%	3%	6%	5%	6%	1%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	82	51	11	20	72	10	*	*	82	1
		11%	14%	7%	9%	13%	7%	1%	1%	12%	1%
						f				f	
Fairly Satisfied	(1)	323	145	62	115	216	71	19	17	287	35
		42%	40%	37%	49%	39%	52%	51%	43%	42%	47%
Very Satisfied	(2)	294	132	75	86	213	46	15	19	260	34
		38%	37%	44%	36%	39%	34%	42%	48%	38%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	*	2	3	2	3	-	*	5	*
		1%	*%	1%	1%	*%	2%	-%	*%	1%	*%
NET: Satisfied		616	277	138	202	429	118	34	35	547	69
		80%	77%	81%	85%	78%	85%	93%	90%	79%	92%
NET: Dissatisfied		64	32	19	12	50	8	2	3	58	6
		8%	9%	11%	5%	9%	5%	7%	9%	8%	8%
Answered		762	360	168	234	551	135	37	39	686	76
Mean Score		1.1	1.0	1.1	1.2	1.0	1.2	1.3	1.2	1.1	1.2
Standard error		.03	.05	.07	.06	.04	.06	.10	.12	.04	.08
Standard deviation		.98	1.01	1.07	.85	1.02	.79	.79	1.11	.98	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	21	6	11	3	21	20	21	20	20	14
		3%	3%	3%	2%	3%	3%	3%	3%	4%	4%
Fairly Dissatisfied	(-1)	43	15	18	10	39	37	41	43	36	25
		6%	7%	6%	5%	6%	6%	6%	6%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	32	40	10	71	56	73	76	50	32
		11%	14%	12%	5%	11%	9%	10%	11%	10%	9%
			c	c							
Fairly Satisfied	(1)	323	83	133	107	285	272	296	297	225	147
		42%	37%	40%	50%	43%	43%	42%	42%	44%	41%
Very Satisfied	(2)	294	86	127	80	248	247	270	273	179	139
		38%	39%	39%	38%	37%	39%	38%	38%	35%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	1	3	4	4	4	5	1	*
		1%	1%	*%	2%	1%	1%	1%	1%	*%	*%
NET: Satisfied		616	169	260	187	533	519	565	571	404	286
		80%	76%	79%	87%	80%	82%	80%	80%	79%	80%
					a						
NET: Dissatisfied		64	21	29	13	60	57	61	63	56	39
		8%	9%	9%	6%	9%	9%	9%	9%	11%	11%
Answered		762	222	329	211	664	631	700	709	510	357
Mean Score		1.1	1.0	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.0
Standard error		.03	.08	.05	.05	.04	.04	.04	.03	.04	.05
Standard deviation		.98	1.03	1.02	.86	1.00	.99	.99	.99	1.05	1.06

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	21	1	15	-	-	2	-	3	5
		3%	1%	3%	-%	-%	8%	-%	11%	6%
Fairly Dissatisfied	(-1)	43	5	23	4	*	3	3	2	8
		6%	7%	5%	8%	1%	14%	11%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	82	16	36	4	5	3	2	7	12
		11%	20%	8%	8%	11%	14%	7%	23%	15%
			b							
Fairly Satisfied	(1)	323	26	197	34	13	10	9	7	26
		42%	34%	43%	66%	29%	42%	36%	23%	33%
					abdgh					
Very Satisfied	(2)	294	30	178	8	25	5	12	10	28
		38%	38%	39%	16%	59%	23%	46%	36%	35%
				c		ce				
Don't Know (CATI ONLY: DO NOT READ OUT)		5	*	4	1	-	-	*	-	*
		1%	*%	1%	1%	-%	-%	*%	-%	*%
NET: Satisfied		616	57	375	42	38	15	21	17	54
		80%	72%	83%	83%	88%	65%	82%	60%	69%
NET: Dissatisfied		64	6	38	4	*	5	3	5	13
		8%	8%	8%	8%	1%	22%	11%	17%	16%
							d			
Answered		762	78	450	50	43	24	26	29	78
Mean Score		1.1	1.0	1.1	.9	1.5	.6	1.2	.7	.8
						cegh				
Standard error		.03	.13	.05	.09	.08	.15	.13	.20	.09
Standard deviation		.98	.98	.99	.76	.72	1.23	.99	1.34	1.21

Columns Tested:: a,b,c,d,e,f,g,h

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	21	18	3	-	*	-	-	-	12	3	*	-	2	-	3
		3%	4%	4%	-%	1%	-%	-%	-%	3%	3%	*%	-%	7%	-%	17%
Fairly Dissatisfied	(-1)	43	28	3	3	-	1	4	*	23	5	2	*	4	2	*
		6%	6%	4%	10%	-%	8%	23%	*%	5%	5%	5%	3%	14%	27%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	44	18	2	5	*	2	*	39	4	2	1	2	1	6
		11%	9%	22%	7%	15%	3%	13%	1%	9%	5%	4%	9%	8%	17%	30%
				a												
Fairly Satisfied	(1)	323	217	34	12	10	5	3	3	182	46	21	6	10	1	5
		42%	44%	42%	45%	28%	43%	19%	44%	42%	49%	57%	40%	40%	18%	26%
Very Satisfied	(2)	294	178	22	10	20	6	8	4	178	34	12	7	8	3	5
		38%	36%	27%	38%	57%	45%	46%	54%	41%	36%	33%	48%	31%	38%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	3	1	*	-	*	*	-	3	1	*	-	*	-	-
		1%	1%	1%	*%	-%	*%	*%	-%	1%	1%	*%	-%	*%	-%	-%
NET: Satisfied		616	394	56	22	30	11	12	7	359	80	34	13	18	4	10
		80%	81%	70%	83%	84%	89%	65%	99%	82%	86%	90%	88%	71%	56%	53%
NET: Dissatisfied		64	46	6	3	*	1	4	*	35	8	2	*	5	2	3
		8%	9%	8%	10%	1%	8%	23%	*%	8%	9%	5%	3%	21%	27%	17%
Answered		762	484	80	27	36	12	18	7	434	93	37	15	26	8	19
Mean Score		1.1	1.1	.9	1.1	1.4	1.3	.9	1.5	1.1	1.1	1.2	1.3	.7	.7	.5
Standard error		.03	.05	.10	.11	.10	.14	.21	.12	.05	.08	.08	.12	.22	.26	.28
Standard deviation		.98	1.01	1.00	.93	.79	.90	1.25	.57	.97	.96	.76	.78	1.26	1.32	1.38

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	21	10	3	2	-	*	2	3	5	3	4	9	2	3
		3%	2%	3%	4%	-%	*%	6%	12%	6%	1%	2%	5%	3%	6%
Fairly Dissatisfied	(-1)	43	18	8	7	2	1	2	5	7	18	9	11	3	*
		6%	4%	9%	11%	5%	3%	6%	17%	9%	7%	5%	6%	4%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	53	10	2	6	2	1	2	5	18	23	28	2	2
		11%	12%	10%	3%	14%	10%	4%	6%	6%	7%	13%	17% d	3%	3%
Fairly Satisfied	(1)	323	181	48	31	15	10	8	5	23	105	76	54	27	34
		42%	42%	50% g	47%	35%	44%	27%	18%	29%	44%	42%	32%	40%	71% abcd
Very Satisfied	(2)	294	165	27	23	20	9	17	13	39	95	67	64	34	9
		38%	38%	28%	35%	46%	39%	58%	47%	49%	40%	37%	38%	50% e	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	-	1	-	1	*	*	1	1	1	2	*	-
		1%	1%	-%	1%	-%	4%	*%	*%	1%	1%	*%	1%	*%	-%
NET: Satisfied		616	346	74	54	35	19	25	18	62	201	143	119	61	42
		80%	80%	78%	82%	81%	84%	85%	65%	78%	83% c	79%	70%	90% c	90%
NET: Dissatisfied		64	28	11	9	2	1	4	8	12	21	13	20	5	3
		8%	6%	12%	14%	5%	3%	12%	29% ad	15%	9%	7%	12%	7%	7%
Answered		762	426	96	65	43	22	30	27	79	239	179	166	68	47
Mean Score		1.1	1.1	.9	1.0	1.2	1.3	1.2	.7	1.1	1.1	1.1	.9	1.3	1.0
Standard error		.03	.05	.09	.11	.10	.13	.16	.24	.11	.07	.07	.08	.08	.11
Standard deviation		.98	.93	1.01	1.07	.87	.76	1.17	1.51	1.22	.94	.95	1.14	.93	.90

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	21	6	6	6	2	-	3	4	9	2	3
		3%	2%	4%	4%	4%	-%	1%	3%	7% a	3%	8%
Fairly Dissatisfied	(-1)	43	22	7	8	3	-	22	8	6	1	*
		6%	8%	4%	6%	5%	-%	8%	6%	4%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	20	25	23	1	1	21	13	19	2	1
		11%	7%	15%	17%	2%	6%	7%	11%	15%	3%	2%
Fairly Satisfied	(1)	323	128	72	48	20	16	125	48	50	21	28
		42%	45%	45%	34%	38%	69% c	44%	39%	39%	36%	77% abcd
Very Satisfied	(2)	294	110	51	53	26	6	116	51	43	32	5
		38%	38%	32%	38%	51%	25%	40% e	41% e	33%	55% e	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	1	2	*	-	1	1	2	-	-
		1%	*%	*%	2%	*%	-%	*%	*%	2%	-%	-%
NET: Satisfied		616	238	123	102	47	21	241	99	92	53	33
		80%	83%	76%	72%	89%	94%	84%	80%	72%	91% c	89%
NET: Dissatisfied		64	28	13	14	4	-	24	12	14	3	3
		8%	10%	8%	10%	8%	-%	8%	9%	11%	5%	8%
Answered		762	286	161	139	52	23	286	124	126	58	36
Mean Score		1.1	1.1	1.0	1.0	1.3	1.2	1.2	1.1	.9	1.4 c	.9
Standard error		.03	.06	.08	.08	.10	.07	.06	.08	.09	.09	.13
Standard deviation		.98	.98	1.00	1.09	.99	.53	.92	1.03	1.14	.91	.95

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	21	3	4	12	2	*	17	-	3	12	9	11	10
		3%	1%	3%	6%	3%	1%	3%	-%	2%	2%	3%	2%	9% a
Fairly Dissatisfied	(-1)	43	16	4	13	6	3	25	5	12	22	20	31	8
		6%	6%	3%	6%	8%	7%	5%	8%	8%	5%	7%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	82	39	8	25	3	1	52	4	18	64	18	62	9
		11%	15%	6%	13%	4%	2%	11%	6%	11%	13%	7%	11%	9%
Fairly Satisfied	(1)	323	107	51	81	34	24	203	28	66	221	102	248	37
		42%	40%	41%	41%	43%	55%	42%	44%	41%	45%	37%	44%	34%
Very Satisfied	(2)	294	100	58	65	34	16	184	26	63	170	124	204	44
		38%	37%	47%	33%	43%	35%	38%	41%	39%	34%	45% a	36%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	3	*	1	*	*	5	1	*	5	1	3	1
		1%	1%	*%	1%	*%	*%	1%	1%	*%	1%	*%	1%	1%
NET: Satisfied		616	207	109	146	68	40	387	54	129	390	226	453	80
		80%	77%	88% c	74%	86%	90%	80%	85%	80%	79%	83%	81%	74%
NET: Dissatisfied		64	19	8	24	8	3	42	5	15	35	29	42	18
		8%	7%	6%	12%	11%	8%	9%	8%	10%	7%	11%	7%	17%
Answered		762	265	124	195	79	45	481	63	162	489	273	557	108
Mean Score		1.1	1.1	1.3 c	.9	1.2	1.2	1.1	1.2	1.1	1.0	1.1	1.1	.9
Standard error		.03	.06	.07	.08	.09	.10	.04	.09	.08	.04	.05	.04	.10
Standard deviation		.98	.92	.93	1.12	1.00	.84	1.01	.88	.99	.94	1.04	.93	1.27

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	21	14	6	2	18	11	10	14	6	5	15
		3%	3%	3%	1%	3%	2%	9% a	3%	4%	3%	3%
Fairly Dissatisfied	(-1)	43	25	12	6	36	32	7	22	15	5	37
		6%	5%	7%	4%	7%	6%	7%	5%	9%	3%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	41	15	19	57	62	9	43	12	21	55
		11%	9%	9%	10%	11%	11%	9%	9%	8%	11%	11%
Fairly Satisfied	(1)	323	195	77	67	231	253	32	203	69	85	213
		42%	41%	47%	38%	43%	45%	31%	43%	43%	44%	41%
Very Satisfied	(2)	294	192	55	79	194	202	46	187	60	73	201
		38%	41%	33%	45%	36%	36%	44%	40%	37%	37%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	4	1	4	1	3	1	4	1	5	1
		1%	1%	*%	2% b	*%	1%	1%	1%	*%	2% b	*%
NET: Satisfied		616	387	132	146	425	455	78	390	129	158	413
		80%	82%	80%	82%	79%	81%	75%	82%	79%	81%	79%
NET: Dissatisfied		64	39	17	9	54	43	17	36	20	11	52
		8%	8%	11%	5%	10%	8%	16%	8%	12%	6%	10%
Answered		762	467	164	173	536	560	104	469	162	189	520
Mean Score		1.1	1.1	1.0	1.2	1.0	1.1	.9	1.1	1.0	1.1	1.1
Standard error		.03	.04	.06	.07	.04	.04	.10	.04	.07	.07	.04
Standard deviation		.98	.99	1.01	.88	1.02	.94	1.28	.97	1.06	.92	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	21	10	14	5	-	12	14	8	-	12	13	11	-
		3%	2%	3%	3%	-%	3%	3%	6%	-%	2%	4%	6%	-%
Fairly Dissatisfied	(-1)	43	29	34	6	-	30	21	3	-	41	8	7	-
		6%	6%	7%	4%	-%	7%	5%	3%	-%	7%	2%	4%	-%
											b			
Neither Satisfied Nor Dissatisfied	(0)	82	49	60	15	4	45	39	13	-	64	45	20	-
		11%	10%	12%	10%	100%	10%	9%	10%	-%	10%	12%	11%	-%
Fairly Satisfied	(1)	323	203	213	58	-	191	182	57	-	241	169	70	-
		42%	43%	42%	39%	-%	42%	42%	44%	-%	40%	44%	38%	-%
Very Satisfied	(2)	294	179	179	62	-	172	172	47	-	248	141	71	*
		38%	38%	35%	42%	-%	38%	40%	36%	-%	41%	37%	39%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	2	4	2	-	3	4	2	-	5	4	3	-
		1%	*%	1%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
NET: Satisfied		616	381	391	120	-	364	354	104	-	489	309	140	*
		80%	81%	78%	81%	-%	80%	82%	80%	-%	80%	81%	77%	100%
NET: Dissatisfied		64	39	48	11	-	42	35	11	-	53	22	18	-
		8%	8%	10%	7%	-%	9%	8%	9%	-%	9%	6%	10%	-%
Answered		762	470	499	146	4	451	428	129	-	606	377	178	*
Mean Score		1.1	1.1	1.0	1.1	-	1.1	1.1	1.0	-	1.1	1.1	1.0	2.0
Standard error		.03	.04	.04	.07	-	.04	.05	.09	-	.04	.05	.08	-
Standard deviation		.98	.96	1.00	.99	-	.99	.98	1.06	-	.98	.95	1.11	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	21	11	11	14	9	11	3	8	9	12	5	-
		3%	2%	2%	4%	2%	3%	9%	3%	3%	4%	6%	-%
Fairly Dissatisfied	(-1)	43	31	29	18	28	12	*	6	10	16	4	-
		6%	6%	6%	5%	6%	3%	1%	2%	4%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	82	60	43	43	48	46	2	26	28	34	8	9
		11%	11%	8%	11%	10%	12%	5%	10%	11%	12%	8%	20%
Fairly Satisfied	(1)	323	248	221	158	216	165	16	121	107	116	33	19
		42%	44%	43%	42%	45%	44%	47%	48%	41%	40%	36%	40%
Very Satisfied	(2)	294	206	208	141	174	136	13	88	105	111	37	16
		38%	37%	40%	37%	36%	36%	38%	35%	40%	38%	41%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	3	4	4	4	3	-	3	3	1	3	2
		1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	4%	5%
NET: Satisfied		616	453	429	299	390	300	29	209	213	227	70	34
		80%	81%	83%	79%	82%	81%	85%	83%	81%	78%	78%	75%
NET: Dissatisfied		64	42	40	32	37	23	3	14	19	28	9	-
		8%	8%	8%	8%	8%	6%	10%	5%	7%	10%	10%	-%
Answered		762	555	512	374	474	369	34	248	260	289	86	44
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.1
Standard error		.03	.04	.04	.05	.04	.05	.17	.06	.06	.06	.12	.11
Standard deviation		.98	.93	.95	1.01	.93	.94	1.13	.91	.99	1.05	1.12	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	21	6	3	2	-	13	12	16	20	15	12	17	9	-	7	7
		3%	6%	7%	2%	-%	2%	3%	2%	4%	3%	2%	3%	6%	-%	2%	11% a
Fairly Dissatisfied	(-1)	43	7	3	6	5	32	25	40	33	29	37	32	7	-	32	1
		6%	6%	6%	7%	17%	5%	6%	6%	6%	6%	8%	5%	5%	-%	7%	1%
Neither Satisfied Nor Dissatisfied	(0)	82	10	4	12	3	78	43	78	54	53	46	71	17	-	30	14
		11%	10%	10%	13%	8%	12%	10%	11%	10%	11%	9%	12%	11%	-%	6%	23% a
Fairly Satisfied	(1)	323	46	16	42	13	272	178	292	217	164	212	250	51	-	213	18
		42%	45%	35%	45%	42%	44%	40%	43%	41%	36%	44%	41%	34%	-%	44%	28%
Very Satisfied	(2)	294	33	19	31	10	223	177	249	203	196	177	228	65	1	198	23
		38%	32%	41%	33%	33%	36%	40%	37%	38%	43%	37%	38%	44%	100%	41%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	2	1	*	-	4	4	4	4	2	*	5	-	-	2	-
		1%	2%	2%	*%	-%	1%	1%	1%	1%	*%	*%	1%	-%	-%	*%	-%
NET: Satisfied		616	79	34	72	23	495	355	542	420	360	389	478	116	1	411	40
		80%	76%	76%	78%	75%	80%	81%	80%	79%	79%	80%	79%	78%	100%	85% b	65%
NET: Dissatisfied		64	12	6	8	5	45	38	56	53	44	49	49	16	-	39	8
		8%	12%	13%	9%	17%	7%	9%	8%	10%	10%	10%	8%	11%	-%	8%	12%
Answered		762	101	45	93	31	618	436	676	526	457	485	598	149	1	480	62
Mean Score		1.1	.9	1.0	1.0	.9	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	2.0	1.2	.8
Standard error		.03	.11	.15	.11	.20	.04	.04	.03	.04	.04	.04	.04	.09	-	.04	.19
Standard deviation		.98	1.10	1.20	.96	1.06	.94	.99	.97	1.04	1.04	1.00	.98	1.13	-	.92	1.27

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	21	11	3	6	9	20	1	10	7	4	8	1	12
		3%	3%	1%	1%	19% a	7% b	*%	6% b	1%	3%	3%	1%	4%
Fairly Dissatisfied	(-1)	43	23	14	17	19	41	1	13	27	4	14	15	13
		6%	6%	5%	3%	39% a	14% b	*%	8%	6%	3%	6%	9%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	45	26	40	9	44	38	7	56	17	26	23	32
		11%	13%	9%	6%	18%	15%	8%	4%	12%	15% a	10%	14%	10%
Fairly Satisfied	(1)	323	148	128	279	5	124	198	62	213	47	106	62	143
		42%	41%	44%	45% b	11%	42%	42%	37%	45%	40%	42%	38%	44%
Very Satisfied	(2)	294	129	119	279	6	67	226	72	171	46	95	61	127
		38%	36%	41%	45% b	12%	23%	48% a	43%	36%	39%	38%	37%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	2	2	2	-	1	5	3	2	*	1	2	1
		1%	1%	1%	*%	-%	*%	1%	2%	*%	*%	*%	1%	*%
NET: Satisfied		616	277	246	558	11	191	425	134	385	93	201	123	270
		80%	77%	84%	90% b	23%	64%	90% a	80%	81%	79%	81%	75%	82%
NET: Dissatisfied		64	34	17	22	28	61	2	23	33	7	22	16	25
		8%	10%	6%	4%	59% a	21% b	*%	14%	7%	6%	9%	10%	8%
Answered		762	356	290	621	48	297	465	164	474	118	249	162	327
Mean Score		1.1	1.0	1.2	1.3 b	-.4	.6	1.4 a	1.1	1.1	1.1	1.1	1.0	1.1
Standard error		.03	.05	.05	.03	.21	.06	.03	.08	.04	.08	.06	.07	.05
Standard deviation		.98	1.02	.87	.78	1.26	1.17	.66	1.16	.91	.98	1.00	.98	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	21	10	11
		3%	3%	3%
Fairly Dissatisfied	(-1)	43	26	17
		6%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	46	36
		11%	12%	9%
Fairly Satisfied	(1)	323	146	176
		42%	39%	45%
Very Satisfied	(2)	294	139	154
		38%	37%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	3	2
		1%	1%	1%
NET: Satisfied		616	286	330
		80%	77%	84%
NET: Dissatisfied		64	36	27
		8%	10%	7%
Answered		762	369	394
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.98	1.02	.94

Columns Tested:: a,b

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	21	-	-	*	-	9	-	-	6	5	-	-	*
		3%	-%	-%	*%	-%	16% bcfkl	-%	-%	6%	5%	-%	-%	*%
Fairly Dissatisfied	(-1)	43	2	3	5	1	2	12	-	5	5	1	*	7
		6%	21% k	2%	10%	6%	4%	9%	-%	5%	5%	7%	*%	8%
Neither Satisfied Nor Dissatisfied	(0)	82	3	10	12	*	7	11	*	12	2	5	9	10
		11%	42% bdfhil	9%	21% i	3%	12%	8%	5%	10%	2%	25% i	12%	12%
Fairly Satisfied	(1)	323	2	45	19	8	22	58	1	45	40	7	38	38
		42%	22%	40%	33%	59%	39%	43%	12%	40%	45%	36%	52%	44%
Very Satisfied	(2)	294	1	56	19	4	16	53	4	43	34	7	25	31
		38%	15%	49%	34%	32%	28%	40%	82%	39%	39%	32%	34%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	-	*	1	*	-	1	-	*	2	-	1	-
		1%	-%	*%	2%	1%	-%	*%	-%	*%	3%	-%	2%	-%
NET: Satisfied		616	3	101	38	13	38	111	4	88	75	14	63	69
		80%	37%	89% ac	67%	91% a	67%	83% a	95%	79% a	84% a	68%	86% a	80% a
NET: Dissatisfied		64	2	3	6	1	12	12	-	12	10	1	*	7
		8%	21% k	2%	10%	6%	20% bk	9%	-%	11% k	11% k	7%	*%	8%
Answered		762	8	114	56	14	57	134	4	111	86	21	72	86
Mean Score		1.1	.3	1.4 ae	.9	1.2 a	.6	1.1 a	1.8	1.0	1.1 a	.9	1.2 ae	1.1 a
Standard error		.03	.16	.08	.13	.10	.20	.08	.15	.11	.13	.12	.08	.09
Standard deviation		.98	1.04	.74	1.00	.77	1.37	.90	.61	1.10	1.08	.94	.67	.90

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 286 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	21	*	9	11	*	9	11
		3%	*%	4%	5%	*%	2%	3%
					d			
Fairly Dissatisfied	(-1)	43	10	15	10	8	24	18
		6%	5%	7%	5%	5%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	82	25	19	14	25	44	39
		11%	14%	9%	7%	14%	11%	10%
Fairly Satisfied	(1)	323	66	88	85	83	154	168
		42%	37%	43%	42%	46%	40%	44%
Very Satisfied	(2)	294	76	74	81	62	150	143
		38%	43%	36%	40%	35%	39%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		5	1	1	2	1	2	3
		1%	1%	*%	1%	1%	*%	1%
NET: Satisfied		616	142	162	166	145	304	312
		80%	80%	79%	82%	81%	79%	81%
NET: Dissatisfied		64	10	24	21	8	34	30
		8%	5%	12%	10%	5%	9%	8%
Answered		762	177	205	202	178	382	380
Mean Score		1.1	1.2	1.0	1.1	1.1	1.1	1.1
Standard error		.03	.07	.07	.08	.05	.05	.05
Standard deviation		.98	.88	1.07	1.08	.82	.99	.97

Columns Tested:: a,b,c,d - a,b

Table 287

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	12	*	11	11	*	-	-	*
		2%	1%	2%	2%	1%	-%	-%	1%
Fairly Dissatisfied	(-1)	35	*	35	34	1	*	*	1
		5%	*%	5%	5%	3%	*%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	115	3	111	107	7	1	*	8
		15%	9%	15%	15%	19%	16%	15%	18%
Fairly Satisfied	(1)	321	10	311	301	17	2	1	20
		42%	25%	43%	42%	46%	35%	36%	44%
Very Satisfied	(2)	250	18	232	235	11	3	1	15
		33%	48%	32%	33%	30%	48%	43%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	6	28	34	1	*	*	1
		4%	17%	4%	5%	2%	1%	1%	2%
			b						
NET: Satisfied		571	28	543	536	29	4	2	35
		74%	73%	74%	74%	76%	83%	78%	77%
NET: Dissatisfied		47	*	47	45	2	*	*	2
		6%	1%	6%	6%	4%	*%	5%	4%
Answered		733	31	702	688	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.0	1.3	1.2	1.1
			b						
Standard error		.03	.08	.03	.04	.07	.12	.10	.05
Standard deviation		.91	.77	.92	.92	.85	.83	1.11	.84

Columns Tested:: a,b - a,b,c,d,e

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	12	3	8	*	*	-	-	11	*	-
		2%	1%	2%	*%	1%	-%	-%	2%	1%	-%
Fairly Dissatisfied	(-1)	35	8	18	8	1	*	*	34	1	*
		5%	3%	5%	11%	4%	1%	5%	5%	3%	2%
					aei						
Neither Satisfied Nor Dissatisfied	(0)	115	39	54	14	5	3	*	107	7	1
		15%	13%	15%	21%	20%	16%	15%	15%	19%	16%
Fairly Satisfied	(1)	321	141	131	29	12	7	1	301	17	3
		42%	46%	37%	43%	44%	47%	36%	42%	46%	35%
Very Satisfied	(2)	250	88	131	17	8	5	1	235	11	4
		33%	29%	37%	25%	30%	34%	43%	33%	30%	46%
											ac
Don't Know (CATI ONLY: DO NOT READ OUT)		34	25	9	*	*	*	*	34	1	*
		4%	8%	2%	*%	1%	2%	1%	5%	2%	1%
			bchi								
NET: Satisfied		571	229	261	45	20	13	2	536	29	6
		74%	75%	75%	67%	74%	81%	78%	74%	76%	81%
NET: Dissatisfied		47	11	26	8	1	*	*	45	2	*
		6%	4%	8%	12%	5%	1%	5%	6%	4%	2%
					ei						
Answered		733	279	342	67	27	16	3	688	37	8
Mean Score		1.0	1.1	1.0	.8	1.0	1.2	1.2	1.0	1.0	1.3
			c				c				c
Standard error		.03	.06	.06	.10	.08	.07	.10	.04	.07	.07
Standard deviation		.91	.81	.99	.96	.90	.74	1.11	.92	.85	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	12	11	1	*	-	-	11	*	-	-	*
		2%	2%	*%	1%	-%	-%	2%	*%	-%	-%	1%
Fairly Dissatisfied	(-1)	35	24	10	1	*	*	21	8	1	3	*
		5%	4%	6%	3%	*%	5%	5%	5%	2%	14%	2%
Neither Satisfied Nor Dissatisfied	(0)	115	77	30	7	1	*	61	21	6	6	6
		15%	14%	18%	19%	16%	15%	14%	13%	15%	23%	24%
Fairly Satisfied	(1)	321	229	71	17	2	1	179	69	20	7	10
		42%	41%	43%	46%	35%	36%	40%	44%	52%	29%	37%
Very Satisfied	(2)	250	184	51	11	3	1	146	55	12	8	10
		33%	33%	31%	30%	48%	43%	33%	35%	30%	32%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	32	2	1	*	*	25	4	*	*	*
		4%	6%	1%	2%	1%	1%	6%	2%	*%	2%	*%
			b									
NET: Satisfied		571	414	122	29	4	2	325	124	32	14	20
		74%	74%	75%	76%	83%	78%	73%	79%	83%	61%	74%
NET: Dissatisfied		47	35	10	2	*	*	32	9	1	3	1
		6%	6%	6%	4%	*%	5%	7%	6%	2%	14%	3%
Answered		733	526	162	37	5	3	419	154	38	23	27
Mean Score		1.0	1.1	1.0	1.0	1.3	1.2	1.0	1.1	1.1	.8	1.1
Standard error		.03	.06	.06	.07	.12	.10	.06	.06	.09	.15	.08
Standard deviation		.91	.93	.88	.85	.83	1.11	.97	.85	.74	1.07	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	12	3	3	-	-	2	3	*	-	-
		2%	4%	5%	-%	-%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	35	3	8	13	2	1	3	1	1	3
		5%	4%	13%	9%	7%	1%	3%	1%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	12	5	21	8	10	18	12	7	14
		15%	14%	9%	15%	25%	14%	16%	14%	11%	23%
Fairly Satisfied	(1)	321	24	18	65	13	30	54	47	31	18
		42%	30%	28%	49%	40%	44%	48%	55%	47%	29%
									abi		
Very Satisfied	(2)	250	32	26	28	9	24	35	23	24	20
		33%	39%	42%	21%	28%	36%	31%	27%	36%	33%
				c							
Don't Know (CATI ONLY: DO NOT READ OUT)		34	7	2	8	-	2	-	3	3	7
		4%	8%	2%	6%	-%	2%	-%	3%	5%	11%
											f
NET: Satisfied		571	56	44	93	22	54	88	70	54	38
		74%	69%	71%	69%	68%	79%	79%	82%	83%	62%
NET: Dissatisfied		47	6	11	13	2	3	6	1	1	3
		6%	8%	18%	9%	7%	4%	5%	1%	1%	4%
				gh							
Answered		733	74	61	126	32	66	111	83	62	55
Mean Score		1.0	1.1	.9	.9	.9	1.1	1.0	1.1	1.2	1.0
Standard error		.03	.14	.16	.09	.18	.12	.11	.10	.10	.12
Standard deviation		.91	1.08	1.25	.88	.90	.90	.89	.70	.70	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	12	2	7	3	11	1	1	-	*
		2%	1%	3%	1%	2%	1%	2%	-%	*%
Fairly Dissatisfied	(-1)	35	6	12	17	34	1	*	1	*
		5%	3%	6%	5%	5%	2%	1%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	115	32	24	50	106	9	3	4	1
		15%	20%	12%	15%	15%	13%	10%	22%	9%
Fairly Satisfied	(1)	321	60	72	166	299	22	9	7	6
		42%	37%	35%	50%	43%	34%	25%	40%	50%
					bef	f				
Very Satisfied	(2)	250	53	81	85	220	30	21	6	3
		33%	33%	39%	26%	31%	46%	60%	31%	29%
				c			cd	abcdgh		
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	12	11	31	3	1	1	1
		4%	5%	6%	3%	4%	5%	4%	5%	11%
NET: Satisfied		571	114	154	251	518	53	30	13	10
		74%	70%	74%	76%	74%	79%	84%	71%	79%
NET: Dissatisfied		47	7	18	20	45	2	1	1	*
		6%	5%	9%	6%	6%	2%	3%	3%	1%
Answered		733	153	196	321	670	63	35	17	11
Mean Score		1.0	1.0	1.1	1.0	1.0	1.3	1.4	1.0	1.2
							cd	acdg		
Standard error		.03	.08	.08	.06	.04	.05	.08	.08	.07
Standard deviation		.91	.90	1.04	.84	.92	.84	.85	.85	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	12	-	3	3	*	2	*	3	-	3
		2%	-%	4%	4%	*%	1%	*%	26%	-%	1%
Fairly Dissatisfied	(-1)	35	-	4	4	4	9	1	*	-	17
		5%	-%	5%	4%	3%	5%	2%	1%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	8	9	14	27	22	2	*	-	43
		15%	34%	12%	16%	22%	12%	4%	*%	-%	14%
Fairly Satisfied	(1)	321	6	31	34	47	75	25	2	4	128
		42%	28%	39%	39%	39%	43%	57%	20%	28%	43%
Very Satisfied	(2)	250	9	27	27	37	60	16	7	7	86
		33%	38%	35%	32%	31%	35%	37%	53%	57%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	-	4	4	4	5	-	-	2	19
		4%	-%	5%	5%	3%	3%	-%	-%	15%	7%
NET: Satisfied		571	15	58	61	84	134	42	9	11	215
		74%	66%	74%	71%	71%	78%	95% di	73%	85%	72%
NET: Dissatisfied		47	-	7	7	4	12	1	3	-	20
		6%	-%	9%	8%	4%	7%	2%	27%	-%	7%
Answered		733	23	75	82	115	168	44	12	11	277
Mean Score		1.0	1.0	1.0	.9	1.0	1.1	1.3	.7	1.7	1.0
Standard error		.03	.16	.10	.10	.09	.06	.09	.37	.10	.05
Standard deviation		.91	.86	1.05	1.03	.85	.91	.64	1.76	.49	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	12	4	2	6	8	4	11	*	12	-
		2%	2%	1%	2%	1%	3%	2%	*%	2%	-%
Fairly Dissatisfied	(-1)	35	8	10	17	31	5	33	3	35	-
		5%	3%	5%	5%	5%	4%	5%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	115	49	23	43	93	22	100	14	113	2
		15%	21%	11%	13%	15%	17%	15%	18%	15%	13%
			b								
Fairly Satisfied	(1)	321	87	100	134	262	59	286	35	314	7
		42%	38%	46%	42%	41%	44%	42%	43%	42%	42%
Very Satisfied	(2)	250	73	76	100	218	32	222	28	247	3
		33%	32%	35%	31%	34%	24%	32%	34%	33%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	5	21	24	11	34	1	30	4
		4%	4%	2%	7%	4%	8%	5%	1%	4%	26%
NET: Satisfied		571	160	176	235	480	91	508	63	561	10
		74%	70%	81%	73%	76%	69%	74%	78%	75%	61%
NET: Dissatisfied		47	11	13	23	39	8	44	3	47	-
		6%	5%	6%	7%	6%	6%	6%	4%	6%	-%
Answered		733	220	212	301	611	122	652	81	720	13
Mean Score		1.0	1.0	1.1	1.0	1.1	.9	1.0	1.1	1.0	1.1
Standard error		.03	.06	.05	.05	.03	.09	.04	.06	.03	.18
Standard deviation		.91	.92	.87	.94	.91	.93	.92	.83	.92	.68

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	12	6	4	2	11	1	*	-	12	*
		2%	2%	2%	1%	2%	*%	*%	-%	2%	*%
Fairly Dissatisfied	(-1)	35	14	7	15	26	2	5	3	27	8
		5%	4%	4%	6%	5%	1%	13% b	9%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	115	58	23	34	88	22	4	1	109	6
		15%	16%	14%	14%	16%	16%	12%	3%	16%	7%
Fairly Satisfied	(1)	321	161	69	91	232	62	9	18	294	27
		42%	45%	40%	38%	42%	45%	25%	46%	42%	36%
Very Satisfied	(2)	250	109	65	77	168	47	19	16	215	35
		33%	30%	38%	32%	30%	34%	51%	41%	31%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	13	3	19	29	6	*	*	34	*
		4%	4%	2%	8% b	5%	4%	*%	*%	5%	*%
NET: Satisfied		571	270	133	168	400	109	28	34	509	62
		74%	75%	79%	71%	72%	79%	76%	88%	74%	82%
NET: Dissatisfied		47	19	11	17	37	2	5	3	39	8
		6%	5%	6%	7%	7%	2%	13% b	9%	6%	11%
Answered		733	347	167	218	525	133	37	39	657	76
Mean Score		1.0	1.0	1.1	1.0	1.0	1.2	1.1	1.2	1.0	1.2
Standard error		.03	.05	.06	.06	.04	.06	.14	.10	.03	.08
Standard deviation		.91	.89	.94	.93	.94	.77	1.07	.88	.91	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	12	7	5	1	11	12	12	12	11	8
		2%	3%	1%	*%	2%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	35	10	15	10	34	35	35	35	29	21
		5%	5%	5%	5%	5%	5%	5%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	39	49	27	99	90	102	108	80	45
		15%	17%	15%	13%	15%	14%	15%	15%	16%	13%
Fairly Satisfied	(1)	321	96	137	89	285	263	297	296	214	153
		42%	43%	41%	41%	43%	41%	42%	41%	42%	43%
Very Satisfied	(2)	250	60	108	82	214	209	229	235	162	124
		33%	27%	33%	38%	32%	33%	33%	33%	32%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	12	16	6	26	26	28	30	15	5
		4%	6%	5%	3%	4%	4%	4%	4%	3%	2%
NET: Satisfied		571	155	245	171	499	472	526	530	376	277
		74%	69%	74%	80%	75%	74%	75%	74%	74%	78%
NET: Dissatisfied		47	17	20	10	45	46	47	46	40	29
		6%	8%	6%	5%	7%	7%	7%	6%	8%	8%
Answered		733	211	313	208	643	609	676	684	496	352
Mean Score		1.0	.9	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.04
Standard deviation		.91	.97	.91	.84	.92	.94	.93	.93	.96	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	12	-	9	*	*	2	*	*	2
		2%	-%	2%	1%	1%	8%	1%	*%	3%
Fairly Dissatisfied	(-1)	35	2	17	5	*	1	*	9	11
		5%	3%	4%	9%	*%	6%	1%	32%	14%
									abdf	b
Neither Satisfied Nor Dissatisfied	(0)	115	14	66	8	4	3	6	1	11
		15%	17%	15%	16%	9%	15%	23%	4%	14%
Fairly Satisfied	(1)	321	28	192	26	19	10	7	15	32
		42%	35%	42%	51%	45%	42%	27%	52%	41%
Very Satisfied	(2)	250	30	146	12	19	7	12	3	22
		33%	39%	32%	24%	45%	29%	45%	12%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	4	24	*	*	-	*	-	*
		4%	6%	5%	*%	*%	-%	2%	-%	1%
NET: Satisfied		571	58	338	38	38	17	19	18	54
		74%	74%	75%	74%	90%	72%	72%	64%	69%
NET: Dissatisfied		47	2	26	5	*	3	1	9	13
		6%	3%	6%	10%	1%	13%	3%	32%	17%
									abdf	b
Answered		733	74	430	51	43	24	26	29	78
Mean Score		1.0	1.2	1.0	.9	1.3	.8	1.2	.4	.8
			g	g		gh				
Standard error		.03	.12	.05	.11	.08	.14	.13	.16	.08
Standard deviation		.91	.84	.92	.90	.72	1.18	.93	1.08	1.10

Columns Tested:: a,b,c,d,e,f,g,h

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	12	11	-	-	-	-	*	-	6	3	*	*	2	*	-
		2%	2%	-%	-%	-%	-%	*%	-%	1%	3%	1%	2%	7%	4%	-%
Fairly Dissatisfied	(-1)	35	21	7	3	1	1	2	*	18	6	1	*	-	2	8
		5%	4%	8%	10%	2%	9%	8%	*%	4%	6%	2%	*%	-%	24%	41%
Neither Satisfied Nor Dissatisfied	(0)	115	73	17	*	1	3	3	1	57	20	5	5	3	*	*
		15%	15%	21%	1%	4%	28%	19%	12%	13%	21%	14%	37%	12%	4%	*%
				c			c						a			
Fairly Satisfied	(1)	321	199	38	16	16	6	5	5	187	31	21	6	8	2	9
		42%	41%	47%	60%	45%	48%	30%	70%	43%	33%	57%	42%	29%	20%	49%
Very Satisfied	(2)	250	159	19	8	17	2	8	1	145	33	10	3	13	4	2
		33%	33%	24%	29%	49%	14%	42%	18%	33%	35%	27%	19%	51%	46%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	25	*	-	*	*	*	-	24	2	*	-	*	*	-
		4%	5%	*%	-%	*%	1%	1%	-%	6%	2%	*%	-%	1%	1%	-%
NET: Satisfied		571	357	57	24	33	8	13	6	332	63	31	9	21	5	11
		74%	73%	71%	89%	93%	62%	72%	88%	76%	68%	84%	61%	80%	66%	59%
						e										
NET: Dissatisfied		47	32	7	3	1	1	2	*	24	9	1	*	2	2	8
		6%	7%	8%	10%	2%	9%	9%	*%	6%	9%	3%	2%	7%	29%	41%
Answered		733	462	81	27	36	12	18	7	413	92	37	15	25	8	19
Mean Score		1.0	1.0	.9	1.1	1.4	.7	1.1	1.1	1.1	.9	1.1	.8	1.2	.8	.3
						be										
Standard error		.03	.05	.09	.10	.09	.14	.17	.12	.05	.09	.08	.13	.20	.29	.23
Standard deviation		.91	.95	.88	.85	.69	.85	1.01	.58	.89	1.06	.74	.87	1.14	1.45	1.13

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	12	6	3	-	-	1	2	*	3	3	*	7	2	*
		2%	1%	3%	-%	-%	3%	6%	1%	3%	1%	*%	4%	3%	1%
Fairly Dissatisfied	(-1)	35	14	8	4	2	*	2	4	6	7	9	12	4	3
		5%	3%	9%	6%	5%	*%	7%	13%	7%	3%	5%	7%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	115	60	19	14	4	3	3	5	11	31	29	27	12	3
		15%	14%	20%	21%	10%	15%	9%	17%	13%	13%	16%	16%	18%	7%
Fairly Satisfied	(1)	321	191	37	20	20	6	11	11	27	110	81	61	22	24
		42%	44%	39%	31%	46%	25%	37%	39%	34%	46%	45%	36%	32%	51%
Very Satisfied	(2)	250	133	28	26	17	11	12	8	31	83	49	54	28	16
		33%	31%	29%	39%	39%	48%	40%	29%	39%	34%	27%	32%	41%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	26	*	2	-	2	*	-	2	7	12	8	*	*
		4%	6%	*%	3%	-%	10% b	*%	-%	3%	3%	7%	5%	*%	1%
NET: Satisfied		571	324	66	46	36	17	23	19	59	193	130	115	49	40
		74%	75%	68%	70%	86%	72%	77%	69%	73%	80%	72%	68%	73%	84%
NET: Dissatisfied		47	20	11	4	2	1	4	4	9	10	9	18	6	4
		6%	5%	12%	6%	5%	3%	14%	14%	11%	4%	5%	11%	9%	8%
Answered		733	405	96	64	43	21	30	27	78	233	167	161	67	47
Mean Score		1.0	1.1	.8	1.1	1.2	1.3	1.0	.8	1.0	1.1	1.0	.9	1.0	1.1
Standard error		.03	.05	.09	.10	.09	.16	.17	.16	.10	.06	.06	.07	.09	.11
Standard deviation		.91	.87	1.05	.94	.82	.96	1.19	1.05	1.08	.84	.83	1.08	1.05	.88

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	12	6	*	3	2	-	3	*	7	2	*
		2%	2%	*%	2%	4%	-%	1%	*%	5%	3%	1%
Fairly Dissatisfied	(-1)	35	8	10	11	4	*	11	8	8	4	3
		5%	3%	6%	7%	8%	2%	4%	7%	6%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	115	42	22	22	9	3	35	22	20	11	3
		15%	15%	14%	16%	17%	14%	12%	18%	15%	19%	8%
Fairly Satisfied	(1)	321	132	76	47	16	13	130	43	54	18	18
		42%	46%	47%	33%	31%	57%	45%	35%	42%	32%	50%
Very Satisfied	(2)	250	91	41	53	21	6	100	43	32	23	12
		33%	32%	25%	38%	40%	26%	35%	34%	25%	39%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	12	5	*	*	9	8	8	*	*
		4%	3%	8%	3%	*%	1%	3%	7%	6%	*%	1%
NET: Satisfied		571	223	117	100	37	19	229	86	85	41	30
		74%	78%	72%	71%	71%	82%	80%	69%	67%	71%	82%
NET: Dissatisfied		47	14	10	14	6	*	13	9	15	6	3
		6%	5%	6%	10%	12%	2%	5%	7%	12%	10%	9%
Answered		733	279	150	137	52	22	278	116	120	58	36
Mean Score		1.0	1.1	1.0	1.0	1.0	1.1	1.1	1.0	.8	1.0	1.0
								c				
Standard error		.03	.06	.07	.08	.11	.10	.06	.07	.08	.11	.13
Standard deviation		.91	.88	.85	1.04	1.11	.70	.85	.93	1.08	1.08	.92

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	12	3	*	6	2	1	8	*	3	7	5	5	6
		2%	1%	*%	3%	3%	1%	2%	*%	2%	1%	2%	1%	5%
Fairly Dissatisfied	(-1)	35	7	2	13	11	1	26	2	6	21	14	28	6
		5%	3%	2%	7%	14% ab	3%	5%	4%	4%	4%	5%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	46	15	26	14	7	63	13	30	84	31	83	17
		15%	17%	12%	13%	18%	17%	13%	21%	18%	17%	11%	15%	15%
Fairly Satisfied	(1)	321	122	51	74	20	29	209	23	64	204	117	244	41
		42%	45% d	41%	37%	25%	65% cd	43%	35%	40%	41%	43%	44%	38%
Very Satisfied	(2)	250	82	40	73	32	7	156	22	56	150	101	176	37
		33%	30%	32%	37%	41%	15%	32%	35%	34%	30%	37%	32%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	9	16	5	*	*	24	3	3	29	6	24	2
		4%	3%	13% acd	2%	*%	*%	5%	5%	2%	6%	2%	4%	2%
NET: Satisfied		571	203	91	147	52	35	365	45	120	353	218	421	78
		74%	76%	73%	75%	66%	79%	75%	70%	74%	72%	80%	75%	72%
NET: Dissatisfied		47	10	2	19	13	2	34	3	10	28	19	33	12
		6%	4%	2%	10%	16% ab	4%	7%	4%	6%	6%	7%	6%	11%
Answered		733	259	108	192	79	45	462	61	159	465	268	536	106
Mean Score		1.0	1.1	1.2	1.0	.9	.9	1.0	1.1	1.0	1.0	1.1	1.0	.9
Standard error		.03	.06	.06	.07	.11	.09	.04	.09	.07	.04	.05	.04	.09
Standard deviation		.91	.83	.76	1.04	1.17	.73	.93	.89	.94	.90	.93	.88	1.10

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	12	9	3	*	11	5	6	9	3	3	8
		2%	2%	2%	*%	2%	1%	5% a	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	35	24	11	5	30	28	6	24	10	8	27
		5%	5%	7%	3%	6%	5%	6%	5%	6%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	115	69	22	27	81	84	15	69	22	26	82
		15%	15%	13%	15%	15%	15%	15%	14%	14%	13%	16%
Fairly Satisfied	(1)	321	191	72	73	223	251	34	193	70	92	204
		42%	41%	44%	41%	42%	45%	32%	41%	43%	47%	39%
Very Satisfied	(2)	250	154	55	54	180	172	42	153	56	45	190
		33%	33%	34%	30%	34%	30%	40%	32%	35%	23%	36% a
Don't Know (CATI ONLY: DO NOT READ OUT)		34	25	2	19	10	24	2	25	2	21	9
		4%	5%	1%	11% b	2%	4%	2%	5%	1%	11% b	2%
NET: Satisfied		571	345	128	127	404	423	76	346	126	136	394
		74%	73%	78%	71%	75%	75%	72%	73%	78%	70%	76%
NET: Dissatisfied		47	33	14	5	41	33	12	34	13	11	35
		6%	7%	8%	3%	8%	6%	11%	7%	8%	6%	7%
Answered		733	446	163	158	526	540	103	448	161	173	511
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.1
Standard error		.03	.04	.06	.06	.04	.04	.09	.04	.06	.06	.04
Standard deviation		.91	.95	.95	.80	.96	.88	1.14	.95	.94	.87	.94

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	12	6	8	3	-	7	5	6	-	7	5	6	-
		2%	1%	2%	2%	-%	2%	1%	4%	-%	1%	1%	3%	-%
Fairly Dissatisfied	(-1)	35	20	27	11	-	24	24	11	-	29	17	16	-
		5%	4%	5%	7%	-%	5%	6%	9%	-%	5%	4%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	115	74	78	23	4	67	55	18	-	81	62	28	-
		15%	16%	15%	16%	100%	15%	13%	14%	-%	13%	16%	16%	-%
Fairly Satisfied	(1)	321	212	209	56	-	201	178	44	-	264	159	69	-
		42%	45%	41%	38%	-%	44%	41%	34%	-%	43%	42%	38%	-%
Very Satisfied	(2)	250	148	157	48	-	141	144	42	-	206	112	55	*
		33%	31%	31%	32%	-%	31%	33%	32%	-%	34%	29%	30%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	11	25	8	-	13	26	10	-	23	26	7	-
		4%	2%	5%	5%	-%	3%	6%	8%	-%	4%	7%	4%	-%
NET: Satisfied		571	360	366	103	-	342	322	86	-	470	270	124	*
		74%	76%	73%	70%	-%	75%	75%	66%	-%	77%	71%	68%	100%
NET: Dissatisfied		47	27	35	14	-	31	29	17	-	37	22	22	-
		6%	6%	7%	9%	-%	7%	7%	13%	-%	6%	6%	12%	-%
Answered		733	461	478	140	4	440	406	121	-	588	354	174	*
Mean Score		1.0	1.0	1.0	1.0	-	1.0	1.1	.9	-	1.1	1.0	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.03	.04	.08	-
Standard deviation		.91	.88	.93	.99	-	.91	.91	1.13	-	.89	.90	1.07	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	12	5	6	9	4	6	3	2	3	7	3	-
		2%	1%	1%	2%	1%	2%	10% a	1%	1%	2%	3%	-%
Fairly Dissatisfied	(-1)	35	25	25	14	25	18	*	8	11	14	7	7
		5%	5%	5%	4%	5%	5%	*%	3%	4%	5%	8%	16% ab
Neither Satisfied Nor Dissatisfied	(0)	115	77	67	61	73	57	1	35	47	44	17	5
		15%	14%	13%	16%	15%	15%	3%	14%	18%	15%	19%	11%
Fairly Satisfied	(1)	321	245	219	151	216	155	12	108	103	113	26	16
		42%	44%	42%	40%	45%	41%	34%	43%	39%	39%	30%	36%
Very Satisfied	(2)	250	182	174	118	139	114	18	77	78	97	30	12
		33%	33%	34%	31%	29%	31%	53%	31%	30%	33%	33%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	24	25	26	20	24	-	22	20	16	6	5
		4%	4%	5%	7%	4%	6%	-%	9%	8%	5%	7%	12%
NET: Satisfied		571	427	393	268	356	269	30	185	181	210	56	28
		74%	76%	76%	71%	74%	72%	87%	74%	69%	72%	63%	62%
NET: Dissatisfied		47	31	31	23	29	24	3	10	15	20	10	7
		6%	6%	6%	6%	6%	6%	10%	4%	6%	7%	11%	16% a
Answered		733	535	491	353	458	349	34	230	243	274	83	41
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	1.2	1.1	1.0	1.0	.9	.8
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.12	.16
Standard deviation		.91	.87	.89	.95	.87	.92	1.20	.84	.91	.96	1.10	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	12	-	3	2	*	7	4	7	11	7	7	8	6	-	6	4
		2%	-%	7%	2%	1%	1%	1%	1%	2%	1%	1%	1%	4%	-%	1%	6%
Fairly Dissatisfied	(-1)	35	4	2	7	2	31	21	34	29	22	29	33	11	-	14	7
		5%	4%	5%	8%	8%	5%	5%	5%	6%	5%	6%	5%	7%	-%	3%	12% a
Neither Satisfied Nor Dissatisfied	(0)	115	24	*	16	5	85	77	102	70	66	70	88	17	-	55	10
		15%	24% b	1%	17%	16%	14%	18%	15%	13%	14%	14%	15%	11%	-%	11%	16%
Fairly Satisfied	(1)	321	41	29	30	16	265	157	285	223	183	215	246	58	-	215	20
		42%	40%	64% c	33%	50%	43%	36%	42%	42%	40%	44%	41%	39%	-%	45%	31%
Very Satisfied	(2)	250	24	9	34	8	205	157	222	172	160	152	198	49	1	177	13
		33%	23%	21%	37%	25%	33%	36%	33%	32%	35%	31%	33%	33%	100%	37%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	10	1	3	-	29	25	31	25	21	11	29	9	-	16	8
		4%	9%	2%	3%	-%	5%	6%	5%	5%	5%	2%	5%	6%	-%	3%	13% a
NET: Satisfied		571	65	39	65	23	471	314	506	394	343	368	445	108	1	392	33
		74%	63%	85%	70%	75%	76%	71%	74%	74%	75%	76%	74%	72%	100%	81% b	53%
NET: Dissatisfied		47	4	6	9	3	38	24	41	41	29	36	41	16	-	19	11
		6%	4%	12%	10%	9%	6%	6%	6%	8%	6%	7%	7%	11%	-%	4%	17% a
Answered		733	94	44	90	31	593	415	650	505	438	473	574	140	1	466	54
Mean Score		1.0	.9	.9	1.0	.9	1.1	1.1	1.0	1.0	1.1	1.0	1.0	1.0	2.0	1.2 b	.6
Standard error		.03	.08	.13	.12	.17	.03	.04	.03	.04	.04	.04	.04	.08	-	.04	.18
Standard deviation		.91	.83	1.04	1.05	.91	.90	.92	.90	.96	.92	.92	.93	1.06	-	.83	1.20

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	12	6	3	3	9	12	-	8	3	-	2	*	9
		2%	2%	1%	*%	19% a	4% b	-%	5% b	1%	-%	1%	*%	3%
Fairly Dissatisfied	(-1)	35	23	6	16	16	30	5	5	26	2	16	4	13
		5%	7%	2%	3%	34% a	10% b	1%	3%	6%	2%	6%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	55	38	75	11	52	63	19	81	14	32	34	45
		15%	15%	13%	12%	22%	17%	13%	12%	17%	12%	13%	21%	14%
Fairly Satisfied	(1)	321	148	130	264	12	138	183	68	202	51	97	79	136
		42%	41%	45%	42%	25%	46%	39%	41%	42%	43%	39%	48%	41%
Very Satisfied	(2)	250	109	102	243	*	55	195	55	149	42	83	47	114
		33%	30%	35%	39% b	1%	18%	42% a	33%	31%	36%	33%	28%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	17	12	23	-	11	23	12	14	8	20	*	10
		4%	5%	4%	4%	-%	4%	5%	7%	3%	7%	8% b	*%	3%
NET: Satisfied		571	257	233	507	12	193	378	123	350	93	181	126	250
		74%	72%	80%	81% b	26%	65%	81% a	74%	74%	79%	72%	76%	76%
NET: Dissatisfied		47	29	9	18	25	42	5	13	30	2	18	5	23
		6%	8%	3%	3%	52% a	14% b	1%	8%	6%	2%	7%	3%	7%
Answered		733	341	280	599	48	286	446	155	462	110	230	164	317
Mean Score		1.0	1.0	1.2	1.2 b	-.4	.7	1.3 a	1.0	1.0	1.2	1.1	1.0	1.0
Standard error		.03	.05	.05	.03	.18	.05	.03	.07	.04	.07	.06	.05	.05
Standard deviation		.91	.96	.82	.79	1.09	1.03	.74	1.04	.89	.75	.93	.78	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	12	4	8
		2%	1%	2%
Fairly Dissatisfied	(-1)	35	19	16
		5%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	53	62
		15%	14%	16%
Fairly Satisfied	(1)	321	163	158
		42%	44%	40%
Very Satisfied	(2)	250	115	135
		33%	31%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	18	17
		4%	5%	4%
NET: Satisfied		571	278	293
		74%	75%	74%
NET: Dissatisfied		47	23	24
		6%	6%	6%
Answered		733	354	379
Mean Score		1.0	1.0	1.0
Standard error		.03	.04	.05
Standard deviation		.91	.89	.93

Columns Tested:: a,b

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	12	-	-	1	-	3	-	-	3	5	*	-	*
		2%	-%	-%	1%	-%	6%	-%	-%	3%	5%	*%	-%	*%
Fairly Dissatisfied	(-1)	35	*	4	1	*	*	14	-	5	3	2	1	5
		5%	6%	4%	1%	*%	*%	11%	-%	4%	3%	10%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	1	16	15	5	4	20	1	17	3	3	10	18
		15%	19%	14%	27%	35%	8%	15%	29%	15%	4%	15%	14%	21%
					i	i								i
Fairly Satisfied	(1)	321	3	48	28	4	27	48	*	46	44	8	36	29
		42%	34%	42%	50%	26%	47%	36%	8%	42%	50%	37%	49%	34%
Very Satisfied	(2)	250	2	45	7	5	16	52	2	38	28	6	20	31
		33%	20%	40%	11%	33%	27%	38%	54%	34%	32%	29%	27%	36%
				c				c		c	c			c
Don't Know (CATI ONLY: DO NOT READ OUT)		34	2	*	6	1	7	*	*	3	5	2	6	2
		4%	22%	*%	10%	6%	12%	*%	9%	2%	6%	10%	8%	3%
			bfhl		f		bf						f	
NET: Satisfied		571	4	93	35	8	42	100	3	84	72	14	56	60
		74%	54%	82%	61%	59%	75%	74%	62%	76%	82%	66%	76%	70%
NET: Dissatisfied		47	*	4	1	*	3	14	-	8	7	2	1	5
		6%	6%	4%	2%	*%	6%	11%	-%	7%	8%	10%	1%	6%
Answered		733	6	114	51	13	50	134	4	108	83	19	67	83
Mean Score		1.0	.9	1.2	.8	1.0	1.0	1.0	1.3	1.0	1.1	.9	1.1	1.0
				c									c	
Standard error		.03	.16	.09	.09	.12	.15	.09	.27	.09	.12	.13	.09	.09
Standard deviation		.91	.96	.82	.73	.88	1.00	.98	1.06	.96	1.02	.98	.71	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 287 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	12	1	3	8	*	4	8
		2%	*%	2%	4%	*%	1%	2%
					d			
Fairly Dissatisfied	(-1)	35	6	14	7	8	20	15
		5%	3%	7%	4%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	33	30	21	31	62	53
		15%	18%	14%	10%	18%	16%	14%
Fairly Satisfied	(1)	321	79	78	91	73	157	164
		42%	44%	38%	45%	41%	41%	43%
Very Satisfied	(2)	250	53	72	68	56	125	125
		33%	30%	35%	34%	31%	33%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	7	8	8	11	15	19
		4%	4%	4%	4%	6%	4%	5%
NET: Satisfied		571	132	150	159	129	282	289
		74%	74%	73%	78%	72%	74%	75%
NET: Dissatisfied		47	6	17	15	8	24	23
		6%	4%	9%	7%	5%	6%	6%
Answered		733	171	198	196	169	368	364
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.06	.06	.07	.06	.04	.04
Standard deviation		.91	.82	.98	.98	.85	.90	.92

Columns Tested:: a,b,c,d - a,b

Table 288

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	17	*	17	16	1	-	*	1
		2%	1%	2%	2%	3%	-%	1%	3%
Fairly Dissatisfied	(-1)	38	*	38	36	1	*	*	1
		5%	*%	5%	5%	3%	1%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	106	5	101	100	5	*	*	6
		14%	13%	14%	14%	14%	9%	7%	13%
Fairly Satisfied	(1)	314	7	307	294	16	3	1	20
		41%	19%	42%	41%	42%	52%	47%	44%
				a					
Very Satisfied	(2)	258	18	240	242	13	2	1	16
		34%	48%	33%	34%	35%	37%	41%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	7	27	33	1	*	*	1
		4%	19%	4%	5%	2%	1%	1%	2%
			b						
NET: Satisfied		573	25	548	536	29	5	2	36
		75%	67%	75%	74%	78%	89%	88%	80%
								a	
NET: Dissatisfied		54	*	54	52	2	*	*	2
		7%	1%	7%	7%	6%	1%	4%	5%
Answered		733	31	703	688	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.1	1.3	1.3	1.1
Standard error		.03	.09	.03	.04	.07	.10	.09	.05
Standard deviation		.95	.84	.96	.96	.96	.73	.99	.93

Columns Tested:: a,b - a,b,c,d,e

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	17	3	13	-	1	*	*	16	1	*
		2%	1%	4%	-%	2%	3%	1%	2%	3%	*%
Fairly Dissatisfied	(-1)	38	13	13	10	1	*	*	36	1	*
		5%	4%	4%	15%	4%	1%	3%	5%	3%	1%
					abefghi						
Neither Satisfied Nor Dissatisfied	(0)	106	51	40	9	3	2	*	100	5	1
		14%	17%	11%	14%	13%	15%	7%	14%	14%	9%
Fairly Satisfied	(1)	314	125	141	28	11	8	1	294	16	4
		41%	41%	40%	41%	39%	51%	47%	41%	42%	51%
Very Satisfied	(2)	258	86	136	20	11	4	1	242	13	3
		34%	28%	39%	30%	40%	27%	41%	34%	35%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	26	7	*	*	*	*	33	1	*
		4%	8%	2%	*%	1%	2%	1%	5%	2%	1%
			bchi								
NET: Satisfied		573	211	277	48	22	12	2	536	29	7
		75%	70%	79%	71%	80%	78%	88%	74%	78%	89%
								acg			acg
NET: Dissatisfied		54	16	26	10	2	1	*	52	2	*
		7%	5%	7%	15%	6%	4%	4%	7%	6%	2%
					afi						
Answered		733	278	343	67	27	16	3	688	37	8
Mean Score		1.0	1.0	1.1	.9	1.1	1.0	1.3	1.0	1.1	1.3
								c			c
Standard error		.03	.07	.06	.11	.09	.09	.09	.04	.07	.06
Standard deviation		.95	.88	1.00	1.02	.97	.90	.99	.96	.96	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	17	14	2	1	-	*	11	2	*	3	*
		2%	2%	1%	3%	-%	1%	2%	1%	*%	14% b	1%
Fairly Dissatisfied	(-1)	38	22	15	1	*	*	22	12	2	-	1
		5%	4%	9%	3%	1%	3%	5%	8%	5%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	82	18	5	*	*	59	22	3	5	5
		14%	15%	11%	14%	9%	7%	13%	14%	8%	23%	20%
Fairly Satisfied	(1)	314	229	65	16	3	1	184	61	18	7	12
		41%	41%	39%	42%	52%	47%	41%	39%	46%	30%	45%
Very Satisfied	(2)	258	180	62	13	2	1	143	57	16	7	8
		34%	32%	38%	35%	37%	41%	32%	36%	41%	31%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	31	2	1	*	*	25	3	*	*	*
		4%	6%	1%	2%	1%	1%	6%	2%	*%	2%	*%
NET: Satisfied		573	409	127	29	5	2	327	119	33	15	21
		75%	73%	78%	78%	89%	88% a	74%	76%	87%	61%	77%
NET: Dissatisfied		54	35	17	2	*	*	33	14	2	3	1
		7%	6%	10%	6%	1%	4%	7%	9%	5%	14%	3%
Answered		733	526	162	37	5	3	418	155	38	23	27
Mean Score		1.0	1.0	1.1	1.1	1.3	1.3	1.0	1.0	1.2	.7	1.0
Standard error		.03	.06	.07	.07	.10	.09	.06	.07	.10	.19	.07
Standard deviation		.95	.95	.98	.96	.73	.99	.96	.97	.81	1.34	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	17	6	4	-	2	2	3	*	-	-
		2%	8% c	6%	-%	5%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	38	-	8	12	-	2	3	4	7	1
		5%	-%	12% a	9%	-%	3%	3%	4%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	8	6	31	5	3	13	11	8	12
		14%	10%	9%	23% e	16%	5%	12%	12%	12%	20%
Fairly Satisfied	(1)	314	27	20	50	15	37	54	48	23	20
		41%	34%	32%	37%	48%	54%	49%	56%	34%	33%
Very Satisfied	(2)	258	33	22	35	10	22	38	21	25	21
		34%	41%	36%	26%	32%	33%	34%	24%	39%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	6	3	7	-	2	-	3	3	7
		4%	7%	5%	5%	-%	2%	-%	3%	5%	11% f
NET: Satisfied		573	60	42	85	25	59	92	68	48	42
		75%	75%	68%	63%	79%	87% c	83% c	80%	73%	67%
NET: Dissatisfied		54	6	11	12	2	4	6	4	7	1
		7%	8%	18% i	9%	5%	6%	5%	5%	11%	2%
Answered		733	75	59	128	32	66	111	83	62	55
Mean Score		1.0	1.1	.8	.8	1.0	1.1	1.1	1.0	1.1	1.1
Standard error		.03	.15	.16	.09	.20	.11	.10	.11	.14	.11
Standard deviation		.95	1.16	1.24	.94	.98	.86	.88	.77	.99	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	17	3	10	3	16	*	*	-	*
		2%	2%	5%	1%	2%	1%	1%	-%	2%
Fairly Dissatisfied	(-1)	38	3	15	19	37	1	*	1	*
		5%	2%	7% e	6%	5%	1%	1%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	106	21	21	55	97	9	4	4	1
		14%	13%	10%	16%	14%	14%	10%	24%	9%
Fairly Satisfied	(1)	314	72	70	152	294	20	8	8	5
		41%	45% f	34%	46% ef	42% f	30%	21%	42%	39%
Very Satisfied	(2)	258	54	80	93	227	31	23	5	4
		34%	33%	39%	28%	32%	47% cdg	64% abcdgh	25%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	12	9	30	4	1	1	2
		4%	5%	6%	3%	4%	7%	4%	6%	17% cd
NET: Satisfied		573	126	150	245	522	51	30	12	9
		75%	78%	72%	74%	74%	77%	85%	67%	71%
NET: Dissatisfied		54	6	25	22	53	1	*	1	*
		7%	4%	12% e	7%	8%	2%	1%	3%	3%
Answered		733	153	196	322	671	62	35	17	10
Mean Score		1.0	1.1	1.0	1.0	1.0	1.3 bcdg	1.5 abcdg	.9	1.2
Standard error		.03	.07	.09	.06	.04	.05	.07	.08	.09
Standard deviation		.95	.87	1.13	.88	.96	.84	.78	.83	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	17	-	6	6	*	3	-	3	-	4
		2%	-%	8%	7%	*%	2%	-%	26%	-%	2%
Fairly Dissatisfied	(-1)	38	*	5	6	5	12	*	*	-	15
		5%	1%	6%	6%	4%	7%	*%	*%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	106	7	2	6	23	26	3	*	1	40
		14%	33%	3%	7%	19%	15%	7%	*%	4%	14%
						b					
Fairly Satisfied	(1)	314	4	26	29	54	76	29	2	3	118
		41%	19%	33%	33%	45%	44%	65%	17%	24%	40%
								bci			
Very Satisfied	(2)	258	11	35	35	33	51	12	7	9	99
		34%	47%	45%	41%	28%	30%	28%	56%	69%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	-	5	5	4	5	-	-	1	20
		4%	-%	6%	6%	3%	3%	-%	-%	4%	7%
NET: Satisfied		573	15	61	64	87	127	41	9	12	217
		75%	66%	77%	74%	73%	74%	93%	73%	92%	73%
NET: Dissatisfied		54	*	11	12	5	15	*	3	-	19
		7%	1%	14%	14%	4%	9%	*%	26%	-%	7%
Answered		733	23	74	82	115	168	44	12	13	277
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	1.2	.8	1.7	1.1
Standard error		.03	.17	.12	.12	.08	.07	.08	.38	.11	.06
Standard deviation		.95	.92	1.24	1.22	.82	.95	.56	1.76	.57	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	17	6	3	8	13	4	15	2	17	-
		2%	3%	1%	2%	2%	3%	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	38	11	12	15	32	6	36	2	38	-
		5%	5%	6%	5%	5%	4%	5%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	106	36	29	41	91	15	91	15	103	2
		14%	16%	13%	13%	14%	12%	13%	18%	14%	14%
Fairly Satisfied	(1)	314	87	105	123	256	59	279	35	308	7
		41%	38%	48%	38%	40%	44%	41%	43%	41%	39%
Very Satisfied	(2)	258	79	64	115	220	39	231	27	255	4
		34%	35%	29%	36%	35%	29%	34%	34%	34%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	9	5	21	24	10	33	1	30	4
		4%	4%	2%	6%	4%	8%	5%	1%	4%	26%
NET: Satisfied		573	166	168	238	476	97	510	62	563	10
		75%	73%	78%	74%	75%	74%	74%	77%	75%	60%
NET: Dissatisfied		54	17	15	23	45	9	51	4	54	-
		7%	7%	7%	7%	7%	7%	7%	4%	7%	-%
Answered		733	219	212	302	612	122	653	81	721	13
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.1
Standard error		.03	.06	.05	.05	.04	.10	.04	.07	.03	.19
Standard deviation		.95	.99	.89	.97	.96	.95	.96	.90	.96	.71

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	17	6	8	2	11	3	-	3	14	3
		2%	2%	5%	1%	2%	2%	-%	9%	2%	4%
Fairly Dissatisfied	(-1)	38	16	9	12	27	5	5	*	32	6
		5%	5%	5%	5%	5%	4%	15%	*%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	106	59	19	28	84	16	2	4	100	6
		14%	16%	11%	12%	15%	12%	6%	11%	14%	8%
Fairly Satisfied	(1)	314	156	62	96	219	60	14	22	279	35
		41%	43%	37%	40%	40%	43%	37%	56%	40%	47%
Very Satisfied	(2)	258	109	70	79	185	49	16	9	233	25
		34%	30%	41%	33%	33%	35%	43%	24%	34%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	13	1	20	28	6	*	*	34	*
		4%	4%	1%	9%	5%	4%	*%	*%	5%	*%
					b						
NET: Satisfied		573	266	132	175	404	109	29	31	513	60
		75%	74%	78%	74%	73%	79%	80%	80%	74%	80%
NET: Dissatisfied		54	22	17	15	38	8	5	4	46	9
		7%	6%	10%	6%	7%	6%	15%	9%	7%	12%
Answered		733	347	169	217	525	132	37	39	658	76
Mean Score		1.0	1.0	1.0	1.1	1.0	1.1	1.1	.9	1.0	1.0
Standard error		.03	.05	.07	.06	.04	.07	.13	.12	.04	.09
Standard deviation		.95	.91	1.09	.90	.95	.90	1.05	1.07	.94	1.06

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	17	6	5	6	17	17	17	17	16	13
		2%	3%	1%	3%	2%	3%	2%	2%	3%	4%
Fairly Dissatisfied	(-1)	38	13	14	11	35	34	37	37	28	25
		5%	6%	4%	5%	5%	5%	5%	5%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	106	44	39	22	90	78	92	100	70	41
		14%	20%	12%	10%	13%	12%	13%	14%	14%	11%
Fairly Satisfied	(1)	314	85	134	95	279	260	292	289	215	156
		41%	38%	41%	45%	42%	41%	41%	40%	42%	44%
Very Satisfied	(2)	258	62	123	74	224	223	240	242	168	118
		34%	28%	37%	34%	34%	35%	34%	34%	33%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	12	16	6	23	24	26	29	13	4
		4%	5%	5%	3%	3%	4%	4%	4%	3%	1%
NET: Satisfied		573	148	256	169	504	483	532	532	383	274
		75%	66%	78%	79%	75%	76%	76%	74%	75%	77%
					a						
NET: Dissatisfied		54	19	18	17	51	51	54	53	44	38
		7%	9%	6%	8%	8%	8%	8%	7%	9%	11%
Answered		733	211	314	208	645	611	678	685	498	353
Mean Score		1.0	.9	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.0
				a							
Standard error		.03	.08	.05	.05	.04	.04	.03	.03	.04	.05
Standard deviation		.95	1.00	.90	.96	.97	.98	.97	.97	1.00	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	17	-	9	*	*	2	2	3	7
		2%	-%	2%	1%	1%	9%	6%	11%	9%
Fairly Dissatisfied	(-1)	38	5	25	*	-	1	*	6	7
		5%	7%	5%	*%	-%	2%	2%	22%	9%
									bcd	
Neither Satisfied Nor Dissatisfied	(0)	106	13	62	6	2	3	3	2	8
		14%	17%	14%	13%	4%	13%	11%	6%	10%
Fairly Satisfied	(1)	314	30	184	26	18	14	10	10	34
		41%	39%	41%	51%	41%	61%	39%	33%	43%
Very Satisfied	(2)	258	25	152	18	23	3	11	8	22
		34%	32%	34%	36%	53%	14%	40%	28%	28%
						e				
Don't Know (CATI ONLY: DO NOT READ OUT)		34	4	21	*	*	-	*	-	*
		4%	5%	5%	*%	1%	-%	1%	-%	*%
NET: Satisfied		573	55	336	44	40	18	21	18	56
		75%	70%	74%	86%	94%	75%	79%	62%	72%
						abgh				
NET: Dissatisfied		54	5	34	*	*	3	2	9	14
		7%	7%	7%	1%	1%	11%	8%	33%	18%
									bcd	c
Answered		733	74	432	51	42	24	26	29	78
Mean Score		1.0	1.0	1.0	1.2	1.5	.7	1.1	.5	.7
					g	abegh				
Standard error		.03	.13	.05	.09	.07	.13	.15	.20	.09
Standard deviation		.95	.91	.96	.72	.69	1.07	1.09	1.40	1.22

Columns Tested:: a,b,c,d,e,f,g,h

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	17	11	3	-	-	*	2	-	6	4	2	*	2	-	3
		2%	2%	4%	-%	-%	3%	9%	-%	1%	4%	6%	2%	7%	-%	16%
Fairly Dissatisfied	(-1)	38	31	1	*	-	*	2	*	16	11	*	*	1	2	5
		5%	6%	2%	*%	-%	3%	9%	4%	4%	12% a	*%	1%	2%	25%	24%
Neither Satisfied Nor Dissatisfied	(0)	106	73	10	1	2	2	3	*	61	9	1	1	4	*	1
		14%	15%	12%	3%	4%	15%	15%	3%	14%	10%	3%	6%	15%	4%	7%
Fairly Satisfied	(1)	314	194	44	14	9	8	5	6	170	43	19	10	11	3	4
		41%	40%	54%	52%	25%	66% d	27%	81%	39%	46%	51%	69% a	42%	36%	22%
Very Satisfied	(2)	258	155	23	12	25	1	7	1	161	26	15	3	8	3	6
		34%	32%	28%	45%	70% abe	12%	41%	12%	37%	28%	41%	22%	33%	33%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	22	*	*	*	*	*	-	23	*	*	-	*	*	-
		4%	5%	*%	1%	*%	1%	*%	-%	5%	1%	*%	-%	1%	2%	-%
NET: Satisfied		573	349	66	26	34	10	12	7	331	69	34	13	19	5	10
		75%	72%	82%	96% af	95% a	77%	68%	93%	76%	74%	92%	91%	75%	69%	53%
NET: Dissatisfied		54	43	5	*	-	1	3	*	22	14	2	*	2	2	8
		7%	9%	6%	*%	-%	6%	18%	4%	5%	15% a	6%	3%	9%	25%	40%
Answered		733	465	81	27	36	12	18	7	414	93	37	15	25	8	19
Mean Score		1.0	1.0	1.0	1.4 e	1.7 abef	.8	.8	1.0	1.1	.8	1.2	1.1	.9	.8	.3
Standard error		.03	.05	.09	.07	.07	.13	.22	.13	.05	.09	.10	.11	.20	.25	.31
Standard deviation		.95	.99	.92	.56	.57	.83	1.33	.61	.90	1.09	.96	.73	1.12	1.24	1.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	17	6	3	-	*	1	2	5	7	3	*	7	3	3
		2%	2%	3%	-%	*%	3%	6%	17% ac	9% a	1%	*%	4%	5%	7%
Fairly Dissatisfied	(-1)	38	14	14	4	*	4	2	1	6	6	17	7	4	4
		5%	3%	14% a	5%	*%	17% a	6%	2%	7%	2%	9%	4%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	106	73	10	10	3	2	1	2	5	33	24	24	8	3
		14%	17%	10%	15%	7%	10%	3%	6%	6%	14%	13%	14%	12%	7%
Fairly Satisfied	(1)	314	175	35	30	19	4	14	12	31	102	70	68	24	29
		41%	41%	37%	45%	44%	18%	48%	45%	38%	42%	39%	40%	35%	62%
Very Satisfied	(2)	258	137	34	21	21	11	11	8	30	91	58	55	29	7
		34%	32%	36%	32%	48%	48%	37%	30%	38%	38%	32%	33%	42% e	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	26	*	2	*	1	*	*	1	6	11	8	*	*
		4%	6%	*%	2%	*%	4%	*%	*%	1%	3%	6%	5%	*%	1%
NET: Satisfied		573	311	69	50	39	15	25	21	61	193	128	123	52	36
		75%	72%	73%	77%	92% a	66%	85%	75%	76%	80%	71%	73%	77%	77%
NET: Dissatisfied		54	20	17	4	*	5	4	5	13	8	17	14	7	7
		7%	5%	17% ad	5%	*%	20% ad	12%	19% ad	16% a	3%	10%	8%	11%	16%
Answered		733	404	96	64	42	22	30	27	79	234	169	161	67	47
Mean Score		1.0	1.0	.9	1.1	1.4 bg	.9	1.0	.7	.9	1.2 e	1.0	1.0	1.0	.7
Standard error		.03	.05	.10	.09	.08	.22	.16	.22	.11	.06	.07	.07	.10	.13
Standard deviation		.95	.89	1.14	.84	.65	1.30	1.11	1.39	1.26	.84	.95	1.03	1.12	1.07

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	17	6	*	6	3	*	3	2	7	2	3
		2%	2%	*%	4%	7%	2%	1%	2%	5%	3%	9%
Fairly Dissatisfied	(-1)	38	10	14	3	4	4	8	16	6	4	*
		5%	3%	9%	2%	7%	17% c	3%	13% a	4%	7%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	39	26	20	5	1	37	9	22	6	3
		14%	13%	16%	14%	9%	5%	13%	7%	18%	10%	8%
Fairly Satisfied	(1)	314	129	62	55	18	16	113	46	54	24	23
		41%	45%	38%	39%	35%	71% bcd	39%	37%	42%	41%	63%
Very Satisfied	(2)	258	98	49	53	22	1	120	43	31	23	7
		34%	34% e	30%	37% e	42% e	5%	42% c	34%	24%	39%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	7	11	5	*	*	7	8	8	*	*
		4%	2%	7%	3%	*%	1%	2%	7%	6%	*%	1%
NET: Satisfied		573	226	110	108	40	17	232	89	85	47	30
		75%	79%	68%	76%	77%	76%	81% c	71%	66%	80%	82%
NET: Dissatisfied		54	16	15	9	7	4	11	18	12	6	3
		7%	5%	9%	7%	14%	19%	4%	15% a	10%	10%	9%
Answered		733	281	151	137	52	22	281	116	120	58	36
Mean Score		1.0	1.1	1.0	1.1	1.0	.6	1.2 c	1.0	.8	1.1	.8
Standard error		.03	.06	.08	.07	.12	.13	.06	.09	.08	.10	.15
Standard deviation		.95	.90	.95	1.02	1.20	.91	.85	1.09	1.06	1.03	1.04

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	17	3	*	10	2	2	14	*	3	9	8	5	11
		2%	1%	*%	5%	3%	5%	3%	*%	2%	2%	3%	1%	10% a
Fairly Dissatisfied	(-1)	38	5	6	14	8	4	25	1	10	32	6	35	*
		5%	2%	5%	7%	10% a	10%	5%	1%	6%	6%	2%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	51	18	24	4	2	60	12	27	77	29	75	15
		14%	19% d	15%	12%	5%	5%	12%	19%	17%	16%	11%	13%	14%
Fairly Satisfied	(1)	314	114	36	77	32	30	192	32	65	207	108	235	45
		41%	43%	29%	39%	40%	67% bc	39%	50%	40%	42%	39%	42%	41%
Very Satisfied	(2)	258	88	48	68	33	6	172	16	54	141	118	187	37
		34%	33%	38% e	35%	41% e	14%	35%	25%	33%	29%	43% a	33%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	16	4	*	*	23	3	3	29	5	23	*
		4%	3%	13% acd	2%	*%	*%	5%	5%	2%	6%	2%	4%	*%
NET: Satisfied		573	202	83	145	65	36	364	48	119	348	225	422	82
		75%	75%	67%	74%	82%	81%	75%	75%	74%	70%	82% a	75%	76%
NET: Dissatisfied		54	7	7	23	10	7	39	1	14	40	14	40	11
		7%	3%	5%	12% a	13% a	15% a	8%	1%	8%	8%	5%	7%	10%
Answered		733	260	108	193	79	45	463	61	160	465	269	538	108
Mean Score		1.0	1.1	1.1	.9	1.1	.7	1.0	1.0	1.0	.9	1.2 a	1.0	.9

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base	327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base	767	268	125	197	79	45	486	64	162	494	274	560	108
Standard error	.03	.06	.07	.07	.10	.12	.04	.08	.08	.04	.05	.04	.09
Standard deviation	.95	.83	.92	1.10	1.06	.99	.99	.73	.98	.95	.94	.91	1.19

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	17	10	6	*	16	7	9	9	8	3	14
		2%	2%	4%	*%	3%	1%	9% a	2%	5%	2%	3%
Fairly Dissatisfied	(-1)	38	25	9	3	34	35	*	28	6	6	31
		5%	5%	5%	2%	6%	6%	*%	6%	4%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	106	58	20	23	77	77	13	57	21	23	78
		14%	12%	12%	13%	14%	14%	13%	12%	13%	12%	15%
Fairly Satisfied	(1)	314	185	75	73	217	241	39	196	64	95	195
		41%	39%	45%	41%	40%	43%	37%	41%	39%	49%	37%
Very Satisfied	(2)	258	168	55	58	184	182	42	160	63	46	196
		34%	36%	33%	33%	34%	32%	40%	34%	39%	24%	38% a
Don't Know (CATI ONLY: DO NOT READ OUT)		34	24	*	21	8	23	1	24	*	21	8
		4%	5% b	*%	12% b	2%	4%	1%	5% b	*%	11% b	2%
NET: Satisfied		573	354	129	131	401	423	81	356	127	141	391
		75%	75%	79%	74%	75%	75%	78%	75%	78%	73%	75%
NET: Dissatisfied		54	35	15	3	50	42	10	36	14	9	44
		7%	8%	9%	2%	9% a	7%	9%	8%	9%	5%	9%
Answered		733	447	164	157	528	541	104	449	163	173	513
Mean Score		1.0	1.1	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.04	.06	.06	.04	.04	.09	.04	.07	.06	.04
Standard deviation		.95	.97	1.01	.77	1.02	.92	1.17	.95	1.06	.84	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	17	12	10	4	-	12	8	6	-	12	9	9	-
		2%	2%	2%	3%	-%	3%	2%	4%	-%	2%	2%	5%	-%
Fairly Dissatisfied	(-1)	38	24	30	14	-	26	20	14	-	33	12	14	-
		5%	5%	6%	9%	-%	6%	5%	11%	-%	5%	3%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	106	64	65	23	4	61	45	19	-	87	48	22	-
		14%	14%	13%	15%	100%	14%	10%	14%	-%	14%	13%	12%	-%
Fairly Satisfied	(1)	314	202	207	49	-	194	176	41	-	239	161	65	-
		41%	43%	41%	33%	-%	43%	41%	31%	-%	39%	42%	36%	-%
Very Satisfied	(2)	258	162	168	50	-	148	159	42	-	220	126	64	*
		34%	34%	33%	34%	-%	33%	37%	32%	-%	36%	33%	35%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	23	8	-	12	24	10	-	20	25	7	-
		4%	2%	5%	5%	-%	3%	5%	8%	-%	3%	7%	4%	-%
NET: Satisfied		573	364	376	99	-	342	335	83	-	459	287	129	*
		75%	77%	75%	67%	-%	75%	78% c	63%	-%	75%	75%	71%	100%
NET: Dissatisfied		54	35	40	18	-	38	28	20	-	45	21	23	-
		7%	7%	8%	12%	-%	8%	6%	15%	-%	7%	5%	13% b	-%
Answered		733	463	480	140	4	441	408	121	-	590	356	174	*
Mean Score		1.0	1.0	1.0	.9	-	1.0	1.1	.8	-	1.1	1.1	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.04	.05	.08	-
Standard deviation		.95	.96	.96	1.09	-	.98	.93	1.17	-	.96	.92	1.13	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	17	6	7	9	5	7	3	2	3	7	3	-
		2%	1%	1%	2%	1%	2%	10% a	1%	1%	2%	3%	-%
Fairly Dissatisfied	(-1)	38	35	28	25	32	23	4	12	18	24	8	7
		5%	6%	5%	7%	7%	6%	11%	5%	7%	8%	9%	16%
Neither Satisfied Nor Dissatisfied	(0)	106	75	59	48	61	48	1	25	33	36	12	5
		14%	13%	11%	13%	13%	13%	3%	10%	12%	12%	14%	10%
Fairly Satisfied	(1)	314	229	211	149	207	157	12	107	104	107	26	14
		41%	41%	41%	39%	43%	42%	36%	43%	40%	37%	29%	30%
Very Satisfied	(2)	258	193	187	121	154	114	14	82	86	100	34	15
		34%	34%	36%	32%	32%	31%	41%	33%	33%	34%	38%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	23	24	26	20	23	-	22	19	16	6	5
		4%	4%	5%	7%	4%	6%	-%	9%	7%	5%	7%	12%
NET: Satisfied		573	421	398	270	361	271	26	189	190	207	60	28
		75%	75%	77%	71%	75%	73%	76%	75%	72%	71%	67%	62%
NET: Dissatisfied		54	40	35	34	37	31	7	15	22	31	11	7
		7%	7%	7%	9%	8%	8%	21%	6%	8%	11%	12%	16%
Answered		733	536	492	352	459	350	34	229	244	274	83	41
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	.9	1.1	1.0	1.0	1.0	.9
Standard error		.03	.04	.04	.05	.04	.05	.20	.06	.06	.06	.13	.17
Standard deviation		.95	.92	.92	1.00	.92	.96	1.33	.87	.96	1.04	1.13	1.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	17	-	3	4	*	8	7	11	15	12	10	11	9	-	7	3
		2%	-%	7%	4%	1%	1%	2%	2%	3%	3%	2%	2%	6%	-%	2%	5%
Fairly Dissatisfied	(-1)	38	4	*	12	6	28	24	36	33	20	33	30	16	-	23	5
		5%	4%	*%	13%	20%	5%	6%	5%	6%	4%	7%	5%	11%	-%	5%	8%
Neither Satisfied Nor Dissatisfied	(0)	106	23	7	6	2	86	61	92	69	54	66	80	11	-	38	15
		14%	22% c	16%	6%	6%	14%	14%	14%	13%	12%	14%	13%	8%	-%	8%	25% a
Fairly Satisfied	(1)	314	45	21	34	15	257	171	283	207	179	211	243	51	-	206	18
		41%	43%	47%	37%	48%	41%	39%	42%	39%	39%	44%	40%	34%	-%	43%	30%
Very Satisfied	(2)	258	22	13	34	8	215	155	230	183	174	155	209	55	1	192	12
		34%	21%	28%	37%	25%	35%	35%	34%	34%	38%	32%	35%	37%	100%	40% b	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	10	1	3	-	28	23	30	24	20	9	30	8	-	16	8
		4%	10%	2%	4%	-%	5%	5%	4%	5%	4%	2%	5%	5%	-%	3%	13% a
NET: Satisfied		573	66	34	68	23	472	326	512	390	353	366	452	106	1	397	30
		75%	64%	75%	73%	74%	76%	74%	75%	74%	77%	75%	75%	71%	100%	82% b	48%
NET: Dissatisfied		54	4	3	16	6	36	31	46	47	32	44	41	24	-	31	8
		7%	4%	7%	17% a	21%	6%	7%	7%	9%	7%	9%	7%	16% b	-%	6%	14%
Answered		733	94	45	90	31	594	417	650	506	439	476	573	141	1	466	54
Mean Score		1.0	.9	.9	.9	.8	1.1	1.1	1.1	1.0	1.1	1.0	1.1	.9	2.0	1.2 b	.6
Standard error		.03	.08	.13	.13	.20	.03	.04	.03	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.95	.81	1.06	1.16	1.08	.90	.95	.93	1.01	.97	.97	.94	1.21	-	.90	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	17	7	3	8	9	17	*	11	6	*	2	2	12
		2%	2%	1%	1%	19% a	6% b	*%	6% b	1%	*%	1%	1%	4%
Fairly Dissatisfied	(-1)	38	29	8	10	18	33	5	4	31	3	12	13	13
		5%	8%	3%	2%	38% a	11% b	1%	2%	7%	2%	5%	8%	4%
Neither Satisfied Nor Dissatisfied	(0)	106	54	30	66	10	45	61	18	67	18	33	25	46
		14%	15%	10%	11%	20%	15%	13%	11%	14%	16%	13%	15%	14%
Fairly Satisfied	(1)	314	145	125	264	11	138	176	61	211	42	96	76	132
		41%	40%	43%	42%	22%	46%	38%	37%	44%	36%	38%	46%	40%
Very Satisfied	(2)	258	105	115	253	*	54	204	61	147	46	88	48	114
		34%	29%	39%	41% b	1%	18%	44% a	37%	31%	39%	35%	29%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	19	11	23	-	11	23	11	14	8	19	*	11
		4%	5%	4%	4%	-%	4%	5%	7%	3%	7%	8% b	*%	3%
NET: Satisfied		573	249	240	516	11	192	381	123	357	89	184	124	246
		75%	70%	82% a	83% b	23%	64%	81% a	74%	75%	75%	73%	76%	75%
NET: Dissatisfied		54	37	12	18	27	50	5	14	37	3	14	15	25
		7%	10% b	4%	3%	57% a	17% b	1%	9%	8%	2%	6%	9%	8%
Answered		733	340	281	600	48	286	447	156	462	110	231	164	317
Mean Score		1.0	.9	1.2 a	1.2 b	-.5	.6	1.3 a	1.0	1.0	1.2	1.1	.9	1.0
Standard error		.03	.05	.05	.03	.18	.06	.03	.08	.04	.07	.06	.07	.05
Standard deviation		.95	1.00	.84	.81	1.07	1.09	.74	1.11	.93	.81	.90	.94	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	17	9	8
		2%	2%	2%
Fairly Dissatisfied	(-1)	38	21	17
		5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	106	53	53
		14%	14%	13%
Fairly Satisfied	(1)	314	152	162
		41%	41%	41%
Very Satisfied	(2)	258	119	139
		34%	32%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	17	17
		4%	5%	4%
NET: Satisfied		573	272	301
		75%	73%	76%
NET: Dissatisfied		54	30	24
		7%	8%	6%
Answered		733	355	378
Mean Score		1.0	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.95	.98	.93

Columns Tested:: a,b

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	17	-	-	1	*	3	2	-	6	5	-	-	*
		2%	-%	-%	1%	1%	6%	1%	-%	5%	5%	-%	-%	1%
Fairly Dissatisfied	(-1)	38	*	5	3	*	1	21	-	4	*	*	*	3
		5%	6%	4%	5%	*%	1%	16%	-%	4%	*%	*%	*%	4%
								hik						
Neither Satisfied Nor Dissatisfied	(0)	106	1	12	15	1	10	14	1	17	6	5	12	11
		14%	15%	11%	26%	5%	18%	10%	30%	15%	7%	25%	17%	13%
					i									
Fairly Satisfied	(1)	314	3	44	19	7	21	61	1	42	42	10	30	34
		41%	37%	39%	34%	51%	37%	46%	23%	37%	47%	49%	41%	40%
Very Satisfied	(2)	258	1	53	13	5	18	36	2	40	30	3	23	34
		34%	17%	46%	24%	37%	31%	27%	42%	36%	34%	15%	32%	40%
				j										
Don't Know (CATI ONLY: DO NOT READ OUT)		34	2	*	6	1	4	*	*	3	5	2	7	2
		4%	25%	*%	11%	6%	8%	*%	5%	2%	6%	10%	10%	3%
			bfhl		f							f	bf	
NET: Satisfied		573	4	97	33	12	38	97	3	82	72	13	53	68
		75%	54%	85%	57%	88%	68%	72%	65%	73%	81%	64%	73%	80%
				c							c			c
NET: Dissatisfied		54	*	5	3	*	4	23	-	10	5	*	*	4
		7%	6%	4%	6%	1%	7%	17%	-%	9%	6%	*%	*%	5%
								kl						
Answered		733	6	114	51	13	52	134	4	108	83	19	66	83
Mean Score		1.0	.9	1.3	.8	1.3	.9	.8	1.1	1.0	1.1	.9	1.2	1.2
				f										
Standard error		.03	.16	.09	.12	.09	.16	.09	.25	.11	.12	.09	.09	.08
Standard deviation		.95	.95	.82	.94	.68	1.07	1.05	.99	1.07	.98	.69	.73	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 288 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	17	1	5	10	*	6	11
		2%	*%	3%	5%	*%	2%	3%
					d			
Fairly Dissatisfied	(-1)	38	8	22	4	4	30	8
		5%	4%	11%	2%	2%	8%	2%
				cd			b	
Neither Satisfied Nor Dissatisfied	(0)	106	28	25	25	29	53	53
		14%	16%	12%	12%	16%	14%	14%
Fairly Satisfied	(1)	314	66	89	84	74	156	159
		41%	37%	43%	41%	41%	41%	41%
Very Satisfied	(2)	258	67	59	72	60	126	132
		34%	38%	29%	35%	34%	33%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		34	8	5	8	12	14	20
		4%	5%	3%	4%	7%	4%	5%
NET: Satisfied		573	134	148	156	135	282	291
		75%	75%	72%	77%	75%	73%	76%
NET: Dissatisfied		54	9	27	15	4	36	19
		7%	5%	13%	7%	2%	9%	5%
				d				
Answered		733	170	200	195	168	370	363
Mean Score		1.0	1.1	.9	1.0	1.1	1.0	1.1
Standard error		.03	.07	.07	.07	.05	.05	.05
Standard deviation		.95	.88	1.04	1.03	.79	.98	.93

Columns Tested:: a,b,c,d - a,b

Table 289

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	19	*	19	19	-	-	*	*
		2%	1%	3%	3%	-%	-%	4%	*%
Fairly Dissatisfied	(-1)	28	*	27	26	1	-	*	1
		4%	1%	4%	4%	3%	-%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	117	3	114	111	6	1	*	7
		15%	8%	16%	15%	15%	18%	11%	15%
Fairly Satisfied	(1)	323	10	312	301	18	2	1	22
		42%	28%	43%	42%	48%	45%	48%	47%
Very Satisfied	(2)	239	16	223	224	12	2	1	15
		31%	43%	31%	31%	32%	36%	32%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	7	34	40	1	*	*	1
		5%	19%	5%	6%	2%	1%	3%	2%
			b						
NET: Satisfied		562	27	535	525	30	4	2	37
		73%	71%	73%	73%	80%	81%	80%	80%
NET: Dissatisfied		47	1	46	45	1	-	*	1
		6%	2%	6%	6%	3%	-%	6%	3%
Answered		726	30	695	681	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.1	1.2	1.1	1.1
			b						
Standard error		.03	.09	.03	.04	.06	.11	.11	.04
Standard deviation		.94	.79	.94	.95	.79	.80	1.18	.79

Columns Tested:: a,b - a,b,c,d,e

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	19	3	15	1	-	-	*	19	-	*
		2%	1%	4%	2%	-%	-%	4%	3%	-%	1%
Fairly Dissatisfied	(-1)	28	7	12	8	1	*	*	26	1	*
		4%	2%	3%	12%	3%	3%	2%	4%	3%	1%
					abfgi						
Neither Satisfied Nor Dissatisfied	(0)	117	51	44	16	4	3	*	111	6	1
		15%	17%	13%	23%	14%	17%	11%	15%	15%	16%
Fairly Satisfied	(1)	323	135	139	27	13	8	1	301	18	4
		42%	44%	40%	41%	47%	48%	48%	42%	48%	46%
Very Satisfied	(2)	239	83	126	15	9	5	1	224	12	3
		31%	27%	36%	22%	34%	30%	32%	31%	32%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	26	14	1	*	*	*	40	1	*
		5%	8%	4%	1%	1%	2%	3%	6%	2%	2%
NET: Satisfied		562	217	265	42	22	12	2	525	30	6
		73%	72%	76%	63%	81%	78%	80%	73%	80%	81%
						c		c		c	c
NET: Dissatisfied		47	10	27	9	1	*	*	45	1	*
		6%	3%	8%	13%	3%	3%	6%	6%	3%	2%
					ahi						
Answered		726	278	336	67	27	16	3	681	37	8
Mean Score		1.0	1.0	1.0	.7	1.1	1.1	1.1	1.0	1.1	1.1
			c	c		c	c		c	c	c
Standard error		.03	.06	.07	.11	.07	.08	.11	.04	.06	.07
Standard deviation		.94	.82	1.03	1.00	.79	.79	1.18	.95	.79	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	19	17	2	-	-	*	14	4	1	-	-
		2%	3%	1%	-%	-%	4%	3%	2%	2%	-%	-%
Fairly Dissatisfied	(-1)	28	14	12	1	-	*	13	5	-	3	*
		4%	3%	7%	3%	-%	2%	3%	3%	-%	14%	1%
Neither Satisfied Nor Dissatisfied	(0)	117	84	26	6	1	*	65	29	7	1	8
		15%	15%	16%	15%	18%	11%	15%	18%	19%	5%	31%
Fairly Satisfied	(1)	323	235	67	18	2	1	189	62	13	8	10
		42%	42%	41%	48%	45%	48%	43%	40%	35%	34%	37%
Very Satisfied	(2)	239	169	55	12	2	1	134	55	17	6	8
		31%	30%	33%	32%	36%	32%	30%	35%	44%	27%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	38	2	1	*	*	28	2	*	5	-
		5%	7%	1%	2%	1%	3%	6%	2%	*%	20%	-%
			b								be	
NET: Satisfied		562	404	121	30	4	2	323	117	30	15	18
		73%	72%	74%	80%	81%	80%	73%	75%	78%	61%	68%
NET: Dissatisfied		47	31	14	1	-	*	28	9	1	3	*
		6%	6%	9%	3%	-%	6%	6%	6%	2%	14%	1%
Answered		726	519	162	37	5	3	416	155	38	19	27
Mean Score		1.0	1.0	1.0	1.1	1.2	1.1	1.0	1.0	1.2	.9	1.0
Standard error		.03	.06	.07	.06	.11	.11	.06	.07	.12	.16	.07
Standard deviation		.94	.94	.96	.79	.80	1.18	.96	.94	.91	1.08	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	19	3	7	1	-	3	3	*	2	-
		2%	4%	11% c	1%	-%	4%	2%	*%	3%	-%
Fairly Dissatisfied	(-1)	28	3	4	2	-	*	8	6	-	3
		4%	4%	6%	1%	-%	*%	7%	8%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	117	2	6	34	8	13	16	7	10	14
		15%	2%	10%	25% a	24%	20% a	14%	8%	15%	22% a
Fairly Satisfied	(1)	323	35	24	50	13	29	45	56	27	19
		42%	43%	38%	37%	42%	42%	40%	66% bcfi	42%	30%
Very Satisfied	(2)	239	32	20	40	11	21	33	13	23	19
		31%	40% g	32%	30%	33%	31%	29%	16%	35%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	6	2	7	-	2	7	2	3	8
		5%	7%	2%	5%	-%	2%	6%	3%	5%	12%
NET: Satisfied		562	67	44	90	24	50	78	70	50	37
		73%	83% i	71%	67%	76%	73%	70%	82%	77%	60%
NET: Dissatisfied		47	6	11	3	-	3	10	7	2	3
		6%	8%	17% c	2%	-%	4%	9%	8%	3%	5%
Answered		726	75	61	128	32	66	104	83	62	54
Mean Score		1.0	1.2	.8	1.0	1.1	1.0	.9	.9	1.1	1.0
Standard error		.03	.13	.17	.08	.15	.13	.12	.11	.13	.13
Standard deviation		.94	.98	1.30	.85	.77	.96	1.00	.76	.91	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	19	3	12	4	19	*	*	*	-
		2%	2%	6% e	1%	3%	*%	1%	*%	-%
Fairly Dissatisfied	(-1)	28	3	7	16	27	1	*	1	*
		4%	2%	3%	5%	4%	1%	*%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	117	35	17	57	109	8	2	5	1
		15%	22% bf	8%	17%	16%	13%	5%	28% bef	11%
Fairly Satisfied	(1)	323	60	86	152	298	24	12	7	6
		42%	37%	41%	46%	43%	37%	34%	37%	46%
Very Satisfied	(2)	239	51	75	86	212	27	19	5	3
		31%	31%	36%	26%	30%	41% c	53% acdgh	26%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	9	10	16	36	5	2	1	2
		5%	6%	5%	5%	5%	8%	7%	4%	18% cd
NET: Satisfied		562	111	161	238	510	51	31	12	9
		73%	69%	78%	72%	73%	78%	87% ag	63%	71%
NET: Dissatisfied		47	6	19	20	46	1	*	1	*
		6%	4%	9% e	6%	7%	2%	1%	4%	1%
Answered		726	152	198	315	665	61	33	18	10
Mean Score		1.0	1.0	1.0	1.0	1.0	1.3 cdg	1.5 abcdg	.9	1.1
Standard error		.03	.08	.08	.06	.04	.05	.07	.09	.07
Standard deviation		.94	.91	1.08	.88	.95	.79	.69	.88	.70

Columns Tested:: a,b,c,d,e,f,g,h

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	19	-	3	3	*	9	-	3	-	3
		2%	-%	4%	3%	*%	5%	-%	27%	-%	1%
Fairly Dissatisfied	(-1)	28	-	3	4	2	5	*	-	-	16
		4%	-%	4%	5%	2%	3%	*%	-%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	117	3	10	14	21	27	3	*	-	48
		15%	12%	13%	16%	18%	16%	8%	2%	-%	16%
Fairly Satisfied	(1)	323	10	33	36	47	73	32	2	3	120
		42%	46%	42%	41%	40%	42%	72% bcdei	20%	19%	40%
Very Satisfied	(2)	239	5	24	24	44	51	8	6	10	90
		31%	23%	31%	28%	37%	30%	18%	52%	77%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	5	5	5	4	7	1	-	1	19
		5%	20%	6%	6%	4%	4%	2%	-%	4%	6%
NET: Satisfied		562	15	57	60	91	124	40	9	13	210
		73%	68%	73%	69%	76%	72%	90%	71%	96%	71%
NET: Dissatisfied		47	-	6	7	2	14	*	3	-	19
		6%	-%	8%	9%	2%	8%	*%	27%	-%	7%
Answered		726	18	74	82	115	165	43	12	13	278
Mean Score		1.0	1.1	1.0	.9	1.1	.9	1.1	.7	1.8	1.0
Standard error		.03	.13	.10	.10	.08	.07	.07	.38	.08	.05
Standard deviation		.94	.66	1.02	1.01	.80	1.05	.51	1.76	.42	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	19	3	9	7	16	3	17	2	19	-
		2%	1%	4%	2%	3%	2%	2%	3%	3%	-%
Fairly Dissatisfied	(-1)	28	7	5	16	26	2	22	6	27	1
		4%	3%	2%	5%	4%	1%	3%	7%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	117	38	31	48	95	22	96	21	114	4
		15%	17%	14%	15%	15%	17%	14%	26% a	15%	21%
Fairly Satisfied	(1)	323	93	105	125	259	64	297	26	318	5
		42%	41%	48%	39%	41%	48%	43%	33%	42%	28%
Very Satisfied	(2)	239	73	59	107	208	31	214	25	236	3
		31%	32%	27%	33%	33%	23%	31%	31%	31%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	14	8	20	31	11	41	1	37	4
		5%	6%	4%	6%	5%	8%	6%	1%	5%	26%
NET: Satisfied		562	166	164	232	468	94	511	51	554	8
		73%	73%	75%	72%	74%	71%	74%	63%	74%	47%
NET: Dissatisfied		47	10	14	23	42	5	39	8	46	1
		6%	4%	7%	7%	7%	4%	6%	10%	6%	6%
Answered		726	214	209	303	604	122	646	80	713	13
Mean Score		1.0	1.1	1.0	1.0	1.0	1.0	1.0	.8	1.0	.8
Standard error		.03	.06	.06	.05	.04	.09	.04	.08	.03	.25
Standard deviation		.94	.88	.96	.96	.95	.86	.92	1.04	.94	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	19	8	4	7	17	*	2	*	17	2
		2%	2%	2%	3%	3%	*%	5%	*%	2%	3%
Fairly Dissatisfied	(-1)	28	5	15	8	17	4	3	3	21	7
		4%	1%	9%	3%	3%	3%	9%	8%	3%	9%
				a							
Neither Satisfied Nor Dissatisfied	(0)	117	72	17	28	88	21	2	6	109	8
		15%	20%	10%	12%	16%	15%	6%	16%	16%	11%
			b								
Fairly Satisfied	(1)	323	147	72	104	227	66	11	18	293	30
		42%	41%	42%	44%	41%	48%	31%	47%	42%	39%
Very Satisfied	(2)	239	110	60	70	171	39	18	11	210	29
		31%	30%	35%	29%	31%	28%	48%	28%	30%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	19	2	21	33	8	*	*	41	*
		5%	5%	1%	9%	6%	6%	*%	*%	6%	*%
					b						
NET: Satisfied		562	257	131	174	399	105	29	29	503	58
		73%	71%	77%	73%	72%	76%	79%	75%	73%	77%
NET: Dissatisfied		47	12	20	15	33	5	5	3	38	9
		6%	3%	12%	6%	6%	3%	15%	9%	6%	11%
				a							
Answered		726	341	168	216	520	130	37	39	650	76
Mean Score		1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.05	.06	.06	.04	.06	.15	.10	.04	.09
Standard deviation		.94	.89	1.03	.94	.96	.78	1.20	.90	.93	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	19	6	11	2	19	19	19	19	15	12
		2%	3%	3%	1%	3%	3%	3%	3%	3%	3%
Fairly Dissatisfied	(-1)	28	9	8	11	23	25	25	26	23	15
		4%	4%	2%	5%	4%	4%	4%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	44	44	29	110	95	113	114	80	58
		15%	20%	13%	14%	16%	15%	16%	16%	16%	16%
Fairly Satisfied	(1)	323	83	145	96	285	268	297	301	232	154
		42%	37%	44%	45%	43%	42%	42%	42%	45%	43%
Very Satisfied	(2)	239	66	105	68	207	200	220	222	150	112
		31%	29%	32%	32%	31%	31%	31%	31%	29%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	16	17	8	25	28	30	32	11	6
		5%	7%	5%	4%	4%	4%	4%	4%	2%	2%
NET: Satisfied		562	148	250	163	492	468	517	523	382	266
		73%	66%	76%	76%	74%	74%	73%	73%	75%	75%
NET: Dissatisfied		47	15	18	13	42	44	44	46	38	26
		6%	7%	6%	6%	6%	7%	6%	6%	7%	7%
Answered		726	208	312	206	644	607	674	683	500	350
Mean Score		1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.04
Standard deviation		.94	.98	.94	.89	.95	.97	.95	.95	.95	.98

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	876	58	412	69	92	68	60	47	175
Effective base	327	30	182	27	21	15	14	11	38
Weighted Base	767	79	454	51	43	24	26	29	78
Very Dissatisfied (-2)	19	-	14	*	-	2	2	1	5
	2%	-%	3%	1%	-%	8%	8%	3%	6%
Fairly Dissatisfied (-1)	28	2	9	5	1	3	*	4	7
	4%	3%	2%	10%	3%	12%	2%	13%	9%
				b		b		b	
Neither Satisfied Nor Dissatisfied (0)	117	19	72	7	3	1	2	8	11
	15%	24%	16%	14%	8%	6%	7%	29%	15%
Fairly Satisfied (1)	323	27	200	28	16	7	11	9	26
	42%	34%	44%	55%	38%	30%	41%	31%	34%
Very Satisfied (2)	239	27	136	8	22	11	10	7	28
	31%	34%	30%	16%	51%	45%	40%	24%	35%
					c				
Don't Know (CATI ONLY: DO NOT READ OUT)	41	4	23	2	*	*	1	*	1
	5%	6%	5%	5%	*%	*%	3%	*%	1%
NET: Satisfied	562	53	335	36	38	17	21	16	54
	73%	68%	74%	71%	89%	74%	81%	54%	69%
					g				
NET: Dissatisfied	47	2	23	6	1	5	3	5	12
	6%	3%	5%	11%	3%	20%	10%	16%	15%
						b			b
Answered	726	74	431	49	43	23	25	29	78
Mean Score	1.0	1.1	1.0	.8	1.4	.9	1.1	.6	.8
					cg				
Standard error	.03	.12	.05	.11	.08	.16	.16	.16	.09
Standard deviation	.94	.85	.93	.88	.77	1.33	1.16	1.11	1.20

Columns Tested:: a,b,c,d,e,f,g,h

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	19	15	1	*	*	-	3	-	11	3	*	*	4	1	*
		2%	3%	1%	*%	*%	-%	17%	-%	2%	3%	1%	*%	15%	12%	1%
								a						a		
Fairly Dissatisfied	(-1)	28	12	8	*	1	1	1	*	8	10	-	*	3	1	3
		4%	3%	10%	*%	4%	6%	4%	1%	2%	10%	-%	*%	10%	13%	16%
				a							a					
Neither Satisfied Nor Dissatisfied	(0)	117	87	12	4	1	2	1	4	68	14	7	1	1	*	4
		15%	18%	15%	13%	2%	16%	4%	49%	16%	15%	18%	7%	3%	4%	23%
Fairly Satisfied	(1)	323	203	39	12	14	7	7	3	197	33	15	10	7	2	6
		42%	42%	48%	43%	39%	59%	38%	44%	45%	35%	40%	67%	26%	22%	31%
Very Satisfied	(2)	239	146	20	12	20	2	7	*	131	32	13	4	12	3	6
		31%	30%	25%	43%	56%	17%	37%	5%	30%	34%	34%	26%	46%	43%	29%
						ab										
Don't Know (CATI ONLY: DO NOT READ OUT)		41	24	*	-	*	*	*	-	22	3	2	-	*	1	-
		5%	5%	*%	-%	*%	2%	1%	-%	5%	3%	6%	-%	1%	7%	-%
NET: Satisfied		562	349	59	23	34	9	13	4	328	64	28	14	18	5	11
		73%	72%	73%	86%	94%	77%	74%	50%	75%	69%	75%	93%	71%	65%	60%
NET: Dissatisfied		47	27	9	*	1	1	4	*	19	13	*	*	6	2	3
		6%	6%	12%	*%	4%	6%	20%	1%	4%	14%	1%	*%	25%	25%	17%
											a			ac		
Answered		726	463	81	27	36	12	18	7	415	91	35	15	25	7	19
Mean Score		1.0	1.0	.9	1.3	1.5	.9	.7	.5	1.0	.9	1.1	1.2	.8	.8	.7
						b										
Standard error		.03	.05	.10	.08	.09	.13	.25	.14	.05	.10	.09	.09	.27	.33	.22
Standard deviation		.94	.95	.96	.73	.73	.79	1.46	.66	.89	1.11	.79	.57	1.52	1.57	1.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	19	6	7	1	2	*	3	-	3	3	*	11	3	2
		2%	1%	7%	2%	5%	1%	9%	-%	4%	1%	*%	7%	4%	5%
				a									b		
Fairly Dissatisfied	(-1)	28	7	10	-	1	2	1	6	9	12	2	5	3	3
		4%	2%	10%	-%	3%	10%	2%	22%	11%	5%	1%	3%	4%	7%
				a					ac	a					
Neither Satisfied Nor Dissatisfied	(0)	117	81	9	7	7	4	5	*	10	39	30	25	9	11
		15%	19%	10%	11%	16%	17%	18%	1%	12%	16%	16%	15%	13%	23%
Fairly Satisfied	(1)	323	191	43	31	9	6	12	10	28	91	88	74	26	19
		42%	44%	45%	47%	20%	26%	41%	37%	35%	38%	49%	44%	38%	40%
			d		d										
Very Satisfied	(2)	239	120	24	24	24	10	9	11	29	86	52	46	27	9
		31%	28%	25%	37%	56%	42%	29%	39%	36%	36%	29%	27%	40%	20%
						ab									
Don't Know (CATI ONLY: DO NOT READ OUT)		41	25	3	2	*	1	*	*	1	10	9	8	*	3
		5%	6%	3%	2%	*%	4%	*%	1%	2%	4%	5%	5%	*%	6%
NET: Satisfied		562	311	67	55	33	16	21	21	57	177	139	120	53	28
		73%	72%	70%	84%	76%	68%	70%	76%	71%	74%	77%	71%	78%	59%
NET: Dissatisfied		47	13	16	1	3	2	3	6	12	15	2	16	6	6
		6%	3%	17%	2%	8%	11%	12%	22%	15%	6%	1%	9%	8%	12%
				ac					ac	a			b		b
Answered		726	405	92	64	43	22	30	27	79	230	171	161	67	44
Mean Score		1.0	1.0	.7	1.2	1.2	1.0	.8	.9	.9	1.1	1.1	.9	1.1	.7
					b							e			
Standard error		.03	.04	.10	.08	.13	.18	.17	.18	.10	.07	.06	.07	.09	.13
Standard deviation		.94	.83	1.18	.79	1.13	1.09	1.19	1.16	1.14	.93	.73	1.08	1.04	1.06

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	19	6	4	6	3	-	3	1	10	3	2
		2%	2%	3%	4%	5%	-%	1%	1%	8% a	5%	6%
Fairly Dissatisfied	(-1)	28	12	*	8	3	*	13	3	2	3	3
		4%	4%	*%	5%	6%	2%	5%	3%	2%	5%	9%
Neither Satisfied Nor Dissatisfied	(0)	117	40	31	22	6	11	44	18	20	11	3
		15%	14%	19%	15%	11%	47% abcd	15%	14%	16%	18%	7%
Fairly Satisfied	(1)	323	122	76	58	20	9	120	54	56	21	17
		42%	42%	47%	41%	38%	42%	42%	43%	44%	37%	46%
Very Satisfied	(2)	239	97	42	43	20	2	99	40	32	20	9
		31%	34%	26%	30%	39%	8%	35%	32%	25%	35%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	11	9	5	*	*	8	9	8	*	3
		5%	4%	5%	4%	*%	1%	3%	7%	6%	*%	8%
NET: Satisfied		562	219	118	101	40	11	219	94	87	42	26
		73%	76%	73%	71%	77%	50%	76%	75%	68%	71%	71%
NET: Dissatisfied		47	18	5	14	6	*	16	5	12	6	5
		6%	6%	3%	10%	11%	2%	6%	4%	10%	10%	15%
Answered		726	277	154	136	52	22	279	116	120	58	34
Mean Score		1.0	1.1	1.0	.9	1.0	.6	1.1	1.1	.8	.9	.8
Standard error		.03	.06	.07	.08	.11	.10	.06	.07	.09	.11	.16
Standard deviation		.94	.93	.85	1.05	1.11	.69	.89	.84	1.11	1.09	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	19	3	-	8	8	1	16	*	3	13	6	12	7
		2%	1%	-%	4%	10% ab	1%	3%	*%	2%	3%	2%	2%	6%
Fairly Dissatisfied	(-1)	28	9	5	8	4	*	22	3	2	16	11	19	5
		4%	3%	4%	4%	5%	1%	5%	4%	1%	3%	4%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	56	11	33	5	9	75	9	27	92	26	95	15
		15%	21% bd	9%	17%	7%	20%	15%	15%	17%	19% b	9%	17%	13%
Fairly Satisfied	(1)	323	113	52	73	36	27	191	33	77	212	111	250	35
		42%	42%	41%	37%	46%	61%	39%	52%	48%	43%	41%	45%	33%
Very Satisfied	(2)	239	81	37	70	26	7	156	15	50	130	109	160	46
		31%	30%	30%	35%	33%	17%	32%	24%	31%	26%	40% a	29%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	6	20	5	*	*	25	3	3	31	11	24	1
		5%	2%	16% acd	3%	*%	*%	5%	5%	2%	6%	4%	4%	*%
NET: Satisfied		562	194	89	143	62	35	348	48	127	342	220	410	82
		73%	73%	71%	72%	78%	78%	72%	76%	78%	69%	80% a	73%	75%
NET: Dissatisfied		47	11	5	16	12	1	38	3	5	29	17	31	12
		6%	4%	4%	8%	15% a	2%	8%	4%	3%	6%	6%	5%	11%
Answered		726	262	105	192	79	45	461	60	159	463	263	536	108
Mean Score		1.0	1.0	1.2	1.0	.9	.9	1.0	1.0	1.1	.9	1.2 a	1.0	1.0
Standard error		.03	.06	.07	.07	.11	.09	.04	.08	.07	.04	.05	.04	.09
Standard deviation		.94	.86	.80	1.05	1.21	.72	1.00	.78	.85	.94	.93	.90	1.15

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	19	15	4	2	17	12	7	17	3	6	13
		2%	3%	2%	1%	3%	2%	7%	3%	2%	3%	3%
Fairly Dissatisfied	(-1)	28	18	6	4	22	19	5	17	8	4	22
		4%	4%	4%	2%	4%	3%	4%	4%	5%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	71	24	22	92	98	12	71	24	29	85
		15%	15%	14%	13%	17%	17%	12%	15%	15%	15%	16%
Fairly Satisfied	(1)	323	195	74	78	223	253	32	201	68	92	209
		42%	41%	45%	44%	42%	45%	31%	42%	42%	48%	40%
Very Satisfied	(2)	239	143	57	53	169	158	49	140	60	44	178
		31%	30%	35%	30%	31%	28%	46%	30%	37%	23%	34%
								a				a
Don't Know (CATI ONLY: DO NOT READ OUT)		41	28	*	18	14	24	1	28	*	18	14
		5%	6%	*%	10%	3%	4%	1%	6%	*%	9%	3%
			b		b				b		b	
NET: Satisfied		562	338	131	131	392	411	81	340	128	136	387
		73%	72%	79%	74%	73%	73%	77%	72%	79%	70%	74%
NET: Dissatisfied		47	34	10	6	39	31	12	33	10	10	35
		6%	7%	6%	4%	7%	5%	11%	7%	6%	5%	7%
Answered		726	443	164	160	523	540	104	445	163	176	507
Mean Score		1.0	1.0	1.1	1.1	1.0	1.0	1.1	1.0	1.1	.9	1.0
Standard error		.03	.05	.06	.06	.04	.04	.09	.05	.06	.07	.04
Standard deviation		.94	.98	.92	.83	.98	.90	1.17	.98	.92	.91	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	19	10	15	6	-	14	8	9	-	15	8	9	-
		2%	2%	3%	4%	-%	3%	2%	7%	-%	2%	2%	5%	-%
Fairly Dissatisfied	(-1)	28	17	18	4	-	15	14	3	-	16	9	9	-
		4%	4%	4%	2%	-%	3%	3%	3%	-%	3%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	117	79	84	25	4	79	54	22	-	100	62	25	-
		15%	17%	17%	17%	100%	17%	13%	17%	-%	16%	16%	14%	-%
Fairly Satisfied	(1)	323	204	213	63	-	187	191	50	-	258	158	82	-
		42%	43%	42%	43%	-%	41%	44%	38%	-%	42%	41%	45%	-%
Very Satisfied	(2)	239	151	149	42	-	141	137	36	-	197	119	48	*
		31%	32%	30%	28%	-%	31%	32%	27%	-%	32%	31%	27%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	10	25	9	-	17	27	11	-	25	24	8	-
		5%	2%	5%	6%	-%	4%	6%	8%	-%	4%	6%	4%	-%
NET: Satisfied		562	355	362	105	-	328	328	86	-	455	277	131	*
		73%	75%	72%	71%	-%	72%	76%	65%	-%	75%	73%	72%	100%
NET: Dissatisfied		47	27	33	9	-	29	22	12	-	31	17	18	-
		6%	6%	6%	6%	-%	6%	5%	9%	-%	5%	5%	10%	-%
Answered		726	462	479	139	4	436	404	120	-	586	356	174	*
Mean Score		1.0	1.0	1.0	1.0	-	1.0	1.1	.8	-	1.0	1.0	.9	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.09	-	.04	.04	.07	-
Standard deviation		.94	.92	.96	.97	-	.97	.89	1.11	-	.92	.90	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	19	12	12	14	10	12	3	4	8	12	4	-
		2%	2%	2%	4%	2%	3%	9%	2%	3%	4%	4%	-%
Fairly Dissatisfied	(-1)	28	15	17	10	14	14	*	*	6	5	*	3
		4%	3%	3%	3%	3%	4%	*%	*%	2%	2%	*%	6%
													a
Neither Satisfied Nor Dissatisfied	(0)	117	90	81	63	93	64	5	40	47	50	16	8
		15%	16%	16%	17%	20%	17%	15%	16%	18%	17%	17%	18%
Fairly Satisfied	(1)	323	253	219	157	208	155	14	114	102	111	38	18
		42%	45%	42%	42%	44%	42%	40%	45%	39%	38%	42%	39%
Very Satisfied	(2)	239	165	159	107	132	102	12	72	78	94	26	11
		31%	30%	31%	28%	28%	27%	36%	29%	30%	32%	29%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	24	28	28	21	25	-	21	22	18	6	5
		5%	4%	5%	7%	4%	7%	-%	9%	8%	6%	7%	12%
NET: Satisfied		562	418	378	264	340	258	26	186	180	205	63	29
		73%	75%	73%	70%	71%	69%	76%	74%	68%	71%	71%	64%
NET: Dissatisfied		47	27	29	24	24	26	3	4	14	17	4	3
		6%	5%	6%	6%	5%	7%	9%	2%	5%	6%	4%	6%
Answered		726	535	488	350	457	347	34	230	241	272	83	41
Mean Score		1.0	1.0	1.0	.9	1.0	.9	.9	1.1	1.0	1.0	1.0	.9
Standard error		.03	.04	.04	.05	.04	.05	.17	.05	.06	.06	.11	.13
Standard deviation		.94	.89	.93	.98	.90	.97	1.16	.80	.96	1.00	.97	.88

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	19	6	4	2	-	14	8	15	19	11	12	16	8	-	9	3
		2%	6%	10%	2%	-%	2%	2%	2%	4%	2%	3%	3%	5%	-%	2%	5%
Fairly Dissatisfied	(-1)	28	7	*	*	*	22	22	27	16	13	16	24	4	-	15	4
		4%	7%	*%	*%	*%	3%	5%	4%	3%	3%	3%	4%	3%	-%	3%	7%
Neither Satisfied Nor Dissatisfied	(0)	117	19	13	18	2	98	67	103	76	72	78	93	20	-	54	16
		15%	18%	28%	19%	8%	16%	15%	15%	14%	16%	16%	15%	14%	-%	11%	26% a
Fairly Satisfied	(1)	323	40	21	39	18	269	166	298	238	181	223	255	68	-	211	23
		42%	38%	47%	42%	56%	43%	38%	44%	45%	40%	46%	42%	46%	-%	44%	36%
Very Satisfied	(2)	239	22	6	28	11	188	152	205	154	160	144	183	41	1	172	8
		31%	21%	13%	31%	36%	30%	35%	30%	29%	35%	30%	30%	27%	100%	36% b	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	10	1	6	-	32	26	33	27	21	12	33	8	-	20	9
		5%	9%	2%	6%	-%	5%	6%	5%	5%	5%	2%	5%	5%	-%	4%	14% a
NET: Satisfied		562	61	27	67	29	457	319	502	392	342	367	438	109	1	384	30
		73%	59%	60%	72%	92%	73%	72%	74%	74%	74%	76%	73%	73%	100%	80% b	48%
NET: Dissatisfied		47	13	4	2	*	35	30	42	35	24	28	39	12	-	24	7
		6%	13%	10%	2%	*%	6%	7%	6%	7%	5%	6%	7%	8%	-%	5%	12%
Answered		726	94	45	87	31	591	415	647	503	438	473	570	141	1	462	54
Mean Score		1.0	.7	.5	1.1	1.3	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.9	2.0	1.1 b	.5
Standard error		.03	.11	.13	.10	.12	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.16
Standard deviation		.94	1.11	1.06	.86	.62	.92	.95	.92	.96	.94	.92	.95	1.02	-	.89	1.03

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	19	13	3	7	12	15	4	13	6	*	6	*	13
		2%	4%	1%	1%	24% a	5% b	1%	8% bc	1%	*%	2%	*%	4%
Fairly Dissatisfied	(-1)	28	14	9	14	6	21	6	4	19	3	9	6	7
		4%	4%	3%	2%	12% a	7% b	1%	3%	4%	2%	4%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	117	65	39	78	8	57	61	18	82	18	34	36	48
		15%	18%	14%	13%	16%	19%	13%	11%	17%	15%	14%	22%	15%
Fairly Satisfied	(1)	323	161	124	268	19	138	185	60	219	44	97	76	141
		42%	45%	42%	43%	41%	46%	39%	36%	46%	37%	39%	46%	43%
Very Satisfied	(2)	239	82	108	230	3	56	182	59	133	43	78	45	110
		31%	23%	37% a	37% b	6%	19%	39% a	36%	28%	36%	31%	27%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	23	9	25	-	10	31	13	17	11	26	2	10
		5%	6%	3%	4%	-%	3%	7%	8%	4%	9%	10% bc	1%	3%
NET: Satisfied		562	243	231	498	22	194	367	119	352	86	175	121	251
		73%	68%	79% a	80% b	47%	65%	78% a	71%	74%	73%	70%	74%	77%
NET: Dissatisfied		47	28	12	21	17	37	10	17	25	3	15	6	20
		6%	8%	4%	3%	37% a	12% b	2%	10%	5%	2%	6%	4%	6%
Answered		726	335	283	597	48	288	438	154	459	107	224	163	318
Mean Score		1.0	.8	1.1 a	1.2 b	-.1	.7	1.2 a	1.0	1.0	1.2	1.0	1.0	1.0
Standard error		.03	.05	.05	.03	.22	.05	.04	.08	.04	.07	.06	.06	.05
Standard deviation		.94	.97	.85	.83	1.33	1.04	.80	1.17	.87	.80	.95	.81	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	19	10	9
		2%	3%	2%
Fairly Dissatisfied	(-1)	28	9	19
		4%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	117	63	54
		15%	17%	14%
Fairly Satisfied	(1)	323	171	152
		42%	46%	38%
Very Satisfied	(2)	239	104	135
		31%	28%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	15	26
		5%	4%	7%
NET: Satisfied		562	275	287
		73%	74%	72%
NET: Dissatisfied		47	18	28
		6%	5%	7%
Answered		726	357	369
Mean Score		1.0	1.0	1.0
Standard error		.03	.04	.05
Standard deviation		.94	.90	.97

Columns Tested:: a,b

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	19	-	-	1	-	3	5	-	3	7	1	-	-
		2%	-%	-%	1%	-%	6%	3%	-%	2%	8% l	5%	-%	-%
Fairly Dissatisfied	(-1)	28	1	-	*	4	4	3	-	8	1	2	1	3
		4%	10%	-%	*%	32% bcfikl	6%	3%	-%	7%	1%	11%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	2	14	22	1	6	28	*	13	6	2	11	11
		15%	25%	13%	38% behijkl	8%	11%	21%	4%	12%	7%	10%	15%	13%
Fairly Satisfied	(1)	323	2	45	19	4	21	54	2	53	39	11	33	39
		42%	28%	40%	34%	30%	38%	40%	44%	48%	44%	52%	45%	45%
Very Satisfied	(2)	239	1	49	9	3	18	44	2	31	30	2	19	30
		31%	16%	43% cj	16%	23%	32%	33%	42%	28%	34%	12%	26%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	2	5	6	1	4	*	*	4	5	2	8	3
		5%	22% fl	5%	11% f	6%	8%	*%	10%	3%	6%	11% f	11% f	3%
NET: Satisfied		562	3	94	28	8	40	98	4	84	69	13	52	69
		73%	44%	83% ac	50%	54%	70%	73% c	86%	76% c	78% c	64%	71%	80% ac
NET: Dissatisfied		47	1	-	1	4	7	8	-	10	8	3	1	3
		6%	10%	-%	1%	32% bcfkl	12% b	6%	-%	9%	9%	16% b	2%	4%
Answered		726	6	108	51	13	52	134	4	108	83	18	65	83
Mean Score		1.0	.6	1.3 acdj	.7	.5	.9	1.0	1.4	1.0	1.0	.6	1.1	1.1 cj
Standard error		.03	.17	.08	.10	.17	.17	.08	.18	.10	.13	.14	.09	.08
Standard deviation		.94	1.03	.70	.81	1.24	1.14	.98	.66	.96	1.12	1.08	.74	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 289 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	19	1	8	9	1	9	11
		2%	*%	4%	5%	1%	2%	3%
Fairly Dissatisfied	(-1)	28	1	11	9	7	12	16
		4%	*%	6%	4%	4%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	38	35	19	25	73	44
		15%	21%	17%	10%	14%	19%	11%
			c					
Fairly Satisfied	(1)	323	66	80	94	83	146	177
		42%	37%	39%	46%	46%	38%	46%
Very Satisfied	(2)	239	59	65	63	51	125	114
		31%	33%	32%	31%	29%	32%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		41	13	6	9	13	19	22
		5%	8%	3%	5%	7%	5%	6%
NET: Satisfied		562	126	145	157	134	271	291
		73%	70%	71%	77%	75%	71%	76%
NET: Dissatisfied		47	1	19	18	8	21	26
		6%	1%	9%	9%	4%	5%	7%
				a	a			
Answered		726	165	200	195	166	365	361
Mean Score		1.0	1.1	.9	1.0	1.1	1.0	1.0
Standard error		.03	.06	.07	.07	.05	.05	.05
Standard deviation		.94	.80	1.04	1.02	.82	.94	.94

Columns Tested:: a,b,c,d - a,b

Table 290

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	19	2	17	19	-	-	*	*
		2%	5%	2%	3%	-%	-%	*%	*%
Fairly Dissatisfied	(-1)	43	1	42	42	1	-	*	1
		6%	1%	6%	6%	3%	-%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	90	6	84	86	3	1	*	4
		12%	15%	12%	12%	9%	10%	16%	9%
Fairly Satisfied	(1)	307	6	301	287	15	3	1	20
		40%	16%	41%	40%	40%	63%	34%	43%
				a			abd		
Very Satisfied	(2)	277	23	254	258	16	1	1	19
		36%	60%	35%	36%	43%	26%	44%	41%
			b						
Don't Know (CATI ONLY: DO NOT READ OUT)		32	1	31	30	2	*	*	2
		4%	3%	4%	4%	5%	1%	5%	4%
NET: Satisfied		583	29	555	545	32	5	2	38
		76%	76%	76%	76%	83%	89%	78%	84%
NET: Dissatisfied		62	2	60	61	1	-	*	1
		8%	6%	8%	8%	3%	-%	1%	3%
					de				
Answered		735	37	699	692	36	5	3	44
Mean Score		1.1	1.3	1.0	1.0	1.3	1.2	1.3	1.3
									a
Standard error		.03	.11	.04	.04	.06	.09	.09	.04
Standard deviation		.98	1.10	.97	.99	.79	.65	1.00	.76

Columns Tested:: a,b - a,b,c,d,e

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	19	10	9	*	-	-	*	19	-	*
		2%	3%	3%	*%	-%	-%	*%	3%	-%	*%
Fairly Dissatisfied	(-1)	43	16	18	8	1	1	*	42	1	*
		6%	5%	5%	11%	3%	4%	1%	6%	3%	*%
					fi						
Neither Satisfied Nor Dissatisfied	(0)	90	43	32	10	3	1	*	86	3	1
		12%	14%	9%	15%	12%	4%	16%	12%	9%	12%
Fairly Satisfied	(1)	307	112	146	29	10	9	1	287	15	4
		40%	37%	42%	42%	37%	54%	34%	40%	40%	53%
							f				af
Very Satisfied	(2)	277	106	136	16	12	5	1	258	16	3
		36%	35%	39%	24%	45%	33%	44%	36%	43%	32%
						c		c		c	
Don't Know (CATI ONLY: DO NOT READ OUT)		32	16	9	5	1	1	*	30	2	*
		4%	5%	2%	7%	4%	5%	5%	4%	5%	2%
NET: Satisfied		583	218	283	45	22	14	2	545	32	7
		76%	72%	81%	66%	82%	87%	78%	76%	83%	86%
				c			ac			c	ac
NET: Dissatisfied		62	27	27	8	1	1	*	61	1	*
		8%	9%	8%	11%	3%	4%	1%	8%	3%	*%
			fi	i	fi				fi		
Answered		735	287	341	63	26	15	3	692	36	8
Mean Score		1.1	1.0	1.1	.8	1.3	1.2	1.3	1.0	1.3	1.2
						c	c	c		ac	c
Standard error		.03	.08	.06	.10	.08	.07	.09	.04	.06	.05
Standard deviation		.98	1.03	.96	.95	.80	.72	1.00	.99	.79	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	19	19	*	-	-	*	17	-	-	-	-
		2%	3%	*%	-%	-%	*%	4%	-%	-%	-%	-%
			b									
Fairly Dissatisfied	(-1)	43	25	17	1	-	*	27	10	-	*	3
		6%	4%	10%	3%	-%	1%	6%	6%	-%	1%	11%
				ae								
Neither Satisfied Nor Dissatisfied	(0)	90	61	25	3	1	*	52	19	6	4	3
		12%	11%	15%	9%	10%	16%	12%	12%	15%	15%	10%
Fairly Satisfied	(1)	307	227	60	15	3	1	170	64	12	14	9
		40%	41%	36%	40%	63%	34%	38%	41%	32%	60%	32%
						abce						
Very Satisfied	(2)	277	209	49	16	1	1	161	57	18	6	12
		36%	38%	30%	43%	26%	44%	36%	37%	46%	24%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	16	14	2	*	*	16	7	3	*	1
		4%	3%	8%	5%	1%	5%	4%	5%	7%	*%	5%
				a								
NET: Satisfied		583	436	109	32	5	2	331	121	30	20	20
		76%	78%	66%	83%	89%	78%	75%	77%	78%	84%	75%
			b		b	b						
NET: Dissatisfied		62	44	17	1	-	*	44	10	-	*	3
		8%	8%	10%	3%	-%	1%	10%	6%	-%	1%	11%
				e								
Answered		735	541	151	36	5	3	427	150	36	24	26
Mean Score		1.1	1.1	.9	1.3	1.2	1.3	1.0	1.1	1.3	1.1	1.1
					b		b					
Standard error		.03	.06	.07	.06	.09	.09	.06	.06	.10	.10	.09
Standard deviation		.98	1.00	.97	.79	.65	1.00	1.06	.87	.75	.68	1.02

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	19	6	5	-	-	2	3	-	3	1
		2%	7%	8%	-%	-%	3%	2%	-%	5%	1%
			c	c							
Fairly Dissatisfied	(-1)	43	4	2	11	3	2	3	10	2	4
		6%	5%	4%	8%	8%	3%	3%	12%	3%	7%
Neither Satisfied Nor Dissatisfied	(0)	90	12	7	20	-	9	13	3	10	8
		12%	15%	12%	15%	-%	13%	11%	4%	15%	13%
Fairly Satisfied	(1)	307	24	25	52	10	26	53	43	28	23
		40%	29%	40%	38%	33%	39%	47%	51%	42%	37%
Very Satisfied	(2)	277	33	21	43	19	27	39	23	20	21
		36%	41%	34%	32%	59%	40%	35%	27%	31%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	2	1	9	-	2	1	5	2	5
		4%	3%	2%	7%	-%	2%	1%	6%	4%	8%
NET: Satisfied		583	57	46	95	29	54	92	67	48	43
		76%	70%	74%	71%	92%	79%	83%	78%	73%	70%
NET: Dissatisfied		62	10	7	11	3	4	6	10	5	5
		8%	12%	11%	8%	8%	6%	5%	12%	8%	8%
Answered		735	78	61	125	32	66	110	80	63	57
Mean Score		1.1	.9	.9	1.0	1.4	1.1	1.1	1.0	.9	1.0
Standard error		.03	.16	.15	.09	.17	.12	.11	.13	.15	.13
Standard deviation		.98	1.21	1.16	.92	.86	.96	.89	.92	1.03	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	19	3	14	3	19	*	*	*	-
		2%	2%	7% ce	1%	3%	*%	1%	*%	-%
Fairly Dissatisfied	(-1)	43	9	9	24	41	2	*	1	*
		6%	5%	4%	7%	6%	2%	1%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	90	17	29	35	82	8	4	4	*
		12%	11%	14%	11%	12%	13%	10%	23% h	4%
Fairly Satisfied	(1)	307	60	76	148	284	23	11	5	7
		40%	37%	37%	45%	40%	35%	31%	29%	55%
Very Satisfied	(2)	277	67	74	106	247	30	19	6	5
		36%	41%	36%	32%	35%	45%	54% cd	31%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	7	6	16	29	3	1	2	*
		4%	4%	3%	5%	4%	5%	3%	11%	2%
NET: Satisfied		583	126	151	254	531	53	30	11	11
		76%	78%	72%	77%	76%	79% g	85% g	60%	93% bdg
NET: Dissatisfied		62	11	22	26	60	2	1	1	*
		8%	7%	11% e	8%	9%	3%	2%	6%	*%
Answered		735	155	202	316	672	63	35	16	12
Mean Score		1.1	1.2	.9	1.0	1.0	1.3 b	1.4 bcdg	1.0	1.3
Standard error		.03	.08	.09	.06	.04	.05	.07	.10	.06
Standard deviation		.98	.95	1.14	.91	.99	.83	.81	.96	.60

Columns Tested:: a,b,c,d,e,f,g,h

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	19	-	6	6	*	5	-	3	-	4
		2%	-%	8%	7%	*%	3%	-%	26%	-%	2%
Fairly Dissatisfied	(-1)	43	*	4	4	12	7	-	*	-	19
		6%	2%	5%	4%	10%	4%	-%	2%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	90	*	11	17	13	22	4	*	*	33
		12%	2%	13%	19%	11%	13%	9%	2%	1%	11%
Fairly Satisfied	(1)	307	16	18	19	47	70	25	7	4	119
		40%	70%	23%	22%	40%	41%	56% bc	55%	31%	40%
Very Satisfied	(2)	277	3	38	38	47	60	11	2	8	109
		36%	13%	48%	44%	39%	35%	25%	15%	61%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	3	3	3	-	8	5	-	1	13
		4%	14%	3%	3%	-%	5%	10% d	-%	7%	4%
NET: Satisfied		583	19	56	57	94	130	36	9	12	227
		76%	83%	71%	66%	79%	75%	81%	70%	92%	77%
NET: Dissatisfied		62	*	10	10	12	12	-	3	-	24
		8%	2%	12%	11%	10%	7%	-%	28%	-%	8%
Answered		735	19	76	84	119	164	40	12	12	284
Mean Score		1.1	1.1	1.0	1.0	1.1	1.0	1.2	.3	1.6	1.1
Standard error		.03	.10	.12	.12	.09	.07	.09	.32	.10	.06
Standard deviation		.98	.51	1.25	1.22	.96	.98	.59	1.51	.52	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	19	6	5	8	14	6	19	*	19	-
		2%	3%	2%	2%	2%	4%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	43	16	7	20	34	9	37	6	42	1
		6%	7%	3%	6%	5%	7%	5%	8%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	90	30	26	34	75	15	76	14	86	5
		12%	13%	12%	10%	12%	11%	11%	17%	11%	26%
Fairly Satisfied	(1)	307	82	95	129	245	61	278	29	303	3
		40%	36%	44%	40%	39%	47%	40%	36%	40%	20%
Very Satisfied	(2)	277	88	71	118	241	35	250	27	273	4
		36%	38%	33%	37%	38%	27%	36%	33%	36%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	6	13	13	26	6	27	5	27	4
		4%	2%	6%	4%	4%	5%	4%	6%	4%	26%
NET: Satisfied		583	170	166	248	486	97	527	56	576	7
		76%	74%	76%	77%	77%	73%	77%	69%	77%	41%
NET: Dissatisfied		62	22	12	27	48	14	56	6	61	1
		8%	10%	6%	8%	8%	11%	8%	8%	8%	6%
Answered		735	223	204	309	609	126	659	76	723	13
Mean Score		1.1	1.0	1.1	1.1	1.1	.9	1.1	1.0	1.1	.8
Standard error		.03	.07	.06	.05	.04	.10	.04	.07	.03	.27
Standard deviation		.98	1.04	.92	.98	.97	1.03	.99	.94	.98	1.00

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	19	9	6	4	18	*	-	1	18	1
		2%	2%	4%	2%	3%	*%	-%	2%	3%	1%
Fairly Dissatisfied	(-1)	43	24	13	6	32	7	1	3	39	4
		6%	7%	8%	3%	6%	5%	4%	7%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	40	26	23	65	16	5	5	81	9
		12%	11%	15%	10%	12%	11%	13%	12%	12%	13%
Fairly Satisfied	(1)	307	148	55	103	229	52	13	13	281	26
		40%	41%	33%	43%	41%	38%	35%	34%	41%	34%
Very Satisfied	(2)	277	120	66	91	185	57	18	17	242	35
		36%	33%	39%	38%	33%	41%	48%	45%	35%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	20	3	9	25	7	*	*	32	*
		4%	5%	2%	4%	5%	5%	1%	*%	5%	*%
NET: Satisfied		583	268	122	193	413	109	30	31	522	61
		76%	74%	72%	82%	75%	79%	83%	78%	76%	80%
NET: Dissatisfied		62	32	19	11	50	7	1	3	57	5
		8%	9%	11%	5%	9%	5%	4%	9%	8%	7%
Answered		735	340	167	228	529	132	36	39	660	75
Mean Score		1.1	1.0	1.0	1.2	1.0	1.2	1.3	1.1	1.0	1.2
Standard error		.03	.05	.07	.06	.04	.06	.11	.11	.04	.08
Standard deviation		.98	.99	1.09	.87	1.01	.84	.85	1.03	.99	.94

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	19	11	7	1	17	16	17	19	16	11
		2%	5%	2%	*%	3%	3%	2%	3%	3%	3%
			c								
Fairly Dissatisfied	(-1)	43	12	20	11	41	32	42	43	36	29
		6%	5%	6%	5%	6%	5%	6%	6%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	90	24	41	25	78	70	83	86	53	47
		12%	11%	12%	12%	12%	11%	12%	12%	10%	13%
Fairly Satisfied	(1)	307	91	138	78	260	262	278	277	214	139
		40%	41%	42%	37%	39%	41%	40%	39%	42%	39%
Very Satisfied	(2)	277	75	110	92	243	232	253	259	170	119
		36%	33%	33%	43%	36%	37%	36%	36%	33%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	11	14	7	29	23	30	30	21	12
		4%	5%	4%	3%	4%	4%	4%	4%	4%	3%
NET: Satisfied		583	165	248	170	503	494	532	536	385	258
		76%	74%	75%	80%	75%	78%	76%	75%	75%	72%
NET: Dissatisfied		62	23	27	12	58	49	59	62	52	40
		8%	10%	8%	5%	9%	8%	8%	9%	10%	11%
Answered		735	213	316	207	639	612	674	684	490	345
Mean Score		1.1	1.0	1.0	1.2	1.1	1.1	1.1	1.0	1.0	.9
Standard error		.03	.09	.05	.05	.04	.04	.04	.04	.04	.05
Standard deviation		.98	1.07	.97	.88	1.00	.97	.99	1.00	1.02	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	19	-	14	*	-	3	-	*	3
		2%	-%	3%	1%	-%	12%	-%	*%	3%
Fairly Dissatisfied	(-1)	43	10	11	10	2	2	3	5	10
		6%	13%	2%	19%	4%	7%	10%	18%	12%
			b		b				b	b
Neither Satisfied Nor Dissatisfied	(0)	90	15	50	9	1	1	3	5	8
		12%	19%	11%	17%	3%	3%	11%	17%	11%
Fairly Satisfied	(1)	307	27	193	18	14	9	7	10	27
		40%	34%	43%	34%	32%	40%	27%	36%	34%
Very Satisfied	(2)	277	22	165	14	23	9	13	8	30
		36%	28%	36%	27%	55%	38%	51%	27%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	5	20	1	3	*	*	1	1
		4%	6%	4%	2%	6%	*%	2%	3%	2%
NET: Satisfied		583	49	358	31	37	18	20	18	57
		76%	62%	79%	61%	87%	78%	78%	62%	72%
				ac		ac				
NET: Dissatisfied		62	10	25	10	2	4	3	5	12
		8%	13%	6%	20%	4%	18%	10%	18%	16%
					b					b
Answered		735	74	433	50	40	24	26	28	77
Mean Score		1.1	.8	1.1	.7	1.5	.9	1.2	.7	.9
				c		acg				
Standard error		.03	.14	.05	.13	.08	.16	.13	.16	.09
Standard deviation		.98	1.01	.94	1.10	.78	1.34	1.02	1.08	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	19	16	-	-	*	1	-	*	8	6	*	*	2	-	-
		2%	3%	-%	-%	*%	7%	-%	*%	2%	6%	1%	*%	7%	-%	-%
Fairly Dissatisfied	(-1)	43	24	10	3	*	1	3	-	14	8	1	1	3	1	5
		6%	5%	12%	12%	1%	6%	16%	-%	3%	8%	2%	7%	13%	13%	24%
Neither Satisfied Nor Dissatisfied	(0)	90	56	14	3	2	*	2	*	44	17	2	*	1	2	4
		12%	12%	17%	12%	5%	2%	13%	3%	10%	18%	6%	*%	2%	27%	20%
Fairly Satisfied	(1)	307	195	28	10	17	6	1	2	194	28	15	7	7	2	10
		40%	40%	35%	38%	49%	52%	5%	21%	44%	30%	40%	47%	28%	19%	50%
			f			f	f									
Very Satisfied	(2)	277	173	26	10	14	4	12	5	157	34	18	7	13	3	1
		36%	36%	32%	37%	38%	32%	64%	65%	36%	37%	47%	46%	49%	40%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	23	3	*	3	*	*	1	21	1	2	-	*	-	-
		4%	5%	3%	*%	7%	1%	1%	10%	5%	1%	5%	-%	1%	-%	-%
NET: Satisfied		583	368	54	20	31	10	12	6	350	62	32	14	20	5	11
		76%	76%	67%	75%	87%	84%	69%	87%	80%	66%	87%	93%	77%	60%	56%
NET: Dissatisfied		62	40	10	3	*	2	3	*	22	14	1	1	5	1	5
		8%	8%	12%	12%	1%	13%	16%	*%	5%	15%	2%	7%	20%	13%	24%
											a			a		
Answered		735	465	78	27	33	12	18	7	417	93	35	15	25	8	19
Mean Score		1.1	1.0	.9	1.0	1.3	1.0	1.2	1.7	1.1	.8	1.4	1.3	1.0	.9	.4
												b				
Standard error		.03	.05	.10	.12	.08	.18	.20	.13	.05	.11	.08	.13	.24	.23	.19
Standard deviation		.98	1.00	1.01	1.01	.65	1.16	1.22	.59	.88	1.21	.75	.83	1.33	1.16	.94

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	19	8	3	5	-	*	3	*	3	4	3	9	2	-
		2%	2%	3%	8%	-%	1%	9%	*%	4%	2%	2%	5%	3%	-%
Fairly Dissatisfied	(-1)	43	18	12	4	6	-	1	2	2	11	14	10	5	3
		6%	4%	12% a	7%	15% a	-%	2%	7%	3%	5%	8%	6%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	49	18	6	1	6	3	4	13	22	30	15	7	8
		12%	11%	18%	9%	2%	27% d	9%	14%	16%	9%	17%	9%	10%	18%
Fairly Satisfied	(1)	307	173	36	26	18	6	9	10	24	88	79	72	21	19
		40%	40%	38%	40%	41%	25%	30%	35%	30%	37%	44%	42%	31%	40%
Very Satisfied	(2)	277	161	24	20	18	9	15	12	36	104	48	51	33	17
		36%	37%	25%	30%	42%	40%	51%	44%	45%	43% b	27%	30%	49% b	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	22	3	4	*	2	*	-	2	11	6	13	1	-
		4%	5%	3%	6%	*%	7%	*%	-%	2%	5%	3%	8%	1%	-%
NET: Satisfied		583	334	61	46	35	15	24	22	61	192	127	122	54	36
		76%	78%	63%	70%	83%	65%	80%	79%	75%	80%	71%	73%	80%	77%
NET: Dissatisfied		62	26	15	10	6	*	3	2	5	15	17	18	6	3
		8%	6%	15% a	15%	15%	1%	11%	7%	7%	6%	9%	11%	10%	5%
Answered		735	408	93	61	43	21	30	27	79	230	174	156	67	47
Mean Score		1.1	1.1 b	.7	.8	1.1	1.1	1.1	1.2	1.1	1.2 b	.9	.9	1.2	1.1
Standard error		.03	.05	.10	.13	.12	.16	.17	.14	.09	.07	.07	.07	.09	.11
Standard deviation		.98	.92	1.09	1.21	1.02	.93	1.24	.93	1.04	.92	.96	1.08	1.05	.88

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	19	10	2	3	2	-	3	3	9	2	-
		2%	3%	1%	2%	4%	-%	1%	2%	7% a	3%	-%
Fairly Dissatisfied	(-1)	43	11	16	12	1	*	15	7	5	5	2
		6%	4%	10%	9%	2%	2%	5%	5%	4%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	90	33	25	8	6	5	24	21	14	6	5
		12%	11%	16%	6%	12%	22%	8%	17%	11%	11%	13%
Fairly Satisfied	(1)	307	108	65	64	14	10	108	61	60	15	17
		40%	37%	40%	45%	26%	43%	38%	49% d	47%	26%	46%
Very Satisfied	(2)	277	116	47	41	29	7	124	32	33	30	13
		36%	40%	29%	29%	55% bc	33%	43% bc	26%	26%	51% bc	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	10	6	13	*	-	14	1	8	*	-
		4%	3%	4%	9%	1%	-%	5%	1%	6%	*%	-%
NET: Satisfied		583	223	112	105	43	17	232	94	93	45	30
		76%	78%	69%	74%	82%	76%	81%	75%	73%	78%	82%
NET: Dissatisfied		62	21	18	15	3	*	17	10	13	6	2
		8%	7%	11%	11%	6%	2%	6%	8%	10%	11%	6%
Answered		735	277	156	128	52	23	274	124	120	58	36
Mean Score		1.1	1.1	.9	1.0	1.3	1.1	1.2 bc	.9	.9	1.2	1.1
Standard error		.03	.06	.08	.07	.10	.11	.06	.07	.08	.11	.12
Standard deviation		.98	1.00	1.00	.99	1.01	.81	.89	.93	1.08	1.11	.85

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	19	4	-	9	2	3	13	1	5	14	5	10	7
		2%	2%	-%	5%	2%	7%	3%	1%	3%	3%	2%	2%	6%
Fairly Dissatisfied	(-1)	43	13	8	13	8	*	36	2	4	30	13	37	4
		6%	5%	7%	7%	10%	1%	7%	4%	3%	6%	5%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	90	36	16	24	8	3	65	8	11	60	30	63	15
		12%	14%	12%	12%	9%	6%	13%	12%	7%	12%	11%	11%	14%
Fairly Satisfied	(1)	307	103	43	80	30	22	179	27	71	205	101	227	34
		40%	38%	34%	40%	37%	49%	37%	43%	44%	42%	37%	40%	31%
Very Satisfied	(2)	277	98	47	65	32	16	174	24	61	161	115	202	41
		36%	37%	38%	33%	41%	37%	36%	38%	37%	33%	42%	36%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	13	11	6	*	*	18	2	10	23	9	21	8
		4%	5%	9%	3%	*%	*%	4%	3%	6%	5%	3%	4%	7%
NET: Satisfied		583	201	90	144	62	38	353	51	132	367	216	429	75
		76%	75%	72%	73%	78%	86%	73%	80%	81%	74%	79%	77%	69%
NET: Dissatisfied		62	17	8	23	10	4	50	3	9	44	18	48	10
		8%	7%	7%	12%	12%	8%	10%	5%	6%	9%	7%	8%	10%
Answered		735	255	114	191	79	45	468	62	152	471	265	539	100
Mean Score		1.1	1.1	1.1	.9	1.0	1.1	1.0	1.1	1.2	1.0	1.2	1.1	1.0
Standard error		.03	.06	.07	.07	.10	.13	.04	.09	.07	.05	.05	.04	.09
Standard deviation		.98	.94	.91	1.09	1.06	1.07	1.04	.88	.92	1.00	.94	.97	1.15

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	19	11	6	4	15	11	6	14	3	7	12
		2%	2%	3%	2%	3%	2%	5%	3%	2%	4%	2%
Fairly Dissatisfied	(-1)	43	22	10	4	38	37	4	22	10	10	33
		6%	5%	6%	3%	7%	7%	4%	5%	6%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	90	48	22	24	62	63	16	47	23	27	59
		12%	10%	13%	14%	11%	11%	15%	10%	14%	14%	11%
Fairly Satisfied	(1)	307	193	69	67	211	231	29	202	60	80	197
		40%	41%	42%	37%	39%	41%	28%	43%	37%	41%	38%
Very Satisfied	(2)	277	183	49	62	197	200	43	174	58	59	200
		36%	39%	30%	35%	37%	36%	41%	37%	36%	30%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	15	8	16	14	21	8	14	9	11	19
		4%	3%	5%	9%	3%	4%	7%	3%	6%	6%	4%
					b							
NET: Satisfied		583	375	118	129	408	432	72	376	118	139	397
		76%	80%	72%	72%	76%	77%	69%	79%	73%	72%	76%
NET: Dissatisfied		62	33	16	8	54	48	10	36	12	17	45
		8%	7%	10%	5%	10%	9%	9%	8%	8%	9%	9%
Answered		735	456	157	161	523	542	97	459	153	183	501
Mean Score		1.1	1.1	.9	1.1	1.0	1.1	1.0	1.1	1.1	.9	1.1
Standard error		.03	.04	.06	.07	.04	.04	.09	.04	.06	.07	.04
Standard deviation		.98	.95	1.02	.92	1.03	.97	1.14	.97	.97	1.01	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	19	9	11	5	-	12	10	8	-	13	8	12	-
		2%	2%	2%	3%	-%	3%	2%	6%	-%	2%	2%	6%	-%
Fairly Dissatisfied	(-1)	43	36	34	9	-	23	15	9	-	36	15	12	-
		6%	8%	7%	6%	-%	5%	4%	7%	-%	6%	4%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	90	55	66	20	-	56	47	18	-	72	41	18	-
		12%	12%	13%	13%	-%	12%	11%	14%	-%	12%	11%	10%	-%
Fairly Satisfied	(1)	307	192	188	49	-	192	175	43	-	234	163	67	-
		40%	41%	37%	33%	-%	42%	41%	33%	-%	38%	43%	37%	-%
Very Satisfied	(2)	277	158	179	51	4	155	168	45	-	234	134	64	*
		36%	33%	36%	35%	100%	34%	39%	35%	-%	38%	35%	35%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	21	25	13	-	15	17	8	-	22	20	8	-
		4%	4%	5%	9%	-%	3%	4%	6%	-%	4%	5%	4%	-%
NET: Satisfied		583	350	367	101	4	348	343	88	-	468	297	132	*
		76%	74%	73%	68%	100%	77%	79%	67%	-%	77%	78%	73%	100%
NET: Dissatisfied		62	45	45	14	-	35	25	17	-	49	23	23	-
		8%	10%	9%	10%	-%	8%	6%	13%	-%	8%	6%	13%	-%
Answered		735	451	478	135	4	439	415	123	-	589	361	173	*
Mean Score		1.1	1.0	1.0	1.0	2.0	1.0	1.1	.9	-	1.1	1.1	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.04	.05	.08	-
Standard deviation		.98	.99	1.00	1.07	-	.96	.93	1.17	-	.98	.92	1.16	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	19	10	7	13	8	10	3	4	5	9	5	-
		2%	2%	1%	3%	2%	3%	9%	2%	2%	3%	6%	-%
Fairly Dissatisfied	(-1)	43	31	27	23	32	22	1	8	14	18	6	4
		6%	6%	5%	6%	7%	6%	2%	3%	5%	6%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	90	62	53	35	53	44	5	22	17	30	9	6
		12%	11%	10%	9%	11%	12%	14%	9%	7%	10%	10%	13%
Fairly Satisfied	(1)	307	228	213	151	202	148	12	110	116	106	23	13
		40%	41%	41%	40%	42%	40%	35%	44%	44%	37%	26%	28%
									d	d			
Very Satisfied	(2)	277	206	197	139	164	133	14	94	97	112	41	20
		36%	37%	38%	37%	34%	36%	40%	37%	37%	39%	46%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	21	18	18	20	16	-	14	14	14	5	2
		4%	4%	4%	5%	4%	4%	-%	6%	5%	5%	5%	5%
NET: Satisfied		583	434	411	290	365	281	26	203	213	218	64	33
		76%	78%	80%	77%	76%	75%	75%	81%	81%	75%	72%	72%
NET: Dissatisfied		62	41	34	36	40	32	4	12	19	27	12	4
		8%	7%	7%	9%	8%	9%	11%	5%	7%	9%	13%	10%
Answered		735	538	498	361	458	357	34	237	249	275	85	44
Mean Score		1.1	1.1	1.1	1.1	1.0	1.0	1.0	1.2	1.1	1.1	1.0	1.1
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.13	.15
Standard deviation		.98	.95	.91	1.03	.95	1.00	1.20	.87	.93	1.03	1.21	1.01

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	19	3	3	6	-	11	10	14	16	10	13	12	9	-	12	4
		2%	3%	7%	7%	-%	2%	2%	2%	3%	2%	3%	2%	6%	-%	2%	7%
Fairly Dissatisfied	(-1)	43	8	3	10	4	35	27	42	30	24	31	36	13	-	25	7
		6%	7%	7%	11%	12%	6%	6%	6%	6%	5%	6%	6%	9%	-%	5%	12%
Neither Satisfied Nor Dissatisfied	(0)	90	13	4	11	4	81	54	85	64	52	56	79	23	-	43	12
		12%	13%	9%	12%	14%	13%	12%	12%	12%	11%	11%	13%	16%	-%	9%	19%
Fairly Satisfied	(1)	307	45	18	32	12	242	166	272	211	160	197	234	45	-	190	24
		40%	44%	40%	34%	39%	39%	38%	40%	40%	35%	41%	39%	30%	-%	39%	38%
Very Satisfied	(2)	277	30	16	33	8	223	164	236	187	186	167	217	46	1	194	14
		36%	29%	35%	35%	25%	36%	37%	35%	35%	41%	34%	36%	31%	100%	40%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	4	1	*	3	32	20	32	22	26	21	25	14	-	18	2
		4%	4%	2%	*%	10%	5%	5%	5%	4%	6%	4%	4%	9%	-%	4%	3%
NET: Satisfied		583	75	34	65	20	465	330	508	398	347	364	451	91	1	384	38
		76%	73%	75%	70%	64%	75%	75%	75%	75%	76%	75%	75%	61%	100%	80%	60%
												c	c			b	
NET: Dissatisfied		62	11	7	17	4	46	38	56	46	34	44	48	22	-	37	11
		8%	10%	14%	18%	12%	7%	9%	8%	9%	7%	9%	8%	15%	-%	8%	18%
Answered		735	99	45	93	28	591	421	649	508	433	463	578	136	1	464	61
Mean Score		1.1	.9	.9	.8	.8	1.1	1.1	1.0	1.0	1.1	1.0	1.1	.8	2.0	1.1	.6
																b	
Standard error		.03	.10	.15	.14	.19	.04	.04	.04	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.98	1.02	1.19	1.23	.99	.95	1.00	.97	1.01	.98	1.00	.97	1.20	-	.97	1.17

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	19	11	5	3	11	19	*	10	8	1	7	3	9
		2%	3%	2%	*%	24% a	6% b	*%	6%	2%	1%	3%	2%	3%
Fairly Dissatisfied	(-1)	43	25	13	25	18	28	15	2	36	4	16	13	9
		6%	7%	5%	4%	37% a	9% b	3%	1%	8%	3%	6%	8%	3%
Neither Satisfied Nor Dissatisfied	(0)	90	48	22	47	4	58	32	16	62	10	21	28	37
		12%	13%	8%	8%	8%	20% b	7%	9%	13%	9%	8%	17%	11%
Fairly Satisfied	(1)	307	146	120	258	11	124	183	73	194	40	100	71	131
		40%	41%	41%	41%	24%	42%	39%	43%	41%	34%	40%	43%	40%
Very Satisfied	(2)	277	116	119	262	3	63	213	61	154	58	95	46	127
		36%	32%	41%	42% b	7%	21%	45% a	36%	32%	49% b	38%	28%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	11	13	28	-	6	26	5	21	5	11	3	15
		4%	3%	4%	4%	-%	2%	6%	3%	4%	4%	4%	2%	5%
NET: Satisfied		583	262	239	520	15	187	396	133	348	97	195	117	257
		76%	73%	82%	84% b	31%	63%	84% a	80%	73%	83%	78%	71%	78%
NET: Dissatisfied		62	37	18	28	29	46	16	13	44	5	23	16	18
		8%	10%	6%	4%	61% a	16% b	3%	8%	9%	4%	9%	10%	6%
Answered		735	347	279	595	48	292	443	162	455	113	239	161	313
Mean Score		1.1	1.0	1.2 a	1.3 b	-.5	.6	1.3 a	1.1	1.0	1.3 b	1.1	.9	1.1
Standard error		.03	.06	.05	.03	.21	.06	.03	.07	.04	.07	.06	.07	.05
Standard deviation		.98	1.03	.90	.82	1.29	1.11	.77	1.05	.98	.85	1.00	.97	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	19	9	10
		2%	2%	3%
Fairly Dissatisfied	(-1)	43	23	20
		6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	50	41
		12%	13%	10%
Fairly Satisfied	(1)	307	147	160
		40%	39%	40%
Very Satisfied	(2)	277	132	145
		36%	35%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	11	21
		4%	3%	5%
NET: Satisfied		583	279	305
		76%	75%	77%
NET: Dissatisfied		62	32	30
		8%	9%	8%
Answered		735	360	375
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.98	.99	.97

Columns Tested:: a,b

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	19	1	-	*	-	6	1	-	6	5	-	-	-
		2%	20% bfkl	-%	*%	-%	11% fl	1%	-%	5%	5%	-%	-%	-%
Fairly Dissatisfied	(-1)	43	*	7	1	5	7	6	*	2	7	2	3	3
		6%	6%	6%	2%	35% cfhkl	12%	4%	*%	2%	8%	8%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	90	2	10	8	*	6	15	2	11	10	6	8	12
		12%	25%	9%	15%	*%	10%	11%	35%	10%	11%	28%	11%	14%
Fairly Satisfied	(1)	307	2	49	21	3	24	57	*	51	34	6	29	30
		40%	25%	43%	36%	25%	42%	42%	4%	46%	39%	29%	39%	35%
Very Satisfied	(2)	277	2	41	17	5	10	52	2	38	32	5	32	40
		36%	24%	36%	30%	34%	18%	39%	56%	34%	36%	26%	44% e	46% e
Don't Know (CATI ONLY: DO NOT READ OUT)		32	-	6	10	1	4	3	*	3	1	2	1	1
		4%	-%	5%	17% fhikl	6%	7%	2%	5%	3%	1%	9%	2%	1%
NET: Satisfied		583	4	91	38	8	34	109	3	89	66	11	61	70
		76%	49%	80%	67%	58%	60%	81% aj	60%	80%	75%	55%	83% aj	82% aj
NET: Dissatisfied		62	2	7	1	5	13	7	*	8	12	2	3	3
		8%	25% l	6%	2%	35% cfhkl	23% cfkl	5%	*%	7%	13%	8%	4%	3%
Answered		735	8	108	48	13	53	131	4	108	88	19	72	85
Mean Score		1.1	.3	1.2 ae	1.1 e	.6	.5	1.2 ae	1.2	1.0	.9	.8	1.2 ae	1.3 ae
Standard error		.03	.24	.10	.11	.18	.19	.07	.28	.10	.13	.12	.10	.08
Standard deviation		.98	1.52	.85	.82	1.36	1.27	.85	1.10	1.01	1.14	.98	.82	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 290 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	19	2	7	10	-	9	10
		2%	1%	3%	5%	-%	2%	3%
					d			
Fairly Dissatisfied	(-1)	43	9	17	9	8	26	17
		6%	5%	9%	5%	4%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	90	21	21	22	26	42	48
		12%	12%	10%	11%	14%	11%	13%
Fairly Satisfied	(1)	307	72	84	85	65	156	151
		40%	40%	41%	42%	36%	41%	39%
Very Satisfied	(2)	277	60	68	72	77	128	149
		36%	34%	33%	35%	43%	33%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		32	15	8	5	4	23	9
		4%	9%	4%	2%	2%	6%	2%
NET: Satisfied		583	132	152	157	142	284	299
		76%	74%	74%	77%	79%	74%	78%
NET: Dissatisfied		62	10	24	20	8	35	27
		8%	6%	12%	10%	4%	9%	7%
Answered		735	163	197	199	176	361	375
Mean Score		1.1	1.1	1.0	1.0	1.2	1.0	1.1
Standard error		.03	.07	.07	.08	.05	.05	.05
Standard deviation		.98	.89	1.06	1.06	.85	.99	.97

Columns Tested:: a,b,c,d - a,b

Table 291

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	30	*	30	29	1	-	-	1
		4%	*%	4%	4%	3%	-%	-%	3%
Fairly Dissatisfied	(-1)	55	2	54	52	3	*	*	3
		7%	4%	7%	7%	9%	1%	1%	7%
						d			
Neither Satisfied Nor Dissatisfied	(0)	126	11	116	118	7	1	*	8
		16%	28%	16%	16%	18%	19%	15%	18%
Fairly Satisfied	(1)	372	9	363	354	14	3	1	18
		48%	25%	50%	49%	36%	60%	37%	39%
				a	b		bde		
Very Satisfied	(2)	176	11	165	162	12	1	1	14
		23%	29%	23%	22%	32%	20%	43%	31%
								ac	
Don't Know (CATI ONLY: DO NOT READ OUT)		7	5	2	6	1	*	*	1
		1%	13%	*%	1%	2%	1%	5%	2%
			b					a	
NET: Satisfied		548	20	528	516	26	4	2	32
		71%	54%	72%	72%	68%	79%	79%	70%
NET: Dissatisfied		85	2	84	81	5	*	*	5
		11%	5%	11%	11%	12%	1%	1%	10%
					d	d			d
Answered		760	33	727	715	37	5	3	45
Mean Score		.8	.9	.8	.8	.9	1.0	1.3	.9
								abe	
Standard error		.03	.10	.04	.04	.08	.11	.09	.06
Standard deviation		1.00	.95	1.01	1.00	1.09	.74	.95	1.04

Columns Tested:: a,b - a,b,c,d,e

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	30	9	20	*	1	*	-	29	1	-
		4%	3%	6% i	*%	4%	*%	-%	4%	3%	-%
Fairly Dissatisfied	(-1)	55	20	29	3	2	1	*	52	3	*
		7%	7%	8% fi	4%	9% fi	6%	1%	7%	9% fi	1%
Neither Satisfied Nor Dissatisfied	(0)	126	47	57	14	5	3	*	118	7	1
		16%	16%	16%	20%	18%	17%	15%	16%	18%	17%
Fairly Satisfied	(1)	372	155	160	40	9	7	1	354	14	4
		48%	51% h	46%	58% dfh	34%	46%	37%	49% h	36%	52%
Very Satisfied	(2)	176	69	82	11	9	4	1	162	12	2
		23%	23%	23%	17%	32%	28%	43% abcg	22%	32%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	4	2	*	1	*	*	6	1	*
		1%	1%	*%	1%	2%	2%	5% bg	1%	2%	2%
NET: Satisfied		548	223	242	51	18	12	2	516	26	6
		71%	73%	69%	75%	66%	75%	79%	72%	68%	79%
NET: Dissatisfied		85	29	49	3	4	1	*	81	5	*
		11%	10% fi	14% fi	4%	14% fi	6%	1%	11% fi	12% fi	1%
Answered		760	300	348	67	27	16	3	715	37	8
Mean Score		.8	.8	.7	.9	.8	1.0	1.3 abcdgh	.8	.9	1.1 bg
Standard error		.03	.07	.07	.08	.11	.09	.09	.04	.08	.06
Standard deviation		1.00	.95	1.08	.73	1.14	.89	.95	1.00	1.09	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	30	28	1	1	-	-	23	-	-	3	1
		4%	5%	1%	3%	-%	-%	5%	-%	-%	13%	5%
			b					b			b	
Fairly Dissatisfied	(-1)	55	42	10	3	*	*	34	8	2	2	1
		7%	8%	6%	9%	1%	1%	8%	5%	4%	7%	3%
			e		e							
Neither Satisfied Nor Dissatisfied	(0)	126	91	27	7	1	*	66	25	7	6	5
		16%	16%	17%	18%	19%	15%	15%	16%	18%	26%	20%
Fairly Satisfied	(1)	372	268	87	14	3	1	222	84	14	11	13
		48%	48%	53%	36%	60%	37%	50%	54%	37%	48%	47%
				ce		ce						
Very Satisfied	(2)	176	125	38	12	1	1	97	40	15	1	7
		23%	22%	23%	32%	20%	43%	22%	26%	39%	6%	26%
							abd			d		
Don't Know (CATI ONLY: DO NOT READ OUT)		7	4	2	1	*	*	2	*	*	*	*
		1%	1%	1%	2%	1%	5%	*%	*%	1%	*%	*%
							a					
NET: Satisfied		548	392	124	26	4	2	319	124	29	13	20
		71%	70%	76%	68%	79%	79%	72%	79%	76%	54%	73%
NET: Dissatisfied		85	70	11	5	*	*	57	8	2	5	2
		11%	13%	6%	12%	1%	1%	13%	5%	4%	20%	7%
			e		e							
Answered		760	553	162	37	5	3	441	157	38	24	27
Mean Score		.8	.8	.9	.9	1.0	1.3	.8	1.0	1.1	.3	.9
							abc		d	d		
Standard error		.03	.06	.06	.08	.11	.09	.06	.06	.11	.16	.08
Standard deviation		1.00	1.04	.83	1.09	.74	.95	1.04	.79	.87	1.13	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	30	10	-	3	-	4	7	-	*	5
		4%	13% bc	-%	2%	-%	5%	6%	-%	*%	8%
Fairly Dissatisfied	(-1)	55	5	7	13	2	1	8	1	5	6
		7%	6%	12%	10%	5%	1%	7%	1%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	17	7	24	13	6	21	10	10	8
		16%	21%	11%	18%	41%	9%	19%	12%	16%	13%
Fairly Satisfied	(1)	372	27	32	76	14	36	52	50	29	35
		48%	33%	51%	57% a	43%	53%	46%	58%	45%	57%
Very Satisfied	(2)	176	22	16	15	3	21	24	25	21	8
		23%	28% c	26%	11%	10%	31% c	21%	29% c	32% c	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	*	4	*	-	-	-	-	*
		1%	-%	*%	3%	1%	-%	-%	-%	-%	*%
NET: Satisfied		548	49	48	91	17	57	75	74	50	43
		71%	61%	77%	67%	53%	84%	68%	87% a	77%	69%
NET: Dissatisfied		85	15	7	16	2	5	15	1	5	11
		11%	18% g	12%	12%	5%	7%	13%	1%	7%	17% g
Answered		760	81	62	131	31	68	111	85	65	62
Mean Score		.8	.6	.9	.7	.6	1.0	.7	1.1 acfi	1.0	.6
Standard error		.03	.16	.12	.09	.15	.13	.13	.09	.12	.14
Standard deviation		1.00	1.30	.92	.88	.75	.98	1.07	.66	.90	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	30	9	10	9	28	2	*	1	1
		4%	5%	5%	3%	4%	3%	*%	4%	9%
Fairly Dissatisfied	(-1)	55	8	16	22	47	8	3	5	*
		7%	5%	8%	7%	7%	13%	9%	27%	2%
									abcdfh	
Neither Satisfied Nor Dissatisfied	(0)	126	27	34	56	117	9	4	3	1
		16%	17%	16%	17%	17%	13%	12%	19%	9%
Fairly Satisfied	(1)	372	85	87	177	349	23	11	6	6
		48%	52%	42%	54%	50%	34%	31%	31%	47%
			efg		efg	efg				
Very Satisfied	(2)	176	32	60	63	155	21	16	3	3
		23%	20%	29%	19%	22%	32%	44%	16%	23%
							c	acdg		
Don't Know (CATI ONLY: DO NOT READ OUT)		7	*	*	4	4	3	1	*	1
		1%	*%	*%	1%	1%	5%	4%	3%	10%
							d			abcd
NET: Satisfied		548	117	147	240	504	44	27	9	8
		71%	72%	71%	73%	72%	66%	75%	47%	70%
			g	g	g	g		g		
NET: Dissatisfied		85	17	27	31	75	10	3	6	1
		11%	10%	13%	9%	11%	16%	9%	31%	11%
									abcdf	
Answered		760	161	208	328	697	63	35	18	11
Mean Score		.8	.8	.8	.8	.8	.8	1.1	.3	.8
			g	g	g	g	g	g		
Standard error		.03	.08	.08	.06	.04	.06	.09	.12	.12
Standard deviation		1.00	1.00	1.09	.92	.99	1.13	.99	1.19	1.20

Columns Tested:: a,b,c,d,e,f,g,h

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	30	*	6	6	6	5	2	2	1	7
		4%	1%	8%	7%	5%	3%	5%	18%	9%	2%
Fairly Dissatisfied	(-1)	55	-	1	1	8	18	2	-	*	27
		7%	-%	1%	1%	6%	11%	3%	-%	1%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	8	19	22	16	24	7	*	1	48
		16%	33%	24%	26%	14%	14%	15%	4%	7%	16%
Fairly Satisfied	(1)	372	13	26	30	63	80	27	9	3	148
		48%	56%	33%	35%	53%	46%	60%	69%	22%	50%
Very Satisfied	(2)	176	2	25	25	26	44	7	1	8	63
		23%	8%	32%	29%	22%	26%	17%	8%	62%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	*	2	2	-	1	-	*	-	4
		1%	1%	2%	2%	-%	1%	-%	1%	-%	1%
NET: Satisfied		548	15	51	56	89	124	34	10	11	211
		71%	65%	65%	64%	75%	72%	77%	77%	84%	71%
NET: Dissatisfied		85	*	7	7	14	23	4	2	1	35
		11%	1%	8%	8%	12%	13%	8%	18%	10%	12%
Answered		760	22	77	85	119	171	44	12	13	293
Mean Score		.8	.7	.8	.8	.8	.8	.8	.5	1.3	.8
Standard error		.03	.13	.11	.10	.10	.07	.13	.28	.24	.06
Standard deviation		1.00	.65	1.14	1.10	1.03	1.03	.93	1.28	1.26	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	30	13	7	11	25	5	30	-	30	-
		4%	5%	3%	3%	4%	4%	4%	-%	4%	-%
Fairly Dissatisfied	(-1)	55	8	20	27	46	10	43	12	55	-
		7%	4%	9%	9%	7%	7%	6%	15% a	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	126	46	31	49	112	14	109	17	123	4
		16%	20%	14%	15%	18%	11%	16%	21%	16%	21%
Fairly Satisfied	(1)	372	106	106	160	297	75	336	36	362	10
		48%	46%	49%	50%	47%	57%	49%	45%	48%	61%
Very Satisfied	(2)	176	53	52	72	148	29	161	15	173	3
		23%	23%	24%	22%	23%	22%	23%	19%	23%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	1	4	7	*	6	1	7	-
		1%	1%	1%	1%	1%	*%	1%	1%	1%	-%
NET: Satisfied		548	159	158	231	445	103	497	51	535	14
		71%	70%	73%	72%	70%	78%	72%	63%	71%	79%
NET: Dissatisfied		85	21	27	38	71	14	73	12	85	-
		11%	9%	12%	12%	11%	11%	11%	15%	11%	-%
Answered		760	226	216	319	628	132	680	80	743	17
Mean Score		.8	.8	.8	.8	.8	.9	.8	.7	.8	1.0
Standard error		.03	.07	.06	.05	.04	.09	.04	.07	.03	.17
Standard deviation		1.00	1.02	1.01	.99	1.01	.96	1.01	.95	1.01	.65

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	30	10	12	7	24	3	-	3	27	3
		4%	3%	7%	3%	4%	2%	-%	8%	4%	4%
Fairly Dissatisfied	(-1)	55	27	13	15	41	11	3	1	52	3
		7%	7%	8%	7%	7%	8%	7%	1%	8%	4%
Neither Satisfied Nor Dissatisfied	(0)	126	54	25	48	84	34	3	6	117	9
		16%	15%	14%	20%	15%	24%	9%	14%	17%	12%
Fairly Satisfied	(1)	372	194	78	99	272	62	19	19	334	38
		48%	54%	46%	42%	49%	45%	52%	50%	48%	51%
Very Satisfied	(2)	176	74	39	63	128	27	11	10	155	22
		23%	20%	23%	27%	23%	19%	31%	26%	22%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	2	4	5	1	*	*	7	*
		1%	*%	1%	2%	1%	1%	1%	*%	1%	1%
NET: Satisfied		548	268	118	162	399	89	30	30	488	60
		71%	74%	69%	69%	72%	64%	83%	76%	71%	79%
NET: Dissatisfied		85	37	25	23	65	14	3	4	79	6
		11%	10%	15%	10%	12%	10%	7%	10%	11%	8%
Answered		760	359	168	233	548	137	36	39	685	75
Mean Score		.8	.8	.7	.8	.8	.7	1.1	.8	.8	1.0
Standard error		.03	.05	.07	.07	.04	.07	.11	.12	.04	.08
Standard deviation		1.00	.94	1.13	1.00	1.02	.95	.84	1.10	1.01	.98

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	30	3	21	6	26	23	26	30	26	22
		4%	1%	6%	3%	4%	4%	4%	4%	5%	6%
Fairly Dissatisfied	(-1)	55	18	23	14	47	44	49	54	33	20
		7%	8%	7%	7%	7%	7%	7%	8%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	126	38	45	43	110	97	113	119	80	52
		16%	17%	14%	20%	16%	15%	16%	17%	16%	15%
Fairly Satisfied	(1)	372	118	154	100	327	313	347	343	256	180
		48%	53%	47%	47%	49%	49%	49%	48%	50%	50%
Very Satisfied	(2)	176	42	86	48	156	156	166	164	115	84
		23%	19%	26%	23%	23%	25%	24%	23%	23%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	5	1	2	3	2	3	4	1	1
		1%	2%	*%	1%	*%	*%	*%	1%	*%	*%
NET: Satisfied		548	160	240	149	484	469	513	507	372	263
		71%	71%	73%	70%	72%	74%	73%	71%	73%	74%
NET: Dissatisfied		85	21	44	21	72	67	75	85	58	41
		11%	9%	13%	10%	11%	11%	11%	12%	11%	12%
Answered		760	219	329	212	666	633	701	710	510	356
Mean Score		.8	.8	.8	.8	.8	.8	.8	.8	.8	.8
Standard error		.03	.07	.06	.05	.04	.04	.04	.04	.04	.05
Standard deviation		1.00	.89	1.10	.96	1.00	.99	.99	1.02	1.02	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	30	-	13	3	5	2	*	3	5
		4%	-%	3%	5%	11%	8%	1%	11%	7%
Fairly Dissatisfied	(-1)	55	7	32	2	*	3	2	2	8
		7%	9%	7%	3%	1%	14%	8%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	126	16	70	8	6	2	4	7	13
		16%	20%	15%	16%	14%	6%	16%	25%	16%
Fairly Satisfied	(1)	372	42	224	26	18	13	10	15	38
		48%	53%	49%	50%	42%	55%	39%	52%	48%
Very Satisfied	(2)	176	13	113	13	13	4	9	1	14
		23%	17%	25%	25%	30%	15%	35%	5%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	*	1	*	1	*	*	*	1
		1%	*%	*%	*%	1%	1%	1%	*%	1%
NET: Satisfied		548	55	337	39	31	17	19	16	52
		71%	70%	74%	76%	73%	70%	74%	57%	66%
NET: Dissatisfied		85	7	45	4	5	5	2	5	13
		11%	9%	10%	8%	12%	22%	9%	18%	16%
Answered		760	78	452	51	42	23	26	29	78
Mean Score		.8	.8	.9	.9	.8	.6	1.0	.3	.6
Standard error		.03	.11	.05	.12	.13	.14	.13	.16	.08
Standard deviation		1.00	.84	.97	1.01	1.23	1.18	.98	1.08	1.10

Columns Tested:: a,b,c,d,e,f,g,h

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	30	15	3	3	5	-	*	*	15	3	-	*	2	*	3
		4%	3%	4%	10%	13%	-%	1%	2%	3%	3%	-%	1%	7%	1%	16%
Fairly Dissatisfied	(-1)	55	38	4	*	1	1	3	-	29	6	4	*	3	2	1
		7%	8%	5%	1%	2%	5%	17%	-%	7%	7%	10%	1%	10%	25%	3%
Neither Satisfied Nor Dissatisfied	(0)	126	87	6	4	8	1	3	1	64	21	3	*	3	1	6
		16%	18%	7%	15%	22%	8%	19%	11%	15%	22%	7%	2%	10%	12%	33%
Fairly Satisfied	(1)	372	237	48	9	18	8	2	6	221	39	20	8	12	4	9
		48%	49%	60%	34%	49%	66%	10%	82%	51%	41%	54%	57%	46%	50%	46%
			f	f			f									
Very Satisfied	(2)	176	110	20	11	4	2	9	*	107	24	11	6	7	1	*
		23%	22%	25%	39%	12%	18%	52%	5%	25%	26%	29%	39%	26%	12%	2%
								ad								
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	*	*	*	*	*	-	1	1	*	-	*	-	*
		1%	*%	*%	1%	1%	4%	*%	-%	*%	1%	*%	-%	1%	-%	1%
NET: Satisfied		548	346	68	20	22	10	11	6	328	63	31	14	19	5	9
		71%	71%	84%	74%	61%	83%	62%	87%	75%	67%	83%	96%	72%	62%	48%
NET: Dissatisfied		85	53	7	3	6	1	3	*	44	9	4	*	4	2	4
		11%	11%	9%	10%	16%	5%	18%	2%	10%	10%	10%	2%	17%	26%	18%
Answered		760	486	81	27	35	12	18	7	436	93	37	15	25	8	19
Mean Score		.8	.8	1.0	.9	.4	1.0	1.0	.9	.9	.8	1.0	1.3	.7	.5	.2
Standard error		.03	.05	.09	.14	.15	.12	.21	.13	.05	.09	.09	.11	.21	.22	.23
Standard deviation		1.00	.98	.93	1.23	1.17	.72	1.25	.61	.98	1.01	.88	.69	1.18	1.11	1.11

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	30	13	7	5	-	-	2	3	5	3	4	12	4	3
		4%	3%	7%	8%	-%	-%	7%	11%	6%	1%	2%	7%	6%	7%
Fairly Dissatisfied	(-1)	55	32	7	2	*	6	2	5	14	16	12	10	5	5
		7%	7%	8%	2%	*%	26% acd	8%	19% d	17%	7%	7%	6%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	126	71	12	17	5	*	12	2	14	46	29	19	8	12
		16%	17%	13%	25%	11%	2%	39% abe	7%	18%	19%	16%	11%	11%	25%
Fairly Satisfied	(1)	372	223	44	28	23	8	11	7	26	108	95	93	30	20
		48%	52% h	46%	42%	55%	34%	38%	25%	32%	45%	53%	55%	44%	43%
Very Satisfied	(2)	176	89	26	14	14	8	2	10	20	65	40	34	21	7
		23%	21%	27%	22%	33%	33%	7%	37%	25%	27%	22%	20%	31%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	*	*	*	1	*	-	2	2	*	1	*	*
		1%	*%	*%	1%	*%	5%	1%	-%	2%	1%	*%	1%	*%	*%
NET: Satisfied		548	312	69	42	38	15	13	17	46	174	135	127	51	27
		71%	73% f	72%	64%	89% cfh	67%	45%	62%	57%	72%	75%	75%	75%	57%
NET: Dissatisfied		85	45	14	7	*	6	4	8	19	20	16	22	9	8
		11%	11%	15%	10%	*%	26% d	14%	31% ad	23% ad	8%	9%	13%	13%	17%
Answered		760	429	96	65	43	22	29	27	79	239	180	168	68	47
Mean Score		.8	.8	.8	.7	1.2 acfh	.8	.3	.6	.5	.9	.9	.8	.9	.5
Standard error		.03	.05	.10	.11	.08	.21	.14	.23	.11	.07	.07	.07	.10	.13
Standard deviation		1.00	.96	1.14	1.09	.65	1.22	.98	1.46	1.23	.93	.90	1.06	1.12	1.09

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	30	3	5	15	2	*	6	5	6	4	3
		4%	1%	3%	10%	4%	1%	2%	4%	4%	7%	8%
					a							
Fairly Dissatisfied	(-1)	55	19	13	7	4	4	19	11	9	3	1
		7%	6%	8%	5%	9%	18%	7%	9%	7%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	126	59	24	14	7	5	41	20	18	6	12
		16%	20%	15%	10%	14%	23%	14%	16%	14%	10%	32%
Fairly Satisfied	(1)	372	135	82	76	21	12	139	59	73	26	14
		48%	47%	51%	54%	40%	54%	49%	47%	57%	45%	39%
Very Satisfied	(2)	176	69	37	29	18	1	80	29	21	19	7
		23%	24%	23%	21%	34%	4%	28%	24%	17%	32%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	*	*	*	-	1	*	1	-	*
		1%	1%	*%	*%	*%	-%	*%	*%	*%	-%	*%
NET: Satisfied		548	204	119	106	38	13	219	89	95	45	21
		71%	71%	74%	75%	74%	58%	76%	71%	74%	77%	57%
NET: Dissatisfied		85	22	19	21	6	4	25	16	15	7	4
		11%	8%	11%	15%	12%	19%	9%	13%	11%	13%	11%
Answered		760	285	162	141	52	23	286	125	127	58	36
Mean Score		.8	.9	.8	.7	.9	.4	.9	.8	.8	.9	.6
Standard error		.03	.06	.08	.08	.11	.12	.06	.08	.07	.11	.15
Standard deviation		1.00	.90	.99	1.16	1.08	.87	.94	1.03	.96	1.13	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	30	7	4	13	6	*	27	-	3	16	14	20	6
		4%	3%	3%	6%	8%	*%	6%	-%	2%	3%	5%	4%	5%
Fairly Dissatisfied	(-1)	55	25	8	11	6	5	42	4	9	41	14	42	5
		7%	9%	6%	5%	8%	10%	9%	5%	6%	8%	5%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	126	38	18	24	19	20	83	11	23	90	37	100	10
		16%	14%	14%	12%	24%	45% abc	17%	17%	14%	18%	13%	18%	9%
Fairly Satisfied	(1)	372	139	58	102	31	13	215	31	96	254	118	266	62
		48%	52%	46%	52%	39%	29%	44%	49%	59% a	51%	43%	47%	57%
Very Satisfied	(2)	176	57	37	46	16	7	115	18	31	90	86	132	25
		23%	21%	30%	23%	20%	15%	24%	28%	19%	18%	31% a	23%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	1	1	1	*	3	1	*	3	4	2	1
		1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	2%	*%	1%
NET: Satisfied		548	196	95	148	47	20	330	49	127	344	204	397	87
		71%	73% e	76% e	75% e	59%	44%	68%	77%	78%	70%	75%	71%	80%
NET: Dissatisfied		85	32	11	23	13	5	69	4	12	57	29	62	11
		11%	12%	9%	12%	16%	10%	14%	5%	7%	12%	10%	11%	10%
Answered		760	267	124	196	79	45	483	63	162	491	270	559	107
Mean Score		.8	.8	.9	.8	.6	.5	.7	1.0	.9	.7	.9	.8	.9
Standard error		.03	.06	.08	.07	.11	.11	.05	.09	.07	.04	.06	.04	.08
Standard deviation		1.00	.97	.98	1.06	1.15	.89	1.09	.83	.83	.96	1.07	1.00	.99

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	30	15	8	3	27	20	6	15	8	5	25
		4%	3%	5%	2%	5%	4%	5%	3%	5%	3%	5%
Fairly Dissatisfied	(-1)	55	31	13	12	42	43	4	25	18	12	42
		7%	7%	8%	7%	8%	8%	3%	5%	11%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	126	84	14	36	83	95	14	78	19	40	79
		16%	18%	8%	20%	15%	17%	13%	17%	12%	21%	15%
Fairly Satisfied	(1)	372	219	94	84	260	274	53	236	76	91	252
		48%	47%	57%	47%	48%	49%	51%	50%	47%	47%	48%
Very Satisfied	(2)	176	121	35	41	123	129	28	116	40	43	121
		23%	26%	21%	23%	23%	23%	26%	25%	25%	22%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	1	2	2	2	1	2	1	2	1
		1%	*%	*%	1%	*%	*%	1%	*%	*%	1%	*%
NET: Satisfied		548	340	129	124	383	403	81	352	116	134	373
		71%	72%	78%	70%	71%	71%	77%	75%	72%	69%	72%
NET: Dissatisfied		85	45	22	15	69	63	9	40	27	17	67
		11%	10%	13%	9%	13%	11%	9%	9%	17%	9%	13%
Answered		760	469	164	176	535	562	104	471	162	191	519
Mean Score		.8	.9	.8	.8	.8	.8	.9	.9	.7	.8	.8
Standard error		.03	.04	.06	.07	.04	.04	.08	.04	.07	.07	.04
Standard deviation		1.00	.98	1.03	.92	1.05	1.00	1.01	.95	1.11	.94	1.05

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	30	17	19	6	-	13	16	9	-	22	17	13	-
		4%	4%	4%	4%	-%	3%	4%	7%	-%	4%	5%	7%	-%
Fairly Dissatisfied	(-1)	55	29	44	17	-	28	22	15	-	41	23	12	-
		7%	6%	9%	12%	-%	6%	5%	12%	-%	7%	6%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	126	72	84	30	4	70	79	24	-	103	70	46	-
		16%	15%	17%	20%	100%	15%	18%	18%	-%	17%	18%	26%	-%
Fairly Satisfied	(1)	372	243	252	62	-	234	202	52	-	288	189	73	-
		48%	52%	50%	42%	-%	52%	47%	39%	-%	47%	50%	40%	-%
Very Satisfied	(2)	176	110	102	34	-	107	110	32	-	153	79	36	*
		23%	23%	20%	23%	-%	24%	26%	24%	-%	25%	21%	20%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	2	*	-	1	2	*	-	3	2	1	-
		1%	*%	*%	*%	-%	*%	*%	*%	-%	1%	1%	1%	-%
NET: Satisfied		548	353	354	96	-	341	312	83	-	441	268	109	*
		71%	75%	70%	65%	-%	75%	72%	64%	-%	72% c	70%	60%	100%
NET: Dissatisfied		85	46	63	23	-	42	39	24	-	63	40	25	-
		11%	10%	13%	15%	-%	9%	9%	18%	-%	10%	11%	14%	-%
Answered		760	471	501	148	4	452	430	131	-	607	378	180	*
Mean Score		.8	.9	.7	.7	-	.9	.9	.6	-	.8	.8	.6	2.0
Standard error		.03	.04	.04	.08	-	.04	.05	.10	-	.04	.05	.08	-
Standard deviation		1.00	.97	1.00	1.07	-	.95	.99	1.17	-	1.00	1.00	1.10	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	30	20	17	19	16	16	3	13	13	17	6	-
		4%	4%	3%	5%	3%	4%	9%	5%	5%	6%	7%	-%
Fairly Dissatisfied	(-1)	55	42	33	31	40	31	4	18	15	21	6	4
		7%	7%	6%	8%	8%	8%	12%	7%	6%	7%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	126	99	80	68	87	68	3	49	51	54	16	11
		16%	18%	15%	18%	18%	18%	9%	19%	19%	19%	18%	24%
Fairly Satisfied	(1)	372	261	251	176	221	164	11	120	116	136	39	25
		48%	47%	49%	46%	46%	44%	32%	48%	44%	47%	43%	53%
Very Satisfied	(2)	176	135	133	83	112	91	13	49	67	61	21	7
		23%	24%	26%	22%	23%	24%	39%	20%	25%	21%	24%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	2	2	2	2	*	1	1	1	1	-
		1%	*%	*%	1%	*%	1%	*%	*%	*%	*%	1%	-%
NET: Satisfied		548	396	384	259	333	256	24	170	183	197	60	31
		71%	71%	74%	68%	70%	69%	70%	68%	70%	68%	67%	68%
NET: Dissatisfied		85	62	50	50	56	47	7	32	28	38	12	4
		11%	11%	10%	13%	12%	13%	20%	13%	11%	13%	13%	8%
Answered		760	557	514	377	476	371	34	250	262	289	88	46
Mean Score		.8	.8	.9	.7	.8	.8	.8	.7	.8	.7	.7	.7
Standard error		.03	.04	.04	.05	.04	.05	.20	.07	.07	.06	.12	.12
Standard deviation		1.00	1.00	.98	1.05	1.01	1.05	1.32	1.04	1.04	1.06	1.11	.82

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	30	7	*	7	-	21	18	24	26	21	16	26	15	-	11	4
		4%	6%	*%	7%	-%	3%	4%	4%	5%	5%	3%	4%	10% a	-%	2%	6%
Fairly Dissatisfied	(-1)	55	16	-	5	3	45	25	48	37	28	35	43	8	1	18	6
		7%	15%	-%	6%	9%	7%	6%	7%	7%	6%	7%	7%	6%	100%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	13	4	14	11	93	78	107	82	65	71	97	30	-	77	12
		16%	12%	9%	15%	35%	15%	18%	16%	15%	14%	15%	16%	20%	-%	16%	20%
Fairly Satisfied	(1)	372	46	23	33	13	318	204	343	258	221	242	293	71	-	247	36
		48%	45%	50%	36%	41%	51%	46%	50%	49%	48%	50%	49%	47%	-%	51%	58%
Very Satisfied	(2)	176	23	17	34	4	138	110	151	121	118	121	137	25	-	125	4
		23%	22%	38%	37%	14%	22%	25%	22%	23%	26%	25%	23%	17%	-%	26% b	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	1	*	*	7	6	7	6	6	1	7	-	-	3	-
		1%	-%	2%	*%	1%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
NET: Satisfied		548	69	40	67	17	456	314	495	379	339	363	430	96	-	373	41
		71%	66%	88%	72%	55%	73%	71%	73%	72%	74%	75%	71%	64%	-%	77%	65%
NET: Dissatisfied		85	22	*	12	3	66	43	72	63	49	50	68	24	1	30	10
		11%	21% b	*%	13%	9%	11%	10%	11%	12%	11%	10%	11%	16%	100%	6%	15%
Answered		760	104	45	93	31	616	434	674	524	453	484	596	149	1	479	62
Mean Score		.8	.6	1.3 a	.9	.6	.8	.8	.8	.8	.9	.9 c	.8	.6	-1.0	1.0 b	.5
Standard error		.03	.11	.08	.13	.16	.04	.04	.04	.04	.04	.04	.04	.09	-	.04	.14
Standard deviation		1.00	1.17	.66	1.18	.85	.97	1.01	.98	1.03	1.03	.98	1.01	1.15	-	.89	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	30	18	4	17	6	24	6	8	16	6	14	6	10
		4%	5%	1%	3%	12%	8%	1%	5%	3%	5%	5%	4%	3%
						a	b							
Fairly Dissatisfied	(-1)	55	28	21	31	7	26	30	15	30	8	13	19	21
		7%	8%	7%	5%	14%	9%	6%	9%	6%	7%	5%	12%	6%
Neither Satisfied Nor Dissatisfied	(0)	126	69	39	85	11	52	74	25	85	16	42	30	53
		16%	19%	13%	14%	23%	18%	16%	15%	18%	14%	17%	18%	16%
Fairly Satisfied	(1)	372	167	148	316	22	153	219	79	242	51	102	92	168
		48%	47%	51%	51%	46%	51%	47%	48%	51%	43%	41%	56%	51%
Very Satisfied	(2)	176	77	77	168	2	42	135	37	98	37	76	18	75
		23%	21%	26%	27%	4%	14%	29%	22%	21%	31%	31%	11%	23%
					b			a				b		b
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	3	6	-	1	7	2	5	*	2	-	1
		1%	*%	1%	1%	-%	*%	1%	1%	1%	*%	1%	-%	*%
NET: Satisfied		548	244	225	484	24	195	353	116	340	88	178	110	243
		71%	68%	77%	78%	50%	65%	75%	70%	71%	75%	71%	67%	74%
					b									
NET: Dissatisfied		85	46	25	48	13	50	36	24	46	14	27	25	31
		11%	13%	9%	8%	27%	17%	8%	14%	10%	12%	11%	15%	10%
						a	b							
Answered		760	358	289	617	48	297	463	165	471	118	247	164	327
Mean Score		.8	.7	.9	1.0	.2	.5	1.0	.7	.8	.9	.9	.6	.8
					b			a						
Standard error		.03	.06	.05	.03	.19	.06	.04	.07	.04	.09	.07	.07	.05
Standard deviation		1.00	1.04	.91	.93	1.13	1.09	.91	1.07	.95	1.08	1.08	.96	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	30	15	15
		4%	4%	4%
Fairly Dissatisfied	(-1)	55	30	26
		7%	8%	7%
Neither Satisfied Nor Dissatisfied	(0)	126	72	55
		16%	19%	14%
Fairly Satisfied	(1)	372	159	213
		48%	43%	54%
				a
Very Satisfied	(2)	176	91	85
		23%	25%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	5	2
		1%	1%	*%
NET: Satisfied		548	251	298
		71%	67%	75%
NET: Dissatisfied		85	45	41
		11%	12%	10%
Answered		760	367	394
Mean Score		.8	.8	.8
Standard error		.03	.05	.05
Standard deviation		1.00	1.04	.97

Columns Tested:: a,b

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	30	1	*	1	-	4	*	-	14	9	*	-	-
		4%	10%	*%	2%	-%	7%	*%	-%	13%	11%	*%	-%	-%
										bfkl	bfkl			
Fairly Dissatisfied	(-1)	55	2	*	3	1	5	18	1	6	3	5	4	8
		7%	24%	*%	5%	4%	8%	13%	29%	5%	4%	23%	6%	10%
			b					b				bhi		
Neither Satisfied Nor Dissatisfied	(0)	126	2	24	13	2	10	9	*	20	18	4	5	20
		16%	23%	21%	23%	13%	17%	6%	10%	18%	20%	21%	7%	23%
					f						f			fk
Fairly Satisfied	(1)	372	3	64	31	11	28	73	1	43	34	8	42	34
		48%	35%	57%	55%	75%	49%	54%	18%	39%	39%	38%	58%	39%
						h								
Very Satisfied	(2)	176	1	25	6	1	11	35	2	28	21	4	20	23
		23%	8%	22%	11%	8%	19%	26%	42%	25%	23%	18%	27%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	*	*	2	*	-	*	*	1	3	-	1	*
		1%	*%	*%	3%	*%	-%	*%	1%	*%	3%	-%	2%	*%
NET: Satisfied		548	3	90	38	12	38	109	3	71	55	11	62	57
		71%	43%	79%	66%	83%	67%	81%	60%	64%	62%	56%	85%	67%
				a				aij					ahijl	
NET: Dissatisfied		85	3	*	4	1	9	18	1	20	13	5	4	8
		11%	34%	*%	7%	4%	15%	13%	29%	18%	15%	23%	6%	10%
			bk				b	b		b	b	b		
Answered		760	8	114	55	14	57	135	4	110	85	21	72	86
Mean Score		.8	.1	1.0	.7	.9	.6	.9	.7	.6	.6	.5	1.1	.8
				a				a					achij	a
Standard error		.03	.19	.07	.11	.08	.16	.08	.37	.13	.14	.13	.09	.09
Standard deviation		1.00	1.22	.67	.83	.62	1.11	.93	1.46	1.28	1.22	1.06	.77	.94

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 291 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	30	2	4	24	*	6	24
		4%	1%	2%	12%	*%	2%	6%
					abd			a
Fairly Dissatisfied	(-1)	55	5	23	11	17	28	28
		7%	3%	11%	5%	10%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	126	39	20	38	30	59	68
		16%	22%	10%	19%	17%	15%	18%
Fairly Satisfied	(1)	372	99	111	78	84	210	162
		48%	55%	54%	38%	47%	55%	42%
			c	c			b	
Very Satisfied	(2)	176	32	47	50	47	79	97
		23%	18%	23%	25%	26%	21%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	*	4	1	2	5
		1%	1%	*%	2%	1%	1%	1%
NET: Satisfied		548	131	158	128	131	289	259
		71%	73%	77%	63%	73%	75%	68%
				c				
NET: Dissatisfied		85	7	27	34	17	34	51
		11%	4%	13%	17%	10%	9%	13%
					a			
Answered		760	176	206	200	178	382	378
Mean Score		.8	.9	.8	.6	.9	.9	.7
						c		
Standard error		.03	.06	.06	.09	.06	.04	.05
Standard deviation		1.00	.78	.97	1.25	.90	.89	1.11

Columns Tested:: a,b,c,d - a,b

Table 292

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		876	99	777	530	172	50	124	346
Effective base		327	24	305	292	70	29	57	98
Weighted Base		767	38	729	722	38	5	3	46
Very Dissatisfied	(-2)	16	*	15	16	-	-	-	-
		2%	1%	2%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	2	29	30	1	*	*	1
		4%	6%	4%	4%	2%	2%	*%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	1	85	82	4	*	*	4
		11%	4%	12%	11%	9%	10%	14%	10%
Fairly Satisfied	(1)	308	13	295	287	17	3	1	21
		40%	35%	40%	40%	46%	48%	43%	46%
Very Satisfied	(2)	319	20	299	300	16	2	1	19
		42%	52%	41%	42%	41%	39%	41%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	6	6	*	*	*	*
		1%	3%	1%	1%	1%	1%	1%	1%
NET: Satisfied		627	33	594	587	33	5	2	40
		82%	87%	81%	81%	88%	87%	84%	87%
NET: Dissatisfied		47	2	44	46	1	*	*	1
		6%	7%	6%	6%	2%	2%	*%	2%
Answered		761	37	724	715	38	5	3	45
Mean Score		1.2	1.4	1.2	1.2	1.3	1.3	1.3	1.3
Standard error		.03	.09	.03	.04	.06	.11	.08	.04
Standard deviation		.92	.88	.93	.94	.74	.80	.90	.73

Columns Tested:: a,b - a,b,c,d,e

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		876	183	252	95	114	108	124	530	172	174
Effective base		327	115	138	50	48	44	57	292	70	58
Weighted Base		767	304	350	68	27	16	3	722	38	8
Very Dissatisfied	(-2)	16	6	9	1	-	-	-	16	-	-
		2%	2%	2%	1%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	31	17	8	4	*	1	*	30	1	*
		4%	6%	2%	6%	1%	4%	*%	4%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	36	37	9	3	1	*	82	4	1
		11%	12%	11%	14%	13%	4%	14%	11%	9%	11%
Fairly Satisfied	(1)	308	118	133	37	11	9	1	287	17	4
		40%	39%	38%	54%	42%	54%	43%	40%	46%	46%
					b						
Very Satisfied	(2)	319	124	159	16	12	6	1	300	16	3
		42%	41%	45%	24%	44%	37%	41%	42%	41%	40%
			c	c		c			c		
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	4	*	-	*	*	6	*	*
		1%	1%	1%	*%	-%	2%	1%	1%	1%	1%
NET: Satisfied		627	242	292	53	23	14	2	587	33	7
		82%	80%	83%	79%	86%	91%	84%	81%	88%	86%
NET: Dissatisfied		47	23	17	5	*	1	*	46	1	*
		6%	8%	5%	7%	1%	4%	*%	6%	2%	2%
			f		f						
Answered		761	301	346	67	27	16	3	715	38	8
Mean Score		1.2	1.1	1.2	.9	1.3	1.3	1.3	1.2	1.3	1.3
						c				c	c
Standard error		.03	.07	.06	.09	.07	.07	.08	.04	.06	.06
Standard deviation		.92	.97	.92	.86	.75	.73	.90	.94	.74	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	308	222	172	50	124	291	192	62	50	141
Effective base		327	201	113	70	29	57	165	80	23	12	26
Weighted Base		767	557	164	38	5	3	443	157	38	24	27
Very Dissatisfied	(-2)	16	15	1	-	-	-	15	1	-	-	-
		2%	3%	*%	-%	-%	-%	3%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	24	6	1	*	*	20	4	1	3	1
		4%	4%	4%	2%	2%	*%	4%	2%	2%	13%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	56	27	4	*	*	45	17	5	1	5
		11%	10%	16%	9%	10%	14%	10%	11%	13%	4%	20%
Fairly Satisfied	(1)	308	214	73	17	3	1	174	68	17	7	9
		40%	38%	44%	46%	48%	43%	39%	43%	45%	29%	33%
Very Satisfied	(2)	319	243	57	16	2	1	183	68	15	13	12
		42%	44%	34%	41%	39%	41%	41%	43%	39%	55%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	5	1	*	*	*	6	*	-	*	-
		1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
NET: Satisfied		627	458	130	33	5	2	357	136	33	20	21
		82%	82%	79%	88%	87%	84%	81%	86%	85%	83%	78%
NET: Dissatisfied		47	39	7	1	*	*	34	5	1	3	1
		6%	7%	4%	2%	2%	*%	8%	3%	2%	13%	3%
			e									
Answered		761	552	163	38	5	3	437	157	38	24	27
Mean Score		1.2	1.2	1.1	1.3	1.3	1.3	1.1	1.3	1.2	1.3	1.2
Standard error		.03	.06	.06	.06	.11	.08	.06	.06	.10	.15	.07
Standard deviation		.92	.96	.83	.74	.80	.90	1.00	.78	.77	1.04	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		876	63	61	107	25	60	72	49	52	58
Effective base		327	32	30	53	12	27	44	29	26	31
Weighted Base		767	81	62	135	32	68	111	85	65	62
Very Dissatisfied	(-2)	16	6	3	1	-	2	-	-	3	-
		2%	7%	5%	1%	-%	3%	-%	-%	5%	-%
Fairly Dissatisfied	(-1)	31	7	2	4	-	3	4	3	*	3
		4%	8%	3%	3%	-%	5%	4%	3%	*%	5%
Neither Satisfied Nor Dissatisfied	(0)	87	6	3	19	7	10	14	2	12	9
		11%	7%	4%	14%	22%	15%	13%	2%	19%	14%
										g	
Fairly Satisfied	(1)	308	27	23	65	9	30	32	49	24	25
		40%	34%	37%	49%	29%	44%	29%	58%	37%	41%
									f		
Very Satisfied	(2)	319	35	31	44	16	23	60	32	26	22
		42%	44%	50%	32%	49%	34%	54%	37%	39%	36%
								c			
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	*	1	-	-	-	-	-	3
		1%	-%	*%	1%	-%	-%	-%	-%	-%	4%
NET: Satisfied		627	62	54	109	25	53	93	81	50	48
		82%	77%	87%	81%	78%	77%	83%	95%	77%	77%
NET: Dissatisfied		47	13	5	5	-	5	4	3	3	3
		6%	16%	9%	4%	-%	7%	4%	3%	5%	5%
Answered		761	81	62	133	32	68	111	85	65	59
Mean Score		1.2	1.0	1.2	1.1	1.3	1.0	1.3	1.3	1.1	1.1
Standard error		.03	.15	.14	.08	.16	.12	.10	.09	.14	.11
Standard deviation		.92	1.23	1.05	.81	.81	.97	.85	.66	1.01	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	143	176	228	547	329	119	106	104
Effective base		327	69	87	126	281	79	33	33	23
Weighted Base		767	162	208	331	701	66	36	18	12
Very Dissatisfied	(-2)	16	2	12	1	15	1	*	1	-
		2%	1%	6%	*%	2%	1%	1%	3%	-%
				c						
Fairly Dissatisfied	(-1)	31	6	9	11	27	4	2	2	*
		4%	4%	4%	3%	4%	7%	6%	12%	*%
									d	
Neither Satisfied Nor Dissatisfied	(0)	87	26	20	36	82	5	1	3	1
		11%	16%	10%	11%	12%	8%	3%	15%	10%
Fairly Satisfied	(1)	308	64	75	147	286	22	11	6	6
		40%	40%	36%	44%	41%	34%	30%	33%	48%
Very Satisfied	(2)	319	61	92	136	288	30	21	5	5
		42%	38%	44%	41%	41%	46%	58%	26%	40%
								g		
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	*	1	4	3	1	2	*
		1%	2%	*%	*%	1%	4%	3%	10%	2%
							d		bcd	
NET: Satisfied		627	125	167	283	574	53	31	11	11
		82%	77%	80%	85%	82%	80%	87%	60%	87%
				g	g	g	g	g		g
NET: Dissatisfied		47	8	21	12	41	5	2	3	*
		6%	5%	10%	4%	6%	8%	7%	16%	*%
									cdh	
Answered		761	159	208	330	697	63	35	17	12
Mean Score		1.2	1.1	1.1	1.2	1.2	1.2	1.4	.7	1.3
					g	g	g	g		g
Standard error		.03	.08	.08	.05	.04	.05	.08	.11	.07
Standard deviation		.92	.90	1.11	.79	.92	.97	.89	1.17	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		876	29	106	115	103	222	49	22	28	308
Effective base		327	11	33	36	43	91	17	6	11	121
Weighted Base		767	23	79	86	119	173	44	12	13	297
Very Dissatisfied	(-2)	16	-	6	6	1	4	-	3	-	1
		2%	-%	8%	7%	1%	3%	-%	26%	-%	*%
				i	i						
Fairly Dissatisfied	(-1)	31	-	4	5	6	5	1	*	-	14
		4%	-%	5%	5%	5%	3%	3%	3%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	87	3	9	15	11	19	6	*	*	32
		11%	15%	12%	18%	9%	11%	13%	2%	*%	11%
Fairly Satisfied	(1)	308	7	21	22	51	83	21	4	3	118
		40%	30%	26%	25%	43%	48%	47%	31%	26%	40%
							bc				
Very Satisfied	(2)	319	12	38	38	48	60	17	5	10	129
		42%	55%	48%	44%	40%	35%	38%	38%	74%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	1	1	3	1	-	-	-	2
		1%	-%	1%	1%	2%	1%	-%	-%	-%	1%
NET: Satisfied		627	19	58	59	99	143	37	9	13	248
		82%	85%	74%	69%	83%	83%	85%	69%	100%	83%
NET: Dissatisfied		47	-	10	11	7	9	1	4	-	15
		6%	-%	12%	12%	6%	5%	3%	29%	-%	5%
Answered		761	23	78	85	117	172	44	12	13	295
Mean Score		1.2	1.4	1.0	.9	1.2	1.1	1.2	.5	1.7	1.2
Standard error		.03	.14	.12	.12	.09	.06	.11	.36	.09	.05
Standard deviation		.92	.76	1.23	1.22	.86	.89	.76	1.69	.45	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		876	247	271	358	771	105	699	177	861	15
Effective base		327	89	106	135	278	50	283	48	319	7
Weighted Base		767	228	217	322	635	132	686	81	750	17
Very Dissatisfied	(-2)	16	7	4	4	10	6	15	1	16	-
		2%	3%	2%	1%	2%	4%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	31	11	6	14	29	2	28	3	30	1
		4%	5%	3%	4%	5%	2%	4%	3%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	87	30	25	32	71	16	66	21	84	3
		11%	13%	11%	10%	11%	12%	10%	26% a	11%	19%
Fairly Satisfied	(1)	308	79	104	125	250	58	286	22	306	2
		40%	35%	48%	39%	39%	44%	42%	27%	41%	11%
Very Satisfied	(2)	319	98	77	144	269	50	284	35	308	11
		42%	43%	36%	45%	42%	38%	41%	43%	41%	63%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	4	1	2	6	*	6	*	7	-
		1%	2%	*%	1%	1%	*%	1%	*%	1%	-%
NET: Satisfied		627	177	181	269	519	108	570	57	614	13
		82%	78%	83%	84%	82%	82%	83% b	70%	82%	74%
NET: Dissatisfied		47	17	10	19	39	8	43	3	45	1
		6%	8%	5%	6%	6%	6%	6%	4%	6%	6%
Answered		761	224	216	320	629	132	680	81	743	17
Mean Score		1.2	1.1	1.1	1.2	1.2	1.1	1.2	1.1	1.2	1.3
Standard error		.03	.06	.05	.05	.03	.09	.04	.07	.03	.26
Standard deviation		.92	1.01	.87	.90	.92	.97	.92	.95	.92	1.02

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	364	268	242	535	195	61	85	730	146
Effective base		327	145	87	98	233	61	18	15	293	33
Weighted Base		767	360	170	237	553	138	37	39	692	76
Very Dissatisfied	(-2)	16	4	7	4	15	1	-	-	16	-
		2%	1%	4%	2%	3%	1%	-%	-%	2%	-%
Fairly Dissatisfied	(-1)	31	12	6	13	24	3	1	3	27	4
		4%	3%	3%	5%	4%	2%	4%	8%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	87	46	19	22	66	14	3	3	81	6
		11%	13%	11%	9%	12%	10%	9%	8%	12%	8%
Fairly Satisfied	(1)	308	143	64	101	213	64	13	18	277	31
		40%	40%	38%	43%	38%	47%	34%	47%	40%	41%
Very Satisfied	(2)	319	152	73	94	230	55	20	15	285	34
		42%	42%	43%	40%	41%	40%	54%	37%	41%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	2	1	4	6	1	-	*	7	*
		1%	1%	1%	2%	1%	1%	-%	*%	1%	*%
NET: Satisfied		627	295	137	195	443	119	32	33	562	65
		82%	82%	81%	82%	80%	86%	88%	84%	81%	86%
NET: Dissatisfied		47	17	12	17	39	4	1	3	42	4
		6%	5%	7%	7%	7%	3%	4%	8%	6%	6%
Answered		761	358	169	233	548	137	37	39	685	76
Mean Score		1.2	1.2	1.1	1.1	1.1	1.2	1.4	1.1	1.2	1.3
Standard error		.03	.05	.06	.06	.04	.05	.10	.10	.03	.07
Standard deviation		.92	.88	1.01	.93	.97	.76	.80	.87	.93	.84

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		876	160	375	341	782	743	806	825	572	481
Effective base		327	84	152	94	281	268	296	305	211	154
Weighted Base		767	224	330	214	668	635	704	714	511	357
Very Dissatisfied	(-2)	16	9	6	1	15	15	15	16	14	9
		2%	4%	2%	*%	2%	2%	2%	2%	3%	3%
			c								
Fairly Dissatisfied	(-1)	31	5	19	7	24	25	25	30	23	24
		4%	2%	6%	3%	4%	4%	4%	4%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	87	30	36	20	76	72	84	80	59	41
		11%	13%	11%	10%	11%	11%	12%	11%	12%	12%
Fairly Satisfied	(1)	308	74	139	95	268	254	282	289	211	143
		40%	33%	42%	45%	40%	40%	40%	40%	41%	40%
Very Satisfied	(2)	319	104	126	89	281	264	293	292	199	137
		42%	46%	38%	42%	42%	42%	42%	41%	39%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	4	1	6	6	6	7	5	3
		1%	1%	1%	*%	1%	1%	1%	1%	1%	1%
NET: Satisfied		627	178	265	185	549	518	575	581	410	280
		82%	79%	80%	86%	82%	82%	82%	81%	80%	78%
NET: Dissatisfied		47	14	24	8	39	40	40	46	37	33
		6%	6%	7%	4%	6%	6%	6%	6%	7%	9%
Answered		761	222	326	213	663	630	698	708	507	354
Mean Score		1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.1
Standard error		.03	.08	.05	.04	.03	.03	.03	.03	.04	.05
Standard deviation		.92	1.02	.93	.79	.92	.94	.92	.93	.97	1.00

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		876	58	412	69	92	68	60	47	175
Effective base		327	30	182	27	21	15	14	11	38
Weighted Base		767	79	454	51	43	24	26	29	78
Very Dissatisfied	(-2)	16	-	12	*	1	2	-	-	2
		2%	-%	3%	1%	1%	8%	-%	-%	2%
Fairly Dissatisfied	(-1)	31	1	12	2	*	*	1	9	11
		4%	1%	3%	4%	*%	*%	6%	31%	13%
									abcde	b
Neither Satisfied Nor Dissatisfied	(0)	87	15	50	8	2	3	5	1	10
		11%	19%	11%	16%	4%	13%	21%	5%	12%
Fairly Satisfied	(1)	308	32	183	23	21	12	4	6	23
		40%	41%	40%	45%	50%	52%	16%	21%	29%
						f	f			
Very Satisfied	(2)	319	31	194	15	19	7	15	12	34
		42%	39%	43%	30%	45%	28%	57%	43%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	*	3	3	-	-	*	-	*
		1%	*%	1%	5%	-%	-%	1%	-%	*%
NET: Satisfied		627	63	377	38	40	19	19	18	56
		82%	81%	83%	75%	95%	79%	73%	64%	72%
						cgh				
NET: Dissatisfied		47	1	24	2	1	2	1	9	12
		6%	1%	5%	5%	2%	8%	6%	31%	16%
									abcd	b
Answered		761	78	451	48	43	24	26	29	78
Mean Score		1.2	1.2	1.2	1.0	1.4	.9	1.3	.8	1.0
Standard error		.03	.10	.05	.10	.07	.13	.13	.19	.09
Standard deviation		.92	.76	.93	.84	.70	1.08	.99	1.31	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base		327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base		767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Very Dissatisfied	(-2)	16	13	1	1	-	-	-	-	6	6	1	-	2	-	-
		2%	3%	1%	2%	-%	-%	-%	-%	1%	6%	2%	-%	7%	-%	-%
Fairly Dissatisfied	(-1)	31	16	5	*	*	*	2	-	7	7	1	*	-	2	7
		4%	3%	6%	*%	*%	3%	12%	-%	2%	8% a	1%	*%	-%	30%	39%
Neither Satisfied Nor Dissatisfied	(0)	87	58	9	2	*	2	5	*	52	9	4	1	4	*	1
		11%	12%	12%	7%	*%	13%	26% d	1%	12%	10%	10%	5%	16%	*%	7%
Fairly Satisfied	(1)	308	191	40	14	13	6	*	3	182	35	16	7	8	2	5
		40%	39% f	49% f	53% f	37%	53% f	2%	35%	42%	37%	42%	50%	30%	27%	25%
Very Satisfied	(2)	319	206	26	7	22	4	11	5	184	36	16	7	12	3	6
		42%	42%	32%	27%	63% bc	30%	59%	64%	42%	38%	44%	45%	46%	43%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	*	3	-	*	-	-	5	*	-	-	*	-	-
		1%	1%	*%	10% a	-%	1%	-%	-%	1%	*%	-%	-%	1%	-%	-%
NET: Satisfied		627	397	66	22	36	10	11	7	366	71	32	14	20	5	10
		82%	82%	81%	80%	100% f	83%	62%	99%	84%	76%	86%	95%	76%	70%	54%
NET: Dissatisfied		47	29	6	1	*	*	2	-	13	13	1	*	2	2	7
		6%	6%	7%	3%	*%	3%	12%	-%	3%	14% a	4%	*%	7%	30%	39%
Answered		761	484	81	24	36	12	18	7	432	93	37	15	25	8	19
Mean Score		1.2	1.2	1.1	1.1	1.6 bce	1.1	1.1	1.6	1.2	.9	1.2	1.4	1.1	.8	.4
Standard error		.03	.05	.09	.09	.06	.12	.20	.11	.04	.10	.09	.10	.21	.26	.26
Standard deviation		.92	.95	.88	.80	.50	.77	1.19	.55	.83	1.18	.88	.62	1.15	1.35	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base		327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base		767	430	96	65	43	23	30	27	80	241	180	169	68	47
Very Dissatisfied	(-2)	16	4	4	5	-	*	2	-	2	1	3	9	2	-
		2%	1%	4%	8%	-%	1%	6%	-%	3%	*%	2%	6%	3%	-%
					a										
Fairly Dissatisfied	(-1)	31	15	2	4	1	2	2	4	8	4	9	5	3	3
		4%	3%	2%	6%	3%	10%	7%	13%	10%	2%	5%	3%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	87	56	9	4	5	-	3	3	6	37	19	17	6	4
		11%	13%	10%	6%	11%	-%	11%	11%	8%	15%	11%	10%	9%	9%
Fairly Satisfied	(1)	308	164	55	27	13	10	9	10	29	78	83	66	29	26
		40%	38%	57%	42%	31%	43%	30%	37%	36%	32%	46%	39%	43%	55%
				ad											
Very Satisfied	(2)	319	187	25	22	24	10	14	11	34	118	65	68	27	13
		42%	44%	27%	34%	55%	42%	46%	39%	42%	49%	36%	41%	41%	28%
			b			b									
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	-	3	-	1	*	-	1	3	*	3	*	-
		1%	1%	-%	4%	-%	4%	*%	-%	1%	1%	*%	2%	*%	-%
NET: Satisfied		627	352	80	50	37	20	23	21	63	196	148	135	57	39
		82%	82%	84%	76%	86%	85%	76%	76%	79%	82%	82%	80%	84%	83%
NET: Dissatisfied		47	19	6	9	1	2	4	4	10	5	12	14	5	3
		6%	4%	6%	14%	3%	11%	13%	13%	13%	2%	7%	9%	8%	7%
					a										
Answered		761	427	96	63	43	22	30	27	79	238	180	166	68	47
Mean Score		1.2	1.2	1.0	.9	1.4	1.2	1.0	1.0	1.1	1.3	1.1	1.1	1.1	1.0
Standard error		.03	.04	.08	.12	.09	.16	.17	.16	.10	.06	.07	.07	.08	.10
Standard deviation		.92	.87	.91	1.20	.80	.98	1.20	1.04	1.08	.81	.91	1.07	.97	.83

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		876	260	166	198	103	51	240	167	175	104	52
Effective base		327	111	68	64	27	11	112	54	61	28	15
Weighted Base		767	287	162	141	52	23	287	125	128	58	36
Very Dissatisfied	(-2)	16	7	2	4	2	-	1	4	9	2	-
		2%	2%	1%	3%	4%	-%	*%	3%	7% a	3%	-%
Fairly Dissatisfied	(-1)	31	8	7	7	1	*	5	9	4	3	3
		4%	3%	4%	5%	3%	1%	2%	7%	3%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	87	40	17	14	4	1	37	11	16	4	4
		11%	14%	10%	10%	7%	5%	13%	9%	13%	6%	11%
Fairly Satisfied	(1)	308	97	79	54	22	14	99	58	54	23	20
		40%	34%	49% a	38%	43%	61%	35%	46%	42%	39%	55%
Very Satisfied	(2)	319	133	56	60	23	7	140	43	45	26	9
		42%	46%	35%	42%	44%	33%	49%	34%	35%	46%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	*	3	*	-	6	*	*	-	-
		1%	1%	*%	2%	*%	-%	2%	*%	*%	-%	-%
NET: Satisfied		627	230	136	114	45	21	240	101	99	49	29
		82%	80%	84%	81%	87%	94%	83%	81%	77%	85%	80%
NET: Dissatisfied		47	15	9	11	3	*	6	13	13	5	3
		6%	5%	6%	8%	6%	1%	2%	10% a	10% a	9%	9%
Answered		761	285	162	139	52	23	282	125	128	58	36
Mean Score		1.2	1.2	1.1	1.1	1.2	1.3	1.3 bc	1.0	1.0	1.2	1.0
Standard error		.03	.06	.07	.07	.09	.08	.05	.08	.08	.10	.12
Standard deviation		.92	.95	.86	.99	.95	.60	.79	1.00	1.11	1.01	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base		327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base		767	268	125	197	79	45	486	64	162	494	274	560	108
Very Dissatisfied	(-2)	16	*	1	9	2	4	12	-	3	12	3	12	3
		2%	*%	1%	4%	2%	9% a	3%	-%	2%	3%	1%	2%	3%
Fairly Dissatisfied	(-1)	31	7	4	10	8	1	24	6	*	16	15	12	12
		4%	2%	3%	5%	10%	1%	5%	9% c	*%	3%	5%	2%	11% a
Neither Satisfied Nor Dissatisfied	(0)	87	35	16	20	6	4	48	13	17	61	26	62	13
		11%	13%	13%	10%	8%	8%	10%	21%	11%	12%	10%	11%	12%
Fairly Satisfied	(1)	308	103	46	80	34	25	203	16	70	210	98	231	37
		40%	38%	37%	41%	43%	56%	42%	25%	43%	43%	36%	41%	34%
Very Satisfied	(2)	319	120	58	77	26	11	193	29	71	189	129	239	43
		42%	45%	47%	39%	33%	26%	40%	45%	44%	38%	47%	43%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	*	1	3	*	7	-	*	4	3	6	*
		1%	1%	*%	*%	3%	*%	1%	-%	*%	1%	1%	1%	*%
NET: Satisfied		627	223	104	157	61	36	395	45	141	400	227	469	80
		82%	83%	83%	80%	76%	82%	81%	70%	87%	81%	83%	84%	74%
NET: Dissatisfied		47	7	5	19	10	5	36	6	3	29	18	23	15
		6%	3%	4%	10% a	13% a	10%	7%	9%	2%	6%	7%	4%	14% a
Answered		761	265	124	196	77	45	479	64	162	490	271	555	108
Mean Score		1.2	1.3	1.3	1.1	1.0	.9	1.1	1.1	1.3	1.1	1.2	1.2	1.0
Standard error		.03	.05	.07	.07	.10	.13	.04	.10	.06	.04	.05	.04	.09
Standard deviation		.92	.80	.84	1.05	1.04	1.10	.96	1.02	.81	.93	.92	.88	1.11

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		876	489	254	186	639	610	172	485	258	197	628
Effective base		327	198	70	83	222	235	46	195	74	87	219
Weighted Base		767	471	164	178	537	564	105	473	163	194	521
Very Dissatisfied	(-2)	16	12	3	2	13	12	3	15	-	5	10
		2%	3%	2%	1%	2%	2%	3%	3%	-%	3%	2%
Fairly Dissatisfied	(-1)	31	10	14	8	22	12	12	12	13	12	18
		4%	2%	9%	4%	4%	2%	11%	2%	8%	6%	3%
				a				a		a		
Neither Satisfied Nor Dissatisfied	(0)	87	47	25	20	61	65	11	44	28	22	59
		11%	10%	15%	11%	11%	11%	10%	9%	17%	11%	11%
Fairly Satisfied	(1)	308	196	59	68	221	233	35	202	53	77	212
		40%	42%	36%	38%	41%	41%	33%	43%	32%	40%	41%
Very Satisfied	(2)	319	203	61	77	216	238	44	198	66	74	219
		42%	43%	37%	43%	40%	42%	42%	42%	41%	38%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	3	4	3	6	*	3	3	4	3
		1%	1%	2%	2%	1%	1%	*%	1%	2%	2%	1%
NET: Satisfied		627	398	120	144	437	470	79	399	119	150	431
		82%	85%	73%	81%	81%	83%	75%	84%	73%	78%	83%
			b						b			
NET: Dissatisfied		47	23	17	10	35	23	15	27	13	18	28
		6%	5%	10%	6%	7%	4%	15%	6%	8%	9%	5%
								a				
Answered		761	468	162	174	533	558	105	470	160	190	518
Mean Score		1.2	1.2	1.0	1.2	1.1	1.2	1.0	1.2	1.1	1.1	1.2
Standard error		.03	.04	.06	.07	.04	.04	.09	.04	.06	.07	.04
Standard deviation		.92	.90	1.03	.91	.94	.88	1.13	.93	.96	1.01	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base		327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base		767	472	504	148	4	453	432	131	-	610	381	181	*
Very Dissatisfied	(-2)	16	9	9	2	-	12	8	5	-	13	5	9	-
		2%	2%	2%	2%	-%	3%	2%	4%	-%	2%	1%	5%	-%
Fairly Dissatisfied	(-1)	31	19	12	10	-	20	16	11	-	24	19	15	-
		4%	4%	2%	7%	-%	4%	4%	8%	-%	4%	5%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	87	56	58	21	-	50	53	18	-	66	43	23	-
		11%	12%	12%	14%	-%	11%	12%	14%	-%	11%	11%	12%	-%
Fairly Satisfied	(1)	308	194	202	59	-	182	163	48	-	237	161	61	-
		40%	41%	40%	40%	-%	40%	38%	36%	-%	39%	42%	33%	-%
Very Satisfied	(2)	319	191	217	56	4	186	189	49	-	266	150	72	*
		42%	40%	43%	38%	100%	41%	44%	38%	-%	44%	39%	39%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	6	*	-	3	3	*	-	5	3	3	-
		1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	2%	-%
NET: Satisfied		627	385	418	114	4	368	352	97	-	503	311	132	*
		82%	82%	83%	77%	100%	81%	82%	74%	-%	82%	82%	73%	100%
NET: Dissatisfied		47	29	21	12	-	33	24	16	-	36	24	24	-
		6%	6%	4%	8%	-%	7%	6%	12%	-%	6%	6%	13%	-%
													a	
Answered		761	469	498	148	4	450	429	131	-	605	378	179	*
Mean Score		1.2	1.1	1.2	1.1	2.0	1.1	1.2	1.0	-	1.2	1.1	1.0	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.09	-	.04	.04	.08	-
Standard deviation		.92	.92	.87	.97	-	.97	.92	1.10	-	.93	.90	1.15	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		876	602	540	378	536	381	45	228	245	281	87	46
Effective base		327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base		767	559	516	379	478	373	34	251	263	290	90	46
Very Dissatisfied	(-2)	16	12	9	12	10	11	4	6	7	9	5	-
		2%	2%	2%	3%	2%	3%	11%	2%	3%	3%	6%	-%
Fairly Dissatisfied	(-1)	31	12	12	14	9	10	-	10	10	13	7	4
		4%	2%	2%	4%	2%	3%	-%	4%	4%	5%	8%	10%
Neither Satisfied Nor Dissatisfied	(0)	87	60	50	27	66	51	2	19	16	20	9	7
		11%	11%	10%	7%	14%	14%	6%	7%	6%	7%	10%	15%
Fairly Satisfied	(1)	308	226	211	165	195	155	15	117	121	118	25	15
		40%	40%	41%	43%	41%	42%	42%	46%	46%	41%	28%	33%
									d				
Very Satisfied	(2)	319	244	229	157	194	143	14	98	109	129	42	18
		42%	44%	44%	42%	40%	38%	41%	39%	41%	44%	47%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	6	4	6	3	-	3	1	1	1	2
		1%	1%	1%	1%	1%	1%	-%	1%	*%	*%	1%	3%
NET: Satisfied		627	470	440	322	388	298	29	215	230	247	67	33
		82%	84%	85%	85%	81%	80%	84%	85%	87%	85%	75%	72%
NET: Dissatisfied		47	23	20	26	19	21	4	15	17	22	13	4
		6%	4%	4%	7%	4%	6%	11%	6%	6%	8%	14%	10%
Answered		761	553	510	375	472	370	34	249	262	289	88	44
Mean Score		1.2	1.2	1.3	1.2	1.2	1.1	1.0	1.2	1.2	1.2	1.0	1.0
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.13	.15
Standard deviation		.92	.88	.85	.95	.88	.94	1.21	.90	.91	.98	1.21	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base		327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base		767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Very Dissatisfied	(-2)	16	2	3	5	1	10	9	13	13	7	13	9	7	-	12	3
		2%	2%	7%	5%	2%	2%	2%	2%	2%	2%	3%	2%	4%	-%	2%	5%
Fairly Dissatisfied	(-1)	31	4	*	5	1	19	19	26	21	23	20	26	13	-	9	8
		4%	4%	*%	6%	4%	3%	4%	4%	4%	5%	4%	4%	9%	-%	2%	12% a
Neither Satisfied Nor Dissatisfied	(0)	87	17	8	11	2	73	38	77	45	42	45	68	12	-	47	6
		11%	16%	17%	12%	7%	12%	9%	11%	8%	9%	9%	11%	8%	-%	10%	10%
Fairly Satisfied	(1)	308	41	21	35	16	255	181	284	226	172	211	247	57	-	190	27
		40%	40%	47%	38%	51%	41%	41%	42%	43%	37%	44%	41%	38%	-%	40%	44%
Very Satisfied	(2)	319	39	12	33	9	259	188	274	220	208	191	246	60	1	222	18
		42%	38%	27%	36%	30%	42%	43%	40%	41%	45%	39%	41%	40%	100%	46%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	1	3	2	6	5	6	5	6	4	6	-	-	2	-
		1%	-%	2%	3%	5%	1%	1%	1%	1%	1%	1%	1%	-%	-%	*%	-%
NET: Satisfied		627	80	33	69	25	515	369	558	446	380	403	493	117	1	412	45
		82%	77%	74%	74%	81%	83%	84%	82%	84%	83%	83%	82%	79%	100%	86%	72%
NET: Dissatisfied		47	7	3	10	2	29	29	39	34	30	33	35	20	-	21	11
		6%	7%	7%	11%	7%	5%	6%	6%	6%	7%	7%	6%	13% b	-%	4%	18% a
Answered		761	104	45	90	30	616	436	674	525	452	481	596	149	1	480	62
Mean Score		1.2	1.1	.9	1.0	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.0	2.0	1.3 b	.8
Standard error		.03	.09	.13	.13	.17	.03	.04	.03	.04	.04	.04	.03	.09	-	.04	.17
Standard deviation		.92	.96	1.06	1.11	.91	.88	.92	.91	.92	.93	.94	.90	1.12	-	.89	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base		327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base		767	358	292	623	48	298	469	167	476	118	250	164	328
Very Dissatisfied	(-2)	16	12	3	1	12	15	*	8	7	1	5	4	7
		2%	3%	1%	*%	25% a	5% b	*%	5%	1%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	31	14	4	18	8	26	5	8	21	3	12	11	8
		4%	4%	1%	3%	16% a	9% b	1%	5%	4%	2%	5%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	47	27	47	12	57	30	20	52	13	24	25	35
		11%	13%	9%	8%	24% a	19% b	6%	12%	11%	11%	10%	15%	11%
Fairly Satisfied	(1)	308	157	108	256	11	130	178	64	197	47	103	67	127
		40%	44%	37%	41%	22%	44%	38%	38%	41%	40%	41%	41%	39%
Very Satisfied	(2)	319	125	146	295	6	67	252	66	194	54	100	58	151
		42%	35%	50% a	47% b	12%	22%	54% a	40%	41%	46%	40%	35%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	4	6	-	3	4	1	6	-	5	-	-
		1%	1%	1%	1%	-%	1%	1%	1%	1%	-%	2%	-%	-%
NET: Satisfied		627	283	253	551	16	197	430	130	391	101	203	125	279
		82%	79%	87%	88% b	34%	66%	92% a	78%	82%	86%	81%	76%	85%
NET: Dissatisfied		47	26	7	19	20	41	5	16	27	4	17	15	14
		6%	7%	2%	3%	41% a	14% b	1%	9%	6%	3%	7%	9%	4%
Answered		761	356	288	617	48	295	465	166	470	118	244	164	328
Mean Score		1.2	1.0	1.4 a	1.3 b	-.2	.7	1.5 a	1.0	1.2	1.3	1.1	1.0	1.2
Standard error		.03	.05	.04	.03	.23	.06	.03	.07	.04	.07	.06	.07	.05
Standard deviation		.92	.97	.80	.76	1.37	1.07	.67	1.07	.89	.80	.94	.99	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		876	475	401
Effective base		327	158	169
Weighted Base		767	372	396
Very Dissatisfied	(-2)	16	7	8
		2%	2%	2%
Fairly Dissatisfied	(-1)	31	20	11
		4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	55	32
		11%	15%	8%
Fairly Satisfied	(1)	308	148	160
		40%	40%	41%
Very Satisfied	(2)	319	138	181
		42%	37%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	4	3
		1%	1%	1%
NET: Satisfied		627	286	341
		82%	77%	86%
				a
NET: Dissatisfied		47	27	19
		6%	7%	5%
Answered		761	368	393
Mean Score		1.2	1.1	1.3
				a
Standard error		.03	.04	.04
Standard deviation		.92	.96	.88

Columns Tested:: a,b

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base		327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base		767	8	114	57	14	57	135	4	111	89	21	73	86
Very Dissatisfied	(-2)	16	-	-	1	-	6	-	-	4	5	-	-	-
		2%	-%	-%	2%	-%	11% fl	-%	-%	3%	5%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	1	8	1	*	*	1	1	10	4	*	*	3
		4%	20% fk	7%	2%	2%	*%	1%	26%	9% f	4%	1%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	1	7	7	*	8	14	*	7	13	3	10	16
		11%	19%	7%	12%	2%	14%	11%	9%	6%	14%	15%	13%	18% h
Fairly Satisfied	(1)	308	3	43	24	9	20	67	1	41	30	12	30	28
		40%	43%	38%	43%	65%	36%	49%	17%	37%	34%	58%	42%	32%
Very Satisfied	(2)	319	1	55	23	4	22	51	2	50	34	5	32	39
		42%	17%	48%	39%	31%	39%	38%	48%	45%	39%	25%	43%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	*	1	*	-	2	-	*	3	-	1	-
		1%	-%	*%	2%	*%	-%	1%	-%	*%	3%	-%	2%	-%
NET: Satisfied		627	5	98	47	13	43	118	3	90	64	17	62	67
		82%	61%	86%	82%	95%	75%	87%	65%	81%	73%	84%	85%	78%
NET: Dissatisfied		47	1	8	2	*	6	1	1	14	9	*	*	3
		6%	20% fk	7%	4%	2%	11% f	1%	26%	13% fk	10% fk	1%	*%	3%
Answered		761	8	114	56	14	57	133	4	111	86	21	72	86
Mean Score		1.2	.6	1.3	1.2	1.2	.9	1.3 a	.9	1.1	1.0	1.1	1.3 a	1.2
Standard error		.03	.17	.10	.11	.08	.18	.06	.35	.11	.13	.09	.08	.08
Standard deviation		.92	1.07	.88	.86	.62	1.23	.68	1.45	1.09	1.12	.69	.71	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 292 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		876	187	245	196	248	432	444
Effective base		327	59	72	101	119	131	216
Weighted Base		767	178	206	204	179	384	383
Very Dissatisfied	(-2)	16	1	6	8	-	7	8
		2%	1%	3%	4%	-%	2%	2%
					d			
Fairly Dissatisfied	(-1)	31	11	1	15	3	12	19
		4%	6%	1%	8%	2%	3%	5%
					bd			
Neither Satisfied Nor Dissatisfied	(0)	87	16	23	20	29	39	48
		11%	9%	11%	10%	16%	10%	13%
Fairly Satisfied	(1)	308	71	96	72	70	167	142
		40%	40%	47%	35%	39%	43%	37%
Very Satisfied	(2)	319	79	78	86	76	157	162
		42%	44%	38%	42%	42%	41%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	1	2	3	1	3	4
		1%	1%	1%	1%	1%	1%	1%
NET: Satisfied		627	150	174	158	146	323	304
		82%	84%	85%	77%	81%	84%	79%
NET: Dissatisfied		47	12	7	24	3	19	27
		6%	7%	4%	12%	2%	5%	7%
					bd			
Answered		761	177	204	201	178	381	379
Mean Score		1.2	1.2	1.2	1.0	1.2	1.2	1.1
Standard error		.03	.07	.06	.08	.05	.04	.05
Standard deviation		.92	.89	.87	1.10	.79	.88	.97

Columns Tested:: a,b,c,d - a,b

Table 293

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE

Base: All those who use other providers to RM (QV4=2-18,98)

		Areas							
		Delivery time (when you receive your postal delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		876	876	876	876	876	876	876	876
Effective base		327	327	327	327	327	327	327	327
Weighted Base		767	767	767	767	767	767	767	767
Very Dissatisfied	(-2)	16 2%	21 3%	12 2%	17 2%	19 2%	19 2%	30 4%	16 2%
Fairly Dissatisfied	(-1)	37 5%	43 6%	35 5%	38 5%	28 4%	43 6%	55 7% e	31 4%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	82 11%	115 15%	106 14%	117 15%	90 12%	126 16% b	87 11%
Fairly Satisfied	(1)	335 44%	323 42%	321 42%	314 41%	323 42%	307 40%	372 48% fh	308 40%
Very Satisfied	(2)	264 34% g	294 38% g	250 33% g	258 34% g	239 31% g	277 36% g	176 23%	319 42% cdeg
Don't Know (CATI ONLY: DO NOT READ OUT)		17 2%	5 1%	34 4% bgh	34 4% bgh	41 5% abgh	32 4% bgh	7 1%	7 1%
NET: Satisfied		598 78%	616 80% eg	571 74%	573 75%	562 73%	583 76%	548 71%	627 82% cdeg
NET: Dissatisfied		54 7%	64 8%	47 6%	54 7%	47 6%	62 8%	85 11% ceh	47 6%
Answered		750	762	733	733	726	735	760	761
Mean Score		1.1 g	1.1 g	1.0 g	1.0 g	1.0 g	1.1 g	.8	1.2 eg
Standard error		.03	.03	.03	.03	.03	.03	.03	.03
Standard deviation		.94	.98	.91	.95	.94	.98	1.00	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 294

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		861	96	765	521	171	49	120	340
Effective base		322	23	301	288	70	28	55	96
Weighted Base		750	37	713	705	38	5	3	45
Very Dissatisfied	(-2)	16	-	16	16	*	-	*	*
		2%	-%	2%	2%	*%	-%	*%	*%
Fairly Dissatisfied	(-1)	37	*	37	35	2	*	*	3
		5%	1%	5%	5%	7%	1%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	98	3	95	90	7	1	*	8
		13%	8%	13%	13%	19%	12%	6%	18%
						d			
Fairly Satisfied	(1)	335	16	318	315	15	3	1	19
		45%	44%	45%	45%	39%	61%	50%	42%
Very Satisfied	(2)	264	17	246	248	13	1	1	15
		35%	47%	35%	35%	35%	26%	42%	34%
NET: Satisfied		598	34	565	564	28	5	2	35
		80%	92%	79%	80%	74%	87%	92%	76%
								abe	
NET: Dissatisfied		54	*	53	51	2	*	*	3
		7%	1%	7%	7%	7%	1%	2%	6%
Answered		750	37	713	705	38	5	3	45
Mean Score		1.1	1.4	1.0	1.1	1.0	1.1	1.3	1.0
								a	
Standard error		.03	.07	.03	.04	.07	.10	.08	.05
Standard deviation		.94	.67	.95	.94	.91	.71	.87	.87

Columns Tested:: a,b - a,b,c,d,e

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		861	179	248	94	114	106	120	521	171	169
Effective base		322	113	136	49	48	43	55	288	70	56
Weighted Base		750	292	346	67	27	16	3	705	38	8
Very Dissatisfied	(-2)	16	3	13	1	*	-	*	16	*	*
		2%	1%	4%	1%	*%	-%	*%	2%	*%	*%
Fairly Dissatisfied	(-1)	37	10	18	7	1	1	*	35	2	*
		5%	4%	5%	10%	4%	8%	1%	5%	7%	1%
					fi						
Neither Satisfied Nor Dissatisfied	(0)	98	46	35	10	6	1	*	90	7	1
		13%	16%	10%	14%	24%	9%	6%	13%	19%	10%
						bfg				f	
Fairly Satisfied	(1)	335	141	142	33	9	9	1	315	15	4
		45%	48%	41%	49%	33%	57%	50%	45%	39%	57%
							d				bd
Very Satisfied	(2)	264	92	139	17	10	4	1	248	13	2
		35%	31%	40%	26%	38%	25%	42%	35%	35%	32%
NET: Satisfied		598	233	281	50	19	13	2	564	28	7
		80%	80%	81%	74%	72%	82%	92%	80%	74%	89%
								acdgh			cdh
NET: Dissatisfied		54	13	31	8	1	1	*	51	2	*
		7%	4%	9%	11%	4%	8%	2%	7%	7%	1%
				i	fi						
Answered		750	292	346	67	27	16	3	705	38	8
Mean Score		1.1	1.1	1.1	.9	1.1	1.0	1.3	1.1	1.0	1.2
								cg			c
Standard error		.03	.06	.06	.10	.09	.08	.08	.04	.07	.05
Standard deviation		.94	.83	1.02	.95	.91	.85	.87	.94	.91	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		861	302	219	171	49	120	286	190	61	49	141
Effective base		322	197	111	70	28	55	162	79	22	12	26
Weighted Base		750	543	162	38	5	3	430	155	38	24	27
Very Dissatisfied	(-2)	16	15	2	*	-	*	13	1	-	3	-
		2%	3%	1%	*%	-%	*%	3%	*%	-%	13% be	-%
Fairly Dissatisfied	(-1)	37	26	9	2	*	*	23	8	1	*	2
		5%	5%	5%	7%	1%	1%	5%	5%	2%	*%	9%
Neither Satisfied Nor Dissatisfied	(0)	98	68	22	7	1	*	61	18	6	1	4
		13%	12%	14%	19% e	12%	6%	14%	12%	16%	6%	15%
Fairly Satisfied	(1)	335	245	70	15	3	1	192	63	14	12	9
		45%	45%	43%	39%	61%	50%	45%	41%	38%	51%	35%
Very Satisfied	(2)	264	189	59	13	1	1	142	66	17	7	11
		35%	35%	37%	35%	26%	42%	33%	42%	44%	30%	42%
NET: Satisfied		598	434	129	28	5	2	334	128	31	19	21
		80%	80%	80%	74%	87%	92% abc	78%	83%	82%	81%	76%
NET: Dissatisfied		54	41	10	2	*	*	36	8	1	3	2
		7%	8%	6%	7%	1%	2%	8%	5%	2%	13%	9%
Answered		750	543	162	38	5	3	430	155	38	24	27
Mean Score		1.1	1.0	1.1	1.0	1.1	1.3	1.0	1.2	1.2	.9	1.1
Standard error		.03	.05	.06	.07	.10	.08	.06	.06	.10	.18	.08
Standard deviation		.94	.95	.90	.91	.71	.87	.98	.87	.81	1.25	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		861	63	59	105	25	60	71	48	52	55
Effective base		322	32	30	52	12	27	43	29	26	31
Weighted Base		750	81	62	133	32	68	109	81	65	55
Very Dissatisfied	(-2)	16	6	3	1	-	2	3	-	-	-
		2%	7%	5%	1%	-%	3%	3%	-%	-%	-%
Fairly Dissatisfied	(-1)	37	9	2	7	-	1	7	5	3	1
		5%	11%	3%	5%	-%	1%	7%	6%	5%	2%
Neither Satisfied Nor Dissatisfied	(0)	98	8	2	32	7	10	9	6	8	10
		13%	10%	4%	24%	21%	14%	8%	8%	12%	18%
					bf						
Fairly Satisfied	(1)	335	26	33	47	15	28	55	49	29	26
		45%	33%	53%	35%	46%	42%	50%	60%	45%	47%
									ac		
Very Satisfied	(2)	264	32	21	46	10	27	34	21	25	18
		35%	39%	34%	34%	33%	40%	31%	26%	38%	33%
NET: Satisfied		598	58	54	93	25	56	89	70	54	44
		80%	72%	88%	70%	79%	82%	82%	86%	83%	80%
NET: Dissatisfied		54	15	5	8	-	3	11	5	3	1
		7%	19%	9%	6%	-%	4%	10%	6%	5%	2%
			i								
Answered		750	81	62	133	32	68	109	81	65	55
Mean Score		1.1	.9	1.1	1.0	1.1	1.2	1.0	1.1	1.2	1.1
Standard error		.03	.16	.13	.09	.15	.12	.12	.11	.11	.10
Standard deviation		.94	1.27	1.00	.93	.74	.91	.98	.76	.82	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		861	140	174	224	538	323	116	104	103
Effective base		322	68	87	123	277	77	32	33	22
Weighted Base		750	155	208	323	686	65	35	18	12
Very Dissatisfied	(-2)	16	2	9	4	15	1	-	1	-
		2%	1%	4%	1%	2%	2%	-%	6%	-%
Fairly Dissatisfied	(-1)	37	2	14	19	35	2	1	1	*
		5%	1%	7%	6%	5%	3%	2%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	26	18	48	92	6	3	3	1
		13%	17%	9%	15%	13%	9%	8%	15%	5%
Fairly Satisfied	(1)	335	69	89	151	308	26	10	9	8
		45%	44%	43%	47% f	45%	41%	27%	49%	69% abdef
Very Satisfied	(2)	264	56	78	101	235	29	22	4	3
		35%	36%	37%	31%	34%	45% g	63% abcdgh	24%	23%
NET: Satisfied		598	125	167	252	543	56	31	13	11
		80%	81%	80%	78%	79%	86%	90%	73%	92%
NET: Dissatisfied		54	4	23	24	50	3	1	2	*
		7%	2%	11% a	7%	7%	5%	2%	11%	4%
Answered		750	155	208	323	686	65	35	18	12
Mean Score		1.1	1.1	1.0	1.0	1.0	1.2 g	1.5 abcdgh	.8	1.1
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.07
Standard deviation		.94	.82	1.07	.91	.94	.89	.74	1.09	.68

Columns Tested:: a,b,c,d,e,f,g,h

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		861	29	104	112	102	218	47	22	28	303
Effective base		322	11	32	35	43	89	15	6	11	120
Weighted Base		750	23	78	85	119	169	37	12	13	291
Very Dissatisfied	(-2)	16	-	6	6	*	2	2	3	-	3
		2%	-%	8% i	7%	*%	1%	5%	26%	-%	1%
Fairly Dissatisfied	(-1)	37	-	4	6	12	3	2	*	-	14
		5%	-%	5%	7%	10% e	2%	6%	*%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	98	1	7	12	20	27	3	*	1	35
		13%	4%	10%	15%	17%	16%	7%	2%	5%	12%
Fairly Satisfied	(1)	335	11	41	41	42	71	17	5	2	145
		45%	50%	52%	48%	35%	42%	46%	43%	17%	50%
Very Satisfied	(2)	264	10	20	20	45	67	14	4	10	94
		35%	45%	25%	23%	38%	40%	36%	29%	77%	32%
NET: Satisfied		598	22	60	61	87	138	31	9	13	239
		80%	96%	77%	71%	73%	82%	82%	72%	95%	82%
NET: Dissatisfied		54	-	10	12	12	5	4	3	-	17
		7%	-%	13% e	14% e	10%	3%	11%	26%	-%	6%
Answered		750	23	78	85	119	169	37	12	13	291
Mean Score		1.1	1.4	.8	.7	1.0	1.2 c	1.0	.5	1.7	1.1
Standard error		.03	.11	.11	.11	.10	.06	.16	.34	.11	.05
Standard deviation		.94	.58	1.11	1.12	.98	.83	1.07	1.61	.58	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		861	243	265	353	761	100	686	175	848	13
Effective base		322	88	104	134	275	48	278	48	315	8
Weighted Base		750	227	207	317	625	125	670	81	738	13
Very Dissatisfied	(-2)	16	6	4	7	13	3	15	1	16	-
		2%	3%	2%	2%	2%	3%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	37	19	5	14	29	8	31	6	37	-
		5%	8%	2%	4%	5%	7%	5%	7%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	33	29	36	87	11	89	9	96	2
		13%	15%	14%	11%	14%	9%	13%	11%	13%	19%
Fairly Satisfied	(1)	335	94	88	152	263	72	304	30	328	7
		45%	42%	43%	48%	42%	58% a	45%	38%	44%	56%
Very Satisfied	(2)	264	75	81	108	233	30	230	34	261	3
		35%	33%	39%	34%	37%	24%	34%	42%	35%	25%
NET: Satisfied		598	169	169	260	496	102	534	64	588	10
		80%	75%	82%	82%	79%	82%	80%	80%	80%	81%
NET: Dissatisfied		54	25	9	20	42	11	47	7	54	-
		7%	11%	4%	6%	7%	9%	7%	9%	7%	-%
Answered		750	227	207	317	625	125	670	81	738	13
Mean Score		1.1	.9	1.1	1.1	1.1	.9	1.0	1.1	1.1	1.1
Standard error		.03	.07	.05	.05	.03	.09	.04	.07	.03	.19
Standard deviation		.94	1.02	.88	.90	.94	.91	.93	.98	.94	.69

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		861	358	266	235	527	191	60	83	718	143
Effective base		322	143	86	95	230	59	18	15	289	33
Weighted Base		750	353	169	229	545	131	36	39	675	75
Very Dissatisfied	(-2)	16	9	6	2	13	-	*	3	13	3
		2%	2%	4%	1%	2%	-%	*%	8%	2%	4%
Fairly Dissatisfied	(-1)	37	19	10	8	31	3	1	2	33	4
		5%	6%	6%	3%	6%	2%	4%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	98	35	31	32	67	26	1	3	94	5
		13%	10%	18%	14%	12%	20%	4%	8%	14%	6%
Fairly Satisfied	(1)	335	177	50	107	242	62	13	17	304	31
		45%	50%	30%	47%	44%	48%	36%	45%	45%	41%
			b		b						
Very Satisfied	(2)	264	112	72	79	192	39	20	13	231	33
		35%	32%	43%	35%	35%	30%	56%	33%	34%	44%
								b			
NET: Satisfied		598	289	122	187	434	101	33	30	535	63
		80%	82%	72%	82%	80%	78%	92%	78%	79%	85%
NET: Dissatisfied		54	28	16	10	44	3	1	5	47	7
		7%	8%	9%	4%	8%	2%	4%	14%	7%	9%
Answered		750	353	169	229	545	131	36	39	675	75
Mean Score		1.1	1.0	1.0	1.1	1.0	1.1	1.4	.9	1.0	1.1
Standard error		.03	.05	.07	.05	.04	.06	.10	.13	.03	.09
Standard deviation		.94	.93	1.08	.83	.96	.77	.77	1.18	.93	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		861	155	372	334	769	730	792	810	565	480
Effective base		322	81	151	92	277	264	291	300	208	154
Weighted Base		750	215	330	205	653	619	688	697	503	357
Very Dissatisfied	(-2)	16	7	6	3	16	16	16	16	16	12
		2%	3%	2%	1%	3%	3%	2%	2%	3%	3%
Fairly Dissatisfied	(-1)	37	16	15	7	34	30	35	37	33	26
		5%	7%	4%	3%	5%	5%	5%	5%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	98	24	44	31	89	75	89	97	76	45
		13%	11%	13%	15%	14%	12%	13%	14%	15%	13%
Fairly Satisfied	(1)	335	87	155	93	285	272	303	301	199	141
		45%	40%	47%	45%	44%	44%	44%	43%	39%	40%
Very Satisfied	(2)	264	81	111	72	229	226	244	246	179	133
		35%	38%	34%	35%	35%	36%	36%	35%	36%	37%
NET: Satisfied		598	168	265	165	514	498	548	548	378	275
		80%	78%	80%	80%	79%	80%	80%	79%	75%	77%
NET: Dissatisfied		54	23	21	10	50	46	52	53	49	37
		7%	11%	6%	5%	8%	7%	8%	8%	10%	10%
Answered		750	215	330	205	653	619	688	697	503	357
Mean Score		1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.05
Standard deviation		.94	1.05	.90	.87	.96	.95	.95	.95	1.03	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		861	57	402	68	92	68	59	46	173
Effective base		322	30	179	27	21	15	14	11	38
Weighted Base		750	78	438	51	43	24	26	28	78
Very Dissatisfied	(-2)	16	1	11	-	*	2	-	3	5
		2%	1%	2%	-%	*%	8%	-%	11%	6%
Fairly Dissatisfied	(-1)	37	4	23	1	*	5	*	2	7
		5%	5%	5%	1%	1%	21%	1%	7%	9%
							bd			
Neither Satisfied Nor Dissatisfied	(0)	98	8	54	15	5	2	1	3	6
		13%	11%	12%	30%	12%	7%	6%	11%	8%
					bh					
Fairly Satisfied	(1)	335	41	187	24	15	8	17	11	36
		45%	52%	43%	47%	36%	35%	67%	38%	47%
Very Satisfied	(2)	264	24	164	11	22	7	7	9	23
		35%	31%	37%	22%	51%	29%	26%	34%	30%
						c				
NET: Satisfied		598	65	351	35	37	15	24	20	59
		80%	83%	80%	69%	87%	64%	93%	71%	76%
NET: Dissatisfied		54	5	34	1	*	7	*	5	12
		7%	6%	8%	1%	1%	29%	1%	17%	16%
							bcdf			
Answered		750	78	438	51	43	24	26	28	78
Mean Score		1.1	1.1	1.1	.9	1.4	.6	1.2	.8	.8
						ce				
Standard error		.03	.11	.05	.09	.08	.16	.08	.19	.09
Standard deviation		.94	.85	.96	.75	.74	1.34	.60	1.30	1.14

Columns Tested:: a,b,c,d,e,f,g,h

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		861	427	103	75	65	40	37	22	384	134	87	42	32	26	25
Effective base		322	190	39	17	15	11	9	3	171	41	24	11	10	12	6
Weighted Base		750	472	81	27	36	12	18	7	422	93	37	15	26	8	19
Very Dissatisfied	(-2)	16	13	3	-	*	-	-	-	7	4	*	-	2	-	3
		2%	3%	4%	-%	*%	-%	-%	-%	2%	4%	*%	-%	7%	-%	16%
Fairly Dissatisfied	(-1)	37	29	1	*	*	1	2	*	15	8	1	*	4	2	*
		5%	6%	1%	*%	1%	10%	8%	3%	4%	8%	2%	2%	16%	24%	2%
Neither Satisfied Nor Dissatisfied	(0)	98	55	22	4	3	2	2	*	49	18	3	1	1	*	3
		13%	12%	27%	15%	10%	20%	9%	4%	12%	19%	8%	10%	5%	6%	14%
				a												
Fairly Satisfied	(1)	335	206	30	16	11	6	13	2	194	29	20	8	11	3	8
		45%	44%	37%	60%	30%	51%	71%	37%	46%	31%	55%	55%	41%	36%	40%
Very Satisfied	(2)	264	169	24	7	21	2	2	4	157	35	13	5	8	3	5
		35%	36%	30%	25%	60%	19%	11%	57%	37%	37%	36%	33%	31%	34%	28%
						ef										
NET: Satisfied		598	375	55	23	32	9	15	6	351	64	34	13	18	5	13
		80%	79%	67%	85%	90%	70%	82%	94%	83%	69%	91%	88%	72%	70%	68%
										b		b				
NET: Dissatisfied		54	43	4	*	*	1	2	*	22	12	1	*	6	2	3
		7%	9%	5%	*%	1%	10%	8%	3%	5%	13%	2%	2%	23%	24%	18%
														ac		
Answered		750	472	81	27	36	12	18	7	422	93	37	15	26	8	19
Mean Score		1.1	1.0	.9	1.1	1.5	.8	.8	1.5	1.1	.9	1.2	1.2	.7	.8	.6
						bef										
Standard error		.03	.05	.10	.07	.09	.14	.12	.16	.04	.10	.07	.11	.23	.24	.27
Standard deviation		.94	.99	.99	.64	.70	.90	.74	.74	.87	1.13	.68	.71	1.28	1.23	1.37

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		861	382	129	97	74	36	51	41	128	192	181	216	132	70
Effective base		322	171	43	31	22	10	12	12	34	90	72	77	36	19
Weighted Base		750	414	96	65	43	22	30	27	79	231	180	162	68	47
Very Dissatisfied	(-2)	16	8	3	-	*	*	2	3	5	5	*	6	2	3
		2%	2%	3%	-%	*%	*%	6%	11%	6%	2%	*%	4%	3%	6%
Fairly Dissatisfied	(-1)	37	16	5	8	*	1	2	5	8	13	16	3	3	*
		5%	4%	5%	12%	1%	3%	8%	17% a	10%	5%	9%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	51	16	15	4	8	1	3	11	18	24	34	4	8
		13%	12%	16%	23%	10%	34% f	2%	10%	13%	8%	13%	21% ad	6%	17%
Fairly Satisfied	(1)	335	194	45	9	20	5	16	14	34	109	86	54	32	22
		45%	47% c	47% c	14%	46% c	21%	52% c	50% c	43% c	47%	48%	33%	48%	48%
Very Satisfied	(2)	264	145	27	33	18	9	9	3	22	86	54	64	27	13
		35%	35%	28%	51% bg	43%	43%	32%	12%	28%	37%	30%	40%	39%	28%
NET: Satisfied		598	339	72	43	38	14	25	17	56	195	140	118	59	36
		80%	82% c	75%	65%	89%	63%	84%	62%	71%	84%	78%	73%	87%	76%
NET: Dissatisfied		54	24	8	8	*	1	4	8	13	18	16	10	4	3
		7%	6%	8%	12%	1%	3%	14%	28% ad	16%	8%	9%	6%	7%	7%
Answered		750	414	96	65	43	22	30	27	79	231	180	162	68	47
Mean Score		1.1	1.1 g	.9	1.1	1.3 g	1.0	1.0	.4	.8	1.1	1.0	1.0	1.2	.9
Standard error		.03	.05	.09	.11	.08	.16	.16	.19	.10	.07	.07	.07	.08	.12
Standard deviation		.94	.89	.97	1.10	.70	.96	1.12	1.24	1.15	.93	.89	1.02	.92	1.04

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		861	254	166	192	102	51	233	166	170	104	52
Effective base		322	108	68	64	27	11	109	54	60	28	15
Weighted Base		750	278	162	135	52	23	278	125	121	58	36
Very Dissatisfied	(-2)	16	9	*	6	2	-	5	-	6	2	3
		2%	3%	*%	4%	4%	-%	2%	-%	5%	3%	8% b
Fairly Dissatisfied	(-1)	37	19	10	3	1	-	13	11	3	2	*
		5%	7%	6%	2%	3%	-%	5%	9%	2%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	98	26	23	28	3	8	28	19	21	4	4
		13%	10%	14%	21% a	5%	35% ad	10%	15%	17%	6%	11%
Fairly Satisfied	(1)	335	125	79	44	27	9	123	53	49	27	19
		45%	45%	49%	33%	51%	40%	44%	43%	40%	47%	53%
Very Satisfied	(2)	264	99	49	54	20	6	109	41	43	23	9
		35%	36%	30%	40%	38%	25%	39%	33%	35%	40%	26%
NET: Satisfied		598	224	128	98	46	15	232	94	92	51	29
		80%	80%	79%	73%	89%	65%	83%	76%	76%	87%	79%
NET: Dissatisfied		54	28	10	9	3	-	18	11	9	4	3
		7%	10%	6%	6%	6%	-%	6%	9%	7%	7%	10%
Answered		750	278	162	135	52	23	278	125	121	58	36
Mean Score		1.1	1.0	1.0	1.0	1.2	.9	1.1	1.0	1.0	1.2	.9
Standard error		.03	.06	.07	.08	.09	.11	.06	.07	.08	.09	.15
Standard deviation		.94	1.00	.84	1.05	.92	.78	.90	.92	1.04	.94	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		861	230	164	224	115	70	546	95	163	498	363	598	171
Effective base		322	101	57	88	37	18	210	27	62	197	126	231	47
Weighted Base		750	258	120	196	79	44	476	64	155	477	273	544	108
Very Dissatisfied	(-2)	16	5	-	9	2	-	12	*	3	7	9	6	11
		2%	2%	-%	5%	2%	-%	3%	*%	2%	2%	3%	1%	10% a
Fairly Dissatisfied	(-1)	37	11	8	7	5	6	16	10	11	22	16	25	9
		5%	4%	6%	4%	7%	13%	3%	15% a	7%	5%	6%	5%	8%
Neither Satisfied Nor Dissatisfied	(0)	98	37	9	39	7	5	72	9	14	74	24	78	11
		13%	14%	8%	20% b	9%	11%	15%	14%	9%	15%	9%	14%	10%
Fairly Satisfied	(1)	335	108	53	74	42	23	213	18	71	226	108	256	29
		45%	42%	44%	38%	53%	53%	45%	28%	46%	47%	40%	47% b	26%
Very Satisfied	(2)	264	97	50	66	23	10	162	27	57	148	116	180	50
		35%	38%	42%	34%	29%	23%	34%	43%	36%	31%	42% a	33%	46%
NET: Satisfied		598	205	103	141	65	33	375	45	128	374	224	436	78
		80%	80%	86% c	72%	82%	76%	79%	71%	82%	78%	82%	80%	72%
NET: Dissatisfied		54	16	8	16	7	6	29	10	14	29	25	31	19
		7%	6%	6%	8%	9%	13%	6%	15%	9%	6%	9%	6%	18% a
Answered		750	258	120	196	79	44	476	64	155	477	273	544	108
Mean Score		1.1	1.1	1.2	.9	1.0	.9	1.0	1.0	1.1	1.0	1.1	1.1	.9
Standard error		.03	.06	.07	.07	.09	.11	.04	.11	.07	.04	.05	.04	.10
Standard deviation		.94	.92	.84	1.05	.93	.93	.93	1.10	.95	.88	1.02	.87	1.33

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		861	478	252	180	630	598	171	474	256	190	620
Effective base		322	194	70	81	221	231	46	191	74	83	217
Weighted Base		750	459	160	164	534	548	105	461	158	184	513
Very Dissatisfied	(-2)	16	9	7	*	16	6	11	9	7	3	13
		2%	2%	4%	*%	3%	1%	10% a	2%	4%	2%	2%
Fairly Dissatisfied	(-1)	37	17	13	5	32	26	8	16	14	4	33
		5%	4%	8%	3%	6%	5%	8%	4%	9%	2%	6%
Neither Satisfied Nor Dissatisfied	(0)	98	55	21	27	70	78	11	59	17	26	71
		13%	12%	13%	16%	13%	14%	10%	13%	11%	14%	14%
Fairly Satisfied	(1)	335	211	61	78	223	260	25	212	61	98	204
		45%	46%	38%	48%	42%	47% b	24%	46%	38%	53% b	40%
Very Satisfied	(2)	264	167	59	53	193	179	50	165	60	53	193
		35%	36%	37%	33%	36%	33%	48% a	36%	38%	29%	38%
NET: Satisfied		598	378	120	132	416	439	75	377	121	151	397
		80%	82%	75%	81%	78%	80%	72%	82%	77%	82%	77%
NET: Dissatisfied		54	26	19	5	47	31	19	25	20	7	46
		7%	6%	12%	3%	9%	6%	18% a	6%	13% a	4%	9%
Answered		750	459	160	164	534	548	105	461	158	184	513
Mean Score		1.1	1.1	1.0	1.1	1.0	1.1	.9	1.1	1.0	1.1	1.0
Standard error		.03	.04	.07	.06	.04	.04	.10	.04	.07	.06	.04
Standard deviation		.94	.89	1.09	.78	1.00	.87	1.35	.89	1.11	.81	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		861	562	534	174	1	532	472	143	-	677	424	202	1
Effective base		322	193	205	56	1	182	184	48	-	251	160	77	1
Weighted Base		750	458	488	136	4	439	423	124	-	598	367	177	*
Very Dissatisfied	(-2)	16	11	8	3	-	11	7	6	-	11	7	10	-
		2%	2%	2%	2%	-%	3%	2%	4%	-%	2%	2%	5%	-%
Fairly Dissatisfied	(-1)	37	20	26	2	-	19	23	3	-	27	11	9	-
		5%	4%	5%	2%	-%	4%	5%	2%	-%	5%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	57	71	26	4	55	49	22	-	83	49	29	-
		13%	13%	15%	19%	100%	13%	12%	18%	-%	14%	13%	17%	-%
Fairly Satisfied	(1)	335	198	216	61	-	197	184	62	-	254	180	84	-
		45%	43%	44%	45%	-%	45%	44%	50%	-%	43%	49%	47%	-%
Very Satisfied	(2)	264	171	166	45	-	156	160	31	-	222	120	46	*
		35%	37%	34%	33%	-%	36%	38%	25%	-%	37%	33%	26%	100%
NET: Satisfied		598	369	382	106	-	354	344	93	-	476	300	130	*
		80%	81%	78%	78%	-%	81%	81%	75%	-%	80%	82%	73%	100%
NET: Dissatisfied		54	31	34	5	-	30	30	8	-	39	18	18	-
		7%	7%	7%	4%	-%	7%	7%	7%	-%	6%	5%	10%	-%
Answered		750	458	488	136	4	439	423	124	-	598	367	177	*
Mean Score		1.1	1.1	1.0	1.1	-	1.1	1.1	.9	-	1.1 c	1.1	.8	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.08	-	.04	.04	.07	-
Standard deviation		.94	.94	.93	.87	-	.94	.92	.96	-	.93	.87	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		861	591	529	369	525	373	45	223	240	275	84	45
Effective base		322	228	204	156	190	157	13	104	101	115	38	19
Weighted Base		750	543	500	367	462	364	34	241	253	281	86	44
Very Dissatisfied	(-2)	16	6	6	8	4	6	3	2	3	6	3	-
		2%	1%	1%	2%	1%	2%	9% a	1%	1%	2%	4%	-%
Fairly Dissatisfied	(-1)	37	25	14	14	23	12	*	7	11	12	2	-
		5%	5%	3%	4%	5%	3%	1%	3%	4%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	98	70	59	56	64	51	6	31	34	39	11	8
		13%	13%	12%	15%	14%	14%	18%	13%	14%	14%	13%	17%
Fairly Satisfied	(1)	335	258	237	172	223	172	16	128	122	130	42	27
		45%	47%	47%	47%	48%	47%	47%	53%	48%	46%	48%	62%
Very Satisfied	(2)	264	185	184	116	147	124	9	72	82	94	28	9
		35%	34%	37%	32%	32%	34%	25%	30%	33%	33%	33%	20%
NET: Satisfied		598	443	421	288	371	295	25	200	205	224	70	36
		80%	82%	84%	79%	80%	81%	72%	83%	81%	80%	81%	83%
NET: Dissatisfied		54	30	20	22	27	18	3	9	14	18	5	-
		7%	6%	4%	6%	6%	5%	10%	4%	5%	7%	6%	-%
Answered		750	543	500	367	462	364	34	241	253	281	86	44
Mean Score		1.1	1.1	1.2	1.0	1.1	1.1	.8	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.04	.04	.05	.04	.04	.17	.05	.06	.06	.10	.09
Standard deviation		.94	.86	.82	.91	.86	.87	1.12	.78	.86	.92	.94	.62

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		861	105	64	77	29	715	537	778	618	545	552	666	166	1	556	46
Effective base		322	45	17	40	12	264	187	286	223	189	196	251	62	1	209	23
Weighted Base		750	97	45	93	31	606	426	664	517	444	475	588	140	1	468	62
Very Dissatisfied	(-2)	16	1	3	2	-	9	6	12	14	10	11	11	9	-	6	3
		2%	1%	7%	2%	-%	1%	1%	2%	3%	2%	2%	2%	7%	-%	1%	5%
														b			
Fairly Dissatisfied	(-1)	37	7	*	5	6	20	27	35	22	22	30	24	8	-	19	5
		5%	8%	*%	6%	21%	3%	6%	5%	4%	5%	6%	4%	6%	-%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	98	19	6	20	*	89	62	93	71	55	67	83	23	-	35	11
		13%	19%	14%	21%	*%	15%	15%	14%	14%	12%	14%	14%	16%	-%	8%	17%
Fairly Satisfied	(1)	335	40	21	34	20	279	181	296	243	197	215	266	55	-	236	23
		45%	42%	48%	37%	66%	46%	42%	45%	47%	44%	45%	45%	39%	-%	51%	37%
Very Satisfied	(2)	264	29	14	32	4	209	151	227	168	160	151	204	45	1	172	20
		35%	30%	31%	34%	13%	35%	35%	34%	33%	36%	32%	35%	32%	100%	37%	32%
NET: Satisfied		598	70	35	66	25	488	331	523	411	358	366	470	100	1	408	43
		80%	72%	78%	71%	79%	81%	78%	79%	79%	80%	77%	80%	71%	100%	87%	69%
																b	
NET: Dissatisfied		54	8	3	7	6	29	33	48	36	32	42	35	18	-	25	9
		7%	9%	7%	8%	21%	5%	8%	7%	7%	7%	9%	6%	13%	-%	5%	14%
Answered		750	97	45	93	31	606	426	664	517	444	475	588	140	1	468	62
Mean Score		1.1	.9	.9	1.0	.7	1.1	1.0	1.0	1.0	1.1	1.0	1.1	.8	2.0	1.2	.8
Standard error		.03	.09	.13	.11	.18	.03	.04	.03	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.94	.95	1.06	.99	.96	.87	.94	.93	.93	.94	.96	.91	1.14	-	.83	1.14

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		861	347	334	728	36	362	499	209	508	139	278	205	359
Effective base		322	146	122	264	18	129	193	70	196	54	103	70	142
Weighted Base		750	351	282	612	48	298	453	158	468	118	244	162	321
Very Dissatisfied	(-2)	16	6	3	6	10	16	1	9	8	-	2	3	12
		2%	2%	1%	1%	20% a	5% b	*%	5%	2%	-%	1%	2%	4%
Fairly Dissatisfied	(-1)	37	20	8	10	20	36	2	4	22	9	17	10	9
		5%	6%	3%	2%	42% a	12% b	*%	3%	5%	8%	7%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	98	55	30	51	6	53	46	18	66	13	31	28	35
		13%	16%	11%	8%	13%	18% b	10%	12%	14%	11%	13%	17%	11%
Fairly Satisfied	(1)	335	163	134	287	12	130	205	65	220	49	109	65	153
		45%	46%	48%	47%	24%	44%	45%	41%	47%	42%	45%	40%	48%
Very Satisfied	(2)	264	107	106	259	*	64	200	62	152	46	86	56	112
		35%	30%	38%	42% b	*%	21%	44% a	39%	32%	39%	35%	34%	35%
NET: Satisfied		598	270	241	546	12	194	405	127	372	95	195	121	266
		80%	77%	85%	89% b	25%	65%	89% a	80%	79%	81%	80%	75%	83%
NET: Dissatisfied		54	26	11	15	30	51	2	13	30	9	18	13	20
		7%	7%	4%	2%	63% a	17% b	1%	8%	6%	8%	8%	8%	6%
Answered		750	351	282	612	48	298	453	158	468	118	244	162	321
Mean Score		1.1	1.0	1.2	1.3 b	-.6	.6	1.3 a	1.1	1.0	1.1	1.1	1.0	1.1
Standard error		.03	.05	.04	.03	.18	.06	.03	.07	.04	.08	.05	.07	.05
Standard deviation		.94	.92	.82	.76	1.09	1.10	.68	1.06	.90	.90	.90	.97	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		861	467	394
Effective base		322	155	167
Weighted Base		750	366	384
Very Dissatisfied	(-2)	16	8	8
		2%	2%	2%
Fairly Dissatisfied	(-1)	37	27	11
		5%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	98	45	53
		13%	12%	14%
Fairly Satisfied	(1)	335	157	178
		45%	43%	46%
Very Satisfied	(2)	264	130	134
		35%	35%	35%
NET: Satisfied		598	287	312
		80%	78%	81%
NET: Dissatisfied		54	35	19
		7%	10%	5%
Answered		750	366	384
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.04
Standard deviation		.94	.99	.89

Columns Tested:: a,b

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		861	40	79	62	60	47	134	16	104	73	63	71	112
Effective base		322	8	31	26	9	20	45	7	55	42	18	44	56
Weighted Base		750	7	109	51	14	57	135	4	111	86	21	70	86
Very Dissatisfied	(-2)	16	1	-	*	-	3	-	-	6	6	-	-	*
		2%	16%	-%	*%	-%	6%	-%	-%	6%	7%	-%	-%	*%
			fl								fl			
Fairly Dissatisfied	(-1)	37	*	4	2	*	4	13	-	8	*	2	1	4
		5%	6%	3%	3%	2%	6%	9%	-%	7%	*%	10%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	2	4	18	5	14	13	*	14	10	2	5	11
		13%	32%	3%	34%	34%	25%	10%	5%	12%	12%	9%	7%	13%
			b		bfhijkl	b	b							
Fairly Satisfied	(1)	335	3	62	11	4	18	69	1	45	39	11	37	35
		45%	44%	57%	21%	28%	32%	51%	22%	41%	45%	54%	53%	40%
				c				c			c	c	c	
Very Satisfied	(2)	264	*	40	21	5	17	40	3	38	31	6	26	36
		35%	1%	36%	42%	35%	31%	29%	73%	34%	36%	28%	38%	42%
				a	a					a	a		a	a
NET: Satisfied		598	3	102	32	9	35	109	4	83	70	17	63	71
		80%	45%	93%	62%	64%	63%	81%	95%	75%	81%	81%	91%	83%
				aceh				a			a		aceh	ac
NET: Dissatisfied		54	2	4	2	*	7	13	-	14	6	2	1	4
		7%	23%	3%	3%	2%	12%	9%	-%	12%	7%	10%	2%	4%
Answered		750	7	109	51	14	57	135	4	111	86	21	70	86
Mean Score		1.1	.1	1.3	1.0	1.0	.8	1.0	1.7	.9	1.0	1.0	1.3	1.2
				ae	a			a		a	a	a	ae	a
Standard error		.03	.19	.08	.12	.12	.17	.08	.16	.11	.12	.11	.08	.08
Standard deviation		.94	1.19	.69	.95	.92	1.14	.88	.66	1.12	1.05	.89	.69	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 294 (continuation)

QOP2_1. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your postal delivery)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		861	181	241	193	246	422	439
Effective base		322	57	72	100	117	129	213
Weighted Base		750	168	205	201	176	373	377
Very Dissatisfied	(-2)	16	1	3	12	*	4	12
		2%	1%	2%	6%	*%	1%	3%
					d			
Fairly Dissatisfied	(-1)	37	6	17	8	7	22	15
		5%	4%	8%	4%	4%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	98	23	32	24	18	56	42
		13%	14%	16%	12%	10%	15%	11%
Fairly Satisfied	(1)	335	76	91	85	83	167	168
		45%	45%	44%	42%	47%	45%	44%
Very Satisfied	(2)	264	61	62	72	68	123	141
		35%	37%	30%	36%	39%	33%	37%
NET: Satisfied		598	137	153	157	151	290	308
		80%	82%	75%	78%	86%	78%	82%
NET: Dissatisfied		54	7	20	20	7	27	27
		7%	4%	10%	10%	4%	7%	7%
Answered		750	168	205	201	176	373	377
Mean Score		1.1	1.1	.9	1.0	1.2	1.0	1.1
						b		
Standard error		.03	.06	.06	.08	.05	.04	.05
Standard deviation		.94	.83	.96	1.09	.78	.91	.96

Columns Tested:: a,b,c,d - a,b

Table 295

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		864	96	768	526	171	49	118	338
Effective base		323	23	303	290	70	28	55	96
Weighted Base		762	37	725	717	38	5	3	45
Very Dissatisfied	(-2)	21	-	21	21	-	-	*	*
		3%	-%	3%	3%	-%	-%	*%	*%
Fairly Dissatisfied	(-1)	43	2	41	40	3	*	*	3
		6%	4%	6%	6%	8%	2%	1%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	3	79	77	4	1	*	5
		11%	9%	11%	11%	12%	15%	6%	12%
Fairly Satisfied	(1)	323	9	313	303	17	2	1	20
		42%	25%	43%	42%	45%	35%	43%	44%
Very Satisfied	(2)	294	23	271	277	13	2	1	17
		39%	62%	37%	39%	35%	48%	49%	38%
			b						
NET: Satisfied		616	32	584	579	30	4	2	37
		81%	86%	81%	81%	80%	83%	92%	81%
								a	
NET: Dissatisfied		64	2	62	60	3	*	*	3
		8%	4%	9%	8%	8%	2%	2%	7%
Answered		762	37	725	717	38	5	3	45
Mean Score		1.1	1.4	1.1	1.1	1.1	1.3	1.4	1.1
								a	
Standard error		.03	.09	.04	.04	.07	.12	.08	.05
Standard deviation		.98	.85	.98	.98	.90	.87	.87	.88

Columns Tested:: a,b - a,b,c,d,e

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		864	182	249	95	114	106	118	526	171	167
Effective base		323	115	136	50	48	43	55	290	70	56
Weighted Base		762	303	346	68	27	16	3	717	38	8
Very Dissatisfied	(-2)	21	5	15	1	-	-	*	21	-	*
		3%	2%	4%	1%	-%	-%	*%	3%	-%	*%
Fairly Dissatisfied	(-1)	43	9	23	8	2	1	*	40	3	*
		6%	3%	7%	12%	8%	6%	1%	6%	8%	2%
					afi						
Neither Satisfied Nor Dissatisfied	(0)	82	37	30	10	4	1	*	77	4	1
		11%	12%	9%	15%	15%	8%	6%	11%	12%	12%
Fairly Satisfied	(1)	323	132	136	35	12	7	1	303	17	3
		42%	44%	39%	52%	44%	43%	43%	42%	45%	38%
Very Satisfied	(2)	294	121	142	14	9	7	1	277	13	4
		39%	40%	41%	20%	33%	44%	49%	39%	35%	48%
			c	c			c	c	c		c
NET: Satisfied		616	253	278	49	21	13	2	579	30	7
		81%	83%	80%	72%	77%	86%	92%	81%	80%	86%
								bcdg			
NET: Dissatisfied		64	13	38	9	2	1	*	60	3	*
		8%	4%	11%	13%	8%	6%	2%	8%	8%	2%
				fi	afi						
Answered		762	303	346	68	27	16	3	717	38	8
Mean Score		1.1	1.2	1.1	.8	1.0	1.2	1.4	1.1	1.1	1.3
			c				c	bcdg	c		c
Standard error		.03	.06	.07	.10	.09	.08	.08	.04	.07	.06
Standard deviation		.98	.87	1.07	.96	.91	.86	.87	.98	.90	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		864	305	221	171	49	118	288	191	62	49	139
Effective base		323	199	112	70	28	55	163	79	23	12	26
Weighted Base		762	554	163	38	5	3	439	157	38	24	27
Very Dissatisfied	(-2)	21	20	1	-	-	*	17	1	-	3	-
		3%	4%	1%	-%	-%	*%	4%	1%	-%	13% be	-%
Fairly Dissatisfied	(-1)	43	24	15	3	*	*	21	14	2	-	1
		6%	4%	9% e	8%	2%	1%	5%	9%	6%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	57	20	4	1	*	52	16	3	1	2
		11%	10%	12%	12%	15%	6%	12%	10%	7%	5%	8%
Fairly Satisfied	(1)	323	229	74	17	2	1	186	60	17	12	9
		42%	41%	46%	45%	35%	43%	42%	38%	43%	50%	34%
Very Satisfied	(2)	294	224	53	13	2	1	164	65	17	8	14
		39%	40%	32%	35%	48%	49% b	37%	41%	44%	32%	53%
NET: Satisfied		616	452	127	30	4	2	350	125	34	19	24
		81%	82%	78%	80%	83%	92% b	80%	80%	87%	82%	87%
NET: Dissatisfied		64	44	16	3	*	*	37	16	2	3	1
		8%	8%	10% e	8%	2%	2%	9%	10%	6%	13%	4%
Answered		762	554	163	38	5	3	439	157	38	24	27
Mean Score		1.1	1.1	1.0	1.1	1.3	1.4 b	1.0	1.1	1.3	.9	1.4
Standard error		.03	.06	.06	.07	.12	.08	.06	.07	.11	.18	.07
Standard deviation		.98	1.00	.94	.90	.87	.87	1.01	.97	.83	1.25	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		864	63	60	106	25	60	72	49	51	55
Effective base		323	32	30	53	12	27	44	29	26	30
Weighted Base		762	81	62	133	32	68	111	85	65	59
Very Dissatisfied	(-2)	21	12	3	1	-	2	3	*	-	-
		3%	15% cfghi	5%	1%	-%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	43	3	1	8	2	1	13	6	1	3
		6%	4%	2%	6%	7%	1%	12%	7%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	5	4	31	6	7	3	5	8	8
		11%	6%	7%	23% af	19%	10%	3%	6%	12%	13%
Fairly Satisfied	(1)	323	30	29	46	11	30	49	46	27	30
		42%	37%	47%	34%	36%	44%	44%	54%	41%	51%
Very Satisfied	(2)	294	31	24	47	12	28	44	28	30	19
		39%	39%	39%	35%	37%	41%	39%	33%	46%	32%
NET: Satisfied		616	61	54	93	23	58	92	74	57	49
		81%	76%	86%	70%	73%	86%	83%	86%	87%	83%
NET: Dissatisfied		64	15	4	9	2	3	16	6	1	3
		8%	18% h	7%	7%	7%	4%	14%	8%	1%	4%
Answered		762	81	62	133	32	68	111	85	65	59
Mean Score		1.1	.8	1.1	1.0	1.0	1.2	1.1	1.1	1.3	1.1
Standard error		.03	.17	.13	.09	.19	.11	.12	.12	.10	.11
Standard deviation		.98	1.38	1.00	.95	.94	.89	1.06	.84	.73	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		864	140	174	227	541	323	116	105	102
Effective base		323	68	87	125	279	77	32	33	22
Weighted Base		762	159	208	330	697	65	35	18	12
Very Dissatisfied	(-2)	21	2	15	4	21	*	-	*	-
		3%	1%	7% ce	1%	3%	*%	-%	1%	-%
Fairly Dissatisfied	(-1)	43	6	5	28	39	4	1	3	*
		6%	4%	2%	8%	6%	6%	3%	17% abdfh	1%
Neither Satisfied Nor Dissatisfied	(0)	82	21	17	40	77	6	2	2	2
		11%	13%	8%	12%	11%	8%	6%	10%	13%
Fairly Satisfied	(1)	323	72	86	140	298	25	10	7	7
		42%	45%	41%	42%	43%	38%	30%	40%	59% f
Very Satisfied	(2)	294	59	85	119	263	30	21	6	3
		39%	37%	41%	36%	38%	47%	61% acdgh	32%	27%
NET: Satisfied		616	130	171	259	561	55	32	13	10
		81%	82%	82%	78%	80%	85%	91% g	72%	87%
NET: Dissatisfied		64	8	20	31	59	4	1	3	*
		8%	5%	10%	10%	8%	7%	3%	18% afh	1%
Answered		762	159	208	330	697	65	35	18	12
Mean Score		1.1	1.1	1.1	1.0	1.1	1.2 g	1.5 abcdg	.8	1.1
Standard error		.03	.07	.08	.06	.04	.05	.07	.11	.07
Standard deviation		.98	.86	1.11	.96	.99	.89	.74	1.12	.67

Columns Tested:: a,b,c,d,e,f,g,h

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		864	29	103	110	103	218	49	22	28	305
Effective base		323	11	32	35	43	89	17	6	11	121
Weighted Base		762	23	78	85	119	169	44	12	13	296
Very Dissatisfied	(-2)	21	-	6	6	4	4	1	3	-	3
		3%	-%	8%	7%	3%	3%	2%	26%	-%	1%
				i	i						
Fairly Dissatisfied	(-1)	43	2	1	3	9	5	4	*	-	20
		6%	7%	1%	4%	7%	3%	9%	3%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	1	5	9	15	20	4	*	*	33
		11%	3%	6%	11%	13%	12%	10%	1%	2%	11%
Fairly Satisfied	(1)	323	14	28	29	50	69	19	2	4	135
		42%	63%	37%	34%	42%	41%	43%	18%	31%	45%
Very Satisfied	(2)	294	6	37	37	41	71	16	7	9	107
		39%	27%	48%	44%	35%	42%	36%	53%	67%	36%
NET: Satisfied		616	20	65	66	91	141	35	9	13	241
		81%	90%	84%	78%	77%	83%	79%	70%	98%	81%
NET: Dissatisfied		64	2	7	10	13	9	5	4	-	22
		8%	7%	9%	11%	11%	5%	11%	29%	-%	8%
Answered		762	23	78	85	119	169	44	12	13	296
Mean Score		1.1	1.1	1.1	1.0	1.0	1.2	1.0	.7	1.7	1.1
Standard error		.03	.14	.11	.11	.10	.06	.14	.38	.10	.05
Standard deviation		.98	.77	1.14	1.18	1.03	.93	1.01	1.77	.53	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		864	242	267	355	762	102	689	175	849	15
Effective base		323	88	104	134	276	48	280	48	316	7
Weighted Base		762	226	214	322	632	130	681	81	745	17
Very Dissatisfied	(-2)	21	10	5	6	12	9	21	-	21	-
		3%	4%	2%	2%	2%	7% a	3%	-%	3%	-%
Fairly Dissatisfied	(-1)	43	14	9	20	36	7	36	7	42	1
		6%	6%	4%	6%	6%	5%	5%	9%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	82	25	24	33	69	13	71	12	82	*
		11%	11%	11%	10%	11%	10%	10%	15%	11%	2%
Fairly Satisfied	(1)	323	93	88	141	257	66	294	28	314	8
		42%	41%	41%	44%	41%	51%	43%	35%	42%	47%
Very Satisfied	(2)	294	84	87	122	259	34	260	34	286	8
		39%	37%	41%	38%	41%	27%	38%	42%	38%	45%
NET: Satisfied		616	177	176	263	516	100	554	62	600	16
		81%	78%	82%	82%	82%	77%	81%	77%	81%	92%
NET: Dissatisfied		64	24	14	26	47	16	56	7	62	1
		8%	10%	7%	8%	8%	12%	8%	9%	8%	6%
Answered		762	226	214	322	632	130	681	81	745	17
Mean Score		1.1	1.0	1.1	1.1	1.1	.8	1.1	1.1	1.1	1.3
Standard error		.03	.07	.06	.05	.03	.11	.04	.07	.03	.21
Standard deviation		.98	1.06	.94	.94	.95	1.10	.98	.96	.98	.82

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		864	361	263	238	530	191	61	82	721	143
Effective base		323	145	86	96	231	59	18	15	290	33
Weighted Base		762	360	168	234	551	135	37	39	686	76
Very Dissatisfied	(-2)	21	10	6	4	17	*	*	3	18	3
		3%	3%	4%	2%	3%	*%	*%	8%	3%	4%
Fairly Dissatisfied	(-1)	43	22	13	7	33	7	2	*	40	3
		6%	6%	8%	3%	6%	5%	6%	1%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	82	51	11	20	72	10	*	*	82	1
		11%	14%	7%	9%	13% f	7%	1%	1%	12% f	1%
Fairly Satisfied	(1)	323	145	62	115	216	71	19	17	287	35
		42%	40%	37%	49%	39%	53%	51%	43%	42%	47%
Very Satisfied	(2)	294	132	75	86	213	46	15	19	260	34
		39%	37%	45%	37%	39%	34%	42%	48%	38%	45%
NET: Satisfied		616	277	138	202	429	118	34	35	547	69
		81%	77%	82%	86%	78%	87%	93%	91%	80%	92%
NET: Dissatisfied		64	32	19	12	50	8	2	3	58	6
		8%	9%	11%	5%	9%	6%	7%	9%	8%	8%
Answered		762	360	168	234	551	135	37	39	686	76
Mean Score		1.1	1.0	1.1	1.2	1.0	1.2	1.3	1.2	1.1	1.2
Standard error		.03	.05	.07	.06	.04	.06	.10	.12	.04	.08
Standard deviation		.98	1.01	1.07	.85	1.02	.79	.79	1.11	.98	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		864	158	372	334	772	733	795	813	566	479
Effective base		323	83	151	92	279	266	293	302	210	154
Weighted Base		762	222	329	211	664	631	700	709	510	357
Very Dissatisfied	(-2)	21	6	11	3	21	20	21	20	20	14
		3%	3%	3%	2%	3%	3%	3%	3%	4%	4%
Fairly Dissatisfied	(-1)	43	15	18	10	39	37	41	43	36	25
		6%	7%	6%	5%	6%	6%	6%	6%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	32	40	10	71	56	73	76	50	32
		11%	14%	12%	5%	11%	9%	10%	11%	10%	9%
			c	c							
Fairly Satisfied	(1)	323	83	133	107	285	272	296	297	225	147
		42%	37%	40%	51%	43%	43%	42%	42%	44%	41%
Very Satisfied	(2)	294	86	127	80	248	247	270	273	179	139
		39%	39%	39%	38%	37%	39%	39%	39%	35%	39%
NET: Satisfied		616	169	260	187	533	519	565	571	404	286
		81%	76%	79%	89%	80%	82%	81%	80%	79%	80%
					ab						
NET: Dissatisfied		64	21	29	13	60	57	61	63	56	39
		8%	9%	9%	6%	9%	9%	9%	9%	11%	11%
Answered		762	222	329	211	664	631	700	709	510	357
Mean Score		1.1	1.0	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.0
Standard error		.03	.08	.05	.05	.04	.04	.04	.03	.04	.05
Standard deviation		.98	1.03	1.02	.86	1.00	.99	.99	.99	1.05	1.06

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		864	57	407	66	92	68	58	47	173
Effective base		323	30	181	26	21	15	14	11	38
Weighted Base		762	78	450	50	43	24	26	29	78
Very Dissatisfied	(-2)	21	1	15	-	-	2	-	3	5
		3%	1%	3%	-%	-%	8%	-%	11%	6%
Fairly Dissatisfied	(-1)	43	5	23	4	*	3	3	2	8
		6%	7%	5%	8%	1%	14%	11%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	82	16	36	4	5	3	2	7	12
		11%	20%	8%	8%	11%	14%	7%	23%	15%
			b							
Fairly Satisfied	(1)	323	26	197	34	13	10	9	7	26
		42%	34%	44%	67%	29%	42%	36%	23%	33%
					abdgh					
Very Satisfied	(2)	294	30	178	8	25	5	12	10	28
		39%	39%	40%	16%	59%	23%	46%	36%	35%
				c		ce				
NET: Satisfied		616	57	375	42	38	15	21	17	54
		81%	72%	83%	84%	88%	65%	82%	60%	69%
				h						
NET: Dissatisfied		64	6	38	4	*	5	3	5	13
		8%	8%	9%	8%	1%	22%	11%	17%	16%
							d			
Answered		762	78	450	50	43	24	26	29	78
Mean Score		1.1	1.0	1.1	.9	1.5	.6	1.2	.7	.8
						cegh				
Standard error		.03	.13	.05	.09	.08	.15	.13	.20	.09
Standard deviation		.98	.98	.99	.76	.72	1.23	.99	1.34	1.21

Columns Tested:: a,b,c,d,e,f,g,h

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		864	432	102	74	65	40	36	23	389	133	86	42	32	26	25
Effective base		323	192	38	17	15	11	9	4	173	41	24	11	10	12	6
Weighted Base		762	484	80	27	36	12	18	7	434	93	37	15	26	8	19
Very Dissatisfied	(-2)	21	18	3	-	*	-	-	-	12	3	*	-	2	-	3
		3%	4%	4%	-%	1%	-%	-%	-%	3%	3%	*%	-%	7%	-%	17%
Fairly Dissatisfied	(-1)	43	28	3	3	-	1	4	*	23	5	2	*	4	2	*
		6%	6%	4%	10%	-%	8%	23%	*%	5%	6%	5%	3%	14%	27%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	44	18	2	5	*	2	*	39	4	2	1	2	1	6
		11%	9%	22%	7%	15%	3%	13%	1%	9%	5%	4%	9%	8%	17%	30%
				a												
Fairly Satisfied	(1)	323	217	34	12	10	5	3	3	182	46	21	6	10	1	5
		42%	45%	43%	45%	28%	44%	19%	44%	42%	50%	57%	40%	40%	18%	26%
Very Satisfied	(2)	294	178	22	10	20	6	8	4	178	34	12	7	8	3	5
		39%	37%	28%	38%	57%	45%	46%	54%	41%	37%	33%	48%	31%	38%	27%
NET: Satisfied		616	394	56	22	30	11	12	7	359	80	34	13	18	4	10
		81%	82%	70%	83%	84%	89%	65%	99%	83%	87%	90%	88%	71%	56%	53%
NET: Dissatisfied		64	46	6	3	*	1	4	*	35	8	2	*	5	2	3
		8%	9%	8%	10%	1%	8%	23%	*%	8%	9%	5%	3%	21%	27%	17%
Answered		762	484	80	27	36	12	18	7	434	93	37	15	26	8	19
Mean Score		1.1	1.1	.9	1.1	1.4	1.3	.9	1.5	1.1	1.1	1.2	1.3	.7	.7	.5
Standard error		.03	.05	.10	.11	.10	.14	.21	.12	.05	.08	.08	.12	.22	.26	.28
Standard deviation		.98	1.01	1.00	.93	.79	.90	1.25	.57	.97	.96	.76	.78	1.26	1.32	1.38

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		864	387	130	95	74	36	51	40	127	197	179	216	132	70
Effective base		323	173	44	30	22	10	12	12	34	92	72	77	36	19
Weighted Base		762	426	96	65	43	22	30	27	79	239	179	166	68	47
Very Dissatisfied	(-2)	21	10	3	2	-	*	2	3	5	3	4	9	2	3
		3%	2%	3%	4%	-%	*%	6%	12%	6%	1%	2%	5%	3%	6%
Fairly Dissatisfied	(-1)	43	18	8	7	2	1	2	5	7	18	9	11	3	*
		6%	4%	9%	11%	5%	3%	6%	17%	9%	7%	5%	7%	4%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	53	10	2	6	2	1	2	5	18	23	28	2	2
		11%	12%	10%	3%	14%	10%	4%	6%	6%	7%	13%	17% d	3%	3%
Fairly Satisfied	(1)	323	181	48	31	15	10	8	5	23	105	76	54	27	34
		42%	43%	50% g	47%	35%	46%	27%	18%	29%	44%	42%	33%	40%	71% abcd
Very Satisfied	(2)	294	165	27	23	20	9	17	13	39	95	67	64	34	9
		39%	39%	28%	36%	46%	41%	58%	47%	49%	40%	37%	39%	50% e	19%
NET: Satisfied		616	346	74	54	35	19	25	18	62	201	143	119	61	42
		81%	81%	78%	83%	81%	87%	85%	65%	78%	84%	80%	71%	90% c	90%
NET: Dissatisfied		64	28	11	9	2	1	4	8	12	21	13	20	5	3
		8%	6%	12%	14%	5%	3%	12%	29% ad	15%	9%	7%	12%	7%	7%
Answered		762	426	96	65	43	22	30	27	79	239	179	166	68	47
Mean Score		1.1	1.1	.9	1.0	1.2	1.3	1.2	.7	1.1	1.1	1.1	.9	1.3	1.0
Standard error		.03	.05	.09	.11	.10	.13	.16	.24	.11	.07	.07	.08	.08	.11
Standard deviation		.98	.93	1.01	1.07	.87	.76	1.17	1.51	1.22	.94	.95	1.14	.93	.90

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		864	258	165	192	102	51	238	163	171	104	52
Effective base		323	110	68	63	27	11	111	53	60	28	15
Weighted Base		762	286	161	139	52	23	286	124	126	58	36
Very Dissatisfied	(-2)	21	6	6	6	2	-	3	4	9	2	3
		3%	2%	4%	4%	4%	-%	1%	3%	7% a	3%	8%
Fairly Dissatisfied	(-1)	43	22	7	8	3	-	22	8	6	1	*
		6%	8%	4%	6%	5%	-%	8%	6%	5%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	82	20	25	23	1	1	21	13	19	2	1
		11%	7%	16%	17% ad	2%	6%	7%	11%	15%	3%	2%
Fairly Satisfied	(1)	323	128	72	48	20	16	125	48	50	21	28
		42%	45%	45%	35%	38%	69% c	44%	39%	39%	36%	77% abcd
Very Satisfied	(2)	294	110	51	53	26	6	116	51	43	32	5
		39%	38%	32%	38%	51%	25%	41% e	41% e	34%	55% e	13%
NET: Satisfied		616	238	123	102	47	21	241	99	92	53	33
		81%	83%	76%	73%	89%	94%	84%	80%	73%	91%	89%
NET: Dissatisfied		64	28	13	14	4	-	24	12	14	3	3
		8%	10%	8%	10%	8%	-%	8%	9%	11%	5%	8%
Answered		762	286	161	139	52	23	286	124	126	58	36
Mean Score		1.1	1.1	1.0	1.0	1.3	1.2	1.2	1.1	.9	1.4 c	.9
Standard error		.03	.06	.08	.08	.10	.07	.06	.08	.09	.09	.13
Standard deviation		.98	.98	1.00	1.09	.99	.53	.92	1.03	1.14	.91	.95

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		864	233	165	222	115	71	549	92	166	503	361	604	168
Effective base		323	103	57	87	37	19	211	27	64	199	125	233	46
Weighted Base		762	265	124	195	79	45	481	63	162	489	273	557	108
Very Dissatisfied	(-2)	21	3	4	12	2	*	17	-	3	12	9	11	10
		3%	1%	3%	6%	3%	1%	3%	-%	2%	2%	3%	2%	9% a
Fairly Dissatisfied	(-1)	43	16	4	13	6	3	25	5	12	22	20	31	8
		6%	6%	3%	7%	8%	7%	5%	8%	8%	5%	7%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	82	39	8	25	3	1	52	4	18	64	18	62	9
		11%	15%	6%	13%	4%	2%	11%	6%	11%	13%	7%	11%	9%
Fairly Satisfied	(1)	323	107	51	81	34	24	203	28	66	221	102	248	37
		42%	40%	41%	41%	43%	55%	42%	44%	41%	45%	37%	45%	34%
Very Satisfied	(2)	294	100	58	65	34	16	184	26	63	170	124	204	44
		39%	38%	47%	33%	43%	36%	38%	42%	39%	35%	45%	37%	40%
NET: Satisfied		616	207	109	146	68	40	387	54	129	390	226	453	80
		81%	78%	88%	75%	86%	90%	80%	86%	80%	80%	83%	81%	75%
NET: Dissatisfied		64	19	8	24	8	3	42	5	15	35	29	42	18
		8%	7%	6%	12%	11%	8%	9%	8%	10%	7%	11%	8%	17%
Answered		762	265	124	195	79	45	481	63	162	489	273	557	108
Mean Score		1.1	1.1	1.3 c	.9	1.2	1.2	1.1	1.2	1.1	1.0	1.1	1.1	.9
Standard error		.03	.06	.07	.08	.09	.10	.04	.09	.08	.04	.05	.04	.10
Standard deviation		.98	.92	.93	1.12	1.00	.84	1.01	.88	.99	.94	1.04	.93	1.27

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		864	483	250	183	630	604	168	479	254	193	620
Effective base		323	196	70	81	222	233	46	193	73	84	218
Weighted Base		762	467	164	173	536	560	104	469	162	189	520
Very Dissatisfied	(-2)	21	14	6	2	18	11	10	14	6	5	15
		3%	3%	3%	1%	3%	2%	9% a	3%	4%	3%	3%
Fairly Dissatisfied	(-1)	43	25	12	6	36	32	7	22	15	5	37
		6%	5%	7%	4%	7%	6%	7%	5%	9%	3%	7%
Neither Satisfied Nor Dissatisfied	(0)	82	41	15	19	57	62	9	43	12	21	55
		11%	9%	9%	11%	11%	11%	9%	9%	8%	11%	11%
Fairly Satisfied	(1)	323	195	77	67	231	253	32	203	69	85	213
		42%	42%	47%	39%	43%	45%	31%	43%	43%	45%	41%
Very Satisfied	(2)	294	192	55	79	194	202	46	187	60	73	201
		39%	41%	34%	46%	36%	36%	44%	40%	37%	38%	39%
NET: Satisfied		616	387	132	146	425	455	78	390	129	158	413
		81%	83%	81%	84%	79%	81%	75%	83%	80%	83%	79%
NET: Dissatisfied		64	39	17	9	54	43	17	36	20	11	52
		8%	8%	11%	5%	10%	8%	16%	8%	13%	6%	10%
Answered		762	467	164	173	536	560	104	469	162	189	520
Mean Score		1.1	1.1	1.0	1.2	1.0	1.1	.9	1.1	1.0	1.1	1.1
Standard error		.03	.04	.06	.07	.04	.04	.10	.04	.07	.07	.04
Standard deviation		.98	.99	1.01	.88	1.02	.94	1.28	.97	1.06	.92	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		864	565	538	177	1	535	474	144	-	679	427	204	1
Effective base		323	195	207	57	1	184	184	49	-	253	160	78	1
Weighted Base		762	470	499	146	4	451	428	129	-	606	377	178	*
Very Dissatisfied	(-2)	21	10	14	5	-	12	14	8	-	12	13	11	-
		3%	2%	3%	3%	-%	3%	3%	6%	-%	2%	4%	6%	-%
Fairly Dissatisfied	(-1)	43	29	34	6	-	30	21	3	-	41	8	7	-
		6%	6%	7%	4%	-%	7%	5%	3%	-%	7%	2%	4%	-%
											b			
Neither Satisfied Nor Dissatisfied	(0)	82	49	60	15	4	45	39	13	-	64	45	20	-
		11%	10%	12%	10%	100%	10%	9%	10%	-%	11%	12%	11%	-%
Fairly Satisfied	(1)	323	203	213	58	-	191	182	57	-	241	169	70	-
		42%	43%	43%	40%	-%	42%	43%	44%	-%	40%	45%	39%	-%
Very Satisfied	(2)	294	179	179	62	-	172	172	47	-	248	141	71	*
		39%	38%	36%	43%	-%	38%	40%	37%	-%	41%	37%	40%	100%
NET: Satisfied		616	381	391	120	-	364	354	104	-	489	309	140	*
		81%	81%	78%	82%	-%	81%	83%	81%	-%	81%	82%	79%	100%
NET: Dissatisfied		64	39	48	11	-	42	35	11	-	53	22	18	-
		8%	8%	10%	7%	-%	9%	8%	9%	-%	9%	6%	10%	-%
Answered		762	470	499	146	4	451	428	129	-	606	377	178	*
Mean Score		1.1	1.1	1.0	1.1	-	1.1	1.1	1.0	-	1.1	1.1	1.0	2.0
Standard error		.03	.04	.04	.07	-	.04	.05	.09	-	.04	.05	.08	-
Standard deviation		.98	.96	1.00	.99	-	.99	.98	1.06	-	.98	.95	1.11	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		864	597	535	373	531	376	45	226	243	279	85	45
Effective base		323	230	207	157	193	158	13	105	102	117	38	19
Weighted Base		762	555	512	374	474	369	34	248	260	289	86	44
Very Dissatisfied	(-2)	21	11	11	14	9	11	3	8	9	12	5	-
		3%	2%	2%	4%	2%	3%	9%	3%	3%	4%	6%	-%
Fairly Dissatisfied	(-1)	43	31	29	18	28	12	*	6	10	16	4	-
		6%	6%	6%	5%	6%	3%	1%	2%	4%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	82	60	43	43	48	46	2	26	28	34	8	9
		11%	11%	8%	11%	10%	12%	5%	10%	11%	12%	9%	21%
Fairly Satisfied	(1)	323	248	221	158	216	165	16	121	107	116	33	19
		42%	45%	43%	42%	45%	45%	47%	49%	41%	40%	38%	42%
Very Satisfied	(2)	294	206	208	141	174	136	13	88	105	111	37	16
		39%	37%	41%	38%	37%	37%	38%	36%	41%	38%	43%	36%
NET: Satisfied		616	453	429	299	390	300	29	209	213	227	70	34
		81%	82%	84%	80%	82%	81%	85%	84%	82%	78%	81%	79%
NET: Dissatisfied		64	42	40	32	37	23	3	14	19	28	9	-
		8%	8%	8%	9%	8%	6%	10%	5%	7%	10%	10%	-%
Answered		762	555	512	374	474	369	34	248	260	289	86	44
Mean Score		1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.1
Standard error		.03	.04	.04	.05	.04	.05	.17	.06	.06	.06	.12	.11
Standard deviation		.98	.93	.95	1.01	.93	.94	1.13	.91	.99	1.05	1.12	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		864	106	64	78	29	721	539	782	621	550	554	669	168	1	560	47
Effective base		323	45	17	40	12	266	188	288	223	192	198	252	62	1	210	23
Weighted Base		762	101	45	93	31	618	436	676	526	457	485	598	149	1	480	62
Very Dissatisfied	(-2)	21	6	3	2	-	13	12	16	20	15	12	17	9	-	7	7
		3%	6%	7%	2%	-%	2%	3%	2%	4%	3%	2%	3%	6%	-%	2%	11% a
Fairly Dissatisfied	(-1)	43	7	3	6	5	32	25	40	33	29	37	32	7	-	32	1
		6%	6%	6%	7%	17%	5%	6%	6%	6%	6%	8%	5%	5%	-%	7%	1%
Neither Satisfied Nor Dissatisfied	(0)	82	10	4	12	3	78	43	78	54	53	46	71	17	-	30	14
		11%	10%	10%	13%	8%	13%	10%	12%	10%	12%	9%	12%	11%	-%	6%	23% a
Fairly Satisfied	(1)	323	46	16	42	13	272	178	292	217	164	212	250	51	-	213	18
		42%	46%	35%	45%	42%	44%	41%	43%	41%	36%	44%	42%	34%	-%	44%	28%
Very Satisfied	(2)	294	33	19	31	10	223	177	249	203	196	177	228	65	1	198	23
		39%	32%	42%	33%	33%	36%	41%	37%	39%	43%	37%	38%	44%	100%	41%	37%
NET: Satisfied		616	79	34	72	23	495	355	542	420	360	389	478	116	1	411	40
		81%	78%	77%	78%	75%	80%	81%	80%	80%	79%	80%	80%	78%	100%	86% b	65%
NET: Dissatisfied		64	12	6	8	5	45	38	56	53	44	49	49	16	-	39	8
		8%	12%	13%	9%	17%	7%	9%	8%	10%	10%	10%	8%	11%	-%	8%	12%
Answered		762	101	45	93	31	618	436	676	526	457	485	598	149	1	480	62
Mean Score		1.1	.9	1.0	1.0	.9	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	2.0	1.2	.8
Standard error		.03	.11	.15	.11	.20	.04	.04	.03	.04	.04	.04	.04	.09	-	.04	.19
Standard deviation		.98	1.10	1.20	.96	1.06	.94	.99	.97	1.04	1.04	1.00	.98	1.13	-	.92	1.27

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		864	350	337	728	36	359	505	212	509	138	281	203	360
Effective base		323	147	124	264	18	129	195	71	197	54	104	70	143
Weighted Base		762	356	290	621	48	297	465	164	474	118	249	162	327
Very Dissatisfied	(-2)	21	11	3	6	9	20	1	10	7	4	8	1	12
		3%	3%	1%	1%	19% a	7% b	*%	6% b	1%	3%	3%	1%	4%
Fairly Dissatisfied	(-1)	43	23	14	17	19	41	1	13	27	4	14	15	13
		6%	6%	5%	3%	39% a	14% b	*%	8%	6%	3%	6%	10%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	45	26	40	9	44	38	7	56	17	26	23	32
		11%	13%	9%	6%	18%	15%	8%	5%	12%	15% a	10%	14%	10%
Fairly Satisfied	(1)	323	148	128	279	5	124	198	62	213	47	106	62	143
		42%	41%	44%	45% b	11%	42%	43%	38%	45%	40%	43%	38%	44%
Very Satisfied	(2)	294	129	119	279	6	67	226	72	171	46	95	61	127
		39%	36%	41%	45% b	12%	23%	49% a	44%	36%	39%	38%	38%	39%
NET: Satisfied		616	277	246	558	11	191	425	134	385	93	201	123	270
		81%	78%	85%	90% b	23%	64%	91% a	82%	81%	79%	81%	76%	83%
NET: Dissatisfied		64	34	17	22	28	61	2	23	33	7	22	16	25
		8%	10%	6%	4%	59% a	21% b	*%	14%	7%	6%	9%	10%	8%
Answered		762	356	290	621	48	297	465	164	474	118	249	162	327
Mean Score		1.1	1.0	1.2	1.3 b	-.4	.6	1.4 a	1.1	1.1	1.1	1.1	1.0	1.1
Standard error		.03	.05	.05	.03	.21	.06	.03	.08	.04	.08	.06	.07	.05
Standard deviation		.98	1.02	.87	.78	1.26	1.17	.66	1.16	.91	.98	1.00	.98	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		864	468	396
Effective base		323	156	167
Weighted Base		762	369	394
Very Dissatisfied	(-2)	21	10	11
		3%	3%	3%
Fairly Dissatisfied	(-1)	43	26	17
		6%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	82	46	36
		11%	13%	9%
Fairly Satisfied	(1)	323	146	176
		42%	40%	45%
Very Satisfied	(2)	294	139	154
		39%	38%	39%
NET: Satisfied		616	286	330
		81%	78%	84%
NET: Dissatisfied		64	36	27
		8%	10%	7%
Answered		762	369	394
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.98	1.02	.94

Columns Tested:: a,b

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		864	41	80	62	60	48	132	17	104	73	63	72	112
Effective base		323	9	32	26	9	20	45	8	55	42	18	45	56
Weighted Base		762	8	114	56	14	57	134	4	111	86	21	72	86
Very Dissatisfied	(-2)	21	-	-	*	-	9	-	-	6	5	-	-	*
		3%	-%	-%	*%	-%	16% bcfkl	-%	-%	6%	6%	-%	-%	*%
Fairly Dissatisfied	(-1)	43	2	3	5	1	2	12	-	5	5	1	*	7
		6%	21% k	2%	10%	6%	4%	9%	-%	5%	6%	7%	*%	8%
Neither Satisfied Nor Dissatisfied	(0)	82	3	10	12	*	7	11	*	12	2	5	9	10
		11%	42% bdfhil	9%	22% i	3%	12%	8%	5%	10%	2%	25% i	13%	12%
Fairly Satisfied	(1)	323	2	45	19	8	22	58	1	45	40	7	38	38
		42%	22%	40%	34%	59%	39%	43%	12%	40%	47%	36%	53%	44%
Very Satisfied	(2)	294	1	56	19	4	16	53	4	43	34	7	25	31
		39%	15%	49%	34%	32%	28%	40%	82%	39%	40%	32%	34%	36%
NET: Satisfied		616	3	101	38	13	38	111	4	88	75	14	63	69
		81%	37%	89% a	68%	91% a	67%	83% a	95%	79% a	86% a	68%	87% a	80% a
NET: Dissatisfied		64	2	3	6	1	12	12	-	12	10	1	*	7
		8%	21% k	2%	10%	6%	20% bk	9%	-%	11% k	11% k	7%	*%	8%
Answered		762	8	114	56	14	57	134	4	111	86	21	72	86
Mean Score		1.1	.3	1.4 ae	.9	1.2 a	.6	1.1 a	1.8	1.0	1.1 a	.9	1.2 ae	1.1 a
Standard error		.03	.16	.08	.13	.10	.20	.08	.15	.11	.13	.12	.08	.09
Standard deviation		.98	1.04	.74	1.00	.77	1.37	.90	.61	1.10	1.08	.94	.67	.90

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 295 (continuation)

QOP2_2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		864	183	240	194	247	423	441
Effective base		323	59	72	100	118	130	214
Weighted Base		762	177	205	202	178	382	380
Very Dissatisfied	(-2)	21	*	9	11	*	9	11
		3%	*%	4%	6%	*%	2%	3%
					d			
Fairly Dissatisfied	(-1)	43	10	15	10	8	24	18
		6%	5%	7%	5%	5%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	82	25	19	14	25	44	39
		11%	14%	9%	7%	14%	11%	10%
Fairly Satisfied	(1)	323	66	88	85	83	154	168
		42%	37%	43%	42%	46%	40%	44%
Very Satisfied	(2)	294	76	74	81	62	150	143
		39%	43%	36%	40%	35%	39%	38%
NET: Satisfied		616	142	162	166	145	304	312
		81%	80%	79%	83%	81%	80%	82%
NET: Dissatisfied		64	10	24	21	8	34	30
		8%	6%	12%	11%	5%	9%	8%
Answered		762	177	205	202	178	382	380
Mean Score		1.1	1.2	1.0	1.1	1.1	1.1	1.1
Standard error		.03	.07	.07	.08	.05	.05	.05
Standard deviation		.98	.88	1.07	1.08	.82	.99	.97

Columns Tested:: a,b,c,d - a,b

Table 296

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		834	84	750	497	168	48	121	337
Effective base		311	20	294	277	69	28	56	96
Weighted Base		733	31	702	688	37	5	3	45
Very Dissatisfied	(-2)	12	*	11	11	*	-	-	*
		2%	1%	2%	2%	1%	-%	-%	1%
Fairly Dissatisfied	(-1)	35	*	35	34	1	*	*	1
		5%	*%	5%	5%	3%	*%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	115	3	111	107	7	1	*	8
		16%	11%	16%	15%	19%	16%	15%	18%
Fairly Satisfied	(1)	321	10	311	301	17	2	1	20
		44%	30%	44%	44%	47%	35%	36%	45%
Very Satisfied	(2)	250	18	232	235	11	3	1	15
		34%	58%	33%	34%	30%	48%	43%	33%
			b						
NET: Satisfied		571	28	543	536	29	4	2	35
		78%	88%	77%	78%	77%	84%	79%	78%
NET: Dissatisfied		47	*	47	45	2	*	*	2
		6%	1%	7%	7%	4%	*%	5%	4%
Answered		733	31	702	688	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.0	1.3	1.2	1.1
			b						
Standard error		.03	.08	.03	.04	.07	.12	.10	.05
Standard deviation		.91	.77	.92	.92	.85	.83	1.11	.84

Columns Tested:: a,b - a,b,c,d,e

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		834	161	242	94	113	103	121	497	168	169
Effective base		311	104	134	50	47	42	56	277	69	57
Weighted Base		733	279	342	67	27	16	3	688	37	8
Very Dissatisfied	(-2)	12	3	8	*	*	-	-	11	*	-
		2%	1%	2%	*%	1%	-%	-%	2%	1%	-%
Fairly Dissatisfied	(-1)	35	8	18	8	1	*	*	34	1	*
		5%	3%	5%	11%	4%	1%	5%	5%	3%	2%
					aei						
Neither Satisfied Nor Dissatisfied	(0)	115	39	54	14	5	3	*	107	7	1
		16%	14%	16%	21%	20%	16%	15%	15%	19%	16%
Fairly Satisfied	(1)	321	141	131	29	12	7	1	301	17	3
		44%	51%	38%	43%	44%	48%	36%	44%	47%	36%
Very Satisfied	(2)	250	88	131	17	8	5	1	235	11	4
		34%	32%	38%	25%	31%	35%	43%	34%	30%	47%
								c			c
NET: Satisfied		571	229	261	45	20	13	2	536	29	6
		78%	82%	77%	67%	75%	83%	79%	78%	77%	82%
			c								
NET: Dissatisfied		47	11	26	8	1	*	*	45	2	*
		6%	4%	8%	12%	5%	1%	5%	7%	4%	2%
					ei						
Answered		733	279	342	67	27	16	3	688	37	8
Mean Score		1.0	1.1	1.0	.8	1.0	1.2	1.2	1.0	1.0	1.3
							c				c
Standard error		.03	.06	.06	.10	.08	.07	.10	.04	.07	.07
Standard deviation		.91	.81	.99	.96	.90	.74	1.11	.92	.85	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		834	282	215	168	48	121	273	185	61	48	140
Effective base		311	188	111	69	28	56	156	77	23	12	26
Weighted Base		733	526	162	37	5	3	419	154	38	23	27
Very Dissatisfied	(-2)	12	11	1	*	-	-	11	*	-	-	*
		2%	2%	*%	1%	-%	-%	3%	*%	-%	-%	1%
Fairly Dissatisfied	(-1)	35	24	10	1	*	*	21	8	1	3	*
		5%	5%	6%	3%	*%	5%	5%	6%	2%	15%	2%
Neither Satisfied Nor Dissatisfied	(0)	115	77	30	7	1	*	61	21	6	6	6
		16%	15%	18%	19%	16%	15%	15%	14%	15%	24%	24%
Fairly Satisfied	(1)	321	229	71	17	2	1	179	69	20	7	10
		44%	44%	44%	47%	35%	36%	43%	45%	53%	29%	37%
Very Satisfied	(2)	250	184	51	11	3	1	146	55	12	8	10
		34%	35%	31%	30%	48%	43%	35%	36%	30%	32%	37%
NET: Satisfied		571	414	122	29	4	2	325	124	32	14	20
		78%	79%	75%	77%	84%	79%	78%	81%	83%	62%	74%
NET: Dissatisfied		47	35	10	2	*	*	32	9	1	3	1
		6%	7%	6%	4%	*%	5%	8%	6%	2%	15%	3%
Answered		733	526	162	37	5	3	419	154	38	23	27
Mean Score		1.0	1.1	1.0	1.0	1.3	1.2	1.0	1.1	1.1	.8	1.1
Standard error		.03	.06	.06	.07	.12	.10	.06	.06	.09	.15	.08
Standard deviation		.91	.93	.88	.85	.83	1.11	.97	.85	.74	1.07	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		834	59	59	102	25	58	72	48	49	54
Effective base		311	29	29	49	12	26	44	28	24	31
Weighted Base		733	74	61	126	32	66	111	83	62	55
Very Dissatisfied	(-2)	12	3	3	-	-	2	3	*	-	-
		2%	5%	5%	-%	-%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	35	3	8	13	2	1	3	1	1	3
		5%	4%	14%	10%	7%	1%	3%	1%	1%	5%
Neither Satisfied Nor Dissatisfied	(0)	115	12	5	21	8	10	18	12	7	14
		16%	16%	9%	16%	25%	15%	16%	14%	12%	26%
Fairly Satisfied	(1)	321	24	18	65	13	30	54	47	31	18
		44%	33%	29%	52%	40%	45%	48%	57%	49%	32%
									b		
Very Satisfied	(2)	250	32	26	28	9	24	35	23	24	20
		34%	43%	43%	22%	28%	36%	31%	27%	38%	37%
NET: Satisfied		571	56	44	93	22	54	88	70	54	38
		78%	76%	72%	74%	68%	81%	79%	84%	87%	69%
NET: Dissatisfied		47	6	11	13	2	3	6	1	1	3
		6%	9%	19%	10%	7%	4%	5%	1%	1%	5%
				gh							
Answered		733	74	61	126	32	66	111	83	62	55
Mean Score		1.0	1.1	.9	.9	.9	1.1	1.0	1.1	1.2	1.0
Standard error		.03	.14	.16	.09	.18	.12	.11	.10	.10	.12
Standard deviation		.91	1.08	1.25	.88	.90	.90	.89	.70	.70	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		834	137	167	222	526	308	115	101	92
Effective base		311	67	82	121	268	73	31	31	19
Weighted Base		733	153	196	321	670	63	35	17	11
Very Dissatisfied	(-2)	12	2	7	3	11	1	1	-	*
		2%	1%	3%	1%	2%	1%	2%	-%	*%
Fairly Dissatisfied	(-1)	35	6	12	17	34	1	*	1	*
		5%	4%	6%	5%	5%	2%	1%	4%	*%
Neither Satisfied Nor Dissatisfied	(0)	115	32	24	50	106	9	3	4	1
		16%	21%	12%	16%	16%	14%	10%	23%	11%
Fairly Satisfied	(1)	321	60	72	166	299	22	9	7	6
		44%	39%	37%	52%	45%	35%	26%	42%	56%
					bef	f				f
Very Satisfied	(2)	250	53	81	85	220	30	21	6	3
		34%	35%	41%	27%	33%	48%	62%	32%	32%
				c			cd	acdgh		
NET: Satisfied		571	114	154	251	518	53	30	13	10
		78%	74%	78%	78%	77%	84%	87%	74%	89%
NET: Dissatisfied		47	7	18	20	45	2	1	1	*
		6%	5%	9%	6%	7%	3%	3%	4%	1%
Answered		733	153	196	321	670	63	35	17	11
Mean Score		1.0	1.0	1.1	1.0	1.0	1.3	1.4	1.0	1.2
							cd	acd		
Standard error		.03	.08	.08	.06	.04	.05	.08	.08	.07
Standard deviation		.91	.90	1.04	.84	.92	.84	.85	.85	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		834	29	102	109	99	212	49	22	25	289
Effective base		311	11	31	34	41	87	17	6	9	112
Weighted Base		733	23	75	82	115	168	44	12	11	277
Very Dissatisfied	(-2)	12	-	3	3	*	2	*	3	-	3
		2%	-%	4%	4%	*%	1%	*%	26%	-%	1%
Fairly Dissatisfied	(-1)	35	-	4	4	4	9	1	*	-	17
		5%	-%	5%	5%	3%	6%	2%	1%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	8	9	14	27	22	2	*	-	43
		16%	34%	13%	17%	23%	13%	4%	*%	-%	15%
Fairly Satisfied	(1)	321	6	31	34	47	75	25	2	4	128
		44%	28%	41%	41%	40%	44%	57%	20%	33%	46%
Very Satisfied	(2)	250	9	27	27	37	60	16	7	7	86
		34%	38%	37%	33%	33%	36%	37%	53%	67%	31%
NET: Satisfied		571	15	58	61	84	134	42	9	11	215
		78%	66%	78%	74%	73%	80%	95%	73%	100%	77%
NET: Dissatisfied		47	-	7	7	4	12	1	3	-	20
		6%	-%	9%	9%	4%	7%	2%	27%	-%	7%
Answered		733	23	75	82	115	168	44	12	11	277
Mean Score		1.0	1.0	1.0	.9	1.0	1.1	1.3	.7	1.7	1.0
Standard error		.03	.16	.10	.10	.09	.06	.09	.37	.10	.05
Standard deviation		.91	.86	1.05	1.03	.85	.91	.64	1.76	.49	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		834	237	261	336	736	98	662	172	820	14
Effective base		311	86	103	125	265	47	268	47	304	8
Weighted Base		733	220	212	301	611	122	652	81	720	13
Very Dissatisfied	(-2)	12	4	2	6	8	4	11	*	12	-
		2%	2%	1%	2%	1%	3%	2%	*%	2%	-%
Fairly Dissatisfied	(-1)	35	8	10	17	31	5	33	3	35	-
		5%	3%	5%	6%	5%	4%	5%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	115	49	23	43	93	22	100	14	113	2
		16%	22% b	11%	14%	15%	18%	15%	18%	16%	18%
Fairly Satisfied	(1)	321	87	100	134	262	59	286	35	314	7
		44%	39%	47%	45%	43%	48%	44%	44%	44%	57%
Very Satisfied	(2)	250	73	76	100	218	32	222	28	247	3
		34%	33%	36%	33%	36%	27%	34%	35%	34%	25%
NET: Satisfied		571	160	176	235	480	91	508	63	561	10
		78%	73%	83%	78%	79%	75%	78%	78%	78%	82%
NET: Dissatisfied		47	11	13	23	39	8	44	3	47	-
		6%	5%	6%	8%	6%	7%	7%	4%	7%	-%
Answered		733	220	212	301	611	122	652	81	720	13
Mean Score		1.0	1.0	1.1	1.0	1.1	.9	1.0	1.1	1.0	1.1
Standard error		.03	.06	.05	.05	.03	.09	.04	.06	.03	.18
Standard deviation		.91	.92	.87	.94	.91	.93	.92	.83	.92	.68

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		834	344	262	226	500	191	60	83	691	143
Effective base		311	139	85	90	218	60	18	15	278	33
Weighted Base		733	347	167	218	525	133	37	39	657	76
Very Dissatisfied	(-2)	12	6	4	2	11	1	*	-	12	*
		2%	2%	2%	1%	2%	*%	*%	-%	2%	*%
Fairly Dissatisfied	(-1)	35	14	7	15	26	2	5	3	27	8
		5%	4%	4%	7%	5%	1%	13% b	9%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	115	58	23	34	88	22	4	1	109	6
		16%	17%	14%	16%	17%	16%	12%	3%	17%	7%
Fairly Satisfied	(1)	321	161	69	91	232	62	9	18	294	27
		44%	46%	41%	41%	44%	46%	25%	46%	45%	36%
Very Satisfied	(2)	250	109	65	77	168	47	19	16	215	35
		34%	31%	39%	35%	32%	36%	51%	41%	33%	46%
NET: Satisfied		571	270	133	168	400	109	28	34	509	62
		78%	78%	80%	77%	76%	82%	76%	88%	77%	82%
NET: Dissatisfied		47	19	11	17	37	2	5	3	39	8
		6%	6%	6%	8%	7%	2%	13% b	9%	6%	11%
Answered		733	347	167	218	525	133	37	39	657	76
Mean Score		1.0	1.0	1.1	1.0	1.0	1.2	1.1	1.2	1.0	1.2
Standard error		.03	.05	.06	.06	.04	.06	.14	.10	.03	.08
Standard deviation		.91	.89	.94	.93	.94	.77	1.07	.88	.91	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		834	144	356	334	753	715	773	789	558	475
Effective base		311	77	144	93	271	257	284	292	204	152
Weighted Base		733	211	313	208	643	609	676	684	496	352
Very Dissatisfied	(-2)	12	7	5	1	11	12	12	12	11	8
		2%	3%	1%	*%	2%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	35	10	15	10	34	35	35	35	29	21
		5%	5%	5%	5%	5%	6%	5%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	39	49	27	99	90	102	108	80	45
		16%	18%	16%	13%	15%	15%	15%	16%	16%	13%
Fairly Satisfied	(1)	321	96	137	89	285	263	297	296	214	153
		44%	45%	44%	43%	44%	43%	44%	43%	43%	44%
Very Satisfied	(2)	250	60	108	82	214	209	229	235	162	124
		34%	28%	35%	39%	33%	34%	34%	34%	33%	35%
NET: Satisfied		571	155	245	171	499	472	526	530	376	277
		78%	74%	78%	82%	78%	78%	78%	77%	76%	79%
NET: Dissatisfied		47	17	20	10	45	46	47	46	40	29
		6%	8%	6%	5%	7%	8%	7%	7%	8%	8%
Answered		733	211	313	208	643	609	676	684	496	352
Mean Score		1.0	.9	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.04
Standard deviation		.91	.97	.91	.84	.92	.94	.93	.93	.96	.96

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		834	51	393	68	91	68	55	47	170
Effective base		311	27	173	27	21	15	14	11	38
Weighted Base		733	74	430	51	43	24	26	29	78
Very Dissatisfied	(-2)	12	-	9	*	*	2	*	*	2
		2%	-%	2%	1%	1%	8%	1%	*%	3%
Fairly Dissatisfied	(-1)	35	2	17	5	*	1	*	9	11
		5%	3%	4%	9%	*%	6%	2%	32%	14%
									abdf	b
Neither Satisfied Nor Dissatisfied	(0)	115	14	66	8	4	3	6	1	11
		16%	18%	15%	16%	9%	15%	24%	4%	14%
Fairly Satisfied	(1)	321	28	192	26	19	10	7	15	32
		44%	37%	45%	51%	45%	42%	28%	52%	41%
Very Satisfied	(2)	250	30	146	12	19	7	12	3	22
		34%	41%	34%	24%	45%	29%	46%	12%	28%
NET: Satisfied		571	58	338	38	38	17	19	18	54
		78%	78%	79%	74%	90%	72%	73%	64%	69%
NET: Dissatisfied		47	2	26	5	*	3	1	9	13
		6%	3%	6%	10%	1%	13%	3%	32%	17%
									abdf	b
Answered		733	74	430	51	43	24	26	29	78
Mean Score		1.0	1.2	1.0	.9	1.3	.8	1.2	.4	.8
			g	g		gh				
Standard error		.03	.12	.05	.11	.08	.14	.13	.16	.08
Standard deviation		.91	.84	.92	.90	.72	1.18	.93	1.08	1.10

Columns Tested:: a,b,c,d,e,f,g,h

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		834	414	103	75	64	39	35	23	373	133	86	42	31	25	25
Effective base		311	184	39	17	15	11	9	4	165	41	24	11	10	12	6
Weighted Base		733	462	81	27	36	12	18	7	413	92	37	15	25	8	19
Very Dissatisfied	(-2)	12	11	-	-	-	-	*	-	6	3	*	*	2	*	-
		2%	2%	-%	-%	-%	-%	*%	-%	1%	3%	1%	2%	7%	4%	-%
Fairly Dissatisfied	(-1)	35	21	7	3	1	1	2	*	18	6	1	*	-	2	8
		5%	4%	9%	10%	2%	9%	9%	*%	4%	6%	2%	*%	-%	25%	41%
Neither Satisfied Nor Dissatisfied	(0)	115	73	17	*	1	3	3	1	57	20	5	5	3	*	*
		16%	16%	21%	1%	4%	28%	19%	12%	14%	21%	14%	37%	12%	4%	*%
				c			c						a			
Fairly Satisfied	(1)	321	199	38	16	16	6	5	5	187	31	21	6	8	2	9
		44%	43%	47%	60%	45%	49%	30%	70%	45%	33%	57%	42%	30%	20%	49%
Very Satisfied	(2)	250	159	19	8	17	2	8	1	145	33	10	3	13	4	2
		34%	34%	24%	29%	49%	14%	42%	18%	35%	36%	27%	19%	51%	47%	10%
NET: Satisfied		571	357	57	24	33	8	13	6	332	63	31	9	21	5	11
		78%	77%	71%	89%	94%	63%	73%	88%	80%	69%	84%	61%	81%	67%	59%
NET: Dissatisfied		47	32	7	3	1	1	2	*	24	9	1	*	2	2	8
		6%	7%	9%	10%	2%	9%	9%	*%	6%	10%	3%	2%	7%	29%	41%
Answered		733	462	81	27	36	12	18	7	413	92	37	15	25	8	19
Mean Score		1.0	1.0	.9	1.1	1.4	.7	1.1	1.1	1.1	.9	1.1	.8	1.2	.8	.3
						be										
Standard error		.03	.05	.09	.10	.09	.14	.17	.12	.05	.09	.08	.13	.20	.29	.23
Standard deviation		.91	.95	.88	.85	.69	.85	1.01	.58	.89	1.06	.74	.87	1.14	1.45	1.13

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		834	365	129	95	74	35	50	41	126	186	174	214	130	68
Effective base		311	165	44	30	22	9	12	12	33	89	68	76	36	19
Weighted Base		733	405	96	64	43	21	30	27	78	233	167	161	67	47
Very Dissatisfied	(-2)	12	6	3	-	-	1	2	*	3	3	*	7	2	*
		2%	1%	3%	-%	-%	3%	6%	1%	4%	1%	*%	4%	3%	1%
Fairly Dissatisfied	(-1)	35	14	8	4	2	*	2	4	6	7	9	12	4	3
		5%	4%	9%	6%	5%	*%	7%	13%	8%	3%	5%	7%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	115	60	19	14	4	3	3	5	11	31	29	27	12	3
		16%	15%	20%	22%	10%	16%	9%	17%	14%	13%	17%	17%	18%	7%
Fairly Satisfied	(1)	321	191	37	20	20	6	11	11	27	110	81	61	22	24
		44%	47%	39%	32%	46%	27%	37%	39%	35%	47%	48%	38%	32%	51%
Very Satisfied	(2)	250	133	28	26	17	11	12	8	31	83	49	54	28	16
		34%	33%	29%	41%	39%	53%	40%	29%	40%	36%	29%	34%	41%	34%
NET: Satisfied		571	324	66	46	36	17	23	19	59	193	130	115	49	40
		78%	80%	68%	72%	86%	81%	77%	69%	75%	83%	77%	72%	73%	85%
NET: Dissatisfied		47	20	11	4	2	1	4	4	9	10	9	18	6	4
		6%	5%	12%	6%	5%	3%	14%	14%	11%	4%	5%	11%	9%	8%
Answered		733	405	96	64	43	21	30	27	78	233	167	161	67	47
Mean Score		1.0	1.1	.8	1.1	1.2	1.3	1.0	.8	1.0	1.1	1.0	.9	1.0	1.1
Standard error		.03	.05	.09	.10	.09	.16	.17	.16	.10	.06	.06	.07	.09	.11
Standard deviation		.91	.87	1.05	.94	.82	.96	1.19	1.05	1.08	.84	.83	1.08	1.05	.88

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		834	248	159	192	101	49	229	161	166	103	51
Effective base		311	107	64	64	27	11	107	51	59	28	15
Weighted Base		733	279	150	137	52	22	278	116	120	58	36
Very Dissatisfied	(-2)	12	6	*	3	2	-	3	*	7	2	*
		2%	2%	*%	2%	4%	-%	1%	*%	5%	3%	1%
Fairly Dissatisfied	(-1)	35	8	10	11	4	*	11	8	8	4	3
		5%	3%	7%	8%	8%	2%	4%	7%	7%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	115	42	22	22	9	3	35	22	20	11	3
		16%	15%	15%	16%	17%	15%	13%	19%	16%	19%	8%
Fairly Satisfied	(1)	321	132	76	47	16	13	130	43	54	18	18
		44%	47%	51%	35%	31%	58%	47%	37%	45%	32%	50%
Very Satisfied	(2)	250	91	41	53	21	6	100	43	32	23	12
		34%	33%	27%	39%	40%	26%	36%	37%	26%	39%	33%
NET: Satisfied		571	223	117	100	37	19	229	86	85	41	30
		78%	80%	78%	73%	71%	84%	82%	74%	71%	71%	83%
NET: Dissatisfied		47	14	10	14	6	*	13	9	15	6	3
		6%	5%	7%	10%	12%	2%	5%	7%	12%	10%	10%
Answered		733	279	150	137	52	22	278	116	120	58	36
Mean Score		1.0	1.1	1.0	1.0	1.0	1.1	1.1	1.0	.8	1.0	1.0
								c				
Standard error		.03	.06	.07	.08	.11	.10	.06	.07	.08	.11	.13
Standard deviation		.91	.88	.85	1.04	1.11	.70	.85	.93	1.08	1.08	.92

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		834	222	156	219	114	71	531	92	160	481	353	586	167
Effective base		311	100	53	85	37	19	204	25	62	189	123	225	46
Weighted Base		733	259	108	192	79	45	462	61	159	465	268	536	106
Very Dissatisfied	(-2)	12	3	*	6	2	1	8	*	3	7	5	5	6
		2%	1%	*%	3%	3%	1%	2%	*%	2%	1%	2%	1%	5%
Fairly Dissatisfied	(-1)	35	7	2	13	11	1	26	2	6	21	14	28	6
		5%	3%	2%	7%	14% ab	3%	6%	4%	4%	5%	5%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	46	15	26	14	7	63	13	30	84	31	83	17
		16%	18%	14%	13%	18%	17%	14%	22%	19%	18%	12%	15%	16%
Fairly Satisfied	(1)	321	122	51	74	20	29	209	23	64	204	117	244	41
		44%	47% d	47% d	38%	25%	65% cd	45%	37%	40%	44%	44%	46%	38%
Very Satisfied	(2)	250	82	40	73	32	7	156	22	56	150	101	176	37
		34%	32%	37%	38%	41%	15%	34%	37%	35%	32%	38%	33%	35%
NET: Satisfied		571	203	91	147	52	35	365	45	120	353	218	421	78
		78%	78%	84% d	77%	66%	80%	79%	74%	75%	76%	81%	78%	73%
NET: Dissatisfied		47	10	2	19	13	2	34	3	10	28	19	33	12
		6%	4%	2%	10%	16% ab	4%	7%	4%	6%	6%	7%	6%	11%
Answered		733	259	108	192	79	45	462	61	159	465	268	536	106
Mean Score		1.0	1.1	1.2	1.0	.9	.9	1.0	1.1	1.0	1.0	1.1	1.0	.9
Standard error		.03	.06	.06	.07	.11	.09	.04	.09	.07	.04	.05	.04	.09
Standard deviation		.91	.83	.76	1.04	1.17	.73	.93	.89	.94	.90	.93	.88	1.10

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		834	464	251	172	617	586	167	460	255	182	607
Effective base		311	188	69	76	217	226	45	185	73	78	214
Weighted Base		733	446	163	158	526	540	103	448	161	173	511
Very Dissatisfied	(-2)	12	9	3	*	11	5	6	9	3	3	8
		2%	2%	2%	*%	2%	1%	6% a	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	35	24	11	5	30	28	6	24	10	8	27
		5%	5%	7%	3%	6%	5%	6%	5%	6%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	115	69	22	27	81	84	15	69	22	26	82
		16%	15%	13%	17%	15%	16%	15%	15%	14%	15%	16%
Fairly Satisfied	(1)	321	191	72	73	223	251	34	193	70	92	204
		44%	43%	44%	46%	42%	46%	33%	43%	44%	53% b	40%
Very Satisfied	(2)	250	154	55	54	180	172	42	153	56	45	190
		34%	34%	34%	34%	34%	32%	41%	34%	35%	26%	37%
NET: Satisfied		571	345	128	127	404	423	76	346	126	136	394
		78%	77%	78%	80%	77%	78%	74%	77%	78%	79%	77%
NET: Dissatisfied		47	33	14	5	41	33	12	34	13	11	35
		6%	7%	8%	3%	8%	6%	11%	8%	8%	6%	7%
Answered		733	446	163	158	526	540	103	448	161	173	511
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.1
Standard error		.03	.04	.06	.06	.04	.04	.09	.04	.06	.06	.04
Standard deviation		.91	.95	.95	.80	.96	.88	1.14	.95	.94	.87	.94

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		834	556	520	173	1	527	456	138	-	665	407	199	1
Effective base		311	193	199	56	1	181	176	47	-	245	152	76	1
Weighted Base		733	461	478	140	4	440	406	121	-	588	354	174	*
Very Dissatisfied	(-2)	12	6	8	3	-	7	5	6	-	7	5	6	-
		2%	1%	2%	2%	-%	2%	1%	5%	-%	1%	1%	3%	-%
Fairly Dissatisfied	(-1)	35	20	27	11	-	24	24	11	-	29	17	16	-
		5%	4%	6%	8%	-%	6%	6%	9%	-%	5%	5%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	115	74	78	23	4	67	55	18	-	81	62	28	-
		16%	16%	16%	16%	100%	15%	14%	15%	-%	14%	18%	16%	-%
Fairly Satisfied	(1)	321	212	209	56	-	201	178	44	-	264	159	69	-
		44%	46%	44%	40%	-%	46%	44%	37%	-%	45%	45%	40%	-%
Very Satisfied	(2)	250	148	157	48	-	141	144	42	-	206	112	55	*
		34%	32%	33%	34%	-%	32%	36%	35%	-%	35%	32%	32%	100%
NET: Satisfied		571	360	366	103	-	342	322	86	-	470	270	124	*
		78%	78%	76%	74%	-%	78%	79%	71%	-%	80%	76%	71%	100%
NET: Dissatisfied		47	27	35	14	-	31	29	17	-	37	22	22	-
		6%	6%	7%	10%	-%	7%	7%	14%	-%	6%	6%	13%	-%
Answered		733	461	478	140	4	440	406	121	-	588	354	174	*
Mean Score		1.0	1.0	1.0	1.0	-	1.0	1.1	.9	-	1.1	1.0	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.03	.04	.08	-
Standard deviation		.91	.88	.93	.99	-	.91	.91	1.13	-	.89	.90	1.07	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		834	579	516	357	517	360	45	215	232	271	82	43
Effective base		311	223	199	149	187	150	13	99	97	112	37	17
Weighted Base		733	535	491	353	458	349	34	230	243	274	83	41
Very Dissatisfied	(-2)	12	5	6	9	4	6	3	2	3	7	3	-
		2%	1%	1%	2%	1%	2%	10% a	1%	1%	2%	4%	-%
Fairly Dissatisfied	(-1)	35	25	25	14	25	18	*	8	11	14	7	7
		5%	5%	5%	4%	5%	5%	*%	3%	5%	5%	8%	18% abc
Neither Satisfied Nor Dissatisfied	(0)	115	77	67	61	73	57	1	35	47	44	17	5
		16%	14%	14%	17%	16%	16%	3%	15%	19%	16%	21%	12%
Fairly Satisfied	(1)	321	245	219	151	216	155	12	108	103	113	26	16
		44%	46%	45%	43%	47%	44%	34%	47%	42%	41%	32%	41%
Very Satisfied	(2)	250	182	174	118	139	114	18	77	78	97	30	12
		34%	34%	35%	33%	30%	33%	53%	34%	32%	35%	35%	29%
NET: Satisfied		571	427	393	268	356	269	30	185	181	210	56	28
		78%	80%	80%	76%	78%	77%	87%	81%	75%	77%	67%	70%
NET: Dissatisfied		47	31	31	23	29	24	3	10	15	20	10	7
		6%	6%	6%	7%	6%	7%	10%	4%	6%	7%	12%	18% a
Answered		733	535	491	353	458	349	34	230	243	274	83	41
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	1.2	1.1	1.0	1.0	.9	.8
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.12	.16
Standard deviation		.91	.87	.89	.95	.87	.92	1.20	.84	.91	.96	1.10	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		834	103	63	76	29	692	515	754	596	525	544	641	162	1	545	43
Effective base		311	45	17	38	12	256	180	277	215	184	194	242	60	1	205	20
Weighted Base		733	94	44	90	31	593	415	650	505	438	473	574	140	1	466	54
Very Dissatisfied	(-2)	12	-	3	2	*	7	4	7	11	7	7	8	6	-	6	4
		2%	-%	7%	2%	1%	1%	1%	1%	2%	2%	1%	1%	4%	-%	1%	7%
Fairly Dissatisfied	(-1)	35	4	2	7	2	31	21	34	29	22	29	33	11	-	14	7
		5%	4%	5%	8%	8%	5%	5%	5%	6%	5%	6%	6%	8%	-%	3%	14% a
Neither Satisfied Nor Dissatisfied	(0)	115	24	*	16	5	85	77	102	70	66	70	88	17	-	55	10
		16%	26% b	1%	18%	16%	14%	19%	16%	14%	15%	15%	15%	12%	-%	12%	19%
Fairly Satisfied	(1)	321	41	29	30	16	265	157	285	223	183	215	246	58	-	215	20
		44%	44%	65% c	34%	50%	45%	38%	44%	44%	42%	45%	43%	42%	-%	46%	36%
Very Satisfied	(2)	250	24	9	34	8	205	157	222	172	160	152	198	49	1	177	13
		34%	26%	21%	38%	25%	35%	38%	34%	34%	37%	32%	35%	35%	100%	38%	25%
NET: Satisfied		571	65	39	65	23	471	314	506	394	343	368	445	108	1	392	33
		78%	70%	87%	72%	75%	79%	76%	78%	78%	78%	78%	78%	77%	100%	84% b	61%
NET: Dissatisfied		47	4	6	9	3	38	24	41	41	29	36	41	16	-	19	11
		6%	4%	12%	10%	9%	6%	6%	6%	8%	7%	8%	7%	11%	-%	4%	20% a
Answered		733	94	44	90	31	593	415	650	505	438	473	574	140	1	466	54
Mean Score		1.0	.9	.9	1.0	.9	1.1	1.1	1.0	1.0	1.1	1.0	1.0	1.0	2.0	1.2 b	.6
Standard error		.03	.08	.13	.12	.17	.03	.04	.03	.04	.04	.04	.04	.08	-	.04	.18
Standard deviation		.91	.83	1.04	1.05	.91	.90	.92	.90	.96	.92	.92	.93	1.06	-	.83	1.20

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		834	339	325	702	36	356	478	208	494	128	265	204	346
Effective base		311	142	119	254	18	125	187	69	190	51	97	71	137
Weighted Base		733	341	280	599	48	286	446	155	462	110	230	164	317
Very Dissatisfied	(-2)	12	6	3	3	9	12	-	8	3	-	2	*	9
		2%	2%	1%	*%	19% a	4% b	-%	5% b	1%	-%	1%	*%	3%
Fairly Dissatisfied	(-1)	35	23	6	16	16	30	5	5	26	2	16	4	13
		5%	7%	2%	3%	34% a	10% b	1%	3%	6%	2%	7%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	55	38	75	11	52	63	19	81	14	32	34	45
		16%	16%	14%	12%	22%	18%	14%	12%	18%	13%	14%	21%	14%
Fairly Satisfied	(1)	321	148	130	264	12	138	183	68	202	51	97	79	136
		44%	43%	47%	44%	25%	48%	41%	44%	44%	47%	42%	48%	43%
Very Satisfied	(2)	250	109	102	243	*	55	195	55	149	42	83	47	114
		34%	32%	37%	40% b	1%	19%	44% a	36%	32%	38%	36%	28%	36%
NET: Satisfied		571	257	233	507	12	193	378	123	350	93	181	126	250
		78%	75%	83%	85% b	26%	67%	85% a	79%	76%	85%	78%	76%	79%
NET: Dissatisfied		47	29	9	18	25	42	5	13	30	2	18	5	23
		6%	9%	3%	3%	52% a	15% b	1%	8%	6%	2%	8%	3%	7%
Answered		733	341	280	599	48	286	446	155	462	110	230	164	317
Mean Score		1.0	1.0	1.2	1.2 b	-.4	.7	1.3 a	1.0	1.0	1.2	1.1	1.0	1.0
Standard error		.03	.05	.05	.03	.18	.05	.03	.07	.04	.07	.06	.05	.05
Standard deviation		.91	.96	.82	.79	1.09	1.03	.74	1.04	.89	.75	.93	.78	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		834	451	383
Effective base		311	149	162
Weighted Base		733	354	379
Very Dissatisfied	(-2)	12	4	8
		2%	1%	2%
Fairly Dissatisfied	(-1)	35	19	16
		5%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	53	62
		16%	15%	16%
Fairly Satisfied	(1)	321	163	158
		44%	46%	42%
Very Satisfied	(2)	250	115	135
		34%	32%	36%
NET: Satisfied		571	278	293
		78%	78%	77%
NET: Dissatisfied		47	23	24
		6%	7%	6%
Answered		733	354	379
Mean Score		1.0	1.0	1.0
Standard error		.03	.04	.05
Standard deviation		.91	.89	.93

Columns Tested:: a,b

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		834	38	76	62	59	42	132	15	102	72	60	68	108
Effective base		311	9	32	26	8	17	45	7	54	41	16	42	54
Weighted Base		733	6	114	51	13	50	134	4	108	83	19	67	83
Very Dissatisfied	(-2)	12	-	-	1	-	3	-	-	3	5	*	-	*
		2%	-%	-%	1%	-%	6%	-%	-%	3%	6%	*%	-%	*%
Fairly Dissatisfied	(-1)	35	*	4	1	*	*	14	-	5	3	2	1	5
		5%	7%	4%	2%	*%	*%	11%	-%	4%	3%	11%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	115	1	16	15	5	4	20	1	17	3	3	10	18
		16%	24%	14%	30%	37%	9%	15%	32%	15%	4%	16%	16%	22%
					i	i								i
Fairly Satisfied	(1)	321	3	48	28	4	27	48	*	46	44	8	36	29
		44%	44%	42%	55%	28%	54%	36%	8%	43%	53%	41%	53%	35%
Very Satisfied	(2)	250	2	45	7	5	16	52	2	38	28	6	20	31
		34%	26%	40%	13%	35%	31%	39%	59%	35%	34%	32%	30%	37%
				c				c		c	c			c
NET: Satisfied		571	4	93	35	8	42	100	3	84	72	14	56	60
		78%	69%	82%	68%	63%	85%	74%	68%	78%	87%	73%	83%	72%
NET: Dissatisfied		47	*	4	1	*	3	14	-	8	7	2	1	5
		6%	7%	4%	3%	*%	6%	11%	-%	7%	9%	11%	1%	7%
Answered		733	6	114	51	13	50	134	4	108	83	19	67	83
Mean Score		1.0	.9	1.2	.8	1.0	1.0	1.0	1.3	1.0	1.1	.9	1.1	1.0
				c										
Standard error		.03	.16	.09	.09	.12	.15	.09	.27	.09	.12	.13	.09	.09
Standard deviation		.91	.96	.82	.73	.88	1.00	.98	1.06	.96	1.02	.98	.71	.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 296 (continuation)

QOP2_3. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		834	176	233	189	236	409	425
Effective base		311	57	69	98	112	125	206
Weighted Base		733	171	198	196	169	368	364
Very Dissatisfied	(-2)	12	1	3	8	*	4	8
		2%	*%	2%	4%	*%	1%	2%
					d			
Fairly Dissatisfied	(-1)	35	6	14	7	8	20	15
		5%	3%	7%	4%	5%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	115	33	30	21	31	62	53
		16%	19%	15%	11%	19%	17%	14%
Fairly Satisfied	(1)	321	79	78	91	73	157	164
		44%	46%	40%	47%	43%	43%	45%
Very Satisfied	(2)	250	53	72	68	56	125	125
		34%	31%	36%	35%	33%	34%	34%
NET: Satisfied		571	132	150	159	129	282	289
		78%	77%	76%	82%	76%	77%	79%
NET: Dissatisfied		47	6	17	15	8	24	23
		6%	4%	9%	8%	5%	6%	6%
Answered		733	171	198	196	169	368	364
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.06	.06	.07	.06	.04	.04
Standard deviation		.91	.82	.98	.98	.85	.90	.92

Columns Tested:: a,b,c,d - a,b

Table 297

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		834	83	751	498	167	48	121	336
Effective base		311	19	294	278	69	28	56	95
Weighted Base		733	31	703	688	37	5	3	45
Very Dissatisfied	(-2)	17	*	17	16	1	-	*	1
		2%	1%	2%	2%	3%	-%	1%	3%
Fairly Dissatisfied	(-1)	38	*	38	36	1	*	*	1
		5%	*%	5%	5%	3%	1%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	106	5	101	100	5	*	*	6
		14%	16%	14%	15%	14%	9%	7%	13%
Fairly Satisfied	(1)	314	7	307	294	16	3	1	20
		43%	24%	44%	43%	43%	53%	48%	45%
Very Satisfied	(2)	258	18	240	242	13	2	1	16
		35%	59%	34%	35%	36%	37%	41%	36%
			b						
NET: Satisfied		573	25	548	536	29	5	2	36
		78%	83%	78%	78%	79%	90%	89%	81%
NET: Dissatisfied		54	*	54	52	2	*	*	2
		7%	1%	8%	8%	6%	1%	4%	5%
Answered		733	31	703	688	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.1	1.3	1.3	1.1
Standard error		.03	.09	.03	.04	.07	.10	.09	.05
Standard deviation		.95	.84	.96	.96	.96	.73	.99	.93

Columns Tested:: a,b - a,b,c,d,e

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		834	162	242	94	112	103	121	498	167	169
Effective base		311	104	135	50	47	42	56	278	69	57
Weighted Base		733	278	343	67	27	16	3	688	37	8
Very Dissatisfied	(-2)	17	3	13	-	1	*	*	16	1	*
		2%	1%	4%	-%	2%	3%	1%	2%	3%	*%
Fairly Dissatisfied	(-1)	38	13	13	10	1	*	*	36	1	*
		5%	5%	4%	16%	4%	1%	3%	5%	3%	1%
					abefghi						
Neither Satisfied Nor Dissatisfied	(0)	106	51	40	9	3	2	*	100	5	1
		14%	18%	12%	14%	13%	16%	7%	15%	14%	9%
Fairly Satisfied	(1)	314	125	141	28	11	8	1	294	16	4
		43%	45%	41%	41%	40%	52%	48%	43%	43%	51%
Very Satisfied	(2)	258	86	136	20	11	4	1	242	13	3
		35%	31%	40%	30%	41%	28%	41%	35%	36%	38%
NET: Satisfied		573	211	277	48	22	12	2	536	29	7
		78%	76%	81%	71%	81%	80%	89%	78%	79%	90%
								ac			acg
NET: Dissatisfied		54	16	26	10	2	1	*	52	2	*
		7%	6%	7%	16%	6%	4%	4%	8%	6%	2%
					fi						
Answered		733	278	343	67	27	16	3	688	37	8
Mean Score		1.0	1.0	1.1	.9	1.1	1.0	1.3	1.0	1.1	1.3
								c			c
Standard error		.03	.07	.06	.11	.09	.09	.09	.04	.07	.06
Standard deviation		.95	.88	1.00	1.02	.97	.90	.99	.96	.96	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		834	284	214	167	48	121	274	185	61	48	140
Effective base		311	188	111	69	28	56	156	78	23	12	26
Weighted Base		733	526	162	37	5	3	418	155	38	23	27
Very Dissatisfied	(-2)	17	14	2	1	-	*	11	2	*	3	*
		2%	3%	1%	3%	-%	1%	3%	1%	*%	14% b	1%
Fairly Dissatisfied	(-1)	38	22	15	1	*	*	22	12	2	-	1
		5%	4%	9%	3%	1%	3%	5%	8%	5%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	82	18	5	*	*	59	22	3	5	5
		14%	16%	11%	14%	9%	7%	14%	14%	8%	23%	20%
Fairly Satisfied	(1)	314	229	65	16	3	1	184	61	18	7	12
		43%	44%	40%	43%	53%	48%	44%	40%	46%	31%	45%
Very Satisfied	(2)	258	180	62	13	2	1	143	57	16	7	8
		35%	34%	39%	36%	37%	41%	34%	37%	41%	31%	31%
NET: Satisfied		573	409	127	29	5	2	327	119	33	15	21
		78%	78%	79%	79%	90%	89%	78%	77%	87%	62%	77%
NET: Dissatisfied		54	35	17	2	*	*	33	14	2	3	1
		7%	7%	10%	6%	1%	4%	8%	9%	5%	14%	3%
Answered		733	526	162	37	5	3	418	155	38	23	27
Mean Score		1.0	1.0	1.1	1.1	1.3	1.3	1.0	1.0	1.2	.7	1.0
Standard error		.03	.06	.07	.07	.10	.09	.06	.07	.10	.19	.07
Standard deviation		.95	.95	.98	.96	.73	.99	.96	.97	.81	1.34	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		834	60	58	103	25	58	72	48	50	54
Effective base		311	30	28	50	12	26	44	28	25	31
Weighted Base		733	75	59	128	32	66	111	83	62	55
Very Dissatisfied	(-2)	17	6	4	-	2	2	3	*	-	-
		2%	9% c	6%	-%	5%	3%	2%	*%	-%	-%
Fairly Dissatisfied	(-1)	38	-	8	12	-	2	3	4	7	1
		5%	-%	13% a	10%	-%	3%	3%	5%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	8	6	31	5	3	13	11	8	12
		14%	11%	9%	24% e	16%	5%	12%	13%	12%	23%
Fairly Satisfied	(1)	314	27	20	50	15	37	54	48	23	20
		43%	36%	34%	39%	48%	56%	49%	58%	36%	37%
Very Satisfied	(2)	258	33	22	35	10	22	38	21	25	21
		35%	44%	38%	27%	32%	34%	34%	25%	40%	39%
NET: Satisfied		573	60	42	85	25	59	92	68	48	42
		78%	81%	71%	66%	79%	89% c	83%	82%	77%	76%
NET: Dissatisfied		54	6	11	12	2	4	6	4	7	1
		7%	9%	19% i	10%	5%	6%	5%	5%	11%	2%
Answered		733	75	59	128	32	66	111	83	62	55
Mean Score		1.0	1.1	.8	.8	1.0	1.1	1.1	1.0	1.1	1.1
Standard error		.03	.15	.16	.09	.20	.11	.10	.11	.14	.11
Standard deviation		.95	1.16	1.24	.94	.98	.86	.88	.77	.99	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		834	137	168	223	528	306	115	100	91
Effective base		311	67	82	122	269	72	31	31	18
Weighted Base		733	153	196	322	671	62	35	17	10
Very Dissatisfied	(-2)	17	3	10	3	16	*	*	-	*
		2%	2%	5%	1%	2%	1%	1%	-%	2%
Fairly Dissatisfied	(-1)	38	3	15	19	37	1	*	1	*
		5%	2%	7%	6%	5%	2%	1%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	21	21	55	97	9	4	4	1
		14%	14%	11%	17%	14%	15%	11%	25%	11%
Fairly Satisfied	(1)	314	72	70	152	294	20	8	8	5
		43%	47%	36%	47%	44%	32%	22%	45%	47%
			f		ef	f				
Very Satisfied	(2)	258	54	80	93	227	31	23	5	4
		35%	35%	41%	29%	34%	50%	66%	26%	38%
							cdg	abcdg		
NET: Satisfied		573	126	150	245	522	51	30	12	9
		78%	82%	77%	76%	78%	83%	88%	71%	86%
NET: Dissatisfied		54	6	25	22	53	1	*	1	*
		7%	4%	13%	7%	8%	2%	1%	3%	3%
				e						
Answered		733	153	196	322	671	62	35	17	10
Mean Score		1.0	1.1	1.0	1.0	1.0	1.3	1.5	.9	1.2
							bcdg	abcdg		
Standard error		.03	.07	.09	.06	.04	.05	.07	.08	.09
Standard deviation		.95	.87	1.13	.88	.96	.84	.78	.83	.87

Columns Tested:: a,b,c,d,e,f,g,h

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		834	29	102	109	100	213	49	22	26	286
Effective base		311	11	31	34	41	88	17	6	10	112
Weighted Base		733	23	74	82	115	168	44	12	13	277
Very Dissatisfied	(-2)	17	-	6	6	*	3	-	3	-	4
		2%	-%	9%	8%	*%	2%	-%	26%	-%	2%
Fairly Dissatisfied	(-1)	38	*	5	6	5	12	*	*	-	15
		5%	1%	6%	7%	4%	7%	*%	*%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	106	7	2	6	23	26	3	*	1	40
		14%	33%	3%	7%	20% b	15%	7%	*%	4%	15%
Fairly Satisfied	(1)	314	4	26	29	54	76	29	2	3	118
		43%	19%	35%	35%	47%	45%	65% bc	17%	24%	42%
Very Satisfied	(2)	258	11	35	35	33	51	12	7	9	99
		35%	47%	47%	43%	29%	31%	28%	56%	72%	36%
NET: Satisfied		573	15	61	64	87	127	41	9	12	217
		78%	66%	82%	78%	76%	76%	93%	73%	96%	78%
NET: Dissatisfied		54	*	11	12	5	15	*	3	-	19
		7%	1%	15%	15%	4%	9%	*%	26%	-%	7%
Answered		733	23	74	82	115	168	44	12	13	277
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	1.2	.8	1.7	1.1
Standard error		.03	.17	.12	.12	.08	.07	.08	.38	.11	.06
Standard deviation		.95	.92	1.24	1.22	.82	.95	.56	1.76	.57	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		834	238	262	334	735	99	662	172	820	14
Effective base		311	85	103	125	265	47	268	47	304	8
Weighted Base		733	219	212	302	612	122	653	81	721	13
Very Dissatisfied	(-2)	17	6	3	8	13	4	15	2	17	-
		2%	3%	1%	3%	2%	3%	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	38	11	12	15	32	6	36	2	38	-
		5%	5%	6%	5%	5%	5%	5%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	106	36	29	41	91	15	91	15	103	2
		14%	16%	14%	14%	15%	13%	14%	18%	14%	19%
Fairly Satisfied	(1)	314	87	105	123	256	59	279	35	308	7
		43%	40%	49%	41%	42%	48%	43%	43%	43%	52%
Very Satisfied	(2)	258	79	64	115	220	39	231	27	255	4
		35%	36%	30%	38%	36%	32%	35%	34%	35%	29%
NET: Satisfied		573	166	168	238	476	97	510	62	563	10
		78%	76%	79%	79%	78%	80%	78%	77%	78%	81%
NET: Dissatisfied		54	17	15	23	45	9	51	4	54	-
		7%	8%	7%	8%	7%	8%	8%	4%	8%	-%
Answered		733	219	212	302	612	122	653	81	721	13
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.1
Standard error		.03	.06	.05	.05	.04	.10	.04	.07	.03	.19
Standard deviation		.95	.99	.89	.97	.96	.95	.96	.90	.96	.71

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		834	343	264	225	502	189	60	83	691	143
Effective base		311	139	86	89	219	60	18	15	278	33
Weighted Base		733	347	169	217	525	132	37	39	658	76
Very Dissatisfied	(-2)	17	6	8	2	11	3	-	3	14	3
		2%	2%	5%	1%	2%	2%	-%	9%	2%	4%
Fairly Dissatisfied	(-1)	38	16	9	12	27	5	5	*	32	6
		5%	5%	5%	6%	5%	4%	15%	*%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	106	59	19	28	84	16	2	4	100	6
		14%	17%	11%	13%	16%	12%	6%	11%	15%	8%
Fairly Satisfied	(1)	314	156	62	96	219	60	14	22	279	35
		43%	45%	37%	44%	42%	45%	37%	56%	42%	47%
Very Satisfied	(2)	258	109	70	79	185	49	16	9	233	25
		35%	31%	42%	36%	35%	37%	43%	24%	35%	33%
NET: Satisfied		573	266	132	175	404	109	29	31	513	60
		78%	77%	78%	80%	77%	82%	80%	80%	78%	80%
NET: Dissatisfied		54	22	17	15	38	8	5	4	46	9
		7%	6%	10%	7%	7%	6%	15%	9%	7%	12%
Answered		733	347	169	217	525	132	37	39	658	76
Mean Score		1.0	1.0	1.0	1.1	1.0	1.1	1.1	.9	1.0	1.0
Standard error		.03	.05	.07	.06	.04	.07	.13	.12	.04	.09
Standard deviation		.95	.91	1.09	.90	.95	.90	1.05	1.07	.94	1.06

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		834	143	359	332	755	716	775	790	558	476
Effective base		311	77	144	93	273	259	285	292	205	153
Weighted Base		733	211	314	208	645	611	678	685	498	353
Very Dissatisfied	(-2)	17	6	5	6	17	17	17	17	16	13
		2%	3%	2%	3%	3%	3%	2%	2%	3%	4%
Fairly Dissatisfied	(-1)	38	13	14	11	35	34	37	37	28	25
		5%	6%	4%	5%	5%	6%	6%	5%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	106	44	39	22	90	78	92	100	70	41
		14%	21%	13%	11%	14%	13%	14%	15%	14%	12%
Fairly Satisfied	(1)	314	85	134	95	279	260	292	289	215	156
		43%	40%	43%	46%	43%	43%	43%	42%	43%	44%
Very Satisfied	(2)	258	62	123	74	224	223	240	242	168	118
		35%	30%	39%	35%	35%	36%	35%	35%	34%	34%
NET: Satisfied		573	148	256	169	504	483	532	532	383	274
		78%	70%	82%	81%	78%	79%	78%	78%	77%	78%
				a							
NET: Dissatisfied		54	19	18	17	51	51	54	53	44	38
		7%	9%	6%	8%	8%	8%	8%	8%	9%	11%
Answered		733	211	314	208	645	611	678	685	498	353
Mean Score		1.0	.9	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.0
				a							
Standard error		.03	.08	.05	.05	.04	.04	.03	.03	.04	.05
Standard deviation		.95	1.00	.90	.96	.97	.98	.97	.97	1.00	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		834	52	395	68	90	68	55	47	170
Effective base		311	28	175	27	21	15	14	11	38
Weighted Base		733	74	432	51	42	24	26	29	78
Very Dissatisfied	(-2)	17	-	9	*	*	2	2	3	7
		2%	-%	2%	1%	1%	9%	6%	11%	9%
Fairly Dissatisfied	(-1)	38	5	25	*	-	1	*	6	7
		5%	7%	6%	*%	-%	2%	2%	22%	9%
									bcd	
Neither Satisfied Nor Dissatisfied	(0)	106	13	62	6	2	3	3	2	8
		14%	18%	14%	13%	4%	13%	12%	6%	10%
Fairly Satisfied	(1)	314	30	184	26	18	14	10	10	34
		43%	41%	42%	51%	42%	61%	40%	33%	44%
Very Satisfied	(2)	258	25	152	18	23	3	11	8	22
		35%	34%	35%	36%	53%	14%	41%	28%	28%
						e				
NET: Satisfied		573	55	336	44	40	18	21	18	56
		78%	74%	78%	87%	95%	75%	80%	62%	72%
						agh				
NET: Dissatisfied		54	5	34	*	*	3	2	9	14
		7%	7%	8%	1%	1%	11%	8%	33%	18%
									bcd	c
Answered		733	74	432	51	42	24	26	29	78
Mean Score		1.0	1.0	1.0	1.2	1.5	.7	1.1	.5	.7
						abegh				
Standard error		.03	.13	.05	.09	.07	.13	.15	.20	.09
Standard deviation		.95	.91	.96	.72	.69	1.07	1.09	1.40	1.22

Columns Tested:: a,b,c,d,e,f,g,h

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		834	417	103	73	64	39	36	23	375	133	86	42	31	24	25
Effective base		311	185	39	17	15	11	9	4	166	41	24	11	10	12	6
Weighted Base		733	465	81	27	36	12	18	7	414	93	37	15	25	8	19
Very Dissatisfied	(-2)	17	11	3	-	-	*	2	-	6	4	2	*	2	-	3
		2%	2%	4%	-%	-%	3%	9%	-%	1%	4%	6%	2%	7%	-%	16%
Fairly Dissatisfied	(-1)	38	31	1	*	-	*	2	*	16	11	*	*	1	2	5
		5%	7%	2%	*%	-%	3%	9%	4%	4%	12%	*%	1%	2%	25%	24%
Neither Satisfied Nor Dissatisfied	(0)	106	73	10	1	2	2	3	*	61	9	1	1	4	*	1
		14%	16%	12%	3%	4%	16%	15%	3%	15%	10%	3%	6%	15%	4%	7%
Fairly Satisfied	(1)	314	194	44	14	9	8	5	6	170	43	19	10	11	3	4
		43%	42%	54%	52%	25%	67%	27%	81%	41%	46%	51%	69%	42%	37%	22%
							d									
Very Satisfied	(2)	258	155	23	12	25	1	7	1	161	26	15	3	8	3	6
		35%	33%	28%	45%	70%	12%	41%	12%	39%	28%	41%	22%	33%	34%	31%
						abe										
NET: Satisfied		573	349	66	26	34	10	12	7	331	69	34	13	19	5	10
		78%	75%	82%	97%	96%	78%	68%	93%	80%	74%	92%	91%	75%	70%	53%
					af											
NET: Dissatisfied		54	43	5	*	-	1	3	*	22	14	2	*	2	2	8
		7%	9%	6%	*%	-%	6%	18%	4%	5%	16%	6%	3%	9%	25%	40%
											a					
Answered		733	465	81	27	36	12	18	7	414	93	37	15	25	8	19
Mean Score		1.0	1.0	1.0	1.4	1.7	.8	.8	1.0	1.1	.8	1.2	1.1	.9	.8	.3
					e	abef										
Standard error		.03	.05	.09	.07	.07	.13	.22	.13	.05	.09	.10	.11	.20	.25	.31
Standard deviation		.95	.99	.92	.56	.57	.83	1.33	.61	.90	1.09	.96	.73	1.12	1.24	1.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		834	366	129	96	73	36	50	40	126	188	175	213	130	68
Effective base		311	165	44	30	22	10	12	12	34	90	69	76	36	19
Weighted Base		733	404	96	64	42	22	30	27	79	234	169	161	67	47
Very Dissatisfied	(-2)	17	6	3	-	*	1	2	5	7	3	*	7	3	3
		2%	2%	3%	-%	*%	3%	6%	17%	9%	1%	*%	4%	5%	7%
									ac	a					
Fairly Dissatisfied	(-1)	38	14	14	4	*	4	2	1	6	6	17	7	4	4
		5%	3%	14%	6%	*%	17%	6%	2%	8%	2%	10%	5%	6%	8%
				a			a								
Neither Satisfied Nor Dissatisfied	(0)	106	73	10	10	3	2	1	2	5	33	24	24	8	3
		14%	18%	10%	15%	7%	11%	3%	6%	6%	14%	14%	15%	12%	7%
Fairly Satisfied	(1)	314	175	35	30	19	4	14	12	31	102	70	68	24	29
		43%	43%	37%	46%	45%	18%	48%	45%	39%	44%	41%	42%	35%	62%
Very Satisfied	(2)	258	137	34	21	21	11	11	8	30	91	58	55	29	7
		35%	34%	36%	33%	48%	50%	37%	30%	38%	39%	34%	34%	42%	15%
											e			e	
NET: Satisfied		573	311	69	50	39	15	25	21	61	193	128	123	52	36
		78%	77%	73%	79%	93%	69%	85%	75%	77%	82%	76%	77%	77%	77%
NET: Dissatisfied		54	20	17	4	*	5	4	5	13	8	17	14	7	7
		7%	5%	17%	6%	*%	21%	12%	19%	17%	4%	10%	9%	11%	16%
				ad			d		d	a					
Answered		733	404	96	64	42	22	30	27	79	234	169	161	67	47
Mean Score		1.0	1.0	.9	1.1	1.4	.9	1.0	.7	.9	1.2	1.0	1.0	1.0	.7
						bg					e				
Standard error		.03	.05	.10	.09	.08	.22	.16	.22	.11	.06	.07	.07	.10	.13
Standard deviation		.95	.89	1.14	.84	.65	1.30	1.11	1.39	1.26	.84	.95	1.03	1.12	1.07

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		834	249	159	192	101	50	231	161	166	103	50
Effective base		311	107	64	64	27	11	109	51	59	28	15
Weighted Base		733	281	151	137	52	22	281	116	120	58	36
Very Dissatisfied	(-2)	17	6	*	6	3	*	3	2	7	2	3
		2%	2%	*%	5%	7%	2%	1%	2%	6%	3%	9%
Fairly Dissatisfied	(-1)	38	10	14	3	4	4	8	16	6	4	*
		5%	3%	9%	2%	7%	17% c	3%	14% a	5%	7%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	39	26	20	5	1	37	9	22	6	3
		14%	14%	17%	14%	9%	5%	13%	8%	19%	10%	8%
Fairly Satisfied	(1)	314	129	62	55	18	16	113	46	54	24	23
		43%	46%	41%	40%	35%	72% d	40%	40%	45%	41%	64%
Very Satisfied	(2)	258	98	49	53	22	1	120	43	31	23	7
		35%	35% e	32%	38% e	42% e	5%	43% c	37%	26%	39%	19%
NET: Satisfied		573	226	110	108	40	17	232	89	85	47	30
		78%	81%	73%	79%	77%	76%	83%	76%	71%	80%	83%
NET: Dissatisfied		54	16	15	9	7	4	11	18	12	6	3
		7%	6%	10%	7%	14%	19%	4%	16% a	10%	10%	9%
Answered		733	281	151	137	52	22	281	116	120	58	36
Mean Score		1.0	1.1	1.0	1.1	1.0	.6	1.2 c	1.0	.8	1.1	.8
Standard error		.03	.06	.08	.07	.12	.13	.06	.09	.08	.10	.15
Standard deviation		.95	.90	.95	1.02	1.20	.91	.85	1.09	1.06	1.03	1.04

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		834	223	156	220	113	71	533	92	159	482	352	587	168
Effective base		311	100	53	86	37	19	204	25	62	189	123	226	46
Weighted Base		733	260	108	193	79	45	463	61	160	465	269	538	108
Very Dissatisfied	(-2)	17	3	*	10	2	2	14	*	3	9	8	5	11
		2%	1%	*%	5%	3%	5%	3%	*%	2%	2%	3%	1%	10% a
Fairly Dissatisfied	(-1)	38	5	6	14	8	4	25	1	10	32	6	35	*
		5%	2%	6%	7%	10% a	10%	6%	1%	6%	7%	2%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	51	18	24	4	2	60	12	27	77	29	75	15
		14%	20% d	17%	13%	5%	5%	13%	20%	17%	17%	11%	14%	14%
Fairly Satisfied	(1)	314	114	36	77	32	30	192	32	65	207	108	235	45
		43%	44%	33%	40%	40%	67% bc	41%	52%	41%	44%	40%	44%	41%
Very Satisfied	(2)	258	88	48	68	33	6	172	16	54	141	118	187	37
		35%	34%	44% e	35%	42% e	14%	37%	27%	34%	30%	44% a	35%	35%
NET: Satisfied		573	202	83	145	65	36	364	48	119	348	225	422	82
		78%	78%	77%	75%	82%	81%	79%	79%	75%	75%	84%	79%	76%
NET: Dissatisfied		54	7	7	23	10	7	39	1	14	40	14	40	11
		7%	3%	6%	12% a	13% a	15% a	8%	1%	8%	9%	5%	7%	10%
Answered		733	260	108	193	79	45	463	61	160	465	269	538	108
Mean Score		1.0	1.1	1.1	.9	1.1	.7	1.0	1.0	1.0	.9	1.2 a	1.0	.9
Standard error		.03	.06	.07	.07	.10	.12	.04	.08	.08	.04	.05	.04	.09
Standard deviation		.95	.83	.92	1.10	1.06	.99	.99	.73	.98	.95	.94	.91	1.19

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		834	464	252	172	618	588	167	460	256	183	607
Effective base		311	188	70	75	219	227	46	185	74	78	215
Weighted Base		733	447	164	157	528	541	104	449	163	173	513
Very Dissatisfied	(-2)	17	10	6	*	16	7	9	9	8	3	14
		2%	2%	4%	*%	3%	1%	9% a	2%	5%	2%	3%
Fairly Dissatisfied	(-1)	38	25	9	3	34	35	*	28	6	6	31
		5%	6%	5%	2%	6%	6%	*%	6%	4%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	106	58	20	23	77	77	13	57	21	23	78
		14%	13%	12%	15%	15%	14%	13%	13%	13%	13%	15%
Fairly Satisfied	(1)	314	185	75	73	217	241	39	196	64	95	195
		43%	41%	45%	46%	41%	44%	37%	44%	39%	55% b	38%
Very Satisfied	(2)	258	168	55	58	184	182	42	160	63	46	196
		35%	38%	33%	37%	35%	34%	41%	36%	39%	27%	38%
NET: Satisfied		573	354	129	131	401	423	81	356	127	141	391
		78%	79%	79%	83%	76%	78%	78%	79%	78%	82%	76%
NET: Dissatisfied		54	35	15	3	50	42	10	36	14	9	44
		7%	8%	9%	2%	9% a	8%	9%	8%	9%	5%	9%
Answered		733	447	164	157	528	541	104	449	163	173	513
Mean Score		1.0	1.1	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.04	.06	.06	.04	.04	.09	.04	.07	.06	.04
Standard deviation		.95	.97	1.01	.77	1.02	.92	1.17	.95	1.06	.84	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		834	559	522	172	1	528	456	138	-	667	409	198	1
Effective base		311	194	200	56	1	182	177	47	-	247	152	76	1
Weighted Base		733	463	480	140	4	441	408	121	-	590	356	174	*
Very Dissatisfied	(-2)	17	12	10	4	-	12	8	6	-	12	9	9	-
		2%	3%	2%	3%	-%	3%	2%	5%	-%	2%	3%	5%	-%
Fairly Dissatisfied	(-1)	38	24	30	14	-	26	20	14	-	33	12	14	-
		5%	5%	6%	10%	-%	6%	5%	12%	-%	6%	3%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	106	64	65	23	4	61	45	19	-	87	48	22	-
		14%	14%	14%	16%	100%	14%	11%	15%	-%	15%	13%	13%	-%
Fairly Satisfied	(1)	314	202	207	49	-	194	176	41	-	239	161	65	-
		43%	44%	43%	35%	-%	44%	43%	34%	-%	40%	45%	38%	-%
Very Satisfied	(2)	258	162	168	50	-	148	159	42	-	220	126	64	*
		35%	35%	35%	36%	-%	34%	39%	35%	-%	37%	35%	37%	100%
NET: Satisfied		573	364	376	99	-	342	335	83	-	459	287	129	*
		78%	78%	78%	71%	-%	77%	82% c	68%	-%	78%	81%	74%	100%
NET: Dissatisfied		54	35	40	18	-	38	28	20	-	45	21	23	-
		7%	8%	8%	13%	-%	9%	7%	16% b	-%	8%	6%	13%	-%
Answered		733	463	480	140	4	441	408	121	-	590	356	174	*
Mean Score		1.0	1.0	1.0	.9	-	1.0	1.1	.8	-	1.1	1.1	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.04	.05	.08	-
Standard deviation		.95	.96	.96	1.09	-	.98	.93	1.17	-	.96	.92	1.13	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		834	580	517	358	518	362	45	216	235	271	82	43
Effective base		311	223	199	149	188	151	13	99	98	113	37	17
Weighted Base		733	536	492	352	459	350	34	229	244	274	83	41
Very Dissatisfied	(-2)	17	6	7	9	5	7	3	2	3	7	3	-
		2%	1%	2%	2%	1%	2%	10% a	1%	1%	2%	4%	-%
Fairly Dissatisfied	(-1)	38	35	28	25	32	23	4	12	18	24	8	7
		5%	6%	6%	7%	7%	7%	11%	5%	7%	9%	9%	18%
Neither Satisfied Nor Dissatisfied	(0)	106	75	59	48	61	48	1	25	33	36	12	5
		14%	14%	12%	14%	13%	14%	3%	11%	13%	13%	15%	12%
Fairly Satisfied	(1)	314	229	211	149	207	157	12	107	104	107	26	14
		43%	43%	43%	42%	45%	45%	36%	47%	43%	39%	31%	34%
Very Satisfied	(2)	258	193	187	121	154	114	14	82	86	100	34	15
		35%	36%	38%	34%	34%	33%	41%	36%	35%	36%	41%	36%
NET: Satisfied		573	421	398	270	361	271	26	189	190	207	60	28
		78%	79%	81%	77%	79%	77%	76%	83%	78%	76%	72%	70%
NET: Dissatisfied		54	40	35	34	37	31	7	15	22	31	11	7
		7%	7%	7%	10%	8%	9%	21%	6%	9%	11%	13%	18%
Answered		733	536	492	352	459	350	34	229	244	274	83	41
Mean Score		1.0	1.1	1.1	1.0	1.0	1.0	.9	1.1	1.0	1.0	1.0	.9
Standard error		.03	.04	.04	.05	.04	.05	.20	.06	.06	.06	.13	.17
Standard deviation		.95	.92	.92	1.00	.92	.96	1.33	.87	.96	1.04	1.13	1.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		834	102	64	75	29	694	517	755	599	526	546	642	163	1	546	42
Effective base		311	45	17	38	12	257	181	277	216	185	195	242	61	1	205	20
Weighted Base		733	94	45	90	31	594	417	650	506	439	476	573	141	1	466	54
Very Dissatisfied	(-2)	17	-	3	4	*	8	7	11	15	12	10	11	9	-	7	3
		2%	-%	7%	4%	1%	1%	2%	2%	3%	3%	2%	2%	6%	-%	2%	6%
Fairly Dissatisfied	(-1)	38	4	*	12	6	28	24	36	33	20	33	30	16	-	23	5
		5%	5%	*%	13%	20%	5%	6%	5%	6%	5%	7%	5%	11%	-%	5%	10%
Neither Satisfied Nor Dissatisfied	(0)	106	23	7	6	2	86	61	92	69	54	66	80	11	-	38	15
		14%	25% c	16%	7%	6%	14%	15%	14%	14%	12%	14%	14%	8%	-%	8%	29% a
Fairly Satisfied	(1)	314	45	21	34	15	257	171	283	207	179	211	243	51	-	206	18
		43%	48%	48%	38%	48%	43%	41%	43%	41%	41%	44%	42%	36%	-%	44%	34%
Very Satisfied	(2)	258	22	13	34	8	215	155	230	183	174	155	209	55	1	192	12
		35%	23%	29%	38%	25%	36%	37%	35%	36%	40%	33%	36%	39%	100%	41%	22%
NET: Satisfied		573	66	34	68	23	472	326	512	390	353	366	452	106	1	397	30
		78%	71%	76%	76%	74%	80%	78%	79%	77%	80%	77%	79%	75%	100%	85% b	56%
NET: Dissatisfied		54	4	3	16	6	36	31	46	47	32	44	41	24	-	31	8
		7%	5%	7%	17%	21%	6%	7%	7%	9%	7%	9%	7%	17% b	-%	7%	16%
Answered		733	94	45	90	31	594	417	650	506	439	476	573	141	1	466	54
Mean Score		1.0	.9	.9	.9	.8	1.1	1.1	1.1	1.0	1.1	1.0	1.1	.9	2.0	1.2 b	.6
Standard error		.03	.08	.13	.13	.20	.03	.04	.03	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.95	.81	1.06	1.16	1.08	.90	.95	.93	1.01	.97	.97	.94	1.21	-	.90	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		834	337	327	702	36	355	479	208	495	127	265	204	346
Effective base		311	141	119	254	18	125	187	69	191	51	97	71	137
Weighted Base		733	340	281	600	48	286	447	156	462	110	231	164	317
Very Dissatisfied	(-2)	17	7	3	8	9	17	*	11	6	*	2	2	12
		2%	2%	1%	1%	19% a	6% b	*%	7% b	1%	*%	1%	1%	4%
Fairly Dissatisfied	(-1)	38	29	8	10	18	33	5	4	31	3	12	13	13
		5%	9%	3%	2%	38% a	12% b	1%	2%	7%	2%	5%	8%	4%
Neither Satisfied Nor Dissatisfied	(0)	106	54	30	66	10	45	61	18	67	18	33	25	46
		14%	16%	11%	11%	20%	16%	14%	12%	15%	17%	14%	15%	15%
Fairly Satisfied	(1)	314	145	125	264	11	138	176	61	211	42	96	76	132
		43%	43%	44%	44%	22%	48%	39%	39%	46%	39%	42%	46%	42%
Very Satisfied	(2)	258	105	115	253	*	54	204	61	147	46	88	48	114
		35%	31%	41%	42% b	1%	19%	46% a	39%	32%	42%	38%	29%	36%
NET: Satisfied		573	249	240	516	11	192	381	123	357	89	184	124	246
		78%	73%	85% a	86% b	23%	67%	85% a	79%	77%	81%	80%	76%	78%
NET: Dissatisfied		54	37	12	18	27	50	5	14	37	3	14	15	25
		7%	11% b	4%	3%	57% a	17% b	1%	9%	8%	2%	6%	9%	8%
Answered		733	340	281	600	48	286	447	156	462	110	231	164	317
Mean Score		1.0	.9	1.2 a	1.2 b	-.5	.6	1.3 a	1.0	1.0	1.2	1.1	.9	1.0
Standard error		.03	.05	.05	.03	.18	.06	.03	.08	.04	.07	.06	.07	.05
Standard deviation		.95	1.00	.84	.81	1.07	1.09	.74	1.11	.93	.81	.90	.94	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		834	450	384
Effective base		311	150	162
Weighted Base		733	355	378
Very Dissatisfied	(-2)	17	9	8
		2%	3%	2%
Fairly Dissatisfied	(-1)	38	21	17
		5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	106	53	53
		14%	15%	14%
Fairly Satisfied	(1)	314	152	162
		43%	43%	43%
Very Satisfied	(2)	258	119	139
		35%	34%	37%
NET: Satisfied		573	272	301
		78%	77%	80%
NET: Dissatisfied		54	30	24
		7%	8%	6%
Answered		733	355	378
Mean Score		1.0	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.95	.98	.93

Columns Tested:: a,b

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		834	37	77	61	59	44	133	16	101	72	60	67	107
Effective base		311	9	32	26	8	19	45	7	53	41	16	41	54
Weighted Base		733	6	114	51	13	52	134	4	108	83	19	66	83
Very Dissatisfied	(-2)	17	-	-	1	*	3	2	-	6	5	-	-	*
		2%	-%	-%	1%	1%	6%	1%	-%	5%	6%	-%	-%	1%
Fairly Dissatisfied	(-1)	38	*	5	3	*	1	21	-	4	*	*	*	3
		5%	8%	4%	5%	*%	1%	16% ik	-%	4%	*%	*%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	106	1	12	15	1	10	14	1	17	6	5	12	11
		14%	20%	11%	29% fi	5%	20%	10%	32%	16%	8%	28%	19%	13%
Fairly Satisfied	(1)	314	3	44	19	7	21	61	1	42	42	10	30	34
		43%	49%	39%	38%	55%	40%	46%	24%	38%	50%	55%	45%	41%
Very Satisfied	(2)	258	1	53	13	5	18	36	2	40	30	3	23	34
		35%	23%	46% j	27%	39%	34%	27%	45%	37%	36%	17%	35%	41%
NET: Satisfied		573	4	97	33	12	38	97	3	82	72	13	53	68
		78%	72%	85%	65%	94%	73%	72%	68%	75%	86% c	72%	81%	82%
NET: Dissatisfied		54	*	5	3	*	4	23	-	10	5	*	*	4
		7%	8%	4%	7%	1%	7%	17% k	-%	9%	6%	*%	*%	5%
Answered		733	6	114	51	13	52	134	4	108	83	19	66	83
Mean Score		1.0	.9	1.3 f	.8	1.3	.9	.8	1.1	1.0	1.1	.9	1.2	1.2
Standard error		.03	.16	.09	.12	.09	.16	.09	.25	.11	.12	.09	.09	.08
Standard deviation		.95	.95	.82	.94	.68	1.07	1.05	.99	1.07	.98	.69	.73	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 297 (continuation)

QOP2_4. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		834	175	236	189	234	411	423
Effective base		311	56	70	98	110	126	205
Weighted Base		733	170	200	195	168	370	363
Very Dissatisfied	(-2)	17	1	5	10	*	6	11
		2%	*%	3%	5%	*%	2%	3%
					d			
Fairly Dissatisfied	(-1)	38	8	22	4	4	30	8
		5%	5%	11%	2%	2%	8%	2%
				cd			b	
Neither Satisfied Nor Dissatisfied	(0)	106	28	25	25	29	53	53
		14%	16%	12%	13%	17%	14%	15%
Fairly Satisfied	(1)	314	66	89	84	74	156	159
		43%	39%	45%	43%	44%	42%	44%
Very Satisfied	(2)	258	67	59	72	60	126	132
		35%	40%	29%	37%	36%	34%	36%
NET: Satisfied		573	134	148	156	135	282	291
		78%	79%	74%	80%	80%	76%	80%
NET: Dissatisfied		54	9	27	15	4	36	19
		7%	5%	14%	7%	3%	10%	5%
				d				
Answered		733	170	200	195	168	370	363
Mean Score		1.0	1.1	.9	1.0	1.1	1.0	1.1
Standard error		.03	.07	.07	.07	.05	.05	.05
Standard deviation		.95	.88	1.04	1.03	.79	.98	.93

Columns Tested:: a,b,c,d - a,b

Table 298

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		826	79	747	491	166	49	120	335
Effective base		310	19	293	276	68	28	55	95
Weighted Base		726	30	695	681	37	5	3	45
Very Dissatisfied	(-2)	19	*	19	19	-	-	*	*
		3%	1%	3%	3%	-%	-%	4%	*%
Fairly Dissatisfied	(-1)	28	*	27	26	1	-	*	1
		4%	1%	4%	4%	3%	-%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	117	3	114	111	6	1	*	7
		16%	10%	16%	16%	15%	18%	12%	15%
Fairly Satisfied	(1)	323	10	312	301	18	2	1	22
		44%	34%	45%	44%	49%	45%	50%	48%
Very Satisfied	(2)	239	16	223	224	12	2	1	15
		33%	53%	32%	33%	33%	37%	33%	33%
NET: Satisfied		562	27	535	525	30	4	2	37
		77%	88%	77%	77%	82%	82%	82%	82%
NET: Dissatisfied		47	1	46	45	1	-	*	1
		6%	2%	7%	7%	3%	-%	6%	3%
Answered		726	30	695	681	37	5	3	45
Mean Score		1.0	1.4	1.0	1.0	1.1	1.2	1.1	1.1
Standard error		.03	.09	.03	.04	.06	.11	.11	.04
Standard deviation		.94	.79	.94	.95	.79	.80	1.18	.79

Columns Tested:: a,b - a,b,c,d,e

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		826	161	240	90	112	103	120	491	166	169
Effective base		310	104	134	49	47	42	55	276	68	56
Weighted Base		726	278	336	67	27	16	3	681	37	8
Very Dissatisfied	(-2)	19	3	15	1	-	-	*	19	-	*
		3%	1%	5%	2%	-%	-%	4%	3%	-%	1%
Fairly Dissatisfied	(-1)	28	7	12	8	1	*	*	26	1	*
		4%	2%	3%	12%	3%	3%	2%	4%	3%	1%
					abfgi						
Neither Satisfied Nor Dissatisfied	(0)	117	51	44	16	4	3	*	111	6	1
		16%	18%	13%	24%	14%	17%	12%	16%	15%	16%
Fairly Satisfied	(1)	323	135	139	27	13	8	1	301	18	4
		44%	48%	41%	41%	48%	49%	50%	44%	49%	47%
Very Satisfied	(2)	239	83	126	15	9	5	1	224	12	3
		33%	30%	38%	22%	35%	31%	33%	33%	33%	35%
NET: Satisfied		562	217	265	42	22	12	2	525	30	6
		77%	78%	79%	63%	83%	80%	82%	77%	82%	82%
				c		c		c	c	c	c
NET: Dissatisfied		47	10	27	9	1	*	*	45	1	*
		6%	3%	8%	13%	3%	3%	6%	7%	3%	2%
					ahi						
Answered		726	278	336	67	27	16	3	681	37	8
Mean Score		1.0	1.0	1.0	.7	1.1	1.1	1.1	1.0	1.1	1.1
			c	c		c	c		c	c	c
Standard error		.03	.06	.07	.11	.07	.08	.11	.04	.06	.07
Standard deviation		.94	.82	1.03	1.00	.79	.79	1.18	.95	.79	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		826	281	210	166	49	120	272	184	61	47	141
Effective base		310	187	111	68	28	55	154	78	23	13	26
Weighted Base		726	519	162	37	5	3	416	155	38	19	27
Very Dissatisfied	(-2)	19	17	2	-	-	*	14	4	1	-	-
		3%	3%	1%	-%	-%	4%	3%	2%	2%	-%	-%
Fairly Dissatisfied	(-1)	28	14	12	1	-	*	13	5	-	3	*
		4%	3%	7%	3%	-%	2%	3%	3%	-%	18% ae	1%
Neither Satisfied Nor Dissatisfied	(0)	117	84	26	6	1	*	65	29	7	1	8
		16%	16%	16%	15%	18%	12%	16%	18%	19%	6%	31%
Fairly Satisfied	(1)	323	235	67	18	2	1	189	62	13	8	10
		44%	45%	41%	49%	45%	50%	45%	40%	35%	43%	37%
Very Satisfied	(2)	239	169	55	12	2	1	134	55	17	6	8
		33%	33%	34%	33%	37%	33%	32%	36%	44%	34%	31%
NET: Satisfied		562	404	121	30	4	2	323	117	30	15	18
		77%	78%	75%	82%	82%	82%	78%	76%	79%	77%	68%
NET: Dissatisfied		47	31	14	1	-	*	28	9	1	3	*
		6%	6%	9%	3%	-%	6%	7%	6%	2%	18% e	1%
Answered		726	519	162	37	5	3	416	155	38	19	27
Mean Score		1.0	1.0	1.0	1.1	1.2	1.1	1.0	1.0	1.2	.9	1.0
Standard error		.03	.06	.07	.06	.11	.11	.06	.07	.12	.16	.07
Standard deviation		.94	.94	.96	.79	.80	1.18	.96	.94	.91	1.08	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		826	60	59	103	25	58	70	47	50	53
Effective base		310	30	29	50	12	26	42	28	25	30
Weighted Base		726	75	61	128	32	66	104	83	62	54
Very Dissatisfied	(-2)	19	3	7	1	-	3	3	*	2	-
		3%	4%	12% c	1%	-%	4%	2%	*%	3%	-%
Fairly Dissatisfied	(-1)	28	3	4	2	-	*	8	6	-	3
		4%	4%	6%	1%	-%	*%	8%	8%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	117	2	6	34	8	13	16	7	10	14
		16%	2%	10%	27% ag	24%	20% a	15%	8%	16%	25% a
Fairly Satisfied	(1)	323	35	24	50	13	29	45	56	27	19
		44%	47%	39%	39%	42%	43%	43%	68% bcfi	44%	34%
Very Satisfied	(2)	239	32	20	40	11	21	33	13	23	19
		33%	43% g	33%	31%	33%	32%	31%	16%	37%	35%
NET: Satisfied		562	67	44	90	24	50	78	70	50	37
		77%	90% i	72%	71%	76%	75%	75%	84%	81%	69%
NET: Dissatisfied		47	6	11	3	-	3	10	7	2	3
		6%	8%	18% c	2%	-%	5%	10%	8%	3%	6%
Answered		726	75	61	128	32	66	104	83	62	54
Mean Score		1.0	1.2	.8	1.0	1.1	1.0	.9	.9	1.1	1.0
Standard error		.03	.13	.17	.08	.15	.13	.12	.11	.13	.13
Standard deviation		.94	.98	1.30	.85	.77	.96	1.00	.76	.91	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		826	136	169	220	525	301	111	100	90
Effective base		310	66	83	120	268	70	30	31	18
Weighted Base		726	152	198	315	665	61	33	18	10
Very Dissatisfied	(-2)	19	3	12	4	19	*	*	*	-
		3%	2%	6% e	1%	3%	*%	1%	*%	-%
Fairly Dissatisfied	(-1)	28	3	7	16	27	1	*	1	*
		4%	2%	4%	5%	4%	1%	*%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	117	35	17	57	109	8	2	5	1
		16%	23% bf	9%	18%	16%	14%	6%	30% bf	13%
Fairly Satisfied	(1)	323	60	86	152	298	24	12	7	6
		44%	40%	44%	48%	45%	40%	36%	38%	56%
Very Satisfied	(2)	239	51	75	86	212	27	19	5	3
		33%	33%	38%	27%	32%	44% c	57% acdg	28%	30%
NET: Satisfied		562	111	161	238	510	51	31	12	9
		77%	73%	82%	76%	77%	84% g	94% acdg	66%	86%
NET: Dissatisfied		47	6	19	20	46	1	*	1	*
		6%	4%	10% e	6%	7%	2%	1%	4%	1%
Answered		726	152	198	315	665	61	33	18	10
Mean Score		1.0	1.0	1.0	1.0	1.0	1.3 cdg	1.5 abcdg	.9	1.1
Standard error		.03	.08	.08	.06	.04	.05	.07	.09	.07
Standard deviation		.94	.91	1.08	.88	.95	.79	.69	.88	.70

Columns Tested:: a,b,c,d,e,f,g,h

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		826	27	101	108	99	209	47	22	26	288
Effective base		310	12	31	34	41	86	16	6	10	113
Weighted Base		726	18	74	82	115	165	43	12	13	278
Very Dissatisfied	(-2)	19	-	3	3	*	9	-	3	-	3
		3%	-%	4%	4%	*%	6%	-%	27%	-%	1%
Fairly Dissatisfied	(-1)	28	-	3	4	2	5	*	-	-	16
		4%	-%	5%	5%	2%	3%	*%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	117	3	10	14	21	27	3	*	-	48
		16%	15%	14%	17%	19%	17%	8%	2%	-%	17%
Fairly Satisfied	(1)	323	10	33	36	47	73	32	2	3	120
		44%	57%	45%	44%	41%	44%	74% cdei	20%	20%	43%
Very Satisfied	(2)	239	5	24	24	44	51	8	6	10	90
		33%	28%	33%	30%	38%	31%	18%	52%	80%	33%
NET: Satisfied		562	15	57	60	91	124	40	9	13	210
		77%	85%	77%	73%	79%	75%	92%	71%	100%	76%
NET: Dissatisfied		47	-	6	7	2	14	*	3	-	19
		6%	-%	9%	9%	2%	9%	*%	27%	-%	7%
Answered		726	18	74	82	115	165	43	12	13	278
Mean Score		1.0	1.1	1.0	.9	1.1	.9	1.1	.7	1.8	1.0
Standard error		.03	.13	.10	.10	.08	.07	.07	.38	.08	.05
Standard deviation		.94	.66	1.02	1.01	.80	1.05	.51	1.76	.42	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		826	234	256	336	729	97	654	172	812	14
Effective base		310	85	101	126	263	47	266	47	302	8
Weighted Base		726	214	209	303	604	122	646	80	713	13
Very Dissatisfied	(-2)	19	3	9	7	16	3	17	2	19	-
		3%	1%	4%	2%	3%	3%	3%	3%	3%	-%
Fairly Dissatisfied	(-1)	28	7	5	16	26	2	22	6	27	1
		4%	3%	2%	5%	4%	2%	3%	7%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	117	38	31	48	95	22	96	21	114	4
		16%	18%	15%	16%	16%	18%	15%	26%	16%	28%
Fairly Satisfied	(1)	323	93	105	125	259	64	297	26	318	5
		44%	44%	50%	41%	43%	52%	46%	33%	45%	38%
Very Satisfied	(2)	239	73	59	107	208	31	214	25	236	3
		33%	34%	28%	35%	34%	25%	33%	31%	33%	25%
NET: Satisfied		562	166	164	232	468	94	511	51	554	8
		77%	78%	78%	77%	77%	77%	79% b	64%	78%	63%
NET: Dissatisfied		47	10	14	23	42	5	39	8	46	1
		6%	5%	7%	7%	7%	4%	6%	10%	6%	9%
Answered		726	214	209	303	604	122	646	80	713	13
Mean Score		1.0	1.1	1.0	1.0	1.0	1.0	1.0	.8	1.0	.8
Standard error		.03	.06	.06	.05	.04	.09	.04	.08	.03	.25
Standard deviation		.94	.88	.96	.96	.95	.86	.92	1.04	.94	.95

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		826	337	263	224	495	188	60	83	683	143
Effective base		310	137	86	89	218	59	18	15	276	33
Weighted Base		726	341	168	216	520	130	37	39	650	76
Very Dissatisfied	(-2)	19	8	4	7	17	*	2	*	17	2
		3%	2%	3%	3%	3%	*%	5%	*%	3%	3%
Fairly Dissatisfied	(-1)	28	5	15	8	17	4	3	3	21	7
		4%	1%	9%	4%	3%	3%	9%	8%	3%	9%
				a							
Neither Satisfied Nor Dissatisfied	(0)	117	72	17	28	88	21	2	6	109	8
		16%	21%	10%	13%	17%	16%	6%	16%	17%	11%
			b								
Fairly Satisfied	(1)	323	147	72	104	227	66	11	18	293	30
		44%	43%	43%	48%	44%	51%	31%	47%	45%	39%
Very Satisfied	(2)	239	110	60	70	171	39	18	11	210	29
		33%	32%	35%	32%	33%	30%	48%	28%	32%	38%
NET: Satisfied		562	257	131	174	399	105	29	29	503	58
		77%	75%	78%	80%	77%	80%	79%	75%	77%	77%
NET: Dissatisfied		47	12	20	15	33	5	5	3	38	9
		6%	4%	12%	7%	6%	4%	15%	9%	6%	11%
				a							
Answered		726	341	168	216	520	130	37	39	650	76
Mean Score		1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.0	1.0	1.0
Standard error		.03	.05	.06	.06	.04	.06	.15	.10	.04	.09
Standard deviation		.94	.89	1.03	.94	.96	.78	1.20	.90	.93	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		826	141	354	331	748	710	766	783	559	477
Effective base		310	77	144	92	271	256	283	291	206	152
Weighted Base		726	208	312	206	644	607	674	683	500	350
Very Dissatisfied	(-2)	19	6	11	2	19	19	19	19	15	12
		3%	3%	3%	1%	3%	3%	3%	3%	3%	3%
Fairly Dissatisfied	(-1)	28	9	8	11	23	25	25	26	23	15
		4%	4%	3%	5%	4%	4%	4%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	44	44	29	110	95	113	114	80	58
		16%	21%	14%	14%	17%	16%	17%	17%	16%	17%
Fairly Satisfied	(1)	323	83	145	96	285	268	297	301	232	154
		44%	40%	46%	46%	44%	44%	44%	44%	46%	44%
Very Satisfied	(2)	239	66	105	68	207	200	220	222	150	112
		33%	32%	34%	33%	32%	33%	33%	32%	30%	32%
NET: Satisfied		562	148	250	163	492	468	517	523	382	266
		77%	71%	80%	79%	76%	77%	77%	77%	76%	76%
NET: Dissatisfied		47	15	18	13	42	44	44	46	38	26
		6%	7%	6%	6%	7%	7%	7%	7%	8%	7%
Answered		726	208	312	206	644	607	674	683	500	350
Mean Score		1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.03	.08	.05	.05	.03	.04	.03	.03	.04	.04
Standard deviation		.94	.98	.94	.89	.95	.97	.95	.95	.95	.98

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		826	51	391	67	91	66	54	46	166
Effective base		310	27	174	26	21	15	13	11	38
Weighted Base		726	74	431	49	43	23	25	29	78
Very Dissatisfied	(-2)	19	-	14	*	-	2	2	1	5
		3%	-%	3%	1%	-%	8%	8%	3%	6%
Fairly Dissatisfied	(-1)	28	2	9	5	1	3	*	4	7
		4%	3%	2%	11%	3%	12%	2%	13%	9%
					b					
Neither Satisfied Nor Dissatisfied	(0)	117	19	72	7	3	1	2	8	11
		16%	26%	17%	14%	8%	6%	7%	29%	15%
Fairly Satisfied	(1)	323	27	200	28	16	7	11	9	26
		44%	36%	46%	57%	38%	30%	42%	31%	34%
Very Satisfied	(2)	239	27	136	8	22	11	10	7	28
		33%	36%	31%	17%	51%	45%	41%	24%	36%
						c				
NET: Satisfied		562	53	335	36	38	17	21	16	54
		77%	72%	78%	74%	89%	74%	83%	54%	70%
						g				
NET: Dissatisfied		47	2	23	6	1	5	3	5	12
		6%	3%	5%	11%	3%	20%	10%	17%	15%
							b			b
Answered		726	74	431	49	43	23	25	29	78
Mean Score		1.0	1.1	1.0	.8	1.4	.9	1.1	.6	.8
						cg				
Standard error		.03	.12	.05	.11	.08	.16	.16	.16	.09
Standard deviation		.94	.85	.93	.88	.77	1.33	1.16	1.11	1.20

Columns Tested:: a,b,c,d,e,f,g,h

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		826	413	102	75	63	38	34	23	372	133	84	42	31	23	25
Effective base		310	184	39	17	15	10	9	4	166	40	23	11	10	11	6
Weighted Base		726	463	81	27	36	12	18	7	415	91	35	15	25	7	19
Very Dissatisfied	(-2)	19	15	1	*	*	-	3	-	11	3	*	*	4	1	*
		3%	3%	1%	*%	*%	-%	17%	-%	3%	3%	1%	*%	16%	12%	1%
								a						a		
Fairly Dissatisfied	(-1)	28	12	8	*	1	1	1	*	8	10	-	*	3	1	3
		4%	3%	10%	*%	4%	6%	4%	1%	2%	11%	-%	*%	10%	14%	16%
				a							a					
Neither Satisfied Nor Dissatisfied	(0)	117	87	12	4	1	2	1	4	68	14	7	1	1	*	4
		16%	19%	15%	13%	2%	16%	4%	49%	16%	15%	20%	7%	3%	4%	23%
Fairly Satisfied	(1)	323	203	39	12	14	7	7	3	197	33	15	10	7	2	6
		44%	44%	48%	43%	39%	60%	38%	44%	47%	36%	43%	67%	26%	23%	31%
Very Satisfied	(2)	239	146	20	12	20	2	7	*	131	32	13	4	12	3	6
		33%	31%	25%	43%	56%	18%	37%	5%	32%	35%	36%	26%	46%	46%	29%
						b										
NET: Satisfied		562	349	59	23	34	9	13	4	328	64	28	14	18	5	11
		77%	75%	73%	86%	95%	78%	75%	50%	79%	71%	80%	93%	72%	69%	60%
NET: Dissatisfied		47	27	9	*	1	1	4	*	19	13	*	*	6	2	3
		6%	6%	12%	*%	4%	6%	21%	1%	5%	14%	1%	*%	25%	26%	17%
											a			ac		
Answered		726	463	81	27	36	12	18	7	415	91	35	15	25	7	19
Mean Score		1.0	1.0	.9	1.3	1.5	.9	.7	.5	1.0	.9	1.1	1.2	.8	.8	.7
						b										
Standard error		.03	.05	.10	.08	.09	.13	.25	.14	.05	.10	.09	.09	.27	.33	.22
Standard deviation		.94	.95	.96	.73	.73	.79	1.46	.66	.89	1.11	.79	.57	1.52	1.57	1.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		826	363	126	96	72	36	50	40	126	183	175	211	129	67
Effective base		310	165	42	30	22	10	12	12	34	87	70	76	36	18
Weighted Base		726	405	92	64	43	22	30	27	79	230	171	161	67	44
Very Dissatisfied	(-2)	19	6	7	1	2	*	3	-	3	3	*	11	3	2
		3%	1%	7% a	2%	5%	1%	10%	-%	4%	1%	*%	7% b	4%	5%
Fairly Dissatisfied	(-1)	28	7	10	-	1	2	1	6	9	12	2	5	3	3
		4%	2%	10% a	-%	3%	10%	2%	22% ac	11% a	5%	1%	3%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	117	81	9	7	7	4	5	*	10	39	30	25	9	11
		16%	20%	10%	12%	16%	18%	18%	1%	12%	17%	17%	16%	13%	24%
Fairly Satisfied	(1)	323	191	43	31	9	6	12	10	28	91	88	74	26	19
		44%	47% d	46% d	48% d	20%	27%	41%	37%	36%	39%	51%	46%	38%	42%
Very Satisfied	(2)	239	120	24	24	24	10	9	11	29	86	52	46	27	9
		33%	30%	26%	38%	56% ab	43%	29%	39%	37%	37%	30%	29%	40%	21%
NET: Satisfied		562	311	67	55	33	16	21	21	57	177	139	120	53	28
		77%	77%	72%	87%	77%	71%	70%	77%	73%	77%	81%	75%	78%	63%
NET: Dissatisfied		47	13	16	1	3	2	3	6	12	15	2	16	6	6
		6%	3%	18% ac	2%	8%	11%	12%	22% ac	15% a	6%	1%	10% b	8%	13% b
Answered		726	405	92	64	43	22	30	27	79	230	171	161	67	44
Mean Score		1.0	1.0	.7	1.2 b	1.2	1.0	.8	.9	.9	1.1	1.1 e	.9	1.1	.7
Standard error		.03	.04	.10	.08	.13	.18	.17	.18	.10	.07	.06	.07	.09	.13
Standard deviation		.94	.83	1.18	.79	1.13	1.09	1.19	1.16	1.14	.93	.73	1.08	1.04	1.06

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		826	245	160	189	100	50	228	159	167	102	49
Effective base		310	105	66	64	27	11	108	51	59	27	14
Weighted Base		726	277	154	136	52	22	279	116	120	58	34
Very Dissatisfied	(-2)	19	6	4	6	3	-	3	1	10	3	2
		3%	2%	3%	5%	5%	-%	1%	1%	8% a	5%	7%
Fairly Dissatisfied	(-1)	28	12	*	8	3	*	13	3	2	3	3
		4%	4%	*%	6%	6%	2%	5%	3%	2%	5%	9%
Neither Satisfied Nor Dissatisfied	(0)	117	40	31	22	6	11	44	18	20	11	3
		16%	15%	20%	16%	11%	48% acd	16%	15%	17%	18%	8%
Fairly Satisfied	(1)	323	122	76	58	20	9	120	54	56	21	17
		44%	44%	50%	43%	38%	42%	43%	47%	46%	37%	50%
Very Satisfied	(2)	239	97	42	43	20	2	99	40	32	20	9
		33%	35%	27%	31%	39%	8%	36%	34%	26%	35%	26%
NET: Satisfied		562	219	118	101	40	11	219	94	87	42	26
		77%	79% e	77%	74%	78%	50%	79%	81%	73%	72%	76%
NET: Dissatisfied		47	18	5	14	6	*	16	5	12	6	5
		6%	6%	3%	10%	11%	2%	6%	4%	10%	10%	16%
Answered		726	277	154	136	52	22	279	116	120	58	34
Mean Score		1.0	1.1	1.0	.9	1.0	.6	1.1	1.1	.8	.9	.8
Standard error		.03	.06	.07	.08	.11	.10	.06	.07	.09	.11	.16
Standard deviation		.94	.93	.85	1.05	1.11	.69	.89	.84	1.11	1.09	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		826	220	151	221	113	71	529	91	157	479	347	582	166
Effective base		310	101	51	85	37	19	203	25	62	189	122	225	46
Weighted Base		726	262	105	192	79	45	461	60	159	463	263	536	108
Very Dissatisfied	(-2)	19	3	-	8	8	1	16	*	3	13	6	12	7
		3%	1%	-%	4%	10% ab	1%	3%	*%	2%	3%	2%	2%	6%
Fairly Dissatisfied	(-1)	28	9	5	8	4	*	22	3	2	16	11	19	5
		4%	3%	5%	4%	5%	1%	5%	4%	1%	3%	4%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	56	11	33	5	9	75	9	27	92	26	95	15
		16%	21% d	10%	17%	7%	20%	16%	15%	17%	20% b	10%	18%	14%
Fairly Satisfied	(1)	323	113	52	73	36	27	191	33	77	212	111	250	35
		44%	43%	49%	38%	46%	61%	42%	55%	48%	46%	42%	47%	33%
Very Satisfied	(2)	239	81	37	70	26	7	156	15	50	130	109	160	46
		33%	31%	35%	36%	33%	17%	34%	25%	31%	28%	41% a	30%	43%
NET: Satisfied		562	194	89	143	62	35	348	48	127	342	220	410	82
		77%	74%	85%	74%	78%	78%	75%	80%	80%	74%	84% a	77%	76%
NET: Dissatisfied		47	11	5	16	12	1	38	3	5	29	17	31	12
		6%	4%	5%	8%	15% a	2%	8%	4%	3%	6%	7%	6%	11%
Answered		726	262	105	192	79	45	461	60	159	463	263	536	108
Mean Score		1.0	1.0	1.2	1.0	.9	.9	1.0	1.0	1.1	.9	1.2 a	1.0	1.0
Standard error		.03	.06	.07	.07	.11	.09	.04	.08	.07	.04	.05	.04	.09
Standard deviation		.94	.86	.80	1.05	1.21	.72	1.00	.78	.85	.94	.93	.90	1.15

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		826	458	252	171	612	582	166	453	257	183	600
Effective base		310	186	70	76	216	226	46	183	74	79	212
Weighted Base		726	443	164	160	523	540	104	445	163	176	507
Very Dissatisfied	(-2)	19	15	4	2	17	12	7	17	3	6	13
		3%	3%	2%	1%	3%	2%	7%	4%	2%	3%	3%
Fairly Dissatisfied	(-1)	28	18	6	4	22	19	5	17	8	4	22
		4%	4%	4%	3%	4%	3%	5%	4%	5%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	71	24	22	92	98	12	71	24	29	85
		16%	16%	15%	14%	18%	18%	12%	16%	15%	17%	17%
Fairly Satisfied	(1)	323	195	74	78	223	253	32	201	68	92	209
		44%	44%	45%	49%	43%	47% b	31%	45%	42%	53%	41%
Very Satisfied	(2)	239	143	57	53	169	158	49	140	60	44	178
		33%	32%	35%	33%	32%	29%	47% a	31%	37%	25%	35%
NET: Satisfied		562	338	131	131	392	411	81	340	128	136	387
		77%	76%	79%	82%	75%	76%	77%	77%	79%	77%	76%
NET: Dissatisfied		47	34	10	6	39	31	12	33	10	10	35
		6%	8%	6%	4%	8%	6%	11%	8%	6%	6%	7%
Answered		726	443	164	160	523	540	104	445	163	176	507
Mean Score		1.0	1.0	1.1	1.1	1.0	1.0	1.1	1.0	1.1	.9	1.0
Standard error		.03	.05	.06	.06	.04	.04	.09	.05	.06	.07	.04
Standard deviation		.94	.98	.92	.83	.98	.90	1.17	.98	.92	.91	.96

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		826	556	515	169	1	525	452	136	-	661	405	198	1
Effective base		310	193	199	56	1	179	175	47	-	245	153	75	1
Weighted Base		726	462	479	139	4	436	404	120	-	586	356	174	*
Very Dissatisfied	(-2)	19	10	15	6	-	14	8	9	-	15	8	9	-
		3%	2%	3%	4%	-%	3%	2%	7%	-%	2%	2%	5%	-%
Fairly Dissatisfied	(-1)	28	17	18	4	-	15	14	3	-	16	9	9	-
		4%	4%	4%	3%	-%	3%	4%	3%	-%	3%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	117	79	84	25	4	79	54	22	-	100	62	25	-
		16%	17%	18%	18%	100%	18%	13%	19%	-%	17%	18%	14%	-%
Fairly Satisfied	(1)	323	204	213	63	-	187	191	50	-	258	158	82	-
		44%	44%	44%	45%	-%	43%	47%	42%	-%	44%	44%	47%	-%
Very Satisfied	(2)	239	151	149	42	-	141	137	36	-	197	119	48	*
		33%	33%	31%	30%	-%	32%	34%	30%	-%	34%	33%	28%	100%
NET: Satisfied		562	355	362	105	-	328	328	86	-	455	277	131	*
		77%	77%	76%	75%	-%	75%	81%	71%	-%	78%	78%	75%	100%
NET: Dissatisfied		47	27	33	9	-	29	22	12	-	31	17	18	-
		6%	6%	7%	6%	-%	7%	6%	10%	-%	5%	5%	10%	-%
Answered		726	462	479	139	4	436	404	120	-	586	356	174	*
Mean Score		1.0	1.0	1.0	1.0	-	1.0	1.1	.8	-	1.0	1.0	.9	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.09	-	.04	.04	.07	-
Standard deviation		.94	.92	.96	.97	-	.97	.89	1.11	-	.92	.90	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		826	575	510	355	514	358	45	215	232	270	82	43
Effective base		310	222	197	148	187	150	13	99	96	111	37	17
Weighted Base		726	535	488	350	457	347	34	230	241	272	83	41
Very Dissatisfied	(-2)	19	12	12	14	10	12	3	4	8	12	4	-
		3%	2%	3%	4%	2%	4%	9%	2%	3%	4%	5%	-%
Fairly Dissatisfied	(-1)	28	15	17	10	14	14	*	*	6	5	*	3
		4%	3%	3%	3%	3%	4%	*%	*%	3%	2%	*%	7%
													a
Neither Satisfied Nor Dissatisfied	(0)	117	90	81	63	93	64	5	40	47	50	16	8
		16%	17%	17%	18%	20%	18%	15%	17%	19%	18%	19%	21%
Fairly Satisfied	(1)	323	253	219	157	208	155	14	114	102	111	38	18
		44%	47%	45%	45%	45%	45%	40%	50%	42%	41%	46%	44%
Very Satisfied	(2)	239	165	159	107	132	102	12	72	78	94	26	11
		33%	31%	33%	30%	29%	29%	36%	31%	32%	35%	31%	27%
NET: Satisfied		562	418	378	264	340	258	26	186	180	205	63	29
		77%	78%	77%	75%	74%	74%	76%	81%	75%	75%	76%	72%
NET: Dissatisfied		47	27	29	24	24	26	3	4	14	17	4	3
		6%	5%	6%	7%	5%	7%	9%	2%	6%	6%	5%	7%
Answered		726	535	488	350	457	347	34	230	241	272	83	41
Mean Score		1.0	1.0	1.0	.9	1.0	.9	.9	1.1	1.0	1.0	1.0	.9
Standard error		.03	.04	.04	.05	.04	.05	.17	.05	.06	.06	.11	.13
Standard deviation		.94	.89	.93	.98	.90	.97	1.16	.80	.96	1.00	.97	.88

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		826	104	64	74	29	684	512	746	591	523	545	634	163	1	542	42
Effective base		310	45	17	37	12	255	180	275	214	185	194	240	61	1	203	20
Weighted Base		726	94	45	87	31	591	415	647	503	438	473	570	141	1	462	54
Very Dissatisfied	(-2)	19	6	4	2	-	14	8	15	19	11	12	16	8	-	9	3
		3%	6%	10%	2%	-%	2%	2%	2%	4%	3%	3%	3%	5%	-%	2%	6%
Fairly Dissatisfied	(-1)	28	7	*	*	*	22	22	27	16	13	16	24	4	-	15	4
		4%	8%	*%	*%	*%	4%	5%	4%	3%	3%	3%	4%	3%	-%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	117	19	13	18	2	98	67	103	76	72	78	93	20	-	54	16
		16%	20%	29%	21%	8%	17%	16%	16%	15%	16%	16%	16%	14%	-%	12%	30% a
Fairly Satisfied	(1)	323	40	21	39	18	269	166	298	238	181	223	255	68	-	211	23
		44%	43%	48%	45%	56%	46%	40%	46%	47%	41%	47%	45%	48%	-%	46%	42%
Very Satisfied	(2)	239	22	6	28	11	188	152	205	154	160	144	183	41	1	172	8
		33%	23%	13%	33%	36%	32%	37%	32%	31%	37%	30%	32%	29%	100%	37% b	14%
NET: Satisfied		562	61	27	67	29	457	319	502	392	342	367	438	109	1	384	30
		77%	66%	61%	77%	92%	77%	77%	78%	78%	78%	78%	77%	77%	100%	83% b	56%
NET: Dissatisfied		47	13	4	2	*	35	30	42	35	24	28	39	12	-	24	7
		6%	14%	10%	2%	*%	6%	7%	7%	7%	6%	6%	7%	8%	-%	5%	14%
Answered		726	94	45	87	31	591	415	647	503	438	473	570	141	1	462	54
Mean Score		1.0	.7	.5	1.1	1.3	1.0	1.0	1.0	1.0	1.1	1.0	1.0	.9	2.0	1.1 b	.5
Standard error		.03	.11	.13	.10	.12	.04	.04	.03	.04	.04	.04	.04	.08	-	.04	.16
Standard deviation		.94	1.11	1.06	.86	.62	.92	.95	.92	.96	.94	.92	.95	1.02	-	.89	1.03

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		826	335	324	698	36	356	470	207	489	126	259	204	345
Effective base		310	139	120	253	18	125	184	69	191	49	96	70	138
Weighted Base		726	335	283	597	48	288	438	154	459	107	224	163	318
Very Dissatisfied	(-2)	19	13	3	7	12	15	4	13	6	*	6	*	13
		3%	4%	1%	1%	24% a	5% b	1%	8% bc	1%	*%	3%	*%	4%
Fairly Dissatisfied	(-1)	28	14	9	14	6	21	6	4	19	3	9	6	7
		4%	4%	3%	2%	12% a	7% b	1%	3%	4%	3%	4%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	117	65	39	78	8	57	61	18	82	18	34	36	48
		16%	19%	14%	13%	16%	20%	14%	12%	18%	17%	15%	22%	15%
Fairly Satisfied	(1)	323	161	124	268	19	138	185	60	219	44	97	76	141
		44%	48%	44%	45%	41%	48%	42%	39%	48%	41%	43%	47%	44%
Very Satisfied	(2)	239	82	108	230	3	56	182	59	133	43	78	45	110
		33%	24%	38% a	39% b	6%	20%	42% a	38%	29%	40%	35%	28%	35%
NET: Satisfied		562	243	231	498	22	194	367	119	352	86	175	121	251
		77%	72%	82%	83% b	47%	68%	84% a	77%	77%	81%	78%	74%	79%
NET: Dissatisfied		47	28	12	21	17	37	10	17	25	3	15	6	20
		6%	8%	4%	4%	37% a	13% b	2%	11%	5%	3%	7%	4%	6%
Answered		726	335	283	597	48	288	438	154	459	107	224	163	318
Mean Score		1.0	.8	1.1 a	1.2 b	-.1	.7	1.2 a	1.0	1.0	1.2	1.0	1.0	1.0
Standard error		.03	.05	.05	.03	.22	.05	.04	.08	.04	.07	.06	.06	.05
Standard deviation		.94	.97	.85	.83	1.33	1.04	.80	1.17	.87	.80	.95	.81	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		826	446	380
Effective base		310	150	159
Weighted Base		726	357	369
Very Dissatisfied	(-2)	19	10	9
		3%	3%	3%
Fairly Dissatisfied	(-1)	28	9	19
		4%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	117	63	54
		16%	18%	15%
Fairly Satisfied	(1)	323	171	152
		44%	48%	41%
Very Satisfied	(2)	239	104	135
		33%	29%	36%
NET: Satisfied		562	275	287
		77%	77%	78%
NET: Dissatisfied		47	18	28
		6%	5%	8%
Answered		726	357	369
Mean Score		1.0	1.0	1.0
Standard error		.03	.04	.05
Standard deviation		.94	.90	.97

Columns Tested:: a,b

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		826	38	74	61	56	44	133	14	101	72	59	67	107
Effective base		310	9	30	26	8	19	45	6	53	41	16	41	54
Weighted Base		726	6	108	51	13	52	134	4	108	83	18	65	83
Very Dissatisfied	(-2)	19	-	-	1	-	3	5	-	3	7	1	-	-
		3%	-%	-%	1%	-%	6%	4%	-%	2%	8% l	6%	-%	-%
Fairly Dissatisfied	(-1)	28	1	-	*	4	4	3	-	8	1	2	1	3
		4%	12%	-%	*%	34% bcfikl	7%	3%	-%	7%	1%	12%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	2	14	22	1	6	28	*	13	6	2	11	11
		16%	32%	13%	43% behijkl	9%	12%	21%	4%	12%	8%	11%	17%	14%
Fairly Satisfied	(1)	323	2	45	19	4	21	54	2	53	39	11	33	39
		44%	36%	42%	38%	32%	41%	40%	50%	49%	47%	58%	51%	47%
Very Satisfied	(2)	239	1	49	9	3	18	44	2	31	30	2	19	30
		33%	20%	45% cj	18%	25%	35%	33%	46%	29%	36%	13%	30%	36%
NET: Satisfied		562	3	94	28	8	40	98	4	84	69	13	52	69
		77%	56%	87% c	56%	57%	76%	73%	96%	78% c	83% c	71%	81% c	82% c
NET: Dissatisfied		47	1	-	1	4	7	8	-	10	8	3	1	3
		6%	12%	-%	1%	34% bcfkl	13% b	6%	-%	10%	10%	18% b	2%	4%
Answered		726	6	108	51	13	52	134	4	108	83	18	65	83
Mean Score		1.0	.6	1.3 acdj	.7	.5	.9	1.0	1.4	1.0	1.0	.6	1.1	1.1 cj
Standard error		.03	.17	.08	.10	.17	.17	.08	.18	.10	.13	.14	.09	.08
Standard deviation		.94	1.03	.70	.81	1.24	1.14	.98	.66	.96	1.12	1.08	.74	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 298 (continuation)

QOP2_6. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		826	173	233	187	233	406	420
Effective base		310	55	70	97	111	125	204
Weighted Base		726	165	200	195	166	365	361
Very Dissatisfied	(-2)	19	1	8	9	1	9	11
		3%	*%	4%	5%	1%	2%	3%
Fairly Dissatisfied	(-1)	28	1	11	9	7	12	16
		4%	*%	6%	5%	4%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	117	38	35	19	25	73	44
		16%	23%	18%	10%	15%	20%	12%
			c					
Fairly Satisfied	(1)	323	66	80	94	83	146	177
		44%	40%	40%	48%	50%	40%	49%
Very Satisfied	(2)	239	59	65	63	51	125	114
		33%	36%	33%	32%	31%	34%	32%
NET: Satisfied		562	126	145	157	134	271	291
		77%	76%	73%	81%	80%	74%	81%
NET: Dissatisfied		47	1	19	18	8	21	26
		6%	1%	10%	9%	5%	6%	7%
				a	a			
Answered		726	165	200	195	166	365	361
Mean Score		1.0	1.1	.9	1.0	1.1	1.0	1.0
Standard error		.03	.06	.07	.07	.05	.05	.05
Standard deviation		.94	.80	1.04	1.02	.82	.94	.94

Columns Tested:: a,b,c,d - a,b

Table 299

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		845	94	751	509	168	49	119	336
Effective base		313	23	293	280	68	28	54	95
Weighted Base		735	37	699	692	36	5	3	44
Very Dissatisfied	(-2)	19	2	17	19	-	-	*	*
		3%	5%	2%	3%	-%	-%	*%	*%
Fairly Dissatisfied	(-1)	43	1	42	42	1	-	*	1
		6%	1%	6%	6%	4%	-%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	90	6	84	86	3	1	*	4
		12%	16%	12%	12%	9%	10%	17%	10%
Fairly Satisfied	(1)	307	6	301	287	15	3	1	20
		42%	17%	43%	42%	42%	63%	36%	44%
				a			ad		
Very Satisfied	(2)	277	23	254	258	16	1	1	19
		38%	61%	36%	37%	45%	27%	46%	43%
			b						
NET: Satisfied		583	29	555	545	32	5	2	38
		79%	78%	79%	79%	87%	90%	82%	87%
NET: Dissatisfied		62	2	60	61	1	-	*	1
		8%	6%	9%	9%	4%	-%	1%	3%
					de				
Answered		735	37	699	692	36	5	3	44
Mean Score		1.1	1.3	1.0	1.0	1.3	1.2	1.3	1.3
									a
Standard error		.03	.11	.04	.04	.06	.09	.09	.04
Standard deviation		.98	1.10	.97	.99	.79	.65	1.00	.76

Columns Tested:: a,b - a,b,c,d,e

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		845	176	245	88	113	104	119	509	168	168
Effective base		313	110	134	46	47	41	54	280	68	56
Weighted Base		735	287	341	63	26	15	3	692	36	8
Very Dissatisfied	(-2)	19	10	9	*	-	-	*	19	-	*
		3%	4%	3%	*%	-%	-%	*%	3%	-%	*%
Fairly Dissatisfied	(-1)	43	16	18	8	1	1	*	42	1	*
		6%	6%	5%	12%	3%	4%	1%	6%	4%	*%
					fi						
Neither Satisfied Nor Dissatisfied	(0)	90	43	32	10	3	1	*	86	3	1
		12%	15%	9%	17%	12%	4%	17%	12%	9%	12%
Fairly Satisfied	(1)	307	112	146	29	10	9	1	287	15	4
		42%	39%	43%	46%	38%	57%	36%	42%	42%	54%
							f				
Very Satisfied	(2)	277	106	136	16	12	5	1	258	16	3
		38%	37%	40%	26%	47%	35%	46%	37%	45%	33%
						c		c		c	
NET: Satisfied		583	218	283	45	22	14	2	545	32	7
		79%	76%	83%	71%	85%	92%	82%	79%	87%	87%
							acg			c	c
NET: Dissatisfied		62	27	27	8	1	1	*	61	1	*
		8%	9%	8%	12%	3%	4%	1%	9%	4%	*%
			fi	i	fi				fi		
Answered		735	287	341	63	26	15	3	692	36	8
Mean Score		1.1	1.0	1.1	.8	1.3	1.2	1.3	1.0	1.3	1.2
						c	c	c		ac	c
Standard error		.03	.08	.06	.10	.08	.07	.09	.04	.06	.05
Standard deviation		.98	1.03	.96	.95	.80	.72	1.00	.99	.79	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		845	301	208	168	49	119	284	182	60	49	138
Effective base		313	196	105	68	28	54	161	74	21	12	24
Weighted Base		735	541	151	36	5	3	427	150	36	24	26
Very Dissatisfied	(-2)	19	19	*	-	-	*	17	-	-	-	-
		3%	4% b	*%	-%	-%	*%	4%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	43	25	17	1	-	*	27	10	-	*	3
		6%	5%	11% ae	4%	-%	1%	6%	7%	-%	1%	12%
Neither Satisfied Nor Dissatisfied	(0)	90	61	25	3	1	*	52	19	6	4	3
		12%	11%	17%	9%	10%	17%	12%	12%	16%	15%	10%
Fairly Satisfied	(1)	307	227	60	15	3	1	170	64	12	14	9
		42%	42%	40%	42%	63% abe	36%	40%	43%	35%	60%	33%
Very Satisfied	(2)	277	209	49	16	1	1	161	57	18	6	12
		38%	39%	32%	45%	27%	46%	38%	38%	49%	24%	45%
NET: Satisfied		583	436	109	32	5	2	331	121	30	20	20
		79%	81%	72%	87% b	90%	82%	77%	81%	84%	84%	78%
NET: Dissatisfied		62	44	17	1	-	*	44	10	-	*	3
		8%	8%	11% e	4%	-%	1%	10%	7%	-%	1%	12%
Answered		735	541	151	36	5	3	427	150	36	24	26
Mean Score		1.1	1.1	.9	1.3 b	1.2	1.3 b	1.0	1.1	1.3	1.1	1.1
Standard error		.03	.06	.07	.06	.09	.09	.06	.06	.10	.10	.09
Standard deviation		.98	1.00	.97	.79	.65	1.00	1.06	.87	.75	.68	1.02

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		845	59	59	101	25	59	71	47	49	55
Effective base		313	30	29	49	12	26	43	28	25	32
Weighted Base		735	78	61	125	32	66	110	80	63	57
Very Dissatisfied	(-2)	19	6	5	-	-	2	3	-	3	1
		3%	7%	8%	-%	-%	3%	2%	-%	5%	2%
				c							
Fairly Dissatisfied	(-1)	43	4	2	11	3	2	3	10	2	4
		6%	5%	4%	8%	8%	3%	3%	13%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	90	12	7	20	-	9	13	3	10	8
		12%	15%	12%	16%	-%	13%	11%	4%	16%	14%
Fairly Satisfied	(1)	307	24	25	52	10	26	53	43	28	23
		42%	30%	41%	41%	33%	40%	48%	54%	44%	40%
Very Satisfied	(2)	277	33	21	43	19	27	39	23	20	21
		38%	42%	35%	35%	59%	41%	36%	29%	32%	36%
NET: Satisfied		583	57	46	95	29	54	92	67	48	43
		79%	72%	76%	76%	92%	81%	83%	83%	76%	77%
NET: Dissatisfied		62	10	7	11	3	4	6	10	5	5
		8%	13%	12%	8%	8%	6%	5%	13%	8%	9%
Answered		735	78	61	125	32	66	110	80	63	57
Mean Score		1.1	.9	.9	1.0	1.4	1.1	1.1	1.0	.9	1.0
Standard error		.03	.16	.15	.09	.17	.12	.11	.13	.15	.13
Standard deviation		.98	1.21	1.16	.92	.86	.96	.89	.92	1.03	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		845	139	167	219	525	320	116	101	103
Effective base		313	68	83	120	270	77	32	36	22
Weighted Base		735	155	202	316	672	63	35	16	12
Very Dissatisfied	(-2)	19	3	14	3	19	*	*	*	-
		3%	2%	7% ce	1%	3%	*%	1%	*%	-%
Fairly Dissatisfied	(-1)	43	9	9	24	41	2	*	1	*
		6%	6%	4%	8%	6%	3%	1%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	90	17	29	35	82	8	4	4	*
		12%	11%	14%	11%	12%	13%	11%	26% cdh	4%
Fairly Satisfied	(1)	307	60	76	148	284	23	11	5	7
		42%	39%	38%	47%	42%	37%	32%	33%	56%
Very Satisfied	(2)	277	67	74	106	247	30	19	6	5
		38%	43%	37%	34%	37%	47%	55% cd	35%	39%
NET: Satisfied		583	126	151	254	531	53	30	11	11
		79%	81%	75%	80%	79%	84% g	87%	67%	96% bg
NET: Dissatisfied		62	11	22	26	60	2	1	1	*
		8%	7%	11% e	8%	9%	3%	2%	6%	*%
Answered		735	155	202	316	672	63	35	16	12
Mean Score		1.1	1.2	.9	1.0	1.0	1.3 b	1.4 bcdg	1.0	1.3
Standard error		.03	.08	.09	.06	.04	.05	.07	.10	.06
Standard deviation		.98	.95	1.14	.91	.99	.83	.81	.96	.60

Columns Tested:: a,b,c,d,e,f,g,h

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		845	27	101	109	103	212	47	22	27	298
Effective base		313	10	31	34	43	85	16	6	10	116
Weighted Base		735	19	76	84	119	164	40	12	12	284
Very Dissatisfied	(-2)	19	-	6	6	*	5	-	3	-	4
		3%	-%	8%	7%	*%	3%	-%	26%	-%	2%
Fairly Dissatisfied	(-1)	43	*	4	4	12	7	-	*	-	19
		6%	2%	5%	4%	10%	4%	-%	2%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	90	*	11	17	13	22	4	*	*	33
		12%	2%	14%	20%	11%	14%	10%	2%	1%	12%
Fairly Satisfied	(1)	307	16	18	19	47	70	25	7	4	119
		42%	81%	24%	23%	40%	43%	62%	55%	34%	42%
							c	bc			c
Very Satisfied	(2)	277	3	38	38	47	60	11	2	8	109
		38%	15%	50%	45%	39%	36%	28%	15%	65%	38%
NET: Satisfied		583	19	56	57	94	130	36	9	12	227
		79%	96%	74%	68%	79%	79%	90%	70%	99%	80%
NET: Dissatisfied		62	*	10	10	12	12	-	3	-	24
		8%	2%	13%	12%	10%	7%	-%	28%	-%	8%
Answered		735	19	76	84	119	164	40	12	12	284
Mean Score		1.1	1.1	1.0	1.0	1.1	1.0	1.2	.3	1.6	1.1
Standard error		.03	.10	.12	.12	.09	.07	.09	.32	.10	.06
Standard deviation		.98	.51	1.25	1.22	.96	.98	.59	1.51	.52	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		845	239	259	347	746	99	673	172	831	14
Effective base		313	86	101	129	266	48	271	46	306	8
Weighted Base		735	223	204	309	609	126	659	76	723	13
Very Dissatisfied	(-2)	19	6	5	8	14	6	19	*	19	-
		3%	3%	3%	2%	2%	4%	3%	*%	3%	-%
Fairly Dissatisfied	(-1)	43	16	7	20	34	9	37	6	42	1
		6%	7%	3%	6%	6%	7%	6%	8%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	90	30	26	34	75	15	76	14	86	5
		12%	14%	13%	11%	12%	12%	12%	18%	12%	35%
Fairly Satisfied	(1)	307	82	95	129	245	61	278	29	303	3
		42%	37%	47%	42%	40%	49%	42%	38%	42%	27%
Very Satisfied	(2)	277	88	71	118	241	35	250	27	273	4
		38%	39%	35%	38%	40%	28%	38%	35%	38%	29%
NET: Satisfied		583	170	166	248	486	97	527	56	576	7
		79%	76%	81%	80%	80%	77%	80%	73%	80%	56%
NET: Dissatisfied		62	22	12	27	48	14	56	6	61	1
		8%	10%	6%	9%	8%	11%	8%	8%	8%	9%
Answered		735	223	204	309	609	126	659	76	723	13
Mean Score		1.1	1.0	1.1	1.1	1.1	.9	1.1	1.0	1.1	.8
Standard error		.03	.07	.06	.05	.04	.10	.04	.07	.03	.27
Standard deviation		.98	1.04	.92	.98	.97	1.03	.99	.94	.98	1.00

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		845	346	263	234	512	191	60	82	703	142
Effective base		313	137	85	94	221	59	18	15	280	33
Weighted Base		735	340	167	228	529	132	36	39	660	75
Very Dissatisfied	(-2)	19	9	6	4	18	*	-	1	18	1
		3%	3%	4%	2%	3%	*%	-%	2%	3%	1%
Fairly Dissatisfied	(-1)	43	24	13	6	32	7	1	3	39	4
		6%	7%	8%	3%	6%	5%	4%	7%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	40	26	23	65	16	5	5	81	9
		12%	12%	16%	10%	12%	12%	13%	13%	12%	13%
Fairly Satisfied	(1)	307	148	55	103	229	52	13	13	281	26
		42%	44%	33%	45%	43%	40%	35%	34%	43%	34%
Very Satisfied	(2)	277	120	66	91	185	57	18	17	242	35
		38%	35%	40%	40%	35%	43%	48%	45%	37%	46%
NET: Satisfied		583	268	122	193	413	109	30	31	522	61
		79%	79%	73%	85%	78%	83%	83%	79%	79%	81%
					b						
NET: Dissatisfied		62	32	19	11	50	7	1	3	57	5
		8%	9%	11%	5%	10%	5%	4%	9%	9%	7%
Answered		735	340	167	228	529	132	36	39	660	75
Mean Score		1.1	1.0	1.0	1.2	1.0	1.2	1.3	1.1	1.0	1.2
Standard error		.03	.05	.07	.06	.04	.06	.11	.11	.04	.08
Standard deviation		.98	.99	1.09	.87	1.01	.84	.85	1.03	.99	.94

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		845	152	360	333	755	718	777	795	553	470
Effective base		313	80	143	92	270	259	284	293	201	148
Weighted Base		735	213	316	207	639	612	674	684	490	345
Very Dissatisfied	(-2)	19	11	7	1	17	16	17	19	16	11
		3%	5%	2%	*%	3%	3%	3%	3%	3%	3%
			c								
Fairly Dissatisfied	(-1)	43	12	20	11	41	32	42	43	36	29
		6%	6%	6%	5%	6%	5%	6%	6%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	90	24	41	25	78	70	83	86	53	47
		12%	11%	13%	12%	12%	11%	12%	13%	11%	14%
Fairly Satisfied	(1)	307	91	138	78	260	262	278	277	214	139
		42%	43%	44%	38%	41%	43%	41%	41%	44%	40%
Very Satisfied	(2)	277	75	110	92	243	232	253	259	170	119
		38%	35%	35%	44%	38%	38%	38%	38%	35%	35%
NET: Satisfied		583	165	248	170	503	494	532	536	385	258
		79%	78%	78%	82%	79%	81%	79%	78%	79%	75%
NET: Dissatisfied		62	23	27	12	58	49	59	62	52	40
		8%	11%	9%	6%	9%	8%	9%	9%	11%	12%
Answered		735	213	316	207	639	612	674	684	490	345
Mean Score		1.1	1.0	1.0	1.2	1.1	1.1	1.1	1.0	1.0	.9
Standard error		.03	.09	.05	.05	.04	.04	.04	.04	.04	.05
Standard deviation		.98	1.07	.97	.88	1.00	.97	.99	1.00	1.02	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		845	54	396	67	90	67	57	46	170
Effective base		313	28	175	26	20	15	14	11	37
Weighted Base		735	74	433	50	40	24	26	28	77
Very Dissatisfied	(-2)	19	-	14	*	-	3	-	*	3
		3%	-%	3%	1%	-%	12%	-%	*%	4%
Fairly Dissatisfied	(-1)	43	10	11	10	2	2	3	5	10
		6%	13%	3%	20%	5%	7%	10%	19%	12%
			b		b				b	b
Neither Satisfied Nor Dissatisfied	(0)	90	15	50	9	1	1	3	5	8
		12%	20%	11%	17%	3%	3%	11%	17%	11%
Fairly Satisfied	(1)	307	27	193	18	14	9	7	10	27
		42%	37%	45%	35%	34%	40%	27%	37%	35%
Very Satisfied	(2)	277	22	165	14	23	9	13	8	30
		38%	30%	38%	27%	58%	38%	51%	27%	39%
						c				
NET: Satisfied		583	49	358	31	37	18	20	18	57
		79%	67%	83%	62%	92%	78%	79%	64%	73%
				ac		ac				
NET: Dissatisfied		62	10	25	10	2	4	3	5	12
		8%	13%	6%	20%	5%	18%	10%	19%	16%
					b					b
Answered		735	74	433	50	40	24	26	28	77
Mean Score		1.1	.8	1.1	.7	1.5	.9	1.2	.7	.9
				c		acg				
Standard error		.03	.14	.05	.13	.08	.16	.13	.16	.09
Standard deviation		.98	1.01	.94	1.10	.78	1.34	1.02	1.08	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		845	420	101	74	63	39	36	22	379	131	84	42	31	26	25
Effective base		313	186	37	17	14	11	9	3	167	41	23	11	10	12	6
Weighted Base		735	465	78	27	33	12	18	7	417	93	35	15	25	8	19
Very Dissatisfied	(-2)	19	16	-	-	*	1	-	*	8	6	*	*	2	-	-
		3%	3%	-%	-%	*%	7%	-%	*%	2%	6%	1%	*%	7%	-%	-%
Fairly Dissatisfied	(-1)	43	24	10	3	*	1	3	-	14	8	1	1	3	1	5
		6%	5%	13%	12%	1%	6%	16%	-%	3%	8%	2%	7%	13%	13%	24%
Neither Satisfied Nor Dissatisfied	(0)	90	56	14	3	2	*	2	*	44	17	2	*	1	2	4
		12%	12%	18%	12%	5%	2%	14%	3%	11%	18%	6%	*%	2%	27%	20%
Fairly Satisfied	(1)	307	195	28	10	17	6	1	2	194	28	15	7	7	2	10
		42%	42%	36%	38%	52%	53%	5%	24%	47%	30%	42%	47%	28%	19%	50%
			f			f	f									
Very Satisfied	(2)	277	173	26	10	14	4	12	5	157	34	18	7	13	3	1
		38%	37%	33%	37%	41%	32%	65%	73%	38%	37%	50%	46%	49%	40%	6%
NET: Satisfied		583	368	54	20	31	10	12	6	350	62	32	14	20	5	11
		79%	79%	70%	75%	93%	85%	70%	97%	84%	67%	91%	93%	77%	60%	56%
										b		b				
NET: Dissatisfied		62	40	10	3	*	2	3	*	22	14	1	1	5	1	5
		8%	9%	13%	12%	1%	13%	16%	*%	5%	15%	3%	7%	21%	13%	24%
											a					
Answered		735	465	78	27	33	12	18	7	417	93	35	15	25	8	19
Mean Score		1.1	1.0	.9	1.0	1.3	1.0	1.2	1.7	1.1	.8	1.4	1.3	1.0	.9	.4
												b				
Standard error		.03	.05	.10	.12	.08	.18	.20	.13	.05	.11	.08	.13	.24	.23	.19
Standard deviation		.98	1.00	1.01	1.01	.65	1.16	1.22	.59	.88	1.21	.75	.83	1.33	1.16	.94

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		845	375	129	91	73	35	51	41	127	189	177	210	130	70
Effective base		313	168	43	28	22	9	12	12	34	89	70	73	36	19
Weighted Base		735	408	93	61	43	21	30	27	79	230	174	156	67	47
Very Dissatisfied	(-2)	19	8	3	5	-	*	3	*	3	4	3	9	2	-
		3%	2%	3%	9%	-%	1%	9%	*%	4%	2%	2%	5%	3%	-%
Fairly Dissatisfied	(-1)	43	18	12	4	6	-	1	2	2	11	14	10	5	3
		6%	4%	13%	7%	15%	-%	2%	7%	3%	5%	8%	6%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	49	18	6	1	6	3	4	13	22	30	15	7	8
		12%	12%	19%	10%	2%	29% d	9%	14%	16%	10%	17%	10%	10%	18%
Fairly Satisfied	(1)	307	173	36	26	18	6	9	10	24	88	79	72	21	19
		42%	42%	39%	42%	41%	27%	30%	35%	31%	38%	45%	46%	31%	40%
Very Satisfied	(2)	277	161	24	20	18	9	15	12	36	104	48	51	33	17
		38%	39%	26%	32%	42%	43%	51%	44%	46%	45% b	28%	33%	49% b	37%
NET: Satisfied		583	334	61	46	35	15	24	22	61	192	127	122	54	36
		79%	82% b	65%	74%	83%	70%	80%	79%	77%	84%	73%	78%	81%	77%
NET: Dissatisfied		62	26	15	10	6	*	3	2	5	15	17	18	6	3
		8%	6%	16% a	16%	15%	1%	11%	7%	7%	7%	10%	12%	10%	5%
Answered		735	408	93	61	43	21	30	27	79	230	174	156	67	47
Mean Score		1.1	1.1 b	.7	.8	1.1	1.1	1.1	1.2	1.1	1.2 b	.9	.9	1.2	1.1
Standard error		.03	.05	.10	.13	.12	.16	.17	.14	.09	.07	.07	.07	.09	.11
Standard deviation		.98	.92	1.09	1.21	1.02	.93	1.24	.93	1.04	.92	.96	1.08	1.05	.88

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		845	252	162	185	101	51	227	163	168	103	52
Effective base		313	108	66	60	26	11	106	53	59	27	15
Weighted Base		735	277	156	128	52	23	274	124	120	58	36
Very Dissatisfied	(-2)	19	10	2	3	2	-	3	3	9	2	-
		3%	3%	1%	2%	4%	-%	1%	2%	7% a	3%	-%
Fairly Dissatisfied	(-1)	43	11	16	12	1	*	15	7	5	5	2
		6%	4%	10%	10%	2%	2%	5%	5%	4%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	90	33	25	8	6	5	24	21	14	6	5
		12%	12%	16%	6%	12%	22%	9%	17%	12%	11%	13%
Fairly Satisfied	(1)	307	108	65	64	14	10	108	61	60	15	17
		42%	39%	42%	50% d	26%	43%	39%	50% d	50% d	26%	46%
Very Satisfied	(2)	277	116	47	41	29	7	124	32	33	30	13
		38%	42%	30%	32%	56% bc	33%	45% bc	26%	27%	52% bc	36%
NET: Satisfied		583	223	112	105	43	17	232	94	93	45	30
		79%	81%	72%	82%	82%	76%	85%	75%	78%	78%	82%
NET: Dissatisfied		62	21	18	15	3	*	17	10	13	6	2
		8%	8%	12%	12%	6%	2%	6%	8%	11%	11%	6%
Answered		735	277	156	128	52	23	274	124	120	58	36
Mean Score		1.1	1.1	.9	1.0	1.3	1.1	1.2 bc	.9	.9	1.2	1.1
Standard error		.03	.06	.08	.07	.10	.11	.06	.07	.08	.11	.12
Standard deviation		.98	1.00	1.00	.99	1.01	.81	.89	.93	1.08	1.11	.85

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		845	223	160	220	114	71	538	93	158	490	355	591	164
Effective base		313	99	55	85	37	19	206	26	60	193	121	227	43
Weighted Base		735	255	114	191	79	45	468	62	152	471	265	539	100
Very Dissatisfied	(-2)	19	4	-	9	2	3	13	1	5	14	5	10	7
		3%	2%	-%	5%	2%	7%	3%	1%	3%	3%	2%	2%	7%
Fairly Dissatisfied	(-1)	43	13	8	13	8	*	36	2	4	30	13	37	4
		6%	5%	7%	7%	10%	1%	8%	4%	3%	6%	5%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	90	36	16	24	8	3	65	8	11	60	30	63	15
		12%	14%	14%	13%	10%	6%	14%	12%	7%	13%	11%	12%	15%
Fairly Satisfied	(1)	307	103	43	80	30	22	179	27	71	205	101	227	34
		42%	40%	38%	42%	37%	49%	38%	44%	47%	44%	38%	42%	34%
Very Satisfied	(2)	277	98	47	65	32	16	174	24	61	161	115	202	41
		38%	38%	41%	34%	41%	37%	37%	39%	40%	34%	44%	38%	41%
NET: Satisfied		583	201	90	144	62	38	353	51	132	367	216	429	75
		79%	79%	79%	76%	78%	86%	75%	83%	87%	78%	82%	80%	74%
NET: Dissatisfied		62	17	8	23	10	4	50	3	9	44	18	48	10
		8%	7%	7%	12%	12%	8%	11%	5%	6%	9%	7%	9%	10%
Answered		735	255	114	191	79	45	468	62	152	471	265	539	100
Mean Score		1.1	1.1	1.1	.9	1.0	1.1	1.0	1.1	1.2	1.0	1.2	1.1	1.0
Standard error		.03	.06	.07	.07	.10	.13	.04	.09	.07	.05	.05	.04	.09
Standard deviation		.98	.94	.91	1.09	1.06	1.07	1.04	.88	.92	1.00	.94	.97	1.15

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		845	469	249	177	618	590	165	467	251	190	605
Effective base		313	191	68	79	215	228	42	189	71	83	210
Weighted Base		735	456	157	161	523	542	97	459	153	183	501
Very Dissatisfied	(-2)	19	11	6	4	15	11	6	14	3	7	12
		3%	2%	4%	2%	3%	2%	6%	3%	2%	4%	2%
Fairly Dissatisfied	(-1)	43	22	10	4	38	37	4	22	10	10	33
		6%	5%	7%	3%	7%	7%	4%	5%	6%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	90	48	22	24	62	63	16	47	23	27	59
		12%	10%	14%	15%	12%	12%	16%	10%	15%	15%	12%
Fairly Satisfied	(1)	307	193	69	67	211	231	29	202	60	80	197
		42%	42%	44%	41%	40%	43%	30%	44%	39%	44%	39%
Very Satisfied	(2)	277	183	49	62	197	200	43	174	58	59	200
		38%	40%	32%	38%	38%	37%	44%	38%	38%	32%	40%
NET: Satisfied		583	375	118	129	408	432	72	376	118	139	397
		79%	82%	76%	80%	78%	80%	74%	82%	77%	76%	79%
NET: Dissatisfied		62	33	16	8	54	48	10	36	12	17	45
		8%	7%	10%	5%	10%	9%	10%	8%	8%	9%	9%
Answered		735	456	157	161	523	542	97	459	153	183	501
Mean Score		1.1	1.1	.9	1.1	1.0	1.1	1.0	1.1	1.1	.9	1.1
Standard error		.03	.04	.06	.07	.04	.04	.09	.04	.06	.07	.04
Standard deviation		.98	.95	1.02	.92	1.03	.97	1.14	.97	.97	1.01	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		845	554	522	170	1	528	462	142	-	668	413	197	1
Effective base		313	189	199	54	1	181	179	48	-	246	155	74	1
Weighted Base		735	451	478	135	4	439	415	123	-	589	361	173	*
Very Dissatisfied	(-2)	19	9	11	5	-	12	10	8	-	13	8	12	-
		3%	2%	2%	4%	-%	3%	2%	6%	-%	2%	2%	7%	-%
Fairly Dissatisfied	(-1)	43	36	34	9	-	23	15	9	-	36	15	12	-
		6%	8%	7%	7%	-%	5%	4%	7%	-%	6%	4%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	90	55	66	20	-	56	47	18	-	72	41	18	-
		12%	12%	14%	15%	-%	13%	11%	15%	-%	12%	11%	11%	-%
Fairly Satisfied	(1)	307	192	188	49	-	192	175	43	-	234	163	67	-
		42%	43%	39%	37%	-%	44%	42%	35%	-%	40%	45%	39%	-%
Very Satisfied	(2)	277	158	179	51	4	155	168	45	-	234	134	64	*
		38%	35%	37%	38%	100%	35%	41%	37%	-%	40%	37%	37%	100%
NET: Satisfied		583	350	367	101	4	348	343	88	-	468	297	132	*
		79%	78%	77%	75%	100%	79%	83%	72%	-%	79%	82%	76%	100%
NET: Dissatisfied		62	45	45	14	-	35	25	17	-	49	23	23	-
		8%	10%	9%	10%	-%	8%	6%	14%	-%	8%	6%	13%	-%
Answered		735	451	478	135	4	439	415	123	-	589	361	173	*
Mean Score		1.1	1.0	1.0	1.0	2.0	1.0	1.1	.9	-	1.1	1.1	.9	2.0
Standard error		.03	.04	.04	.08	-	.04	.04	.10	-	.04	.05	.08	-
Standard deviation		.98	.99	1.00	1.07	-	.96	.93	1.17	-	.98	.92	1.16	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		845	583	522	362	519	365	45	219	236	270	82	44
Effective base		313	224	202	152	188	153	13	101	98	111	37	18
Weighted Base		735	538	498	361	458	357	34	237	249	275	85	44
Very Dissatisfied	(-2)	19	10	7	13	8	10	3	4	5	9	5	-
		3%	2%	1%	4%	2%	3%	9%	2%	2%	3%	6%	-%
Fairly Dissatisfied	(-1)	43	31	27	23	32	22	1	8	14	18	6	4
		6%	6%	5%	6%	7%	6%	2%	3%	6%	7%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	90	62	53	35	53	44	5	22	17	30	9	6
		12%	11%	11%	10%	12%	12%	14%	9%	7%	11%	11%	14%
Fairly Satisfied	(1)	307	228	213	151	202	148	12	110	116	106	23	13
		42%	42%	43%	42%	44%	41%	35%	46%	46%	39%	27%	29%
									d	d			
Very Satisfied	(2)	277	206	197	139	164	133	14	94	97	112	41	20
		38%	38%	40%	39%	36%	37%	40%	39%	39%	41%	48%	46%
NET: Satisfied		583	434	411	290	365	281	26	203	213	218	64	33
		79%	81%	83%	80%	80%	79%	75%	86%	85%	79%	76%	76%
NET: Dissatisfied		62	41	34	36	40	32	4	12	19	27	12	4
		8%	8%	7%	10%	9%	9%	11%	5%	8%	10%	14%	10%
Answered		735	538	498	361	458	357	34	237	249	275	85	44
Mean Score		1.1	1.1	1.1	1.1	1.0	1.0	1.0	1.2	1.1	1.1	1.0	1.1
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.13	.15
Standard deviation		.98	.95	.91	1.03	.95	1.00	1.20	.87	.93	1.03	1.21	1.01

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		845	106	64	77	27	700	527	763	606	533	544	655	161	1	548	45
Effective base		313	46	17	40	10	256	183	277	216	183	190	244	59	1	206	22
Weighted Base		735	99	45	93	28	591	421	649	508	433	463	578	136	1	464	61
Very Dissatisfied	(-2)	19	3	3	6	-	11	10	14	16	10	13	12	9	-	12	4
		3%	3%	7%	7%	-%	2%	2%	2%	3%	2%	3%	2%	7%	-%	3%	7%
Fairly Dissatisfied	(-1)	43	8	3	10	4	35	27	42	30	24	31	36	13	-	25	7
		6%	8%	7%	11%	13%	6%	7%	6%	6%	6%	7%	6%	9%	-%	5%	12%
Neither Satisfied Nor Dissatisfied	(0)	90	13	4	11	4	81	54	85	64	52	56	79	23	-	43	12
		12%	13%	9%	12%	16%	14%	13%	13%	13%	12%	12%	14%	17%	-%	9%	19%
Fairly Satisfied	(1)	307	45	18	32	12	242	166	272	211	160	197	234	45	-	190	24
		42%	46%	41%	34%	43%	41%	39%	42%	41%	37%	43%	40%	33%	-%	41%	39%
Very Satisfied	(2)	277	30	16	33	8	223	164	236	187	186	167	217	46	1	194	14
		38%	30%	36%	36%	28%	38%	39%	36%	37%	43%	36%	38%	34%	100%	42%	23%
NET: Satisfied		583	75	34	65	20	465	330	508	398	347	364	451	91	1	384	38
		79%	76%	77%	70%	71%	79%	78%	78%	78%	80%	79%	78%	67%	100%	83% b	62%
NET: Dissatisfied		62	11	7	17	4	46	38	56	46	34	44	48	22	-	37	11
		8%	11%	15%	18%	13%	8%	9%	9%	9%	8%	9%	8%	16%	-%	8%	19%
Answered		735	99	45	93	28	591	421	649	508	433	463	578	136	1	464	61
Mean Score		1.1	.9	.9	.8	.8	1.1	1.1	1.0	1.0	1.1	1.0	1.1	.8	2.0	1.1 b	.6
Standard error		.03	.10	.15	.14	.19	.04	.04	.04	.04	.04	.04	.04	.09	-	.04	.17
Standard deviation		.98	1.02	1.19	1.23	.99	.95	1.00	.97	1.01	.98	1.00	.97	1.20	-	.97	1.17

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		845	343	327	711	36	358	487	212	493	135	272	204	350
Effective base		313	144	120	254	18	126	187	72	189	51	100	69	138
Weighted Base		735	347	279	595	48	292	443	162	455	113	239	161	313
Very Dissatisfied	(-2)	19	11	5	3	11	19	*	10	8	1	7	3	9
		3%	3%	2%	1%	24% a	6% b	*%	6%	2%	1%	3%	2%	3%
Fairly Dissatisfied	(-1)	43	25	13	25	18	28	15	2	36	4	16	13	9
		6%	7%	5%	4%	37% a	10% b	3%	2%	8% a	4%	7%	8%	3%
Neither Satisfied Nor Dissatisfied	(0)	90	48	22	47	4	58	32	16	62	10	21	28	37
		12%	14%	8%	8%	8%	20% b	7%	10%	14%	9%	9%	17%	12%
Fairly Satisfied	(1)	307	146	120	258	11	124	183	73	194	40	100	71	131
		42%	42%	43%	43%	24%	42%	41%	45%	43%	35%	42%	44%	42%
Very Satisfied	(2)	277	116	119	262	3	63	213	61	154	58	95	46	127
		38%	33%	43%	44% b	7%	22%	48% a	37%	34%	51% b	40%	29%	40%
NET: Satisfied		583	262	239	520	15	187	396	133	348	97	195	117	257
		79%	76%	86% a	87% b	31%	64%	89% a	82%	77%	87%	82%	72%	82%
NET: Dissatisfied		62	37	18	28	29	46	16	13	44	5	23	16	18
		8%	11%	7%	5%	61% a	16% b	4%	8%	10%	4%	10%	10%	6%
Answered		735	347	279	595	48	292	443	162	455	113	239	161	313
Mean Score		1.1	1.0	1.2 a	1.3 b	-.5	.6	1.3 a	1.1	1.0	1.3 b	1.1	.9	1.1
Standard error		.03	.06	.05	.03	.21	.06	.03	.07	.04	.07	.06	.07	.05
Standard deviation		.98	1.03	.90	.82	1.29	1.11	.77	1.05	.98	.85	1.00	.97	.94

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		845	460	385
Effective base		313	152	162
Weighted Base		735	360	375
Very Dissatisfied	(-2)	19	9	10
		3%	2%	3%
Fairly Dissatisfied	(-1)	43	23	20
		6%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	50	41
		12%	14%	11%
Fairly Satisfied	(1)	307	147	160
		42%	41%	43%
Very Satisfied	(2)	277	132	145
		38%	37%	39%
NET: Satisfied		583	279	305
		79%	77%	81%
NET: Dissatisfied		62	32	30
		8%	9%	8%
Answered		735	360	375
Mean Score		1.1	1.0	1.1
Standard error		.03	.05	.05
Standard deviation		.98	.99	.97

Columns Tested:: a,b

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		845	41	78	59	57	46	131	16	102	73	61	70	111
Effective base		313	9	30	24	8	18	44	7	53	42	17	45	56
Weighted Base		735	8	108	48	13	53	131	4	108	88	19	72	85
Very Dissatisfied	(-2)	19	1	-	*	-	6	1	-	6	5	-	-	-
		3%	20%	-%	1%	-%	11%	1%	-%	5%	6%	-%	-%	-%
			bfkl				fl							
Fairly Dissatisfied	(-1)	43	*	7	1	5	7	6	*	2	7	2	3	3
		6%	6%	7%	2%	37%	13%	4%	*%	2%	8%	9%	4%	3%
						cfhkl								
Neither Satisfied Nor Dissatisfied	(0)	90	2	10	8	*	6	15	2	11	10	6	8	12
		12%	25%	10%	18%	*%	11%	12%	36%	10%	11%	30%	11%	14%
Fairly Satisfied	(1)	307	2	49	21	3	24	57	*	51	34	6	29	30
		42%	25%	46%	44%	26%	45%	43%	5%	47%	39%	32%	40%	36%
Very Satisfied	(2)	277	2	41	17	5	10	52	2	38	32	5	32	40
		38%	24%	38%	36%	36%	20%	40%	59%	35%	36%	29%	45%	47%
														e
NET: Satisfied		583	4	91	38	8	34	109	3	89	66	11	61	70
		79%	49%	84%	80%	62%	64%	83%	63%	82%	75%	61%	85%	82%
				a				a		a			a	a
NET: Dissatisfied		62	2	7	1	5	13	7	*	8	12	2	3	3
		8%	25%	7%	3%	37%	24%	5%	*%	7%	13%	9%	4%	3%
			l			cfhkl	cfkl							
Answered		735	8	108	48	13	53	131	4	108	88	19	72	85
Mean Score		1.1	.3	1.2	1.1	.6	.5	1.2	1.2	1.0	.9	.8	1.2	1.3
				ae	e			ae					ae	ae
Standard error		.03	.24	.10	.11	.18	.19	.07	.28	.10	.13	.12	.10	.08
Standard deviation		.98	1.52	.85	.82	1.36	1.27	.85	1.10	1.01	1.14	.98	.82	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 299 (continuation)

QOP2_9. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		845	178	234	191	242	412	433
Effective base		313	54	68	99	116	123	210
Weighted Base		735	163	197	199	176	361	375
Very Dissatisfied	(-2)	19	2	7	10	-	9	10
		3%	1%	3%	5%	-%	2%	3%
					d			
Fairly Dissatisfied	(-1)	43	9	17	9	8	26	17
		6%	5%	9%	5%	4%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	90	21	21	22	26	42	48
		12%	13%	11%	11%	15%	12%	13%
Fairly Satisfied	(1)	307	72	84	85	65	156	151
		42%	44%	43%	43%	37%	43%	40%
Very Satisfied	(2)	277	60	68	72	77	128	149
		38%	37%	34%	36%	44%	35%	40%
NET: Satisfied		583	132	152	157	142	284	299
		79%	81%	77%	79%	81%	79%	80%
NET: Dissatisfied		62	10	24	20	8	35	27
		8%	6%	12%	10%	4%	10%	7%
Answered		735	163	197	199	176	361	375
Mean Score		1.1	1.1	1.0	1.0	1.2	1.0	1.1
Standard error		.03	.07	.07	.08	.05	.05	.05
Standard deviation		.98	.89	1.06	1.06	.85	.99	.97

Columns Tested:: a,b,c,d - a,b

Table 300

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		857	87	770	521	168	49	119	336
Effective base		322	21	304	289	68	28	56	95
Weighted Base		760	33	727	715	37	5	3	45
Very Dissatisfied	(-2)	30	*	30	29	1	-	-	1
		4%	*%	4%	4%	3%	-%	-%	3%
Fairly Dissatisfied	(-1)	55	2	54	52	3	*	*	3
		7%	5%	7%	7%	9% d	1%	1%	8%
Neither Satisfied Nor Dissatisfied	(0)	126	11	116	118	7	1	*	8
		17%	33%	16%	17%	18%	19%	16%	18%
Fairly Satisfied	(1)	372	9	363	354	14	3	1	18
		49%	29%	50%	50%	37%	60% b	38%	40%
Very Satisfied	(2)	176	11	165	162	12	1	1	14
		23%	33%	23%	23%	33%	20%	45% ac	32%
NET: Satisfied		548	20	528	516	26	4	2	32
		72%	62%	73%	72%	69%	80%	83%	71%
NET: Dissatisfied		85	2	84	81	5	*	*	5
		11%	5%	12%	11% d	12% d	1%	1%	10% d
Answered		760	33	727	715	37	5	3	45
Mean Score		.8	.9	.8	.8	.9	1.0	1.3 abe	.9
Standard error		.03	.10	.04	.04	.08	.11	.09	.06
Standard deviation		1.00	.95	1.01	1.00	1.09	.74	.95	1.04

Columns Tested:: a,b - a,b,c,d,e

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		857	180	249	92	112	105	119	521	168	168
Effective base		322	113	137	49	46	42	56	289	68	56
Weighted Base		760	300	348	67	27	16	3	715	37	8
Very Dissatisfied	(-2)	30	9	20	*	1	*	-	29	1	-
		4%	3%	6% i	*%	5%	*%	-%	4%	3%	-%
Fairly Dissatisfied	(-1)	55	20	29	3	2	1	*	52	3	*
		7%	7%	8% fi	4%	9% fi	6%	1%	7%	9% fi	1%
Neither Satisfied Nor Dissatisfied	(0)	126	47	57	14	5	3	*	118	7	1
		17%	16%	16%	20%	19%	17%	16%	17%	18%	18%
Fairly Satisfied	(1)	372	155	160	40	9	7	1	354	14	4
		49%	52%	46%	59% dfh	35%	47%	38%	50%	37%	53%
Very Satisfied	(2)	176	69	82	11	9	4	1	162	12	2
		23%	23%	24%	17%	32%	29%	45% abcg	23%	33%	28%
NET: Satisfied		548	223	242	51	18	12	2	516	26	6
		72%	75%	70%	76%	67%	76%	83% b	72%	69%	81%
NET: Dissatisfied		85	29	49	3	4	1	*	81	5	*
		11%	10% fi	14% fi	4%	14% fi	6%	1%	11% fi	12% fi	1%
Answered		760	300	348	67	27	16	3	715	37	8
Mean Score		.8	.8	.7	.9	.8	1.0	1.3 abcdgh	.8	.9	1.1 bg
Standard error		.03	.07	.07	.08	.11	.09	.09	.04	.08	.06
Standard deviation		1.00	.95	1.08	.73	1.14	.89	.95	1.00	1.09	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		857	304	217	168	49	119	289	190	61	49	140
Effective base		322	199	111	68	28	56	164	80	22	12	26
Weighted Base		760	553	162	37	5	3	441	157	38	24	27
Very Dissatisfied	(-2)	30	28	1	1	-	-	23	-	-	3	1
		4%	5%	1%	3%	-%	-%	5%	-%	-%	13%	5%
			b					b			b	
Fairly Dissatisfied	(-1)	55	42	10	3	*	*	34	8	2	2	1
		7%	8%	6%	9%	1%	1%	8%	5%	4%	7%	3%
			e		e							
Neither Satisfied Nor Dissatisfied	(0)	126	91	27	7	1	*	66	25	7	6	5
		17%	16%	17%	18%	19%	16%	15%	16%	19%	26%	20%
Fairly Satisfied	(1)	372	268	87	14	3	1	222	84	14	11	13
		49%	48%	53%	37%	60%	38%	50%	54%	38%	48%	47%
				c		c						
Very Satisfied	(2)	176	125	38	12	1	1	97	40	15	1	7
		23%	23%	23%	33%	20%	45%	22%	26%	40%	6%	26%
							abd			d		
NET: Satisfied		548	392	124	26	4	2	319	124	29	13	20
		72%	71%	77%	69%	80%	83%	72%	79%	77%	54%	73%
NET: Dissatisfied		85	70	11	5	*	*	57	8	2	5	2
		11%	13%	7%	12%	1%	1%	13%	5%	4%	20%	7%
			e		e							
Answered		760	553	162	37	5	3	441	157	38	24	27
Mean Score		.8	.8	.9	.9	1.0	1.3	.8	1.0	1.1	.3	.9
							abc		d	d		
Standard error		.03	.06	.06	.08	.11	.09	.06	.06	.11	.16	.08
Standard deviation		1.00	1.04	.83	1.09	.74	.95	1.04	.79	.87	1.13	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		857	63	60	104	24	60	72	49	52	57
Effective base		322	32	30	51	12	27	44	29	26	31
Weighted Base		760	81	62	131	31	68	111	85	65	62
Very Dissatisfied	(-2)	30	10	-	3	-	4	7	-	*	5
		4%	13%	-%	2%	-%	5%	6%	-%	*%	8%
			bc								
Fairly Dissatisfied	(-1)	55	5	7	13	2	1	8	1	5	6
		7%	6%	12%	10%	5%	1%	7%	1%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	17	7	24	13	6	21	10	10	8
		17%	21%	11%	18%	41%	9%	19%	12%	16%	13%
Fairly Satisfied	(1)	372	27	32	76	14	36	52	50	29	35
		49%	33%	51%	58%	44%	53%	46%	58%	45%	57%
					a						
Very Satisfied	(2)	176	22	16	15	3	21	24	25	21	8
		23%	28%	26%	11%	10%	31%	21%	29%	32%	13%
							c		c	c	
NET: Satisfied		548	49	48	91	17	57	75	74	50	43
		72%	61%	77%	69%	53%	84%	68%	87%	77%	69%
									a		
NET: Dissatisfied		85	15	7	16	2	5	15	1	5	11
		11%	18%	12%	12%	5%	7%	13%	1%	7%	17%
			g								g
Answered		760	81	62	131	31	68	111	85	65	62
Mean Score		.8	.6	.9	.7	.6	1.0	.7	1.1	1.0	.6
									acfi		
Standard error		.03	.16	.12	.09	.15	.13	.13	.09	.12	.14
Standard deviation		1.00	1.30	.92	.88	.75	.98	1.07	.66	.90	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		857	141	175	225	541	316	115	102	99
Effective base		322	69	87	124	279	74	31	32	21
Weighted Base		760	161	208	328	697	63	35	18	11
Very Dissatisfied	(-2)	30	9	10	9	28	2	*	1	1
		4%	5%	5%	3%	4%	3%	*%	4%	10%
Fairly Dissatisfied	(-1)	55	8	16	22	47	8	3	5	*
		7%	5%	8%	7%	7%	13%	9%	28%	2%
									abcdfh	
Neither Satisfied Nor Dissatisfied	(0)	126	27	34	56	117	9	4	3	1
		17%	17%	16%	17%	17%	14%	13%	19%	10%
Fairly Satisfied	(1)	372	85	87	177	349	23	11	6	6
		49%	52%	42%	54%	50%	36%	32%	32%	52%
			e		efg	e				
Very Satisfied	(2)	176	32	60	63	155	21	16	3	3
		23%	20%	29%	19%	22%	34%	46%	16%	26%
							cd	acdg		
NET: Satisfied		548	117	147	240	504	44	27	9	8
		72%	72%	71%	73%	72%	70%	78%	49%	78%
			g	g	g	g	g	g		g
NET: Dissatisfied		85	17	27	31	75	10	3	6	1
		11%	10%	13%	10%	11%	16%	9%	32%	12%
									abcdf	
Answered		760	161	208	328	697	63	35	18	11
Mean Score		.8	.8	.8	.8	.8	.8	1.1	.3	.8
			g	g	g	g	g	g		
Standard error		.03	.08	.08	.06	.04	.06	.09	.12	.12
Standard deviation		1.00	1.00	1.09	.92	.99	1.13	.99	1.19	1.20

Columns Tested:: a,b,c,d,e,f,g,h

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		857	27	103	110	103	217	49	21	28	302
Effective base		322	11	32	35	43	90	17	6	11	119
Weighted Base		760	22	77	85	119	171	44	12	13	293
Very Dissatisfied	(-2)	30	*	6	6	6	5	2	2	1	7
		4%	1%	8%	7%	5%	3%	5%	18%	9%	2%
Fairly Dissatisfied	(-1)	55	-	1	1	8	18	2	-	*	27
		7%	-%	1%	1%	6%	11%	3%	-%	1%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	8	19	22	16	24	7	*	1	48
		17%	34%	25%	26%	14%	14%	15%	4%	7%	16%
Fairly Satisfied	(1)	372	13	26	30	63	80	27	9	3	148
		49%	57%	34%	36%	53%	46%	60%	70%	22%	51%
Very Satisfied	(2)	176	2	25	25	26	44	7	1	8	63
		23%	8%	33%	30%	22%	26%	17%	8%	62%	21%
NET: Satisfied		548	15	51	56	89	124	34	10	11	211
		72%	66%	67%	66%	75%	72%	77%	78%	84%	72%
NET: Dissatisfied		85	*	7	7	14	23	4	2	1	35
		11%	1%	9%	8%	12%	14%	8%	18%	10%	12%
Answered		760	22	77	85	119	171	44	12	13	293
Mean Score		.8	.7	.8	.8	.8	.8	.8	.5	1.3	.8
Standard error		.03	.13	.11	.10	.10	.07	.13	.28	.24	.06
Standard deviation		1.00	.65	1.14	1.10	1.03	1.03	.93	1.28	1.26	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		857	240	266	351	754	103	684	173	842	15
Effective base		322	87	105	133	274	49	279	47	315	7
Weighted Base		760	226	216	319	628	132	680	80	743	17
Very Dissatisfied	(-2)	30	13	7	11	25	5	30	-	30	-
		4%	6%	3%	3%	4%	4%	4%	-%	4%	-%
Fairly Dissatisfied	(-1)	55	8	20	27	46	10	43	12	55	-
		7%	4%	9%	9%	7%	7%	6%	15% a	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	126	46	31	49	112	14	109	17	123	4
		17%	20%	14%	15%	18%	11%	16%	21%	17%	21%
Fairly Satisfied	(1)	372	106	106	160	297	75	336	36	362	10
		49%	47%	49%	50%	47%	57%	49%	45%	49%	61%
Very Satisfied	(2)	176	53	52	72	148	29	161	15	173	3
		23%	23%	24%	22%	24%	22%	24%	19%	23%	18%
NET: Satisfied		548	159	158	231	445	103	497	51	535	14
		72%	70%	73%	73%	71%	78%	73%	64%	72%	79%
NET: Dissatisfied		85	21	27	38	71	14	73	12	85	-
		11%	9%	12%	12%	11%	11%	11%	15%	12%	-%
Answered		760	226	216	319	628	132	680	80	743	17
Mean Score		.8	.8	.8	.8	.8	.9	.8	.7	.8	1.0
Standard error		.03	.07	.06	.05	.04	.09	.04	.07	.03	.17
Standard deviation		1.00	1.02	1.01	.99	1.01	.96	1.01	.95	1.01	.65

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		857	358	263	234	524	191	60	82	715	142
Effective base		322	144	85	95	230	60	18	15	289	33
Weighted Base		760	359	168	233	548	137	36	39	685	75
Very Dissatisfied	(-2)	30	10	12	7	24	3	-	3	27	3
		4%	3%	7%	3%	4%	2%	-%	8%	4%	4%
Fairly Dissatisfied	(-1)	55	27	13	15	41	11	3	1	52	3
		7%	7%	8%	7%	8%	8%	7%	1%	8%	4%
Neither Satisfied Nor Dissatisfied	(0)	126	54	25	48	84	34	3	6	117	9
		17%	15%	15%	20%	15%	25%	10%	14%	17%	12%
Fairly Satisfied	(1)	372	194	78	99	272	62	19	19	334	38
		49%	54%	47%	43%	50%	45%	52%	50%	49%	51%
Very Satisfied	(2)	176	74	39	63	128	27	11	10	155	22
		23%	21%	23%	27%	23%	20%	31%	26%	23%	29%
NET: Satisfied		548	268	118	162	399	89	30	30	488	60
		72%	75%	70%	70%	73%	65%	83%	76%	71%	80%
NET: Dissatisfied		85	37	25	23	65	14	3	4	79	6
		11%	10%	15%	10%	12%	10%	7%	10%	12%	8%
Answered		760	359	168	233	548	137	36	39	685	75
Mean Score		.8	.8	.7	.8	.8	.7	1.1	.8	.8	1.0
Standard error		.03	.05	.07	.07	.04	.07	.11	.12	.04	.08
Standard deviation		1.00	.94	1.13	1.00	1.02	.95	.84	1.10	1.01	.98

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		857	155	369	333	768	732	791	809	566	477
Effective base		322	81	151	93	279	266	294	302	210	154
Weighted Base		760	219	329	212	666	633	701	710	510	356
Very Dissatisfied	(-2)	30	3	21	6	26	23	26	30	26	22
		4%	1%	6%	3%	4%	4%	4%	4%	5%	6%
Fairly Dissatisfied	(-1)	55	18	23	14	47	44	49	54	33	20
		7%	8%	7%	7%	7%	7%	7%	8%	6%	5%
Neither Satisfied Nor Dissatisfied	(0)	126	38	45	43	110	97	113	119	80	52
		17%	18%	14%	20%	16%	15%	16%	17%	16%	15%
Fairly Satisfied	(1)	372	118	154	100	327	313	347	343	256	180
		49%	54%	47%	47%	49%	49%	49%	48%	50%	50%
Very Satisfied	(2)	176	42	86	48	156	156	166	164	115	84
		23%	19%	26%	23%	23%	25%	24%	23%	23%	23%
NET: Satisfied		548	160	240	149	484	469	513	507	372	263
		72%	73%	73%	70%	73%	74%	73%	71%	73%	74%
NET: Dissatisfied		85	21	44	21	72	67	75	85	58	41
		11%	9%	13%	10%	11%	11%	11%	12%	11%	12%
Answered		760	219	329	212	666	633	701	710	510	356
Mean Score		.8	.8	.8	.8	.8	.8	.8	.8	.8	.8
Standard error		.03	.07	.06	.05	.04	.04	.04	.04	.04	.05
Standard deviation		1.00	.89	1.10	.96	1.00	.99	.99	1.02	1.02	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		857	56	408	68	90	66	57	46	169
Effective base		322	30	182	27	20	14	14	11	38
Weighted Base		760	78	452	51	42	23	26	29	78
Very Dissatisfied	(-2)	30	-	13	3	5	2	*	3	5
		4%	-%	3%	5%	11%	8%	1%	11%	7%
Fairly Dissatisfied	(-1)	55	7	32	2	*	3	2	2	8
		7%	9%	7%	3%	1%	14%	8%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	126	16	70	8	6	2	4	7	13
		17%	20%	16%	16%	14%	7%	16%	25%	17%
Fairly Satisfied	(1)	372	42	224	26	18	13	10	15	38
		49%	53%	49%	50%	43%	55%	40%	52%	49%
Very Satisfied	(2)	176	13	113	13	13	4	9	1	14
		23%	17%	25%	25%	31%	16%	35%	5%	18%
NET: Satisfied		548	55	337	39	31	17	19	16	52
		72%	70%	74%	76%	74%	71%	75%	57%	67%
NET: Dissatisfied		85	7	45	4	5	5	2	5	13
		11%	9%	10%	8%	12%	22%	9%	18%	16%
Answered		760	78	452	51	42	23	26	29	78
Mean Score		.8	.8	.9	.9	.8	.6	1.0	.3	.6
Standard error		.03	.11	.05	.12	.13	.14	.13	.16	.08
Standard deviation		1.00	.84	.97	1.01	1.23	1.18	.98	1.08	1.10

Columns Tested:: a,b,c,d,e,f,g,h

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		857	431	104	73	63	38	36	23	391	132	86	42	31	26	24
Effective base		322	193	39	17	14	10	9	4	174	41	24	11	10	12	6
Weighted Base		760	486	81	27	35	12	18	7	436	93	37	15	25	8	19
Very Dissatisfied	(-2)	30	15	3	3	5	-	*	*	15	3	-	*	2	*	3
		4%	3%	4%	10%	13%	-%	1%	2%	3%	3%	-%	1%	7%	1%	16%
Fairly Dissatisfied	(-1)	55	38	4	*	1	1	3	-	29	6	4	*	3	2	1
		7%	8%	5%	1%	2%	5%	17%	-%	7%	7%	10%	1%	10%	25%	3%
Neither Satisfied Nor Dissatisfied	(0)	126	87	6	4	8	1	3	1	64	21	3	*	3	1	6
		17%	18%	7%	15%	23%	8%	20%	11%	15%	22%	7%	2%	10%	12%	34%
Fairly Satisfied	(1)	372	237	48	9	18	8	2	6	221	39	20	8	12	4	9
		49%	49%	60%	35%	50%	68%	10%	82%	51%	42%	54%	57%	47%	50%	46%
			f	f			f									
Very Satisfied	(2)	176	110	20	11	4	2	9	*	107	24	11	6	7	1	*
		23%	23%	25%	40%	12%	18%	52%	5%	25%	26%	29%	39%	26%	12%	2%
								ad								
NET: Satisfied		548	346	68	20	22	10	11	6	328	63	31	14	19	5	9
		72%	71%	84%	74%	62%	87%	62%	87%	75%	68%	83%	96%	73%	62%	48%
NET: Dissatisfied		85	53	7	3	6	1	3	*	44	9	4	*	4	2	4
		11%	11%	9%	10%	16%	5%	18%	2%	10%	10%	10%	2%	17%	26%	19%
Answered		760	486	81	27	35	12	18	7	436	93	37	15	25	8	19
Mean Score		.8	.8	1.0	.9	.4	1.0	1.0	.9	.9	.8	1.0	1.3	.7	.5	.2
Standard error		.03	.05	.09	.14	.15	.12	.21	.13	.05	.09	.09	.11	.21	.22	.23
Standard deviation		1.00	.98	.93	1.23	1.17	.72	1.25	.61	.98	1.01	.88	.69	1.18	1.11	1.11

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		857	386	129	96	73	35	49	41	125	195	180	215	131	69
Effective base		322	174	43	30	22	9	12	12	34	92	72	77	36	19
Weighted Base		760	429	96	65	43	22	29	27	79	239	180	168	68	47
Very Dissatisfied	(-2)	30	13	7	5	-	-	2	3	5	3	4	12	4	3
		4%	3%	7%	8%	-%	-%	7%	11%	6%	1%	2%	7%	6%	7%
Fairly Dissatisfied	(-1)	55	32	7	2	*	6	2	5	14	16	12	10	5	5
		7%	7%	8%	2%	*%	28% acd	8%	19% d	17% d	7%	7%	6%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	126	71	12	17	5	*	12	2	14	46	29	19	8	12
		17%	17%	13%	25%	11%	2%	40% abe	7%	18%	19%	16%	11%	11%	25%
Fairly Satisfied	(1)	372	223	44	28	23	8	11	7	26	108	95	93	30	20
		49%	52% h	46%	43%	55%	36%	38%	25%	33%	45%	53%	56%	44%	43%
Very Satisfied	(2)	176	89	26	14	14	8	2	10	20	65	40	34	21	7
		23%	21%	27%	22%	33%	35%	8%	37%	25%	27%	22%	20%	31%	15%
NET: Satisfied		548	312	69	42	38	15	13	17	46	174	135	127	51	27
		72%	73% f	73%	64%	89% cfh	70%	46%	62%	58%	73%	75%	76%	75%	57%
NET: Dissatisfied		85	45	14	7	*	6	4	8	19	20	16	22	9	8
		11%	11%	15%	10%	*%	28% d	14%	31% ad	24% ad	8%	9%	13%	13%	17%
Answered		760	429	96	65	43	22	29	27	79	239	180	168	68	47
Mean Score		.8	.8	.8	.7	1.2 acfh	.8	.3	.6	.5	.9	.9	.8	.9	.5
Standard error		.03	.05	.10	.11	.08	.21	.14	.23	.11	.07	.07	.07	.10	.13
Standard deviation		1.00	.96	1.14	1.09	.65	1.22	.98	1.46	1.23	.93	.90	1.06	1.12	1.09

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		857	255	165	192	101	51	237	166	169	104	51
Effective base		322	110	68	64	27	11	111	54	60	28	15
Weighted Base		760	285	162	141	52	23	286	125	127	58	36
Very Dissatisfied	(-2)	30	3	5	15	2	*	6	5	6	4	3
		4%	1%	3%	10%	4%	1%	2%	4%	4%	7%	8%
					a							
Fairly Dissatisfied	(-1)	55	19	13	7	4	4	19	11	9	3	1
		7%	7%	8%	5%	9%	18%	7%	9%	7%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	126	59	24	14	7	5	41	20	18	6	12
		17%	21%	15%	10%	14%	23%	14%	16%	14%	10%	32%
Fairly Satisfied	(1)	372	135	82	76	21	12	139	59	73	26	14
		49%	47%	51%	54%	40%	54%	49%	47%	57%	45%	39%
Very Satisfied	(2)	176	69	37	29	18	1	80	29	21	19	7
		23%	24%	23%	21%	34%	4%	28%	24%	17%	32%	18%
NET: Satisfied		548	204	119	106	38	13	219	89	95	45	21
		72%	72%	74%	75%	74%	58%	77%	71%	74%	77%	57%
NET: Dissatisfied		85	22	19	21	6	4	25	16	15	7	4
		11%	8%	11%	15%	12%	19%	9%	13%	11%	13%	11%
Answered		760	285	162	141	52	23	286	125	127	58	36
Mean Score		.8	.9	.8	.7	.9	.4	.9	.8	.8	.9	.6
Standard error		.03	.06	.08	.08	.11	.12	.06	.08	.07	.11	.15
Standard deviation		1.00	.90	.99	1.16	1.08	.87	.94	1.03	.96	1.13	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		857	232	164	222	113	71	547	93	163	500	357	601	167
Effective base		322	104	57	87	37	19	212	27	63	200	124	233	46
Weighted Base		760	267	124	196	79	45	483	63	162	491	270	559	107
Very Dissatisfied	(-2)	30	7	4	13	6	*	27	-	3	16	14	20	6
		4%	3%	3%	6%	8%	*%	6%	-%	2%	3%	5%	4%	5%
Fairly Dissatisfied	(-1)	55	25	8	11	6	5	42	4	9	41	14	42	5
		7%	9%	6%	5%	8%	10%	9%	6%	6%	8%	5%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	126	38	18	24	19	20	83	11	23	90	37	100	10
		17%	14%	14%	12%	24%	45% abc	17%	17%	14%	18%	14%	18%	9%
Fairly Satisfied	(1)	372	139	58	102	31	13	215	31	96	254	118	266	62
		49%	52%	47%	52%	39%	29%	45%	49%	59% a	52%	44%	48%	58%
Very Satisfied	(2)	176	57	37	46	16	7	115	18	31	90	86	132	25
		23%	22%	30%	23%	21%	15%	24%	28%	19%	18%	32% a	24%	23%
NET: Satisfied		548	196	95	148	47	20	330	49	127	344	204	397	87
		72%	74% e	77% e	76% e	59%	45%	68%	78%	79%	70%	76%	71%	81%
NET: Dissatisfied		85	32	11	23	13	5	69	4	12	57	29	62	11
		11%	12%	9%	12%	16%	10%	14%	6%	7%	12%	11%	11%	10%
Answered		760	267	124	196	79	45	483	63	162	491	270	559	107
Mean Score		.8	.8	.9	.8	.6	.5	.7	1.0	.9	.7	.9	.8	.9
Standard error		.03	.06	.08	.07	.11	.11	.05	.09	.07	.04	.06	.04	.08
Standard deviation		1.00	.97	.98	1.06	1.15	.89	1.09	.83	.83	.96	1.07	1.00	.99

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		857	481	251	183	626	600	168	477	255	194	615
Effective base		322	197	70	82	221	234	46	194	73	85	218
Weighted Base		760	469	164	176	535	562	104	471	162	191	519
Very Dissatisfied	(-2)	30	15	8	3	27	20	6	15	8	5	25
		4%	3%	5%	2%	5%	4%	5%	3%	5%	3%	5%
Fairly Dissatisfied	(-1)	55	31	13	12	42	43	4	25	18	12	42
		7%	7%	8%	7%	8%	8%	3%	5%	11%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	126	84	14	36	83	95	14	78	19	40	79
		17%	18%	8%	21%	15%	17%	13%	17%	12%	21%	15%
Fairly Satisfied	(1)	372	219	94	84	260	274	53	236	76	91	252
		49%	47%	57%	48%	49%	49%	51%	50%	47%	48%	49%
Very Satisfied	(2)	176	121	35	41	123	129	28	116	40	43	121
		23%	26%	21%	23%	23%	23%	26%	25%	25%	22%	23%
NET: Satisfied		548	340	129	124	383	403	81	352	116	134	373
		72%	72%	78%	71%	72%	72%	78%	75%	72%	70%	72%
NET: Dissatisfied		85	45	22	15	69	63	9	40	27	17	67
		11%	10%	13%	9%	13%	11%	9%	9%	17%	9%	13%
Answered		760	469	164	176	535	562	104	471	162	191	519
Mean Score		.8	.9	.8	.8	.8	.8	.9	.9	.7	.8	.8
Standard error		.03	.04	.06	.07	.04	.04	.08	.04	.07	.07	.04
Standard deviation		1.00	.98	1.03	.92	1.05	1.00	1.01	.95	1.11	.94	1.05

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		857	564	534	175	1	535	472	144	-	677	422	205	1
Effective base		322	196	207	58	1	185	185	50	-	253	161	79	1
Weighted Base		760	471	501	148	4	452	430	131	-	607	378	180	*
Very Dissatisfied	(-2)	30	17	19	6	-	13	16	9	-	22	17	13	-
		4%	4%	4%	4%	-%	3%	4%	7%	-%	4%	5%	7%	-%
Fairly Dissatisfied	(-1)	55	29	44	17	-	28	22	15	-	41	23	12	-
		7%	6%	9%	12%	-%	6%	5%	12%	-%	7%	6%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	126	72	84	30	4	70	79	24	-	103	70	46	-
		17%	15%	17%	20%	100%	15%	18%	18%	-%	17%	19%	26%	-%
Fairly Satisfied	(1)	372	243	252	62	-	234	202	52	-	288	189	73	-
		49%	52%	50%	42%	-%	52%	47%	40%	-%	47%	50%	40%	-%
Very Satisfied	(2)	176	110	102	34	-	107	110	32	-	153	79	36	*
		23%	23%	20%	23%	-%	24%	26%	24%	-%	25%	21%	20%	100%
NET: Satisfied		548	353	354	96	-	341	312	83	-	441	268	109	*
		72%	75%	71%	65%	-%	75%	73%	64%	-%	73% c	71%	60%	100%
NET: Dissatisfied		85	46	63	23	-	42	39	24	-	63	40	25	-
		11%	10%	13%	15%	-%	9%	9%	18%	-%	10%	11%	14%	-%
Answered		760	471	501	148	4	452	430	131	-	607	378	180	*
Mean Score		.8	.9	.7	.7	-	.9	.9	.6	-	.8	.8	.6	2.0
Standard error		.03	.04	.04	.08	-	.04	.05	.10	-	.04	.05	.08	-
Standard deviation		1.00	.97	1.00	1.07	-	.95	.99	1.17	-	1.00	1.00	1.10	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		857	593	532	373	528	373	44	227	244	279	86	46
Effective base		322	231	207	158	193	158	13	106	103	117	39	20
Weighted Base		760	557	514	377	476	371	34	250	262	289	88	46
Very Dissatisfied	(-2)	30	20	17	19	16	16	3	13	13	17	6	-
		4%	4%	3%	5%	3%	4%	9%	5%	5%	6%	7%	-%
Fairly Dissatisfied	(-1)	55	42	33	31	40	31	4	18	15	21	6	4
		7%	7%	6%	8%	8%	8%	12%	7%	6%	7%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	126	99	80	68	87	68	3	49	51	54	16	11
		17%	18%	16%	18%	18%	18%	9%	20%	20%	19%	18%	24%
Fairly Satisfied	(1)	372	261	251	176	221	164	11	120	116	136	39	25
		49%	47%	49%	47%	46%	44%	32%	48%	44%	47%	44%	53%
Very Satisfied	(2)	176	135	133	83	112	91	13	49	67	61	21	7
		23%	24%	26%	22%	24%	25%	39%	20%	26%	21%	24%	15%
NET: Satisfied		548	396	384	259	333	256	24	170	183	197	60	31
		72%	71%	75%	69%	70%	69%	71%	68%	70%	68%	68%	68%
NET: Dissatisfied		85	62	50	50	56	47	7	32	28	38	12	4
		11%	11%	10%	13%	12%	13%	20%	13%	11%	13%	13%	8%
Answered		760	557	514	377	476	371	34	250	262	289	88	46
Mean Score		.8	.8	.9	.7	.8	.8	.8	.7	.8	.7	.7	.7
Standard error		.03	.04	.04	.05	.04	.05	.20	.07	.07	.06	.12	.12
Standard deviation		1.00	1.00	.98	1.05	1.01	1.05	1.32	1.04	1.04	1.06	1.11	.82

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		857	107	63	78	28	711	532	774	614	540	554	660	168	1	558	47
Effective base		322	46	17	40	11	265	187	286	222	189	197	250	62	1	210	23
Weighted Base		760	104	45	93	31	616	434	674	524	453	484	596	149	1	479	62
Very Dissatisfied	(-2)	30	7	*	7	-	21	18	24	26	21	16	26	15	-	11	4
		4%	6%	*%	7%	-%	3%	4%	4%	5%	5%	3%	4%	10% a	-%	2%	6%
Fairly Dissatisfied	(-1)	55	16	-	5	3	45	25	48	37	28	35	43	8	1	18	6
		7%	15%	-%	6%	9%	7%	6%	7%	7%	6%	7%	7%	6%	100%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	126	13	4	14	11	93	78	107	82	65	71	97	30	-	77	12
		17%	12%	10%	15%	35%	15%	18%	16%	16%	14%	15%	16%	20%	-%	16%	20%
Fairly Satisfied	(1)	372	46	23	33	13	318	204	343	258	221	242	293	71	-	247	36
		49%	45%	51%	36%	41%	52%	47%	51%	49%	49%	50%	49%	47%	-%	52%	58%
Very Satisfied	(2)	176	23	17	34	4	138	110	151	121	118	121	137	25	-	125	4
		23%	22%	39%	37%	14%	22%	25%	22%	23%	26%	25%	23%	17%	-%	26% b	7%
NET: Satisfied		548	69	40	67	17	456	314	495	379	339	363	430	96	-	373	41
		72%	66%	90%	72%	56%	74%	72%	73%	72%	75%	75%	72%	64%	-%	78%	65%
NET: Dissatisfied		85	22	*	12	3	66	43	72	63	49	50	68	24	1	30	10
		11%	21% b	*%	13%	9%	11%	10%	11%	12%	11%	10%	11%	16%	100%	6%	15%
Answered		760	104	45	93	31	616	434	674	524	453	484	596	149	1	479	62
Mean Score		.8	.6	1.3 a	.9	.6	.8	.8	.8	.8	.9	.9 c	.8	.6	-1.0	1.0 b	.5
Standard error		.03	.11	.08	.13	.16	.04	.04	.04	.04	.04	.04	.04	.09	-	.04	.14
Standard deviation		1.00	1.17	.66	1.18	.85	.97	1.01	.98	1.03	1.03	.98	1.01	1.15	-	.89	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		857	348	335	722	36	360	497	210	505	138	274	206	358
Effective base		322	147	124	262	18	129	194	71	195	54	102	71	143
Weighted Base		760	358	289	617	48	297	463	165	471	118	247	164	327
Very Dissatisfied	(-2)	30	18	4	17	6	24	6	8	16	6	14	6	10
		4%	5%	1%	3%	12%	8%	1%	5%	3%	5%	5%	4%	3%
						a	b							
Fairly Dissatisfied	(-1)	55	28	21	31	7	26	30	15	30	8	13	19	21
		7%	8%	7%	5%	14%	9%	6%	9%	6%	7%	5%	12%	6%
Neither Satisfied Nor Dissatisfied	(0)	126	69	39	85	11	52	74	25	85	16	42	30	53
		17%	19%	13%	14%	23%	18%	16%	15%	18%	14%	17%	18%	16%
Fairly Satisfied	(1)	372	167	148	316	22	153	219	79	242	51	102	92	168
		49%	47%	51%	51%	46%	52%	47%	48%	51%	43%	41%	56%	51%
Very Satisfied	(2)	176	77	77	168	2	42	135	37	98	37	76	18	75
		23%	21%	27%	27%	4%	14%	29%	22%	21%	31%	31%	11%	23%
					b			a				b		b
NET: Satisfied		548	244	225	484	24	195	353	116	340	88	178	110	243
		72%	68%	78%	78%	50%	66%	76%	70%	72%	75%	72%	67%	74%
					b			a						
NET: Dissatisfied		85	46	25	48	13	50	36	24	46	14	27	25	31
		11%	13%	9%	8%	27%	17%	8%	14%	10%	12%	11%	15%	10%
						a	b							
Answered		760	358	289	617	48	297	463	165	471	118	247	164	327
Mean Score		.8	.7	.9	1.0	.2	.5	1.0	.7	.8	.9	.9	.6	.8
					b			a						
Standard error		.03	.06	.05	.03	.19	.06	.04	.07	.04	.09	.07	.07	.05
Standard deviation		1.00	1.04	.91	.93	1.13	1.09	.91	1.07	.95	1.08	1.08	.96	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		857	461	396
Effective base		322	155	167
Weighted Base		760	367	394
Very Dissatisfied	(-2)	30	15	15
		4%	4%	4%
Fairly Dissatisfied	(-1)	55	30	26
		7%	8%	7%
Neither Satisfied Nor Dissatisfied	(0)	126	72	55
		17%	20%	14%
Fairly Satisfied	(1)	372	159	213
		49%	43%	54%
Very Satisfied	(2)	176	91	85
		23%	25%	22%
NET: Satisfied		548	251	298
		72%	68%	76%
NET: Dissatisfied		85	45	41
		11%	12%	10%
Answered		760	367	394
Mean Score		.8	.8	.8
Standard error		.03	.05	.05
Standard deviation		1.00	1.04	.97

Columns Tested:: a,b

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		857	40	80	61	60	48	134	16	102	71	63	71	111
Effective base		322	9	32	25	9	20	45	8	54	42	18	45	56
Weighted Base		760	8	114	55	14	57	135	4	110	85	21	72	86
Very Dissatisfied	(-2)	30	1	*	1	-	4	*	-	14	9	*	-	-
		4%	10%	*%	2%	-%	7%	*%	-%	13%	11%	*%	-%	-%
										bfkl	bfkl			
Fairly Dissatisfied	(-1)	55	2	*	3	1	5	18	1	6	3	5	4	8
		7%	24%	*%	6%	4%	8%	13%	30%	5%	4%	23%	6%	10%
			b					b				bh		
Neither Satisfied Nor Dissatisfied	(0)	126	2	24	13	2	10	9	*	20	18	4	5	20
		17%	23%	21%	24%	13%	17%	6%	10%	18%	21%	21%	7%	24%
					f						f			fk
Fairly Satisfied	(1)	372	3	64	31	11	28	73	1	43	34	8	42	34
		49%	35%	57%	57%	75%	49%	54%	18%	39%	40%	38%	59%	39%
						h							h	
Very Satisfied	(2)	176	1	25	6	1	11	35	2	28	21	4	20	23
		23%	8%	22%	11%	8%	19%	26%	43%	25%	24%	18%	28%	27%
NET: Satisfied		548	3	90	38	12	38	109	3	71	55	11	62	57
		72%	43%	79%	68%	83%	67%	81%	60%	64%	64%	56%	87%	67%
				a				aj					ahijl	
NET: Dissatisfied		85	3	*	4	1	9	18	1	20	13	5	4	8
		11%	34%	*%	8%	4%	15%	13%	30%	18%	15%	23%	6%	10%
			bk				b	b		b	b	b		
Answered		760	8	114	55	14	57	135	4	110	85	21	72	86
Mean Score		.8	.1	1.0	.7	.9	.6	.9	.7	.6	.6	.5	1.1	.8
				a				a					ahij	a
Standard error		.03	.19	.07	.11	.08	.16	.08	.37	.13	.14	.13	.09	.09
Standard deviation		1.00	1.22	.67	.83	.62	1.11	.93	1.46	1.28	1.22	1.06	.77	.94

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 300 (continuation)

QOP2_11. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		857	181	242	189	245	423	434
Effective base		322	58	72	99	118	130	213
Weighted Base		760	176	206	200	178	382	378
Very Dissatisfied	(-2)	30	2	4	24	*	6	24
		4%	1%	2%	12%	*%	2%	6%
					abd			a
Fairly Dissatisfied	(-1)	55	5	23	11	17	28	28
		7%	3%	11%	5%	10%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	126	39	20	38	30	59	68
		17%	22%	10%	19%	17%	15%	18%
Fairly Satisfied	(1)	372	99	111	78	84	210	162
		49%	56%	54%	39%	47%	55%	43%
			c	c			b	
Very Satisfied	(2)	176	32	47	50	47	79	97
		23%	18%	23%	25%	26%	21%	26%
NET: Satisfied		548	131	158	128	131	289	259
		72%	74%	77%	64%	74%	76%	69%
NET: Dissatisfied		85	7	27	34	17	34	51
		11%	4%	13%	17%	10%	9%	14%
					a			
Answered		760	176	206	200	178	382	378
Mean Score		.8	.9	.8	.6	.9	.9	.7
						c		
Standard error		.03	.06	.06	.09	.06	.04	.05
Standard deviation		1.00	.78	.97	1.25	.90	.89	1.11

Columns Tested:: a,b,c,d - a,b

Table 301

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		866	95	771	525	171	49	121	341
Effective base		323	23	302	289	70	28	56	97
Weighted Base		761	37	724	715	38	5	3	45
Very Dissatisfied	(-2)	16	*	15	16	-	-	-	-
		2%	1%	2%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	2	29	30	1	*	*	1
		4%	6%	4%	4%	2%	2%	*%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	1	85	82	4	*	*	4
		11%	4%	12%	12%	9%	10%	15%	10%
Fairly Satisfied	(1)	308	13	295	287	17	3	1	21
		41%	36%	41%	40%	46%	48%	43%	47%
Very Satisfied	(2)	319	20	299	300	16	2	1	19
		42%	54%	41%	42%	42%	40%	42%	42%
NET: Satisfied		627	33	594	587	33	5	2	40
		82%	89%	82%	82%	88%	88%	85%	88%
NET: Dissatisfied		47	2	44	46	1	*	*	1
		6%	7%	6%	6%	2%	2%	*%	2%
Answered		761	37	724	715	38	5	3	45
Mean Score		1.2	1.4	1.2	1.2	1.3	1.3	1.3	1.3
Standard error		.03	.09	.03	.04	.06	.11	.08	.04
Standard deviation		.92	.88	.93	.94	.74	.80	.90	.73

Columns Tested:: a,b - a,b,c,d,e

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		866	181	250	94	114	106	121	525	171	170
Effective base		323	114	136	50	48	43	56	289	70	57
Weighted Base		761	301	346	67	27	16	3	715	38	8
Very Dissatisfied	(-2)	16	6	9	1	-	-	-	16	-	-
		2%	2%	3%	1%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	31	17	8	4	*	1	*	30	1	*
		4%	6%	2%	6%	1%	4%	*%	4%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	36	37	9	3	1	*	82	4	1
		11%	12%	11%	14%	13%	4%	15%	12%	9%	11%
Fairly Satisfied	(1)	308	118	133	37	11	9	1	287	17	4
		41%	39%	38%	55%	42%	55%	43%	40%	46%	47%
					b						
Very Satisfied	(2)	319	124	159	16	12	6	1	300	16	3
		42%	41%	46%	24%	44%	37%	42%	42%	42%	40%
			c	c		c			c		
NET: Satisfied		627	242	292	53	23	14	2	587	33	7
		82%	80%	84%	79%	86%	92%	85%	82%	88%	87%
NET: Dissatisfied		47	23	17	5	*	1	*	46	1	*
		6%	8%	5%	7%	1%	4%	*%	6%	2%	2%
			f		f						
Answered		761	301	346	67	27	16	3	715	38	8
Mean Score		1.2	1.1	1.2	.9	1.3	1.3	1.3	1.2	1.3	1.3
						c				c	c
Standard error		.03	.07	.06	.09	.07	.07	.08	.04	.06	.06
Standard deviation		.92	.97	.92	.86	.75	.73	.90	.94	.74	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		866	305	220	171	49	121	287	191	62	49	141
Effective base		323	199	112	70	28	56	162	80	23	12	26
Weighted Base		761	552	163	38	5	3	437	157	38	24	27
Very Dissatisfied	(-2)	16	15	1	-	-	-	15	1	-	-	-
		2%	3%	*%	-%	-%	-%	3%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	24	6	1	*	*	20	4	1	3	1
		4%	4%	4%	2%	2%	*%	5%	2%	2%	13%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	56	27	4	*	*	45	17	5	1	5
		11%	10%	16%	9%	10%	15%	10%	11%	13%	4%	20%
Fairly Satisfied	(1)	308	214	73	17	3	1	174	68	17	7	9
		41%	39%	45%	46%	48%	43%	40%	43%	45%	29%	33%
Very Satisfied	(2)	319	243	57	16	2	1	183	68	15	13	12
		42%	44%	35%	42%	40%	42%	42%	43%	39%	55%	45%
NET: Satisfied		627	458	130	33	5	2	357	136	33	20	21
		82%	83%	80%	88%	88%	85%	82%	87%	85%	84%	78%
NET: Dissatisfied		47	39	7	1	*	*	34	5	1	3	1
		6%	7%	4%	2%	2%	*%	8%	3%	2%	13%	3%
			e									
Answered		761	552	163	38	5	3	437	157	38	24	27
Mean Score		1.2	1.2	1.1	1.3	1.3	1.3	1.1	1.3	1.2	1.3	1.2
Standard error		.03	.06	.06	.06	.11	.08	.06	.06	.10	.15	.07
Standard deviation		.92	.96	.83	.74	.80	.90	1.00	.78	.77	1.04	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		866	63	60	106	25	60	72	49	52	56
Effective base		323	32	30	53	12	27	44	29	26	30
Weighted Base		761	81	62	133	32	68	111	85	65	59
Very Dissatisfied	(-2)	16	6	3	1	-	2	-	-	3	-
		2%	7%	5%	1%	-%	3%	-%	-%	5%	-%
Fairly Dissatisfied	(-1)	31	7	2	4	-	3	4	3	*	3
		4%	8%	3%	3%	-%	5%	4%	3%	*%	5%
Neither Satisfied Nor Dissatisfied	(0)	87	6	3	19	7	10	14	2	12	9
		11%	7%	4%	14%	22%	15%	13%	2%	19%	14%
										g	
Fairly Satisfied	(1)	308	27	23	65	9	30	32	49	24	25
		41%	34%	37%	49%	29%	44%	29%	58%	37%	43%
					f				f		
Very Satisfied	(2)	319	35	31	44	16	23	60	32	26	22
		42%	44%	50%	33%	49%	34%	54%	37%	39%	38%
								c			
NET: Satisfied		627	62	54	109	25	53	93	81	50	48
		82%	77%	87%	82%	78%	77%	83%	95%	77%	80%
NET: Dissatisfied		47	13	5	5	-	5	4	3	3	3
		6%	16%	9%	4%	-%	7%	4%	3%	5%	5%
Answered		761	81	62	133	32	68	111	85	65	59
Mean Score		1.2	1.0	1.2	1.1	1.3	1.0	1.3	1.3	1.1	1.1
Standard error		.03	.15	.14	.08	.16	.12	.10	.09	.14	.11
Standard deviation		.92	1.23	1.05	.81	.81	.97	.85	.66	1.01	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		866	141	175	227	543	323	117	103	103
Effective base		323	68	87	125	280	77	32	37	22
Weighted Base		761	159	208	330	697	63	35	17	12
Very Dissatisfied	(-2)	16	2	12	1	15	1	*	1	-
		2%	1%	6%	*%	2%	1%	1%	4%	-%
				c						
Fairly Dissatisfied	(-1)	31	6	9	11	27	4	2	2	*
		4%	4%	4%	3%	4%	7%	6%	14%	*%
									cd	
Neither Satisfied Nor Dissatisfied	(0)	87	26	20	36	82	5	1	3	1
		11%	16%	10%	11%	12%	8%	4%	16%	11%
Fairly Satisfied	(1)	308	64	75	147	286	22	11	6	6
		41%	40%	36%	45%	41%	35%	30%	37%	49%
Very Satisfied	(2)	319	61	92	136	288	30	21	5	5
		42%	38%	44%	41%	41%	48%	59%	29%	41%
								ag		
NET: Satisfied		627	125	167	283	574	53	31	11	11
		82%	79%	80%	86%	82%	83%	90%	66%	89%
					g	g	g	g		g
NET: Dissatisfied		47	8	21	12	41	5	2	3	*
		6%	5%	10%	4%	6%	8%	7%	18%	*%
									acdh	
Answered		761	159	208	330	697	63	35	17	12
Mean Score		1.2	1.1	1.1	1.2	1.2	1.2	1.4	.7	1.3
					g	g	g	g		g
Standard error		.03	.08	.08	.05	.04	.05	.08	.11	.07
Standard deviation		.92	.90	1.11	.79	.92	.97	.89	1.17	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	f	*g	*h	i
Unweighted Base		866	29	104	112	102	219	49	22	28	305
Effective base		323	11	32	35	42	90	17	6	11	120
Weighted Base		761	23	78	85	117	172	44	12	13	295
Very Dissatisfied	(-2)	16	-	6	6	1	4	-	3	-	1
		2%	-%	8%	7%	1%	3%	-%	26%	-%	*%
				i	i						
Fairly Dissatisfied	(-1)	31	-	4	5	6	5	1	*	-	14
		4%	-%	5%	5%	5%	3%	3%	3%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	87	3	9	15	11	19	6	*	*	32
		11%	15%	12%	18%	10%	11%	13%	2%	*%	11%
Fairly Satisfied	(1)	308	7	21	22	51	83	21	4	3	118
		41%	30%	27%	26%	44%	48%	47%	31%	26%	40%
							bc				
Very Satisfied	(2)	319	12	38	38	48	60	17	5	10	129
		42%	55%	48%	44%	41%	35%	38%	38%	74%	44%
NET: Satisfied		627	19	58	59	99	143	37	9	13	248
		82%	85%	75%	70%	85%	83%	85%	69%	100%	84%
NET: Dissatisfied		47	-	10	11	7	9	1	4	-	15
		6%	-%	13%	13%	6%	5%	3%	29%	-%	5%
Answered		761	23	78	85	117	172	44	12	13	295
Mean Score		1.2	1.4	1.0	.9	1.2	1.1	1.2	.5	1.7	1.2
Standard error		.03	.14	.12	.12	.09	.06	.11	.36	.09	.05
Standard deviation		.92	.76	1.23	1.22	.86	.89	.76	1.69	.45	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		866	243	268	355	762	104	691	175	851	15
Effective base		323	87	105	133	275	49	279	48	316	7
Weighted Base		761	224	216	320	629	132	680	81	743	17
Very Dissatisfied	(-2)	16	7	4	4	10	6	15	1	16	-
		2%	3%	2%	1%	2%	4%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	31	11	6	14	29	2	28	3	30	1
		4%	5%	3%	4%	5%	2%	4%	3%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	87	30	25	32	71	16	66	21	84	3
		11%	13%	11%	10%	11%	12%	10%	26% a	11%	19%
Fairly Satisfied	(1)	308	79	104	125	250	58	286	22	306	2
		41%	35%	48%	39%	40%	44%	42%	27%	41%	11%
Very Satisfied	(2)	319	98	77	144	269	50	284	35	308	11
		42%	44%	36%	45%	43%	38%	42%	43%	41%	63%
NET: Satisfied		627	177	181	269	519	108	570	57	614	13
		82%	79%	84%	84%	83%	82%	84% b	70%	83%	74%
NET: Dissatisfied		47	17	10	19	39	8	43	3	45	1
		6%	8%	5%	6%	6%	6%	6%	4%	6%	6%
Answered		761	224	216	320	629	132	680	81	743	17
Mean Score		1.2	1.1	1.1	1.2	1.2	1.1	1.2	1.1	1.2	1.3
Standard error		.03	.06	.05	.05	.03	.09	.04	.07	.03	.26
Standard deviation		.92	1.01	.87	.90	.92	.97	.92	.95	.92	1.02

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		866	360	266	238	528	194	61	83	722	144
Effective base		323	144	86	96	230	60	18	15	290	33
Weighted Base		761	358	169	233	548	137	37	39	685	76
Very Dissatisfied	(-2)	16	4	7	4	15	1	-	-	16	-
		2%	1%	4%	2%	3%	1%	-%	-%	2%	-%
Fairly Dissatisfied	(-1)	31	12	6	13	24	3	1	3	27	4
		4%	3%	3%	6%	4%	2%	4%	8%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	87	46	19	22	66	14	3	3	81	6
		11%	13%	11%	9%	12%	10%	9%	8%	12%	8%
Fairly Satisfied	(1)	308	143	64	101	213	64	13	18	277	31
		41%	40%	38%	43%	39%	47%	34%	47%	40%	41%
Very Satisfied	(2)	319	152	73	94	230	55	20	15	285	34
		42%	42%	43%	40%	42%	40%	54%	37%	42%	45%
NET: Satisfied		627	295	137	195	443	119	32	33	562	65
		82%	82%	81%	83%	81%	87%	88%	85%	82%	86%
NET: Dissatisfied		47	17	12	17	39	4	1	3	42	4
		6%	5%	7%	7%	7%	3%	4%	8%	6%	6%
Answered		761	358	169	233	548	137	37	39	685	76
Mean Score		1.2	1.2	1.1	1.1	1.1	1.2	1.4	1.1	1.2	1.3
Standard error		.03	.05	.06	.06	.04	.05	.10	.10	.03	.07
Standard deviation		.92	.88	1.01	.93	.97	.76	.80	.87	.93	.84

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		866	158	370	338	774	735	797	815	567	479
Effective base		323	83	149	93	279	265	293	301	208	153
Weighted Base		761	222	326	213	663	630	698	708	507	354
Very Dissatisfied	(-2)	16	9	6	1	15	15	15	16	14	9
		2%	4%	2%	*%	2%	2%	2%	2%	3%	3%
			c								
Fairly Dissatisfied	(-1)	31	5	19	7	24	25	25	30	23	24
		4%	2%	6%	3%	4%	4%	4%	4%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	87	30	36	20	76	72	84	80	59	41
		11%	14%	11%	10%	11%	11%	12%	11%	12%	12%
Fairly Satisfied	(1)	308	74	139	95	268	254	282	289	211	143
		41%	33%	43%	45%	40%	40%	40%	41%	42%	40%
Very Satisfied	(2)	319	104	126	89	281	264	293	292	199	137
		42%	47%	39%	42%	42%	42%	42%	41%	39%	39%
NET: Satisfied		627	178	265	185	549	518	575	581	410	280
		82%	80%	81%	87%	83%	82%	82%	82%	81%	79%
NET: Dissatisfied		47	14	24	8	39	40	40	46	37	33
		6%	6%	7%	4%	6%	6%	6%	6%	7%	9%
Answered		761	222	326	213	663	630	698	708	507	354
Mean Score		1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.1
Standard error		.03	.08	.05	.04	.03	.03	.03	.03	.04	.05
Standard deviation		.92	1.02	.93	.79	.92	.94	.92	.93	.97	1.00

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		866	57	408	67	92	68	58	47	173
Effective base		323	30	181	26	21	15	14	11	38
Weighted Base		761	78	451	48	43	24	26	29	78
Very Dissatisfied	(-2)	16	-	12	*	1	2	-	-	2
		2%	-%	3%	1%	1%	8%	-%	-%	2%
Fairly Dissatisfied	(-1)	31	1	12	2	*	*	1	9	11
		4%	1%	3%	4%	*%	*%	6%	31%	13%
									abcde	b
Neither Satisfied Nor Dissatisfied	(0)	87	15	50	8	2	3	5	1	10
		11%	19%	11%	17%	4%	13%	21%	5%	12%
Fairly Satisfied	(1)	308	32	183	23	21	12	4	6	23
		41%	41%	41%	47%	50%	52%	16%	21%	29%
					f	f				
Very Satisfied	(2)	319	31	194	15	19	7	15	12	34
		42%	39%	43%	31%	45%	28%	57%	43%	43%
NET: Satisfied		627	63	377	38	40	19	19	18	56
		82%	81%	84%	79%	95%	79%	74%	64%	72%
						gh				
NET: Dissatisfied		47	1	24	2	1	2	1	9	12
		6%	1%	5%	5%	2%	8%	6%	31%	16%
									abcd	b
Answered		761	78	451	48	43	24	26	29	78
Mean Score		1.2	1.2	1.2	1.0	1.4	.9	1.3	.8	1.0
Standard error		.03	.10	.05	.10	.07	.13	.13	.19	.09
Standard deviation		.92	.76	.93	.84	.70	1.08	.99	1.31	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base		866	432	104	74	65	39	37	23	390	134	87	42	31	26	25
Effective base		323	192	39	17	15	11	9	4	172	41	24	11	10	12	6
Weighted Base		761	484	81	24	36	12	18	7	432	93	37	15	25	8	19
Very Dissatisfied	(-2)	16	13	1	1	-	-	-	-	6	6	1	-	2	-	-
		2%	3%	1%	3%	-%	-%	-%	-%	1%	6%	2%	-%	7%	-%	-%
Fairly Dissatisfied	(-1)	31	16	5	*	*	*	2	-	7	7	1	*	-	2	7
		4%	3%	6%	*%	*%	3%	12%	-%	2%	8% a	1%	*%	-%	30%	39%
Neither Satisfied Nor Dissatisfied	(0)	87	58	9	2	*	2	5	*	52	9	4	1	4	*	1
		11%	12%	12%	8%	*%	13%	26% d	1%	12%	10%	10%	5%	16%	*%	7%
Fairly Satisfied	(1)	308	191	40	14	13	6	*	3	182	35	16	7	8	2	5
		41%	39% f	49% f	59% f	37%	53% f	2%	35%	42%	37%	42%	50%	30%	27%	25%
Very Satisfied	(2)	319	206	26	7	22	4	11	5	184	36	16	7	12	3	6
		42%	43%	32%	30%	63% b	30%	59%	64%	43%	38%	44%	45%	47%	43%	29%
NET: Satisfied		627	397	66	22	36	10	11	7	366	71	32	14	20	5	10
		82%	82%	81%	89%	100% f	84%	62%	99%	85%	76%	86%	95%	77%	70%	54%
NET: Dissatisfied		47	29	6	1	*	*	2	-	13	13	1	*	2	2	7
		6%	6%	7%	3%	*%	3%	12%	-%	3%	14% a	4%	*%	7%	30%	39%
Answered		761	484	81	24	36	12	18	7	432	93	37	15	25	8	19
Mean Score		1.2	1.2	1.1	1.1	1.6 bce	1.1	1.1	1.6	1.2	.9	1.2	1.4	1.1	.8	.4
Standard error		.03	.05	.09	.09	.06	.12	.20	.11	.04	.10	.09	.10	.21	.26	.26
Standard deviation		.92	.95	.88	.80	.50	.77	1.19	.55	.83	1.18	.88	.62	1.15	1.35	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		866	387	130	96	74	36	51	41	128	196	180	218	132	70
Effective base		323	173	44	30	22	10	12	12	34	92	72	77	36	19
Weighted Base		761	427	96	63	43	22	30	27	79	238	180	166	68	47
Very Dissatisfied	(-2)	16	4	4	5	-	*	2	-	2	1	3	9	2	-
		2%	1%	4%	8% a	-%	1%	6%	-%	3%	*%	2%	6%	3%	-%
Fairly Dissatisfied	(-1)	31	15	2	4	1	2	2	4	8	4	9	5	3	3
		4%	3%	2%	6%	3%	10%	7%	13%	10%	2%	5%	3%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	87	56	9	4	5	-	3	3	6	37	19	17	6	4
		11%	13%	10%	6%	11%	-%	11%	11%	8%	16%	11%	10%	9%	9%
Fairly Satisfied	(1)	308	164	55	27	13	10	9	10	29	78	83	66	29	26
		41%	38%	57% ad	44%	31%	45%	30%	37%	37%	33%	46%	40%	43%	55%
Very Satisfied	(2)	319	187	25	22	24	10	14	11	34	118	65	68	27	13
		42%	44% b	27%	35%	55% b	43%	46%	39%	43%	50%	36%	41%	41%	28%
NET: Satisfied		627	352	80	50	37	20	23	21	63	196	148	135	57	39
		82%	82%	84%	79%	86%	89%	76%	76%	79%	83%	82%	81%	84%	83%
NET: Dissatisfied		47	19	6	9	1	2	4	4	10	5	12	14	5	3
		6%	4%	6%	15% a	3%	11%	13%	13%	13%	2%	7%	9%	8%	7%
Answered		761	427	96	63	43	22	30	27	79	238	180	166	68	47
Mean Score		1.2	1.2	1.0	.9	1.4	1.2	1.0	1.0	1.1	1.3	1.1	1.1	1.1	1.0
Standard error		.03	.04	.08	.12	.09	.16	.17	.16	.10	.06	.07	.07	.08	.10
Standard deviation		.92	.87	.91	1.20	.80	.98	1.20	1.04	1.08	.81	.91	1.07	.97	.83

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		866	258	165	194	102	51	236	166	172	104	52
Effective base		323	110	68	63	27	11	110	54	61	28	15
Weighted Base		761	285	162	139	52	23	282	125	128	58	36
Very Dissatisfied	(-2)	16	7	2	4	2	-	1	4	9	2	-
		2%	2%	1%	3%	4%	-%	*%	3%	7% a	3%	-%
Fairly Dissatisfied	(-1)	31	8	7	7	1	*	5	9	4	3	3
		4%	3%	4%	5%	3%	1%	2%	7%	3%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	87	40	17	14	4	1	37	11	16	4	4
		11%	14%	10%	10%	7%	5%	13%	9%	13%	6%	11%
Fairly Satisfied	(1)	308	97	79	54	22	14	99	58	54	23	20
		41%	34%	49% a	39%	43%	61%	35%	46%	42%	39%	55%
Very Satisfied	(2)	319	133	56	60	23	7	140	43	45	26	9
		42%	47%	35%	43%	44%	33%	50%	34%	35%	46%	25%
NET: Satisfied		627	230	136	114	45	21	240	101	99	49	29
		82%	81%	84%	82%	87%	94%	85%	81%	77%	85%	80%
NET: Dissatisfied		47	15	9	11	3	*	6	13	13	5	3
		6%	5%	6%	8%	6%	1%	2%	10% a	10% a	9%	9%
Answered		761	285	162	139	52	23	282	125	128	58	36
Mean Score		1.2	1.2	1.1	1.1	1.2	1.3	1.3 bc	1.0	1.0	1.2	1.0
Standard error		.03	.06	.07	.07	.09	.08	.05	.08	.08	.10	.12
Standard deviation		.92	.95	.86	.99	.95	.60	.79	1.00	1.11	1.01	.86

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		866	233	166	224	114	71	548	95	166	503	363	603	171
Effective base		323	103	57	88	36	19	210	27	64	199	125	232	47
Weighted Base		761	265	124	196	77	45	479	64	162	490	271	555	108
Very Dissatisfied	(-2)	16	*	1	9	2	4	12	-	3	12	3	12	3
		2%	*%	1%	4%	2%	9% a	3%	-%	2%	3%	1%	2%	3%
Fairly Dissatisfied	(-1)	31	7	4	10	8	1	24	6	*	16	15	12	12
		4%	2%	3%	5%	11%	1%	5%	9% c	*%	3%	5%	2%	11% a
Neither Satisfied Nor Dissatisfied	(0)	87	35	16	20	6	4	48	13	17	61	26	62	13
		11%	13%	13%	10%	8%	8%	10%	21%	11%	12%	10%	11%	12%
Fairly Satisfied	(1)	308	103	46	80	34	25	203	16	70	210	98	231	37
		41%	39%	37%	41%	45%	56%	42%	25%	43%	43%	36%	42%	34%
Very Satisfied	(2)	319	120	58	77	26	11	193	29	71	189	129	239	43
		42%	45%	47%	39%	34%	26%	40%	45%	44%	39%	48%	43%	39%
NET: Satisfied		627	223	104	157	61	36	395	45	141	400	227	469	80
		82%	84%	84%	80%	79%	82%	82%	70%	87%	82%	84%	85%	74%
NET: Dissatisfied		47	7	5	19	10	5	36	6	3	29	18	23	15
		6%	3%	4%	10% a	13% a	10%	8%	9%	2%	6%	7%	4%	14% a
Answered		761	265	124	196	77	45	479	64	162	490	271	555	108
Mean Score		1.2	1.3	1.3	1.1	1.0	.9	1.1	1.1	1.3	1.1	1.2	1.2	1.0
Standard error		.03	.05	.07	.07	.10	.13	.04	.10	.06	.04	.05	.04	.09
Standard deviation		.92	.80	.84	1.05	1.04	1.10	.96	1.02	.81	.93	.92	.88	1.11

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		866	483	252	183	632	603	171	479	256	193	622
Effective base		323	196	69	81	221	232	46	193	73	84	218
Weighted Base		761	468	162	174	533	558	105	470	160	190	518
Very Dissatisfied	(-2)	16	12	3	2	13	12	3	15	-	5	10
		2%	3%	2%	1%	2%	2%	3%	3%	-%	3%	2%
Fairly Dissatisfied	(-1)	31	10	14	8	22	12	12	12	13	12	18
		4%	2%	9%	5%	4%	2%	11%	3%	8%	7%	3%
				a				a		a		
Neither Satisfied Nor Dissatisfied	(0)	87	47	25	20	61	65	11	44	28	22	59
		11%	10%	15%	11%	11%	12%	10%	9%	17%	11%	11%
Fairly Satisfied	(1)	308	196	59	68	221	233	35	202	53	77	212
		41%	42%	36%	39%	42%	42%	33%	43%	33%	40%	41%
Very Satisfied	(2)	319	203	61	77	216	238	44	198	66	74	219
		42%	43%	38%	44%	40%	43%	42%	42%	42%	39%	42%
NET: Satisfied		627	398	120	144	437	470	79	399	119	150	431
		82%	85%	74%	83%	82%	84%	75%	85%	74%	79%	83%
			b									
NET: Dissatisfied		47	23	17	10	35	23	15	27	13	18	28
		6%	5%	11%	6%	7%	4%	15%	6%	8%	9%	5%
								a				
Answered		761	468	162	174	533	558	105	470	160	190	518
Mean Score		1.2	1.2	1.0	1.2	1.1	1.2	1.0	1.2	1.1	1.1	1.2
Standard error		.03	.04	.06	.07	.04	.04	.09	.04	.06	.07	.04
Standard deviation		.92	.90	1.03	.91	.94	.88	1.13	.93	.96	1.01	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		866	566	539	178	1	537	475	146	-	681	428	204	1
Effective base		323	195	206	58	1	184	185	50	-	253	161	78	1
Weighted Base		761	469	498	148	4	450	429	131	-	605	378	179	*
Very Dissatisfied	(-2)	16	9	9	2	-	12	8	5	-	13	5	9	-
		2%	2%	2%	2%	-%	3%	2%	4%	-%	2%	1%	5%	-%
Fairly Dissatisfied	(-1)	31	19	12	10	-	20	16	11	-	24	19	15	-
		4%	4%	2%	7%	-%	4%	4%	8%	-%	4%	5%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	87	56	58	21	-	50	53	18	-	66	43	23	-
		11%	12%	12%	14%	-%	11%	12%	14%	-%	11%	11%	13%	-%
Fairly Satisfied	(1)	308	194	202	59	-	182	163	48	-	237	161	61	-
		41%	41%	40%	40%	-%	40%	38%	36%	-%	39%	43%	34%	-%
Very Satisfied	(2)	319	191	217	56	4	186	189	49	-	266	150	72	*
		42%	41%	44%	38%	100%	41%	44%	38%	-%	44%	40%	40%	100%
NET: Satisfied		627	385	418	114	4	368	352	97	-	503	311	132	*
		82%	82%	84%	77%	100%	82%	82%	74%	-%	83%	82%	74%	100%
NET: Dissatisfied		47	29	21	12	-	33	24	16	-	36	24	24	-
		6%	6%	4%	8%	-%	7%	6%	12%	-%	6%	6%	13% a	-%
Answered		761	469	498	148	4	450	429	131	-	605	378	179	*
Mean Score		1.2	1.1	1.2	1.1	2.0	1.1	1.2	1.0	-	1.2	1.1	1.0	2.0
Standard error		.03	.04	.04	.07	-	.04	.04	.09	-	.04	.04	.08	-
Standard deviation		.92	.92	.87	.97	-	.97	.92	1.10	-	.93	.90	1.15	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		866	596	534	373	531	376	45	226	244	279	86	45
Effective base		323	229	206	158	192	158	13	105	103	117	39	19
Weighted Base		761	553	510	375	472	370	34	249	262	289	88	44
Very Dissatisfied	(-2)	16	12	9	12	10	11	4	6	7	9	5	-
		2%	2%	2%	3%	2%	3%	11%	2%	3%	3%	6%	-%
Fairly Dissatisfied	(-1)	31	12	12	14	9	10	-	10	10	13	7	4
		4%	2%	2%	4%	2%	3%	-%	4%	4%	5%	8%	10%
Neither Satisfied Nor Dissatisfied	(0)	87	60	50	27	66	51	2	19	16	20	9	7
		11%	11%	10%	7%	14%	14%	6%	8%	6%	7%	10%	16%
Fairly Satisfied	(1)	308	226	211	165	195	155	15	117	121	118	25	15
		41%	41%	41%	44%	41%	42%	42%	47% d	46%	41%	28%	34%
Very Satisfied	(2)	319	244	229	157	194	143	14	98	109	129	42	18
		42%	44%	45%	42%	41%	39%	41%	39%	42%	45%	47%	40%
NET: Satisfied		627	470	440	322	388	298	29	215	230	247	67	33
		82%	85%	86%	86%	82%	80%	84%	86%	88%	85%	76%	74%
NET: Dissatisfied		47	23	20	26	19	21	4	15	17	22	13	4
		6%	4%	4%	7%	4%	6%	11%	6%	6%	8%	14%	10%
Answered		761	553	510	375	472	370	34	249	262	289	88	44
Mean Score		1.2	1.2	1.3	1.2	1.2	1.1	1.0	1.2	1.2	1.2	1.0	1.0
Standard error		.03	.04	.04	.05	.04	.05	.18	.06	.06	.06	.13	.15
Standard deviation		.92	.88	.85	.95	.88	.94	1.21	.90	.91	.98	1.21	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		866	107	64	77	28	720	540	783	622	548	555	669	168	1	561	47
Effective base		323	46	17	39	11	265	188	287	223	190	196	251	62	1	210	23
Weighted Base		761	104	45	90	30	616	436	674	525	452	481	596	149	1	480	62
Very Dissatisfied	(-2)	16	2	3	5	1	10	9	13	13	7	13	9	7	-	12	3
		2%	2%	7%	5%	3%	2%	2%	2%	2%	2%	3%	2%	4%	-%	2%	5%
Fairly Dissatisfied	(-1)	31	4	*	5	1	19	19	26	21	23	20	26	13	-	9	8
		4%	4%	*%	6%	5%	3%	4%	4%	4%	5%	4%	4%	9%	-%	2%	12% a
Neither Satisfied Nor Dissatisfied	(0)	87	17	8	11	2	73	38	77	45	42	45	68	12	-	47	6
		11%	16%	17%	12%	7%	12%	9%	11%	9%	9%	9%	11%	8%	-%	10%	10%
Fairly Satisfied	(1)	308	41	21	35	16	255	181	284	226	172	211	247	57	-	190	27
		41%	40%	48%	39%	54%	41%	41%	42%	43%	38%	44%	42%	38%	-%	40%	44%
Very Satisfied	(2)	319	39	12	33	9	259	188	274	220	208	191	246	60	1	222	18
		42%	38%	27%	37%	32%	42%	43%	41%	42%	46%	40%	41%	40%	100%	46%	28%
NET: Satisfied		627	80	33	69	25	515	369	558	446	380	403	493	117	1	412	45
		82%	77%	75%	76%	85%	84%	85%	83%	85%	84%	84%	83%	79%	100%	86%	72%
NET: Dissatisfied		47	7	3	10	2	29	29	39	34	30	33	35	20	-	21	11
		6%	7%	8%	11%	7%	5%	7%	6%	6%	7%	7%	6%	13% b	-%	4%	18% a
Answered		761	104	45	90	30	616	436	674	525	452	481	596	149	1	480	62
Mean Score		1.2	1.1	.9	1.0	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.0	2.0	1.3 b	.8
Standard error		.03	.09	.13	.13	.17	.03	.04	.03	.04	.04	.04	.03	.09	-	.04	.17
Standard deviation		.92	.96	1.06	1.11	.91	.88	.92	.91	.92	.93	.94	.90	1.12	-	.89	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		866	350	336	728	36	362	504	213	509	139	278	206	361
Effective base		323	147	123	262	18	128	195	72	196	54	102	71	143
Weighted Base		761	356	288	617	48	295	465	166	470	118	244	164	328
Very Dissatisfied	(-2)	16	12	3	1	12	15	*	8	7	1	5	4	7
		2%	3%	1%	*%	25% a	5% b	*%	5%	1%	1%	2%	2%	2%
Fairly Dissatisfied	(-1)	31	14	4	18	8	26	5	8	21	3	12	11	8
		4%	4%	1%	3%	16% a	9% b	1%	5%	4%	2%	5%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	87	47	27	47	12	57	30	20	52	13	24	25	35
		11%	13%	10%	8%	24% a	19% b	6%	12%	11%	11%	10%	15%	11%
Fairly Satisfied	(1)	308	157	108	256	11	130	178	64	197	47	103	67	127
		41%	44%	37%	41%	22%	44%	38%	39%	42%	40%	42%	41%	39%
Very Satisfied	(2)	319	125	146	295	6	67	252	66	194	54	100	58	151
		42%	35%	51% a	48% b	12%	23%	54% a	40%	41%	46%	41%	35%	46%
NET: Satisfied		627	283	253	551	16	197	430	130	391	101	203	125	279
		82%	79%	88%	89% b	34%	67%	92% a	79%	83%	86%	83%	76%	85%
NET: Dissatisfied		47	26	7	19	20	41	5	16	27	4	17	15	14
		6%	7%	2%	3%	41% a	14% b	1%	10%	6%	3%	7%	9%	4%
Answered		761	356	288	617	48	295	465	166	470	118	244	164	328
Mean Score		1.2	1.0	1.4 a	1.3 b	-.2	.7	1.5 a	1.0	1.2	1.3	1.1	1.0	1.2
Standard error		.03	.05	.04	.03	.23	.06	.03	.07	.04	.07	.06	.07	.05
Standard deviation		.92	.97	.80	.76	1.37	1.07	.67	1.07	.89	.80	.94	.99	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		866	469	397
Effective base		323	156	167
Weighted Base		761	368	393
Very Dissatisfied	(-2)	16	7	8
		2%	2%	2%
Fairly Dissatisfied	(-1)	31	20	11
		4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	55	32
		11%	15%	8%
Fairly Satisfied	(1)	308	148	160
		41%	40%	41%
Very Satisfied	(2)	319	138	181
		42%	37%	46%
NET: Satisfied		627	286	341
		82%	78%	87%
				a
NET: Dissatisfied		47	27	19
		6%	7%	5%
Answered		761	368	393
Mean Score		1.2	1.1	1.3
				a
Standard error		.03	.04	.04
Standard deviation		.92	.96	.88

Columns Tested:: a,b

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		866	41	80	63	61	48	133	17	104	73	63	71	112
Effective base		323	9	32	26	9	20	44	8	55	42	18	45	56
Weighted Base		761	8	114	56	14	57	133	4	111	86	21	72	86
Very Dissatisfied	(-2)	16	-	-	1	-	6	-	-	4	5	-	-	-
		2%	-%	-%	2%	-%	11% fl	-%	-%	3%	6%	-%	-%	-%
Fairly Dissatisfied	(-1)	31	1	8	1	*	*	1	1	10	4	*	*	3
		4%	20% fk	7%	2%	2%	*%	1%	26%	9% f	4%	1%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	87	1	7	7	*	8	14	*	7	13	3	10	16
		11%	19%	7%	13%	2%	14%	11%	9%	6%	15%	15%	13%	18% h
Fairly Satisfied	(1)	308	3	43	24	9	20	67	1	41	30	12	30	28
		41%	43%	38%	43%	65%	36%	50%	17%	37%	35%	58%	42%	32%
Very Satisfied	(2)	319	1	55	23	4	22	51	2	50	34	5	32	39
		42%	17%	48%	40%	31%	39%	38%	48%	45%	40%	25%	44%	46%
NET: Satisfied		627	5	98	47	13	43	118	3	90	64	17	62	67
		82%	61%	86%	84%	96%	75%	88% a	65%	81%	75%	84%	86%	78%
NET: Dissatisfied		47	1	8	2	*	6	1	1	14	9	*	*	3
		6%	20% fk	7%	4%	2%	11% f	1%	26%	13% fk	10% fk	1%	*%	3%
Answered		761	8	114	56	14	57	133	4	111	86	21	72	86
Mean Score		1.2	.6	1.3	1.2	1.2	.9	1.3 a	.9	1.1	1.0	1.1	1.3 a	1.2
Standard error		.03	.17	.10	.11	.08	.18	.06	.35	.11	.13	.09	.08	.08
Standard deviation		.92	1.07	.88	.86	.62	1.23	.68	1.45	1.09	1.12	.69	.71	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 301 (continuation)

QOP2_12. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		866	184	242	194	246	426	440
Effective base		323	59	71	100	118	130	214
Weighted Base		761	177	204	201	178	381	379
Very Dissatisfied	(-2)	16	1	6	8	-	7	8
		2%	1%	3%	4%	-%	2%	2%
					d			
Fairly Dissatisfied	(-1)	31	11	1	15	3	12	19
		4%	6%	1%	8%	2%	3%	5%
					bd			
Neither Satisfied Nor Dissatisfied	(0)	87	16	23	20	29	39	48
		11%	9%	11%	10%	16%	10%	13%
Fairly Satisfied	(1)	308	71	96	72	70	167	142
		41%	40%	47%	36%	39%	44%	37%
Very Satisfied	(2)	319	79	78	86	76	157	162
		42%	45%	38%	43%	43%	41%	43%
NET: Satisfied		627	150	174	158	146	323	304
		82%	84%	85%	78%	82%	85%	80%
NET: Dissatisfied		47	12	7	24	3	19	27
		6%	7%	4%	12%	2%	5%	7%
					bd			
Answered		761	177	204	201	178	381	379
Mean Score		1.2	1.2	1.2	1.0	1.2	1.2	1.1
Standard error		.03	.07	.06	.08	.05	.04	.05
Standard deviation		.92	.89	.87	1.10	.79	.88	.97

Columns Tested:: a,b,c,d - a,b

Table 302

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: SUMMARY TABLE

Base: All those who use other providers to RM (QV4=2-18,98) excluding Don't know

		Areas							
		Delivery time (when you receive your postal delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		861	864	834	834	826	845	857	866
Effective base		322	323	311	311	310	313	322	323
Weighted Base		750	762	733	733	726	735	760	761
Very Dissatisfied	(-2)	16 2%	21 3%	12 2%	17 2%	19 3%	19 3%	30 4%	16 2%
Fairly Dissatisfied	(-1)	37 5%	43 6%	35 5%	38 5%	28 4%	43 6%	55 7%	31 4%
Neither Satisfied Nor Dissatisfied	(0)	98 13%	82 11%	115 16%	106 14%	117 16% b	90 12%	126 17% b	87 11%
Fairly Satisfied	(1)	335 45%	323 42%	321 44%	314 43%	323 44%	307 42%	372 49% h	308 41%
Very Satisfied	(2)	264 35% g	294 39% g	250 34% g	258 35% g	239 33% g	277 38% g	176 23%	319 42% ceg
NET: Satisfied		598 80% g	616 81% g	571 78%	573 78%	562 77%	583 79% g	548 72%	627 82% g
NET: Dissatisfied		54 7%	64 8%	47 6%	54 7%	47 6%	62 8%	85 11% ceh	47 6%
Answered		750	762	733	733	726	735	760	761
Mean Score		1.1 g	1.1 g	1.0 g	1.0 g	1.0 g	1.1 g	.8	1.2 eg
Standard error		.03	.03	.03	.03	.03	.03	.03	.03
Standard deviation		.94	.98	.91	.95	.94	.98	1.00	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 303

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	876	99	777	530	172	50	124	346
Effective base	327	24	305	292	70	29	57	98
Weighted Base	767	38	729	722	38	5	3	46
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	*	117	106	10	1	*	11
	15%	1%	16%	15%	26%	15%	14%	24%
			a		a			a
Items not being delivered intact/undamaged	100	2	98	95	4	*	1	5
	13%	5%	13%	13%	9%	8%	20%	10%
Delivery time (when you receive your mail delivery)	86	*	86	78	8	1	*	9
	11%	1%	12%	11%	20%	13%	16%	19%
					a			a
Price of postage	74	-	74	67	6	1	*	7
	10%	-%	10%	9%	16%	16%	12%	16%
Collection time of items you are sending	55	*	55	49	5	*	*	6
	7%	*%	8%	7%	13%	9%	12%	12%
Collection reliability	44	2	42	40	3	*	*	4
	6%	6%	6%	6%	8%	6%	8%	8%
Amount / level of sent post lost	43	2	40	40	3	*	*	3
	6%	7%	6%	6%	7%	5%	4%	7%
Latest collection time	19	-	19	17	2	-	*	2
	2%	-%	3%	2%	5%	-%	2%	4%
Other	5	*	5	5	*	-	*	*
	1%	1%	1%	1%	*%	-%	2%	*%
No Problems	469	32	438	447	19	3	1	23
	61%	84%	60%	62%	49%	54%	50%	50%
		b		e				
NET: Any problems	298	6	292	275	19	2	1	23
	39%	16%	40%	38%	51%	46%	50%	50%
			a					a

Columns Tested:: a,b - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	876	183	252	95	114	108	124	530	172	174
Effective base	327	115	138	50	48	44	57	292	70	58
Weighted Base	767	304	350	68	27	16	3	722	38	8
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	40	52	14	8	2	*	106	10	1
	15%	13%	15%	21%	31% abfgi	15%	14%	15%	26% abg	15%
Items not being delivered intact/undamaged	100	41	42	13	3	1	1	95	4	1
	13%	13%	12%	19%	11%	7%	20%	13%	9%	13%
Delivery time (when you receive your mail delivery)	86	22	44	11	6	2	*	78	8	1
	11%	7%	13%	16%	24% ag	12%	16%	11%	20% ag	14%
Price of postage	74	20	38	9	4	3	*	67	6	1
	10%	7%	11%	13%	15%	19% a	12%	9%	16% a	15%
Collection time of items you are sending	55	14	28	7	4	2	*	49	5	1
	7%	5%	8%	11%	14% a	10%	12%	7%	13% a	10%
Collection reliability	44	11	19	10	3	1	*	40	3	1
	6%	4%	5%	15% abg	10%	5%	8%	6%	8%	6%
Amount / level of sent post lost	43	13	18	9	3	*	*	40	3	*
	6%	4%	5%	13% ag	9%	3%	4%	6%	7%	5%
Latest collection time	19	2	10	5	2	*	*	17	2	*
	2%	1%	3%	7% ai	6%	2%	2%	2%	5%	1%
Other	5	5	*	-	-	*	*	5	*	*
	1%	2%	*%	-%	-%	*%	2%	1%	*%	1%
No Problems	469	206	212	29	12	10	1	447	19	4
	61%	68% cdfh	60% cd	42%	44%	61%	50%	62% cd	49%	53%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	876	183	252	95	114	108	124	530	172	174
Effective base	327	115	138	50	48	44	57	292	70	58
Weighted Base	767	304	350	68	27	16	3	722	38	8
NET: Any problems	298	98	138	39	15	6	1	275	19	4
	39%	32%	40%	58%	56%	39%	50%	38%	51%	47%
				abg	abg		a		a	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	876	308	222	172	50	124	291	192	62	50	141
Effective base	327	201	113	70	29	57	165	80	23	12	26
Weighted Base	767	557	164	38	5	3	443	157	38	24	27
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	81	24	10	1	*	63	32	9	4	6
	15%	15%	15%	26%	15%	14%	14%	20%	22%	17%	23%
				a							
Items not being delivered intact/undamaged	100	74	21	4	*	1	60	21	7	*	3
	13%	13%	13%	9%	8%	20%	13%	13%	18%	1%	12%
Delivery time (when you receive your mail delivery)	86	54	23	8	1	*	45	24	11	1	4
	11%	10%	14%	20%	13%	16%	10%	16%	27%	3%	14%
				a					a		
Price of postage	74	48	19	6	1	*	42	15	2	4	4
	10%	9%	11%	16%	16%	12%	10%	9%	5%	19%	15%
Collection time of items you are sending	55	32	17	5	*	*	32	13	4	2	4
	7%	6%	11%	13%	9%	12%	7%	8%	10%	7%	14%
Collection reliability	44	27	13	3	*	*	22	9	3	*	1
	6%	5%	8%	8%	6%	8%	5%	6%	8%	2%	3%
Amount / level of sent post lost	43	26	14	3	*	*	20	14	1	1	4
	6%	5%	9%	7%	5%	4%	4%	9%	2%	4%	14%
Latest collection time	19	10	7	2	-	*	6	8	3	*	*
	2%	2%	4%	5%	-%	2%	1%	5%	8%	1%	1%
Other	5	5	*	*	-	*	5	-	*	*	-
	1%	1%	*%	*%	-%	2%	1%	-%	1%	*%	-%
No Problems	469	354	92	19	3	1	279	87	19	17	14
	61%	64%	56%	49%	54%	50%	63%	55%	49%	71%	51%
		c									
NET: Any problems	298	203	72	19	2	1	164	70	20	7	13
	39%	36%	44%	51%	46%	50%	37%	45%	51%	29%	49%
				a							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	876	63	61	107	25	60	72	49	52	58
Effective base	327	32	30	53	12	27	44	29	26	31
Weighted Base	767	81	62	135	32	68	111	85	65	62
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	11	12	23	7	11	19	10	8	10
	15%	14%	19%	17%	22%	15%	17%	12%	12%	15%
Items not being delivered intact/undamaged	100	10	9	13	2	13	7	19	10	8
	13%	13%	15%	10%	6%	19%	6%	23% f	16%	12%
Delivery time (when you receive your mail delivery)	86	10	10	21	8	12	6	2	6	2
	11%	12%	16%	16%	24%	18%	5%	2%	10%	3%
Price of postage	74	12	7	16	6	4	6	4	5	8
	10%	15%	11%	12%	20%	6%	5%	5%	7%	12%
Collection time of items you are sending	55	5	3	14	4	2	11	3	3	3
	7%	7%	5%	11%	12%	2%	10%	4%	5%	5%
Collection reliability	44	6	3	11	*	3	4	9	1	5
	6%	7%	5%	8%	1%	4%	4%	10%	1%	8%
Amount / level of sent post lost	43	3	3	12	1	-	3	8	4	3
	6%	4%	4%	9%	2%	-%	3%	9%	6%	5%
Latest collection time	19	4	-	7	*	1	3	-	-	3
	2%	5%	-%	5%	1%	1%	3%	-%	-%	5%
Other	5	3	-	-	-	-	3	-	-	-
	1%	3%	-%	-%	-%	-%	2%	-%	-%	-%
No Problems	469	52	37	71	17	40	74	56	44	40
	61%	65%	59%	52%	54%	59%	66%	66%	68%	64%
NET: Any problems	298	29	25	64	14	28	38	29	21	22
	39%	35%	41%	48%	46%	41%	34%	34%	32%	36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	876	143	176	228	547	329	119	106	104
Effective base	327	69	87	126	281	79	33	33	23
Weighted Base	767	162	208	331	701	66	36	18	12
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	27	31	52	110	7	5	2	*
	15%	17%	15%	16%	16%	11%	14%	11%	3%
Items not being delivered intact/undamaged	100	22	30	39	91	9	2	4	2
	13%	14%	14%	12%	13%	13%	7%	22%	19%
Delivery time (when you receive your mail delivery)	86	22	26	29	77	9	5	4	*
	11%	13%	13%	9%	11%	14%	15%	21% h	2%
Price of postage	74	18	24	26	68	7	2	2	2
	10%	11%	11%	8%	10%	10%	6%	12%	17%
Collection time of items you are sending	55	9	12	29	50	6	3	1	1
	7%	5%	6%	9%	7%	9%	9%	5%	12%
Collection reliability	44	8	10	23	41	3	2	*	1
	6%	5%	5%	7%	6%	5%	5%	1%	11%
Amount / level of sent post lost	43	4	10	23	37	6	4	1	*
	6%	2%	5%	7%	5%	9%	12%	5%	3%
Latest collection time	19	4	4	10	18	*	-	*	*
	2%	3%	2%	3%	3%	*%	-%	*%	2%
Other	5	-	3	3	5	*	*	*	-
	1%	-%	1%	1%	1%	1%	*%	2%	-%
No Problems	469	97	133	201	430	39	24	10	5
	61%	60%	64%	61%	61%	59%	67%	53%	46%
NET: Any problems	298	65	75	131	271	27	12	9	7
	39%	40%	36%	39%	39%	41%	33%	47%	54%

Columns Tested:: a,b,c,d,e,f,g,h

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	876	29	106	115	103	222	49	22	28	308
Effective base	327	11	33	36	43	91	17	6	11	121
Weighted Base	767	23	79	86	119	173	44	12	13	297
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	*	8	12	30	24	8	4	4	36
	15%	*%	11%	14%	25% i	14%	17%	30%	27%	12%
Items not being delivered intact/ undamaged	100	1	13	15	7	24	6	4	3	39
	13%	6%	17%	17%	6%	14%	15%	30%	25%	13%
Delivery time (when you receive your mail delivery)	86	1	7	11	15	25	8	3	5	17
	11%	5%	9%	13%	13%	15% i	19%	27%	36%	6%
Price of postage	74	5	7	7	17	20	*	3	1	20
	10%	20%	9%	9%	15%	12%	1%	21%	10%	7%
Collection time of items you are sending	55	2	9	12	2	14	5	*	1	20
	7%	8%	12%	14% d	1%	8%	10%	1%	9%	7%
Collection reliability	44	1	12	12	4	13	*	3	*	10
	6%	5%	15% i	14% i	4%	8%	*%	28%	1%	3%
Amount / level of sent post lost	43	1	2	2	10	9	*	-	3	18
	6%	4%	2%	2%	8%	5%	*%	-%	26%	6%
Latest collection time	19	1	4	4	1	10	-	-	-	2
	2%	5%	5%	5%	1%	6% i	-%	-%	-%	1%
Other	5	-	*	*	*	3	-	-	-	3
	1%	-%	*%	*%	*%	1%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	876	29	106	115	103	222	49	22	28	308
Effective base	327	11	33	36	43	91	17	6	11	121
Weighted Base	767	23	79	86	119	173	44	12	13	297
No Problems	469	14	44	44	69	100	30	6	8	197
	61%	63%	56%	51%	58%	58%	68%	49%	59%	67%
NET: Any problems	298	8	35	42	50	73	14	6	5	99
	39%	37%	44%	49%	42%	42%	32%	51%	41%	33%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	876	247	271	358	771	105	699	177	861	15
Effective base	327	89	106	135	278	50	283	48	319	7
Weighted Base	767	228	217	322	635	132	686	81	750	17
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	42	32	44	87	29	102	15	115	1
	15%	18%	15%	14%	14%	22%	15%	19%	15%	9%
Items not being delivered intact/undamaged	100	23	31	46	74	26	91	9	97	3
	13%	10%	14%	14%	12%	20%	13%	11%	13%	18%
Delivery time (when you receive your mail delivery)	86	27	34	25	76	11	70	16	85	1
	11%	12%	15%	8%	12%	8%	10%	20%	11%	6%
Price of postage	74	29	20	24	60	14	57	18	72	2
	10%	13%	9%	8%	10%	10%	8%	22% a	10%	14%
Collection time of items you are sending	55	15	18	22	51	4	50	6	55	-
	7%	7%	8%	7%	8%	3%	7%	7%	7%	-%
Collection reliability	44	18	13	13	29	15	39	5	44	*
	6%	8%	6%	4%	5%	11%	6%	6%	6%	2%
Amount / level of sent post lost	43	12	9	21	35	7	39	4	43	-
	6%	5%	4%	7%	6%	6%	6%	4%	6%	-%
Latest collection time	19	6	10	2	19	-	16	2	19	-
	2%	3%	5%	1%	3%	-%	2%	3%	2%	-%
Other	5	*	3	3	5	*	5	-	5	-
	1%	*%	1%	1%	1%	*%	1%	-%	1%	-%
No Problems	469	128	130	211	396	74	435	35	461	9
	61%	56%	60%	66%	62%	56%	63% b	43%	61%	52%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	876	247	271	358	771	105	699	177	861	15
Effective base	327	89	106	135	278	50	283	48	319	7
Weighted Base	767	228	217	322	635	132	686	81	750	17
NET: Any problems	298	100	87	111	240	58	252	46	289	8
	39%	44%	40%	34%	38%	44%	37%	57% a	39%	48%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	876	364	268	242	535	195	61	85	730	146
Effective base	327	145	87	98	233	61	18	15	293	33
Weighted Base	767	360	170	237	553	138	37	39	692	76
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	63	32	22	77	16	6	17	93	24
	15%	17%	19%	9%	14%	12%	17%	45% abe	13%	31% abe
Items not being delivered intact/undamaged	100	33	27	40	68	19	10	3	87	13
	13%	9%	16%	17%	12%	14%	26%	8%	13%	17%
Delivery time (when you receive your mail delivery)	86	31	25	30	49	19	11	7	68	18
	11%	9%	15%	13%	9%	14%	29% ae	18%	10%	24% ae
Price of postage	74	28	27	19	54	9	3	9	63	11
	10%	8%	16% a	8%	10%	6%	7%	23%	9%	15%
Collection time of items you are sending	55	26	16	13	35	8	7	4	44	12
	7%	7%	10%	5%	6%	6%	20% ae	11%	6%	15%
Collection reliability	44	15	5	23	28	7	8	*	35	9
	6%	4%	3%	10%	5%	5%	23% abde	1%	5%	11%
Amount / level of sent post lost	43	19	11	13	27	6	5	5	33	10
	6%	5%	6%	6%	5%	5%	14%	12%	5%	13%
Latest collection time	19	1	4	13	12	1	5	*	13	6
	2%	*%	3%	6% a	2%	1%	14% abe	1%	2%	8%
Other	5	3	*	3	3	3	*	-	5	*
	1%	1%	*%	1%	*%	2%	1%	-%	1%	*%
No Problems	469	226	95	148	345	93	16	15	438	31
	61%	63%	56%	63%	62% f	67% df	44%	39%	63% f	41%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	876	364	268	242	535	195	61	85	730	146
Effective base	327	145	87	98	233	61	18	15	293	33
Weighted Base	767	360	170	237	553	138	37	39	692	76
NET: Any problems	298	134	74	89	208	45	21	24	253	45
	39%	37%	44%	37%	38%	33%	56%	61% b	37%	59% abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	876	160	375	341	782	743	806	825	572	481
Effective base	327	84	152	94	281	268	296	305	211	154
Weighted Base	767	224	330	214	668	635	704	714	511	357
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	22	55	40	101	103	110	108	96	87
	15%	10%	17%	19%	15%	16%	16%	15%	19%	24% abcd
Items not being delivered intact/undamaged	100	19	49	32	88	89	94	91	74	59
	13%	9%	15%	15%	13%	14%	13%	13%	14%	17%
Delivery time (when you receive your mail delivery)	86	18	31	37	76	81	81	84	72	60
	11%	8%	9%	18%	11%	13%	12%	12%	14%	17%
Price of postage	74	20	34	20	65	60	69	70	60	57
	10%	9%	10%	9%	10%	9%	10%	10%	12%	16% b
Collection time of items you are sending	55	12	23	20	49	55	55	55	52	35
	7%	5%	7%	9%	7%	9%	8%	8%	10%	10%
Collection reliability	44	17	11	16	39	36	40	43	34	15
	6%	8%	3%	7%	6%	6%	6%	6%	7%	4%
Amount / level of sent post lost	43	9	18	16	39	37	40	42	38	32
	6%	4%	5%	8%	6%	6%	6%	6%	7%	9%
Latest collection time	19	8	4	7	15	16	16	19	15	11
	2%	3%	1%	3%	2%	3%	2%	3%	3%	3%
Other	5	-	3	3	5	5	5	5	5	3
	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%
No Problems	469	147	198	124	406	379	426	435	282	165
	61%	66%	60%	58%	61% f	60% f	61% f	61% f	55%	46%
NET: Any problems	298	77	132	90	262	256	278	279	229	192
	39%	34%	40%	42%	39%	40%	39%	39%	45%	54% abcd

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	876	58	412	69	92	68	60	47	175
Effective base	327	30	182	27	21	15	14	11	38
Weighted Base	767	79	454	51	43	24	26	29	78
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	10	52	18	3	6	4	18	27
	15%	13%	11%	35%	7%	23%	16%	61%	35%
				bd				abdf	bd
Items not being delivered intact/undamaged	100	9	65	5	2	4	3	5	13
	13%	12%	14%	10%	5%	17%	12%	19%	16%
Delivery time (when you receive your mail delivery)	86	1	56	12	3	2	4	3	9
	11%	2%	12%	23%	8%	7%	16%	12%	12%
				a					
Price of postage	74	10	31	11	5	3	3	5	12
	10%	13%	7%	21%	12%	14%	13%	17%	15%
				b					
Collection time of items you are sending	55	*	33	8	2	2	3	7	12
	7%	*%	7%	15%	4%	9%	13%	23%	15%
				a				a	
Collection reliability	44	4	30	1	1	2	1	2	5
	6%	5%	7%	1%	3%	9%	2%	7%	6%
Amount / level of sent post lost	43	4	16	7	3	2	3	6	10
	6%	5%	4%	14%	8%	8%	10%	20%	13%
				b				b	b
Latest collection time	19	-	15	1	*	*	*	*	*
	2%	-%	3%	3%	*%	*%	*%	1%	*%
Other	5	-	5	-	-	-	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%
No Problems	469	54	289	23	32	7	15	7	28
	61%	68%	64%	45%	74%	31%	56%	23%	36%
		egh	egh		cegh				
NET: Any problems	298	25	164	28	11	16	11	22	50
	39%	32%	36%	55%	26%	69%	44%	77%	64%
				d		abd		abd	abd

Columns Tested:: a,b,c,d,e,f,g,h

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	876	436	105	75	65	41	37	23	394	136	87	42	33	26	25
Effective base	327	194	39	17	15	11	9	4	175	42	24	11	10	12	6
Weighted Base	767	487	81	27	36	12	18	7	437	94	37	15	26	8	19
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	63	17	6	6	1	4	4	50	20	10	*	8	2	13
	15%	13%	20%	23%	18%	9%	24%	51%	12%	21%	27% a	3%	31%	24%	67%
Items not being delivered intact/undamaged	100	73	9	3	*	2	2	*	54	21	4	*	3	1	5
	13%	15%	11%	11%	*%	13%	11%	2%	12%	22%	12%	2%	13%	16%	27%
Delivery time (when you receive your mail delivery)	86	56	9	3	2	1	4	1	39	27	8	4	1	*	3
	11%	11%	11%	11%	4%	10%	20%	19%	9%	28% a	20%	26%	2%	2%	16%
Price of postage	74	36	18	4	3	1	3	1	29	16	2	1	5	1	5
	10%	7%	22% a	13%	9%	7%	15%	15%	7%	17% a	5%	10%	20%	10%	25%
Collection time of items you are sending	55	38	5	1	*	4	1	*	19	18	6	4	1	1	6
	7%	8%	6%	4%	1%	32% abcd	6%	1%	4%	19% a	17% a	28% a	5%	10%	30%
Collection reliability	44	31	4	1	1	*	2	*	22	9	1	-	2	3	-
	6%	6%	4%	3%	1%	2%	12%	*%	5%	10%	2%	-%	8%	33%	-%
Amount / level of sent post lost	43	25	6	4	1	*	2	1	15	8	2	2	4	1	5
	6%	5%	7%	15%	2%	4%	13%	14%	3%	8%	6%	11%	15%	7%	29%
Latest collection time	19	15	*	-	*	*	*	*	6	9	1	-	-	*	*
	2%	3%	*%	-%	*%	*%	1%	1%	1%	9% a	4%	-%	-%	2%	*%
Other	5	5	*	-	-	-	-	-	3	3	-	-	-	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	1%	3%	-%	-%	-%	-%	-%
No Problems	469	304	43	17	25	6	9	2	296	41	19	8	9	4	4
	61%	62%	53%	62%	71%	51%	49%	27%	68% be	43%	50%	54%	36%	45%	19%
NET: Any problems	298	183	38	10	10	6	9	5	142	53	19	7	17	4	16
	39%	38%	47%	38%	29%	49%	51%	73%	32%	57% a	50%	46%	64% a	55%	81%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base	327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base	767	430	96	65	43	23	30	27	80	241	180	169	68	47
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	49	13	15	13	8	5	4	17	26	39	22	5	19
	15%	11%	13%	23%	31% a	33% a	18%	16%	22%	11%	22%	13%	8%	40% acd
Items not being delivered intact/undamaged	100	46	10	14	1	9	8	3	20	24	22	27	10	11
	13%	11%	11%	21%	3%	41% abd	27%	10%	25% ad	10%	12%	16%	14%	23%
Delivery time (when you receive your mail delivery)	86	42	9	12	7	10	1	4	15	24	28	16	6	8
	11%	10%	9%	18%	16%	43% abf	3%	15%	19%	10%	15%	9%	8%	18%
Price of postage	74	33	11	10	8	*	*	8	8	11	23	19	7	9
	10%	8%	12%	15%	18%	2%	1%	28% a	11%	5%	13%	11%	10%	18% a
Collection time of items you are sending	55	20	18	9	4	*	3	1	4	12	17	10	14	2
	7%	5%	19% a	14% a	9%	*%	8%	5%	5%	5%	9%	6%	21% ac	5%
Collection reliability	44	13	12	4	4	4	6	*	10	11	7	14	7	*
	6%	3%	12% a	7%	8%	16% a	19% a	1%	12% a	5%	4%	8%	11%	1%
Amount / level of sent post lost	43	21	5	8	5	*	*	3	4	9	18	6	4	4
	6%	5%	6%	12%	11%	1%	*%	12%	4%	4%	10%	3%	6%	8%
Latest collection time	19	7	6	*	2	3	*	*	4	6	*	6	4	*
	2%	2%	6%	*%	4%	15% a	*%	1%	4%	2%	*%	4%	6%	*%
Other	5	3	-	3	-	-	*	-	*	3	-	3	-	-
	1%	1%	-%	4%	-%	-%	1%	-%	*%	1%	-%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	876	393	130	98	74	37	52	41	130	199	181	222	133	70
Effective base	327	175	44	31	22	10	12	12	35	93	72	78	37	19
Weighted Base	767	430	96	65	43	23	30	27	80	241	180	169	68	47
No Problems	469	292	59	29	18	8	14	15	37	161	100	106	42	17
	61%	68%	62%	44%	42%	35%	45%	55%	46%	67%	56%	63%	62%	35%
		cdeh								e		e		
NET: Any problems	298	138	36	36	25	15	16	12	43	79	80	62	26	30
	39%	32%	38%	56%	58%	65%	55%	45%	54%	33%	44%	37%	38%	65%
				a	a	a			a					ac

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	876	260	166	198	103	51	240	167	175	104	52
Effective base	327	111	68	64	27	11	112	54	61	28	15
Weighted Base	767	287	162	141	52	23	287	125	128	58	36
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	40	27	21	4	9	39	31	15	8	10
	15%	14%	17%	15%	8%	39% ad	13%	25%	12%	13%	28%
Items not being delivered intact/undamaged	100	38	15	21	8	6	31	24	20	6	6
	13%	13%	9%	15%	16%	28%	11%	19%	16%	11%	18%
Delivery time (when you receive your mail delivery)	86	35	20	8	5	8	33	25	14	3	4
	11%	12%	12%	6%	9%	36% ac	12%	20%	11%	6%	12%
Price of postage	74	13	21	23	4	3	18	13	17	5	7
	10%	5%	13% a	16% a	8%	15%	6%	10%	13%	8%	20%
Collection time of items you are sending	55	16	12	8	10	2	14	17	10	12	2
	7%	6%	7%	6%	20% a	10%	5%	14% a	8%	21% a	5%
Collection reliability	44	14	12	7	6	*	11	5	12	7	-
	6%	5%	7%	5%	12%	1%	4%	4%	10%	13%	-%
Amount / level of sent post lost	43	14	14	8	2	1	17	10	3	4	3
	6%	5%	9%	5%	5%	6%	6%	8%	2%	7%	9%
Latest collection time	19	5	*	6	4	*	6	*	6	4	*
	2%	2%	*%	4%	8% b	1%	2%	*%	5%	7%	1%
Other	5	5	-	*	-	-	3	*	3	-	-
	1%	2%	-%	*%	-%	-%	1%	*%	2%	-%	-%
No Problems	469	175	102	87	32	6	188	64	77	34	15
	61%	61% e	63% e	62% e	62%	29%	65%	52%	61%	59%	41%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	876	260	166	198	103	51	240	167	175	104	52
Effective base	327	111	68	64	27	11	112	54	61	28	15
Weighted Base	767	287	162	141	52	23	287	125	128	58	36
NET: Any problems	298	112	60	54	20	16	100	61	51	24	21
	39%	39%	37%	38%	38%	71% abc	35%	48%	39%	41%	59%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base	327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base	767	268	125	197	79	45	486	64	162	494	274	560	108
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	23	21	51	6	7	73	18	17	73	44	66	34
	15%	9%	17%	26% ad	8%	15%	15%	28% c	10%	15%	16%	12%	32% a
Items not being delivered intact/ undamaged	100	13	20	33	11	14	68	15	7	58	42	67	21
	13%	5%	16% a	17% a	13%	32% a	14% c	24% c	5%	12%	15%	12%	20%
Delivery time (when you receive your mail delivery)	86	24	19	26	9	6	52	18	14	48	38	47	29
	11%	9%	15%	13%	12%	13%	11%	28% ac	8%	10%	14%	8%	27% a
Price of postage	74	16	12	31	5	6	52	12	6	40	34	49	16
	10%	6%	10%	16% a	7%	14%	11%	19% c	4%	8%	12%	9%	15%
Collection time of items you are sending	55	13	7	19	8	8	37	11	7	31	25	40	9
	7%	5%	5%	10%	10%	18%	8%	17%	5%	6%	9%	7%	9%
Collection reliability	44	7	9	12	9	5	30	1	12	31	13	33	6
	6%	3%	7%	6%	12% a	12%	6%	2%	7%	6%	5%	6%	5%
Amount / level of sent post lost	43	8	8	15	9	1	29	5	8	24	19	28	11
	6%	3%	6%	8%	12%	3%	6%	8%	5%	5%	7%	5%	10%
Latest collection time	19	5	2	7	4	*	13	1	5	13	6	14	2
	2%	2%	2%	4%	6%	*%	3%	2%	3%	3%	2%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	876	237	167	225	117	72	555	95	168	509	367	610	172
Effective base	327	105	58	88	37	19	214	27	64	202	126	235	47
Weighted Base	767	268	125	197	79	45	486	64	162	494	274	560	108
Other	5	3	-	3	*	-	5	*	*	3	3	3	3
	1%	1%	-%	1%	*%	-%	1%	*%	*%	1%	1%	*%	2%
No Problems	469	190	74	107	48	15	291	26	116	319	150	371	35
	61%	71% ce	59%	54%	61%	34%	60%	41%	71% b	65%	55%	66% b	32%
NET: Any problems	298	78	51	90	31	29	195	38	46	174	123	189	73
	39%	29%	41%	46% a	39%	66% a	40%	59% c	29%	35%	45%	34%	68% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	876	489	254	186	639	610	172	485	258	197	628
Effective base	327	198	70	83	222	235	46	195	74	87	219
Weighted Base	767	471	164	178	537	564	105	473	163	194	521
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	49	54	23	85	71	30	52	51	27	81
	15%	10%	33% a	13%	16%	13%	29% a	11%	31% a	14%	16%
Items not being delivered intact/undamaged	100	59	30	11	80	69	19	58	31	19	73
	13%	12%	18%	6%	15%	12%	18%	12%	19%	10%	14%
Delivery time (when you receive your mail delivery)	86	41	39	16	68	48	28	40	41	18	65
	11%	9%	24% a	9%	13%	9%	26% a	8%	25% a	9%	13%
Price of postage	74	33	27	11	59	48	17	28	32	18	53
	10%	7%	16% a	6%	11%	8%	17%	6%	19% a	9%	10%
Collection time of items you are sending	55	32	23	6	50	38	11	32	23	15	40
	7%	7%	14%	3%	9%	7%	11%	7%	14%	8%	8%
Collection reliability	44	34	2	11	31	33	6	35	2	13	30
	6%	7%	2%	6%	6%	6%	5%	7% b	1%	7%	6%
Amount / level of sent post lost	43	20	17	6	36	29	10	20	16	12	30
	6%	4%	10%	3%	7%	5%	10%	4%	10%	6%	6%
Latest collection time	19	15	1	2	16	14	1	15	1	5	13
	2%	3%	1%	1%	3%	3%	1%	3%	1%	3%	3%
Other	5	3	3	3	3	3	3	3	3	3	3
	1%	1%	2%	1%	1%	*%	2%	1%	2%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	876	489	254	186	639	610	172	485	258	197	628
Effective base	327	198	70	83	222	235	46	195	74	87	219
Weighted Base	767	471	164	178	537	564	105	473	163	194	521
No Problems	469	318	61	124	311	370	37	321	58	129	306
	61%	68%	37%	70%	58%	66%	35%	68%	36%	67%	59%
		b				b		b			
NET: Any problems	298	153	104	53	226	194	68	152	105	64	215
	39%	32%	63%	30%	42%	34%	65%	32%	64%	33%	41%
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	876	568	545	179	1	540	479	147	-	687	432	207	1
Effective base	327	196	209	58	1	186	186	50	-	256	162	79	1
Weighted Base	767	472	504	148	4	453	432	131	-	610	381	181	*
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	78	70	25	-	95	67	22	-	102	51	27	-
	15%	17%	14%	17%	-%	21%	15%	17%	-%	17%	13%	15%	-%
Items not being delivered intact/ undamaged	100	67	70	31	-	74	49	32	-	77	49	32	-
	13%	14%	14%	21%	-%	16%	11%	25% b	-%	13%	13%	18%	-%
Delivery time (when you receive your mail delivery)	86	57	44	22	-	69	40	19	-	72	40	18	-
	11%	12%	9%	15%	-%	15%	9%	14%	-%	12%	11%	10%	-%
Price of postage	74	49	34	12	-	46	38	13	-	58	29	29	-
	10%	10%	7%	8%	-%	10%	9%	10%	-%	10%	8%	16% b	-%
Collection time of items you are sending	55	38	31	13	-	41	36	16	-	45	28	21	-
	7%	8%	6%	9%	-%	9%	8%	12%	-%	7%	7%	12%	-%
Collection reliability	44	31	32	14	-	26	26	19	-	36	21	19	-
	6%	6%	6%	9%	-%	6%	6%	14% a	-%	6%	6%	11%	-%
Amount / level of sent post lost	43	33	25	13	-	34	19	13	-	40	17	13	-
	6%	7%	5%	8%	-%	8%	4%	10%	-%	6%	4%	7%	-%
Latest collection time	19	14	6	4	-	13	8	6	-	14	7	8	-
	2%	3%	1%	3%	-%	3%	2%	5%	-%	2%	2%	5%	-%
Other	5	3	5	5	-	3	5	3	-	3	3	3	-
	1%	1%	1%	3%	-%	1%	1%	2%	-%	*%	1%	2%	-%
No Problems	469	274	321	81	4	243	272	71	-	372	249	99	*
	61%	58%	64%	55%	100%	54%	63%	54%	-%	61%	66%	55%	100%
NET: Any problems	298	198	183	66	-	210	160	60	-	239	131	82	-
	39%	42%	36%	45%	-%	46%	37%	46%	-%	39%	34%	45%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	876	602	540	378	536	381	45	228	245	281	87	46
Effective base	327	232	208	160	195	159	13	107	104	117	40	20
Weighted Base	767	559	516	379	478	373	34	251	263	290	90	46
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	62	69	52	64	46	6	29	38	42	11	6
	15%	11%	13%	14%	13%	12%	18%	11%	14%	14%	12%	13%
Items not being delivered intact/undamaged	100	71	71	54	59	62	12	29	33	48	22	8
	13%	13%	14%	14%	12%	17%	35% a	12%	13%	17%	24%	18%
Delivery time (when you receive your mail delivery)	86	50	51	40	51	36	10	25	27	38	12	4
	11%	9%	10%	11%	11%	10%	30% ab	10%	10%	13%	13%	8%
Price of postage	74	44	42	26	43	39	4	18	20	21	6	1
	10%	8%	8%	7%	9%	11%	11%	7%	8%	7%	6%	3%
Collection time of items you are sending	55	38	35	22	32	29	4	12	16	22	12	8
	7%	7%	7%	6%	7%	8%	11%	5%	6%	8%	14%	17% a
Collection reliability	44	34	29	35	30	26	3	18	26	34	16	8
	6%	6%	6%	9%	6%	7%	9%	7%	10%	12%	18%	17%
Amount / level of sent post lost	43	29	23	19	23	19	1	9	15	16	5	5
	6%	5%	5%	5%	5%	5%	3%	4%	6%	5%	5%	10%
Latest collection time	19	14	15	12	12	10	3	3	8	12	4	3
	2%	3%	3%	3%	3%	3%	9%	1%	3%	4%	5%	6%
Other	5	3	3	3	*	3	-	*	-	3	3	-
	1%	*%	1%	1%	*%	1%	-%	*%	-%	1%	3%	-%
No Problems	469	371	338	258	308	237	19	182	182	191	51	28
	61%	66%	65%	68%	64%	64%	56%	73%	69%	66%	57%	61%
NET: Any problems	298	188	178	120	170	136	15	69	81	98	39	18
	39%	34%	35%	32%	36%	36%	44%	27%	31%	34%	43%	39%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base	327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base	767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	24	18	16	9	86	69	102	81	89	92	74	27	-	53	16
	15%	23%	40%	17%	28%	14%	16%	15%	15%	19%	19% b	12%	18%	-%	11%	26% a
Items not being delivered intact/ undamaged	100	10	6	23	8	79	64	89	73	70	76	76	32	-	69	11
	13%	9%	12%	25% a	25%	13%	14%	13%	14%	15%	16%	13%	21%	-%	14%	17%
Delivery time (when you receive your mail delivery)	86	20	11	11	2	66	59	82	57	54	71	57	21	-	43	13
	11%	20%	24%	12%	8%	11%	13%	12%	11%	12%	15%	9%	14%	-%	9%	21%
Price of postage	74	16	9	6	4	58	44	67	45	42	50	48	19	-	41	9
	10%	16%	19%	6%	12%	9%	10%	10%	9%	9%	10%	8%	13%	-%	9%	15%
Collection time of items you are sending	55	6	6	11	*	35	37	47	37	30	44	36	20	-	36	5
	7%	6%	13%	11%	1%	6%	8%	7%	7%	7%	9%	6%	14% b	-%	7%	7%
Collection reliability	44	7	4	*	8	36	32	42	41	26	37	34	9	-	32	8
	6%	7%	10%	*%	27%	6%	7%	6%	8%	6%	8%	6%	6%	-%	7%	13%
Amount / level of sent post lost	43	6	4	12	6	33	36	41	31	30	34	27	13	-	25	4
	6%	6%	8%	13%	19%	5%	8%	6%	6%	6%	7%	5%	8%	-%	5%	7%
Latest collection time	19	4	5	*	*	18	16	18	18	8	15	17	6	-	10	7
	2%	4%	10%	*%	*%	3%	4%	3%	3%	2%	3%	3%	4%	-%	2%	11% a
Other	5	-	-	-	-	3	3	3	5	5	3	5	3	-	3	*
	1%	-%	-%	-%	-%	*%	1%	*%	1%	1%	1%	1%	2%	-%	1%	*%
No Problems	469	60	15	52	16	403	266	423	334	268	268	402	75	1	304	32
	61%	58%	33%	56%	51%	65%	60%	62%	63%	58%	55%	67% ac	50%	100%	63%	52%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	876	107	65	79	29	728	546	791	628	556	557	677	168	1	564	47
Effective base	327	46	17	40	12	269	190	290	225	193	198	255	62	1	212	23
Weighted Base	767	104	46	93	31	623	441	681	530	459	485	603	149	1	482	62
NET: Any problems	298	44	31	41	15	219	175	258	196	191	216	200	74	-	178	30
	39%	42%	67%	44%	49%	35%	40%	38%	37%	42%	45% b	33%	50% b	-%	37%	48%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base	327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base	767	358	292	623	48	298	469	167	476	118	250	164	328
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	75	12	64	26	117	-	37	66	14	40	48	29
	15%	21%	4%	10%	53%	39%	-%	22%	14%	12%	16%	29%	9%
		b			a	b						ac	
Items not being delivered intact/ undamaged	100	66	23	69	15	100	-	34	53	9	48	27	20
	13%	18%	8%	11%	31%	34%	-%	20%	11%	8%	19%	16%	6%
		b			a	b					c	c	
Delivery time (when you receive your mail delivery)	86	55	8	56	11	86	-	26	40	16	35	19	28
	11%	15%	3%	9%	23%	29%	-%	16%	8%	13%	14%	11%	9%
		b				b							
Price of postage	74	45	10	45	17	74	-	19	42	11	28	18	26
	10%	13%	3%	7%	36%	25%	-%	12%	9%	9%	11%	11%	8%
		b			a	b							
Collection time of items you are sending	55	26	15	25	19	55	-	10	38	7	22	15	19
	7%	7%	5%	4%	39%	19%	-%	6%	8%	6%	9%	9%	6%
					a	b							
Collection reliability	44	25	17	13	16	44	-	17	21	6	16	9	19
	6%	7%	6%	2%	33%	15%	-%	10%	4%	5%	7%	5%	6%
					a	b							
Amount / level of sent post lost	43	26	7	24	18	43	-	11	28	4	24	12	7
	6%	7%	2%	4%	37%	14%	-%	6%	6%	4%	10%	7%	2%
					a	b					c		
Latest collection time	19	13	5	8	3	19	-	3	8	8	9	4	5
	2%	4%	2%	1%	6%	6%	-%	2%	2%	6%	4%	3%	2%
						b							
Other	5	3	*	5	*	5	-	5	*	-	*	-	5
	1%	1%	*%	1%	1%	2%	-%	3%	*%	-%	*%	-%	2%
								b					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	876	353	342	733	36	364	512	215	515	139	285	206	361
Effective base	327	148	126	265	18	129	198	73	198	54	104	71	143
Weighted Base	767	358	292	623	48	298	469	167	476	118	250	164	328
No Problems	469	189	230	431	1	-	469	75	319	74	135	82	235
	61%	53%	79%	69%	2%	-%	100%	45%	67%	63%	54%	50%	72%
			a	b			a		a	a			ab
NET: Any problems	298	170	62	191	47	298	-	92	156	43	114	83	93
	39%	47%	21%	31%	98%	100%	-%	55%	33%	37%	46%	50%	28%
		b			a	b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	876	475	401
Effective base	327	158	169
Weighted Base	767	372	396
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	81	36
	15%	22%	9%
		b	
Items not being delivered intact/undamaged	100	61	39
	13%	16%	10%
Delivery time (when you receive your mail delivery)	86	61	26
	11%	16%	6%
		b	
Price of postage	74	55	19
	10%	15%	5%
		b	
Collection time of items you are sending	55	28	27
	7%	7%	7%
Collection reliability	44	16	28
	6%	4%	7%
Amount / level of sent post lost	43	33	10
	6%	9%	3%
		b	
Latest collection time	19	6	12
	2%	2%	3%
Other	5	*	5
	1%	*%	1%
No Problems	469	192	278
	61%	52%	70%
			a
NET: Any problems	298	180	118
	39%	48%	30%
		b	

Columns Tested:: a,b

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base	327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base	767	8	114	57	14	57	135	4	111	89	21	73	86
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	1	19	4	1	16	32	*	14	13	1	7	9
	15%	15%	16%	7%	6%	28% j	24%	3%	12%	15%	3%	10%	11%
Items not being delivered intact/ undamaged	100	1	17	6	1	11	26	*	6	15	*	10	6
	13%	18%	15%	11%	6%	19%	19% h	1%	5%	17% h	1%	14%	7%
Delivery time (when you receive your mail delivery)	86	1	4	13	1	13	30	1	10	4	1	2	7
	11%	16%	4%	22% bik	6%	22% bk	22% bik	18%	9%	5%	5%	3%	8%
Price of postage	74	2	1	*	1	13	14	*	12	10	6	8	7
	10%	21% b	1%	*%	6%	24% bc	11%	4%	10%	11%	31% bcl	11%	9%
Collection time of items you are sending	55	*	5	2	*	1	22	-	6	5	*	6	8
	7%	1%	4%	4%	1%	1%	16%	-%	5%	5%	1%	9%	9%
Collection reliability	44	*	5	3	*	6	14	-	4	6	2	3	1
	6%	4%	4%	5%	3%	10%	11% l	-%	4%	7%	8%	4%	1%
Amount / level of sent post lost	43	2	5	1	-	2	13	*	2	9	1	3	5
	6%	28% bchkl	4%	2%	-%	4%	10%	4%	1%	10%	5%	4%	5%
Latest collection time	19	*	-	6	*	-	3	-	3	5	1	-	-
	2%	1%	-%	10% l	1%	-%	2%	-%	3%	6%	6%	-%	-%
Other	5	-	3	-	*	-	-	-	3	*	-	-	*
	1%	-%	2%	-%	*%	-%	-%	-%	2%	*%	-%	-%	*%
No Problems	469	2	79	36	12	30	65	3	77	54	12	47	53
	61%	23%	69% a	63% a	83% a	53%	48%	77%	70% af	61% a	56%	64% a	62% a

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	876	41	81	65	62	48	135	17	105	74	63	73	112
Effective base	327	9	32	27	9	20	45	8	55	43	18	46	56
Weighted Base	767	8	114	57	14	57	135	4	111	89	21	73	86
NET: Any problems	298	6	35	21	2	27	70	1	34	34	9	26	33
	39%	77%	31%	37%	17%	47%	52%	23%	30%	39%	44%	36%	38%
		bcdhikl					h						

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 303 (continuation)

QOP3. As a sender and recipient of post, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	876	187	245	196	248	432	444
Effective base	327	59	72	101	119	131	216
Weighted Base	767	178	206	204	179	384	383
Delivery consistency / reliability (e.g. not consistently arriving as promised)	117	24	49	27	17	72	44
	15%	13%	24%	13%	10%	19%	12%
			d				
Items not being delivered intact/undamaged	100	25	37	21	17	62	38
	13%	14%	18%	10%	9%	16%	10%
Delivery time (when you receive your mail delivery)	86	18	43	15	10	61	26
	11%	10%	21%	8%	6%	16%	7%
			cd			b	
Price of postage	74	2	28	22	22	31	43
	10%	1%	14%	11%	12%	8%	11%
			a	a	a		
Collection time of items you are sending	55	7	23	11	15	30	25
	7%	4%	11%	5%	8%	8%	7%
Collection reliability	44	8	20	11	5	28	16
	6%	4%	10%	5%	3%	7%	4%
Amount / level of sent post lost	43	8	16	11	9	24	19
	6%	4%	8%	5%	5%	6%	5%
Latest collection time	19	6	3	8	1	9	9
	2%	3%	2%	4%	1%	2%	2%
Other	5	3	*	3	*	3	3
	1%	1%	*%	1%	*%	1%	1%
No Problems	469	117	107	135	111	223	246
	61%	65%	52%	66%	62%	58%	64%
NET: Any problems	298	62	99	69	68	161	137
	39%	35%	48%	34%	38%	42%	36%

Columns Tested:: a,b,c,d - a,b

Table OP3A_1RESP

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		364	15	349	205	82	22	55	159
Effective base		129	6	125	112	36	14	25	48
Weighted Base		298	6	292	275	19	2	1	23
Very Dissatisfied	(-2)	30	2	28	30	*	-	-	*
		10%	33%	10%	11%	1%	-%	-%	1%
					e				
Fairly Dissatisfied	(-1)	38	3	36	38	1	-	*	1
		13%	45%	12%	14%	4%	-%	3%	3%
					e				
Neither Satisfied Nor Dissatisfied	(0)	61	*	60	58	2	*	*	3
		20%	*%	21%	21%	11%	14%	18%	12%
Fairly Satisfied	(1)	69	*	68	60	8	1	*	9
		23%	6%	23%	22%	41%	28%	36%	39%
						a			a
Very Satisfied	(2)	69	1	68	60	8	1	1	10
		23%	16%	23%	22%	42%	56%	42%	43%
						a		a	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	-	27	26	*	*	*	*
		9%	-%	9%	10%	2%	2%	1%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	4	4	-	-	-	-
		1%	-%	1%	2%	-%	-%	-%	-%
NET: Satisfied		138	1	137	119	16	2	1	19
		46%	22%	47%	43%	83%	84%	78%	83%
						a		a	a
NET: Dissatisfied		68	5	64	67	1	-	*	1
		23%	77%	22%	25%	5%	-%	3%	4%
					bde				
Answered		267	6	261	244	19	2	1	22
Mean Score		.4	-.7	.4	.3	1.2	1.4	1.2	1.2
						a		a	a
Standard error		.07	.39	.07	.10	.10	.21	.23	.07
Standard deviation		1.32	1.52	1.30	1.32	.87	.97	1.69	.86

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		364	56	103	46	57	47	55	205	82	77
Effective base		129	35	57	24	26	24	25	112	36	28
Weighted Base		298	98	138	39	15	6	1	275	19	4
Very Dissatisfied	(-2)	30	17	12	*	*	*	-	30	*	-
		10%	17% cdfhi	9%	1%	*%	2%	-%	11%	1%	-%
Fairly Dissatisfied	(-1)	38	4	21	13	1	-	*	38	1	*
		13%	4%	15% ei	34% adefghi	5%	-%	3%	14% i	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	61	35	13	10	2	1	*	58	2	1
		20%	36% bdeh	9%	25%	11%	11%	18%	21%	11%	16%
Fairly Satisfied	(1)	69	21	28	10	7	1	*	60	8	1
		23%	22%	20%	27%	46% bg	23%	36%	22%	41% bg	31%
Very Satisfied	(2)	69	3	52	4	6	4	1	60	8	2
		23%	3%	38% acg	11%	37% ac	58% acg	42% acg	22% a	42% acg	51% acg
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	14	11	1	-	*	*	26	*	*
		9%	14% dh	8%	3%	-%	6%	1%	10%	2%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	1	-	-	-	-	4	-	-
		1%	3%	1%	-%	-%	-%	-%	2%	-%	-%
NET: Satisfied		138	25	80	15	13	5	1	119	16	3
		46%	25%	58% a	37%	84% abcg	81% acg	78% acg	43%	83% abcg	82% abcg
NET: Dissatisfied		68	21	33	14	1	*	*	67	1	*
		23%	21% efhi	24% defhi	35% defhi	5%	2%	3%	25% defhi	5%	1%
Answered		267	81	126	38	15	6	1	244	19	4
Mean Score		.4	-.1	.7 a	.1	1.2 acg	1.4 abcg	1.2 acg	.3	1.2 abcg	1.3 abcg
Standard error		.07	.17	.15	.16	.11	.14	.23	.10	.10	.11
Standard deviation		1.32	1.15	1.41	1.05	.85	.92	1.69	1.32	.87	.91

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		364	110	95	82	22	55	119	96	36	19	59
Effective base		129	72	50	36	14	25	63	33	12	4	9
Weighted Base		298	203	72	19	2	1	164	70	20	7	13
Very Dissatisfied	(-2)	30	26	3	*	-	-	23	2	2	-	1
		10%	13%	5%	1%	-%	-%	14%	3%	10%	-%	10%
			ce									
Fairly Dissatisfied	(-1)	38	23	14	1	-	*	15	10	1	3	1
		13%	12%	20%	4%	-%	3%	9%	14%	5%	46%	8%
				ce								
Neither Satisfied Nor Dissatisfied	(0)	61	41	17	2	*	*	39	17	3	*	1
		20%	20%	23%	11%	14%	18%	24%	24%	13%	3%	11%
Fairly Satisfied	(1)	69	40	19	8	1	*	31	17	7	2	3
		23%	20%	27%	41%	28%	36%	19%	24%	34%	23%	22%
					a							
Very Satisfied	(2)	69	46	13	8	1	1	27	24	7	2	6
		23%	23%	18%	42%	56%	42%	16%	34%	36%	27%	49%
					ab		b					a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	22	5	*	*	*	25	1	*	*	*
		9%	11%	6%	2%	2%	1%	16%	1%	2%	1%	*%
								b				
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	*	-	-	-	4	-	-	-	-
		1%	2%	*%	-%	-%	-%	2%	-%	-%	-%	-%
NET: Satisfied		138	87	33	16	2	1	58	40	14	3	9
		46%	43%	45%	83%	84%	78%	35%	57%	70%	50%	71%
					ab		ab		a	a		a
NET: Dissatisfied		68	50	18	1	-	*	38	12	3	3	2
		23%	25%	25%	5%	-%	3%	23%	18%	15%	46%	18%
			ce	ce								
Answered		267	177	67	19	2	1	135	69	19	7	13
Mean Score		.4	.3	.4	1.2	1.4	1.2	.2	.7	.8	.3	.9
					ab		ab					
Standard error		.07	.14	.13	.10	.21	.23	.14	.12	.22	.33	.19
Standard deviation		1.32	1.38	1.17	.87	.97	1.69	1.34	1.18	1.29	1.41	1.40

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		364	25	24	48	12	29	26	22	20	28
Effective base		129	11	12	23	6	12	16	10	8	15
Weighted Base		298	29	25	64	14	28	38	29	21	22
Very Dissatisfied	(-2)	30	7	1	6	-	2	3	2	5	2
		10%	24%	6%	10%	-%	7%	9%	8%	24%	7%
Fairly Dissatisfied	(-1)	38	9	5	4	-	*	1	12	1	1
		13%	31%	18%	6%	-%	1%	4%	42%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	61	4	1	10	2	6	12	7	6	7
		20%	15%	5%	15%	16%	23%	33%	23%	31%	32%
Fairly Satisfied	(1)	69	4	9	18	5	5	8	5	5	5
		23%	12%	35%	28%	36%	17%	22%	19%	26%	21%
Very Satisfied	(2)	69	1	1	23	5	14	6	2	2	5
		23%	4%	3%	36%	35%	51%	16%	8%	9%	22%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	4	8	-	2	*	6	*	1	2
		9%	13%	33%	-%	14%	*%	16%	1%	6%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	3	-	*	-	-	-	1
		1%	-%	-%	5%	-%	1%	-%	-%	-%	4%
NET: Satisfied		138	5	10	41	10	19	14	8	7	10
		46%	17%	38%	64%	71%	68%	38%	26%	34%	43%
NET: Dissatisfied		68	16	6	10	-	2	5	15	6	3
		23%	56%	24%	16%	-%	8%	13%	50%	29%	11%
Answered		267	25	17	61	12	28	31	29	20	19
Mean Score		.4	-.7	.2	.8	1.2	1.1	.4	-.2	-.1	.5
Standard error		.07	.25	.26	.19	.23	.23	.26	.25	.32	.24
Standard deviation		1.32	1.18	1.18	1.30	.76	1.20	1.18	1.11	1.34	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		364	69	69	96	234	130	44	45	41
Effective base		129	31	31	49	110	37	14	15	9
Weighted Base		298	65	75	131	271	27	12	9	7
Very Dissatisfied	(-2)	30	3	14	12	29	1	1	*	*
		10%	5%	18%	9%	11%	4%	5%	5%	1%
				e						
Fairly Dissatisfied	(-1)	38	1	15	18	34	5	1	3	1
		13%	2%	19%	14%	12%	18%	10%	29%	17%
				a			a		a	
Neither Satisfied Nor Dissatisfied	(0)	61	16	12	29	57	4	*	2	1
		20%	24%	16%	22%	21%	15%	3%	27%	20%
Fairly Satisfied	(1)	69	15	18	32	64	4	3	*	1
		23%	23%	24%	24%	24%	16%	26%	4%	13%
Very Satisfied	(2)	69	24	4	32	60	10	6	2	2
		23%	37%	5%	24%	22%	37%	54%	20%	28%
			b		b	b	b	bcd		
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	4	13	6	24	3	*	1	1
		9%	7%	18%	5%	9%	10%	2%	14%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	-	3	4	-	-	-	-
		1%	2%	-%	2%	2%	-%	-%	-%	-%
NET: Satisfied		138	39	22	63	124	14	9	2	3
		46%	60%	29%	48%	46%	53%	80%	24%	41%
			bg					bcdg		
NET: Dissatisfied		68	5	28	30	62	6	2	3	1
		23%	7%	38%	23%	23%	22%	15%	35%	18%
				a					a	
Answered		267	59	62	122	243	24	12	8	5
Mean Score		.4	.9	-.3	.4	.4	.7	1.2	*	.6
			bdg		b	b	b	bdg		
Standard error		.07	.14	.16	.14	.09	.12	.19	.20	.22
Standard deviation		1.32	1.14	1.27	1.29	1.31	1.33	1.24	1.34	1.33

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		364	12	43	48	47	93	20	14	12	118
Effective base		129	5	13	16	19	39	5	3	4	42
Weighted Base		298	8	35	42	50	73	14	6	5	99
Very Dissatisfied	(-2)	30	-	6	9	*	9	-	-	-	12
		10%	-%	18%	21%	1%	12%	-%	-%	-%	12%
Fairly Dissatisfied	(-1)	38	1	8	9	10	6	-	3	-	10
		13%	15%	23%	21%	19%	8%	-%	51%	-%	10%
Neither Satisfied Nor Dissatisfied	(0)	61	1	3	6	12	15	5	*	-	21
		20%	12%	7%	15%	24%	20%	35%	4%	-%	21%
Fairly Satisfied	(1)	69	*	3	3	13	21	1	3	1	26
		23%	3%	10%	8%	27%	29%	7%	41%	13%	26%
Very Satisfied	(2)	69	5	11	11	9	17	4	*	5	18
		23%	61%	33%	27%	19%	23%	29%	4%	87%	18%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	1	-	-	5	5	4	-	-	12
		9%	9%	-%	-%	10%	7%	29%	-%	-%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	3	3	*	1	-	-	-	-
		1%	-%	9%	7%	1%	1%	-%	-%	-%	-%
NET: Satisfied		138	5	15	15	23	38	5	3	5	44
		46%	64%	43%	35%	46%	52%	36%	45%	100%	44%
NET: Dissatisfied		68	1	14	18	10	14	-	3	-	22
		23%	15%	42%	42%	20%	20%	-%	51%	-%	22%
Answered		267	8	32	39	45	67	10	6	5	87
Mean Score		.4	1.2	.2	*	.5	.5	.9	*	1.9	.3
Standard error		.07	.38	.25	.23	.17	.14	.26	.30	.11	.13
Standard deviation		1.32	1.27	1.62	1.56	1.08	1.31	1.00	1.14	.37	1.31

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		364	107	113	144	325	39	275	89	358	6
Effective base		129	39	43	48	109	21	104	27	125	5
Weighted Base		298	100	87	111	240	58	252	46	289	8
Very Dissatisfied	(-2)	30	9	9	12	30	-	27	2	30	-
		10%	9%	10%	11%	12%	-%	11%	5%	10%	-%
Fairly Dissatisfied	(-1)	38	20	6	13	18	21	34	4	37	1
		13%	20%	6%	12%	7%	36% a	14%	9%	13%	13%
Neither Satisfied Nor Dissatisfied	(0)	61	19	19	22	56	4	52	8	58	2
		20%	19%	23%	19%	23%	8%	21%	18%	20%	28%
Fairly Satisfied	(1)	69	17	22	30	55	14	54	15	66	2
		23%	17%	25%	27%	23%	23%	21%	32%	23%	29%
Very Satisfied	(2)	69	26	21	23	61	9	55	15	69	-
		23%	26%	24%	20%	25%	15%	22%	32%	24%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	6	9	12	16	11	25	2	25	2
		9%	6%	11%	11%	7%	18%	10%	4%	9%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	1	-	4	-	4	-	4	*
		1%	3%	1%	-%	2%	-%	2%	-%	1%	4%
NET: Satisfied		138	43	43	52	116	22	109	29	136	2
		46%	43%	49%	47%	48%	38%	43%	64%	47%	29%
NET: Dissatisfied		68	29	14	25	48	21	62	7	67	1
		23%	29%	17%	23%	20%	36%	25%	14%	23%	13%
Answered		267	91	77	99	219	48	223	44	261	6
Mean Score		.4	.3	.5	.4	.4	.2	.3	.8	.4	.2
Standard error		.07	.14	.13	.11	.08	.21	.08	.13	.07	.41
Standard deviation		1.32	1.36	1.28	1.31	1.34	1.20	1.33	1.17	1.32	.81

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		364	126	141	95	206	76	29	53	282	82
Effective base		129	52	39	40	87	22	10	11	108	21
Weighted Base		298	134	74	89	208	45	21	24	253	45
Very Dissatisfied	(-2)	30	14	11	5	24	3	*	3	27	3
		10%	11%	14%	6%	12%	6%	1%	13%	10%	8%
Fairly Dissatisfied	(-1)	38	17	6	15	28	6	1	3	35	4
		13%	13%	8%	17%	14%	14%	3%	13%	14%	8%
Neither Satisfied Nor Dissatisfied	(0)	61	29	12	20	44	7	7	2	51	9
		20%	21%	16%	22%	21%	16%	35%	9%	20%	21%
Fairly Satisfied	(1)	69	26	24	18	42	15	3	8	57	11
		23%	19%	33%	20%	20%	33%	17%	32%	23%	25%
Very Satisfied	(2)	69	32	17	20	44	12	7	7	56	14
		23%	24%	23%	23%	21%	26%	33%	29%	22%	31%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	15	4	8	22	2	2	*	24	2
		9%	11%	6%	9%	11%	5%	11%	*%	10%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	-	3	3	-	-	1	3	1
		1%	1%	-%	4%	2%	-%	-%	4%	1%	2%
NET: Satisfied		138	58	41	38	86	27	10	15	113	25
		46%	43%	55%	43%	41%	60%	50%	61%	45%	56%
NET: Dissatisfied		68	32	17	20	52	9	1	6	61	7
		23%	24%	23%	22%	25%	20%	4%	26%	24%	16%
Answered		267	119	70	78	183	43	18	23	226	41
Mean Score		.4	.4	.4	.4	.3	.6	.9	.5	.4	.7
Standard error		.07	.13	.12	.13	.10	.14	.20	.20	.08	.14
Standard deviation		1.32	1.35	1.36	1.24	1.34	1.21	1.03	1.43	1.32	1.26

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		364	54	152	158	331	328	345	350	281	259
Effective base		129	27	62	43	111	109	118	122	96	81
Weighted Base		298	77	132	90	262	256	278	279	229	192
Very Dissatisfied	(-2)	30	8	16	6	26	27	28	30	26	22
		10%	10%	12%	7%	10%	10%	10%	11%	11%	11%
Fairly Dissatisfied	(-1)	38	10	18	10	35	32	37	36	34	25
		13%	14%	14%	11%	13%	12%	13%	13%	15%	13%
Neither Satisfied Nor Dissatisfied	(0)	61	19	25	16	50	51	55	51	35	41
		20%	25%	19%	18%	19%	20%	20%	18%	15%	21%
Fairly Satisfied	(1)	69	11	31	26	61	59	63	66	54	44
		23%	15%	24%	29%	23%	23%	23%	24%	23%	23%
Very Satisfied	(2)	69	18	26	26	64	61	67	66	61	51
		23%	23%	20%	29%	24%	24%	24%	24%	27%	26%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	10	12	4	23	24	24	26	16	8
		9%	13%	9%	5%	9%	9%	9%	9%	7%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	3	1	4	3	4	4	3	1
		1%	-%	2%	1%	1%	1%	1%	1%	1%	*%
NET: Satisfied		138	29	57	52	124	120	131	133	115	94
		46%	38%	44%	58%	47%	47%	47%	47%	50%	49%
NET: Dissatisfied		68	18	34	16	61	58	65	66	60	47
		23%	24%	26%	18%	23%	23%	23%	23%	26%	25%
Answered		267	66	116	84	235	230	250	249	210	183
Mean Score		.4	.3	.3	.7	.4	.4	.4	.4	.4	.4
Standard error		.07	.20	.11	.10	.08	.08	.07	.07	.09	.09
Standard deviation		1.32	1.34	1.34	1.23	1.33	1.32	1.33	1.34	1.38	1.34

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	364	20	153	39	42	30	31	30	91
Effective base	129	10	65	15	12	8	8	7	21
Weighted Base	298	25	164	28	11	16	11	22	50
Very Dissatisfied (-2)	30	2	16	*	-	3	2	5	10
	10%	6%	10%	1%	-%	19%	21%	20%	20%
Fairly Dissatisfied (-1)	38	6	22	1	2	*	1	3	5
	13%	26%	13%	5%	16%	3%	11%	15%	10%
Neither Satisfied Nor Dissatisfied (0)	61	6	39	5	*	3	*	2	5
	20%	25%	23%	17%	5%	16%	1%	11%	10%
Fairly Satisfied (1)	69	6	30	10	5	8	3	1	11
	23%	25%	18%	37%	47%	47%	23%	3%	22%
					bg				
Very Satisfied (2)	69	4	36	11	3	2	2	10	14
	23%	15%	22%	39%	27%	10%	17%	47%	28%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	27	1	19	*	1	*	3	1	4
	9%	2%	11%	*%	5%	1%	27%	3%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)	4	-	3	-	-	1	-	-	1
	1%	-%	2%	-%	-%	5%	-%	-%	2%
NET: Satisfied	138	10	66	21	8	9	5	11	25
	46%	40%	40%	77%	75%	56%	40%	50%	50%
				b	b				
NET: Dissatisfied	68	8	38	2	2	4	4	8	15
	23%	32%	23%	6%	16%	22%	32%	35%	30%
Answered	267	24	143	28	10	15	8	22	45
Mean Score	.4	.2	.3	1.1	.9	.3	.1	.4	.3
				b					
Standard error	.07	.27	.11	.15	.17	.26	.32	.32	.17
Standard deviation	1.32	1.20	1.31	.95	1.05	1.34	1.71	1.71	1.56

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		364	170	53	35	22	19	17	15	139	75	39	21	21	16	17
Effective base		129	71	19	8	4	5	7	2	56	26	10	5	7	6	5
Weighted Base		298	183	38	10	10	6	9	5	142	53	19	7	17	4	16
Very Dissatisfied	(-2)	30	24	*	-	-	-	2	*	8	9	*	-	5	*	5
		10%	13%	*%	-%	-%	-%	23%	1%	5%	16%	1%	-%	32%	7%	29%
Fairly Dissatisfied	(-1)	38	27	4	2	*	1	-	*	22	4	1	1	-	1	3
		13%	15%	11%	22%	2%	23%	-%	3%	16%	8%	3%	12%	-%	13%	22%
Neither Satisfied Nor Dissatisfied	(0)	61	32	16	*	*	*	1	*	28	18	-	*	3	1	1
		20%	17%	43%	1%	3%	1%	12%	2%	19%	34%	-%	5%	15%	26%	9%
				ac							c					
Fairly Satisfied	(1)	69	43	8	4	3	1	2	*	35	9	6	1	7	*	1
		23%	24%	21%	35%	34%	10%	21%	*%	25%	16%	31%	22%	45%	5%	4%
Very Satisfied	(2)	69	38	7	4	6	1	2	5	30	10	12	1	1	1	6
		23%	21%	19%	42%	61%	10%	27%	93%	21%	19%	63%	20%	3%	32%	36%
												ab				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	17	2	*	*	2	2	*	16	3	*	3	1	1	*
		9%	9%	6%	1%	1%	40%	17%	*%	11%	6%	*%	41%	5%	17%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	-	-	-	1	-	-	3	-	-	-	-	-	-
		1%	2%	-%	-%	-%	15%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied		138	81	15	8	10	1	4	5	65	19	18	3	8	2	6
		46%	44%	39%	77%	94%	21%	48%	93%	46%	35%	95%	42%	48%	37%	40%
												ab				
NET: Dissatisfied		68	51	4	2	*	1	2	*	30	13	1	1	5	1	8
		23%	28%	11%	22%	2%	23%	23%	4%	21%	24%	5%	12%	32%	20%	51%
Answered		267	164	35	10	10	3	8	5	123	50	18	4	16	4	16
Mean Score		.4	.3	.5	1.0	1.5	.2	.3	1.8	.5	.1	1.5	.9	-.1	.5	*
												ab				
Standard error		.07	.11	.13	.21	.15	.40	.46	.21	.11	.16	.13	.30	.33	.42	.44
Standard deviation		1.32	1.37	.96	1.20	.68	1.60	1.72	.78	1.22	1.34	.81	1.27	1.43	1.61	1.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		364	135	56	52	37	14	31	25	70	75	76	100	54	40
Effective base		129	56	19	17	13	5	6	7	18	30	29	36	18	12
Weighted Base		298	138	36	36	25	15	16	12	43	79	80	62	26	30
Very Dissatisfied	(-2)	30	15	3	6	2	*	2	2	4	6	7	9	3	3
		10%	11%	8%	15%	9%	2%	13%	13%	9%	8%	9%	15%	12%	8%
Fairly Dissatisfied	(-1)	38	17	5	3	3	-	5	4	8	8	10	9	3	7
		13%	12%	13%	8%	12%	-%	28%	30%	19%	10%	12%	14%	13%	23%
Neither Satisfied Nor Dissatisfied	(0)	61	23	9	7	4	6	1	*	8	16	14	15	5	5
		20%	17%	24%	20%	17%	43%	6%	2%	18%	20%	17%	25%	20%	15%
Fairly Satisfied	(1)	69	34	8	11	6	1	*	5	7	19	20	8	8	8
		23%	25%	23%	29%	25%	9%	2%	42%	16%	24%	25%	13%	31%	27%
Very Satisfied	(2)	69	25	9	10	8	7	5	2	13	19	20	18	4	6
		23%	18%	25%	28%	33%	46%	31%	13%	31%	24%	25%	29%	14%	20%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	20	2	*	1	-	2	*	2	10	6	3	2	2
		9%	15%	5%	1%	3%	-%	14%	*%	5%	13%	7%	5%	9%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	-	-	-	-	1	-	1	1	3	-	-	-
		1%	2%	-%	-%	-%	-%	5%	-%	2%	1%	4%	-%	-%	-%
NET: Satisfied		138	60	18	21	14	8	5	7	20	38	40	26	12	14
		46%	43%	49%	57%	58%	55%	33%	55%	47%	48%	50%	42%	45%	47%
NET: Dissatisfied		68	32	8	8	5	*	7	5	12	14	17	18	7	9
		23%	23%	22%	23%	21%	2%	41%	43%	28%	17%	22%	28%	25%	31%
Answered		267	115	34	36	24	15	13	12	40	68	71	59	24	28
Mean Score		.4	.3	.5	.5	.6	1.0	.1	.1	.4	.6	.5	.3	.2	.3
Standard error		.07	.12	.17	.20	.23	.28	.31	.28	.17	.16	.16	.15	.18	.21
Standard deviation		1.32	1.33	1.28	1.39	1.34	1.06	1.66	1.38	1.40	1.26	1.32	1.44	1.28	1.32

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		364	120	60	90	34	27	87	82	80	48	27
Effective base		129	41	24	32	13	7	37	24	28	14	9
Weighted Base		298	112	60	54	20	16	100	61	51	24	21
Very Dissatisfied	(-2)	30	11	4	8	2	*	6	7	7	3	3
		10%	10%	7%	15%	9%	1%	6%	12%	15%	13%	12%
Fairly Dissatisfied	(-1)	38	14	13	6	1	1	9	6	8	2	7
		13%	12%	22%	11%	6%	4%	9%	9%	15%	10%	32%
Neither Satisfied Nor Dissatisfied	(0)	61	22	7	11	5	4	15	17	14	6	*
		20%	19%	12%	21%	25%	28%	15%	28%	27%	25%	*%
Fairly Satisfied	(1)	69	26	16	8	7	3	25	13	8	4	8
		23%	23%	27%	15%	37%	19%	25%	22%	17%	17%	37%
Very Satisfied	(2)	69	28	11	18	2	6	28	13	11	6	2
		23%	25%	18%	32%	11%	36%	29%	22%	23%	24%	9%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	11	5	3	2	2	16	1	2	2	2
		9%	10%	8%	6%	12%	12%	16%	2%	4%	10%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	3	-	-	-	-	3	-	-	-
		1%	1%	5%	-%	-%	-%	-%	5%	-%	-%	-%
NET: Satisfied		138	54	27	26	9	9	54	26	20	10	10
		46%	48%	45%	47%	48%	55%	54%	44%	39%	42%	46%
NET: Dissatisfied		68	25	18	15	3	1	15	13	15	6	9
		23%	22%	30%	27%	15%	5%	15%	22%	30%	23%	44%
Answered		267	101	52	51	17	14	84	56	48	21	19
Mean Score		.4	.4	.3	.4	.4	1.0	.7	.3	.2	.3	*
Standard error		.07	.13	.17	.16	.21	.20	.15	.15	.16	.21	.27
Standard deviation		1.32	1.33	1.30	1.48	1.15	1.03	1.24	1.31	1.38	1.40	1.33

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base		129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base		298	78	51	90	31	29	195	38	46	174	123	189	73
Very Dissatisfied	(-2)	30	7	*	17	2	4	26	3	1	22	8	24	2
		10%	9%	1%	19% b	7%	12%	13%	7%	3%	13%	6%	13%	3%
Fairly Dissatisfied	(-1)	38	2	10	12	3	10	25	1	9	23	16	26	9
		13%	2%	19%	13%	8%	33% a	13%	4%	19%	13%	13%	14%	13%
Neither Satisfied Nor Dissatisfied	(0)	61	20	4	14	11	2	33	10	8	44	17	40	10
		20%	26%	8%	16%	34% b	6%	17%	26%	18%	25%	14%	21%	14%
Fairly Satisfied	(1)	69	18	14	22	7	6	42	12	13	37	31	44	17
		23%	23%	27%	24%	23%	20%	21%	31%	28%	21%	25%	23%	23%
Very Satisfied	(2)	69	14	19	21	6	6	44	11	11	24	46	32	32
		23%	18%	37%	23%	20%	21%	23%	29%	24%	14%	37% a	17%	44% a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	16	1	4	3	2	22	*	4	20	6	22	2
		9%	21% c	2%	4%	8%	7%	11%	1%	8%	12%	5%	11%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	3	1	-	-	3	1	-	4	-	3	1
		1%	-%	6%	1%	-%	-%	2%	2%	-%	2%	-%	2%	1%
NET: Satisfied		138	32	32	42	13	12	86	23	24	61	77	75	49
		46%	41%	64%	47%	43%	42%	44%	60%	52%	35%	62% a	40%	67% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base	129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base	298	78	51	90	31	29	195	38	46	174	123	189	73
NET: Dissatisfied	68	9	10	28	5	13	51	4	10	45	23	49	12
	23%	12%	20%	32%	15%	45%	26%	11%	22%	26%	19%	26%	16%
				a		a							
Answered	267	62	47	85	29	27	170	37	43	150	117	164	71
Mean Score	.4	.5	.9	.2	.5	.1	.3	.7	.5	.1	.8	.2	.9
											a		a
Standard error	.07	.15	.15	.14	.18	.23	.09	.15	.20	.10	.10	.09	.12
Standard deviation	1.32	1.22	1.18	1.46	1.17	1.44	1.40	1.17	1.19	1.28	1.27	1.32	1.20

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		364	173	155	73	277	233	98	173	155	80	270
Effective base		129	65	44	27	95	82	29	64	45	29	93
Weighted Base		298	153	104	53	226	194	68	152	105	64	215
Very Dissatisfied	(-2)	30	19	7	6	24	24	2	23	4	16	14
		10%	13%	7%	11%	11%	12%	3%	15%	4%	24%	7%
									b		b	
Fairly Dissatisfied	(-1)	38	24	7	7	29	23	11	22	10	7	29
		13%	16%	7%	13%	13%	12%	17%	15%	9%	11%	13%
Neither Satisfied Nor Dissatisfied	(0)	61	25	26	20	31	40	10	28	23	19	32
		20%	16%	25%	37%	14%	20%	15%	18%	22%	29%	15%
					b							
Fairly Satisfied	(1)	69	35	24	8	59	45	15	31	28	6	60
		23%	23%	23%	15%	26%	23%	22%	21%	26%	10%	28%
												a
Very Satisfied	(2)	69	24	37	3	63	36	28	23	38	4	62
		23%	16%	36%	6%	28%	18%	41%	15%	36%	6%	29%
				a		a		a		a		a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	22	2	7	19	22	1	21	3	10	16
		9%	14%	2%	12%	8%	11%	2%	14%	2%	15%	7%
			b						b			
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	-	3	1	4	-	3	-	3	1
		1%	2%	-%	6%	*%	2%	-%	2%	-%	5%	1%
					b							
NET: Satisfied		138	59	61	11	122	81	43	54	66	10	122
		46%	39%	59%	20%	54%	42%	64%	36%	63%	16%	57%
				a		a		a		a		a
NET: Dissatisfied		68	44	15	13	53	47	14	45	13	23	43
		23%	29%	14%	24%	23%	24%	20%	30%	13%	35%	20%
									b			

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	364	173	155	73	277	233	98	173	155	80	270
Effective base	129	65	44	27	95	82	29	64	45	29	93
Weighted Base	298	153	104	53	226	194	68	152	105	64	215
Answered	267	128	102	44	206	168	67	128	102	52	198
Mean Score	.4	.2	.8	-.1	.5	.3	.8	.1	.8	-.5	.6
			a		a				a		a
Standard error	.07	.11	.10	.14	.08	.09	.13	.11	.09	.15	.08
Standard deviation	1.32	1.34	1.22	1.09	1.36	1.33	1.25	1.37	1.14	1.26	1.26

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		364	262	200	82	-	268	183	68	-	304	169	90	-
Effective base		129	82	75	26	-	85	67	22	-	101	57	34	-
Weighted Base		298	198	183	66	-	210	160	60	-	239	131	82	-
Very Dissatisfied	(-2)	30	21	18	9	-	24	17	10	-	25	12	13	-
		10%	11%	10%	14%	-%	12%	10%	16%	-%	10%	9%	16%	-%
Fairly Dissatisfied	(-1)	38	23	25	10	-	26	21	9	-	30	20	14	-
		13%	12%	14%	15%	-%	12%	13%	15%	-%	12%	15%	17%	-%
Neither Satisfied Nor Dissatisfied	(0)	61	36	31	12	-	42	20	13	-	37	21	13	-
		20%	18%	17%	18%	-%	20%	13%	22%	-%	15%	16%	16%	-%
Fairly Satisfied	(1)	69	48	47	10	-	46	45	8	-	59	35	17	-
		23%	24%	25%	15%	-%	22%	28%	13%	-%	25%	27%	20%	-%
Very Satisfied	(2)	69	50	37	16	-	50	40	11	-	61	27	14	-
		23%	25%	20%	25%	-%	24%	25%	18%	-%	26%	21%	17%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	17	21	7	-	19	15	7	-	22	13	8	-
		9%	8%	11%	11%	-%	9%	9%	12%	-%	9%	10%	10%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	4	3	-	3	3	3	-	4	3	3	-
		1%	1%	2%	4%	-%	1%	2%	5%	-%	2%	2%	4%	-%
NET: Satisfied		138	98	83	26	-	96	85	19	-	121	62	31	-
		46%	49%	46%	39%	-%	46%	53%	31%	-%	51%	47%	38%	-%
NET: Dissatisfied		68	44	44	19	-	50	37	19	-	54	32	27	-
		23%	22%	24%	28%	-%	24%	23%	31%	-%	23%	24%	33%	-%
Answered		267	179	158	57	-	188	142	51	-	212	115	71	-
Mean Score		.4	.5	.4	.3	-	.4	.5	*	-	.5	.4	.1	-
Standard error		.07	.09	.10	.17	-	.09	.10	.18	-	.08	.11	.15	-
Standard deviation		1.32	1.34	1.31	1.46	-	1.35	1.35	1.41	-	1.35	1.30	1.41	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		364	222	204	146	206	156	20	78	95	115	33	18
Effective base		129	78	73	53	69	59	5	31	33	42	14	6
Weighted Base		298	188	178	120	170	136	15	69	81	98	39	18
Very Dissatisfied	(-2)	30	22	20	14	14	24	3	6	8	10	10	4
		10%	12%	11%	12%	8%	18%	20%	9%	9%	11%	26%	25%
Fairly Dissatisfied	(-1)	38	24	21	23	23	21	1	15	18	22	9	-
		13%	13%	12%	19%	14%	16%	9%	21%	22%	23%	22%	-%
Neither Satisfied Nor Dissatisfied	(0)	61	36	39	28	35	29	4	15	18	22	4	5
		20%	19%	22%	23%	20%	21%	28%	21%	22%	22%	9%	29%
Fairly Satisfied	(1)	69	44	38	20	40	31	2	13	15	14	1	1
		23%	23%	21%	16%	23%	23%	12%	19%	19%	15%	4%	6%
Very Satisfied	(2)	69	37	37	16	38	17	5	8	14	13	5	2
		23%	20%	21%	13%	22%	12%	31%	11%	17%	13%	13%	9%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	22	21	16	18	11	-	9	6	13	7	3
		9%	12%	12%	13%	11%	8%	-%	14%	7%	14%	18%	14%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	3	4	3	3	-	3	3	3	3	3
		1%	2%	2%	3%	2%	2%	-%	4%	4%	3%	8%	17%
NET: Satisfied		138	80	75	35	77	48	7	21	29	27	7	3
		46%	43%	42%	29%	45%	35%	43%	30%	35%	28%	17%	15%
NET: Dissatisfied		68	46	41	37	37	45	4	21	25	33	19	4
		23%	24%	23%	31%	22%	33%	28%	30%	31%	33%	48%	25%
Answered		267	163	154	101	149	122	15	57	72	82	29	12
Mean Score		.4	.3	.3	*	.4 b	*	.3	*	.1	*	-.6	-.4
Standard error		.07	.09	.10	.11	.09	.11	.34	.15	.14	.12	.27	.36
Standard deviation		1.32	1.34	1.32	1.27	1.28	1.33	1.53	1.23	1.28	1.26	1.48	1.44

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		364	54	40	40	21	271	217	317	242	228	277	239	79	-	229	20
Effective base		129	21	11	18	6	97	76	111	85	80	92	87	32	-	82	10
Weighted Base		298	44	31	41	15	219	175	258	196	191	216	200	74	-	178	30
Very Dissatisfied	(-2)	30	7	-	11	*	24	21	28	23	16	22	24	19	-	21	5
		10%	16%	-%	28% b	2%	11%	12%	11%	12%	8%	10%	12%	25% a	-%	12%	16%
Fairly Dissatisfied	(-1)	38	8	5	4	10	25	28	34	31	35	26	23	10	-	22	7
		13%	18%	17%	9%	68%	12%	16%	13%	16%	18%	12%	11%	14%	-%	13%	23%
Neither Satisfied Nor Dissatisfied	(0)	61	10	11	6	2	40	33	47	39	28	41	45	10	-	35	5
		20%	22%	37%	15%	14%	18%	19%	18%	20%	15%	19%	23%	13%	-%	20%	15%
Fairly Satisfied	(1)	69	10	3	9	2	56	41	61	40	46	49	39	18	-	45	2
		23%	22%	8%	23%	14%	26%	23%	24%	21%	24%	23%	19%	25%	-%	25%	8%
Very Satisfied	(2)	69	5	11	4	*	45	37	59	41	44	56	42	11	-	34	5
		23%	11%	36%	11%	3%	20%	21%	23%	21%	23%	26%	21%	15%	-%	19%	18%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	3	*	6	-	26	12	26	18	21	18	25	3	-	20	2
		9%	7%	1%	14%	-%	12%	7%	10%	9%	11%	8%	12%	4%	-%	11%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	-	-	-	3	3	3	4	-	4	3	3	-	*	4
		1%	2%	-%	-%	-%	1%	2%	1%	2%	-%	2%	1%	4%	-%	*%	13%
NET: Satisfied		138	15	14	14	3	101	78	120	81	91	105	81	29	-	79	8
		46%	34%	44%	34%	17%	46%	44%	47%	41%	47%	49%	40%	40%	-%	44%	26%
NET: Dissatisfied		68	15	5	15	10	49	49	62	54	51	48	46	29	-	44	12
		23%	35%	17%	37%	69%	22%	28%	24%	28%	27%	22%	23%	39%	-%	24%	39%
Answered		267	40	30	35	15	190	159	229	174	170	194	173	68	-	157	24
Mean Score		.4	-.1	.6	-.2	-.5	.4	.3	.4	.3	.4	.5 c	.3	-.1	-	.3	-.1
Standard error		.07	.18	.19	.25	.19	.08	.09	.08	.09	.09	.08	.09	.17	-	.09	.37
Standard deviation		1.32	1.31	1.16	1.48	.89	1.32	1.35	1.34	1.35	1.32	1.34	1.34	1.48	-	1.32	1.46

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		364	200	76	275	33	364	-	119	190	53	132	120	106
Effective base		129	73	27	88	17	129	-	41	65	22	49	37	41
Weighted Base		298	170	62	191	47	298	-	92	156	43	114	83	93
Very Dissatisfied	(-2)	30	20	6	8	17	30	-	5	25	*	12	8	10
		10%	12%	10%	4%	37% a	10%	-%	6%	16%	*%	11%	9%	10%
Fairly Dissatisfied	(-1)	38	25	7	21	9	38	-	19	13	7	23	7	9
		13%	15%	11%	11%	19%	13%	-%	21%	8%	15%	20%	8%	9%
Neither Satisfied Nor Dissatisfied	(0)	61	43	8	34	6	61	-	8	39	12	14	28	16
		20%	25%	12%	18%	13%	20%	-%	9%	25% a	27%	12%	34% a	17%
Fairly Satisfied	(1)	69	37	15	53	7	69	-	26	32	10	28	16	24
		23%	22%	24%	28%	16%	23%	-%	28%	21%	24%	24%	19%	26%
Very Satisfied	(2)	69	27	15	57	7	69	-	26	32	7	24	22	19
		23%	16%	24%	30%	15%	23%	-%	29%	21%	16%	21%	27%	20%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	14	11	18	-	27	-	4	16	7	9	2	16
		9%	8%	18%	9%	-%	9%	-%	5%	10%	16%	8%	3%	17% b
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	*	*	-	4	-	3	*	1	4	-	-
		1%	2%	*%	*%	-%	1%	-%	3%	*%	2%	4%	-%	-%
NET: Satisfied		138	64	30	109	14	138	-	52	64	17	52	38	43
		46%	38%	48%	57% b	31%	46%	-%	57%	41%	40%	45%	46%	46%
NET: Dissatisfied		68	44	13	29	26	68	-	24	38	7	36	15	18
		23%	26%	21%	15%	56% a	23%	-%	26%	24%	16%	31%	18%	19%
Answered		267	152	51	173	47	267	-	85	141	36	102	81	77
Mean Score		.4	.2	.5	.7 b	-.5	.4	-	.6	.2	.5	.3	.5	.4
Standard error		.07	.09	.17	.07	.26	.07	-	.12	.10	.15	.13	.12	.14
Standard deviation		1.32	1.27	1.37	1.18	1.50	1.32	-	1.30	1.37	1.03	1.37	1.25	1.32

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		364	221	143
Effective base		129	75	55
Weighted Base		298	180	118
Very Dissatisfied	(-2)	30	18	12
		10%	10%	10%
Fairly Dissatisfied	(-1)	38	28	11
		13%	16%	9%
Neither Satisfied Nor Dissatisfied	(0)	61	37	24
		20%	20%	20%
Fairly Satisfied	(1)	69	41	28
		23%	23%	24%
Very Satisfied	(2)	69	43	27
		23%	24%	23%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	13	14
		9%	7%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	3
		1%	1%	3%
NET: Satisfied		138	83	55
		46%	46%	46%
NET: Dissatisfied		68	46	22
		23%	26%	19%
Answered		267	166	100
Mean Score		.4	.4	.5
Standard error		.07	.09	.11
Standard deviation		1.32	1.32	1.30

Columns Tested:: a,b

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		364	20	26	23	28	20	74	5	37	28	28	27	48
Effective base		129	6	9	9	13	10	26	2	18	17	7	17	22
Weighted Base		298	6	35	21	2	27	70	1	34	34	9	26	33
Very Dissatisfied	(-2)	30	2	7	*	*	2	2	-	3	8	-	3	2
		10%	26%	20%	1%	4%	9%	2%	-%	10%	24%	-%	11%	7%
Fairly Dissatisfied	(-1)	38	2	5	2	-	9	7	-	5	4	*	2	2
		13%	27%	13%	11%	-%	35%	11%	-%	14%	13%	1%	8%	7%
Neither Satisfied Nor Dissatisfied	(0)	61	1	8	6	*	4	16	-	8	3	3	4	6
		20%	20%	24%	29%	4%	16%	23%	-%	24%	9%	37%	15%	18%
Fairly Satisfied	(1)	69	*	10	5	1	4	12	*	8	8	1	9	11
		23%	6%	28%	23%	36%	14%	17%	20%	24%	23%	11%	35%	32%
Very Satisfied	(2)	69	*	5	7	1	5	28	1	3	7	2	3	8
		23%	1%	14%	34%	47%	21%	39%	80%	8%	19%	27%	10%	25%
								h						
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	1	*	*	*	1	4	-	7	1	2	6	3
		9%	20%	1%	2%	8%	5%	6%	-%	20%	2%	25%	21%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	-	-	-	1	-	-	3	-	-	-
		1%	-%	-%	-%	-%	-%	2%	-%	-%	9%	-%	-%	-%
NET: Satisfied		138	*	15	12	2	9	39	1	11	15	3	12	19
		46%	7%	42%	57%	83%	35%	56%	100%	32%	43%	37%	45%	57%
NET: Dissatisfied		68	3	12	3	*	12	9	-	8	13	*	5	5
		23%	53%	33%	12%	4%	44%	13%	-%	24%	37%	1%	19%	14%
Answered		267	5	34	21	2	25	64	1	27	31	7	21	30
Mean Score		.4	-.9	*	.8	1.3	*	.9	1.8	.1	*	.8	.3	.7
								h						
Standard error		.07	.26	.29	.23	.25	.32	.14	-	.21	.31	.20	.26	.18
Standard deviation		1.32	1.10	1.36	1.10	1.27	1.36	1.17	-	1.18	1.56	1.01	1.25	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_1RESP (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		364	69	122	70	103	191	173
Effective base		129	20	37	36	46	57	80
Weighted Base		298	62	99	69	68	161	137
Very Dissatisfied	(-2)	30	9	4	12	5	13	17
		10%	14%	4%	17%	8%	8%	12%
Fairly Dissatisfied	(-1)	38	8	17	9	4	25	14
		13%	14%	17%	13%	6%	16%	10%
Neither Satisfied Nor Dissatisfied	(0)	61	16	20	11	13	36	25
		20%	25%	20%	16%	19%	22%	18%
Fairly Satisfied	(1)	69	15	16	16	21	31	37
		23%	24%	17%	24%	31%	19%	27%
Very Satisfied	(2)	69	12	34	10	13	46	23
		23%	20%	35%	14%	19%	29%	17%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		27	2	6	7	11	8	19
		9%	3%	6%	11%	16%	5%	14%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	1	3	-	1	3
		1%	-%	1%	4%	-%	1%	2%
NET: Satisfied		138	27	51	26	34	77	61
		46%	44%	51%	38%	50%	48%	44%
NET: Dissatisfied		68	17	21	21	10	38	30
		23%	28%	21%	30%	14%	24%	22%
Answered		267	60	92	59	57	151	116
Mean Score		.4	.2	.7	.1	.6	.5	.3
Standard error		.07	.17	.12	.17	.12	.10	.11
Standard deviation		1.32	1.33	1.28	1.40	1.20	1.31	1.32

Columns Tested:: a,b,c,d - a,b

Table OP3A_1RESPX

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		333	15	318	180	78	21	54	153
Effective base		115	6	111	98	34	13	25	47
Weighted Base		267	6	261	244	19	2	1	22
Very Dissatisfied	(-2)	30	2	28	30	*	-	-	*
		11%	33%	11%	12%	1%	-%	-%	1%
					be				
Fairly Dissatisfied	(-1)	38	3	36	38	1	-	*	1
		14%	45%	14%	15%	4%	-%	3%	3%
					e				
Neither Satisfied Nor Dissatisfied	(0)	61	*	60	58	2	*	*	3
		23%	*%	23%	24%	11%	15%	18%	12%
Fairly Satisfied	(1)	69	*	68	60	8	1	*	9
		26%	6%	26%	24%	42%	28%	36%	40%
Very Satisfied	(2)	69	1	68	60	8	1	1	10
		26%	16%	26%	24%	43%	57%	43%	44%
						a			a
NET: Satisfied		138	1	137	119	16	2	1	19
		52%	22%	52%	49%	84%	85%	79%	84%
						a		a	a
NET: Dissatisfied		68	5	64	67	1	-	*	1
		26%	77%	24%	28%	5%	-%	3%	4%
					bde				
Answered		267	6	261	244	19	2	1	22
Mean Score		.4	-.7	.4	.3	1.2	1.4	1.2	1.2
						a		a	a
Standard error		.07	.39	.07	.10	.10	.21	.23	.07
Standard deviation		1.32	1.52	1.30	1.32	.87	.97	1.69	.86

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		333	47	89	44	57	42	54	180	78	75
Effective base		115	29	50	23	26	22	25	98	34	28
Weighted Base		267	81	126	38	15	6	1	244	19	4
Very Dissatisfied	(-2)	30	17	12	*	*	*	-	30	*	-
		11%	21%	10%	1%	*%	2%	-%	12%	1%	-%
			cdefhi						hi		
Fairly Dissatisfied	(-1)	38	4	21	13	1	-	*	38	1	*
		14%	4%	17%	35%	5%	-%	3%	15%	4%	1%
				ei	adefghi				i		
Neither Satisfied Nor Dissatisfied	(0)	61	35	13	10	2	1	*	58	2	1
		23%	44%	10%	26%	11%	12%	18%	24%	11%	16%
			bdefghi						b		
Fairly Satisfied	(1)	69	21	28	10	7	1	*	60	8	1
		26%	27%	22%	27%	46%	24%	36%	24%	42%	31%
						bg					
Very Satisfied	(2)	69	3	52	4	6	4	1	60	8	2
		26%	4%	41%	11%	37%	62%	43%	24%	43%	52%
				acg		ac	acg	ac	a	acg	acg
NET: Satisfied		138	25	80	15	13	5	1	119	16	3
		52%	31%	63%	38%	84%	86%	79%	49%	84%	83%
				ac		acg	acg	acg		abcg	acg
NET: Dissatisfied		68	21	33	14	1	*	*	67	1	*
		26%	26%	26%	36%	5%	2%	3%	28%	5%	1%
			defhi	defhi	defhi				defhi		
Answered		267	81	126	38	15	6	1	244	19	4
Mean Score		.4	-.1	.7	.1	1.2	1.4	1.2	.3	1.2	1.3
				a		acg	abcg	acg		abcg	abcg
Standard error		.07	.17	.15	.16	.11	.14	.23	.10	.10	.11
Standard deviation		1.32	1.15	1.41	1.05	.85	.92	1.69	1.32	.87	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		333	95	85	78	21	54	97	94	33	18	57
Effective base		115	62	45	34	13	25	51	32	12	4	9
Weighted Base		267	177	67	19	2	1	135	69	19	7	13
Very Dissatisfied	(-2)	30	26	3	*	-	-	23	2	2	-	1
		11%	15%	5%	1%	-%	-%	17%	3%	10%	-%	10%
			ce					b				
Fairly Dissatisfied	(-1)	38	23	14	1	-	*	15	10	1	3	1
		14%	13%	21%	4%	-%	3%	11%	15%	5%	46%	8%
				ce								
Neither Satisfied Nor Dissatisfied	(0)	61	41	17	2	*	*	39	17	3	*	1
		23%	23%	25%	11%	15%	18%	29%	24%	14%	3%	11%
Fairly Satisfied	(1)	69	40	19	8	1	*	31	17	7	2	3
		26%	23%	29%	42%	28%	36%	23%	24%	35%	23%	22%
Very Satisfied	(2)	69	46	13	8	1	1	27	24	7	2	6
		26%	26%	20%	43%	57%	43%	20%	34%	37%	27%	49%
					b		b					
NET: Satisfied		138	87	33	16	2	1	58	40	14	3	9
		52%	49%	48%	84%	85%	79%	43%	58%	72%	51%	71%
					ab		ab					
NET: Dissatisfied		68	50	18	1	-	*	38	12	3	3	2
		26%	28%	26%	5%	-%	3%	28%	18%	15%	46%	18%
			ce	ce								
Answered		267	177	67	19	2	1	135	69	19	7	13
Mean Score		.4	.3	.4	1.2	1.4	1.2	.2	.7	.8	.3	.9
					ab		ab					
Standard error		.07	.14	.13	.10	.21	.23	.14	.12	.22	.33	.19
Standard deviation		1.32	1.38	1.17	.87	.97	1.69	1.34	1.18	1.29	1.41	1.40

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		333	22	20	47	11	27	21	20	18	25
Effective base		115	9	10	22	5	11	13	10	7	13
Weighted Base		267	25	17	61	12	28	31	29	20	19
Very Dissatisfied	(-2)	30	7	1	6	-	2	3	2	5	2
		11%	28%	9%	10%	-%	7%	10%	8%	26%	8%
Fairly Dissatisfied	(-1)	38	9	5	4	-	*	1	12	1	1
		14%	36%	28%	7%	-%	1%	5%	42%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	61	4	1	10	2	6	12	7	6	7
		23%	17%	7%	16%	18%	23%	39%	23%	33%	37%
Fairly Satisfied	(1)	69	4	9	18	5	5	8	5	5	5
		26%	14%	52%	29%	42%	17%	27%	19%	27%	25%
Very Satisfied	(2)	69	1	1	23	5	14	6	2	2	5
		26%	5%	5%	38%	40%	52%	19%	8%	9%	25%
NET: Satisfied		138	5	10	41	10	19	14	8	7	10
		52%	19%	57%	67%	82%	69%	46%	26%	37%	50%
NET: Dissatisfied		68	16	6	10	-	2	5	15	6	3
		26%	64%	36%	17%	-%	8%	15%	50%	31%	13%
Answered		267	25	17	61	12	28	31	29	20	19
Mean Score		.4	-.7	.2	.8	1.2	1.1	.4	-.2	-.1	.5
Standard error		.07	.25	.26	.19	.23	.23	.26	.25	.32	.24
Standard deviation		1.32	1.18	1.18	1.30	.76	1.20	1.18	1.11	1.34	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		333	63	60	88	211	122	42	43	37
Effective base		115	27	26	45	98	35	13	15	8
Weighted Base		267	59	62	122	243	24	12	8	5
Very Dissatisfied	(-2)	30	3	14	12	29	1	1	*	*
		11%	6%	22%	10%	12%	4%	5%	6%	1%
				e						
Fairly Dissatisfied	(-1)	38	1	15	18	34	5	1	3	1
		14%	2%	24%	15%	14%	20%	10%	34%	22%
				a			a		a	
Neither Satisfied Nor Dissatisfied	(0)	61	16	12	29	57	4	*	2	1
		23%	27%	19%	24%	23%	17%	3%	32%	25%
									f	
Fairly Satisfied	(1)	69	15	18	32	64	4	3	*	1
		26%	25%	29%	26%	26%	18%	27%	5%	17%
Very Satisfied	(2)	69	24	4	32	60	10	6	2	2
		26%	41%	6%	26%	25%	41%	55%	23%	35%
			b		b	b	b	bd		
NET: Satisfied		138	39	22	63	124	14	9	2	3
		52%	66%	35%	52%	51%	59%	82%	28%	52%
			bg				g	bdg		
NET: Dissatisfied		68	5	28	30	62	6	2	3	1
		26%	8%	46%	24%	26%	25%	15%	40%	23%
				a		a			a	
Answered		267	59	62	122	243	24	12	8	5
Mean Score		.4	.9	-.3	.4	.4	.7	1.2	*	.6
			bdg		b	b	b	bdg		
Standard error		.07	.14	.16	.14	.09	.12	.19	.20	.22
Standard deviation		1.32	1.14	1.27	1.29	1.31	1.33	1.24	1.34	1.33

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		333	11	42	47	41	87	15	14	12	106
Effective base		115	4	12	15	16	35	3	3	4	38
Weighted Base		267	8	32	39	45	67	10	6	5	87
Very Dissatisfied	(-2)	30	-	6	9	*	9	-	-	-	12
		11%	-%	20%	22%	1%	13%	-%	-%	-%	14%
Fairly Dissatisfied	(-1)	38	1	8	9	10	6	-	3	-	10
		14%	16%	26%	23%	22%	8%	-%	51%	-%	11%
Neither Satisfied Nor Dissatisfied	(0)	61	1	3	6	12	15	5	*	-	21
		23%	13%	8%	17%	27%	22%	49%	4%	-%	24%
Fairly Satisfied	(1)	69	*	3	3	13	21	1	3	1	26
		26%	3%	11%	9%	30%	32%	10%	41%	13%	30%
Very Satisfied	(2)	69	5	11	11	9	17	4	*	5	18
		26%	68%	36%	29%	21%	25%	41%	4%	87%	20%
NET: Satisfied		138	5	15	15	23	38	5	3	5	44
		52%	71%	46%	38%	51%	57%	51%	45%	100%	50%
NET: Dissatisfied		68	1	14	18	10	14	-	3	-	22
		26%	16%	45%	45%	22%	21%	-%	51%	-%	25%
Answered		267	8	32	39	45	67	10	6	5	87
Mean Score		.4	1.2	.2	*	.5	.5	.9	*	1.9	.3
Standard error		.07	.38	.25	.23	.17	.14	.26	.30	.11	.13
Standard deviation		1.32	1.27	1.62	1.56	1.08	1.31	1.00	1.14	.37	1.31

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		333	99	102	132	299	34	249	84	329	4
Effective base		115	35	37	44	98	17	91	26	112	4
Weighted Base		267	91	77	99	219	48	223	44	261	6
Very Dissatisfied	(-2)	30	9	9	12	30	-	27	2	30	-
		11%	10%	11%	12%	14%	-%	12%	6%	11%	-%
Fairly Dissatisfied	(-1)	38	20	6	13	18	21	34	4	37	1
		14%	22%	7%	13%	8%	44% a	15%	9%	14%	19%
Neither Satisfied Nor Dissatisfied	(0)	61	19	19	22	56	4	52	8	58	2
		23%	21%	25%	22%	26%	9%	23%	19%	22%	40%
Fairly Satisfied	(1)	69	17	22	30	55	14	54	15	66	2
		26%	19%	29%	30%	25%	29%	24%	33%	25%	41%
Very Satisfied	(2)	69	26	21	23	61	9	55	15	69	-
		26%	29%	27%	23%	28%	19%	25%	33%	27%	-%
NET: Satisfied		138	43	43	52	116	22	109	29	136	2
		52%	47%	56%	53%	53%	47%	49%	67%	52%	41%
NET: Dissatisfied		68	29	14	25	48	21	62	7	67	1
		26%	32%	19%	25%	22%	44% a	28%	15%	26%	19%
Answered		267	91	77	99	219	48	223	44	261	6
Mean Score		.4	.3	.5	.4	.4	.2	.3	.8	.4	.2
Standard error		.07	.14	.13	.11	.08	.21	.08	.13	.07	.41
Standard deviation		1.32	1.36	1.28	1.31	1.34	1.20	1.33	1.17	1.32	.81

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		333	108	136	87	180	75	27	51	255	78
Effective base		115	45	37	35	75	21	9	10	96	19
Weighted Base		267	119	70	78	183	43	18	23	226	41
Very Dissatisfied	(-2)	30	14	11	5	24	3	*	3	27	3
		11%	12%	15%	6%	13%	6%	2%	13%	12%	8%
Fairly Dissatisfied	(-1)	38	17	6	15	28	6	1	3	35	4
		14%	15%	9%	19%	16%	15%	3%	14%	15%	9%
Neither Satisfied Nor Dissatisfied	(0)	61	29	12	20	44	7	7	2	51	9
		23%	24%	17%	25%	24%	16%	39%	9%	23%	22%
Fairly Satisfied	(1)	69	26	24	18	42	15	3	8	57	11
		26%	22%	35%	23%	23%	35%	19%	33%	25%	27%
Very Satisfied	(2)	69	32	17	20	44	12	7	7	56	14
		26%	27%	24%	26%	24%	28%	38%	30%	25%	34%
NET: Satisfied		138	58	41	38	86	27	10	15	113	25
		52%	49%	59%	49%	47%	63%	56%	64%	50%	60%
NET: Dissatisfied		68	32	17	20	52	9	1	6	61	7
		26%	27%	24%	25%	29%	21%	5%	27%	27%	17%
Answered		267	119	70	78	183	43	18	23	226	41
Mean Score		.4	.4	.4	.4	.3	.6	.9	.5	.4	.7
Standard error		.07	.13	.12	.13	.10	.14	.20	.20	.08	.14
Standard deviation		1.32	1.35	1.36	1.24	1.34	1.21	1.03	1.43	1.32	1.26

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		333	43	137	153	305	302	318	321	261	247
Effective base		115	23	54	40	99	97	106	108	86	78
Weighted Base		267	66	116	84	235	230	250	249	210	183
Very Dissatisfied	(-2)	30	8	16	6	26	27	28	30	26	22
		11%	12%	14%	7%	11%	12%	11%	12%	13%	12%
Fairly Dissatisfied	(-1)	38	10	18	10	35	32	37	36	34	25
		14%	16%	15%	12%	15%	14%	15%	14%	16%	14%
Neither Satisfied Nor Dissatisfied	(0)	61	19	25	16	50	51	55	51	35	41
		23%	29%	21%	19%	21%	22%	22%	20%	17%	22%
Fairly Satisfied	(1)	69	11	31	26	61	59	63	66	54	44
		26%	17%	27%	31%	26%	26%	25%	27%	25%	24%
Very Satisfied	(2)	69	18	26	26	64	61	67	66	61	51
		26%	27%	22%	31%	27%	27%	27%	27%	29%	28%
NET: Satisfied		138	29	57	52	124	120	131	133	115	94
		52%	43%	49%	62%	53%	52%	52%	53%	55%	52%
NET: Dissatisfied		68	18	34	16	61	58	65	66	60	47
		26%	28%	29%	19%	26%	25%	26%	26%	29%	26%
Answered		267	66	116	84	235	230	250	249	210	183
Mean Score		.4	.3	.3	.7	.4	.4	.4	.4	.4	.4
Standard error		.07	.20	.11	.10	.08	.08	.07	.07	.09	.09
Standard deviation		1.32	1.34	1.34	1.23	1.33	1.32	1.33	1.34	1.38	1.34

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	c	d	*e	*f	*g	h
Unweighted Base		333	19	139	38	39	27	28	28	83
Effective base		115	10	56	15	11	7	7	7	19
Weighted Base		267	24	143	28	10	15	8	22	45
Very Dissatisfied	(-2)	30	2	16	*	-	3	2	5	10
		11%	7%	11%	1%	-%	20%	29%	21%	22%
Fairly Dissatisfied	(-1)	38	6	22	1	2	*	1	3	5
		14%	27%	15%	5%	17%	3%	15%	16%	11%
Neither Satisfied Nor Dissatisfied	(0)	61	6	39	5	*	3	*	2	5
		23%	25%	27%	17%	5%	17%	2%	11%	11%
Fairly Satisfied	(1)	69	6	30	10	5	8	3	1	11
		26%	26%	21%	38%	50%	50%	31%	3%	24%
						b				
Very Satisfied	(2)	69	4	36	11	3	2	2	10	14
		26%	15%	25%	39%	29%	10%	24%	48%	31%
NET: Satisfied		138	10	66	21	8	9	5	11	25
		52%	41%	46%	77%	79%	60%	55%	52%	55%
					b	b				
NET: Dissatisfied		68	8	38	2	2	4	4	8	15
		26%	33%	27%	6%	17%	24%	44%	37%	34%
Answered		267	24	143	28	10	15	8	22	45
Mean Score		.4	.2	.3	1.1	.9	.3	.1	.4	.3
					b					
Standard error		.07	.27	.11	.15	.17	.26	.32	.32	.17
Standard deviation		1.32	1.20	1.31	.95	1.05	1.34	1.71	1.71	1.56

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		333	157	51	32	21	16	14	14	124	72	38	18	19	15	16
Effective base		115	64	18	8	4	8	5	2	49	24	10	5	7	6	5
Weighted Base		267	164	35	10	10	3	8	5	123	50	18	4	16	4	16
Very Dissatisfied	(-2)	30	24	*	-	-	-	2	*	8	9	*	-	5	*	5
		11%	15%	*%	-%	-%	-%	28%	1%	6%	17%	1%	-%	33%	9%	29%
Fairly Dissatisfied	(-1)	38	27	4	2	*	1	-	*	22	4	1	1	-	1	3
		14%	16%	12%	22%	2%	51%	-%	3%	18%	8%	3%	20%	-%	15%	22%
Neither Satisfied Nor Dissatisfied	(0)	61	32	16	*	*	*	1	*	28	18	-	*	3	1	1
		23%	19%	46%	1%	3%	3%	14%	2%	22%	37%	-%	8%	16%	31%	9%
				ac							c					
Fairly Satisfied	(1)	69	43	8	4	3	1	2	*	35	9	6	1	7	*	1
		26%	27%	22%	35%	34%	23%	25%	*%	28%	17%	31%	37%	47%	6%	5%
Very Satisfied	(2)	69	38	7	4	6	1	2	5	30	10	12	1	1	1	6
		26%	23%	20%	42%	61%	23%	33%	93%	25%	20%	64%	35%	3%	39%	36%
												ab				
NET: Satisfied		138	81	15	8	10	1	4	5	65	19	18	3	8	2	6
		52%	50%	42%	77%	95%	45%	58%	94%	53%	38%	95%	72%	51%	45%	40%
												ab				
NET: Dissatisfied		68	51	4	2	*	1	2	*	30	13	1	1	5	1	8
		26%	31%	12%	22%	2%	51%	28%	4%	24%	26%	5%	20%	33%	24%	51%
Answered		267	164	35	10	10	3	8	5	123	50	18	4	16	4	16
Mean Score		.4	.3	.5	1.0	1.5	.2	.3	1.8	.5	.1	1.5	.9	-.1	.5	*
												ab				
Standard error		.07	.11	.13	.21	.15	.40	.46	.21	.11	.16	.13	.30	.33	.42	.44
Standard deviation		1.32	1.37	.96	1.20	.68	1.60	1.72	.78	1.22	1.34	.81	1.27	1.43	1.61	1.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		333	116	54	49	35	14	29	24	67	64	70	96	50	38
Effective base		115	46	18	17	12	5	5	7	16	25	25	34	18	11
Weighted Base		267	115	34	36	24	15	13	12	40	68	71	59	24	28
Very Dissatisfied	(-2)	30	15	3	6	2	*	2	2	4	6	7	9	3	3
		11%	13%	9%	15%	9%	2%	16%	13%	10%	9%	11%	15%	13%	9%
Fairly Dissatisfied	(-1)	38	17	5	3	3	-	5	4	8	8	10	9	3	7
		14%	15%	14%	8%	12%	-%	35%	30%	21%	12%	14%	14%	15%	24%
Neither Satisfied Nor Dissatisfied	(0)	61	23	9	7	4	6	1	*	8	16	14	15	5	5
		23%	20%	26%	20%	18%	43%	8%	2%	19%	24%	19%	26%	22%	16%
Fairly Satisfied	(1)	69	34	8	11	6	1	*	5	7	19	20	8	8	8
		26%	30%	25%	29%	26%	9%	3%	42%	17%	28%	28%	14%	35%	29%
Very Satisfied	(2)	69	25	9	10	8	7	5	2	13	19	20	18	4	6
		26%	22%	27%	28%	34%	46%	38%	13%	33%	28%	29%	31%	15%	22%
NET: Satisfied		138	60	18	21	14	8	5	7	20	38	40	26	12	14
		52%	52%	52%	57%	60%	55%	41%	55%	50%	56%	57%	44%	49%	51%
NET: Dissatisfied		68	32	8	8	5	*	7	5	12	14	17	18	7	9
		26%	28%	23%	23%	22%	2%	51%	43%	31%	20%	24%	30%	28%	33%
Answered		267	115	34	36	24	15	13	12	40	68	71	59	24	28
Mean Score		.4	.3	.5	.5	.6	1.0	.1	.1	.4	.6	.5	.3	.2	.3
Standard error		.07	.12	.17	.20	.23	.28	.31	.28	.17	.16	.16	.15	.18	.21
Standard deviation		1.32	1.33	1.28	1.39	1.34	1.06	1.66	1.38	1.40	1.26	1.32	1.44	1.28	1.32

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		333	107	55	86	31	26	73	78	78	44	25
Effective base		115	36	20	30	12	6	31	22	27	13	8
Weighted Base		267	101	52	51	17	14	84	56	48	21	19
Very Dissatisfied	(-2)	30	11	4	8	2	*	6	7	7	3	3
		11%	11%	9%	16%	11%	1%	7%	13%	15%	15%	13%
Fairly Dissatisfied	(-1)	38	14	13	6	1	1	9	6	8	2	7
		14%	13%	26%	12%	6%	5%	11%	10%	16%	11%	36%
Neither Satisfied Nor Dissatisfied	(0)	61	22	7	11	5	4	15	17	14	6	*
		23%	22%	14%	22%	29%	32%	18%	30%	28%	28%	*%
Fairly Satisfied	(1)	69	26	16	8	7	3	25	13	8	4	8
		26%	26%	31%	15%	42%	22%	30%	24%	17%	19%	41%
Very Satisfied	(2)	69	28	11	18	2	6	28	13	11	6	2
		26%	28%	20%	34%	13%	41%	34%	23%	24%	27%	10%
NET: Satisfied		138	54	27	26	9	9	54	26	20	10	10
		52%	54%	52%	50%	54%	63%	64%	47%	41%	46%	51%
NET: Dissatisfied		68	25	18	15	3	1	15	13	15	6	9
		26%	25%	34%	28%	17%	5%	18%	23%	31%	26%	49%
Answered		267	101	52	51	17	14	84	56	48	21	19
Mean Score		.4	.4	.3	.4	.4	1.0	.7	.3	.2	.3	*
Standard error		.07	.13	.17	.16	.21	.20	.15	.15	.16	.21	.27
Standard deviation		1.32	1.33	1.30	1.48	1.15	1.03	1.24	1.31	1.38	1.40	1.33

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		333	65	64	104	44	41	227	58	35	173	160	208	97
Effective base		115	25	19	38	17	12	79	16	15	62	53	70	30
Weighted Base		267	62	47	85	29	27	170	37	43	150	117	164	71
Very Dissatisfied	(-2)	30	7	*	17	2	4	26	3	1	22	8	24	2
		11%	12%	1%	20% b	7%	13%	15%	8%	4%	15%	7%	14%	3%
Fairly Dissatisfied	(-1)	38	2	10	12	3	10	25	1	9	23	16	26	9
		14%	3%	21%	14%	9%	36% a	15%	4%	20%	15%	13%	16%	13%
Neither Satisfied Nor Dissatisfied	(0)	61	20	4	14	11	2	33	10	8	44	17	40	10
		23%	33%	9%	17%	37% b	7%	19%	27%	20%	29%	14%	24%	14%
Fairly Satisfied	(1)	69	18	14	22	7	6	42	12	13	37	31	44	17
		26%	29%	30%	25%	25%	22%	25%	32%	31%	25%	27%	26%	24%
Very Satisfied	(2)	69	14	19	21	6	6	44	11	11	24	46	32	32
		26%	23%	40%	24%	22%	23%	26%	30%	26%	16%	39% a	19%	45% a
NET: Satisfied		138	32	32	42	13	12	86	23	24	61	77	75	49
		52%	52%	70%	50%	47%	45%	51%	62%	56%	41%	66% a	46%	69% a
NET: Dissatisfied		68	9	10	28	5	13	51	4	10	45	23	49	12
		26%	15%	22%	34%	17%	49% a	30%	11%	24%	30%	20%	30%	17%
Answered		267	62	47	85	29	27	170	37	43	150	117	164	71
Mean Score		.4	.5	.9	.2	.5	.1	.3	.7	.5	.1	.8 a	.2	.9 a
Standard error		.07	.15	.15	.14	.18	.23	.09	.15	.20	.10	.10	.09	.12
Standard deviation		1.32	1.22	1.18	1.46	1.17	1.44	1.40	1.17	1.19	1.28	1.27	1.32	1.20

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		333	153	149	65	256	210	95	155	147	70	251
Effective base		115	55	43	23	86	71	29	54	43	24	85
Weighted Base		267	128	102	44	206	168	67	128	102	52	198
Very Dissatisfied	(-2)	30	19	7	6	24	24	2	23	4	16	14
		11%	15%	7%	14%	12%	14%	4%	18%	4%	30%	7%
									b		b	
Fairly Dissatisfied	(-1)	38	24	7	7	29	23	11	22	10	7	29
		14%	19%	7%	16%	14%	14%	17%	18%	9%	14%	14%
Neither Satisfied Nor Dissatisfied	(0)	61	25	26	20	31	40	10	28	23	19	32
		23%	19%	26%	45%	15%	24%	15%	22%	23%	36%	16%
					b						b	
Fairly Satisfied	(1)	69	35	24	8	59	45	15	31	28	6	60
		26%	28%	23%	18%	29%	27%	23%	25%	27%	12%	31%
Very Satisfied	(2)	69	24	37	3	63	36	28	23	38	4	62
		26%	19%	37%	7%	31%	21%	42%	18%	37%	8%	31%
				a		a		a		a		a
NET: Satisfied		138	59	61	11	122	81	43	54	66	10	122
		52%	46%	60%	25%	59%	48%	65%	43%	64%	20%	62%
						a				a		a
NET: Dissatisfied		68	44	15	13	53	47	14	45	13	23	43
		26%	34%	14%	30%	26%	28%	20%	35%	13%	44%	22%
			b						b		b	
Answered		267	128	102	44	206	168	67	128	102	52	198
Mean Score		.4	.2	.8	-.1	.5	.3	.8	.1	.8	-.5	.6
				a		a				a		a
Standard error		.07	.11	.10	.14	.08	.09	.13	.11	.09	.15	.08
Standard deviation		1.32	1.34	1.22	1.09	1.36	1.33	1.25	1.37	1.14	1.26	1.26

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		333	239	179	77	-	247	165	62	-	279	153	84	-
Effective base		115	72	65	22	-	77	58	18	-	89	49	29	-
Weighted Base		267	179	158	57	-	188	142	51	-	212	115	71	-
Very Dissatisfied	(-2)	30	21	18	9	-	24	17	10	-	25	12	13	-
		11%	12%	12%	16%	-%	13%	12%	19%	-%	12%	10%	19%	-%
Fairly Dissatisfied	(-1)	38	23	25	10	-	26	21	9	-	30	20	14	-
		14%	13%	16%	17%	-%	14%	14%	17%	-%	14%	17%	19%	-%
Neither Satisfied Nor Dissatisfied	(0)	61	36	31	12	-	42	20	13	-	37	21	13	-
		23%	20%	20%	21%	-%	22%	14%	26%	-%	17%	18%	19%	-%
Fairly Satisfied	(1)	69	48	47	10	-	46	45	8	-	59	35	17	-
		26%	27%	29%	17%	-%	24%	32%	16%	-%	28%	30%	24%	-%
Very Satisfied	(2)	69	50	37	16	-	50	40	11	-	61	27	14	-
		26%	28%	23%	29%	-%	26%	28%	21%	-%	29%	24%	20%	-%
NET: Satisfied		138	98	83	26	-	96	85	19	-	121	62	31	-
		52%	55%	53%	46%	-%	51%	60%	37%	-%	57%	54%	44%	-%
NET: Dissatisfied		68	44	44	19	-	50	37	19	-	54	32	27	-
		26%	25%	28%	33%	-%	27%	26%	37%	-%	26%	28%	38%	-%
Answered		267	179	158	57	-	188	142	51	-	212	115	71	-
Mean Score		.4	.5	.4	.3	-	.4	.5	*	-	.5	.4	.1	-
Standard error		.07	.09	.10	.17	-	.09	.10	.18	-	.08	.11	.15	-
Standard deviation		1.32	1.34	1.31	1.46	-	1.35	1.35	1.41	-	1.35	1.30	1.41	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		333	200	185	130	185	144	20	70	86	103	29	16
Effective base		115	67	63	44	60	52	5	26	29	34	10	4
Weighted Base		267	163	154	101	149	122	15	57	72	82	29	12
Very Dissatisfied	(-2)	30	22	20	14	14	24	3	6	8	10	10	4
		11%	14%	13%	14%	9%	20%	20%	11%	11%	13%	35%	37%
Fairly Dissatisfied	(-1)	38	24	21	23	23	21	1	15	18	22	9	-
		14%	15%	14%	23%	16%	17%	9%	26%	24%	27%	30%	-%
Neither Satisfied Nor Dissatisfied	(0)	61	36	39	28	35	29	4	15	18	22	4	5
		23%	22%	25%	28%	23%	24%	28%	26%	25%	27%	13%	42%
Fairly Satisfied	(1)	69	44	38	20	40	31	2	13	15	14	1	1
		26%	27%	24%	20%	27%	25%	12%	23%	21%	18%	5%	8%
Very Satisfied	(2)	69	37	37	16	38	17	5	8	14	13	5	2
		26%	23%	24%	16%	25%	14%	31%	14%	19%	15%	18%	13%
NET: Satisfied		138	80	75	35	77	48	7	21	29	27	7	3
		52%	49%	49%	35%	52%	39%	43%	37%	40%	33%	23%	21%
NET: Dissatisfied		68	46	41	37	37	45	4	21	25	33	19	4
		26%	28%	26%	37%	25%	37%	28%	37%	35%	40%	65%	37%
Answered		267	163	154	101	149	122	15	57	72	82	29	12
Mean Score		.4	.3	.3	*	.4	*	.3	*	.1	*	-.6	-.4
Standard error		.07	.09	.10	.11	.09	.11	.34	.15	.14	.12	.27	.36
Standard deviation		1.32	1.34	1.32	1.27	1.28	1.33	1.53	1.23	1.28	1.26	1.48	1.44

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		333	50	39	36	21	244	202	290	222	206	253	214	75	-	207	16
Effective base		115	19	11	15	6	84	69	98	74	71	80	74	30	-	72	8
Weighted Base		267	40	30	35	15	190	159	229	174	170	194	173	68	-	157	24
Very Dissatisfied	(-2)	30	7	-	11	*	24	21	28	23	16	22	24	19	-	21	5
		11%	18%	-%	32% b	2%	12%	13%	12%	13%	9%	12%	14%	28% a	-%	13%	20%
Fairly Dissatisfied	(-1)	38	8	5	4	10	25	28	34	31	35	26	23	10	-	22	7
		14%	20%	17%	10%	68%	13%	18%	15%	18%	21%	13%	13%	15%	-%	14%	29%
Neither Satisfied Nor Dissatisfied	(0)	61	10	11	6	2	40	33	47	39	28	41	45	10	-	35	5
		23%	25%	37%	18%	14%	21%	21%	20%	22%	17%	21%	26%	14%	-%	22%	19%
Fairly Satisfied	(1)	69	10	3	9	2	56	41	61	40	46	49	39	18	-	45	2
		26%	25%	9%	27%	14%	30%	25%	27%	23%	27%	26%	23%	27%	-%	29%	10%
Very Satisfied	(2)	69	5	11	4	*	45	37	59	41	44	56	42	11	-	34	5
		26%	13%	37%	13%	3%	24%	23%	26%	23%	26%	29%	24%	16%	-%	21%	22%
NET: Satisfied		138	15	14	14	3	101	78	120	81	91	105	81	29	-	79	8
		52%	37%	45%	40%	17%	53%	49%	53%	47%	53%	54%	47%	43%	-%	50%	32%
NET: Dissatisfied		68	15	5	15	10	49	49	62	54	51	48	46	29	-	44	12
		26%	38%	17%	43%	69%	26%	31%	27%	31%	30%	25%	27%	43%	-%	28%	49%
Answered		267	40	30	35	15	190	159	229	174	170	194	173	68	-	157	24
Mean Score		.4	-.1	.6	-.2	-.5	.4	.3	.4	.3	.4	.5 c	.3	-.1	-	.3	-.1
Standard error		.07	.18	.19	.25	.19	.08	.09	.08	.09	.09	.08	.09	.17	-	.09	.37
Standard deviation		1.32	1.31	1.16	1.48	.89	1.32	1.35	1.34	1.35	1.32	1.34	1.34	1.48	-	1.32	1.46

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		333	184	64	251	33	333	-	112	172	47	119	115	93
Effective base		115	64	22	78	17	115	-	38	58	18	42	36	35
Weighted Base		267	152	51	173	47	267	-	85	141	36	102	81	77
Very Dissatisfied	(-2)	30	20	6	8	17	30	-	5	25	*	12	8	10
		11%	13%	13%	5%	37% a	11%	-%	6%	18%	*%	12%	10%	12%
Fairly Dissatisfied	(-1)	38	25	7	21	9	38	-	19	13	7	23	7	9
		14%	16%	13%	12%	19%	14%	-%	22%	9%	19%	23%	8%	11%
Neither Satisfied Nor Dissatisfied	(0)	61	43	8	34	6	61	-	8	39	12	14	28	16
		23%	28%	15%	20%	13%	23%	-%	10%	28% a	33% a	14%	35% a	21%
Fairly Satisfied	(1)	69	37	15	53	7	69	-	26	32	10	28	16	24
		26%	24%	30%	30%	16%	26%	-%	31%	23%	29%	27%	19%	31%
Very Satisfied	(2)	69	27	15	57	7	69	-	26	32	7	24	22	19
		26%	18%	29%	33%	15%	26%	-%	31%	23%	20%	24%	28%	25%
NET: Satisfied		138	64	30	109	14	138	-	52	64	17	52	38	43
		52%	42%	59%	63% b	31%	52%	-%	62%	46%	48%	51%	47%	56%
NET: Dissatisfied		68	44	13	29	26	68	-	24	38	7	36	15	18
		26%	29%	26%	17%	56% a	26%	-%	28%	27%	19%	35%	18%	23%
Answered		267	152	51	173	47	267	-	85	141	36	102	81	77
Mean Score		.4	.2	.5	.7 b	-.5	.4	-	.6	.2	.5	.3	.5	.4
Standard error		.07	.09	.17	.07	.26	.07	-	.12	.10	.15	.13	.12	.14
Standard deviation		1.32	1.27	1.37	1.18	1.50	1.32	-	1.30	1.37	1.03	1.37	1.25	1.32

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		333	202	131
Effective base		115	67	49
Weighted Base		267	166	100
Very Dissatisfied	(-2)	30	18	12
		11%	11%	12%
Fairly Dissatisfied	(-1)	38	28	11
		14%	17%	10%
Neither Satisfied Nor Dissatisfied	(0)	61	37	24
		23%	22%	24%
Fairly Satisfied	(1)	69	41	28
		26%	24%	28%
Very Satisfied	(2)	69	43	27
		26%	26%	27%
NET: Satisfied		138	83	55
		52%	50%	54%
NET: Dissatisfied		68	46	22
		26%	28%	22%
Answered		267	166	100
Mean Score		.4	.4	.5
Standard error		.07	.09	.11
Standard deviation		1.32	1.32	1.30

Columns Tested:: a,b

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		333	18	22	22	25	18	71	5	33	26	26	24	43
Effective base		115	5	9	9	12	9	25	2	15	15	7	15	20
Weighted Base		267	5	34	21	2	25	64	1	27	31	7	21	30
Very Dissatisfied	(-2)	30	2	7	*	*	2	2	-	3	8	-	3	2
		11%	32%	20%	1%	5%	9%	3%	-%	12%	27%	-%	14%	8%
Fairly Dissatisfied	(-1)	38	2	5	2	-	9	7	-	5	4	*	2	2
		14%	34%	13%	11%	-%	37%	11%	-%	18%	14%	1%	10%	8%
Neither Satisfied Nor Dissatisfied	(0)	61	1	8	6	*	4	16	-	8	3	3	4	6
		23%	25%	24%	30%	4%	17%	25%	-%	30%	10%	49%	19%	20%
Fairly Satisfied	(1)	69	*	10	5	1	4	12	*	8	8	1	9	11
		26%	8%	28%	23%	40%	15%	18%	20%	30%	26%	14%	45%	36%
Very Satisfied	(2)	69	*	5	7	1	5	28	1	3	7	2	3	8
		26%	1%	14%	34%	51%	22%	43%	80%	10%	21%	35%	12%	28%
								h						
NET: Satisfied		138	*	15	12	2	9	39	1	11	15	3	12	19
		52%	9%	43%	58%	91%	37%	61%	100%	40%	48%	50%	57%	64%
NET: Dissatisfied		68	3	12	3	*	12	9	-	8	13	*	5	5
		26%	66%	34%	12%	5%	46%	14%	-%	30%	42%	1%	24%	16%
Answered		267	5	34	21	2	25	64	1	27	31	7	21	30
Mean Score		.4	-.9	*	.8	1.3	*	.9	1.8	.1	*	.8	.3	.7
								h						
Standard error		.07	.26	.29	.23	.25	.32	.14	-	.21	.31	.20	.26	.18
Standard deviation		1.32	1.10	1.36	1.10	1.27	1.36	1.17	-	1.18	1.56	1.01	1.25	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_1RESPX (continuation)

QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: Professionalism and handling of any query / complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		333	62	114	64	93	176	157
Effective base		115	19	35	31	40	53	70
Weighted Base		267	60	92	59	57	151	116
Very Dissatisfied	(-2)	30	9	4	12	5	13	17
		11%	15%	5%	20%	9%	9%	15%
					b			
Fairly Dissatisfied	(-1)	38	8	17	9	4	25	14
		14%	14%	18%	16%	8%	17%	12%
Neither Satisfied Nor Dissatisfied	(0)	61	16	20	11	13	36	25
		23%	26%	22%	19%	23%	24%	21%
Fairly Satisfied	(1)	69	15	16	16	21	31	37
		26%	25%	18%	28%	37%	21%	32%
Very Satisfied	(2)	69	12	34	10	13	46	23
		26%	20%	37%	17%	23%	31%	20%
NET: Satisfied		138	27	51	26	34	77	61
		52%	45%	55%	45%	60%	51%	52%
NET: Dissatisfied		68	17	21	21	10	38	30
		26%	29%	23%	36%	17%	25%	26%
Answered		267	60	92	59	57	151	116
Mean Score		.4	.2	.7	.1	.6	.5	.3
Standard error		.07	.17	.12	.17	.12	.10	.11
Standard deviation		1.32	1.33	1.28	1.40	1.20	1.31	1.32

Columns Tested:: a,b,c,d - a,b

Table OP3A_3RESP

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		364	15	349	205	82	22	55	159
Effective base		129	6	125	112	36	14	25	48
Weighted Base		298	6	292	275	19	2	1	23
Very Dissatisfied	(-2)	19	2	17	19	*	-	-	*
		6%	28%	6%	7%	2%	-%	-%	1%
Fairly Dissatisfied	(-1)	13	-	13	13	*	*	*	*
		5%	-%	5%	5%	1%	5%	13% be	2%
Neither Satisfied Nor Dissatisfied	(0)	39	1	37	36	2	*	*	3
		13%	18%	13%	13%	12%	10%	3%	12%
Fairly Satisfied	(1)	111	2	110	102	8	1	*	9
		37%	25%	38%	37%	41%	27%	26%	38%
Very Satisfied	(2)	82	2	80	72	8	1	1	10
		28%	29%	27%	26%	41%	57%	50% a	43% a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	-	26	26	1	-	*	1
		9%	-%	9%	9%	3%	-%	8%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	7	7	-	-	-	-
		2%	-%	2%	3%	-%	-%	-%	-%
NET: Satisfied		193	3	190	175	16	2	1	19
		65%	54%	65%	63%	81% a	84%	76%	81% a
NET: Dissatisfied		33	2	31	32	1	*	*	1
		11%	28%	11%	12%	3%	5%	13%	4%
Answered		264	6	258	242	19	2	1	22
Mean Score		.8	.3	.9	.8	1.2	1.4	1.2	1.2 a
Standard error		.06	.44	.06	.09	.10	.24	.34	.07
Standard deviation		1.14	1.71	1.12	1.15	.86	1.14	2.42	.88

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		364	56	103	46	57	47	55	205	82	77
Effective base		129	35	57	24	26	24	25	112	36	28
Weighted Base		298	98	138	39	15	6	1	275	19	4
Very Dissatisfied	(-2)	19	6	13	-	*	-	-	19	*	-
		6%	6%	9%	-%	2%	-%	-%	7%	2%	-%
Fairly Dissatisfied	(-1)	13	7	6	-	*	*	*	13	*	*
		5%	7%	4%	-%	1%	2%	13% h	5%	1%	8%
Neither Satisfied Nor Dissatisfied	(0)	39	16	11	9	2	1	*	36	2	*
		13%	16%	8%	22% f	13%	9%	3%	13%	12%	8%
Fairly Satisfied	(1)	111	36	47	20	6	3	*	102	8	1
		37%	37%	34%	50%	38%	42%	26%	37%	41%	27%
Very Satisfied	(2)	82	18	45	10	7	2	1	72	8	2
		28%	18%	32%	25%	45% a	37%	50% ag	26%	41% a	55% abcg
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	12	13	-	*	1	*	26	1	*
		9%	13%	10%	-%	*%	9%	8%	9%	3%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	3	1	-	-	-	7	-	-
		2%	3%	2%	3%	-%	-%	-%	3%	-%	-%
NET: Satisfied		193	54	91	29	13	5	1	175	16	3
		65%	55%	66%	75%	83% a	79%	76%	63%	81% ag	81% a
NET: Dissatisfied		33	13	19	-	1	*	*	32	1	*
		11%	13%	14%	-%	3%	2%	13%	12%	3%	8%
Answered		264	82	122	38	15	6	1	242	19	4
Mean Score		.8	.6	.9	1.0	1.2 a	1.3 a	1.2	.8	1.2 a	1.3 ag
Standard error		.06	.17	.13	.10	.12	.13	.34	.09	.10	.13
Standard deviation		1.14	1.13	1.27	.70	.91	.81	2.42	1.15	.86	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		364	110	95	82	22	55	119	96	36	19	59
Effective base		129	72	50	36	14	25	63	33	12	4	9
Weighted Base		298	203	72	19	2	1	164	70	20	7	13
Very Dissatisfied	(-2)	19	16	3	*	-	-	13	4	-	*	-
		6%	8%	4%	2%	-%	-%	8%	5%	-%	5%	-%
Fairly Dissatisfied	(-1)	13	9	4	*	*	*	10	1	2	*	*
		5%	4%	5%	1%	5%	13% c	6%	2%	9%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	39	26	10	2	*	*	19	9	2	4	4
		13%	13%	14%	12%	10%	3%	12%	12%	9%	57%	32%
Fairly Satisfied	(1)	111	76	26	8	1	*	64	27	5	2	5
		37%	37%	37%	41%	27%	26%	39%	38%	27%	25%	40%
Very Satisfied	(2)	82	48	24	8	1	1	28	26	11	1	4
		28%	24%	34%	41%	57%	50% a	17%	37% a	54% a	12%	27%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	22	4	1	-	*	23	3	*	*	*
		9%	11%	5%	3%	-%	8%	14%	4%	1%	1%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	1	-	-	-	6	1	-	-	-
		2%	3%	2%	-%	-%	-%	4%	2%	-%	-%	-%
NET: Satisfied		193	124	51	16	2	1	92	53	16	3	9
		65%	61%	70%	81% a	84%	76%	56%	75%	81%	37%	66%
NET: Dissatisfied		33	25	7	1	*	*	23	5	2	*	*
		11%	12%	9%	3%	5%	13%	14%	7%	9%	6%	*%
Answered		264	175	67	19	2	1	135	66	19	7	13
Mean Score		.8	.7	1.0	1.2 a	1.4	1.2	.6	1.1	1.3	.4	.9
Standard error		.06	.12	.11	.10	.24	.34	.12	.11	.17	.23	.11
Standard deviation		1.14	1.18	1.06	.86	1.14	2.42	1.19	1.06	.98	.96	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		364	25	24	48	12	29	26	22	20	28
Effective base		129	11	12	23	6	12	16	10	8	15
Weighted Base		298	29	25	64	14	28	38	29	21	22
Very Dissatisfied	(-2)	19	6	2	-	2	2	3	-	2	2
		6%	19%	7%	-%	11%	7%	9%	-%	10%	11%
Fairly Dissatisfied	(-1)	13	-	*	7	-	*	-	2	2	1
		5%	-%	1%	11%	-%	1%	-%	8%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	39	9	*	6	2	4	3	9	3	*
		13%	31%	*%	9%	17%	16%	8%	30%	14%	1%
Fairly Satisfied	(1)	111	8	12	26	4	9	11	11	10	12
		37%	27%	47%	40%	27%	34%	29%	38%	46%	51%
Very Satisfied	(2)	82	2	5	22	4	11	13	4	4	5
		28%	8%	21%	34%	31%	40%	34%	12%	18%	22%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	4	6	-	2	1	8	*	1	2
		9%	14%	23%	-%	14%	3%	20%	1%	4%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	-	4	-	-	-	3	-	-
		2%	-%	-%	6%	-%	-%	-%	10%	-%	-%
NET: Satisfied		193	10	18	47	8	21	24	15	14	16
		65%	35%	69%	74%	58%	74%	64%	50%	64%	73%
NET: Dissatisfied		33	6	2	7	2	2	3	2	4	4
		11%	19%	8%	11%	11%	8%	9%	8%	17%	17%
Answered		264	25	20	60	12	27	30	26	20	20
Mean Score		.8	.1	1.0	1.0	.8	1.0	1.0	.6	.6	.7
Standard error		.06	.30	.24	.14	.41	.22	.27	.20	.29	.25
Standard deviation		1.14	1.29	1.10	.97	1.34	1.13	1.25	.85	1.21	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	364	69	69	96	234	130	44	45	41
Effective base	129	31	31	49	110	37	14	15	9
Weighted Base	298	65	75	131	271	27	12	9	7
Very Dissatisfied (-2)	19	6	10	3	19	*	*	*	-
	6%	9%	13%	3%	7%	2%	2%	2%	-%
Fairly Dissatisfied (-1)	13	2	2	9	13	1	*	1	*
	5%	2%	2%	7%	5%	3%	1%	8%	*%
Neither Satisfied Nor Dissatisfied (0)	39	7	12	17	36	2	*	2	*
	13%	11%	16%	13%	13%	8%	*%	20%	5%
Fairly Satisfied (1)	111	25	30	48	102	9	4	3	2
	37%	38%	39%	36%	38%	34%	37%	37%	23%
Very Satisfied (2)	82	21	12	38	71	11	7	1	3
	28%	32%	16%	29%	26%	42%	57%	17%	48%
						b	bdg		
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	26	5	11	8	23	3	*	1	2
	9%	8%	14%	6%	9%	12%	2%	15%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	-	7	7	-	-	-	-
	2%	-%	-%	5%	3%	-%	-%	-%	-%
NET: Satisfied	193	45	41	86	173	20	11	5	5
	65%	70%	55%	66%	64%	76%	94%	54%	71%
							bcdg		
NET: Dissatisfied	33	7	11	13	31	1	*	1	*
	11%	12%	15%	10%	12%	5%	3%	10%	*%
Answered	264	60	64	116	240	24	12	7	5
Mean Score	.8	.9	.5	.9	.8	1.3	1.5	.7	1.6
						bd	bdg		bdg
Standard error	.06	.15	.16	.11	.08	.08	.13	.16	.11
Standard deviation	1.14	1.21	1.25	1.03	1.15	.92	.81	1.05	.68

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		364	12	43	48	47	93	20	14	12	118
Effective base		129	5	13	16	19	39	5	3	4	42
Weighted Base		298	8	35	42	50	73	14	6	5	99
Very Dissatisfied	(-2)	19	-	3	5	-	8	-	-	-	6
		6%	-%	9%	13%	-%	11%	-%	-%	-%	6%
Fairly Dissatisfied	(-1)	13	-	1	1	1	3	*	*	*	8
		5%	-%	4%	3%	1%	4%	1%	2%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	39	1	10	14	8	4	4	*	1	7
		13%	15%	29% ei	32% ei	15%	5%	30%	*%	9%	8%
Fairly Satisfied	(1)	111	1	9	10	16	37	6	6	2	35
		37%	9%	26%	23%	33%	50%	40%	93%	30%	35%
Very Satisfied	(2)	82	6	8	9	21	12	1	*	3	30
		28%	66%	23%	22%	42% e	17%	4%	4%	57%	30%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	1	-	-	4	7	4	-	-	10
		9%	9%	-%	-%	9%	10%	25%	-%	-%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	3	3	-	1	-	-	-	3
		2%	-%	9%	7%	-%	2%	-%	-%	-%	3%
NET: Satisfied		193	6	17	19	37	49	6	6	5	65
		65%	75%	50%	45%	74%	67%	44%	97%	87%	65%
NET: Dissatisfied		33	-	4	7	1	11	*	*	*	13
		11%	-%	12%	16%	1%	16%	1%	2%	3%	14%
Answered		264	8	32	39	45	64	10	6	5	86
Mean Score		.8	1.6	.6	.4	1.3 ce	.6	.6	1.0	1.4	.9
Standard error		.06	.25	.19	.19	.12	.13	.16	.11	.26	.12
Standard deviation		1.14	.82	1.21	1.28	.80	1.22	.62	.41	.89	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		364	107	113	144	325	39	275	89	358	6
Effective base		129	39	43	48	109	21	104	27	125	5
Weighted Base		298	100	87	111	240	58	252	46	289	8
Very Dissatisfied	(-2)	19	5	8	6	19	-	15	4	19	-
		6%	5%	9%	5%	8%	-%	6%	8%	7%	-%
Fairly Dissatisfied	(-1)	13	2	3	8	13	*	13	1	13	-
		5%	2%	4%	7%	6%	*%	5%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	39	22	8	8	27	12	32	7	39	-
		13%	22% c	9%	7%	11%	20%	13%	15%	13%	-%
Fairly Satisfied	(1)	111	27	42	42	90	22	95	17	108	3
		37%	27%	49% a	38%	37%	37%	38%	36%	37%	42%
Very Satisfied	(2)	82	35	13	34	73	9	65	17	79	3
		28%	35% b	15%	30%	31%	15%	26%	37%	27%	33%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	5	11	10	13	13	25	1	24	2
		9%	5%	12%	9%	6%	23% a	10%	2%	8%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	1	3	4	3	7	-	7	-
		2%	3%	1%	3%	2%	5%	3%	-%	2%	-%
NET: Satisfied		193	62	55	76	163	30	160	34	187	6
		65%	62%	64%	68%	68%	52%	63%	73%	65%	75%
NET: Dissatisfied		33	7	11	14	33	*	28	5	33	-
		11%	7%	13%	12%	14%	*%	11%	10%	11%	-%
Answered		264	92	75	98	222	42	219	45	258	6

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	364	107	113	144	325	39	275	89	358	6
Effective base	129	39	43	48	109	21	104	27	125	5
Weighted Base	298	100	87	111	240	58	252	46	289	8
Mean Score	.8	.9	.6	.9	.8	.9	.8	.9	.8	1.4
Standard error	.06	.11	.12	.10	.07	.12	.07	.13	.06	.24
Standard deviation	1.14	1.12	1.16	1.13	1.20	.70	1.13	1.17	1.14	.54

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		364	126	141	95	206	76	29	53	282	82
Effective base		129	52	39	40	87	22	10	11	108	21
Weighted Base		298	134	74	89	208	45	21	24	253	45
Very Dissatisfied	(-2)	19	8	6	5	14	4	-	1	18	1
		6%	6%	8%	5%	7%	10%	-%	4%	7%	2%
Fairly Dissatisfied	(-1)	13	8	4	1	11	1	-	2	12	2
		5%	6%	6%	1%	5%	2%	-%	7%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	39	24	10	5	29	1	2	7	30	9
		13%	18%	13%	5%	14%	2%	8%	29%	12%	19%
									b		
Fairly Satisfied	(1)	111	48	23	41	76	26	7	3	101	10
		37%	35%	31%	46%	36%	57%	35%	12%	40%	22%
							df				
Very Satisfied	(2)	82	32	24	26	51	11	8	11	62	20
		28%	24%	33%	29%	25%	25%	41%	47%	25%	44%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	15	6	6	22	2	2	*	24	3
		9%	11%	8%	7%	10%	5%	11%	1%	9%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	1	6	6	-	1	-	6	1
		2%	-%	1%	7%	3%	-%	5%	-%	2%	2%
NET: Satisfied		193	80	47	66	127	37	16	14	164	30
		65%	59%	63%	75%	61%	82%	76%	59%	65%	67%
NET: Dissatisfied		33	16	11	6	25	5	-	3	30	3
		11%	12%	14%	6%	12%	12%	-%	11%	12%	6%
Answered		264	120	68	77	181	43	17	24	223	41
Mean Score		.8	.7	.8	1.1	.8	.9	1.4	.9	.8	1.1
Standard error		.06	.11	.11	.11	.09	.13	.13	.17	.07	.12
Standard deviation		1.14	1.13	1.26	1.01	1.15	1.14	.67	1.21	1.15	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		364	54	152	158	331	328	345	350	281	259
Effective base		129	27	62	43	111	109	118	122	96	81
Weighted Base		298	77	132	90	262	256	278	279	229	192
Very Dissatisfied	(-2)	19	5	9	5	17	15	18	19	15	11
		6%	6%	7%	6%	7%	6%	6%	7%	7%	6%
Fairly Dissatisfied	(-1)	13	2	9	3	13	12	13	12	12	12
		5%	2%	7%	3%	5%	5%	5%	4%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	39	18	11	9	36	34	38	33	32	30
		13%	23%	9%	10%	14%	13%	14%	12%	14%	16%
Fairly Satisfied	(1)	111	29	46	36	88	98	101	104	81	64
		37%	38%	35%	40%	34%	38%	36%	37%	35%	33%
Very Satisfied	(2)	82	13	38	31	78	70	78	80	68	64
		28%	17%	29%	34%	30%	27%	28%	29%	30%	33%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	10	11	5	22	20	23	23	15	10
		9%	13%	9%	5%	8%	8%	8%	8%	6%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	6	1	7	7	7	7	7	1
		2%	-%	5%	1%	3%	3%	3%	3%	3%	1%
NET: Satisfied		193	43	84	66	166	168	179	185	149	128
		65%	55%	64%	74%	63%	66%	65%	66%	65%	67%
NET: Dissatisfied		33	6	19	8	31	27	31	31	27	23
		11%	8%	14%	9%	12%	11%	11%	11%	12%	12%
Answered		264	67	114	84	233	229	248	249	208	180
Mean Score		.8	.7	.8	1.0	.8	.9	.8	.9	.8	.9
Standard error		.06	.15	.10	.09	.07	.06	.06	.06	.07	.07
Standard deviation		1.14	1.04	1.22	1.09	1.17	1.12	1.14	1.15	1.16	1.16

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	e	f	g	h
Unweighted Base	364	20	153	39	42	30	31	30	91
Effective base	129	10	65	15	12	8	8	7	21
Weighted Base	298	25	164	28	11	16	11	22	50
Very Dissatisfied (-2)	19	2	9	*	-	3	4	-	7
	6%	6%	6%	1%	-%	19%	32% bcd	-%	14%
Fairly Dissatisfied (-1)	13	2	5	*	1	*	1	5	6
	5%	6%	3%	1%	6%	2%	6%	21%	11%
Neither Satisfied Nor Dissatisfied (0)	39	5	20	3	-	1	*	8	9
	13%	20%	12%	10%	-%	7%	3%	35% d	19%
Fairly Satisfied (1)	111	8	70	11	6	3	1	1	6
	37%	34%	43% h	39%	51% gh	21%	13%	7%	13%
Very Satisfied (2)	82	7	36	14	4	8	2	7	17
	28%	29%	22%	49% b	40%	50%	18%	31%	34%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	26	1	17	*	*	*	3	1	5
	9%	5%	10%	*%	3%	1%	27%	7%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)	7	-	7	-	-	-	-	-	-
	2%	-%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	193	15	106	25	10	12	4	8	24
	65%	63%	64%	88% fgh	91% fgh	72%	31%	37%	47%
NET: Dissatisfied	33	3	14	1	1	3	4	5	12
	11%	13%	9%	2%	6%	20%	38% bc	21%	25%
Answered	264	24	141	28	11	16	8	21	45
Mean Score	.8	.8	.8 f	1.3 f	1.3 f	.8	-.3	.5	.5
Standard error	.06	.28	.09	.13	.13	.29	.34	.24	.16
Standard deviation	1.14	1.18	1.05	.79	.79	1.57	1.83	1.19	1.48

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		364	170	53	35	22	19	17	15	139	75	39	21	21	16	17
Effective base		129	71	19	8	4	5	7	2	56	26	10	5	7	6	5
Weighted Base		298	183	38	10	10	6	9	5	142	53	19	7	17	4	16
Very Dissatisfied	(-2)	19	12	-	-	-	1	4	-	3	6	2	-	4	-	-
		6%	7%	-%	-%	-%	20%	40%	-%	2%	11%	10%	-%	24%	-%	-%
Fairly Dissatisfied	(-1)	13	11	*	1	-	1	-	*	4	1	1	1	-	*	5
		5%	6%	*%	10%	-%	16%	-%	*%	3%	3%	4%	10%	-%	*%	30%
Neither Satisfied Nor Dissatisfied	(0)	39	20	10	1	*	1	1	4	19	5	4	*	1	1	3
		13%	11%	26%	11%	2%	9%	11%	68%	13%	10%	20%	*%	6%	34%	21%
Fairly Satisfied	(1)	111	70	13	2	4	*	*	*	60	25	7	1	3	1	1
		37%	38%	33%	15%	34%	6%	3%	5%	42%	47%	36%	12%	20%	20%	9%
Very Satisfied	(2)	82	52	9	6	7	1	3	1	35	13	5	3	7	1	6
		28%	28%	23%	61%	63%	9%	28%	25%	25%	25%	29%	43%	45%	28%	36%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	12	6	*	*	2	2	*	13	2	*	2	1	1	1
		9%	6%	15%	3%	1%	40%	17%	2%	9%	4%	1%	34%	5%	17%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	1	-	-	-	-	-	7	-	-	-	-	-	-
		2%	3%	3%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%
NET: Satisfied		193	122	21	8	10	1	3	2	95	38	12	4	11	2	7
		65%	66%	56%	76%	97%	15%	31%	30%	67%	71%	65%	56%	65%	48%	45%
NET: Dissatisfied		33	24	*	1	-	2	4	*	8	7	3	1	4	*	5
		11%	13%	*%	10%	-%	36%	40%	*%	6%	14%	14%	10%	24%	*%	30%
Answered		264	166	31	10	10	4	8	5	121	51	18	4	16	4	15
Mean Score		.8	.8	1.0	1.3	1.6	-.6	-.3	.6	1.0	.7	.7	1.4	.7	.9	.5
Standard error		.06	.09	.11	.20	.12	.40	.50	.28	.08	.14	.21	.27	.38	.26	.35
Standard deviation		1.14	1.17	.79	1.09	.55	1.66	1.94	.97	.92	1.22	1.25	1.21	1.69	1.02	1.32

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		364	135	56	52	37	14	31	25	70	75	76	100	54	40
Effective base		129	56	19	17	13	5	6	7	18	30	29	36	18	12
Weighted Base		298	138	36	36	25	15	16	12	43	79	80	62	26	30
Very Dissatisfied	(-2)	19	7	3	3	2	*	3	2	5	4	-	7	3	2
		6%	5%	8%	7%	9%	2%	17%	13%	11%	6%	-%	12%	13%	8%
Fairly Dissatisfied	(-1)	13	9	2	*	*	-	*	-	*	5	5	3	*	1
		5%	7%	6%	1%	*%	-%	1%	-%	*%	6%	6%	5%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	39	12	4	6	3	-	5	4	8	7	11	10	2	7
		13%	9%	11%	16%	11%	-%	29%	31%	19%	9%	14%	16%	9%	22%
Fairly Satisfied	(1)	111	52	17	13	7	8	5	3	15	32	34	17	11	8
		37%	38%	48%	34%	28%	53%	30%	22%	35%	40%	42%	27%	42%	27%
Very Satisfied	(2)	82	34	9	13	12	7	2	4	13	23	22	19	7	7
		28%	25%	24%	36%	47%	45%	10%	34%	29%	29%	27%	31%	27%	23%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	18	1	1	1	-	2	*	2	8	5	4	2	2
		9%	13%	2%	2%	4%	-%	14%	*%	5%	10%	7%	7%	10%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	-	1	-	-	-	-	-	-	3	1	-	3
		2%	4%	-%	3%	-%	-%	-%	-%	-%	-%	4%	2%	-%	10%
NET: Satisfied		193	86	26	26	19	15	6	7	28	55	55	36	18	15
		65%	62%	72%	71%	76%	98%	40%	56%	64%	69%	69%	58%	69%	51%
NET: Dissatisfied		33	16	5	3	2	*	3	2	5	9	5	10	3	3
		11%	12%	15%	8%	9%	2%	17%	13%	11%	11%	6%	17%	13%	11%
Answered		264	115	36	34	24	15	14	12	41	71	72	57	24	25
Mean Score		.8	.8	.7	1.0	1.1	1.4	.2	.6	.8	.9	1.0	.7	.8	.7
Standard error		.06	.10	.16	.16	.21	.19	.24	.28	.15	.14	.10	.14	.19	.20
Standard deviation		1.14	1.12	1.17	1.13	1.21	.70	1.30	1.36	1.23	1.12	.87	1.35	1.31	1.22

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		364	120	60	90	34	27	87	82	80	48	27
Effective base		129	41	24	32	13	7	37	24	28	14	9
Weighted Base		298	112	60	54	20	16	100	61	51	24	21
Very Dissatisfied	(-2)	19	7	-	7	3	*	4	2	6	2	2
		6%	6%	-%	12%	17%	2%	4%	3%	11%	8%	10%
						b						
Fairly Dissatisfied	(-1)	13	5	6	2	*	1	3	5	3	*	1
		5%	5%	10%	3%	*%	4%	3%	8%	6%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	39	9	12	10	1	4	8	7	11	5	3
		13%	8%	19%	19%	8%	22%	8%	11%	21%	22%	14%
Fairly Satisfied	(1)	111	44	18	11	9	6	39	32	16	8	4
		37%	39%	30%	21%	43%	40%	39%	52%	31%	34%	18%
Very Satisfied	(2)	82	36	16	19	4	3	35	10	12	6	6
		28%	32%	28%	35%	20%	17%	35%	17%	24%	26%	30%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	8	5	4	2	2	11	1	4	2	2
		9%	7%	9%	7%	12%	14%	11%	1%	7%	10%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	3	3	1	-	-	-	4	-	-	3
		2%	3%	5%	2%	-%	-%	-%	7%	-%	-%	14%
NET: Satisfied		193	79	34	31	12	9	74	42	28	14	10
		65%	71%	58%	56%	63%	58%	74%	69%	54%	60%	48%
NET: Dissatisfied		33	12	6	8	3	1	7	7	9	2	3
		11%	11%	10%	16%	18%	6%	7%	12%	17%	8%	13%
Answered		264	101	52	50	17	14	88	56	47	21	16
Mean Score		.8	1.0	.9	.7	.5	.8	1.1	.8	.5	.8	.7
								c				
Standard error		.06	.11	.14	.15	.26	.19	.11	.11	.15	.17	.29
Standard deviation		1.14	1.13	.99	1.38	1.41	.94	.99	.97	1.29	1.15	1.41

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base		129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base		298	78	51	90	31	29	195	38	46	174	123	189	73
Very Dissatisfied	(-2)	19	5	-	10	2	2	14	3	1	13	6	12	5
		6%	6%	-%	12%	6%	7%	7%	9%	3%	7%	5%	6%	7%
Fairly Dissatisfied	(-1)	13	2	1	9	*	*	10	2	*	12	2	12	2
		5%	3%	1%	9%	1%	*%	5%	4%	*%	7%	1%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	39	8	9	8	2	7	25	3	5	31	8	27	9
		13%	10%	18%	9%	5%	24%	13%	8%	11%	18%	6%	14%	13%
Fairly Satisfied	(1)	111	32	20	25	16	11	65	16	24	66	46	66	22
		37%	42%	40%	27%	52%	36%	33%	43%	51%	38%	37%	35%	30%
Very Satisfied	(2)	82	18	16	34	7	4	55	13	12	29	53	47	31
		28%	24%	32%	38%	24%	15%	28%	35%	27%	17%	43% a	25%	42%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	12	1	5	3	2	18	1	4	18	8	19	3
		9%	15%	2%	5%	9%	8%	9%	1%	9%	11%	7%	10%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	3	-	1	3	7	-	-	6	1	6	1
		2%	-%	6%	-%	4%	10%	4%	-%	-%	3%	1%	3%	2%
NET: Satisfied		193	51	37	58	24	15	119	29	36	95	98	113	53
		65%	65%	72%	65%	76%	51%	61%	77%	78%	54%	80% a	60%	72%
NET: Dissatisfied		33	7	1	19	2	2	25	5	2	25	8	24	7
		11%	9%	1%	21% b	7%	7%	13%	13%	3%	14%	6%	13%	10%
Answered		264	66	47	85	27	24	169	37	42	150	114	164	69

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base	129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base	298	78	51	90	31	29	195	38	46	174	123	189	73
Mean Score	.8	.9	1.1	.7	1.0	.6	.8	.9	1.1	.6	1.2 a	.8	1.0
Standard error	.06	.13	.10	.14	.16	.17	.08	.16	.15	.09	.08	.08	.12
Standard deviation	1.14	1.10	.78	1.40	1.01	1.08	1.20	1.19	.86	1.15	1.02	1.16	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		364	173	155	73	277	233	98	173	155	80	270
Effective base		129	65	44	27	95	82	29	64	45	29	93
Weighted Base		298	153	104	53	226	194	68	152	105	64	215
Very Dissatisfied	(-2)	19	13	3	4	15	15	3	11	4	9	10
		6%	8%	3%	8%	7%	8%	4%	7%	4%	15%	5%
Fairly Dissatisfied	(-1)	13	10	2	3	9	12	2	10	2	7	5
		5%	7%	2%	5%	4%	6%	3%	7%	2%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	39	15	19	9	25	31	6	20	14	9	25
		13%	10%	18%	16%	11%	16%	8%	13%	13%	13%	12%
Fairly Satisfied	(1)	111	60	38	14	91	66	22	58	40	12	92
		37%	39%	37%	25%	40%	34%	33%	38%	38%	19%	43% a
Very Satisfied	(2)	82	31	39	14	67	46	32	27	43	18	63
		28%	20%	38% a	26%	30%	24%	47% a	18%	41% a	27%	29%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	19	2	7	16	19	3	19	2	7	16
		9%	12% b	2%	12%	7%	10%	4%	12% b	2%	10%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	1	4	3	6	1	7	-	3	4
		2%	4%	1%	8%	1%	3%	2%	5%	-%	5%	2%
NET: Satisfied		193	91	77	27	157	112	54	85	83	30	155
		65%	59%	75%	51%	70%	58%	79% a	56%	79% a	46%	72% a
NET: Dissatisfied		33	23	5	7	24	26	5	21	6	16	15
		11%	15%	4%	13%	11%	14%	7%	14%	6%	25% b	7%
Answered		264	128	101	43	206	169	64	126	103	55	194

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	364	173	155	73	277	233	98	173	155	80	270
Effective base	129	65	44	27	95	82	29	64	45	29	93
Weighted Base	298	153	104	53	226	194	68	152	105	64	215
Mean Score	.8	.7	1.1	.7	.9	.7	1.2 a	.6	1.1 a	.4	1.0 a
Standard error	.06	.10	.08	.16	.07	.08	.11	.09	.08	.17	.06
Standard deviation	1.14	1.21	.94	1.27	1.13	1.19	1.02	1.16	1.00	1.48	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		364	262	200	82	-	268	183	68	-	304	169	90	-
Effective base		129	82	75	26	-	85	67	22	-	101	57	34	-
Weighted Base		298	198	183	66	-	210	160	60	-	239	131	82	-
Very Dissatisfied	(-2)	19	14	14	7	-	13	9	5	-	14	9	5	-
		6%	7%	8%	10%	-%	6%	6%	8%	-%	6%	7%	7%	-%
Fairly Dissatisfied	(-1)	13	8	11	4	-	11	6	5	-	10	7	4	-
		5%	4%	6%	7%	-%	5%	4%	8%	-%	4%	6%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	39	23	27	6	-	26	24	7	-	26	22	15	-
		13%	12%	15%	9%	-%	12%	15%	11%	-%	11%	17%	18%	-%
Fairly Satisfied	(1)	111	69	65	18	-	75	64	19	-	88	50	20	-
		37%	35%	35%	27%	-%	36%	40%	31%	-%	37%	38%	24%	-%
Very Satisfied	(2)	82	68	43	21	-	62	42	18	-	74	29	30	-
		28%	34%	23%	31%	-%	29%	26%	30%	-%	31%	22%	37%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	13	17	8	-	16	11	5	-	20	11	5	-
		9%	6%	10%	11%	-%	8%	7%	8%	-%	9%	8%	6%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	4	6	3	-	7	3	3	-	7	3	3	-
		2%	2%	3%	4%	-%	3%	2%	5%	-%	3%	2%	4%	-%
NET: Satisfied		193	137	108	39	-	137	106	37	-	162	79	50	-
		65%	69%	59%	58%	-%	65%	66%	60%	-%	68%	61%	61%	-%
NET: Dissatisfied		33	21	25	11	-	24	15	10	-	24	16	10	-
		11%	11%	14%	17%	-%	12%	10%	16%	-%	10%	12%	12%	-%
Answered		264	182	160	56	-	186	146	53	-	211	118	75	-
Mean Score		.8	.9	.7	.7	-	.9	.9	.7	-	.9	.7	.9	-
Standard error		.06	.08	.09	.15	-	.07	.08	.16	-	.07	.09	.13	-
Standard deviation		1.14	1.16	1.19	1.35	-	1.15	1.08	1.29	-	1.12	1.14	1.22	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		364	222	204	146	206	156	20	78	95	115	33	18
Effective base		129	78	73	53	69	59	5	31	33	42	14	6
Weighted Base		298	188	178	120	170	136	15	69	81	98	39	18
Very Dissatisfied	(-2)	19	12	13	10	8	14	3	2	3	6	6	-
		6%	7%	7%	9%	5%	10%	20%	3%	4%	6%	14%	-%
Fairly Dissatisfied	(-1)	13	10	10	6	6	12	1	6	6	6	4	4
		5%	5%	6%	5%	4%	9%	9%	9%	7%	6%	12%	25%
Neither Satisfied Nor Dissatisfied	(0)	39	25	24	13	27	23	-	7	11	12	4	*
		13%	13%	13%	11%	16%	17%	-%	10%	13%	12%	9%	2%
Fairly Satisfied	(1)	111	66	61	44	61	47	5	29	30	41	8	5
		37%	35%	34%	36%	36%	34%	36%	43%	37%	41%	21%	29%
Very Satisfied	(2)	82	49	46	30	47	27	5	14	26	19	9	5
		28%	26%	26%	25%	28%	20%	36%	20%	32%	20%	24%	27%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	19	20	13	15	8	-	7	3	11	5	*
		9%	10%	11%	11%	9%	6%	-%	10%	4%	11%	12%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	6	6	4	6	6	-	4	3	4	3	3
		2%	3%	3%	3%	4%	4%	-%	6%	4%	4%	8%	17%
NET: Satisfied		193	115	107	74	108	74	11	43	56	60	18	10
		65%	61%	60%	62%	64%	54%	72%	63%	69%	61%	45%	56%
NET: Dissatisfied		33	22	23	16	14	26	4	8	9	12	10	4
		11%	12%	13%	13%	8%	19%	28%	11%	11%	12%	26%	25%
Answered		264	162	153	103	149	122	15	58	75	83	31	15
Mean Score		.8	.8	.8	.8	.9	.5	.6	.8	.9	.7	.4	.7
Standard error		.06	.08	.09	.11	.08	.11	.35	.12	.12	.11	.28	.31
Standard deviation		1.14	1.16	1.19	1.23	1.06	1.26	1.58	1.02	1.08	1.11	1.50	1.26

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		364	54	40	40	21	271	217	317	242	228	277	239	79	-	229	20
Effective base		129	21	11	18	6	97	76	111	85	80	92	87	32	-	82	10
Weighted Base		298	44	31	41	15	219	175	258	196	191	216	200	74	-	178	30
Very Dissatisfied	(-2)	19	4	-	5	*	15	10	15	15	9	10	16	10	-	16	1
		6%	9%	-%	12%	1%	7%	6%	6%	8%	5%	5%	8%	14%	-%	9%	3%
Fairly Dissatisfied	(-1)	13	5	*	4	-	12	10	12	10	10	10	10	4	-	7	4
		5%	11%	*%	11%	-%	5%	6%	5%	5%	5%	5%	5%	6%	-%	4%	15%
Neither Satisfied Nor Dissatisfied	(0)	39	11	6	5	4	20	30	35	22	24	24	23	9	-	24	6
		13%	25%	21%	12%	26%	9%	17%	14%	11%	12%	11%	12%	12%	-%	14%	20%
Fairly Satisfied	(1)	111	13	11	11	10	87	70	100	81	66	87	80	27	-	62	13
		37%	30%	37%	28%	67%	40%	40%	39%	41%	35%	40%	40%	37%	-%	35%	42%
Very Satisfied	(2)	82	8	11	6	1	58	35	66	45	57	62	44	17	-	46	1
		28%	17%	36%	14%	6%	26%	20%	26%	23%	30%	29%	22%	23%	-%	26%	3%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	3	1	6	-	22	14	23	16	22	16	22	*	-	19	2
		9%	7%	2%	15%	-%	10%	8%	9%	8%	12%	7%	11%	*%	-%	11%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	1	3	-	6	7	7	7	3	7	4	6	-	4	3
		2%	-%	4%	8%	-%	3%	4%	3%	4%	2%	3%	2%	8%	-%	2%	10%
NET: Satisfied		193	21	22	17	11	145	105	167	126	123	149	125	44	-	108	14
		65%	48%	73%	42%	73%	66%	60%	65%	64%	64%	69%	62%	60%	-%	60%	45%
NET: Dissatisfied		33	9	*	9	*	27	20	27	25	19	20	26	14	-	23	5
		11%	20%	*%	23%	1%	12%	11%	10%	13%	10%	9%	13%	20%	-%	13%	18%
Answered		264	40	29	32	15	192	154	228	173	166	193	174	68	-	155	25
Mean Score		.8	.4	1.2 c	.3	.8	.8	.7	.8	.8	.9	.9	.7	.5	-	.7	.3
Standard error		.06	.17	.13	.24	.14	.07	.08	.07	.08	.08	.07	.08	.16	-	.09	.23
Standard deviation		1.14	1.21	.78	1.36	.64	1.15	1.08	1.10	1.16	1.10	1.06	1.18	1.34	-	1.22	.95

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		364	200	76	275	33	364	-	119	190	53	132	120	106
Effective base		129	73	27	88	17	129	-	41	65	22	49	37	41
Weighted Base		298	170	62	191	47	298	-	92	156	43	114	83	93
Very Dissatisfied	(-2)	19	10	6	6	8	19	-	7	12	1	9	3	8
		6%	6%	10%	3%	18% a	6%	-%	7%	7%	2%	8%	3%	8%
Fairly Dissatisfied	(-1)	13	10	2	7	4	13	-	1	9	4	6	3	5
		5%	6%	3%	4%	10%	5%	-%	1%	6%	9%	5%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	39	32	1	12	11	39	-	10	24	4	12	14	12
		13%	19% b	1%	6%	22% a	13%	-%	11%	16%	9%	11%	17%	13%
Fairly Satisfied	(1)	111	57	28	76	14	111	-	27	61	22	41	34	34
		37%	33%	45%	40%	29%	37%	-%	29%	39%	50%	35%	41%	37%
Very Satisfied	(2)	82	41	15	66	10	82	-	33	37	8	29	26	21
		28%	24%	24%	35%	21%	28%	-%	36%	24%	18%	25%	32%	23%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	12	11	19	-	26	-	7	14	5	12	3	12
		9%	7%	17%	10%	-%	9%	-%	8%	9%	12%	10%	3%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	7	-	4	-	7	-	7	-	-	6	-	1
		2%	4%	-%	2%	-%	2%	-%	8% b	-%	-%	5%	-%	1%
NET: Satisfied		193	98	43	143	24	193	-	60	97	30	70	61	56
		65%	58%	68%	74% b	50%	65%	-%	65%	62%	68%	61%	73%	60%
NET: Dissatisfied		33	20	8	13	13	33	-	8	20	5	15	5	12
		11%	12%	13%	7%	27% a	11%	-%	8%	13%	11%	13%	6%	13%
Answered		264	150	51	168	47	264	-	78	142	38	97	80	80
Mean Score		.8	.7	.8	1.1 b	.3	.8	-	1.0	.7	.8	.8	1.0	.7
Standard error		.06	.08	.15	.06	.24	.06	-	.11	.09	.14	.11	.09	.12
Standard deviation		1.14	1.14	1.25	.98	1.38	1.14	-	1.18	1.16	.96	1.21	.97	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		364	221	143
Effective base		129	75	55
Weighted Base		298	180	118
Very Dissatisfied	(-2)	19	10	9
		6%	6%	8%
Fairly Dissatisfied	(-1)	13	10	4
		5%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	39	24	14
		13%	13%	12%
Fairly Satisfied	(1)	111	63	48
		37%	35%	41%
Very Satisfied	(2)	82	58	24
		28%	32%	20%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	15	11
		9%	8%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	7
		2%	-%	6%
				a
NET: Satisfied		193	121	72
		65%	67%	61%
NET: Dissatisfied		33	20	13
		11%	11%	11%
Answered		264	165	99
Mean Score		.8	.9	.7
Standard error		.06	.08	.10
Standard deviation		1.14	1.13	1.15

Columns Tested:: a,b

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		364	20	26	23	28	20	74	5	37	28	28	27	48
Effective base		129	6	9	9	13	10	26	2	18	17	7	17	22
Weighted Base		298	6	35	21	2	27	70	1	34	34	9	26	33
Very Dissatisfied	(-2)	19	1	3	*	-	-	3	-	-	8	-	2	2
		6%	26%	7%	1%	-%	-%	4%	-%	-%	24%	-%	6%	7%
Fairly Dissatisfied	(-1)	13	-	4	1	*	2	3	*	1	-	-	2	*
		5%	-%	13%	4%	6%	9%	5%	5%	2%	-%	-%	6%	1%
Neither Satisfied Nor Dissatisfied	(0)	39	*	-	5	*	7	13	-	9	1	*	1	2
		13%	7%	-%	23%	2%	27%	19%	-%	26%	1%	*%	4%	8%
Fairly Satisfied	(1)	111	3	13	11	1	8	23	1	9	11	3	13	15
		37%	51%	39%	52%	25%	32%	33%	65%	27%	32%	32%	50%	46%
Very Satisfied	(2)	82	*	14	4	1	7	22	*	11	6	3	4	9
		28%	1%	40%	20%	46%	27%	32%	30%	32%	16%	31%	17%	29%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	1	*	-	*	1	5	-	5	3	2	4	3
		9%	16%	1%	-%	20%	5%	7%	-%	14%	10%	25%	17%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	-	-	-	-	-	-	-	6	1	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	17%	12%	-%	-%
NET: Satisfied		193	3	27	15	2	16	46	1	20	16	6	18	25
		65%	51%	79%	72%	72%	59%	65%	95%	58%	48%	63%	67%	74%
NET: Dissatisfied		33	1	7	1	*	2	6	*	1	8	-	3	3
		11%	26%	20%	5%	6%	9%	9%	5%	2%	24%	-%	12%	8%
Answered		264	5	34	21	2	25	65	1	29	25	6	22	30
Mean Score		.8	*	.9	.9	1.4	.8	.9	1.2	1.0	.2	1.5	.8	1.0
Standard error		.06	.37	.26	.18	.26	.23	.13	-	.15	.33	.11	.22	.17
Standard deviation		1.14	1.53	1.28	.84	1.24	.98	1.07	-	.88	1.64	.56	1.10	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_3RESP (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		364	69	122	70	103	191	173
Effective base		129	20	37	36	46	57	80
Weighted Base		298	62	99	69	68	161	137
Very Dissatisfied	(-2)	19	4	3	8	4	7	12
		6%	7%	3%	12%	6%	4%	9%
Fairly Dissatisfied	(-1)	13	5	6	1	2	11	2
		5%	9%	6%	1%	3%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	39	5	20	9	4	26	13
		13%	9%	21%	13%	5%	16%	9%
				d				
Fairly Satisfied	(1)	111	27	32	20	31	60	52
		37%	44%	33%	30%	46%	37%	38%
Very Satisfied	(2)	82	18	31	17	17	49	33
		28%	29%	31%	24%	24%	30%	24%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		26	1	7	8	10	8	18
		9%	2%	7%	11%	15%	5%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		7	-	-	6	1	-	7
		2%	-%	-%	9%	2%	-%	5%
					b			
NET: Satisfied		193	46	63	37	48	108	85
		65%	74%	64%	54%	70%	68%	62%
NET: Dissatisfied		33	10	9	9	6	18	14
		11%	15%	9%	13%	8%	11%	11%
Answered		264	60	92	55	57	152	112
Mean Score		.8	.8	.9	.7	1.0	.9	.8
Standard error		.06	.15	.10	.17	.11	.08	.10
Standard deviation		1.14	1.17	1.04	1.33	1.06	1.09	1.20

Columns Tested:: a,b,c,d - a,b

Table OP3A_3RESPX

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		329	15	314	181	75	22	51	148
Effective base		114	6	110	97	33	14	23	46
Weighted Base		264	6	258	242	19	2	1	22
Very Dissatisfied	(-2)	19	2	17	19	*	-	-	*
		7%	28%	7%	8%	2%	-%	-%	2%
Fairly Dissatisfied	(-1)	13	-	13	13	*	*	*	*
		5%	-%	5%	5%	1%	5%	14% be	2%
Neither Satisfied Nor Dissatisfied	(0)	39	1	37	36	2	*	*	3
		15%	18%	14%	15%	13%	10%	4%	12%
Fairly Satisfied	(1)	111	2	110	102	8	1	*	9
		42%	25%	43%	42%	42%	27%	28%	40%
Very Satisfied	(2)	82	2	80	72	8	1	1	10
		31%	29%	31%	30%	42%	57%	54% a	44%
NET: Satisfied		193	3	190	175	16	2	1	19
		73%	54%	74%	72%	84%	84%	82%	84%
NET: Dissatisfied		33	2	31	32	1	*	*	1
		12%	28%	12%	13%	3%	5%	14%	4%
Answered		264	6	258	242	19	2	1	22
Mean Score		.8	.3	.9	.8	1.2	1.4	1.2	1.2 a
Standard error		.06	.44	.06	.09	.10	.24	.34	.07
Standard deviation		1.14	1.71	1.12	1.15	.86	1.14	2.42	.88

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		329	46	90	45	56	41	51	181	75	73
Effective base		114	29	49	23	25	21	23	97	33	27
Weighted Base		264	82	122	38	15	6	1	242	19	4
Very Dissatisfied	(-2)	19	6	13	-	*	-	-	19	*	-
		7%	7%	11%	-%	2%	-%	-%	8%	2%	-%
Fairly Dissatisfied	(-1)	13	7	6	-	*	*	*	13	*	*
		5%	8%	5%	-%	1%	2%	14% h	5%	1%	8%
Neither Satisfied Nor Dissatisfied	(0)	39	16	11	9	2	1	*	36	2	*
		15%	19%	9%	23%	13%	10%	4%	15%	13%	8%
Fairly Satisfied	(1)	111	36	47	20	6	3	*	102	8	1
		42%	44%	38%	52%	38%	46%	28%	42%	42%	27%
Very Satisfied	(2)	82	18	45	10	7	2	1	72	8	2
		31%	22%	37%	25%	45%	41%	54% acg	30%	42%	56% acg
NET: Satisfied		193	54	91	29	13	5	1	175	16	3
		73%	65%	75%	77%	83%	87%	82%	72%	84%	84%
NET: Dissatisfied		33	13	19	-	1	*	*	32	1	*
		12%	15% c	16% c	-%	3%	2%	14%	13%	3%	8%
Answered		264	82	122	38	15	6	1	242	19	4
Mean Score		.8	.6	.9	1.0	1.2 a	1.3 a	1.2	.8	1.2 a	1.3 ag
Standard error		.06	.17	.13	.10	.12	.13	.34	.09	.10	.13
Standard deviation		1.14	1.13	1.27	.70	.91	.81	2.42	1.15	.86	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		329	93	88	75	22	51	101	87	34	18	54
Effective base		114	61	45	33	14	23	51	30	12	4	9
Weighted Base		264	175	67	19	2	1	135	66	19	7	13
Very Dissatisfied	(-2)	19	16	3	*	-	-	13	4	-	*	-
		7%	9%	4%	2%	-%	-%	10%	6%	-%	5%	-%
Fairly Dissatisfied	(-1)	13	9	4	*	*	*	10	1	2	*	*
		5%	5%	6%	1%	5%	14% c	7%	2%	9%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	39	26	10	2	*	*	19	9	2	4	4
		15%	15%	15%	13%	10%	4%	14%	13%	9%	57%	33%
Fairly Satisfied	(1)	111	76	26	8	1	*	64	27	5	2	5
		42%	43%	39%	42%	27%	28%	48%	40%	27%	25%	40%
Very Satisfied	(2)	82	48	24	8	1	1	28	26	11	1	4
		31%	27%	36%	42%	57%	54% a	21%	39%	55% a	12%	27%
NET: Satisfied		193	124	51	16	2	1	92	53	16	3	9
		73%	71%	75%	84%	84%	82%	69%	80%	82%	37%	67%
NET: Dissatisfied		33	25	7	1	*	*	23	5	2	*	*
		12%	14%	10%	3%	5%	14%	17%	8%	9%	6%	*%
Answered		264	175	67	19	2	1	135	66	19	7	13
Mean Score		.8	.7	1.0	1.2 a	1.4	1.2	.6	1.1	1.3	.4	.9
Standard error		.06	.12	.11	.10	.24	.34	.12	.11	.17	.23	.11
Standard deviation		1.14	1.18	1.06	.86	1.14	2.42	1.19	1.06	.98	.96	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		329	19	21	46	11	27	22	19	18	26
Effective base		114	9	11	21	5	11	13	9	8	14
Weighted Base		264	25	20	60	12	27	30	26	20	20
Very Dissatisfied	(-2)	19	6	2	-	2	2	3	-	2	2
		7%	23%	9%	-%	13%	7%	11%	-%	10%	12%
Fairly Dissatisfied	(-1)	13	-	*	7	-	*	-	2	2	1
		5%	-%	1%	11%	-%	1%	-%	9%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	39	9	*	6	2	4	3	9	3	*
		15%	36%	*%	9%	19%	16%	10%	34%	15%	1%
Fairly Satisfied	(1)	111	8	12	26	4	9	11	11	10	12
		42%	31%	62%	43%	32%	35%	37%	43%	48%	57%
Very Satisfied	(2)	82	2	5	22	4	11	13	4	4	5
		31%	10%	28%	37%	36%	41%	43%	14%	19%	24%
NET: Satisfied		193	10	18	47	8	21	24	15	14	16
		73%	41%	90%	79%	68%	76%	79%	57%	67%	81%
NET: Dissatisfied		33	6	2	7	2	2	3	2	4	4
		12%	23%	10%	11%	13%	8%	11%	9%	18%	18%
Answered		264	25	20	60	12	27	30	26	20	20
Mean Score		.8	.1	1.0	1.0	.8	1.0	1.0	.6	.6	.7
Standard error		.06	.30	.24	.14	.41	.22	.27	.20	.29	.25
Standard deviation		1.14	1.29	1.10	.97	1.34	1.13	1.25	.85	1.21	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	329	64	58	87	209	120	42	41	37
Effective base	114	28	27	43	97	33	13	13	8
Weighted Base	264	60	64	116	240	24	12	7	5
Very Dissatisfied (-2)	19	6	10	3	19	*	*	*	-
	7%	10%	15%	3%	8%	2%	2%	3%	-%
			e						
Fairly Dissatisfied (-1)	13	2	2	9	13	1	*	1	*
	5%	3%	3%	8%	5%	3%	1%	9%	*%
Neither Satisfied Nor Dissatisfied (0)	39	7	12	17	36	2	*	2	*
	15%	12%	19%	15%	15%	9%	*%	24%	6%
Fairly Satisfied (1)	111	25	30	48	102	9	4	3	2
	42%	42%	46%	41%	42%	38%	38%	44%	30%
Very Satisfied (2)	82	21	12	38	71	11	7	1	3
	31%	34%	18%	33%	29%	47%	58%	20%	63%
						b	bd		b
NET: Satisfied	193	45	41	86	173	20	11	5	5
	73%	76%	64%	74%	72%	86%	96%	64%	94%
						b	bg		
NET: Dissatisfied	33	7	11	13	31	1	*	1	*
	12%	12%	17%	11%	13%	5%	4%	12%	*%
Answered	264	60	64	116	240	24	12	7	5
Mean Score	.8	.9	.5	.9	.8	1.3	1.5	.7	1.6
						bd	bdg		bg
Standard error	.06	.15	.16	.11	.08	.08	.13	.16	.11
Standard deviation	1.14	1.21	1.25	1.03	1.15	.92	.81	1.05	.68

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		329	11	42	47	42	84	16	14	12	103
Effective base		114	4	12	15	17	34	3	3	4	37
Weighted Base		264	8	32	39	45	64	10	6	5	86
Very Dissatisfied	(-2)	19	-	3	5	-	8	-	-	-	6
		7%	-%	10%	14%	-%	13%	-%	-%	-%	7%
Fairly Dissatisfied	(-1)	13	-	1	1	1	3	*	*	*	8
		5%	-%	4%	3%	2%	5%	1%	2%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	39	1	10	14	8	4	4	*	1	7
		15%	17%	32% e	35% ei	17%	6%	40%	*%	9%	9%
Fairly Satisfied	(1)	111	1	9	10	16	37	6	6	2	35
		42%	10%	29%	25%	36%	57% c	54%	93%	30%	40%
Very Satisfied	(2)	82	6	8	9	21	12	1	*	3	30
		31%	73%	26%	24%	46% e	19%	5%	4%	57%	35%
NET: Satisfied		193	6	17	19	37	49	6	6	5	65
		73%	83%	54%	48%	82%	76%	59%	97%	87%	76%
NET: Dissatisfied		33	-	4	7	1	11	*	*	*	13
		12%	-%	14%	17%	2%	18%	1%	2%	3%	16%
Answered		264	8	32	39	45	64	10	6	5	86
Mean Score		.8	1.6	.6	.4	1.3 c	.6	.6	1.0	1.4	.9
Standard error		.06	.25	.19	.19	.12	.13	.16	.11	.26	.12
Standard deviation		1.14	.82	1.21	1.28	.80	1.22	.62	.41	.89	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		329	100	100	129	297	32	243	86	324	5
Effective base		114	36	36	43	99	15	90	26	111	4
Weighted Base		264	92	75	98	222	42	219	45	258	6
Very Dissatisfied	(-2)	19	5	8	6	19	-	15	4	19	-
		7%	6%	11%	6%	9%	-%	7%	8%	7%	-%
Fairly Dissatisfied	(-1)	13	2	3	8	13	*	13	1	13	-
		5%	2%	4%	8%	6%	*%	6%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	39	22	8	8	27	12	32	7	39	-
		15%	24% c	11%	8%	12%	28%	14%	15%	15%	-%
Fairly Satisfied	(1)	111	27	42	42	90	22	95	17	108	3
		42%	29%	57% a	43%	40%	51%	43%	37%	42%	56%
Very Satisfied	(2)	82	35	13	34	73	9	65	17	79	3
		31%	39% b	17%	34%	33%	20%	30%	38%	31%	44%
NET: Satisfied		193	62	55	76	163	30	160	34	187	6
		73%	68%	74%	78%	73%	72%	73%	74%	72%	100%
NET: Dissatisfied		33	7	11	14	33	*	28	5	33	-
		12%	8%	15%	14%	15%	*%	13%	10%	13%	-%
Answered		264	92	75	98	222	42	219	45	258	6
Mean Score		.8	.9	.6	.9	.8	.9	.8	.9	.8	1.4
Standard error		.06	.11	.12	.10	.07	.12	.07	.13	.06	.24
Standard deviation		1.14	1.12	1.16	1.13	1.20	.70	1.13	1.17	1.14	.54

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		329	111	131	85	181	74	26	48	255	74
Effective base		114	46	35	34	75	20	8	11	95	19
Weighted Base		264	120	68	77	181	43	17	24	223	41
Very Dissatisfied	(-2)	19	8	6	5	14	4	-	1	18	1
		7%	7%	9%	6%	8%	10%	-%	4%	8%	2%
Fairly Dissatisfied	(-1)	13	8	4	1	11	1	-	2	12	2
		5%	7%	7%	1%	6%	2%	-%	8%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	39	24	10	5	29	1	2	7	30	9
		15%	20%	15%	6%	16%	2%	9%	30%	13%	21%
									b		
Fairly Satisfied	(1)	111	48	23	41	76	26	7	3	101	10
		42%	40%	34%	53%	42%	60%	42%	12%	45%	24%
							df			d	
Very Satisfied	(2)	82	32	24	26	51	11	8	11	62	20
		31%	27%	36%	33%	28%	26%	49%	47%	28%	48%
NET: Satisfied		193	80	47	66	127	37	16	14	164	30
		73%	67%	69%	87%	70%	86%	91%	59%	73%	73%
					a						
NET: Dissatisfied		33	16	11	6	25	5	-	3	30	3
		12%	14%	16%	7%	14%	12%	-%	11%	13%	7%
Answered		264	120	68	77	181	43	17	24	223	41
Mean Score		.8	.7	.8	1.1	.8	.9	1.4	.9	.8	1.1
Standard error		.06	.11	.11	.11	.09	.13	.13	.17	.07	.12
Standard deviation		1.14	1.13	1.26	1.01	1.15	1.14	.67	1.21	1.15	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		329	46	135	148	302	298	314	318	258	242
Effective base		114	24	53	39	99	97	105	108	86	77
Weighted Base		264	67	114	84	233	229	248	249	208	180
Very Dissatisfied	(-2)	19	5	9	5	17	15	18	19	15	11
		7%	7%	8%	6%	7%	7%	7%	8%	7%	6%
Fairly Dissatisfied	(-1)	13	2	9	3	13	12	13	12	12	12
		5%	2%	8%	3%	6%	5%	5%	5%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	39	18	11	9	36	34	38	33	32	30
		15%	27%	10%	11%	16%	15%	15%	13%	15%	17%
Fairly Satisfied	(1)	111	29	46	36	88	98	101	104	81	64
		42%	44%	40%	43%	38%	43%	41%	42%	39%	35%
Very Satisfied	(2)	82	13	38	31	78	70	78	80	68	64
		31%	20%	33%	37%	33%	31%	31%	32%	33%	35%
NET: Satisfied		193	43	84	66	166	168	179	185	149	128
		73%	64%	74%	79%	71%	73%	72%	74%	72%	71%
NET: Dissatisfied		33	6	19	8	31	27	31	31	27	23
		12%	9%	16%	9%	13%	12%	13%	12%	13%	13%
Answered		264	67	114	84	233	229	248	249	208	180
Mean Score		.8	.7	.8	1.0	.8	.9	.8	.9	.8	.9
Standard error		.06	.15	.10	.09	.07	.06	.06	.06	.07	.07
Standard deviation		1.14	1.04	1.22	1.09	1.17	1.12	1.14	1.15	1.16	1.16

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	c	d	*e	*f	*g	h
Unweighted Base		329	18	138	36	39	29	29	25	83
Effective base		114	10	56	15	12	8	7	7	19
Weighted Base		264	24	141	28	11	16	8	21	45
Very Dissatisfied	(-2)	19	2	9	*	-	3	4	-	7
		7%	7%	6%	1%	-%	19%	44%	-%	15%
Fairly Dissatisfied	(-1)	13	2	5	*	1	*	1	5	6
		5%	7%	4%	1%	6%	2%	8%	22%	12%
Neither Satisfied Nor Dissatisfied	(0)	39	5	20	3	-	1	*	8	9
		15%	21%	15%	10%	-%	7%	5%	38%	21%
Fairly Satisfied	(1)	111	8	70	11	6	3	1	1	6
		42%	35%	50%	39%	53%	21%	17%	7%	14%
				h		h				
Very Satisfied	(2)	82	7	36	14	4	8	2	7	17
		31%	31%	25%	49%	41%	51%	25%	33%	38%
NET: Satisfied		193	15	106	25	10	12	4	8	24
		73%	66%	75%	88%	94%	72%	43%	40%	52%
					h	h				
NET: Dissatisfied		33	3	14	1	1	3	4	5	12
		12%	13%	10%	2%	6%	21%	53%	22%	27%
Answered		264	24	141	28	11	16	8	21	45
Mean Score		.8	.8	.8	1.3	1.3	.8	-.3	.5	.5
Standard error		.06	.28	.09	.13	.13	.29	.34	.24	.16
Standard deviation		1.14	1.18	1.05	.79	.79	1.57	1.83	1.19	1.48

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		329	159	47	31	21	17	15	12	121	71	37	20	20	15	14
Effective base		114	65	16	8	4	8	6	2	48	25	10	6	7	6	4
Weighted Base		264	166	31	10	10	4	8	5	121	51	18	4	16	4	15
Very Dissatisfied	(-2)	19	12	-	-	-	1	4	-	3	6	2	-	4	-	-
		7%	8%	-%	-%	-%	34%	49%	-%	3%	12%	10%	-%	25%	-%	-%
Fairly Dissatisfied	(-1)	13	11	*	1	-	1	-	*	4	1	1	1	-	*	5
		5%	7%	*%	10%	-%	27%	-%	*%	4%	3%	4%	15%	-%	*%	31%
Neither Satisfied Nor Dissatisfied	(0)	39	20	10	1	*	1	1	4	19	5	4	*	1	1	3
		15%	12%	32%	12%	2%	15%	14%	69%	16%	11%	20%	1%	6%	41%	22%
Fairly Satisfied	(1)	111	70	13	2	4	*	*	*	60	25	7	1	3	1	1
		42%	42%	41%	15%	34%	10%	3%	5%	49%	49%	36%	18%	21%	25%	10%
Very Satisfied	(2)	82	52	9	6	7	1	3	1	35	13	5	3	7	1	6
		31%	32%	28%	62%	64%	15%	34%	26%	29%	26%	30%	66%	47%	34%	37%
NET: Satisfied		193	122	21	8	10	1	3	2	95	38	12	4	11	2	7
		73%	73%	68%	78%	98%	24%	38%	31%	78%	75%	66%	84%	68%	59%	47%
NET: Dissatisfied		33	24	*	1	-	2	4	*	8	7	3	1	4	*	5
		12%	14%	*%	10%	-%	61%	49%	*%	7%	15%	14%	15%	25%	*%	31%
Answered		264	166	31	10	10	4	8	5	121	51	18	4	16	4	15
Mean Score		.8	.8	1.0	1.3	1.6	-.6	-.3	.6	1.0	.7	.7	1.4	.7	.9	.5
Standard error		.06	.09	.11	.20	.12	.40	.50	.28	.08	.14	.21	.27	.38	.26	.35
Standard deviation		1.14	1.17	.79	1.09	.55	1.66	1.94	.97	.92	1.22	1.25	1.21	1.69	1.02	1.32

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		329	115	55	48	34	14	29	23	66	67	70	92	49	36
Effective base		114	47	19	16	12	5	5	7	17	27	25	32	18	10
Weighted Base		264	115	36	34	24	15	14	12	41	71	72	57	24	25
Very Dissatisfied	(-2)	19	7	3	3	2	*	3	2	5	4	-	7	3	2
		7%	6%	8%	7%	9%	2%	19%	13%	11%	6%	-%	13%	15% b	10%
Fairly Dissatisfied	(-1)	13	9	2	*	*	-	*	-	*	5	5	3	*	1
		5%	8%	7%	1%	*%	-%	1%	-%	*%	6%	7%	5%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	39	12	4	6	3	-	5	4	8	7	11	10	2	7
		15%	11%	12%	17%	12%	-%	33%	31%	20%	10%	16%	18%	9%	26%
Fairly Satisfied	(1)	111	52	17	13	7	8	5	3	15	32	34	17	11	8
		42%	45%	49%	36%	30%	53%	35%	22%	38%	44%	47%	30%	46%	33%
Very Satisfied	(2)	82	34	9	13	12	7	2	4	13	23	22	19	7	7
		31%	30%	25%	39%	49%	45%	11%	34%	31%	33%	30%	34%	29%	28%
NET: Satisfied		193	86	26	26	19	15	6	7	28	55	55	36	18	15
		73%	75%	73%	75%	79%	98%	46%	56%	68%	77%	77%	64%	76%	61%
NET: Dissatisfied		33	16	5	3	2	*	3	2	5	9	5	10	3	3
		12%	14%	15%	8%	9%	2%	20%	13%	11%	13%	7%	18%	15%	13%
Answered		264	115	36	34	24	15	14	12	41	71	72	57	24	25
Mean Score		.8	.8	.7	1.0	1.1	1.4	.2	.6	.8	.9	1.0	.7	.8	.7
Standard error		.06	.10	.16	.16	.21	.19	.24	.28	.15	.14	.10	.14	.19	.20
Standard deviation		1.14	1.12	1.17	1.13	1.21	.70	1.30	1.36	1.23	1.12	.87	1.35	1.31	1.22

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		329	109	54	85	30	24	76	77	74	44	23
Effective base		114	37	20	28	12	6	33	21	26	13	7
Weighted Base		264	101	52	50	17	14	88	56	47	21	16
Very Dissatisfied	(-2)	19	7	-	7	3	*	4	2	6	2	2
		7%	7%	-%	14%	20%	2%	4%	3%	12%	9%	13%
						b						
Fairly Dissatisfied	(-1)	13	5	6	2	*	1	3	5	3	*	1
		5%	5%	11%	4%	*%	5%	3%	9%	6%	*%	5%
Neither Satisfied Nor Dissatisfied	(0)	39	9	12	10	1	4	8	7	11	5	3
		15%	9%	22%	21%	9%	26%	9%	12%	23%	25%	19%
Fairly Satisfied	(1)	111	44	18	11	9	6	39	32	16	8	4
		42%	43%	35%	23%	49%	47%	44%	57%	33%	38%	24%
Very Satisfied	(2)	82	36	16	19	4	3	35	10	12	6	6
		31%	35%	32%	39%	22%	20%	40%	19%	26%	29%	40%
NET: Satisfied		193	79	34	31	12	9	74	42	28	14	10
		73%	79%	67%	62%	71%	67%	83%	75%	59%	67%	64%
								c				
NET: Dissatisfied		33	12	6	8	3	1	7	7	9	2	3
		12%	12%	11%	17%	20%	7%	7%	13%	19%	9%	18%
Answered		264	101	52	50	17	14	88	56	47	21	16
Mean Score		.8	1.0	.9	.7	.5	.8	1.1	.8	.5	.8	.7
Standard error		.06	.11	.14	.15	.26	.19	.11	.11	.15	.17	.29
Standard deviation		1.14	1.13	.99	1.38	1.41	.94	.99	.97	1.29	1.15	1.41

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		329	67	64	104	42	38	227	56	34	171	158	207	95
Effective base		114	27	19	38	15	11	79	16	15	62	52	70	29
Weighted Base		264	66	47	85	27	24	169	37	42	150	114	164	69
Very Dissatisfied	(-2)	19	5	-	10	2	2	14	3	1	13	6	12	5
		7%	7%	-%	12%	7%	9%	9%	9%	4%	9%	5%	7%	7%
Fairly Dissatisfied	(-1)	13	2	1	9	*	*	10	2	*	12	2	12	2
		5%	4%	1%	10%	1%	*%	6%	4%	*%	8%	2%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	39	8	9	8	2	7	25	3	5	31	8	27	9
		15%	12%	20%	9%	6%	29%	15%	8%	12%	20% b	7%	17%	13%
Fairly Satisfied	(1)	111	32	20	25	16	11	65	16	24	66	46	66	22
		42%	49%	43%	29%	59% c	44%	38%	44%	56%	44%	40%	40%	32%
Very Satisfied	(2)	82	18	16	34	7	4	55	13	12	29	53	47	31
		31%	28%	35%	40%	27%	18%	32%	35%	29%	19%	46% a	29%	44%
NET: Satisfied		193	51	37	58	24	15	119	29	36	95	98	113	53
		73%	77%	79%	69%	86%	62%	71%	79%	85%	63%	86% a	69%	76%
NET: Dissatisfied		33	7	1	19	2	2	25	5	2	25	8	24	7
		12%	11%	1%	22% b	8%	9%	15%	13%	4%	16%	7%	15%	10%
Answered		264	66	47	85	27	24	169	37	42	150	114	164	69
Mean Score		.8	.9	1.1	.7	1.0	.6	.8	.9	1.1	.6	1.2 a	.8	1.0
Standard error		.06	.13	.10	.14	.16	.17	.08	.16	.15	.09	.08	.08	.12
Standard deviation		1.14	1.10	.78	1.40	1.01	1.08	1.20	1.19	.86	1.15	1.02	1.16	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		329	153	145	64	254	209	93	152	146	73	245
Effective base		114	55	42	23	87	72	27	53	44	25	84
Weighted Base		264	128	101	43	206	169	64	126	103	55	194
Very Dissatisfied	(-2)	19	13	3	4	15	15	3	11	4	9	10
		7%	10%	3%	10%	7%	9%	4%	9%	4%	17% b	5%
Fairly Dissatisfied	(-1)	13	10	2	3	9	12	2	10	2	7	5
		5%	8%	2%	6%	5%	7%	3%	8%	2%	12% b	3%
Neither Satisfied Nor Dissatisfied	(0)	39	15	19	9	25	31	6	20	14	9	25
		15%	12%	19%	20%	12%	18%	9%	16%	13%	16%	13%
Fairly Satisfied	(1)	111	60	38	14	91	66	22	58	40	12	92
		42%	47%	38%	32%	44%	39%	35%	46%	39%	22%	47% a
Very Satisfied	(2)	82	31	39	14	67	46	32	27	43	18	63
		31%	24%	39%	32%	32%	27%	49% a	22%	42% a	32%	32%
NET: Satisfied		193	91	77	27	157	112	54	85	83	30	155
		73%	71%	77%	64%	76%	66%	84%	68%	81%	55%	80% a
NET: Dissatisfied		33	23	5	7	24	26	5	21	6	16	15
		12%	18% b	4%	16%	12%	16%	7%	17%	6%	30% b	8%
Answered		264	128	101	43	206	169	64	126	103	55	194
Mean Score		.8	.7	1.1	.7	.9	.7	1.2 a	.6	1.1 a	.4	1.0 a
Standard error		.06	.10	.08	.16	.07	.08	.11	.09	.08	.17	.06
Standard deviation		1.14	1.21	.94	1.27	1.13	1.19	1.02	1.16	1.00	1.48	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		329	238	179	76	-	242	167	61	-	275	155	84	-
Effective base		114	73	66	22	-	76	60	19	-	89	50	31	-
Weighted Base		264	182	160	56	-	186	146	53	-	211	118	75	-
Very Dissatisfied	(-2)	19	14	14	7	-	13	9	5	-	14	9	5	-
		7%	8%	9%	12%	-%	7%	6%	10%	-%	7%	8%	7%	-%
Fairly Dissatisfied	(-1)	13	8	11	4	-	11	6	5	-	10	7	4	-
		5%	4%	7%	8%	-%	6%	4%	9%	-%	5%	6%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	39	23	27	6	-	26	24	7	-	26	22	15	-
		15%	13%	17%	11%	-%	14%	17%	13%	-%	12%	19%	20%	-%
Fairly Satisfied	(1)	111	69	65	18	-	75	64	19	-	88	50	20	-
		42%	38%	41%	32%	-%	40%	44%	35%	-%	42%	43%	26%	-%
Very Satisfied	(2)	82	68	43	21	-	62	42	18	-	74	29	30	-
		31%	37%	27%	37%	-%	33%	29%	34%	-%	35%	25%	40%	-%
NET: Satisfied		193	137	108	39	-	137	106	37	-	162	79	50	-
		73%	76%	67%	69%	-%	73%	73%	69%	-%	77%	68%	67%	-%
NET: Dissatisfied		33	21	25	11	-	24	15	10	-	24	16	10	-
		12%	12%	16%	20%	-%	13%	10%	18%	-%	11%	14%	13%	-%
Answered		264	182	160	56	-	186	146	53	-	211	118	75	-
Mean Score		.8	.9	.7	.7	-	.9	.9	.7	-	.9	.7	.9	-
Standard error		.06	.08	.09	.15	-	.07	.08	.16	-	.07	.09	.13	-
Standard deviation		1.14	1.16	1.19	1.35	-	1.15	1.08	1.29	-	1.12	1.14	1.22	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		329	198	181	130	182	142	20	69	87	102	28	16
Effective base		114	67	62	45	60	53	5	26	31	34	11	5
Weighted Base		264	162	153	103	149	122	15	58	75	83	31	15
Very Dissatisfied	(-2)	19	12	13	10	8	14	3	2	3	6	6	-
		7%	8%	8%	10%	5%	11%	20%	3%	4%	7%	18%	-%
Fairly Dissatisfied	(-1)	13	10	10	6	6	12	1	6	6	6	4	4
		5%	6%	7%	6%	4%	10%	9%	10%	8%	7%	14%	30%
Neither Satisfied Nor Dissatisfied	(0)	39	25	24	13	27	23	-	7	11	12	4	*
		15%	15%	16%	12%	18%	19%	-%	12%	14%	14%	12%	2%
Fairly Satisfied	(1)	111	66	61	44	61	47	5	29	30	41	8	5
		42%	41%	40%	42%	41%	38%	36%	51%	40%	49%	26%	35%
Very Satisfied	(2)	82	49	46	30	47	27	5	14	26	19	9	5
		31%	30%	30%	30%	32%	22%	36%	24%	34%	23%	30%	33%
NET: Satisfied		193	115	107	74	108	74	11	43	56	60	18	10
		73%	71%	70%	72%	73%	60%	72%	74%	74%	72%	56%	68%
NET: Dissatisfied		33	22	23	16	14	26	4	8	9	12	10	4
		12%	14%	15%	16%	9%	21%	28%	13%	12%	14%	32%	30%
Answered		264	162	153	103	149	122	15	58	75	83	31	15
Mean Score		.8	.8	.8	.8	.9	.5	.6	.8	.9	.7	.4	.7
Standard error		.06	.08	.09	.11	.08	.11	.35	.12	.12	.11	.28	.31
Standard deviation		1.14	1.16	1.19	1.23	1.06	1.26	1.58	1.02	1.08	1.11	1.50	1.26

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		329	50	38	32	21	244	195	285	220	200	249	212	74	-	202	17
Effective base		114	20	10	13	6	86	66	98	74	70	80	75	30	-	71	8
Weighted Base		264	40	29	32	15	192	154	228	173	166	193	174	68	-	155	25
Very Dissatisfied	(-2)	19	4	-	5	*	15	10	15	15	9	10	16	10	-	16	1
		7%	10%	-%	16%	1%	8%	6%	6%	9%	5%	5%	9%	15%	-%	10%	4%
Fairly Dissatisfied	(-1)	13	5	*	4	-	12	10	12	10	10	10	10	4	-	7	4
		5%	12%	*%	14%	-%	6%	7%	5%	6%	6%	5%	6%	7%	-%	5%	18%
Neither Satisfied Nor Dissatisfied	(0)	39	11	6	5	4	20	30	35	22	24	24	23	9	-	24	6
		15%	27%	22%	16%	26%	10%	19%	15%	13%	14%	13%	13%	13%	-%	16%	24%
Fairly Satisfied	(1)	111	13	11	11	10	87	70	100	81	66	87	80	27	-	62	13
		42%	33%	40%	36%	67%	46%	45%	44%	47%	40%	45%	46%	40%	-%	40%	51%
Very Satisfied	(2)	82	8	11	6	1	58	35	66	45	57	62	44	17	-	46	1
		31%	19%	38%	18%	6%	30%	22%	29%	26%	34%	32%	25%	26%	-%	30%	4%
NET: Satisfied		193	21	22	17	11	145	105	167	126	123	149	125	44	-	108	14
		73%	52%	78%	55%	73%	76%	68%	73%	73%	74%	77%	72%	65%	-%	69%	55%
NET: Dissatisfied		33	9	*	9	*	27	20	27	25	19	20	26	14	-	23	5
		12%	21%	*%	30%	1%	14%	13%	12%	14%	11%	10%	15%	21%	-%	15%	21%
					b												
Answered		264	40	29	32	15	192	154	228	173	166	193	174	68	-	155	25
Mean Score		.8	.4	1.2	.3	.8	.8	.7	.8	.8	.9	.9	.7	.5	-	.7	.3
Standard error		.06	.17	.13	.24	.14	.07	.08	.07	.08	.08	.07	.08	.16	-	.09	.23
Standard deviation		1.14	1.21	.78	1.36	.64	1.15	1.08	1.10	1.16	1.10	1.06	1.18	1.34	-	1.22	.95

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		329	180	65	245	33	329	-	107	173	47	118	111	94
Effective base		114	64	23	75	17	114	-	35	59	19	41	35	36
Weighted Base		264	150	51	168	47	264	-	78	142	38	97	80	80
Very Dissatisfied	(-2)	19	10	6	6	8	19	-	7	12	1	9	3	8
		7%	7%	12%	4%	18% a	7%	-%	9%	8%	2%	9%	3%	10%
Fairly Dissatisfied	(-1)	13	10	2	7	4	13	-	1	9	4	6	3	5
		5%	7%	4%	4%	10%	5%	-%	1%	6%	10%	6%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	39	32	1	12	11	39	-	10	24	4	12	14	12
		15%	21% b	1%	7%	22%	15%	-%	13%	17%	10%	13%	18%	15%
Fairly Satisfied	(1)	111	57	28	76	14	111	-	27	61	22	41	34	34
		42%	38%	54%	45%	29%	42%	-%	35%	43%	57%	42%	43%	43%
Very Satisfied	(2)	82	41	15	66	10	82	-	33	37	8	29	26	21
		31%	28%	29%	40%	21%	31%	-%	43%	26%	20%	30%	33%	27%
NET: Satisfied		193	98	43	143	24	193	-	60	97	30	70	61	56
		73%	65%	83%	85% b	50%	73%	-%	77%	69%	77%	72%	76%	70%
NET: Dissatisfied		33	20	8	13	13	33	-	8	20	5	15	5	12
		12%	13%	16%	8%	27% a	12%	-%	10%	14%	12%	15%	6%	15%
Answered		264	150	51	168	47	264	-	78	142	38	97	80	80
Mean Score		.8	.7	.8	1.1 b	.3	.8	-	1.0	.7	.8	.8	1.0	.7
Standard error		.06	.08	.15	.06	.24	.06	-	.11	.09	.14	.11	.09	.12
Standard deviation		1.14	1.14	1.25	.98	1.38	1.14	-	1.18	1.16	.96	1.21	.97	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		329	201	128
Effective base		114	67	49
Weighted Base		264	165	99
Very Dissatisfied	(-2)	19	10	9
		7%	6%	9%
Fairly Dissatisfied	(-1)	13	10	4
		5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	39	24	14
		15%	15%	14%
Fairly Satisfied	(1)	111	63	48
		42%	38%	48%
Very Satisfied	(2)	82	58	24
		31%	35%	24%
NET: Satisfied		193	121	72
		73%	73%	73%
NET: Dissatisfied		33	20	13
		12%	12%	13%
Answered		264	165	99
Mean Score		.8	.9	.7
Standard error		.06	.08	.10
Standard deviation		1.14	1.13	1.15

Columns Tested:: a,b

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		329	17	24	23	23	18	70	5	33	24	25	24	43
Effective base		114	5	9	9	10	9	25	2	15	14	6	15	20
Weighted Base		264	5	34	21	2	25	65	1	29	25	6	22	30
Very Dissatisfied	(-2)	19	1	3	*	-	-	3	-	-	8	-	2	2
		7%	31%	7%	1%	-%	-%	4%	-%	-%	32%	-%	7%	8%
Fairly Dissatisfied	(-1)	13	-	4	1	*	2	3	*	1	-	-	2	*
		5%	-%	13%	4%	7%	9%	5%	5%	2%	-%	-%	7%	1%
Neither Satisfied Nor Dissatisfied	(0)	39	*	-	5	*	7	13	-	9	1	*	1	2
		15%	8%	-%	23%	3%	28%	20%	-%	30%	2%	1%	5%	8%
Fairly Satisfied	(1)	111	3	13	11	1	8	23	1	9	11	3	13	15
		42%	60%	39%	52%	32%	34%	36%	65%	31%	43%	51%	60%	51%
Very Satisfied	(2)	82	*	14	4	1	7	22	*	11	6	3	4	9
		31%	1%	40%	20%	58%	29%	34%	30%	37%	22%	49%	20%	32%
NET: Satisfied		193	3	27	15	2	16	46	1	20	16	6	18	25
		73%	61%	80%	72%	90%	62%	70%	95%	68%	66%	99%	80%	83%
NET: Dissatisfied		33	1	7	1	*	2	6	*	1	8	-	3	3
		12%	31%	20%	5%	7%	9%	9%	5%	2%	32%	-%	14%	9%
Answered		264	5	34	21	2	25	65	1	29	25	6	22	30
Mean Score		.8	*	.9	.9	1.4	.8	.9	1.2	1.0	.2	1.5	.8	1.0
Standard error		.06	.37	.26	.18	.26	.23	.13	-	.15	.33	.11	.22	.17
Standard deviation		1.14	1.53	1.28	.84	1.24	.98	1.07	-	.88	1.64	.56	1.10	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_3RESPX (continuation)

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The staff being polite and courteous

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		329	64	111	62	92	175	154
Effective base		114	19	35	30	40	54	69
Weighted Base		264	60	92	55	57	152	112
Very Dissatisfied	(-2)	19	4	3	8	4	7	12
		7%	7%	3%	15%	7%	5%	11%
Fairly Dissatisfied	(-1)	13	5	6	1	2	11	2
		5%	9%	6%	1%	3%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	39	5	20	9	4	26	13
		15%	9%	22%	17%	6%	17%	11%
Fairly Satisfied	(1)	111	27	32	20	31	60	52
		42%	45%	35%	37%	55%	39%	46%
Very Satisfied	(2)	82	18	31	17	17	49	33
		31%	30%	33%	30%	29%	32%	30%
NET: Satisfied		193	46	63	37	48	108	85
		73%	75%	69%	67%	84%	71%	76%
NET: Dissatisfied		33	10	9	9	6	18	14
		12%	16%	9%	16%	10%	12%	13%
Answered		264	60	92	55	57	152	112
Mean Score		.8	.8	.9	.7	1.0	.9	.8
Standard error		.06	.15	.10	.17	.11	.08	.10
Standard deviation		1.14	1.17	1.04	1.33	1.06	1.09	1.20

Columns Tested:: a,b,c,d - a,b

Table OP3A_4RESP

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	364	15	349	205	82	22	55	159
Effective base	129	6	125	112	36	14	25	48
Weighted Base	298	6	292	275	19	2	1	23
Very Dissatisfied (-2)	35	2	34	35	-	-	-	-
	12%	27%	12%	13%	-%	-%	-%	-%
				be				
Fairly Dissatisfied (-1)	21	2	20	20	1	*	*	1
	7%	25%	7%	7%	6%	3%	*%	6%
Neither Satisfied Nor Dissatisfied (0)	51	2	49	47	3	1	*	4
	17%	26%	17%	17%	15%	30%	20%	17%
Fairly Satisfied (1)	103	*	103	94	8	1	*	9
	35%	*%	35%	34%	41%	31%	23%	39%
Very Satisfied (2)	52	1	51	45	6	1	1	7
	18%	22%	18%	16%	30%	37%	48%	32%
							a	a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)	34	-	34	33	1	-	*	2
	12%	-%	12%	12%	8%	-%	4%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	4%	*%
NET: Satisfied	156	1	154	140	14	2	1	16
	52%	22%	53%	51%	71%	67%	72%	71%
					a			a
NET: Dissatisfied	57	3	53	55	1	*	*	1
	19%	52%	18%	20%	6%	3%	*%	6%
				de				
Answered	263	6	257	242	18	2	1	21
Mean Score	.4	-.3	.5	.4	1.0	1.0	1.3	1.0
					a		a	a
Standard error	.07	.41	.07	.10	.11	.25	.26	.07
Standard deviation	1.27	1.58	1.26	1.29	.90	1.15	1.88	.89

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		364	56	103	46	57	47	55	205	82	77
Effective base		129	35	57	24	26	24	25	112	36	28
Weighted Base		298	98	138	39	15	6	1	275	19	4
Very Dissatisfied	(-2)	35	15	18	2	-	-	-	35	-	-
		12%	16% defhi	13% hi	6%	-%	-%	-%	13% hi	-%	-%
Fairly Dissatisfied	(-1)	21	6	5	9	1	1	*	20	1	*
		7%	6%	4%	24% bfghi	5%	9%	*%	7%	6%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	24	18	5	3	1	*	47	3	1
		17%	24%	13%	13%	18%	13%	20%	17%	15%	26%
Fairly Satisfied	(1)	103	25	53	16	7	1	*	94	8	1
		35%	26%	38%	42%	48% e	21%	23%	34%	41%	28%
Very Satisfied	(2)	52	9	32	4	4	3	1	45	6	2
		18%	9%	23%	11%	25%	47% abcg	48% abcg	16%	30% a	41% acg
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	19	13	1	1	1	*	33	1	*
		12%	19% i	9%	3%	5%	11%	4%	12%	8%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	4%	-%	-%	1%
NET: Satisfied		156	34	85	21	11	4	1	140	14	3
		52%	35%	61% a	53%	72% ag	68% a	72% a	51%	71% ag	69% a
NET: Dissatisfied		57	21	23	12	1	1	*	55	1	*
		19%	21% fi	16% fi	30% dfhi	5%	9%	*%	20% fi	6%	2%
Answered		263	79	126	38	14	6	1	242	18	4
Mean Score		.4	.1	.6	.3	1.0 acg	1.2 acg	1.3 acg	.4	1.0 acg	1.1 acg
Standard error		.07	.19	.14	.18	.11	.17	.26	.10	.11	.12
Standard deviation		1.27	1.28	1.30	1.16	.84	1.12	1.88	1.29	.90	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		364	110	95	82	22	55	119	96	36	19	59
Effective base		129	72	50	36	14	25	63	33	12	4	9
Weighted Base		298	203	72	19	2	1	164	70	20	7	13
Very Dissatisfied	(-2)	35	30	6	-	-	-	25	4	2	3	*
		12%	15%	8%	-%	-%	-%	15%	5%	10%	44%	*%
			ce									
Fairly Dissatisfied	(-1)	21	10	10	1	*	*	9	8	-	*	2
		7%	5%	14%	6%	3%	*%	5%	12%	-%	6%	15%
Neither Satisfied Nor Dissatisfied	(0)	51	36	12	3	1	*	28	9	2	2	1
		17%	18%	16%	15%	30%	20%	17%	12%	9%	23%	11%
Fairly Satisfied	(1)	103	69	26	8	1	*	54	30	9	*	4
		35%	34%	36%	41%	31%	23%	33%	43%	44%	4%	33%
Very Satisfied	(2)	52	31	14	6	1	1	17	17	7	1	5
		18%	15%	19%	30%	37%	48%	10%	24%	36%	22%	40%
							ab			a		a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	28	4	1	-	*	32	2	*	*	*
		12%	14%	6%	8%	-%	4%	19%	3%	1%	1%	1%
								b				
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
NET: Satisfied		156	100	40	14	2	1	71	47	16	2	10
		52%	49%	55%	71%	67%	72%	44%	67%	80%	26%	73%
					a		a		a	a		
NET: Dissatisfied		57	39	16	1	*	*	33	12	2	3	2
		19%	19%	22%	6%	3%	*%	20%	17%	10%	50%	15%
			e	ce								
Answered		263	175	68	18	2	1	132	68	20	7	13
Mean Score		.4	.4	.5	1.0	1.0	1.3	.2	.7	1.0	-.5	1.0
					ab		ab					
Standard error		.07	.14	.13	.11	.25	.26	.14	.12	.20	.41	.15
Standard deviation		1.27	1.31	1.23	.90	1.15	1.88	1.30	1.14	1.19	1.73	1.11

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		364	25	24	48	12	29	26	22	20	28
Effective base		129	11	12	23	6	12	16	10	8	15
Weighted Base		298	29	25	64	14	28	38	29	21	22
Very Dissatisfied	(-2)	35	12	1	6	-	2	1	2	6	3
		12%	43%	6%	10%	-%	7%	2%	8%	26%	11%
Fairly Dissatisfied	(-1)	21	4	1	2	*	-	6	4	1	3
		7%	13%	3%	3%	1%	-%	16%	13%	5%	11%
Neither Satisfied Nor Dissatisfied	(0)	51	*	2	15	3	1	5	14	3	4
		17%	1%	10%	24%	21%	5%	13%	47%	14%	19%
Fairly Satisfied	(1)	103	2	10	30	7	10	16	4	7	10
		35%	6%	39%	47%	52%	36%	43%	14%	31%	42%
Very Satisfied	(2)	52	7	1	8	2	15	3	2	4	1
		18%	25%	2%	12%	11%	53%	9%	8%	19%	5%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	4	10	3	2	*	6	3	1	3
		12%	13%	40%	4%	15%	*%	16%	9%	5%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		156	9	11	38	9	25	20	7	11	11
		52%	31%	42%	59%	63%	88%	53%	23%	51%	47%
NET: Dissatisfied		57	16	2	8	*	2	7	6	7	5
		19%	55%	8%	12%	1%	7%	18%	21%	31%	22%
Answered		263	25	15	61	12	28	31	26	20	20
Mean Score		.4	-.5	.5	.5	.9	1.3	.5	*	.1	.2
Standard error		.07	.38	.24	.16	.21	.20	.22	.24	.36	.23
Standard deviation		1.27	1.79	1.03	1.09	.67	1.06	1.03	1.04	1.55	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		364	69	69	96	234	130	44	45	41
Effective base		129	31	31	49	110	37	14	15	9
Weighted Base		298	65	75	131	271	27	12	9	7
Very Dissatisfied	(-2)	35	4	19	9	33	2	*	2	-
		12%	7%	26% ac	7%	12%	9%	4%	22%	-%
Fairly Dissatisfied	(-1)	21	3	5	12	19	2	1	1	*
		7%	4%	7%	9%	7%	6%	5%	12%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	9	6	34	48	3	1	*	1
		17%	13%	8%	26% b	18%	10%	9%	4%	19%
Fairly Satisfied	(1)	103	27	18	51	96	7	3	2	3
		35%	42%	24%	39%	35%	28%	21%	26%	40%
Very Satisfied	(2)	52	17	12	14	43	10	7	1	1
		18%	27%	16%	10%	16%	35% cd	58% abcdg	17%	18%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	5	15	11	31	3	*	2	1
		12%	7%	20%	9%	12%	12%	2%	18%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	*	-	-
		*%	-%	-%	-%	-%	*%	*%	-%	-%
NET: Satisfied		156	44	30	64	139	17	9	4	4
		52%	68% b	40%	49%	51%	63%	79% bcdg	43%	59%
NET: Dissatisfied		57	7	24	21	52	4	1	3	*
		19%	11%	33% ah	16%	19%	15%	9%	34% h	1%
Answered		263	60	60	119	240	24	12	7	5
Mean Score		.4	.8 b	*	.4	.4	.8 b	1.3 bcdg	*	1.0
Standard error		.07	.14	.21	.12	.09	.12	.18	.27	.13
Standard deviation		1.27	1.12	1.58	1.07	1.26	1.33	1.14	1.67	.81

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		364	12	43	48	47	93	20	14	12	118
Effective base		129	5	13	16	19	39	5	3	4	42
Weighted Base		298	8	35	42	50	73	14	6	5	99
Very Dissatisfied	(-2)	35	1	9	10	4	10	*	-	-	10
		12%	14%	27%	24%	8%	14%	2%	-%	-%	10%
Fairly Dissatisfied	(-1)	21	-	1	4	5	8	*	*	-	4
		7%	-%	3%	9%	10%	11%	*%	5%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	51	*	8	11	5	9	4	*	-	21
		17%	3%	23%	27%	10%	12%	30%	1%	-%	21%
Fairly Satisfied	(1)	103	2	5	5	22	25	6	6	1	37
		35%	25%	15%	13%	44% c	35%	41%	88%	11%	37%
Very Satisfied	(2)	52	4	11	11	9	12	1	*	5	11
		18%	49%	32%	27%	18%	16%	7%	6%	89%	11%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	1	*	*	5	9	3	-	-	17
		12%	9%	*%	*%	10%	12%	21%	-%	-%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET: Satisfied		156	6	16	17	31	37	7	6	5	47
		52%	74%	47%	39%	62%	51%	47%	94%	100%	48%
NET: Dissatisfied		57	1	10	14	9	18	*	*	-	13
		19%	14%	29%	33%	19%	25%	2%	5%	-%	13%
Answered		263	8	35	42	45	64	11	6	5	82
Mean Score		.4	1.1	.2	.1	.6	.3	.6	.9	1.9	.4
Standard error		.07	.45	.25	.22	.19	.15	.19	.15	.10	.11
Standard deviation		1.27	1.49	1.60	1.52	1.20	1.34	.76	.58	.35	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		364	107	113	144	325	39	275	89	358	6
Effective base		129	39	43	48	109	21	104	27	125	5
Weighted Base		298	100	87	111	240	58	252	46	289	8
Very Dissatisfied	(-2)	35	15	10	10	32	4	33	2	35	-
		12%	15%	12%	9%	13%	6%	13%	5%	12%	-%
Fairly Dissatisfied	(-1)	21	9	8	4	15	6	19	2	21	-
		7%	9%	9%	4%	6%	11%	7%	5%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	51	16	13	21	42	9	42	9	49	2
		17%	16%	15%	19%	17%	16%	17%	20%	17%	28%
Fairly Satisfied	(1)	103	30	31	43	84	19	90	14	100	3
		35%	29%	36%	39%	35%	33%	36%	29%	35%	35%
Very Satisfied	(2)	52	24	13	16	45	7	38	14	52	1
		18%	24%	15%	14%	19%	13%	15%	31%	18%	11%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	6	11	17	22	12	30	4	32	2
		12%	6%	13%	16%	9%	21%	12%	9%	11%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	*	-	*	*	-	*	-
		*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
NET: Satisfied		156	54	43	59	129	27	128	28	152	4
		52%	54%	50%	53%	54%	46%	51%	61%	52%	46%
NET: Dissatisfied		57	24	18	14	47	10	52	5	57	-
		19%	24%	21%	12%	20%	17%	21%	10%	20%	-%
Answered		263	95	75	94	218	46	222	42	257	6
Mean Score		.4	.4	.4	.5	.4	.5	.4	.9	.4	.8
Standard error		.07	.14	.13	.10	.08	.20	.08	.13	.07	.34
Standard deviation		1.27	1.39	1.28	1.14	1.30	1.16	1.29	1.13	1.28	.76

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		364	126	141	95	206	76	29	53	282	82
Effective base		129	52	39	40	87	22	10	11	108	21
Weighted Base		298	134	74	89	208	45	21	24	253	45
Very Dissatisfied	(-2)	35	14	14	7	27	3	*	5	31	5
		12%	11%	19%	8%	13%	7%	1%	20%	12%	11%
Fairly Dissatisfied	(-1)	21	10	1	9	14	2	3	2	16	5
		7%	8%	2%	11%	7%	5%	16%	7%	6%	11%
Neither Satisfied Nor Dissatisfied	(0)	51	22	9	19	38	10	1	1	48	3
		17%	17%	13%	22%	18%	23%	7%	6%	19%	6%
Fairly Satisfied	(1)	103	51	27	25	72	16	6	10	88	15
		35%	38%	36%	29%	35%	35%	27%	41%	35%	34%
Very Satisfied	(2)	52	20	15	17	27	11	8	6	38	14
		18%	15%	20%	19%	13%	24%	38%	27%	15%	32%
											a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	16	7	11	29	3	2	*	32	2
		12%	12%	10%	12%	14%	6%	11%	*%	13%	5%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	*	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%	-%	*%	-%
NET: Satisfied		156	71	42	42	99	27	13	16	126	30
		52%	53%	57%	48%	48%	60%	65%	68%	50%	66%
NET: Dissatisfied		57	24	16	16	41	5	4	6	47	10
		19%	18%	21%	18%	20%	12%	17%	26%	18%	22%
Answered		263	118	67	78	179	42	18	24	221	42
Mean Score		.4	.4	.4	.5	.3	.7	.9	.5	.4	.7
Standard error		.07	.12	.12	.13	.10	.14	.23	.21	.08	.16
Standard deviation		1.27	1.23	1.43	1.21	1.27	1.14	1.20	1.48	1.25	1.37

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		364	54	152	158	331	328	345	350	281	259
Effective base		129	27	62	43	111	109	118	122	96	81
Weighted Base		298	77	132	90	262	256	278	279	229	192
Very Dissatisfied	(-2)	35	8	20	8	33	34	35	34	32	30
		12%	10%	15%	9%	13%	13%	13%	12%	14%	15%
Fairly Dissatisfied	(-1)	21	5	9	7	18	16	20	20	16	8
		7%	6%	7%	8%	7%	6%	7%	7%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	51	16	22	13	46	38	46	44	32	28
		17%	21%	17%	15%	18%	15%	17%	16%	14%	14%
Fairly Satisfied	(1)	103	31	41	31	88	95	99	95	82	70
		35%	40%	31%	35%	33%	37%	36%	34%	36%	36%
Very Satisfied	(2)	52	6	21	25	52	47	52	52	47	44
		18%	8%	16%	28%	20%	18%	19%	18%	21%	23%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	11	18	5	25	26	26	33	20	12
		12%	15%	14%	6%	9%	10%	9%	12%	9%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	*	*	*	*	*	-	-
		*%	-%	-%	*%	*%	*%	*%	*%	-%	-%
NET: Satisfied		156	37	62	56	139	142	150	147	129	114
		52%	48%	47%	63%	53%	55%	54%	53%	56%	59%
NET: Dissatisfied		57	12	29	15	52	50	55	55	48	38
		19%	16%	22%	17%	20%	20%	20%	20%	21%	20%
Answered		263	65	113	85	237	230	252	246	209	180
Mean Score		.4	.4	.3	.7	.4	.5	.4	.4	.5	.5
Standard error		.07	.17	.12	.10	.07	.08	.07	.07	.08	.09
Standard deviation		1.27	1.14	1.34	1.25	1.30	1.30	1.29	1.29	1.33	1.35

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	c	d	e	f	g	h
Unweighted Base		364	20	153	39	42	30	31	30	91
Effective base		129	10	65	15	12	8	8	7	21
Weighted Base		298	25	164	28	11	16	11	22	50
Very Dissatisfied	(-2)	35	3	20	*	*	2	2	7	12
		12%	12%	12%	1%	4%	13%	18%	34% c	23%
Fairly Dissatisfied	(-1)	21	4	10	1	1	4	1	*	5
		7%	18%	6%	2%	6%	22%	10%	2%	10%
Neither Satisfied Nor Dissatisfied	(0)	51	6	29	9	1	1	*	1	2
		17%	23%	18%	33% h	6%	3%	3%	5%	4%
Fairly Satisfied	(1)	103	6	54	15	6	9	2	6	18
		35%	26%	33%	53%	58%	56%	18%	29%	35%
Very Satisfied	(2)	52	4	33	3	3	1	2	6	9
		18%	17%	20%	9%	26%	5%	18%	27%	18%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	1	19	1	*	*	4	1	5
		12%	5%	12%	2%	1%	1%	33% d	4%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		156	11	87	17	9	10	4	12	27
		52%	43%	53%	62%	84% bf	61%	36%	56%	53%
NET: Dissatisfied		57	7	29	1	1	6	3	8	17
		19%	30%	18%	3%	10%	35%	28%	35%	33% c
Answered		263	24	145	27	11	16	8	21	45
Mean Score		.4	.2	.5	.7	1.0	.2	.1	.1	.2
Standard error		.07	.31	.11	.12	.16	.24	.34	.33	.17
Standard deviation		1.27	1.31	1.29	.72	1.00	1.25	1.72	1.72	1.53

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		364	170	53	35	22	19	17	15	139	75	39	21	21	16	17
Effective base		129	71	19	8	4	5	7	2	56	26	10	5	7	6	5
Weighted Base		298	183	38	10	10	6	9	5	142	53	19	7	17	4	16
Very Dissatisfied	(-2)	35	28	3	-	-	-	2	-	13	9	*	*	4	-	7
		12%	15%	8%	-%	-%	-%	23%	-%	9%	16%	1%	6%	25%	-%	48%
Fairly Dissatisfied	(-1)	21	13	3	1	*	1	*	-	7	4	1	1	3	1	*
		7%	7%	9%	6%	2%	23%	2%	-%	5%	7%	4%	10%	19%	13%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	29	14	1	*	-	1	*	28	7	1	*	1	1	*
		17%	16%	37%	13%	1%	-%	11%	5%	20%	14%	6%	5%	4%	24%	2%
				a												
Fairly Satisfied	(1)	103	59	9	7	9	1	1	1	56	15	7	2	7	1	6
		35%	32%	24%	65%	86%	25%	15%	23%	39%	29%	40%	36%	44%	12%	40%
					b											
Very Satisfied	(2)	52	37	5	1	1	1	3	4	20	15	9	1	1	1	1
		18%	20%	14%	12%	11%	11%	28%	71%	14%	28%	48%	9%	3%	23%	9%
												a				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	17	3	*	*	2	2	*	19	3	*	2	1	1	*
		12%	9%	8%	3%	1%	41%	19%	1%	13%	5%	1%	34%	5%	27%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		156	96	14	8	10	2	4	5	76	30	16	3	8	2	8
		52%	52%	38%	77%	96%	36%	44%	94%	53%	57%	88%	45%	47%	35%	49%
												a				
NET: Dissatisfied		57	41	6	1	*	1	2	-	20	13	1	1	7	1	8
		19%	22%	17%	6%	2%	23%	26%	-%	14%	24%	5%	16%	45%	13%	50%
Answered		263	167	35	10	10	4	7	5	123	50	18	4	16	3	16
Mean Score		.4	.4	.3	.9	1.1	.4	.3	1.7	.5	.5	1.3	.5	-.2	.6	-.4
												a				
Standard error		.07	.11	.16	.14	.10	.34	.47	.17	.10	.17	.14	.31	.31	.38	.41
Standard deviation		1.27	1.37	1.12	.75	.46	1.40	1.76	.63	1.15	1.44	.88	1.35	1.39	1.35	1.65

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		364	135	56	52	37	14	31	25	70	75	76	100	54	40
Effective base		129	56	19	17	13	5	6	7	18	30	29	36	18	12
Weighted Base		298	138	36	36	25	15	16	12	43	79	80	62	26	30
Very Dissatisfied	(-2)	35	18	3	6	2	*	2	3	5	5	13	10	2	5
		12%	13%	9%	15%	9%	2%	13%	25%	12%	6%	17%	16%	8%	17%
Fairly Dissatisfied	(-1)	21	5	9	3	2	-	*	2	2	4	5	6	5	1
		7%	3%	24% a	8%	8%	-%	*%	17%	5%	5%	6%	10%	18%	3%
Neither Satisfied Nor Dissatisfied	(0)	51	29	5	2	*	3	6	*	8	19	12	8	2	5
		17%	21%	13%	5%	1%	18%	34%	1%	19%	24%	15%	13%	9%	16%
Fairly Satisfied	(1)	103	45	12	13	17	1	2	5	8	30	32	20	8	9
		35%	33%	33%	36%	68% afh	9%	11%	40%	18%	38%	39%	32%	32%	29%
Very Satisfied	(2)	52	16	4	12	3	11	4	2	17	12	13	14	4	8
		18%	11%	10%	33% a	11%	71%	27%	17%	39% ab	16%	16%	22%	15%	28%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	25	4	1	1	-	2	*	3	9	6	4	5	2
		12%	18%	10%	3%	3%	-%	15%	1%	6%	12%	7%	7%	18%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		156	61	16	25	19	12	6	7	25	42	44	34	12	17
		52%	44%	44%	69%	79% a	80%	38%	58%	58%	53%	55%	55%	47%	57%
NET: Dissatisfied		57	23	12	8	4	*	2	5	7	8	18	16	7	6
		19%	16%	33%	23%	17%	2%	13%	41%	17%	10%	23%	25%	26%	20%
Answered		263	113	33	35	24	15	14	12	41	70	75	58	21	28
Mean Score		.4	.3	.1	.7	.7	1.5	.5	.1	.7	.6	.3	.4	.3	.5
Standard error		.07	.12	.17	.22	.18	.25	.26	.33	.17	.13	.16	.15	.19	.23
Standard deviation		1.27	1.24	1.24	1.44	1.09	.94	1.40	1.57	1.41	1.06	1.34	1.41	1.29	1.44

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		364	120	60	90	34	27	87	82	80	48	27
Effective base		129	41	24	32	13	7	37	24	28	14	9
Weighted Base		298	112	60	54	20	16	100	61	51	24	21
Very Dissatisfied	(-2)	35	10	10	12	2	-	7	12	7	2	5
		12%	9%	16%	23%	9%	-%	7%	20%	15%	9%	24%
Fairly Dissatisfied	(-1)	21	3	9	2	3	1	4	2	5	5	1
		7%	3%	16%	4%	15%	6%	4%	4%	10%	20%	3%
				a								
Neither Satisfied Nor Dissatisfied	(0)	51	25	10	8	1	2	19	6	6	3	4
		17%	22%	17%	15%	6%	10%	19%	10%	12%	11%	20%
Fairly Satisfied	(1)	103	46	17	15	6	4	37	25	18	6	9
		35%	41%	28%	28%	32%	22%	37%	42%	35%	26%	40%
Very Satisfied	(2)	52	20	8	12	3	8	18	14	9	5	1
		18%	18%	14%	23%	16%	50%	18%	23%	18%	23%	4%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	9	5	4	4	2	15	1	5	3	2
		12%	8%	8%	8%	22%	12%	15%	2%	10%	11%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	*	-	-	-	*	-	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied		156	65	25	28	9	11	55	39	27	12	9
		52%	58%	42%	51%	48%	71%	55%	65%	53%	49%	43%
NET: Dissatisfied		57	13	19	14	5	1	11	14	13	7	6
		19%	11%	32%	26%	24%	6%	11%	23%	25%	28%	27%
				a								
Answered		263	103	55	50	15	14	84	59	46	21	19
Mean Score		.4	.6	.1	.3	.4	1.3	.6	.5	.3	.4	*
Standard error		.07	.11	.18	.17	.25	.19	.13	.16	.16	.21	.27
Standard deviation		1.27	1.12	1.35	1.51	1.36	.97	1.12	1.42	1.37	1.37	1.34

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base		129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base		298	78	51	90	31	29	195	38	46	174	123	189	73
Very Dissatisfied	(-2)	35	5	4	20	2	3	33	-	1	28	7	30	4
		12%	6%	7%	23%	7%	12%	17%	-%	2%	16%	6%	16%	5%
Fairly Dissatisfied	(-1)	21	5	5	6	3	1	12	3	4	11	11	15	4
		7%	7%	10%	6%	11%	4%	6%	9%	9%	6%	9%	8%	5%
Neither Satisfied Nor Dissatisfied	(0)	51	18	7	7	4	9	28	6	10	33	18	39	8
		17%	23%	14%	7%	12%	31% c	14%	17%	21%	19%	15%	20%	10%
Fairly Satisfied	(1)	103	25	17	37	10	5	56	15	24	56	47	58	30
		35%	33%	33%	42%	32%	19%	29%	41%	52%	32%	38%	31%	41%
Very Satisfied	(2)	52	5	15	14	9	8	38	10	3	20	32	24	28
		18%	7%	29% a	16%	30% a	27%	20%	28%	6%	12%	26% a	13%	38% a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	19	4	5	3	2	27	2	4	26	8	24	1
		12%	25% c	7%	6%	9%	8%	14%	6%	8%	15%	7%	13%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	*	-	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET: Satisfied		156	31	31	52	19	13	94	26	27	77	79	82	58
		52%	39%	62%	58%	62%	45%	48%	68%	59%	44%	64% a	43%	79% a
NET: Dissatisfied		57	10	9	26	5	5	46	3	6	39	18	44	7
		19%	13%	17%	29%	17%	16%	23%	9%	12%	22%	15%	23%	10%
Answered		263	58	47	84	29	27	168	35	43	148	115	165	73

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	364	78	66	113	47	42	246	62	41	194	170	229	102
Effective base	129	31	20	41	18	13	89	17	17	72	57	80	31
Weighted Base	298	78	51	90	31	29	195	38	46	174	123	189	73
Mean Score	.4	.4	.7	.2	.8	.5	.3	.9	.6	.2	.7 a	.2	1.0 a
Standard error	.07	.13	.16	.14	.19	.21	.10	.12	.15	.10	.09	.09	.11
Standard deviation	1.27	1.05	1.23	1.46	1.26	1.32	1.42	.93	.88	1.31	1.15	1.31	1.08

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		364	173	155	73	277	233	98	173	155	80	270
Effective base		129	65	44	27	95	82	29	64	45	29	93
Weighted Base		298	153	104	53	226	194	68	152	105	64	215
Very Dissatisfied	(-2)	35	27	7	7	27	30	3	29	5	16	19
		12%	17%	7%	13%	12%	16%	5%	19% b	5%	24% b	9%
Fairly Dissatisfied	(-1)	21	11	5	4	17	15	4	11	5	4	17
		7%	7%	5%	7%	7%	7%	6%	7%	5%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	51	25	14	15	29	38	8	24	15	15	29
		17%	16%	13%	28%	13%	20%	12%	16%	14%	24%	13%
Fairly Satisfied	(1)	103	49	46	15	80	58	30	48	47	15	80
		35%	32%	45%	28%	35%	30%	44%	32%	45%	23%	37%
Very Satisfied	(2)	52	18	29	3	48	29	22	16	31	3	49
		18%	11%	28% a	6%	21%	15%	33% a	11%	29% a	4%	23% a
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	24	2	9	24	24	1	24	2	12	21
		12%	16% b	2%	17%	11%	12%	1%	16% b	2%	19%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	*	-	*	-	-	*
		*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
NET: Satisfied		156	66	76	18	129	87	52	64	78	18	129
		52%	44%	73% a	34%	57% a	45%	77% a	42%	74% a	28%	60% a
NET: Dissatisfied		57	38	12	11	44	45	7	40	10	19	35
		19%	25%	12%	20%	19%	23%	10%	26% b	10%	30%	16%
Answered		263	129	102	44	202	170	67	128	103	52	194

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	364	173	155	73	277	233	98	173	155	80	270
Effective base	129	65	44	27	95	82	29	64	45	29	93
Weighted Base	298	153	104	53	226	194	68	152	105	64	215
Mean Score	.4	.2	.8 a	.1	.5	.2	1.0 a	.1	.9 a	-.3	.6 a
Standard error	.07	.11	.09	.14	.08	.09	.11	.11	.09	.15	.08
Standard deviation	1.27	1.35	1.11	1.17	1.31	1.33	1.06	1.37	1.04	1.31	1.22

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		364	262	200	82	-	268	183	68	-	304	169	90	-
Effective base		129	82	75	26	-	85	67	22	-	101	57	34	-
Weighted Base		298	198	183	66	-	210	160	60	-	239	131	82	-
Very Dissatisfied	(-2)	35	24	21	11	-	27	25	12	-	26	20	18	-
		12%	12%	12%	16%	-%	13%	16%	19%	-%	11%	15%	22%	-%
Fairly Dissatisfied	(-1)	21	13	17	6	-	12	12	8	-	16	10	7	-
		7%	7%	9%	9%	-%	6%	8%	13%	-%	7%	8%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	51	30	37	15	-	31	22	15	-	37	21	20	-
		17%	15%	20%	23%	-%	15%	14%	25%	-%	15%	16%	25%	-%
Fairly Satisfied	(1)	103	64	58	10	-	77	62	6	-	85	44	19	-
		35%	32%	32%	15%	-%	37%	38%	10%	-%	35%	33%	23%	-%
							c	c						
Very Satisfied	(2)	52	49	28	17	-	42	25	13	-	46	21	11	-
		18%	25%	16%	26%	-%	20%	15%	21%	-%	19%	16%	13%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	18	21	7	-	21	15	7	-	30	15	7	-
		12%	9%	12%	11%	-%	10%	9%	12%	-%	12%	11%	9%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	*	-	-	-	-	*	-	-
		*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		156	113	86	27	-	119	86	19	-	131	65	30	-
		52%	57%	47%	41%	-%	57%	54%	31%	-%	55%	49%	36%	-%
							c							
NET: Dissatisfied		57	37	38	17	-	39	37	20	-	42	30	25	-
		19%	19%	21%	25%	-%	19%	23%	32%	-%	18%	23%	30%	-%
Answered		263	180	162	59	-	189	146	53	-	209	116	75	-
Mean Score		.4	.6	.3	.3	-	.5	.3	*	-	.5	.3	*	-
											c			
Standard error		.07	.09	.09	.17	-	.08	.10	.18	-	.08	.11	.15	-
Standard deviation		1.27	1.32	1.26	1.46	-	1.30	1.33	1.46	-	1.26	1.34	1.38	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		364	222	204	146	206	156	20	78	95	115	33	18
Effective base		129	78	73	53	69	59	5	31	33	42	14	6
Weighted Base		298	188	178	120	170	136	15	69	81	98	39	18
Very Dissatisfied	(-2)	35	29	26	19	18	31	3	12	13	16	12	4
		12%	15%	15%	16%	11%	23%	20%	17%	16%	16%	30%	25%
Fairly Dissatisfied	(-1)	21	15	11	14	12	9	1	7	10	13	2	5
		7%	8%	6%	11%	7%	6%	9%	9%	12%	13%	6%	27%
Neither Satisfied Nor Dissatisfied	(0)	51	37	27	17	30	31	1	10	14	14	9	3
		17%	20%	15%	14%	17%	23%	4%	14%	18%	15%	22%	18%
Fairly Satisfied	(1)	103	54	60	30	62	28	1	15	21	20	3	1
		35%	29%	33%	25%	37%	21%	7%	22%	26%	20%	7%	7%
Very Satisfied	(2)	52	29	30	20	29	22	9	12	12	17	6	1
		18%	15%	17%	16%	17%	16%	61%	17%	15%	17%	15%	7%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	24	24	21	19	13	-	14	10	19	7	3
		12%	13%	13%	17%	11%	10%	-%	20%	13%	19%	19%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	*	-	*	*	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		156	83	90	49	91	51	10	27	33	37	8	2
		52%	44%	50%	41%	54%	37%	68%	39%	41%	37%	22%	14%
NET: Dissatisfied		57	43	37	33	30	40	4	18	23	29	14	9
		19%	23%	21%	27%	18%	29%	28%	26%	29%	29%	37%	52%
Answered		263	163	155	100	151	122	15	55	71	80	31	15
Mean Score		.4	.2	.4	.2	.5	*	.8	.2	.1	.1	-.4	-.7
Standard error		.07	.10	.10	.12	.09	.12	.38	.18	.15	.14	.29	.31
Standard deviation		1.27	1.33	1.34	1.41	1.24	1.44	1.71	1.45	1.37	1.44	1.53	1.26

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		364	54	40	40	21	271	217	317	242	228	277	239	79	-	229	20
Effective base		129	21	11	18	6	97	76	111	85	80	92	87	32	-	82	10
Weighted Base		298	44	31	41	15	219	175	258	196	191	216	200	74	-	178	30
Very Dissatisfied	(-2)	35	11	1	10	2	27	29	34	30	23	24	31	21	-	23	8
		12%	25%	2%	24%	11%	12%	17%	13%	15%	12%	11%	15%	28% a	-%	13%	27%
Fairly Dissatisfied	(-1)	21	4	-	*	5	13	15	18	18	14	15	14	5	-	15	*
		7%	8%	-%	1%	31%	6%	9%	7%	9%	7%	7%	7%	7%	-%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	8	3	7	6	46	30	48	33	27	32	37	13	-	32	6
		17%	19%	10%	18%	39%	21%	17%	19%	17%	14%	15%	19%	18%	-%	18%	20%
Fairly Satisfied	(1)	103	15	19	8	3	74	49	82	70	67	81	59	18	-	50	14
		35%	34%	61% c	21%	18%	34%	28%	32%	36%	35%	37%	30%	24%	-%	28%	46%
Very Satisfied	(2)	52	3	8	9	*	32	36	48	24	35	44	34	12	-	32	-
		18%	7%	27%	21%	1%	15%	21%	19%	12%	18%	20%	17%	16%	-%	18%	-%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	3	*	6	*	28	15	28	21	25	20	26	6	-	25	2
		12%	8%	*%	15%	*%	13%	9%	11%	11%	13%	9%	13%	8%	-%	14%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	-	*	*	-	*	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Satisfied		156	18	27	17	3	106	85	130	95	102	124	93	30	-	82	14
		52%	41%	88% ac	42%	19%	48%	49%	50%	48%	53%	57%	47%	40%	-%	46%	46%
NET: Dissatisfied		57	14	1	10	6	40	44	52	47	38	40	44	26	-	38	8
		19%	33% b	2%	25%	42%	18%	25%	20%	24%	20%	18%	22%	34%	-%	21%	27%
Answered		263	40	31	34	15	192	160	229	174	166	196	175	69	-	153	28
Mean Score		.4	-.1	1.1 ac	.2	-.3	.4	.3	.4	.2	.5	.5 c	.3	-.1	-	.4	-.1
Standard error		.07	.19	.12	.27	.21	.08	.10	.08	.09	.09	.08	.09	.18	-	.09	.32

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	364	54	40	40	21	271	217	317	242	228	277	239	79	-	229	20
Effective base	129	21	11	18	6	97	76	111	85	80	92	87	32	-	82	10
Weighted Base	298	44	31	41	15	219	175	258	196	191	216	200	74	-	178	30
Standard deviation	1.27	1.36	.75	1.56	.96	1.25	1.40	1.31	1.30	1.30	1.27	1.35	1.50	-	1.33	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		364	200	76	275	33	364	-	119	190	53	132	120	106
Effective base		129	73	27	88	17	129	-	41	65	22	49	37	41
Weighted Base		298	170	62	191	47	298	-	92	156	43	114	83	93
Very Dissatisfied	(-2)	35	27	5	13	16	35	-	6	24	5	14	8	14
		12%	16%	8%	7%	34% a	12%	-%	7%	15%	13%	12%	9%	15%
Fairly Dissatisfied	(-1)	21	14	2	5	7	21	-	4	13	4	11	8	1
		7%	8%	3%	2%	15% a	7%	-%	4%	9%	10%	10%	10%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	32	11	30	6	51	-	19	23	8	23	9	18
		17%	19%	18%	16%	14%	17%	-%	20%	15%	18%	20%	11%	19%
Fairly Satisfied	(1)	103	53	21	80	15	103	-	37	52	14	38	32	34
		35%	31%	34%	42%	32%	35%	-%	40%	33%	32%	33%	39%	36%
Very Satisfied	(2)	52	25	11	41	3	52	-	20	24	5	18	19	11
		18%	15%	18%	21%	5%	18%	-%	21%	15%	11%	15%	23%	11%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	19	12	22	-	34	-	7	20	7	12	7	16
		12%	11%	19%	11%	-%	12%	-%	7%	13%	16%	10%	8%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	*	-	-	*	-	-	-	-
		*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%
NET: Satisfied		156	78	32	121	17	156	-	57	76	19	55	51	44
		52%	46%	52%	63% b	37%	52%	-%	61%	49%	43%	48%	62%	47%
NET: Dissatisfied		57	41	6	18	23	57	-	10	37	10	25	16	15
		19%	24%	10%	9%	49% a	19%	-%	11%	24%	22%	22%	19%	17%
Answered		263	151	50	170	47	263	-	85	136	36	103	76	77
Mean Score		.4	.2	.6	.8 b	-.4	.4	-	.7	.3	.2	.3	.6	.3
Standard error		.07	.10	.15	.07	.24	.07	-	.11	.11	.18	.12	.12	.13
Standard deviation		1.27	1.34	1.16	1.09	1.39	1.27	-	1.11	1.34	1.27	1.27	1.26	1.28

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		364	221	143
Effective base		129	75	55
Weighted Base		298	180	118
Very Dissatisfied	(-2)	35	21	14
		12%	12%	12%
Fairly Dissatisfied	(-1)	21	12	9
		7%	7%	8%
Neither Satisfied Nor Dissatisfied	(0)	51	29	22
		17%	16%	19%
Fairly Satisfied	(1)	103	63	40
		35%	35%	34%
Very Satisfied	(2)	52	38	15
		18%	21%	13%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	17	17
		12%	9%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-
		*%	*%	-%
NET: Satisfied		156	101	55
		52%	56%	47%
NET: Dissatisfied		57	33	23
		19%	18%	20%
Answered		263	163	100
Mean Score		.4	.5	.3
Standard error		.07	.09	.11
Standard deviation		1.27	1.29	1.25

Columns Tested:: a,b

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		364	20	26	23	28	20	74	5	37	28	28	27	48
Effective base		129	6	9	9	13	10	26	2	18	17	7	17	22
Weighted Base		298	6	35	21	2	27	70	1	34	34	9	26	33
Very Dissatisfied	(-2)	35	*	7	2	*	6	3	-	6	8	-	2	1
		12%	*%	20%	9%	9%	23%	4%	-%	18%	24%	-%	7%	3%
Fairly Dissatisfied	(-1)	21	*	*	2	*	2	8	*	2	-	*	3	3
		7%	8%	*%	9%	13%	9%	11%	5%	5%	-%	3%	12%	10%
Neither Satisfied Nor Dissatisfied	(0)	51	3	5	5	*	4	10	-	7	7	2	4	4
		17%	50%	13%	25%	20%	16%	15%	-%	21%	20%	22%	14%	11%
Fairly Satisfied	(1)	103	1	18	11	*	7	20	1	9	15	2	8	11
		35%	25%	53%	52%	8%	26%	28%	79%	26%	45%	24%	30%	32%
Very Satisfied	(2)	52	*	4	1	1	5	24	*	3	*	2	*	11
		18%	4%	13%	5%	38%	21%	34%	16%	9%	1%	27%	*%	32%
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	1	*	-	*	1	5	-	7	4	2	10	4
		12%	12%	1%	-%	9%	5%	7%	-%	22%	11%	24%	36%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		156	2	23	12	1	12	44	1	12	16	5	8	21
		52%	29%	66%	57%	46%	47%	62%	95%	35%	45%	51%	30%	64%
NET: Dissatisfied		57	*	7	4	1	8	11	*	8	8	*	5	4
		19%	8%	20%	18%	22%	31%	16%	5%	23%	24%	3%	20%	13%
Answered		263	5	34	21	2	25	65	1	26	31	7	17	29
Mean Score		.4	.3	.4	.4	.6	.1	.8	1.1	*	*	1.0	.1	.9
								h						h
Standard error		.07	.18	.28	.22	.40	.37	.14	-	.24	.26	.19	.23	.18
Standard deviation		1.27	.78	1.33	1.04	1.95	1.51	1.20	-	1.35	1.29	.98	1.10	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_4RESP (continuation)

QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All who have had a problem with providers in the last 6 months

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		364	69	122	70	103	191	173
Effective base		129	20	37	36	46	57	80
Weighted Base		298	62	99	69	68	161	137
Very Dissatisfied	(-2)	35	9	9	14	3	18	17
		12%	14%	9%	21%	4%	11%	13%
					d			
Fairly Dissatisfied	(-1)	21	2	10	2	7	13	8
		7%	4%	10%	2%	10%	8%	6%
Neither Satisfied Nor Dissatisfied	(0)	51	13	15	14	9	28	23
		17%	21%	16%	20%	14%	18%	17%
Fairly Satisfied	(1)	103	31	27	25	21	58	46
		35%	50%	27%	36%	30%	36%	33%
Very Satisfied	(2)	52	6	30	3	13	36	16
		18%	9%	31%	5%	19%	23%	12%
				c				
Have not Contacted / Not Applicable (CATI ONLY: DO NOT READ OUT)		34	1	7	11	16	8	27
		12%	2%	7%	16%	23%	5%	19%
						ab		a
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%
NET: Satisfied		156	37	57	28	34	94	62
		52%	59%	58%	41%	50%	58%	45%
NET: Dissatisfied		57	11	20	16	10	31	26
		19%	18%	20%	23%	14%	19%	19%
Answered		263	61	92	58	53	153	111
Mean Score		.4	.4	.6	*	.7	.5	.3
				c		c		
Standard error		.07	.15	.13	.17	.12	.10	.10
Standard deviation		1.27	1.18	1.32	1.31	1.15	1.27	1.27

Columns Tested:: a,b,c,d - a,b

Table OP3A_4RESPX

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		325	15	310	178	73	22	52	147
Effective base		113	6	108	97	31	14	23	44
Weighted Base		263	6	257	242	18	2	1	21
Very Dissatisfied	(-2)	35	2	34	35	-	-	-	-
		13%	27%	13%	15%	-%	-%	-%	-%
					bde				
Fairly Dissatisfied	(-1)	21	2	20	20	1	*	*	1
		8%	25%	8%	8%	7%	3%	*%	6%
Neither Satisfied Nor Dissatisfied	(0)	51	2	49	47	3	1	*	4
		19%	26%	19%	20%	16%	30%	22%	18%
Fairly Satisfied	(1)	103	*	103	94	8	1	*	9
		39%	*%	40%	39%	44%	31%	25%	42%
Very Satisfied	(2)	52	1	51	45	6	1	1	7
		20%	22%	20%	19%	33%	37%	52%	35%
								a	a
NET: Satisfied		156	1	154	140	14	2	1	16
		59%	22%	60%	58%	77%	67%	78%	76%
						a			a
NET: Dissatisfied		57	3	53	55	1	*	*	1
		21%	52%	21%	23%	7%	3%	*%	6%
					bde				
Answered		263	6	257	242	18	2	1	21
Mean Score		.4	-.3	.5	.4	1.0	1.0	1.3	1.0
						a		a	a
Standard error		.07	.41	.07	.10	.11	.25	.26	.07
Standard deviation		1.27	1.58	1.26	1.29	.90	1.15	1.88	.89

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		325	45	89	44	53	42	52	178	73	74
Effective base		113	27	50	23	24	21	23	97	31	27
Weighted Base		263	79	126	38	14	6	1	242	18	4
Very Dissatisfied	(-2)	35	15	18	2	-	-	-	35	-	-
		13%	20%	14%	6%	-%	-%	-%	15%	-%	-%
			defhi	dhi					dfhi		
Fairly Dissatisfied	(-1)	21	6	5	9	1	1	*	20	1	*
		8%	7%	4%	25%	5%	10%	*%	8%	7%	2%
					bfgi						
Neither Satisfied Nor Dissatisfied	(0)	51	24	18	5	3	1	*	47	3	1
		19%	30%	15%	14%	19%	14%	22%	20%	16%	27%
Fairly Satisfied	(1)	103	25	53	16	7	1	*	94	8	1
		39%	32%	42%	43%	50%	23%	25%	39%	44%	29%
Very Satisfied	(2)	52	9	32	4	4	3	1	45	6	2
		20%	11%	25%	11%	26%	53%	52%	19%	33%	42%
							abcg	abcg			acg
NET: Satisfied		156	34	85	21	11	4	1	140	14	3
		59%	43%	67%	55%	76%	76%	78%	58%	77%	71%
				a		a	a	a		ag	a
NET: Dissatisfied		57	21	23	12	1	1	*	55	1	*
		21%	27%	18%	31%	5%	10%	*%	23%	7%	2%
			dfhi	fi	dfhi				dfhi		
Answered		263	79	126	38	14	6	1	242	18	4
Mean Score		.4	.1	.6	.3	1.0	1.2	1.3	.4	1.0	1.1
						acg	acg	acg		acg	acg
Standard error		.07	.19	.14	.18	.11	.17	.26	.10	.11	.12
Standard deviation		1.27	1.28	1.30	1.16	.84	1.12	1.88	1.29	.90	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	c	*d	e
Unweighted Base		325	93	85	73	22	52	93	90	35	18	56
Effective base		113	60	45	31	14	23	49	31	12	4	9
Weighted Base		263	175	68	18	2	1	132	68	20	7	13
Very Dissatisfied	(-2)	35	30	6	-	-	-	25	4	2	3	*
		13%	17%	9%	-%	-%	-%	19%	5%	10%	45%	*%
			ce									
Fairly Dissatisfied	(-1)	21	10	10	1	*	*	9	8	-	*	2
		8%	6%	15%	7%	3%	*%	7%	12%	-%	6%	16%
Neither Satisfied Nor Dissatisfied	(0)	51	36	12	3	1	*	28	9	2	2	1
		19%	20%	17%	16%	30%	22%	21%	13%	9%	23%	11%
Fairly Satisfied	(1)	103	69	26	8	1	*	54	30	9	*	4
		39%	39%	38%	44%	31%	25%	41%	45%	45%	5%	33%
Very Satisfied	(2)	52	31	14	6	1	1	17	17	7	1	5
		20%	18%	21%	33%	37%	52%	13%	25%	36%	22%	41%
							ab					
NET: Satisfied		156	100	40	14	2	1	71	47	16	2	10
		59%	57%	59%	77%	67%	78%	54%	70%	81%	27%	74%
NET: Dissatisfied		57	39	16	1	*	*	33	12	2	3	2
		21%	22%	24%	7%	3%	*%	25%	18%	10%	50%	16%
			e	ce								
Answered		263	175	68	18	2	1	132	68	20	7	13
Mean Score		.4	.4	.5	1.0	1.0	1.3	.2	.7	1.0	-.5	1.0
					ab		ab					
Standard error		.07	.14	.13	.11	.25	.26	.14	.12	.20	.41	.15
Standard deviation		1.27	1.31	1.23	.90	1.15	1.88	1.30	1.14	1.19	1.73	1.11

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		325	22	18	46	10	28	21	19	18	25
Effective base		113	9	9	22	5	12	13	9	7	13
Weighted Base		263	25	15	61	12	28	31	26	20	20
Very Dissatisfied	(-2)	35	12	1	6	-	2	1	2	6	3
		13%	49%	10%	10%	-%	7%	3%	9%	28%	13%
Fairly Dissatisfied	(-1)	21	4	1	2	*	-	6	4	1	3
		8%	14%	4%	3%	1%	-%	19%	14%	5%	13%
Neither Satisfied Nor Dissatisfied	(0)	51	*	2	15	3	1	5	14	3	4
		19%	1%	16%	25%	25%	5%	15%	52%	14%	22%
Fairly Satisfied	(1)	103	2	10	30	7	10	16	4	7	10
		39%	6%	66%	49%	61%	36%	52%	16%	33%	48%
Very Satisfied	(2)	52	7	1	8	2	15	3	2	4	1
		20%	29%	4%	13%	13%	53%	11%	9%	20%	6%
NET: Satisfied		156	9	11	38	9	25	20	7	11	11
		59%	35%	70%	62%	74%	89%	63%	25%	53%	53%
NET: Dissatisfied		57	16	2	8	*	2	7	6	7	5
		21%	63%	14%	13%	1%	7%	22%	23%	33%	25%
Answered		263	25	15	61	12	28	31	26	20	20
Mean Score		.4	-.5	.5	.5	.9	1.3	.5	*	.1	.2
Standard error		.07	.38	.24	.16	.21	.20	.22	.24	.36	.23
Standard deviation		1.27	1.79	1.03	1.09	.67	1.06	1.03	1.04	1.55	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		325	63	58	86	207	118	42	39	37
Effective base		113	28	25	44	96	33	14	12	8
Weighted Base		263	60	60	119	240	24	12	7	5
Very Dissatisfied	(-2)	35	4	19	9	33	2	*	2	-
		13%	7%	32%	8%	14%	10%	4%	27%	-%
				acdefh						
Fairly Dissatisfied	(-1)	21	3	5	12	19	2	1	1	*
		8%	4%	9%	10%	8%	7%	5%	15%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	9	6	34	48	3	1	*	1
		19%	14%	9%	28%	20%	11%	10%	5%	24%
Fairly Satisfied	(1)	103	27	18	51	96	7	3	2	3
		39%	45%	30%	42%	40%	31%	22%	32%	51%
Very Satisfied	(2)	52	17	12	14	43	10	7	1	1
		20%	29%	20%	12%	18%	40%	59%	21%	23%
							cd	bcdg		
NET: Satisfied		156	44	30	64	139	17	9	4	4
		59%	74%	50%	54%	58%	71%	81%	53%	74%
NET: Dissatisfied		57	7	24	21	52	4	1	3	*
		21%	12%	41%	18%	22%	17%	9%	42%	2%
				acefh					ah	
Answered		263	60	60	119	240	24	12	7	5
Mean Score		.4	.8	*	.4	.4	.8	1.3	*	1.0
			b				b	bcdg		
Standard error		.07	.14	.21	.12	.09	.12	.18	.27	.13
Standard deviation		1.27	1.12	1.58	1.07	1.26	1.33	1.14	1.67	.81

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		325	11	42	47	41	83	16	14	12	101
Effective base		113	4	13	16	17	34	4	3	4	35
Weighted Base		263	8	35	42	45	64	11	6	5	82
Very Dissatisfied	(-2)	35	1	9	10	4	10	*	-	-	10
		13%	15%	27%	24%	9%	16%	2%	-%	-%	12%
Fairly Dissatisfied	(-1)	21	-	1	4	5	8	*	*	-	4
		8%	-%	3%	9%	12%	13%	*%	5%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	51	*	8	11	5	9	4	*	-	21
		19%	3%	23%	27%	11%	14%	38%	1%	-%	26%
Fairly Satisfied	(1)	103	2	5	5	22	25	6	6	1	37
		39%	28%	15%	13%	49%	39%	51%	88%	11%	45%
						c					c
Very Satisfied	(2)	52	4	11	11	9	12	1	*	5	11
		20%	54%	32%	27%	20%	18%	9%	6%	89%	13%
NET: Satisfied		156	6	16	17	31	37	7	6	5	47
		59%	82%	47%	39%	69%	58%	60%	94%	100%	58%
NET: Dissatisfied		57	1	10	14	9	18	*	*	-	13
		21%	15%	30%	34%	21%	28%	2%	5%	-%	16%
Answered		263	8	35	42	45	64	11	6	5	82
Mean Score		.4	1.1	.2	.1	.6	.3	.6	.9	1.9	.4
Standard error		.07	.45	.25	.22	.19	.15	.19	.15	.10	.11
Standard deviation		1.27	1.49	1.60	1.52	1.20	1.34	.76	.58	.35	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		325	99	99	127	293	32	246	79	320	5
Effective base		113	36	36	41	97	17	90	24	109	4
Weighted Base		263	95	75	94	218	46	222	42	257	6
Very Dissatisfied	(-2)	35	15	10	10	32	4	33	2	35	-
		13%	16%	14%	10%	15%	8%	15%	5%	14%	-%
Fairly Dissatisfied	(-1)	21	9	8	4	15	6	19	2	21	-
		8%	10%	11%	4%	7%	13%	8%	6%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	51	16	13	21	42	9	42	9	49	2
		19%	17%	18%	23%	19%	21%	19%	22%	19%	38%
Fairly Satisfied	(1)	103	30	31	43	84	19	90	14	100	3
		39%	31%	41%	46%	39%	42%	40%	33%	39%	47%
Very Satisfied	(2)	52	24	13	16	45	7	38	14	52	1
		20%	26%	17%	17%	21%	16%	17%	35%	20%	15%
NET: Satisfied		156	54	43	59	129	27	128	28	152	4
		59%	57%	58%	63%	59%	58%	58%	67%	59%	62%
NET: Dissatisfied		57	24	18	14	47	10	52	5	57	-
		21%	26%	25%	15%	22%	21%	23%	11%	22%	-%
Answered		263	95	75	94	218	46	222	42	257	6
Mean Score		.4	.4	.4	.5	.4	.5	.4	.9	.4	.8
Standard error		.07	.14	.13	.10	.08	.20	.08	.13	.07	.34
Standard deviation		1.27	1.39	1.28	1.14	1.30	1.16	1.29	1.13	1.28	.76

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		325	105	132	86	176	71	27	51	247	78
Effective base		113	45	35	34	73	20	9	11	93	20
Weighted Base		263	118	67	78	179	42	18	24	221	42
Very Dissatisfied	(-2)	35	14	14	7	27	3	*	5	31	5
		13%	12%	21%	9%	15%	7%	2%	20%	14%	12%
Fairly Dissatisfied	(-1)	21	10	1	9	14	2	3	2	16	5
		8%	9%	2%	12%	8%	5%	18%	7%	7%	12%
Neither Satisfied Nor Dissatisfied	(0)	51	22	9	19	38	10	1	1	48	3
		19%	19%	14%	25%	21%	24%	7%	6%	22%	6%
Fairly Satisfied	(1)	103	51	27	25	72	16	6	10	88	15
		39%	43%	40%	33%	40%	38%	31%	41%	40%	36%
Very Satisfied	(2)	52	20	15	17	27	11	8	6	38	14
		20%	17%	23%	22%	15%	26%	42%	27%	17%	34%
NET: Satisfied		156	71	42	42	99	27	13	16	126	30
		59%	60%	63%	54%	56%	63%	73%	68%	57%	70%
NET: Dissatisfied		57	24	16	16	41	5	4	6	47	10
		21%	21%	23%	21%	23%	12%	20%	27%	21%	24%
Answered		263	118	67	78	179	42	18	24	221	42
Mean Score		.4	.4	.4	.5	.3	.7	.9	.5	.4	.7
Standard error		.07	.12	.12	.13	.10	.14	.23	.21	.08	.16
Standard deviation		1.27	1.23	1.43	1.21	1.27	1.14	1.20	1.48	1.25	1.37

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		325	45	131	149	301	296	313	313	255	242
Effective base		113	23	51	40	100	97	106	106	85	76
Weighted Base		263	65	113	85	237	230	252	246	209	180
Very Dissatisfied	(-2)	35	8	20	8	33	34	35	34	32	30
		13%	12%	17%	10%	14%	15%	14%	14%	15%	16%
Fairly Dissatisfied	(-1)	21	5	9	7	18	16	20	20	16	8
		8%	7%	8%	8%	8%	7%	8%	8%	8%	5%
Neither Satisfied Nor Dissatisfied	(0)	51	16	22	13	46	38	46	44	32	28
		19%	24%	20%	15%	19%	17%	18%	18%	15%	15%
Fairly Satisfied	(1)	103	31	41	31	88	95	99	95	82	70
		39%	47%	36%	37%	37%	41%	39%	39%	39%	39%
Very Satisfied	(2)	52	6	21	25	52	47	52	52	47	44
		20%	10%	18%	30%	22%	20%	20%	21%	23%	25%
NET: Satisfied		156	37	62	56	139	142	150	147	129	114
		59%	57%	55%	67%	59%	62%	60%	60%	62%	63%
NET: Dissatisfied		57	12	29	15	52	50	55	55	48	38
		21%	19%	26%	18%	22%	22%	22%	22%	23%	21%
Answered		263	65	113	85	237	230	252	246	209	180
Mean Score		.4	.4	.3	.7	.4	.5	.4	.4	.5	.5
Standard error		.07	.17	.12	.10	.07	.08	.07	.07	.08	.09
Standard deviation		1.27	1.14	1.34	1.25	1.30	1.30	1.29	1.29	1.33	1.35

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	c	d	*e	*f	*g	h
Unweighted Base	325	18	139	35	40	28	26	27	81
Effective base	113	10	57	15	12	8	6	7	19
Weighted Base	263	24	145	27	11	16	8	21	45
Very Dissatisfied (-2)	35	3	20	*	*	2	2	7	12
	13%	13%	14%	1%	4%	13%	28%	35%	26%
Fairly Dissatisfied (-1)	21	4	10	1	1	4	1	*	5
	8%	18%	7%	2%	6%	22%	14%	2%	11%
Neither Satisfied Nor Dissatisfied (0)	51	6	29	9	1	1	*	1	2
	19%	24%	20%	33%	6%	3%	4%	5%	4%
				h					
Fairly Satisfied (1)	103	6	54	15	6	9	2	6	18
	39%	27%	37%	54%	59%	57%	27%	30%	39%
Very Satisfied (2)	52	4	33	3	3	1	2	6	9
	20%	17%	23%	9%	26%	5%	27%	28%	20%
NET: Satisfied	156	11	87	17	9	10	4	12	27
	59%	45%	60%	63%	84%	62%	54%	58%	59%
NET: Dissatisfied	57	7	29	1	1	6	3	8	17
	21%	31%	20%	3%	10%	35%	42%	37%	37%
									c
Answered	263	24	145	27	11	16	8	21	45
Mean Score	.4	.2	.5	.7	1.0	.2	.1	.1	.2
Standard error	.07	.31	.11	.12	.16	.24	.34	.33	.17
Standard deviation	1.27	1.31	1.29	.72	1.00	1.25	1.72	1.72	1.53

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		325	159	47	30	21	17	14	13	121	69	38	19	20	13	16
Effective base		113	65	17	8	4	7	5	2	48	24	10	6	7	5	5
Weighted Base		263	167	35	10	10	4	7	5	123	50	18	4	16	3	16
Very Dissatisfied	(-2)	35	28	3	-	-	-	2	-	13	9	*	*	4	-	7
		13%	17%	9%	-%	-%	-%	29%	-%	10%	17%	1%	10%	26%	-%	48%
Fairly Dissatisfied	(-1)	21	13	3	1	*	1	*	-	7	4	1	1	3	1	*
		8%	8%	9%	7%	2%	39%	3%	-%	6%	8%	4%	15%	20%	18%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	29	14	1	*	-	1	*	28	7	1	*	1	1	*
		19%	18%	41%	14%	1%	-%	14%	5%	22%	15%	6%	7%	4%	33%	2%
				a												
Fairly Satisfied	(1)	103	59	9	7	9	1	1	1	56	15	7	2	7	1	6
		39%	35%	26%	68%	87%	42%	19%	23%	45%	31%	40%	55%	46%	17%	40%
Very Satisfied	(2)	52	37	5	1	1	1	3	4	20	15	9	1	1	1	1
		20%	22%	15%	12%	11%	19%	35%	72%	16%	30%	48%	13%	3%	32%	9%
												a				
NET: Satisfied		156	96	14	8	10	2	4	5	76	30	16	3	8	2	8
		59%	58%	41%	80%	97%	61%	54%	95%	61%	60%	88%	68%	49%	49%	49%
NET: Dissatisfied		57	41	6	1	*	1	2	-	20	13	1	1	7	1	8
		21%	25%	18%	7%	2%	39%	32%	-%	16%	25%	5%	25%	47%	18%	50%
Answered		263	167	35	10	10	4	7	5	123	50	18	4	16	3	16
Mean Score		.4	.4	.3	.9	1.1	.4	.3	1.7	.5	.5	1.3	.5	-.2	.6	-.4
												a				
Standard error		.07	.11	.16	.14	.10	.34	.47	.17	.10	.17	.14	.31	.31	.38	.41
Standard deviation		1.27	1.37	1.12	.75	.46	1.40	1.76	.63	1.15	1.44	.88	1.35	1.39	1.35	1.65

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		325	114	52	45	36	14	29	23	66	66	72	89	48	38
Effective base		113	46	17	16	12	5	5	7	17	26	26	33	16	11
Weighted Base		263	113	33	35	24	15	14	12	41	70	75	58	21	28
Very Dissatisfied	(-2)	35	18	3	6	2	*	2	3	5	5	13	10	2	5
		13%	16%	10%	16%	9%	2%	15%	25%	13%	7%	18%	17%	10%	18%
Fairly Dissatisfied	(-1)	21	5	9	3	2	-	*	2	2	4	5	6	5	1
		8%	4%	26% a	8%	8%	-%	*%	17%	5%	5%	7%	10%	22%	4%
Neither Satisfied Nor Dissatisfied	(0)	51	29	5	2	*	3	6	*	8	19	12	8	2	5
		19%	26%	15%	5%	1%	18%	40%	1%	20%	28%	16%	14%	11%	17%
Fairly Satisfied	(1)	103	45	12	13	17	1	2	5	8	30	32	20	8	9
		39%	40%	37%	37%	70% h	9%	13%	40%	20%	43%	42%	35%	39%	31%
Very Satisfied	(2)	52	16	4	12	3	11	4	2	17	12	13	14	4	8
		20%	14%	12%	34%	11%	71%	32%	18%	42% a	18%	17%	24%	18%	30%
NET: Satisfied		156	61	16	25	19	12	6	7	25	42	44	34	12	17
		59%	54%	49%	71%	82%	80%	45%	58%	61%	60%	60%	59%	57%	61%
NET: Dissatisfied		57	23	12	8	4	*	2	5	7	8	18	16	7	6
		21%	20%	37%	24%	17%	2%	16%	41%	18%	12%	25%	27%	32%	22%
Answered		263	113	33	35	24	15	14	12	41	70	75	58	21	28
Mean Score		.4	.3	.1	.7	.7	1.5	.5	.1	.7	.6	.3	.4	.3	.5
Standard error		.07	.12	.17	.22	.18	.25	.26	.33	.17	.13	.16	.15	.19	.23
Standard deviation		1.27	1.24	1.24	1.44	1.09	.94	1.40	1.57	1.41	1.06	1.34	1.41	1.29	1.44

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	a	b	c	d	*e
Unweighted Base		325	109	56	81	29	26	73	77	73	44	25
Effective base		113	38	21	29	11	6	31	23	25	12	8
Weighted Base		263	103	55	50	15	14	84	59	46	21	19
Very Dissatisfied	(-2)	35	10	10	12	2	-	7	12	7	2	5
		13%	9%	17%	25%	12%	-%	8%	20%	16%	10%	26%
Fairly Dissatisfied	(-1)	21	3	9	2	3	1	4	2	5	5	1
		8%	3%	17% a	4%	19%	7%	4%	4%	11%	22%	3%
Neither Satisfied Nor Dissatisfied	(0)	51	25	10	8	1	2	19	6	6	3	4
		19%	24%	19%	16%	8%	11%	22%	10%	14%	13%	22%
Fairly Satisfied	(1)	103	46	17	15	6	4	37	25	18	6	9
		39%	44%	31%	31%	41%	25%	44%	43%	39%	30%	44%
Very Satisfied	(2)	52	20	8	12	3	8	18	14	9	5	1
		20%	19%	15%	25%	20%	56%	21%	23%	20%	26%	4%
NET: Satisfied		156	65	25	28	9	11	55	39	27	12	9
		59%	63%	46%	55%	61%	82%	65%	66%	59%	55%	48%
NET: Dissatisfied		57	13	19	14	5	1	11	14	13	7	6
		21%	12%	35% a	28%	31%	7%	13%	24%	28%	32%	30%
Answered		263	103	55	50	15	14	84	59	46	21	19
Mean Score		.4	.6	.1	.3	.4	1.3	.6	.5	.3	.4	*
Standard error		.07	.11	.18	.17	.25	.19	.13	.16	.16	.21	.27
Standard deviation		1.27	1.12	1.35	1.51	1.36	.97	1.12	1.42	1.37	1.37	1.34

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		325	64	60	103	43	40	221	56	35	168	157	202	99
Effective base		113	24	18	37	16	11	77	15	15	61	52	69	31
Weighted Base		263	58	47	84	29	27	168	35	43	148	115	165	73
Very Dissatisfied	(-2)	35	5	4	20	2	3	33	-	1	28	7	30	4
		13%	8%	8%	24%	7%	13%	20%	-%	3%	19%	7%	18%	5%
Fairly Dissatisfied	(-1)	21	5	5	6	3	1	12	3	4	11	11	15	4
		8%	9%	10%	7%	11%	4%	7%	9%	10%	7%	9%	9%	5%
Neither Satisfied Nor Dissatisfied	(0)	51	18	7	7	4	9	28	6	10	33	18	39	8
		19%	30%	15%	8%	13%	34%	17%	18%	23%	22%	16%	23%	11%
			c				c							
Fairly Satisfied	(1)	103	25	17	37	10	5	56	15	24	56	47	58	30
		39%	44%	35%	44%	35%	20%	33%	43%	57%	38%	41%	35%	41%
Very Satisfied	(2)	52	5	15	14	9	8	38	10	3	20	32	24	28
		20%	9%	31%	17%	33%	29%	23%	30%	7%	14%	28%	14%	38%
														a
NET: Satisfied		156	31	31	52	19	13	94	26	27	77	79	82	58
		59%	52%	67%	61%	68%	49%	56%	73%	64%	52%	69%	50%	79%
														a
NET: Dissatisfied		57	10	9	26	5	5	46	3	6	39	18	44	7
		21%	17%	18%	31%	19%	17%	27%	9%	13%	26%	16%	27%	10%
Answered		263	58	47	84	29	27	168	35	43	148	115	165	73
Mean Score		.4	.4	.7	.2	.8	.5	.3	.9	.6	.2	.7	.2	1.0
												a		a
Standard error		.07	.13	.16	.14	.19	.21	.10	.12	.15	.10	.09	.09	.11
Standard deviation		1.27	1.05	1.23	1.46	1.26	1.32	1.42	.93	.88	1.31	1.15	1.31	1.08

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		325	150	146	66	247	207	94	149	147	72	241
Effective base		113	54	43	23	84	71	29	53	44	24	82
Weighted Base		263	129	102	44	202	170	67	128	103	52	194
Very Dissatisfied	(-2)	35	27	7	7	27	30	3	29	5	16	19
		13%	21%	7%	16%	14%	18%	5%	22%	5%	30%	10%
									b		b	
Fairly Dissatisfied	(-1)	21	11	5	4	17	15	4	11	5	4	17
		8%	9%	5%	8%	8%	9%	6%	9%	5%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	51	25	14	15	29	38	8	24	15	15	29
		19%	19%	14%	34%	14%	23%	12%	19%	14%	29%	15%
					b							
Fairly Satisfied	(1)	103	49	46	15	80	58	30	48	47	15	80
		39%	38%	45%	34%	40%	34%	45%	37%	46%	29%	42%
Very Satisfied	(2)	52	18	29	3	48	29	22	16	31	3	49
		20%	14%	29%	7%	24%	17%	33%	13%	30%	5%	25%
										a		a
NET: Satisfied		156	66	76	18	129	87	52	64	78	18	129
		59%	52%	74%	42%	64%	51%	78%	50%	76%	34%	67%
				a				a		a		a
NET: Dissatisfied		57	38	12	11	44	45	7	40	10	19	35
		21%	29%	12%	24%	22%	26%	10%	31%	10%	37%	18%
			b						b			
Answered		263	129	102	44	202	170	67	128	103	52	194
Mean Score		.4	.2	.8	.1	.5	.2	1.0	.1	.9	-.3	.6
				a				a		a		a
Standard error		.07	.11	.09	.14	.08	.09	.11	.11	.09	.15	.08
Standard deviation		1.27	1.35	1.11	1.17	1.31	1.33	1.06	1.37	1.04	1.31	1.22

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		325	236	177	75	-	241	167	63	-	272	150	84	-
Effective base		113	72	66	23	-	76	59	19	-	88	49	31	-
Weighted Base		263	180	162	59	-	189	146	53	-	209	116	75	-
Very Dissatisfied	(-2)	35	24	21	11	-	27	25	12	-	26	20	18	-
		13%	13%	13%	18%	-%	14%	17%	22%	-%	12%	17%	24%	-%
Fairly Dissatisfied	(-1)	21	13	17	6	-	12	12	8	-	16	10	7	-
		8%	7%	11%	10%	-%	6%	9%	15%	-%	8%	9%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	51	30	37	15	-	31	22	15	-	37	21	20	-
		19%	17%	23%	26%	-%	16%	15%	28%	-%	17%	18%	27%	-%
Fairly Satisfied	(1)	103	64	58	10	-	77	62	6	-	85	44	19	-
		39%	36%	36%	16%	-%	41%	42%	11%	-%	41%	38%	25%	-%
							c	c						
Very Satisfied	(2)	52	49	28	17	-	42	25	13	-	46	21	11	-
		20%	27%	18%	29%	-%	22%	17%	24%	-%	22%	18%	15%	-%
NET: Satisfied		156	113	86	27	-	119	86	19	-	131	65	30	-
		59%	63%	53%	46%	-%	63%	59%	35%	-%	62%	56%	40%	-%
							c				c			
NET: Dissatisfied		57	37	38	17	-	39	37	20	-	42	30	25	-
		21%	21%	24%	28%	-%	21%	26%	37%	-%	20%	26%	33%	-%
Answered		263	180	162	59	-	189	146	53	-	209	116	75	-
Mean Score		.4	.6	.3	.3	-	.5	.3	*	-	.5	.3	*	-
											c			
Standard error		.07	.09	.09	.17	-	.08	.10	.18	-	.08	.11	.15	-
Standard deviation		1.27	1.32	1.26	1.46	-	1.30	1.33	1.46	-	1.26	1.34	1.38	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		325	196	179	128	181	140	20	68	85	100	28	16
Effective base		113	67	62	43	60	51	5	24	28	33	11	5
Weighted Base		263	163	155	100	151	122	15	55	71	80	31	15
Very Dissatisfied	(-2)	35	29	26	19	18	31	3	12	13	16	12	4
		13%	18%	17%	19%	12%	26%	20%	21%	19%	20%	38%	30%
Fairly Dissatisfied	(-1)	21	15	11	14	12	9	1	7	10	13	2	5
		8%	9%	7%	14%	8%	7%	9%	12%	14%	16%	8%	32%
Neither Satisfied Nor Dissatisfied	(0)	51	37	27	17	30	31	1	10	14	14	9	3
		19%	23%	18%	17%	20%	26%	4%	18%	20%	18%	28%	22%
Fairly Satisfied	(1)	103	54	60	30	62	28	1	15	21	20	3	1
		39%	33%	39%	30%	41%	23%	7%	28%	30%	25%	8%	8%
						b							
Very Satisfied	(2)	52	29	30	20	29	22	9	12	12	17	6	1
		20%	18%	20%	20%	19%	18%	61%	21%	17%	21%	19%	8%
NET: Satisfied		156	83	90	49	91	51	10	27	33	37	8	2
		59%	51%	58%	50%	60%	42%	68%	49%	47%	46%	27%	16%
						b							
NET: Dissatisfied		57	43	37	33	30	40	4	18	23	29	14	9
		21%	26%	24%	33%	20%	33%	28%	33%	33%	36%	46%	62%
Answered		263	163	155	100	151	122	15	55	71	80	31	15
Mean Score		.4	.2	.4	.2	.5	*	.8	.2	.1	.1	-.4	-.7
Standard error		.07	.10	.10	.12	.09	.12	.38	.18	.15	.14	.29	.31
Standard deviation		1.27	1.33	1.34	1.41	1.24	1.44	1.71	1.45	1.37	1.44	1.53	1.26

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		325	49	39	34	20	240	197	283	218	201	249	211	73	-	202	17
Effective base		113	19	11	14	6	84	68	97	74	69	80	75	30	-	70	9
Weighted Base		263	40	31	34	15	192	160	229	174	166	196	175	69	-	153	28
Very Dissatisfied	(-2)	35	11	1	10	2	27	29	34	30	23	24	31	21	-	23	8
		13%	27%	2%	28%	11%	14%	18%	15%	17%	14%	12%	18%	30% a	-%	15%	29%
Fairly Dissatisfied	(-1)	21	4	-	*	5	13	15	18	18	14	15	14	5	-	15	*
		8%	9%	-%	1%	31%	7%	9%	8%	10%	9%	8%	8%	7%	-%	10%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	8	3	7	6	46	30	48	33	27	32	37	13	-	32	6
		19%	20%	10%	21%	39%	24%	19%	21%	19%	16%	16%	21%	20%	-%	21%	21%
Fairly Satisfied	(1)	103	15	19	8	3	74	49	82	70	67	81	59	18	-	50	14
		39%	37%	61%	25%	18%	39%	31%	36%	40%	40%	41%	34%	26%	-%	33%	49%
Very Satisfied	(2)	52	3	8	9	*	32	36	48	24	35	44	34	12	-	32	-
		20%	7%	27%	25%	1%	17%	23%	21%	14%	21%	22%	20%	17%	-%	21%	-%
NET: Satisfied		156	18	27	17	3	106	85	130	95	102	124	93	30	-	82	14
		59%	45%	88% ac	49%	19%	55%	53%	57%	54%	61%	63%	53%	43%	-%	54%	49%
NET: Dissatisfied		57	14	1	10	6	40	44	52	47	38	40	44	26	-	38	8
		21%	35% b	2%	29%	42%	21%	28%	22%	27%	23%	20%	25%	37%	-%	25%	29%
Answered		263	40	31	34	15	192	160	229	174	166	196	175	69	-	153	28
Mean Score		.4	-.1	1.1 a	.2	-.3	.4	.3	.4	.2	.5	.5 c	.3	-.1	-	.4	-.1
Standard error		.07	.19	.12	.27	.21	.08	.10	.08	.09	.09	.08	.09	.18	-	.09	.32
Standard deviation		1.27	1.36	.75	1.56	.96	1.25	1.40	1.31	1.30	1.30	1.27	1.35	1.50	-	1.33	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	*b	a	b	c	a	b	c
Unweighted Base		325	178	64	245	33	325	-	111	164	48	119	107	94
Effective base		113	63	22	76	17	113	-	37	56	19	43	33	35
Weighted Base		263	151	50	170	47	263	-	85	136	36	103	76	77
Very Dissatisfied	(-2)	35	27	5	13	16	35	-	6	24	5	14	8	14
		13%	18%	10%	8%	34% a	13%	-%	8%	17%	15%	13%	10%	18%
Fairly Dissatisfied	(-1)	21	14	2	5	7	21	-	4	13	4	11	8	1
		8%	9%	3%	3%	15% a	8%	-%	4%	10%	11%	11%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	32	11	30	6	51	-	19	23	8	23	9	18
		19%	21%	23%	18%	14%	19%	-%	22%	17%	22%	22%	12%	23%
Fairly Satisfied	(1)	103	53	21	80	15	103	-	37	52	14	38	32	34
		39%	35%	42%	47%	32%	39%	-%	43%	39%	39%	37%	42%	44%
Very Satisfied	(2)	52	25	11	41	3	52	-	20	24	5	18	19	11
		20%	17%	22%	24%	5%	20%	-%	23%	18%	13%	17%	25%	14%
NET: Satisfied		156	78	32	121	17	156	-	57	76	19	55	51	44
		59%	52%	64%	72% b	37%	59%	-%	66%	56%	52%	54%	67%	57%
NET: Dissatisfied		57	41	6	18	23	57	-	10	37	10	25	16	15
		21%	27%	13%	11%	49% a	21%	-%	12%	27%	26%	24%	21%	20%
Answered		263	151	50	170	47	263	-	85	136	36	103	76	77
Mean Score		.4	.2	.6	.8 b	-.4	.4	-	.7	.3	.2	.3	.6	.3
Standard error		.07	.10	.15	.07	.24	.07	-	.11	.11	.18	.12	.12	.13
Standard deviation		1.27	1.34	1.16	1.09	1.39	1.27	-	1.11	1.34	1.27	1.27	1.26	1.28

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		325	198	127
Effective base		113	66	48
Weighted Base		263	163	100
Very Dissatisfied	(-2)	35	21	14
		13%	13%	14%
Fairly Dissatisfied	(-1)	21	12	9
		8%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	51	29	22
		19%	18%	22%
Fairly Satisfied	(1)	103	63	40
		39%	39%	40%
Very Satisfied	(2)	52	38	15
		20%	23%	15%
NET: Satisfied		156	101	55
		59%	62%	55%
NET: Dissatisfied		57	33	23
		21%	20%	23%
Answered		263	163	100
Mean Score		.4	.5	.3
Standard error		.07	.09	.11
Standard deviation		1.27	1.29	1.25

Columns Tested:: a,b

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		325	18	23	23	24	17	69	5	31	25	27	22	41
Effective base		113	5	9	9	12	9	25	2	14	15	7	13	19
Weighted Base		263	5	34	21	2	25	65	1	26	31	7	17	29
Very Dissatisfied	(-2)	35	*	7	2	*	6	3	-	6	8	-	2	1
		13%	*%	20%	9%	10%	24%	5%	-%	23%	27%	-%	11%	3%
Fairly Dissatisfied	(-1)	21	*	*	2	*	2	8	*	2	-	*	3	3
		8%	9%	*%	9%	15%	9%	12%	5%	6%	-%	4%	19%	11%
Neither Satisfied Nor Dissatisfied	(0)	51	3	5	5	*	4	10	-	7	7	2	4	4
		19%	57%	13%	25%	23%	17%	16%	-%	26%	22%	29%	22%	13%
Fairly Satisfied	(1)	103	1	18	11	*	7	20	1	9	15	2	8	11
		39%	29%	53%	52%	9%	28%	30%	79%	33%	50%	32%	47%	37%
Very Satisfied	(2)	52	*	4	1	1	5	24	*	3	*	2	*	11
		20%	5%	13%	5%	43%	22%	37%	16%	11%	1%	35%	1%	36%
NET: Satisfied		156	2	23	12	1	12	44	1	12	16	5	8	21
		59%	34%	66%	57%	52%	49%	67%	95%	45%	51%	67%	48%	73%
NET: Dissatisfied		57	*	7	4	1	8	11	*	8	8	*	5	4
		21%	9%	20%	18%	25%	33%	17%	5%	29%	27%	4%	31%	15%
Answered		263	5	34	21	2	25	65	1	26	31	7	17	29
Mean Score		.4	.3	.4	.4	.6	.1	.8	1.1	*	*	1.0	.1	.9
														h
Standard error		.07	.18	.28	.22	.40	.37	.14	-	.24	.26	.19	.23	.18
Standard deviation		1.27	.78	1.33	1.04	1.95	1.51	1.20	-	1.35	1.29	.98	1.10	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_4RESPX (continuation)

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate ANY PROVIDER (other than Royal Mail) COMBINED on the following aspects...: The outcome of any complaint

Base: All responses for any who have had a problem with another provider in the last 6 months excluding Don't know/ Have not Contacted / Not Applicable

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		325	64	110	61	90	174	151
Effective base		113	19	35	30	38	54	66
Weighted Base		263	61	92	58	53	153	111
Very Dissatisfied	(-2)	35	9	9	14	3	18	17
		13%	15%	10%	25%	5%	12%	16%
					d			
Fairly Dissatisfied	(-1)	21	2	10	2	7	13	8
		8%	4%	11%	3%	13%	8%	8%
Neither Satisfied Nor Dissatisfied	(0)	51	13	15	14	9	28	23
		19%	21%	17%	24%	18%	18%	21%
Fairly Satisfied	(1)	103	31	27	25	21	58	46
		39%	51%	29%	43%	39%	38%	41%
Very Satisfied	(2)	52	6	30	3	13	36	16
		20%	10%	33%	6%	25%	24%	15%
				c		c		
NET: Satisfied		156	37	57	28	34	94	62
		59%	60%	62%	49%	64%	61%	56%
NET: Dissatisfied		57	11	20	16	10	31	26
		21%	18%	21%	28%	18%	20%	23%
Answered		263	61	92	58	53	153	111
Mean Score		.4	.4	.6	*	.7	.5	.3
						c		
Standard error		.07	.15	.13	.17	.12	.10	.10
Standard deviation		1.27	1.18	1.32	1.31	1.15	1.27	1.27

Columns Tested:: a,b,c,d - a,b

Table 416

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		288	22	266	150	59	27	52	138
Effective base		93	6	92	80	23	16	23	36
Weighted Base		195	2	193	179	12	2	1	16
Very low	(-2)	1	-	1	1	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
Quite low	(-1)	10	-	10	10	*	*	*	*
		5%	-%	5%	5%	2%	2%	*%	1%
Neither low nor high	(0)	44	*	44	41	2	*	*	3
		23%	*%	23%	23%	19%	15%	3%	17%
					d				
Quite high	(1)	75	2	74	66	8	1	*	9
		39%	76%	38%	37%	61%	45%	41%	57%
						a			a
Very high	(2)	63	*	62	59	2	1	1	4
		32%	24%	32%	33%	19%	38%	49%	24%
								be	
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	2	2	-	-	*	*
		1%	1%	1%	1%	-%	-%	7%	*%
NET: High		138	2	136	125	10	2	1	13
		71%	99%	70%	70%	80%	83%	90%	81%
								a	
NET: Low		11	-	11	11	*	*	*	*
		6%	-%	6%	6%	2%	2%	*%	1%
Answered		193	2	190	177	12	2	1	16
Mean Score		1.0	1.2	1.0	1.0	1.0	1.2	1.5	1.0
Standard error		.05	.13	.06	.08	.09	.19	.30	.06
Standard deviation		.90	.59	.90	.91	.69	.96	2.08	.71

Columns Tested:: a,b - a,b,c,d,e

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		288	36	77	37	44	42	52	150	59	79
Effective base		93	19	45	19	19	26	23	80	23	30
Weighted Base		195	52	99	28	11	4	1	179	12	4
Very low	(-2)	1	-	1	-	-	-	-	1	-	-
		*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Quite low	(-1)	10	-	8	1	-	*	*	10	*	*
		5%	-%	8%	5%	-%	6%	*%	5%	2%	1%
Neither low nor high	(0)	44	7	23	11	2	*	*	41	2	*
		23%	13%	23%	41%	21%	10%	3%	23%	19%	11%
				f	efi				f		
Quite high	(1)	75	22	34	10	7	1	*	66	8	2
		39%	42%	34%	37%	66%	37%	41%	37%	61%	44%
						bg				bg	
Very high	(2)	63	22	33	3	1	2	1	59	2	2
		32%	43%	34%	12%	13%	47%	49%	33%	19%	42%
			cd				cdh	cdh			cd
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	-	-	*	2	-	*
		1%	2%	*%	5%	-%	-%	7%	1%	-%	2%
NET: High		138	44	67	14	9	3	1	125	10	3
		71%	85%	67%	49%	79%	84%	90%	70%	80%	86%
			c				c	bcg		c	c
NET: Low		11	-	9	1	-	*	*	11	*	*
		6%	-%	9%	5%	-%	6%	*%	6%	2%	1%
Answered		193	51	99	26	11	4	1	177	12	4
Mean Score		1.0	1.3	.9	.6	.9	1.2	1.5	1.0	1.0	1.3
			c				c				c
Standard error		.05	.12	.11	.13	.09	.16	.30	.08	.09	.10
Standard deviation		.90	.70	.99	.79	.60	1.01	2.08	.91	.69	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base		288	79	71	59	27	52	80	67	21	17	61
Effective base		93	50	40	23	16	23	39	28	6	4	16
Weighted Base		195	131	48	12	2	1	95	52	12	9	10
Very low	(-2)	1	1	-	-	-	-	1	-	-	-	-
		*%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Quite low	(-1)	10	7	2	*	*	*	3	4	-	3	*
		5%	6%	5%	2%	2%	*%	3%	8%	-%	35%	*%
Neither low nor high	(0)	44	28	13	2	*	*	22	15	1	*	1
		23%	22%	27%	19%	15%	3%	23%	28%	4%	4%	8%
			e	e								
Quite high	(1)	75	47	19	8	1	*	39	17	3	1	6
		39%	36%	40%	61%	45%	41%	41%	32%	25%	14%	58%
					a							
Very high	(2)	63	47	12	2	1	1	30	17	7	4	3
		32%	36%	25%	19%	38%	49%	31%	32%	60%	46%	33%
							c					
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1	-	-	*	1	*	1	-	*
		1%	1%	3%	-%	-%	7%	1%	*%	11%	-%	*%
NET: High		138	93	31	10	2	1	68	33	11	5	9
		71%	71%	65%	80%	83%	90%	72%	64%	85%	60%	92%
							b					b
NET: Low		11	8	2	*	*	*	4	4	-	3	*
		6%	6%	5%	2%	2%	*%	4%	8%	-%	35%	*%
Answered		193	130	47	12	2	1	94	52	11	9	10
Mean Score		1.0	1.0	.9	1.0	1.2	1.5	1.0	.9	1.6	.7	1.3
Standard error		.05	.11	.11	.09	.19	.30	.10	.12	.14	.35	.08
Standard deviation		.90	.93	.86	.69	.96	2.08	.87	.96	.60	1.44	.63

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		288	20	21	45	6	14	21	13	15	13
Effective base		93	8	10	22	3	5	14	6	8	7
Weighted Base		195	19	21	39	7	15	29	18	19	11
Very low	(-2)	1	-	-	-	-	-	-	-	-	1
		*%	-%	-%	-%	-%	-%	-%	-%	-%	8%
Quite low	(-1)	10	3	2	-	-	-	3	1	-	-
		5%	16%	10%	-%	-%	-%	12%	8%	-%	-%
Neither low nor high	(0)	44	*	3	16	-	-	15	1	4	1
		23%	2%	15%	41%	-%	-%	50%	5%	24%	13%
Quite high	(1)	75	6	12	13	3	9	10	3	8	3
		39%	33%	60%	32%	37%	57%	34%	19%	45%	29%
Very high	(2)	63	8	3	10	4	6	1	12	6	5
		32%	44%	15%	25%	63%	43%	4%	67%	31%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	-	-	-	-	-	1
		1%	5%	*%	2%	-%	-%	-%	-%	-%	6%
NET: High		138	15	16	22	7	15	11	15	14	8
		71%	77%	75%	57%	100%	100%	38%	87%	76%	73%
NET: Low		11	3	2	-	-	-	3	1	-	1
		6%	16%	10%	-%	-%	-%	12%	8%	-%	8%
Answered		193	18	21	38	7	15	29	18	19	10
Mean Score		1.0	1.1	.8	.8	1.6	1.4	.3	1.5	1.1	1.1
Standard error		.05	.25	.19	.12	.21	.14	.16	.26	.20	.35
Standard deviation		.90	1.10	.83	.82	.52	.51	.74	.95	.76	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		288	33	56	79	168	120	45	33	42
Effective base		93	14	26	40	80	27	13	8	7
Weighted Base		195	33	58	86	177	18	10	4	3
Very low	(-2)	1	1	-	-	1	-	-	-	-
		*%	3%	-%	-%	*%	-%	-%	-%	-%
Quite low	(-1)	10	-	5	5	10	*	-	*	*
		5%	-%	9%	6%	6%	*%	-%	*%	1%
Neither low nor high	(0)	44	1	8	31	41	3	*	1	1
		23%	4%	14%	37%	23%	16%	3%	36%	36%
					abf					
Quite high	(1)	75	14	27	26	67	8	5	2	1
		39%	43%	46%	30%	38%	45%	44%	49%	45%
Very high	(2)	63	16	17	23	56	7	6	1	1
		32%	47%	30%	27%	32%	38%	53%	15%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1	1	2	*	*	-	*
		1%	2%	2%	1%	1%	*%	*%	-%	1%
NET: High		138	30	44	49	123	15	10	3	2
		71%	91%	76%	57%	69%	83%	97%	64%	63%
			c				c	cd		
NET: Low		11	1	5	5	11	*	-	*	*
		6%	3%	9%	6%	6%	*%	-%	*%	1%
Answered		193	32	57	85	175	18	10	4	3
Mean Score		1.0	1.4	1.0	.8	1.0	1.2	1.5	.8	.8
			c				c	cdgh		
Standard error		.05	.14	.12	.10	.07	.07	.09	.14	.14
Standard deviation		.90	.82	.90	.91	.91	.73	.58	.80	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		288	10	40	42	34	69	17	8	13	95
Effective base		93	5	10	11	12	30	4	3	4	29
Weighted Base		195	5	27	31	22	53	11	7	5	61
Very low	(-2)	1	-	-	-	-	1	-	-	-	-
		*%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	10	-	3	3	-	3	*	*	-	4
		5%	-%	11%	10%	-%	6%	*%	*%	-%	6%
Neither low nor high	(0)	44	*	3	6	5	8	4	4	1	15
		23%	3%	11%	21%	24%	16%	38%	65%	10%	24%
Quite high	(1)	75	3	8	8	8	29	2	*	1	25
		39%	73%	28%	25%	34%	55%	19%	1%	11%	40%
Very high	(2)	63	1	14	14	9	11	5	2	4	17
		32%	23%	50%	45%	42%	20%	43%	34%	79%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	*	*	-	1	-	-	-	2
		1%	-%	*%	*%	-%	1%	-%	-%	-%	3%
NET: High		138	5	21	21	17	40	7	2	5	42
		71%	97%	78%	69%	76%	75%	62%	35%	90%	68%
NET: Low		11	-	3	3	-	4	*	*	-	4
		6%	-%	11%	10%	-%	8%	*%	*%	-%	6%
Answered		193	5	27	31	22	52	11	7	5	60
Mean Score		1.0	1.2	1.2	1.0	1.2	.9	1.1	.7	1.7	.9
Standard error		.05	.17	.17	.16	.14	.11	.23	.36	.20	.09
Standard deviation		.90	.53	1.03	1.04	.81	.88	.94	1.03	.72	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		288	86	86	116	265	23	216	72	285	3
Effective base		93	26	33	35	85	9	76	20	92	1
Weighted Base		195	58	64	73	173	22	166	29	194	1
Very low	(-2)	1	-	1	-	1	-	1	-	1	-
		*%	-%	1%	-%	1%	-%	1%	-%	*%	-%
Quite low	(-1)	10	3	3	4	6	4	8	2	10	-
		5%	5%	5%	5%	3%	18%	5%	6%	5%	-%
Neither low nor high	(0)	44	12	13	19	35	9	34	9	43	1
		23%	21%	20%	26%	20%	40%	21%	33%	22%	81%
Quite high	(1)	75	19	31	25	69	7	62	13	75	-
		39%	32%	48%	35%	40%	30%	37%	46%	39%	-%
Very high	(2)	63	24	15	23	60	2	59	4	62	*
		32%	42%	24%	31%	35%	11%	35%	14%	32%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	1	2	2	-	2	*	2	-
		1%	*%	1%	2%	1%	-%	1%	*%	1%	-%
NET: High		138	43	47	48	129	9	120	17	138	*
		71%	74%	72%	66%	74%	41%	72%	60%	71%	19%
NET: Low		11	3	4	4	7	4	9	2	11	-
		6%	5%	7%	5%	4%	18%	5%	6%	6%	-%
Answered		193	58	63	71	171	22	164	29	191	1
Mean Score		1.0	1.1	.9	.9	1.1	.3	1.0	.7	1.0	.4
Standard error		.05	.10	.10	.08	.05	.19	.06	.10	.05	.88
Standard deviation		.90	.91	.88	.90	.86	.92	.90	.81	.90	1.53

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		288	125	90	72	164	63	29	32	227	61
Effective base		93	46	28	22	63	18	10	5	79	15
Weighted Base		195	101	42	51	138	23	21	14	161	34
Very low	(-2)	1	1	-	-	-	-	-	1	-	1
		*%	1%	-%	-%	-%	-%	-%	6%	-%	3%
Quite low	(-1)	10	3	5	1	5	*	1	3	5	4
		5%	3%	12%	3%	4%	*%	7%	22%	3%	13%
Neither low nor high	(0)	44	26	6	11	31	8	4	*	39	5
		23%	26%	15%	22%	22%	37%	20%	3%	24%	14%
Quite high	(1)	75	41	18	15	61	9	5	1	70	5
		39%	41%	44%	30%	44%	38%	22%	6%	43%	16%
						f				f	
Very high	(2)	63	29	12	22	40	5	10	8	45	18
		32%	28%	29%	43%	29%	21%	47%	61%	28%	52%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	1	1	1	*	2	1
		1%	1%	*%	3%	1%	3%	3%	*%	1%	2%
NET: High		138	70	31	37	101	13	14	9	114	23
		71%	69%	73%	72%	73%	60%	69%	67%	71%	68%
NET: Low		11	4	5	1	5	*	1	4	5	5
		6%	4%	12%	3%	4%	*%	7%	29%	3%	16%
									ae		
Answered		193	100	42	50	137	22	20	14	159	34
Mean Score		1.0	.9	.9	1.2	1.0	.8	1.1	.9	1.0	1.0
Standard error		.05	.08	.10	.11	.07	.10	.19	.28	.05	.16
Standard deviation		.90	.87	.97	.88	.82	.78	1.01	1.52	.82	1.22

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		288	46	118	124	269	260	271	277	217	181
Effective base		93	22	44	30	84	79	85	89	72	57
Weighted Base		195	59	79	57	179	166	180	183	150	101
Very low	(-2)	1	-	-	1	1	-	1	1	-	1
		*%	-%	-%	2%	*%	-%	*%	*%	-%	1%
Quite low	(-1)	10	-	5	5	8	8	8	8	8	5
		5%	-%	7%	8%	5%	5%	5%	4%	5%	5%
Neither low nor high	(0)	44	23	7	13	40	35	40	37	36	16
		23%	40%	9%	23%	22%	21%	22%	20%	24%	16%
			b								
Quite high	(1)	75	14	47	14	66	65	68	73	56	33
		39%	24%	59%	25%	37%	39%	38%	40%	37%	33%
				ac							
Very high	(2)	63	20	19	23	61	55	61	61	49	45
		32%	35%	25%	40%	34%	33%	34%	34%	32%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	2	2	2	2	1	1
		1%	2%	*%	3%	1%	1%	1%	1%	1%	1%
NET: High		138	35	66	37	127	120	128	134	105	78
		71%	59%	84%	65%	71%	72%	71%	74%	70%	77%
				a							
NET: Low		11	-	5	5	9	8	9	9	8	6
		6%	-%	7%	9%	5%	5%	5%	5%	5%	6%
Answered		193	58	79	55	176	163	177	180	149	100
Mean Score		1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.2
Standard error		.05	.13	.07	.10	.06	.05	.06	.05	.06	.07
Standard deviation		.90	.87	.79	1.07	.90	.87	.89	.88	.89	.93

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	d	*e	*f	*g	h
Unweighted Base		288	8	135	26	38	28	24	12	64
Effective base		93	5	52	10	10	11	5	4	14
Weighted Base		195	13	120	11	11	6	13	6	25
Very low	(-2)	1	-	-	-	-	1	-	-	1
		*%	-%	-%	-%	-%	15%	-%	-%	3%
Quite low	(-1)	10	-	5	-	-	-	-	3	3
		5%	-%	4%	-%	-%	-%	-%	48%	12%
Neither low nor high	(0)	44	5	31	1	*	1	2	-	3
		23%	37%	26%	11%	1%	17%	17%	-%	13%
Quite high	(1)	75	3	43	6	7	2	6	*	8
		39%	20%	36%	58%	67%	35%	45%	4%	32%
Very high	(2)	63	5	39	3	3	2	5	2	9
		32%	42%	33%	31%	32%	34%	39%	37%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	2	*	-	-	*	1	1
		1%	-%	1%	*%	-%	-%	*%	11%	3%
NET: High		138	8	82	10	10	4	11	3	18
		71%	63%	69%	89%	99%	69%	83%	41%	69%
						b				
NET: Low		11	-	5	-	-	1	-	3	4
		6%	-%	4%	-%	-%	15%	-%	48%	15%
Answered		193	13	118	11	11	6	13	6	25
Mean Score		1.0	1.1	1.0	1.2	1.3	.7	1.2	.3	.9
Standard error		.05	.33	.08	.13	.08	.27	.15	.48	.15
Standard deviation		.90	.93	.88	.65	.51	1.44	.74	1.61	1.17

Columns Tested:: a,b,c,d,e,f,g,h

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		288	139	42	32	17	21	9	9	116	63	33	17	17	8	6
Effective base		93	57	13	9	6	6	2	4	45	19	13	4	3	4	2
Weighted Base		195	133	16	5	7	7	8	3	107	26	12	6	9	2	4
Very low	(-2)	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	10	5	3	-	-	-	-	*	5	*	-	-	-	*	3
		5%	4%	19%	-%	-%	-%	-%	*%	5%	1%	-%	-%	-%	*%	71%
Neither low nor high	(0)	44	34	4	1	-	2	-	-	27	5	*	2	1	*	-
		23%	25%	24%	11%	-%	27%	-%	-%	25%	21%	2%	34%	12%	13%	-%
Quite high	(1)	75	47	7	3	3	4	2	*	36	15	7	3	3	1	*
		39%	35%	41%	63%	43%	57%	29%	10%	33%	58%	58%	46%	33%	55%	4%
Very high	(2)	63	45	3	1	4	*	5	2	37	5	5	1	5	1	1
		32%	34%	16%	27%	57%	3%	71%	65%	35%	21%	40%	20%	55%	32%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	*	-	-	*	-	1	2	*	-	-	*	-	-
		1%	1%	*%	-%	-%	*%	-%	25%	2%	*%	-%	-%	*%	-%	-%
NET: High		138	92	9	4	7	4	8	2	73	21	12	4	8	1	1
		71%	69%	57%	89%	100%	60%	100%	75%	68%	79%	98%	66%	88%	87%	29%
												a				
NET: Low		11	5	3	-	-	1	-	*	5	*	-	-	-	*	3
		6%	4%	19%	-%	-%	12%	-%	*%	5%	1%	-%	-%	-%	*%	71%
Answered		193	131	16	5	7	7	8	2	104	26	12	6	9	2	4
Mean Score		1.0	1.0	.5	1.2	1.6	.4	1.7	1.9	1.0	1.0	1.4	.9	1.4	1.2	-.2
Standard error		.05	.08	.16	.12	.13	.25	.16	.17	.09	.09	.09	.19	.18	.38	.61
Standard deviation		.90	.87	1.01	.66	.53	1.10	.49	.48	.90	.68	.54	.79	.73	1.08	1.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		288	112	53	43	27	14	16	12	42	62	56	73	44	36
Effective base		93	47	17	13	8	3	3	4	9	25	24	22	9	10
Weighted Base		195	106	28	17	9	7	5	11	23	70	36	39	20	15
Very low	(-2)	1	-	-	-	-	-	1	-	1	1	-	-	-	-
		*%	-%	-%	-%	-%	-%	19%	-%	4%	1%	-%	-%	-%	-%
Quite low	(-1)	10	5	*	-	-	-	-	3	3	5	*	*	*	3
		5%	5%	*%	-%	-%	-%	-%	28%	13%	7%	1%	*%	*%	20% c
Neither low nor high	(0)	44	26	6	3	2	-	*	*	*	20	7	7	4	2
		23%	24%	21%	18%	21%	-%	*%	2%	1%	29%	19%	19%	18%	16%
Quite high	(1)	75	37	17	8	5	2	3	1	7	20	15	18	6	8
		39%	35%	62%	44%	55%	26%	70%	13%	29%	29%	43%	46%	31%	50%
Very high	(2)	63	36	5	6	2	5	1	6	12	22	14	13	10	2
		32%	34%	16%	38%	24%	73%	11%	58%	53%	31%	38%	33%	50%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	-	*	-	*	*	-	*	2	-	1	*	-
		1%	2%	-%	*%	-%	1%	*%	-%	*%	2%	-%	2%	*%	-%
NET: High		138	73	22	14	7	7	4	8	19	42	29	31	16	10
		71%	69%	79%	82%	79%	99%	81%	71%	82%	60%	81%	80%	82%	64%
NET: Low		11	5	*	-	-	-	1	3	4	6	*	*	*	3
		6%	5%	*%	-%	-%	-%	19%	28%	17%	8%	1%	*%	*%	20% c
Answered		193	104	28	17	9	7	5	11	23	68	36	38	20	15
Mean Score		1.0	1.0	.9	1.2	1.0	1.7	.5	1.0	1.1	.8	1.2	1.2	1.3	.6
Standard error		.05	.09	.09	.12	.14	.13	.37	.40	.19	.13	.10	.09	.12	.17
Standard deviation		.90	.89	.63	.74	.72	.48	1.42	1.37	1.21	1.01	.76	.72	.78	.99

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		288	81	59	65	34	29	77	52	60	42	27
Effective base		93	28	24	21	8	9	30	21	19	8	8
Weighted Base		195	75	42	33	17	9	77	23	34	18	13
Very low	(-2)	1	1	-	-	-	-	-	-	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	10	5	-	3	*	-	5	*	*	*	3
		5%	7%	-%	9%	*%	-%	6%	1%	*%	*%	24%
Neither low nor high	(0)	44	23	7	3	4	2	22	2	7	4	1
		23%	31%	17%	11%	20%	26%	28%	9%	21%	19%	5%
Quite high	(1)	75	22	22	12	6	5	24	11	17	5	7
		39%	29%	51%	37%	35%	52%	32%	49%	50%	26%	54%
Very high	(2)	63	22	14	13	8	2	24	10	9	10	2
		32%	30%	32%	40%	44%	22%	31%	41%	27%	54%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	-	1	*	-	2	*	1	*	-
		1%	2%	-%	2%	*%	-%	2%	*%	2%	*%	-%
NET: High		138	44	35	25	14	7	49	21	26	15	9
		71%	58%	83%	78%	79%	74%	63%	90% a	77%	81%	71%
NET: Low		11	6	-	3	*	-	5	*	*	*	3
		6%	8%	-%	9%	*%	-%	6%	1%	*%	*%	24%
Answered		193	73	42	32	17	9	76	23	33	18	13
Mean Score		1.0	.8	1.2	1.1	1.2	1.0	.9	1.3	1.1	1.4	.6
Standard error		.05	.11	.09	.12	.14	.14	.11	.10	.09	.13	.20
Standard deviation		.90	.99	.69	.96	.79	.74	.93	.69	.71	.81	1.06

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		288	75	59	76	38	29	185	38	51	162	126	201	68
Effective base		93	31	17	28	10	8	62	9	19	49	45	64	20
Weighted Base		195	74	31	46	24	7	116	20	46	107	88	132	46
Very low	(-2)	1	-	-	1	-	-	-	1	-	1	-	-	1
		*%	-%	-%	2%	-%	-%	-%	4%	-%	1%	-%	-%	2%
Quite low	(-1)	10	1	*	7	-	-	8	*	*	2	8	5	3
		5%	2%	*%	15%	-%	-%	7%	*%	*%	2%	9%	4%	7%
Neither low nor high	(0)	44	16	8	6	5	1	23	1	12	24	20	26	14
		23%	22%	27%	13%	22%	18%	20%	6%	27%	23%	22%	20%	31%
Quite high	(1)	75	30	12	17	11	4	52	8	13	44	31	54	12
		39%	41%	38%	36%	45%	52%	45%	42%	27%	41%	35%	41%	26%
Very high	(2)	63	26	11	15	8	2	31	10	20	33	29	45	16
		32%	35%	34%	33%	33%	21%	27%	48%	44%	31%	33%	34%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	1	*	1	1	-	1	2	1	2	*
		1%	1%	*%	1%	*%	10%	1%	-%	2%	2%	1%	2%	*%
NET: High		138	56	22	32	19	5	84	18	33	78	60	99	28
		71%	75%	73%	69%	78%	73%	72%	90%	71%	73%	68%	75%	60%
NET: Low		11	1	*	8	-	-	8	1	*	3	8	5	4
		6%	2%	*%	17% a	-%	-%	7%	5%	*%	3%	9%	4%	9%
Answered		193	73	31	46	24	7	115	20	45	105	87	130	46
Mean Score		1.0	1.1	1.1	.8	1.1	1.0	.9	1.3	1.2	1.0	.9	1.1	.8
Standard error		.05	.09	.10	.13	.13	.13	.06	.15	.12	.07	.09	.06	.13
Standard deviation		.90	.80	.80	1.12	.75	.71	.87	.95	.84	.85	.96	.84	1.05

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		288	159	101	58	219	204	65	154	106	60	217
Effective base		93	54	25	23	67	65	19	52	29	24	66
Weighted Base		195	114	51	51	132	138	40	116	50	48	135
Very low	(-2)	1	-	-	-	1	1	-	-	-	-	1
		*%	-%	-%	-%	1%	1%	-%	-%	-%	-%	1%
Quite low	(-1)	10	5	3	1	7	5	3	5	3	1	7
		5%	4%	6%	3%	5%	4%	8%	4%	6%	3%	5%
Neither low nor high	(0)	44	26	9	9	28	30	10	31	4	9	28
		23%	23%	18%	18%	21%	22%	24%	27% b	8%	19%	20%
Quite high	(1)	75	45	20	17	56	55	11	44	21	23	50
		39%	39%	39%	34%	42%	40%	28%	38%	42%	48%	37%
Very high	(2)	63	36	19	22	39	45	16	34	22	13	49
		32%	32%	37%	44%	30%	32%	40%	29%	43%	26%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	*	1	2	2	*	2	*	2	1
		1%	2%	*%	1%	1%	2%	*%	2%	*%	4%	1%
NET: High		138	81	39	39	95	100	27	77	43	35	99
		71%	71%	76%	78%	72%	72%	68%	67%	86%	74%	73%
NET: Low		11	5	3	1	8	6	3	5	3	1	8
		6%	4%	6%	3%	6%	4%	8%	4%	6%	3%	6%
Answered		193	112	51	50	130	136	40	113	50	46	134
Mean Score		1.0	1.0	1.1	1.2	1.0	1.0	1.0	.9	1.2	1.0	1.0
Standard error		.05	.07	.09	.11	.06	.06	.12	.07	.08	.10	.06
Standard deviation		.90	.86	.90	.85	.89	.87	.99	.86	.86	.78	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		288	210	163	76	-	211	137	64	-	233	144	89	-
Effective base		93	64	56	21	-	63	45	17	-	75	48	31	-
Weighted Base		195	125	126	49	-	133	95	39	-	148	100	66	-
Very low	(-2)	1	-	1	-	-	-	-	-	-	1	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Quite low	(-1)	10	6	5	*	-	7	7	-	-	8	3	3	-
		5%	5%	4%	*%	-%	5%	7%	-%	-%	6%	3%	5%	-%
Neither low nor high	(0)	44	30	31	5	-	27	14	4	-	34	15	9	-
		23%	24%	25%	9%	-%	20%	14%	11%	-%	23%	15%	14%	-%
Quite high	(1)	75	37	54	20	-	48	43	17	-	58	47	29	-
		39%	29%	43%	40%	-%	36%	45%	44%	-%	39%	47%	44%	-%
Very high	(2)	63	50	32	25	-	51	29	17	-	45	33	24	-
		32%	40%	26%	50%	-%	38%	30%	43%	-%	30%	33%	36%	-%
					b									
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	2	1	-	1	2	1	-	2	2	1	-
		1%	1%	2%	2%	-%	1%	3%	2%	-%	2%	2%	1%	-%
NET: High		138	87	86	44	-	99	72	34	-	103	81	53	-
		71%	70%	68%	89%	-%	74%	76%	87%	-%	69%	80%	80%	-%
NET: Low		11	6	6	*	-	7	7	-	-	9	3	3	-
		6%	5%	5%	*%	-%	5%	7%	-%	-%	6%	3%	5%	-%
Answered		193	123	123	49	-	133	93	38	-	145	99	65	-
Mean Score		1.0	1.1	.9	1.4	-	1.1	1.0	1.3	-	.9	1.1	1.1	-
					b									
Standard error		.05	.06	.07	.08	-	.06	.08	.09	-	.06	.07	.09	-
Standard deviation		.90	.92	.86	.66	-	.89	.88	.67	-	.91	.78	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		288	197	175	117	186	115	21	65	83	94	39	17
Effective base		93	63	54	42	56	41	4	27	29	33	16	6
Weighted Base		195	139	126	85	124	80	13	48	61	71	31	12
Very low	(-2)	1	-	-	1	-	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	10	5	5	4	3	2	*	3	4	4	-	-
		5%	4%	4%	5%	3%	3%	*%	5%	7%	6%	-%	-%
Neither low nor high	(0)	44	30	27	17	27	12	2	7	10	14	4	6
		23%	22%	22%	20%	22%	15%	15%	14%	16%	20%	12%	50%
Quite high	(1)	75	52	45	34	46	37	1	20	20	28	13	1
		39%	38%	36%	40%	37%	47%	8%	41%	34%	39%	43%	9%
Very high	(2)	63	49	46	27	45	26	10	16	26	24	14	5
		32%	35%	37%	32%	36%	32%	77%	34%	42%	33%	45%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	2	2	2	2	2	-	2	1	1	-	-
		1%	2%	2%	3%	2%	3%	-%	5%	2%	2%	-%	-%
NET: High		138	102	91	61	91	63	11	36	46	51	27	6
		71%	73%	73%	72%	73%	79%	85%	75%	76%	72%	88%	50%
NET: Low		11	5	5	5	3	2	*	3	4	4	-	-
		6%	4%	4%	6%	3%	3%	*%	5%	7%	6%	-%	-%
Answered		193	137	123	83	122	77	13	45	60	69	31	12
Mean Score		1.0	1.1	1.1	1.0	1.1	1.1	1.6	1.1	1.1	1.0	1.3	.9
Standard error		.05	.06	.07	.09	.06	.07	.17	.11	.10	.09	.11	.24
Standard deviation		.90	.85	.87	.91	.84	.78	.77	.86	.92	.89	.69	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		288	33	34	19	13	229	184	256	204	185	207	215	74	-	190	17
Effective base		93	15	7	6	7	76	56	82	66	59	67	72	26	-	63	8
Weighted Base		195	31	17	7	8	158	112	173	148	118	142	158	59	-	135	17
Very low	(-2)	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1
		*%	3%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	5%
Quite low	(-1)	10	1	*	-	1	7	4	10	9	10	9	6	6	-	5	2
		5%	3%	*%	-%	19%	4%	4%	6%	6%	8%	6%	4%	10%	-%	4%	11%
Neither low nor high	(0)	44	5	7	3	1	38	15	39	34	22	31	29	10	-	29	4
		23%	17%	40%	41%	10%	24%	13%	23%	23%	19%	22%	18%	17%	-%	21%	23%
Quite high	(1)	75	20	3	2	3	63	48	66	58	41	53	66	15	-	51	7
		39%	63%	20%	22%	37%	40%	43%	38%	39%	34%	37%	42%	25%	-%	38%	41%
Very high	(2)	63	4	7	3	3	48	42	55	44	43	47	53	28	-	47	3
		32%	14%	39%	38%	34%	30%	38%	32%	30%	36%	33%	34%	47%	-%	35%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	-	-	-	*	2	2	2	2	2	2	2	1	-	2	*
		1%	-%	-%	-%	*%	2%	2%	1%	1%	2%	1%	2%	2%	-%	2%	*%
NET: High		138	24	10	4	6	111	90	121	103	84	100	120	42	-	99	10
		71%	77%	60%	59%	71%	70%	80%	70%	69%	71%	70%	76%	71%	-%	73%	61%
NET: Low		11	2	*	-	1	7	4	10	10	10	9	6	6	-	5	3
		6%	6%	*%	-%	19%	4%	4%	6%	7%	8%	7%	4%	10%	-%	4%	16%
Answered		193	31	17	7	8	155	110	170	146	116	140	155	58	-	132	17
Mean Score		1.0	.8	1.0	1.0	.9	1.0	1.2	1.0	.9	1.0	1.0	1.1	1.1	-	1.1	.6
Standard error		.05	.14	.16	.22	.34	.06	.06	.06	.06	.07	.07	.06	.12	-	.06	.28
Standard deviation		.90	.82	.92	.95	1.16	.86	.82	.89	.91	.95	.93	.83	1.03	-	.85	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		288	122	104	240	11	134	154	82	168	36	95	74	112
Effective base		93	38	36	73	6	44	50	26	56	18	31	21	42
Weighted Base		195	84	75	151	16	84	111	53	122	15	53	34	102
Very low	(-2)	1	1	-	-	-	1	-	-	-	1	1	-	-
		*%	1%	-%	-%	-%	1%	-%	-%	-%	6% b	2%	-%	-%
Quite low	(-1)	10	4	3	6	4	10	-	2	8	*	1	5	3
		5%	5%	3%	4%	23%	12% b	-%	3%	7%	*%	3%	16%	3%
Neither low nor high	(0)	44	26	9	21	10	25	19	9	32	3	15	7	22
		23%	31% b	12%	14%	61%	30%	17%	17%	26%	20%	28%	20%	22%
Quite high	(1)	75	28	36	61	2	32	43	24	46	5	22	13	40
		39%	33%	47%	41%	14%	38%	39%	46%	38%	29%	41%	39%	40%
Very high	(2)	63	25	26	60	*	16	47	17	35	6	14	8	35
		32%	30%	34%	40%	2%	19%	42% a	32%	29%	41%	27%	23%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	2	2	-	1	2	1	1	1	*	1	1
		1%	*%	3%	1%	-%	1%	2%	1%	1%	4%	*%	2%	1%
NET: High		138	53	62	122	2	48	90	41	82	11	36	21	75
		71%	63%	82%	81%	16%	57%	81% a	78%	67%	70%	68%	62%	74%
NET: Low		11	5	3	6	4	11	-	2	8	1	2	5	3
		6%	6%	3%	4%	23%	13% b	-%	3%	7%	6%	4%	16%	3%
Answered		193	84	73	149	16	83	109	52	121	15	53	33	101
Mean Score		1.0	.9	1.2	1.2	-.1	.6	1.3 a	1.1	.9	1.0	.9	.7	1.1
Standard error		.05	.09	.08	.05	.21	.08	.06	.09	.07	.19	.09	.12	.08
Standard deviation		.90	.95	.77	.83	.69	.97	.74	.80	.90	1.12	.90	1.02	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		288	171	117
Effective base		93	49	45
Weighted Base		195	96	99
Very low	(-2)	1	1	-
		*%	1%	-%
Quite low	(-1)	10	10	*
		5%	10%	*%
			b	
Neither low nor high	(0)	44	18	26
		23%	19%	26%
Quite high	(1)	75	37	38
		39%	38%	39%
Very high	(2)	63	30	32
		32%	32%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	*	2
		1%	*%	2%
NET: High		138	67	71
		71%	70%	71%
NET: Low		11	11	*
		6%	11%	*%
			b	
Answered		193	96	96
Mean Score		1.0	.9	1.1
Standard error		.05	.08	.07
Standard deviation		.90	1.00	.78

Columns Tested:: a,b

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		288	19	18	18	27	13	47	4	35	21	27	19	40
Effective base		93	4	5	9	6	5	15	4	15	12	6	9	20
Weighted Base		195	3	17	16	3	11	42	1	31	20	6	15	31
Very low	(-2)	1	-	-	-	-	-	1	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	10	*	-	-	*	-	2	-	3	1	*	1	3
		5%	1%	-%	-%	*%	-%	4%	-%	10%	5%	*%	10%	9%
Neither low nor high	(0)	44	2	5	6	*	5	8	-	3	5	1	3	6
		23%	52%	31%	35%	1%	50%	19%	-%	11%	26%	23%	18%	18%
Quite high	(1)	75	*	6	9	1	3	10	*	13	8	4	6	15
		39%	17%	33%	54%	28%	33%	24%	48%	42%	40%	63%	40%	49%
Very high	(2)	63	*	6	2	2	1	21	*	12	5	1	5	7
		32%	8%	37%	10%	71%	8%	50%	52%	38%	25%	14%	32%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	-	-	1	*	-	*	1	-	*	-
		1%	23%	*%	-%	-%	9%	*%	-%	*%	4%	-%	*%	-%
NET: High		138	1	12	10	3	4	31	1	25	13	5	11	23
		71%	24%	69%	65%	99%	41%	74%	100%	80%	65%	77%	72%	73%
NET: Low		11	*	-	-	*	-	3	-	3	1	*	1	3
		6%	1%	-%	-%	*%	-%	6%	-%	10%	5%	*%	10%	9%
Answered		193	2	17	16	3	10	42	1	31	19	6	15	31
Mean Score		1.0	.4	1.1	.7	1.7	.5	1.2	1.5	1.1	.9	.9	1.0	.9
Standard error		.05	.21	.20	.15	.11	.20	.15	-	.16	.20	.13	.23	.14
Standard deviation		.90	.90	.84	.65	.58	.69	1.03	-	.95	.87	.67	.98	.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 416 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		288	55	87	60	86	142	146
Effective base		93	14	22	27	34	36	61
Weighted Base		195	36	55	51	52	92	103
Very low	(-2)	1	-	1	-	-	1	-
		*%	-%	2%	-%	-%	1%	-%
Quite low	(-1)	10	*	2	4	4	2	8
		5%	*%	3%	8%	8%	2%	8%
Neither low nor high	(0)	44	12	13	8	10	26	18
		23%	35%	24%	16%	19%	28%	18%
Quite high	(1)	75	15	14	21	25	29	46
		39%	41%	26%	41%	48%	32%	45%
Very high	(2)	63	8	24	17	13	32	30
		32%	23%	44%	33%	25%	35%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	1	1	*	2	1
		1%	2%	2%	1%	*%	2%	1%
NET: High		138	23	38	38	38	61	76
		71%	63%	69%	74%	73%	67%	74%
NET: Low		11	*	3	4	4	3	8
		6%	*%	5%	8%	8%	3%	8%
Answered		193	35	54	50	52	90	103
Mean Score		1.0	.9	1.1	1.0	.9	1.0	1.0
Standard error		.05	.11	.11	.12	.09	.08	.07
Standard deviation		.90	.77	.99	.91	.87	.91	.89

Columns Tested:: a,b,c,d - a,b

Table 419

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	*d	e
Unweighted Base		144	7	137	76	33	13	22	68
Effective base		50	3	47	41	15	8	13	21
Weighted Base		104	4	101	94	8	1	1	10
Very low	(-2)	3	-	3	3	-	-	-	-
		3%	-%	3%	3%	-%	-%	-%	-%
Quite low	(-1)	4	-	4	4	*	-	*	*
		4%	-%	4%	4%	1%	-%	1%	*%
Neither low nor high	(0)	15	1	14	12	3	*	*	3
		14%	14%	14%	13%	32%	14%	22%	29%
Quite high	(1)	50	1	49	46	3	1	*	4
		48%	33%	48%	48%	42%	51%	46%	43%
Very high	(2)	31	2	29	29	2	*	*	3
		30%	53%	29%	30%	26%	35%	31%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	1	-	-	-	-
		1%	-%	1%	1%	-%	-%	-%	-%
NET: High		81	3	78	74	6	1	*	7
		78%	86%	78%	79%	68%	86%	77%	71%
NET: Low		7	-	7	7	*	-	*	*
		7%	-%	7%	8%	1%	-%	1%	*%
Answered		104	4	100	93	8	1	1	10
Mean Score		1.0	1.4	1.0	1.0	.9	1.2	1.1	1.0
Standard error		.08	.32	.08	.11	.14	.36	-	.10
Standard deviation		.94	.84	.95	.96	.82	1.30	-	.80

Columns Tested:: a,b - a,b,c,d,e

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	h	i
Unweighted Base		144	13	48	15	23	23	22	76	33	35
Effective base		50	7	27	9	11	9	13	41	15	15
Weighted Base		104	18	62	14	6	3	1	94	8	2
Very low	(-2)	3	*	3	-	-	-	-	3	-	-
		3%	1%	5%	-%	-%	-%	-%	3%	-%	-%
Quite low	(-1)	4	-	3	1	*	-	*	4	*	*
		4%	-%	6%	6%	1%	-%	1%	4%	1%	*%
Neither low nor high	(0)	15	3	5	5	2	*	*	12	3	*
		14%	14%	8%	34%	41%	8%	22%	13%	32%	16%
Quite high	(1)	50	7	34	5	2	2	*	46	3	1
		48%	37%	55%	34%	30%	67%	46%	48%	42%	50%
Very high	(2)	31	9	17	3	2	1	*	29	2	1
		30%	49%	27%	21%	28%	26%	31%	30%	26%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	1	-	-	-	1	-	-
		1%	-%	*%	5%	-%	-%	-%	1%	-%	-%
NET: High		81	16	51	7	4	3	*	74	6	2
		78%	86%	82%	55%	58%	92%	77%	79%	68%	83%
NET: Low		7	*	6	1	*	-	*	7	*	*
		7%	1%	10%	6%	1%	-%	1%	8%	1%	*%
Answered		104	18	62	13	6	3	1	93	8	2
Mean Score		1.0	1.3	.9	.7	.9	1.2	1.1	1.0	.9	1.2
Standard error		.08	.22	.15	.24	.19	.14	-	.11	.14	.17
Standard deviation		.94	.79	1.01	.90	.92	.65	-	.96	.82	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	*e	a	b	*c	*d	e
Unweighted Base		144	40	36	33	13	22	30	36	19	9	30
Effective base		50	23	21	15	8	13	17	15	7	2	8
Weighted Base		104	62	32	8	1	1	40	22	11	8	5
Very low	(-2)	3	3	-	-	-	-	*	-	-	3	-
		3%	5%	-%	-%	-%	-%	*%	-%	-%	36%	-%
Quite low	(-1)	4	2	2	*	-	*	2	2	-	-	*
		4%	3%	7%	1%	-%	1%	5%	11%	-%	-%	*%
Neither low nor high	(0)	15	6	6	3	*	*	6	4	2	*	*
		14%	10%	18%	32%	14%	22%	15%	18%	16%	3%	6%
Quite high	(1)	50	30	16	3	1	*	23	7	6	5	3
		48%	48%	49%	42%	51%	46%	57%	34%	58%	59%	54%
Very high	(2)	31	21	8	2	*	*	9	8	2	*	2
		30%	34%	24%	26%	35%	31%	23%	37%	19%	1%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	-	-	*	1	-	-
		1%	-%	2%	-%	-%	-%	-%	*%	6%	-%	-%
NET: High		81	51	23	6	1	*	32	15	9	5	4
		78%	82%	73%	68%	86%	77%	80%	71%	77%	60%	94%
NET: Low		7	5	2	*	-	*	2	2	-	3	*
		7%	8%	7%	1%	-%	1%	5%	11%	-%	36%	*%
Answered		104	62	32	8	1	1	40	22	11	8	5
Mean Score		1.0	1.0	.9	.9	1.2	1.1	1.0	1.0	1.0	-.1	1.3
Standard error		.08	.16	.15	.14	.36	-	.14	.17	.15	.51	.12
Standard deviation		.94	1.01	.86	.82	1.30	-	.78	1.02	.65	1.54	.66

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		144	12	9	23	5	9	11	9	7	9
Effective base		50	4	5	12	2	3	7	3	4	5
Weighted Base		104	8	6	28	6	7	17	8	5	9
Very low	(-2)	3	3	-	-	-	-	-	-	*	-
		3%	38%	-%	-%	-%	-%	-%	-%	3%	-%
Quite low	(-1)	4	*	2	1	2	-	-	-	-	-
		4%	1%	30%	3%	27%	-%	-%	-%	-%	-%
Neither low nor high	(0)	15	1	-	7	-	*	4	-	-	1
		14%	12%	-%	26%	-%	5%	25%	-%	-%	15%
Quite high	(1)	50	4	3	10	4	5	9	3	2	6
		48%	47%	46%	34%	72%	78%	52%	40%	44%	64%
Very high	(2)	31	*	2	10	*	1	4	5	2	2
		30%	2%	25%	35%	1%	17%	24%	60%	53%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: High		81	4	4	20	4	6	13	8	5	8
		78%	50%	70%	69%	73%	95%	75%	100%	97%	85%
NET: Low		7	3	2	1	2	-	-	-	*	-
		7%	39%	30%	3%	27%	-%	-%	-%	3%	-%
Answered		104	8	6	28	6	7	17	8	5	9
Mean Score		1.0	-.2	.6	1.0	.5	1.1	1.0	1.6	1.4	1.1
Standard error		.08	.44	.42	.19	.44	.16	.22	.17	.33	.21
Standard deviation		.94	1.53	1.25	.87	.99	.49	.72	.52	.88	.63

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		144	23	28	43	94	50	25	12	13
Effective base		50	10	12	22	42	12	8	5	6
Weighted Base		104	21	19	54	94	11	9	1	1
Very low	(-2)	3	-	3	-	3	-	-	-	-
		3%	-%	17%	-%	3%	-%	-%	-%	-%
Quite low	(-1)	4	2	2	1	4	*	*	-	-
		4%	8%	10%	1%	5%	*%	*%	-%	-%
Neither low nor high	(0)	15	2	1	12	14	1	1	*	*
		14%	8%	5%	21%	15%	6%	6%	19%	1%
Quite high	(1)	50	15	9	22	45	5	4	*	1
		48%	71%	46%	40%	48%	44%	44%	29%	50%
Very high	(2)	31	3	4	19	26	5	4	*	1
		30%	14%	22%	35%	28%	50%	50%	53%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	*	-	-	*
		1%	-%	-%	1%	1%	*%	-%	-%	*%
NET: High		81	18	13	41	71	10	8	1	1
		78%	85%	68%	76%	76%	94%	94%	81%	99%
NET: Low		7	2	5	1	7	*	*	-	-
		7%	8%	27%	1%	8%	*%	*%	-%	-%
Answered		104	21	19	53	93	11	9	1	1
Mean Score		1.0	.9	.5	1.1	.9	1.4	1.4	1.3	1.5
Standard error		.08	.15	.27	.12	.10	.09	.13	-	.47
Standard deviation		.94	.73	1.42	.80	.96	.64	.65	-	1.61

Columns Tested:: a,b,c,d,e,f,g,h

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		144	6	19	21	12	43	9	3	6	44
Effective base		50	3	5	6	4	21	3	2	1	15
Weighted Base		104	11	13	17	9	30	1	3	2	31
Very low	(-2)	3	*	3	3	-	-	-	-	-	-
		3%	1%	23%	18%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	4	-	-	-	1	2	-	-	*	2
		4%	-%	-%	-%	9%	6%	-%	-%	2%	5%
Neither low nor high	(0)	15	-	*	3	1	4	-	-	-	6
		14%	-%	1%	21%	10%	13%	-%	-%	-%	21%
Quite high	(1)	50	10	3	3	6	19	*	3	*	9
		48%	99%	21%	17%	68%	61%	36%	97%	5%	27%
Very high	(2)	31	-	7	7	1	6	1	*	2	14
		30%	-%	55%	44%	14%	20%	64%	3%	93%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	*	-	-	-	1
		1%	-%	-%	-%	-%	*%	-%	-%	-%	2%
NET: High		81	10	10	10	7	25	1	3	2	22
		78%	99%	76%	61%	82%	81%	100%	100%	98%	72%
NET: Low		7	*	3	3	1	2	-	-	*	2
		7%	1%	23%	18%	9%	6%	-%	-%	2%	5%
Answered		104	11	13	17	9	30	1	3	2	30
Mean Score		1.0	1.0	.9	.7	.9	.9	1.6	1.0	1.9	1.1
Standard error		.08	.15	.38	.33	.23	.12	.32	.11	.26	.14
Standard deviation		.94	.36	1.67	1.52	.80	.77	.97	.19	.64	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		144	39	52	53	134	10	110	34	142	2
Effective base		50	13	22	18	46	4	37	13	49	1
Weighted Base		104	36	32	36	94	10	80	25	104	*
Very low	(-2)	3	3	-	-	3	-	3	-	3	-
		3%	9%	-%	-%	3%	-%	4%	-%	3%	-%
Quite low	(-1)	4	1	2	2	4	-	*	4	4	-
		4%	2%	6%	5%	5%	-%	*%	17% a	4%	-%
Neither low nor high	(0)	15	4	4	6	15	-	9	6	14	*
		14%	12%	13%	18%	16%	-%	11%	24%	14%	100%
Quite high	(1)	50	19	19	12	44	6	42	8	50	-
		48%	53%	60%	32%	47%	54%	52%	34%	48%	-%
Very high	(2)	31	9	7	16	27	5	25	6	31	-
		30%	24%	22%	44%	28%	46%	32%	25%	30%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	1	1	-	1	-	1	-
		1%	-%	*%	2%	1%	-%	1%	-%	1%	-%
NET: High		81	28	26	28	71	10	67	15	81	-
		78%	77%	82%	76%	76%	100%	84%	59%	78%	-%
NET: Low		7	4	2	2	7	-	3	4	7	-
		7%	11%	6%	5%	8%	-%	4%	17%	7%	-%
Answered		104	36	32	36	93	10	79	25	103	*
Mean Score		1.0	.8	1.0	1.2	.9	1.5	1.1	.7	1.0	-
Standard error		.08	.18	.11	.12	.08	.17	.09	.18	.08	-
Standard deviation		.94	1.11	.77	.90	.97	.52	.89	1.05	.94	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		144	54	48	42	68	32	23	21	100	44
Effective base		50	16	20	15	28	11	9	3	39	12
Weighted Base		104	41	30	34	64	23	11	6	87	17
Very low	(-2)	3	*	3	-	-	-	-	3	-	3
		3%	*%	10%	-%	-%	-%	-%	51%	-%	18%
											ae
Quite low	(-1)	4	1	3	*	2	2	-	*	4	*
		4%	2%	12%	*%	3%	10%	-%	*%	5%	*%
Neither low nor high	(0)	15	10	3	2	10	3	*	1	13	1
		14%	24%	11%	5%	16%	13%	*%	22%	15%	8%
Quite high	(1)	50	19	10	21	32	11	7	*	43	7
		48%	47%	32%	63%	50%	48%	62%	4%	49%	42%
Very high	(2)	31	11	11	10	20	7	4	1	26	5
		30%	26%	36%	30%	31%	29%	31%	23%	31%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	-	1	*	-	1	-	*	1
		1%	*%	-%	2%	*%	-%	6%	-%	*%	4%
NET: High		81	30	20	31	51	18	11	2	69	12
		78%	74%	68%	93%	81%	77%	94%	27%	80%	70%
NET: Low		7	1	6	*	2	2	-	3	4	3
		7%	2%	22%	*%	3%	10%	-%	51%	5%	18%
				c							
Answered		104	41	30	33	64	23	11	6	87	17
Mean Score		1.0	1.0	.7	1.3	1.1	.9	1.3	-.5	1.1	.6
Standard error		.08	.11	.19	.09	.09	.16	.11	.39	.08	.22
Standard deviation		.94	.79	1.35	.55	.77	.93	.50	1.80	.81	1.44

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		144	18	50	76	132	126	133	138	106	90
Effective base		50	8	24	22	44	41	44	49	36	30
Weighted Base		104	26	37	41	90	83	91	97	80	60
Very low	(-2)	3	-	-	3	3	3	3	3	3	3
		3%	-%	-%	8%	4%	4%	3%	3%	4%	5%
Quite low	(-1)	4	-	2	2	2	2	2	2	2	4
		4%	-%	5%	6%	3%	3%	3%	2%	2%	7%
Neither low nor high	(0)	15	4	7	4	11	10	11	15	13	9
		14%	13%	18%	11%	13%	12%	12%	15%	16%	15%
Quite high	(1)	50	14	18	18	43	37	44	45	34	24
		48%	52%	48%	45%	48%	45%	48%	46%	43%	41%
Very high	(2)	31	9	11	12	29	29	29	31	27	19
		30%	35%	29%	28%	33%	35%	33%	32%	34%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	-	1	1	1	1	1	1	-
		1%	*%	-%	2%	1%	1%	1%	1%	1%	-%
NET: High		81	23	29	30	72	67	73	76	61	44
		78%	87%	77%	74%	80%	80%	81%	78%	77%	73%
NET: Low		7	-	2	6	6	6	6	6	5	7
		7%	-%	5%	14%	6%	7%	6%	6%	6%	12%
Answered		104	26	37	40	89	83	90	97	79	60
Mean Score		1.0	1.2	1.0	.8	1.0	1.1	1.0	1.0	1.0	.9
Standard error		.08	.16	.12	.13	.08	.09	.08	.08	.10	.12
Standard deviation		.94	.67	.83	1.16	.95	.97	.94	.94	.98	1.11

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		144	5	59	9	17	18	14	11	43
Effective base		50	2	22	6	5	5	5	3	13
Weighted Base		104	4	50	6	10	7	7	6	20
Very low	(-2)	3	-	-	-	-	-	-	3	3
		3%	-%	-%	-%	-%	-%	-%	51%	16%
Quite low	(-1)	4	-	1	-	-	*	2	-	2
		4%	-%	2%	-%	-%	1%	23%	-%	8%
Neither low nor high	(0)	15	-	9	-	*	1	1	-	2
		14%	-%	17%	-%	3%	13%	19%	-%	11%
Quite high	(1)	50	4	20	4	8	2	4	1	7
		48%	96%	39%	70%	84%	31%	54%	23%	36%
Very high	(2)	31	*	21	2	1	4	*	1	5
		30%	4%	42%	30%	13%	56%	4%	15%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	-	-	-	-	1	1
		1%	-%	*%	-%	-%	-%	-%	11%	4%
NET: High		81	4	41	6	10	6	4	2	12
		78%	100%	81%	100%	97%	86%	58%	38%	61%
NET: Low		7	-	1	-	-	*	2	3	5
		7%	-%	2%	-%	-%	1%	23%	51%	24%
										b
Answered		104	4	50	6	10	7	7	5	19
Mean Score		1.0	1.0	1.2	1.3	1.1	1.4	.4	-.6	.5
Standard error		.08	.10	.10	.17	.10	.19	.25	.60	.22
Standard deviation		.94	.23	.79	.50	.41	.80	.95	1.89	1.43

Columns Tested:: a,b,c,d,e,f,g,h

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		144	61	17	14	17	11	5	7	56	25	15	11	8	6	5
Effective base		50	23	7	3	6	4	2	3	21	7	7	4	2	3	2
Weighted Base		104	54	12	7	7	5	3	1	49	12	7	6	3	2	4
Very low	(-2)	3	-	3	-	-	-	-	*	-	-	-	*	-	-	3
		3%	-%	26%	-%	-%	-%	-%	10%	-%	-%	-%	2%	-%	-%	77%
Quite low	(-1)	4	*	1	*	*	-	2	-	1	-	2	-	-	*	-
		4%	*%	6%	*%	1%	-%	57%	-%	2%	-%	23%	-%	-%	*%	-%
Neither low nor high	(0)	15	9	*	*	*	2	-	-	9	*	*	1	-	*	-
		14%	16%	1%	*%	3%	40%	-%	-%	17%	3%	1%	23%	-%	1%	-%
Quite high	(1)	50	21	6	5	6	3	1	*	20	8	4	3	1	2	*
		48%	40%	48%	71%	87%	47%	41%	20%	40%	65%	58%	49%	21%	99%	5%
Very high	(2)	31	23	2	2	1	1	*	*	19	4	1	1	3	-	1
		30%	44%	19%	29%	10%	13%	3%	19%	40%	31%	18%	25%	79%	-%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	-	-	-	-	-	1	1	-	-	-	-	-	-
		1%	*%	-%	-%	-%	-%	-%	51%	1%	-%	-%	-%	-%	-%	-%
NET: High		81	45	8	7	7	3	1	1	39	12	5	4	3	2	1
		78%	84%	67%	100%	97%	60%	43%	39%	80%	97%	76%	74%	100%	99%	23%
NET: Low		7	*	4	*	*	-	2	*	1	-	2	*	-	*	3
		7%	*%	32%	*%	1%	-%	57%	10%	2%	-%	23%	2%	-%	*%	77%
Answered		104	54	12	7	7	5	3	1	48	12	7	6	3	2	4
Mean Score		1.0	1.3	.3	1.3	1.1	.7	-.1	.8	1.2	1.3	.7	.9	1.8	1.0	-1.1
Standard error		.08	.09	.38	.13	.10	.23	.58	-	.11	.11	.28	.28	.17	.07	.83
Standard deviation		.94	.73	1.57	.50	.40	.75	1.29	-	.79	.54	1.09	.92	.49	.17	1.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	*a	*b	c	*d	*e
Unweighted Base		144	52	21	22	13	6	11	13	30	28	23	44	22	15
Effective base		50	20	11	11	5	1	3	5	9	11	9	15	8	4
Weighted Base		104	44	12	16	3	1	9	12	23	30	14	25	15	8
Very low	(-2)	3	-	-	-	-	-	-	3	3	-	-	*	-	3
		3%	-%	-%	-%	-%	-%	-%	26%	14%	-%	-%	1%	-%	40%
Quite low	(-1)	4	*	1	-	-	-	*	2	2	*	-	1	2	-
		4%	*%	6%	-%	-%	-%	*%	13%	7%	*%	-%	3%	11%	-%
Neither low nor high	(0)	15	10	3	1	*	-	1	-	1	7	1	*	1	2
		14%	22%	22%	8%	6%	-%	10%	-%	4%	24%	9%	*%	5%	26%
Quite high	(1)	50	22	3	9	2	1	4	5	9	8	7	18	8	2
		48%	50%	27%	53%	66%	97%	39%	38%	42%	26%	52%	74%	56%	29%
Very high	(2)	31	11	5	6	1	*	5	3	8	14	5	5	4	*
		30%	26%	44%	39%	28%	3%	51%	23%	33%	48%	39%	22%	28%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	-	-	-	-	-	1	-	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
NET: High		81	33	8	15	3	1	8	7	17	22	13	24	12	3
		78%	76%	72%	92%	94%	100%	90%	61%	75%	74%	91%	96%	84%	34%
NET: Low		7	*	1	-	-	-	*	5	5	*	-	1	2	3
		7%	*%	6%	-%	-%	-%	*%	39%	21%	*%	-%	4%	11%	40%
Answered		104	43	12	16	3	1	9	12	23	29	14	25	15	8
Mean Score		1.0	1.0	1.1	1.3	1.2	1.0	1.4	.2	.7	1.2	1.3	1.1	1.0	-.4
Standard error		.08	.10	.22	.14	.18	.17	.21	.45	.25	.16	.14	.10	.19	.39
Standard deviation		.94	.71	1.00	.64	.64	.42	.70	1.63	1.39	.84	.65	.63	.91	1.50

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	c	*d	*e	a	*b	c	*d	*e
Unweighted Base		144	37	25	40	15	13	30	29	35	20	11
Effective base		50	12	9	14	7	5	12	12	13	7	3
Weighted Base		104	32	14	25	14	4	33	13	17	14	6
Very low	(-2)	3	-	-	3	-	-	-	-	*	-	3
		3%	-%	-%	12%	-%	-%	-%	-%	1%	-%	55%
Quite low	(-1)	4	*	-	1	2	-	*	2	*	*	-
		4%	*%	-%	3%	12%	-%	*%	18%	*%	*%	-%
Neither low nor high	(0)	15	7	1	*	1	2	6	1	1	1	-
		14%	22%	10%	*%	6%	45%	18%	10%	8%	10%	-%
Quite high	(1)	50	10	7	15	8	2	10	6	11	8	2
		48%	30%	52%	62%	59%	50%	30%	45%	64%	59%	37%
Very high	(2)	31	15	6	6	3	*	16	4	5	4	*
		30%	46%	39%	23%	24%	6%	49%	27%	27%	30%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	-	-	1	-	-	-	-
		1%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%
NET: High		81	24	13	21	11	2	26	10	16	12	3
		78%	76%	90%	85%	83%	55%	79%	72%	91%	90%	45%
NET: Low		7	*	-	4	2	-	*	2	*	*	3
		7%	*%	-%	15%	12%	-%	*%	18%	1%	*%	55%
Answered		104	31	14	25	14	4	33	13	17	14	6
Mean Score		1.0	1.2	1.3	.8	.9	.6	1.3	.8	1.2	1.2	-.6
Standard error		.08	.14	.13	.19	.23	.19	.15	.20	.11	.14	.53
Standard deviation		.94	.81	.65	1.21	.90	.68	.78	1.06	.65	.63	1.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base		144	23	29	36	27	21	104	19	12	80	64	99	33
Effective base		50	9	14	15	9	4	41	5	3	29	21	33	11
Weighted Base		104	23	22	25	16	11	82	7	9	55	50	70	20
Very low	(-2)	3	-	-	3	-	*	3	-	-	-	3	*	3
		3%	-%	-%	12%	-%	1%	4%	-%	-%	-%	6%	*%	15% a
Quite low	(-1)	4	*	*	*	-	2	2	*	-	2	3	1	2
		4%	*%	*%	*%	-%	22%	3%	*%	-%	3%	5%	1%	8%
Neither low nor high	(0)	15	6	5	3	*	*	12	1	1	11	4	10	1
		14%	27%	24%	11%	*%	4%	15%	16%	15%	19%	9%	15%	5%
Quite high	(1)	50	9	10	11	13	2	43	2	*	25	25	33	10
		48%	39%	46%	45%	80%	15%	53%	27%	4%	46%	51%	47%	49%
Very high	(2)	31	8	6	8	3	5	20	4	7	17	15	25	5
		30%	34%	30%	32%	20%	51%	25%	57%	81%	31%	29%	36%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	1	1	-	-	1	-	1	-
		1%	-%	-%	-%	-%	7%	1%	-%	-%	1%	-%	1%	-%
NET: High		81	17	16	20	16	7	63	6	8	42	40	58	14
		78%	73%	76%	77%	100%	66%	77%	84%	85%	76%	80%	83%	72%
NET: Low		7	*	*	3	-	2	6	*	-	2	6	1	5
		7%	*%	*%	12%	-%	23%	7%	*%	-%	3%	12%	1%	23% a
Answered		104	23	22	25	16	10	81	7	9	54	50	69	20
Mean Score		1.0	1.1	1.1	.9	1.2	1.0	.9	1.4	1.7	1.1	.9	1.2	.6
Standard error		.08	.17	.14	.21	.08	.30	.09	.19	.22	.09	.14	.08	.24
Standard deviation		.94	.79	.75	1.24	.42	1.36	.94	.82	.77	.80	1.08	.74	1.36

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	b	a	b	*a	b
Unweighted Base		144	75	51	29	109	102	30	75	51	25	113
Effective base		50	29	15	13	36	35	9	26	17	10	39
Weighted Base		104	64	19	22	76	74	16	57	26	18	80
Very low	(-2)	3	-	3	-	3	*	3	-	3	-	3
		3%	-%	16% a	-%	4%	*%	19% a	-%	12%	-%	4%
Quite low	(-1)	4	2	*	*	2	2	*	1	2	*	2
		4%	4%	*%	*%	3%	3%	*%	1%	6%	*%	3%
Neither low nor high	(0)	15	8	2	6	9	11	*	6	4	4	10
		14%	13%	10%	28%	12%	15%	1%	10%	17%	24%	13%
Quite high	(1)	50	29	8	10	35	33	9	29	8	8	37
		48%	45%	43%	46%	46%	45%	59%	51%	31%	44%	47%
Very high	(2)	31	24	6	5	26	26	3	20	9	5	26
		30%	37%	29%	23%	35%	35%	21%	36%	34%	28%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	1	-	1	-	1	-	1	-
		1%	1%	-%	3%	-%	1%	-%	1%	-%	4%	-%
NET: High		81	53	14	15	62	59	13	50	17	13	64
		78%	82%	73%	69%	81%	81%	80%	87%	64%	72%	80%
NET: Low		7	2	3	*	6	3	3	1	5	*	6
		7%	4%	17%	*%	7%	3%	19%	1%	18% a	*%	7%
Answered		104	63	19	21	76	73	16	57	26	17	80
Mean Score		1.0	1.2	.7	.9	1.0	1.1	.6	1.2	.7	1.0	1.0
Standard error		.08	.09	.19	.14	.09	.08	.25	.08	.19	.16	.09
Standard deviation		.94	.80	1.38	.74	.99	.81	1.38	.69	1.35	.76	.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		144	111	84	39	-	101	79	34	-	124	69	45	-
Effective base		50	36	32	12	-	33	30	9	-	44	27	15	-
Weighted Base		104	74	67	29	-	67	63	20	-	92	57	30	-
Very low	(-2)	3	3	-	-	-	3	3	-	-	3	3	3	-
		3%	4%	-%	-%	-%	5%	5%	-%	-%	3%	5%	10%	-%
Quite low	(-1)	4	2	2	2	-	2	-	*	-	2	2	-	-
		4%	2%	3%	6%	-%	4%	-%	*%	-%	3%	3%	-%	-%
Neither low nor high	(0)	15	4	9	*	-	8	5	2	-	15	2	2	-
		14%	6%	13%	1%	-%	12%	8%	8%	-%	16%	4%	5%	-%
Quite high	(1)	50	37	33	19	-	26	31	11	-	42	31	14	-
		48%	50%	49%	66%	-%	38%	49%	57%	-%	46%	54%	46%	-%
Very high	(2)	31	27	23	7	-	27	23	6	-	29	19	11	-
		30%	37%	34%	26%	-%	41%	37%	31%	-%	32%	33%	37%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	1	-	1	1	1	-	1	1	1	-
		1%	1%	1%	2%	-%	1%	1%	4%	-%	1%	1%	2%	-%
NET: High		81	64	55	26	-	53	54	18	-	71	49	25	-
		78%	87%	82%	91%	-%	79%	86%	88%	-%	77%	86%	82%	-%
NET: Low		7	5	2	2	-	6	3	*	-	6	5	3	-
		7%	6%	3%	6%	-%	8%	5%	*%	-%	6%	8%	10%	-%
Answered		104	74	67	28	-	66	62	19	-	91	57	30	-
Mean Score		1.0	1.1	1.1	1.1	-	1.1	1.2	1.2	-	1.0	1.1	1.0	-
Standard error		.08	.09	.09	.11	-	.11	.11	.11	-	.09	.12	.18	-
Standard deviation		.94	.95	.78	.71	-	1.05	.94	.62	-	.95	.99	1.18	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		144	97	85	64	85	62	12	35	41	53	19	9
Effective base		50	33	30	25	27	21	3	16	15	19	6	4
Weighted Base		104	70	66	55	58	44	7	41	40	45	15	3
Very low	(-2)	3	-	-	-	-	-	-	-	-	-	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	4	1	2	1	2	2	-	1	1	-	-	-
		4%	1%	4%	1%	4%	4%	-%	2%	2%	-%	-%	-%
Neither low nor high	(0)	15	10	10	5	10	3	1	*	4	4	-	-
		14%	15%	15%	10%	18%	7%	21%	1%	10%	8%	-%	-%
Quite high	(1)	50	33	30	28	20	28	5	22	18	25	8	2
		48%	47%	46%	52%	35%	64% a	77%	53%	46%	55%	53%	56%
Very high	(2)	31	25	22	20	24	10	*	17	17	16	7	1
		30%	36%	34%	36%	42%	24%	2%	42%	43%	36%	47%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	1	1	1	-	1	-	1	-	-
		1%	1%	1%	1%	1%	2%	-%	2%	-%	2%	-%	-%
NET: High		81	58	52	49	45	38	5	39	35	41	15	3
		78%	83%	80%	88%	77%	88%	79%	96%	88%	91%	100%	100%
NET: Low		7	1	2	1	2	2	-	1	1	-	-	-
		7%	1%	4%	1%	4%	4%	-%	2%	2%	-%	-%	-%
Answered		104	69	65	55	57	43	7	40	40	45	15	3
Mean Score		1.0	1.2	1.1	1.2	1.2	1.1	.8	1.4	1.3	1.3	1.5	1.4
Standard error		.08	.07	.09	.09	.10	.09	.14	.10	.11	.08	.12	.20
Standard deviation		.94	.72	.80	.69	.87	.68	.48	.61	.73	.61	.52	.61

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		144	23	16	13	9	111	86	124	100	97	105	101	33	-	100	6
Effective base		50	10	6	4	4	39	34	44	36	32	36	37	13	-	33	3
Weighted Base		104	18	6	6	12	79	69	89	74	71	78	75	25	-	70	4
Very low	(-2)	3	*	-	-	-	*	3	3	3	3	3	3	3	-	*	-
		3%	1%	-%	-%	-%	*%	4%	4%	4%	4%	4%	4%	12%	-%	*%	-%
Quite low	(-1)	4	-	-	2	1	2	*	2	3	4	3	1	2	-	2	2
		4%	-%	-%	29%	6%	2%	*%	2%	4%	6%	3%	1%	7%	-%	3%	45%
Neither low nor high	(0)	15	6	3	-	-	8	8	8	10	7	9	4	4	-	10	1
		14%	31%	55%	-%	-%	11%	12%	9%	13%	10%	11%	6%	16%	-%	15%	26%
Quite high	(1)	50	8	2	2	5	41	33	44	34	36	39	40	13	-	33	1
		48%	46%	30%	42%	44%	52%	47%	49%	46%	51%	50%	54%	54%	-%	47%	29%
Very high	(2)	31	4	1	2	6	26	25	31	24	19	24	26	3	-	23	-
		30%	22%	16%	30%	50%	34%	36%	35%	32%	27%	30%	35%	10%	-%	34%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	1	1	1	1	1	1	1	-	-	1	-
		1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%
NET: High		81	12	3	4	11	68	57	75	57	55	63	66	16	-	56	1
		78%	68%	45%	71%	94%	86%	83%	84%	78%	78%	80%	88%	64%	-%	80%	29%
NET: Low		7	*	-	2	1	2	3	5	6	7	6	4	5	-	3	2
		7%	1%	-%	29%	6%	3%	4%	6%	8%	10%	7%	5%	20%	-%	4%	45%
Answered		104	18	6	6	12	78	68	88	73	70	78	74	25	-	69	4
Mean Score		1.0	.9	.6	.7	1.4	1.2	1.1	1.1	1.0	.9	1.0	1.1 c	.4	-	1.1	-.2
Standard error		.08	.16	.20	.36	.27	.07	.10	.08	.10	.10	.09	.09	.21	-	.08	.40
Standard deviation		.94	.79	.82	1.29	.82	.73	.94	.92	.99	1.01	.97	.90	1.18	-	.80	.97

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base		144	64	53	121	3	68	76	41	82	19	50	32	58
Effective base		50	21	20	40	2	24	25	16	26	8	21	10	18
Weighted Base		104	36	46	81	3	50	54	31	56	17	46	19	37
Very low	(-2)	3	*	-	3	*	3	*	-	3	*	-	*	3
		3%	*%	-%	4%	4%	6%	*%	-%	5%	1%	-%	1%	8%
Quite low	(-1)	4	4	*	3	1	4	-	3	*	1	*	4	*
		4%	12%	*%	4%	22%	8%	-%	11%	*%	4%	*%	22% ac	*%
Neither low nor high	(0)	15	7	5	5	-	10	5	1	12	2	4	2	8
		14%	20%	12%	7%	-%	19%	9%	4%	21%	9%	10%	10%	22%
Quite high	(1)	50	18	19	42	-	20	29	13	29	7	23	6	21
		48%	51%	41%	52%	-%	41%	54%	43%	52%	43%	49%	29%	57%
Very high	(2)	31	6	21	27	3	13	19	12	12	7	19	7	5
		30%	17%	46% a	34%	74%	25%	35%	39%	22%	43%	41% c	38%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	*	-	-	1	1	*	-	-	-	*
		1%	-%	2%	*%	-%	-%	1%	2%	*%	-%	-%	-%	*%
NET: High		81	24	40	69	3	33	48	25	41	15	42	13	26
		78%	68%	87%	85%	74%	66%	89%	82%	73%	85%	90%	67%	70%
NET: Low		7	4	*	6	1	7	*	3	3	1	*	4	3
		7%	12%	*%	8%	26%	14%	*%	11%	5%	5%	*%	22% a	8%
Answered		104	36	45	81	3	50	53	30	56	17	46	19	37
Mean Score		1.0	.7	1.3 a	1.1	1.2	.7	1.2 a	1.1	.8	1.2	1.3 c	.8	.7
Standard error		.08	.11	.10	.09	.96	.14	.08	.15	.11	.20	.09	.21	.13
Standard deviation		.94	.90	.69	.96	1.67	1.13	.65	.96	.95	.87	.65	1.21	1.00

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		144	74	70
Effective base		50	27	23
Weighted Base		104	58	46
Very low	(-2)	3	3	-
		3%	5%	-%
Quite low	(-1)	4	4	*
		4%	7%	*%
Neither low nor high	(0)	15	11	4
		14%	19%	8%
Quite high	(1)	50	24	26
		48%	41%	56%
Very high	(2)	31	15	16
		30%	27%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	1
		1%	*%	2%
NET: High		81	39	42
		78%	68%	91%
				a
NET: Low		7	7	*
		7%	13%	*%
Answered		104	58	46
Mean Score		1.0	.8	1.3
				a
Standard error		.08	.13	.07
Standard deviation		.94	1.10	.60

Columns Tested:: a,b

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		144	9	14	9	8	7	28	3	17	7	12	10	20
Effective base		50	4	5	5	5	5	10	2	9	4	5	5	9
Weighted Base		104	2	19	10	1	10	17	*	18	5	3	9	10
Very low	(-2)	3	-	*	-	-	-	-	-	3	-	-	-	-
		3%	-%	1%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Quite low	(-1)	4	-	*	1	*	*	3	-	-	-	-	-	-
		4%	-%	*%	7%	5%	*%	21%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	15	*	-	5	-	1	2	*	3	-	*	2	1
		14%	26%	-%	51%	-%	13%	10%	7%	15%	-%	9%	27%	8%
Quite high	(1)	50	*	9	4	*	7	7	*	7	4	2	5	5
		48%	1%	46%	35%	32%	72%	45%	93%	38%	70%	70%	57%	46%
Very high	(2)	31	1	10	1	1	2	4	-	6	2	1	1	5
		30%	36%	53%	7%	63%	16%	24%	-%	31%	30%	21%	15%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	*	-	-	-	-	-	-	-	-	-	-
		1%	37%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		81	1	19	4	1	9	11	*	13	5	3	6	10
		78%	37%	99%	42%	95%	87%	69%	93%	69%	100%	91%	73%	92%
NET: Low		7	-	*	1	*	*	3	-	3	-	-	-	-
		7%	-%	1%	7%	5%	*%	21%	-%	16%	-%	-%	-%	-%
Answered		104	1	19	10	1	10	17	*	18	5	3	9	10
Mean Score		1.0	1.2	1.5	.4	1.5	1.0	.7	.9	.7	1.3	1.1	.9	1.4
Standard error		.08	.91	.17	.26	-	.21	.20	-	.34	.19	.19	.22	.15
Standard deviation		.94	2.58	.60	.77	-	.56	1.08	-	1.39	.51	.67	.68	.66

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 419 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	*c	d	a	b
Unweighted Base		144	32	43	27	42	75	69
Effective base		50	10	16	13	16	24	28
Weighted Base		104	31	28	24	22	59	46
Very low	(-2)	3	*	-	3	-	*	3
		3%	*%	-%	13%	-%	*%	7%
Quite low	(-1)	4	1	3	-	-	4	-
		4%	2%	13%	-%	-%	7%	-%
Neither low nor high	(0)	15	6	3	3	3	9	6
		14%	18%	11%	11%	16%	15%	14%
Quite high	(1)	50	12	15	11	12	27	23
		48%	40%	55%	46%	54%	47%	50%
Very high	(2)	31	11	6	7	7	18	14
		30%	37%	22%	30%	31%	30%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	-	1	-
		1%	2%	-%	-%	-%	1%	-%
NET: High		81	24	21	18	18	45	36
		78%	77%	77%	76%	84%	77%	80%
NET: Low		7	1	3	3	-	4	3
		7%	3%	13%	13%	-%	7%	7%
Answered		104	30	28	24	22	58	46
Mean Score		1.0	1.1	.9	.8	1.1	1.0	1.0
Standard error		.08	.15	.14	.24	.11	.10	.12
Standard deviation		.94	.85	.92	1.26	.68	.88	1.03

Columns Tested:: a,b,c,d - a,b

Table 420

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		117	-	117	85	13	5	14	32
Effective base		55	-	55	52	7	4	7	12
Weighted Base		132	-	132	128	3	1	*	4
Very low	(-2)	4	-	4	4	-	-	-	-
		3%	-%	3%	3%	-%	-%	-%	-%
Quite low	(-1)	12	-	12	12	-	-	*	*
		9%	-%	9%	9%	-%	-%	12%	1%
Neither low nor high	(0)	29	-	29	28	1	*	*	1
		22%	-%	22%	22%	42%	8%	62%	39%
Quite high	(1)	54	-	54	53	1	1	*	1
		41%	-%	41%	41%	27%	92%	2%	36%
Very high	(2)	33	-	33	32	1	-	*	1
		25%	-%	25%	25%	30%	-%	25%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	*	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET: High		87	-	87	85	1	1	*	2
		66%	-%	66%	66%	58%	92%	26%	60%
NET: Low		16	-	16	16	-	-	*	*
		12%	-%	12%	12%	-%	-%	12%	1%
Answered		132	-	132	128	3	1	*	4
Mean Score		.8	-	.8	.8	.9	.9	.4	.8
Standard error		.09	-	.09	.11	.30	-	-	.17
Standard deviation		1.02	-	1.02	1.03	1.08	-	-	.95

Columns Tested:: a,b - a,b,c,d,e

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		117	29	39	17	8	10	14	85	13	19
Effective base		55	21	23	8	5	6	7	52	7	8
Weighted Base		132	52	58	18	2	1	*	128	3	1
Very low	(-2)	4	-	4	-	-	-	-	4	-	-
		3%	-%	7%	-%	-%	-%	-%	3%	-%	-%
Quite low	(-1)	12	-	9	3	-	-	*	12	-	*
		9%	-%	15%	16%	-%	-%	12%	9%	-%	4%
Neither low nor high	(0)	29	10	12	6	1	1	*	28	1	*
		22%	19%	21%	33%	30%	45%	62%	22%	42%	29%
Quite high	(1)	54	27	18	8	1	1	*	53	1	1
		41%	52%	31%	42%	30%	53%	2%	41%	27%	57%
Very high	(2)	33	15	15	2	1	*	*	32	1	*
		25%	28%	27%	9%	41%	2%	25%	25%	30%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET: High		87	42	33	9	1	1	*	85	1	1
		66%	81%	57%	51%	70%	55%	26%	66%	58%	67%
NET: Low		16	-	13	3	-	-	*	16	-	*
		12%	-%	22%	16%	-%	-%	12%	12%	-%	4%
Answered		132	52	58	18	2	1	*	128	3	1
Mean Score		.8	1.1	.5	.4	1.1	.6	.4	.8	.9	.7
Standard error		.09	.13	.20	.21	.43	.34	-	.11	.30	-
Standard deviation		1.02	.69	1.23	.88	1.22	1.08	-	1.03	1.08	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base		117	51	34	13	5	14	60	27	7	5	12
Effective base		55	36	18	7	4	7	36	9	3	2	2
Weighted Base		132	96	32	3	1	*	91	18	7	1	6
Very low	(-2)	4	3	1	-	-	-	3	-	-	-	1
		3%	3%	3%	-%	-%	-%	3%	-%	-%	-%	16%
Quite low	(-1)	12	8	4	-	-	*	8	2	-	*	-
		9%	8%	12%	-%	-%	12%	9%	10%	-%	3%	-%
Neither low nor high	(0)	29	21	8	1	*	*	21	8	-	*	*
		22%	21%	24%	42%	8%	62%	23%	43%	-%	7%	2%
Quite high	(1)	54	38	15	1	1	*	37	7	2	1	*
		41%	39%	47%	27%	92%	2%	41%	39%	32%	67%	4%
Very high	(2)	33	27	5	1	-	*	22	1	5	*	5
		25%	28%	15%	30%	-%	25%	24%	8%	68%	22%	78%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	*	-	-	-
		*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
NET: High		87	65	20	1	1	*	59	8	7	1	5
		66%	67%	62%	58%	92%	26%	64%	47%	100%	89%	82%
NET: Low		16	11	5	-	-	*	11	2	-	*	1
		12%	11%	15%	-%	-%	12%	12%	10%	-%	3%	16%
Answered		132	96	32	3	1	*	91	18	7	1	6
Mean Score		.8	.8	.6	.9	.9	.4	.7	.4	1.7	1.1	1.3
Standard error		.09	.15	.17	.30	-	-	.13	.16	.19	.59	.46
Standard deviation		1.02	1.04	.99	1.08	-	-	1.03	.80	.50	1.33	1.60

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		117	8	9	17	3	14	6	8	6	11
Effective base		55	6	6	12	2	7	3	5	5	7
Weighted Base		132	16	13	23	1	22	9	16	15	12
Very low	(-2)	4	3	-	1	-	-	-	-	-	-
		3%	19%	-%	4%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	12	4	-	2	-	2	3	-	-	2
		9%	23%	-%	8%	-%	8%	27%	-%	-%	16%
Neither low nor high	(0)	29	2	1	10	*	5	-	8	2	*
		22%	14%	11%	43%	32%	23%	-%	48%	10%	*%
Quite high	(1)	54	7	9	6	*	6	5	7	5	5
		41%	44%	68%	27%	68%	25%	51%	46%	34%	45%
Very high	(2)	33	*	3	4	-	10	2	1	8	4
		25%	*%	21%	19%	-%	44%	22%	7%	55%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		87	7	11	10	*	15	7	8	13	10
		66%	44%	89%	45%	68%	69%	73%	52%	90%	83%
NET: Low		16	7	-	3	-	2	3	-	-	2
		12%	42%	-%	12%	-%	8%	27%	-%	-%	16%
Answered		132	16	13	23	1	22	9	16	15	12
Mean Score		.8	-.2	1.1	.5	.7	1.0	.7	.6	1.5	1.1
Standard error		.09	.44	.19	.25	-	.27	.47	.22	.29	.32
Standard deviation		1.02	1.23	.58	1.04	-	1.02	1.16	.63	.70	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		117	28	23	31	82	35	9	13	13
Effective base		55	14	17	19	50	13	5	6	3
Weighted Base		132	34	43	48	125	7	2	2	2
Very low	(-2)	4	-	3	1	4	-	-	-	-
		3%	-%	7%	2%	3%	-%	-%	-%	-%
Quite low	(-1)	12	4	4	4	12	-	-	-	-
		9%	11%	8%	9%	9%	-%	-%	-%	-%
Neither low nor high	(0)	29	5	5	17	28	2	*	*	1
		22%	15%	12%	36%	22%	29%	13%	21%	51%
Quite high	(1)	54	11	21	18	50	4	2	1	1
		41%	33%	48%	38%	40%	64%	87%	67%	40%
Very high	(2)	33	14	11	7	32	*	-	*	*
		25%	41%	25%	15%	26%	7%	-%	12%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	*%	-%	-%	*%
NET: High		87	25	32	25	82	5	2	1	1
		66%	74%	73%	53%	66%	71%	87%	79%	49%
NET: Low		16	4	7	5	16	-	-	-	-
		12%	11%	15%	11%	13%	-%	-%	-%	-%
Answered		132	34	43	48	125	7	2	2	2
Mean Score		.8	1.0	.8	.6	.8	.8	.9	.9	.6
Standard error		.09	.19	.24	.17	.11	.10	.15	.23	.24
Standard deviation		1.02	1.01	1.14	.93	1.04	.61	.45	.83	.85

Columns Tested:: a,b,c,d,e,f,g,h

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		117	3	9	11	19	34	6	4	2	38
Effective base		55	2	3	5	8	17	1	3	2	20
Weighted Base		132	2	10	14	25	38	5	5	1	43
Very low	(-2)	4	-	3	3	-	-	-	-	-	1
		3%	-%	31%	22%	-%	-%	-%	-%	-%	2%
Quite low	(-1)	12	-	-	1	4	5	-	-	-	2
		9%	-%	-%	7%	15%	14%	-%	-%	-%	4%
Neither low nor high	(0)	29	-	*	3	8	7	5	1	1	6
		22%	-%	*%	24%	31%	18%	95%	20%	35%	14%
Quite high	(1)	54	2	3	3	8	16	*	1	-	23
		41%	100%	32%	22%	33%	44%	5%	31%	-%	54%
Very high	(2)	33	-	4	4	5	9	-	2	1	11
		25%	-%	37%	26%	22%	24%	-%	49%	65%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: High		87	2	7	7	13	26	*	4	1	35
		66%	100%	69%	48%	55%	68%	5%	80%	65%	80%
NET: Low		16	-	3	4	4	5	-	-	-	3
		12%	-%	31%	28%	15%	14%	-%	-%	-%	6%
Answered		132	2	10	14	25	38	5	5	1	43
Mean Score		.8	1.0	.4	.2	.6	.8	*	1.3	1.3	1.0
Standard error		.09	-	.59	.46	.23	.17	.10	.44	1.22	.14
Standard deviation		1.02	-	1.78	1.51	1.00	.98	.23	.88	1.73	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	*b	a	*b
Unweighted Base		117	33	40	44	103	14	94	23	113	4
Effective base		55	14	18	24	47	9	49	6	53	2
Weighted Base		132	40	43	49	105	27	117	15	129	3
Very low	(-2)	4	3	-	1	4	-	4	-	4	-
		3%	7%	-%	2%	4%	-%	3%	-%	3%	-%
Quite low	(-1)	12	5	5	2	6	6	11	1	12	-
		9%	11%	13%	4%	5%	23%	9%	6%	9%	-%
Neither low nor high	(0)	29	11	11	7	22	8	25	4	29	-
		22%	27%	27%	15%	21%	29%	21%	31%	23%	-%
Quite high	(1)	54	13	17	25	41	13	49	5	54	1
		41%	32%	39%	50%	39%	47%	41%	37%	41%	21%
Very high	(2)	33	9	9	15	33	*	29	4	31	2
		25%	22%	22%	30%	31%	1%	25%	26%	24%	79%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	*	-	*	-	*	-
		*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET: High		87	22	26	39	74	13	78	9	84	3
		66%	54%	61%	80%	70%	48%	66%	63%	65%	100%
NET: Low		16	8	5	3	10	6	15	1	16	-
		12%	19%	13%	6%	9%	23%	13%	6%	12%	-%
Answered		132	40	43	49	105	27	117	15	129	3
Mean Score		.8	.5	.7	1.0	.9	.3	.7	.8	.7	1.8
Standard error		.09	.21	.15	.13	.10	.22	.11	.19	.10	.26
Standard deviation		1.02	1.18	.96	.88	1.03	.83	1.04	.92	1.02	.52

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	*b	*c	*d	e	*f
Unweighted Base		117	44	34	38	86	16	6	9	102	15
Effective base		55	24	16	17	46	4	2	3	50	5
Weighted Base		132	60	26	46	111	9	5	7	119	13
Very low	(-2)	4	-	4	-	4	-	-	-	4	-
		3%	-%	15%	-%	4%	-%	-%	-%	3%	-%
Quite low	(-1)	12	8	2	2	12	*	-	-	12	-
		9%	13%	7%	4%	11%	1%	-%	-%	10%	-%
Neither low nor high	(0)	29	16	5	9	26	2	1	*	28	1
		22%	26%	20%	19%	24%	24%	21%	1%	24%	9%
Quite high	(1)	54	31	7	16	47	1	4	2	48	6
		41%	52%	27%	34%	43%	13%	79%	23%	40%	47%
Very high	(2)	33	5	8	20	22	5	*	6	27	6
		25%	8%	30%	43%	20%	63%	*%	77%	23%	44%
					a						
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	-	-	-	*	-
		*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
NET: High		87	36	15	35	69	6	4	7	75	12
		66%	61%	58%	77%	62%	75%	79%	99%	63%	91%
NET: Low		16	8	6	2	16	*	-	-	16	-
		12%	13%	23%	4%	14%	1%	-%	-%	13%	-%
Answered		132	60	26	46	111	9	5	7	119	13
Mean Score		.8	.6	.5	1.2	.6	1.4	.8	1.8	.7	1.3
					a						
Standard error		.09	.13	.24	.14	.11	.23	.18	.16	.10	.17
Standard deviation		1.02	.83	1.41	.88	1.03	.92	.45	.47	1.04	.67

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		117	26	60	31	108	103	112	108	88	79
Effective base		55	15	31	8	49	45	52	51	38	34
Weighted Base		132	38	73	21	118	109	126	121	88	78
Very low	(-2)	4	3	1	-	4	4	4	4	3	3
		3%	8%	1%	-%	3%	4%	3%	3%	3%	4%
Quite low	(-1)	12	3	9	*	12	9	12	8	9	11
		9%	7%	13%	*%	10%	8%	9%	7%	10%	14%
Neither low nor high	(0)	29	11	15	3	28	26	28	25	21	15
		22%	29%	21%	15%	24%	24%	22%	20%	24%	20%
Quite high	(1)	54	19	28	7	47	41	51	52	35	32
		41%	50%	39%	33%	39%	37%	40%	43%	40%	41%
Very high	(2)	33	3	19	11	28	29	32	33	20	16
		25%	7%	26%	52%	24%	27%	25%	27%	22%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	*	*	-	-	-
		*%	*%	-%	-%	*%	*%	*%	-%	-%	-%
NET: High		87	21	47	18	74	70	82	84	55	48
		66%	57%	65%	85%	63%	64%	65%	69%	62%	62%
NET: Low		16	6	10	*	16	13	16	12	12	14
		12%	15%	14%	*%	13%	12%	12%	10%	14%	18%
Answered		132	38	73	21	118	109	126	121	88	78
Mean Score		.8	.4	.8	1.4	.7	.8	.8	.8	.7	.6
Standard error		.09	.20	.13	.14	.10	.10	.10	.10	.11	.12
Standard deviation		1.02	1.01	1.02	.76	1.04	1.06	1.04	1.01	1.04	1.09

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base		117	9	59	10	12	9	7	6	22
Effective base		55	6	33	5	4	3	2	2	6
Weighted Base		132	18	82	4	10	5	1	5	11
Very low	(-2)	4	-	4	-	-	-	-	-	-
		3%	-%	5%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	12	-	9	1	-	2	-	-	2
		9%	-%	11%	21%	-%	36%	-%	-%	16%
Neither low nor high	(0)	29	-	26	*	*	1	1	*	2
		22%	-%	31%	6%	4%	14%	79%	*%	13%
Quite high	(1)	54	12	29	3	4	3	*	1	3
		41%	66%	35%	73%	36%	50%	5%	12%	28%
Very high	(2)	33	6	15	*	6	*	*	5	5
		25%	34%	18%	*%	60%	*%	16%	88%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
NET: High		87	18	44	3	9	3	*	5	8
		66%	100%	53%	73%	96%	50%	21%	100%	71%
NET: Low		16	-	13	1	-	2	-	-	2
		12%	-%	16%	21%	-%	36%	-%	-%	16%
Answered		132	18	82	4	10	5	1	5	11
Mean Score		.8	1.3	.5	.5	1.6	.1	.4	1.9	1.0
Standard error		.09	.16	.14	.29	.18	.34	-	.15	.24
Standard deviation		1.02	.49	1.06	.92	.61	1.03	-	.36	1.15

Columns Tested:: a,b,c,d,e,f,g,h

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		117	62	16	9	5	7	5	4	59	17	13	4	5	2	3
Effective base		55	35	7	2	3	4	2	2	32	5	3	1	3	1	1
Weighted Base		132	80	20	5	6	2	1	5	79	15	7	1	4	1	1
Very low	(-2)	4	4	-	-	-	-	-	-	1	3	-	-	-	-	-
		3%	5%	-%	-%	-%	-%	-%	-%	1%	20%	-%	-%	-%	-%	-%
Quite low	(-1)	12	8	3	-	-	-	-	-	5	3	-	-	2	-	-
		9%	10%	17%	-%	-%	-%	-%	-%	6%	18%	-%	-%	42%	-%	-%
Neither low nor high	(0)	29	12	14	1	*	1	-	*	24	1	*	1	1	*	-
		22%	15%	71%	11%	9%	58%	-%	*%	30%	5%	3%	91%	14%	2%	-%
Quite high	(1)	54	39	2	1	3	1	1	-	29	5	4	*	2	1	-
		41%	49%	10%	15%	52%	40%	80%	-%	37%	33%	48%	7%	44%	98%	-%
Very high	(2)	33	17	*	4	2	*	*	5	21	4	4	*	*	-	1
		25%	21%	1%	74%	39%	2%	20%	100%	26%	25%	49%	2%	*%	-%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: High		87	56	2	5	5	1	1	5	50	9	7	*	2	1	1
		66%	70%	12%	89%	91%	42%	100%	100%	63%	58%	97%	9%	44%	98%	100%
NET: Low		16	12	3	-	-	-	-	-	6	6	-	-	2	-	-
		12%	15%	17%	-%	-%	-%	-%	-%	7%	37%	-%	-%	42%	-%	-%
Answered		132	80	20	5	6	2	1	5	79	15	7	1	4	1	1
Mean Score		.8	.7	*	1.6	1.3	.4	1.2	2.0	.8	.3	1.5	.1	*	1.0	2.0
Standard error		.09	.14	.15	.25	.31	.34	-	.04	.12	.37	.16	-	.47	-	-
Standard deviation		1.02	1.07	.59	.75	.68	.91	-	.09	.93	1.54	.59	-	1.06	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		117	47	20	15	9	4	8	5	17	27	26	36	13	10
Effective base		55	30	9	4	5	2	2	2	5	18	11	16	4	3
Weighted Base		132	64	27	10	7	2	6	5	13	43	27	39	10	7
Very low	(-2)	4	1	3	-	-	-	-	-	-	-	1	3	-	-
		3%	1%	11%	-%	-%	-%	-%	-%	-%	-%	3%	8%	-%	-%
Quite low	(-1)	12	4	-	1	2	-	2	-	2	-	6	2	4	-
		9%	6%	-%	10%	24%	-%	29%	-%	14%	-%	23%	5%	37%	-%
Neither low nor high	(0)	29	18	5	1	1	-	*	*	*	11	5	10	1	1
		22%	28%	19%	13%	7%	-%	3%	1%	2%	27%	18%	25%	6%	16%
Quite high	(1)	54	31	10	5	3	2	1	-	2	17	15	17	1	1
		41%	48%	38%	53%	41%	100%	10%	-%	17%	40%	56%	42%	9%	15%
Very high	(2)	33	11	9	2	2	*	4	5	8	14	*	8	5	5
		25%	17%	32%	24%	28%	*%	58%	99%	67%	34%	*%	20%	48%	69%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: High		87	42	19	7	5	2	4	5	11	31	15	24	6	6
		66%	65%	70%	77%	68%	100%	68%	99%	84%	73%	56%	62%	57%	84%
NET: Low		16	5	3	1	2	-	2	-	2	-	7	5	4	-
		12%	7%	11%	10%	24%	-%	29%	-%	14%	-%	26%	13%	37%	-%
Answered		132	64	27	10	7	2	6	5	13	43	27	39	10	7
Mean Score		.8	.7	.8	.9	.7	1.0	1.0	2.0	1.4	1.1	.3	.6	.7	1.5
Standard error		.09	.13	.28	.24	.40	.01	.51	.11	.27	.15	.19	.18	.41	.26
Standard deviation		1.02	.86	1.23	.92	1.20	.02	1.45	.24	1.11	.78	.95	1.10	1.46	.82

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	c	*d	*e	a	*b	*c	*d	*e
Unweighted Base		117	37	23	30	9	9	35	21	28	11	8
Effective base		55	20	10	13	3	3	20	7	11	5	4
Weighted Base		132	44	25	34	8	6	46	20	28	13	3
Very low	(-2)	4	-	1	3	-	-	-	1	3	-	-
		3%	-%	4%	9%	-%	-%	-%	5%	11%	-%	-%
Quite low	(-1)	12	-	8	2	2	-	2	4	-	4	-
		9%	-%	31%	6%	23%	-%	4%	19%	-%	28%	-%
Neither low nor high	(0)	29	12	5	10	1	1	14	6	5	*	1
		22%	26%	19%	30%	8%	11%	31%	29%	18%	1%	35%
Quite high	(1)	54	21	12	13	1	1	18	9	12	1	1
		41%	46%	46%	37%	10%	16%	39%	45%	45%	7%	32%
Very high	(2)	33	12	*	6	5	5	12	*	7	8	1
		25%	28%	*%	18%	60%	73%	27%	2%	27%	64%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: High		87	33	12	19	6	6	30	9	20	9	2
		66%	74%	46%	55%	69%	89%	65%	48%	71%	71%	65%
NET: Low		16	-	9	5	2	-	2	5	3	4	-
		12%	-%	35%	15%	23%	-%	4%	23%	11%	28%	-%
Answered		132	44	25	34	8	6	46	20	28	13	3
Mean Score		.8	1.0	.1	.5	1.1	1.6	.9	.2	.8	1.1	1.0
Standard error		.09	.12	.21	.21	.45	.25	.15	.21	.23	.42	.35
Standard deviation		1.02	.74	.98	1.14	1.35	.74	.86	.96	1.19	1.39	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		117	26	24	35	16	7	83	11	14	74	43	91	17
Effective base		55	16	11	16	5	3	40	5	8	36	19	44	6
Weighted Base		132	38	27	39	11	7	100	4	17	89	43	106	12
Very low	(-2)	4	-	1	3	-	-	3	-	1	4	-	4	-
		3%	-%	3%	8%	-%	-%	3%	-%	5%	4%	-%	4%	-%
Quite low	(-1)	12	-	4	1	2	2	7	1	-	5	7	8	3
		9%	-%	13%	2%	17%	28%	7%	25%	-%	5%	16%	8%	30%
Neither low nor high	(0)	29	12	4	8	1	*	22	1	2	22	8	25	3
		22%	32%	14%	20%	12%	1%	22%	15%	14%	24%	18%	24%	23%
Quite high	(1)	54	17	14	18	1	1	37	2	13	40	14	45	2
		41%	45%	52%	47%	13%	15%	37%	53%	74%	45%	32%	42%	14%
Very high	(2)	33	9	5	9	6	4	31	*	1	18	14	24	4
		25%	23%	17%	24%	57%	56%	31%	7%	6%	21%	33%	23%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
NET: High		87	26	19	28	8	5	68	2	14	58	28	69	6
		66%	68%	69%	70%	70%	72%	68%	60%	81%	66%	66%	65%	48%
NET: Low		16	-	5	4	2	2	10	1	1	9	7	12	3
		12%	-%	17%	10%	17%	28%	10%	25%	5%	10%	16%	12%	30%
Answered		132	38	27	39	11	7	100	4	17	89	43	106	12
Mean Score		.8	.9	.7	.8	1.1	1.0	.9	.4	.8	.7	.8	.7	.5
Standard error		.09	.15	.21	.18	.31	.53	.11	.33	.22	.12	.16	.11	.31
Standard deviation		1.02	.75	1.04	1.09	1.23	1.40	1.04	1.10	.82	1.00	1.08	1.02	1.29

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base		117	59	44	24	84	92	16	64	39	27	81
Effective base		55	33	12	15	37	44	6	32	13	16	35
Weighted Base		132	80	29	28	93	109	9	80	28	36	85
Very low	(-2)	4	4	-	-	4	4	-	4	-	3	1
		3%	5%	-%	-%	4%	4%	-%	5%	-%	8%	1%
Quite low	(-1)	12	7	2	-	8	6	5	6	3	2	6
		9%	9%	7%	-%	9%	6%	57%	8%	10%	5%	8%
Neither low nor high	(0)	29	17	9	7	18	26	2	16	10	4	21
		22%	21%	31%	23%	20%	24%	24%	20%	33%	11%	25%
Quite high	(1)	54	28	12	12	40	45	1	30	11	20	32
		41%	35%	43%	41%	43%	42%	15%	37%	39%	54%	38%
Very high	(2)	33	24	6	10	23	28	*	24	5	8	25
		25%	29%	20%	35%	24%	25%	3%	30%	18%	21%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	*	-	*	-	-	-
		*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%
NET: High		87	52	18	22	63	73	2	54	16	28	57
		66%	65%	63%	77%	67%	67%	18%	67%	57%	76%	67%
NET: Low		16	11	2	-	12	10	5	10	3	5	7
		12%	14%	7%	-%	13%	10%	57%	13%	10%	13%	9%
Answered		132	80	29	28	93	109	9	80	28	36	85
Mean Score		.8	.8	.8	1.1	.7	.8	-.4	.8	.7	.8	.9
Standard error		.09	.15	.13	.16	.12	.11	.23	.14	.14	.21	.11
Standard deviation		1.02	1.13	.86	.77	1.06	1.01	.91	1.11	.90	1.11	.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base		117	78	79	21	-	76	64	23	-	95	69	24	-
Effective base		55	32	39	7	-	29	32	9	-	43	33	10	-
Weighted Base		132	75	93	14	-	69	76	15	-	105	77	18	-
Very low	(-2)	4	3	1	-	-	3	1	3	-	3	1	3	-
		3%	4%	1%	-%	-%	4%	1%	20%	-%	3%	1%	17%	-%
Quite low	(-1)	12	3	6	3	-	4	7	-	-	3	6	*	-
		9%	4%	7%	18%	-%	5%	10%	-%	-%	3%	8%	*%	-%
Neither low nor high	(0)	29	18	26	2	-	20	14	2	-	20	17	3	-
		22%	24%	28%	12%	-%	29%	18%	11%	-%	19%	21%	18%	-%
Quite high	(1)	54	35	38	3	-	26	30	6	-	47	30	7	-
		41%	46%	40%	23%	-%	38%	39%	40%	-%	44%	39%	41%	-%
Very high	(2)	33	17	23	6	-	16	24	4	-	33	23	4	-
		25%	23%	24%	47%	-%	23%	32%	29%	-%	31%	30%	24%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: High		87	52	60	10	-	42	53	11	-	79	53	12	-
		66%	69%	65%	69%	-%	61%	71%	70%	-%	75%	69%	65%	-%
NET: Low		16	6	7	3	-	7	8	3	-	6	7	3	-
		12%	8%	8%	18%	-%	10%	11%	20%	-%	6%	9%	17%	-%
Answered		132	75	93	14	-	69	76	15	-	105	77	18	-
Mean Score		.8	.8	.8	1.0	-	.7	.9	.6	-	1.0	.9	.5	-
Standard error		.09	.11	.10	.26	-	.12	.13	.31	-	.10	.12	.28	-
Standard deviation		1.02	.97	.92	1.19	-	1.03	1.00	1.47	-	.93	.98	1.36	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		117	92	80	64	76	73	7	42	46	54	18	13
Effective base		55	42	38	30	30	37	3	25	20	24	8	6
Weighted Base		132	104	98	72	71	96	8	55	49	59	14	9
Very low	(-2)	4	4	3	3	4	4	3	-	3	3	3	-
		3%	4%	3%	4%	6%	4%	37%	-%	6%	5%	22%	-%
Quite low	(-1)	12	6	8	6	5	8	*	6	4	4	-	-
		9%	6%	8%	8%	8%	9%	1%	10%	7%	6%	-%	-%
Neither low nor high	(0)	29	26	20	14	15	20	1	12	9	11	2	*
		22%	25%	21%	19%	21%	21%	10%	22%	19%	19%	11%	1%
Quite high	(1)	54	43	37	31	28	35	1	18	20	23	5	5
		41%	42%	38%	43%	39%	36%	8%	33%	42%	39%	36%	51%
Very high	(2)	33	24	29	19	19	29	4	19	13	18	4	4
		25%	23%	30%	26%	27%	30%	45%	34%	26%	31%	31%	47%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	*	-	*	*	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: High		87	68	66	50	47	64	4	37	33	42	9	9
		66%	65%	68%	69%	66%	66%	53%	68%	68%	70%	67%	99%
NET: Low		16	10	11	9	9	12	3	6	7	7	3	-
		12%	10%	12%	12%	13%	13%	37%	10%	14%	11%	22%	-%
Answered		132	104	98	72	71	96	8	55	49	59	14	9
Mean Score		.8	.8	.8	.8	.7	.8	.2	.9	.7	.8	.5	1.5
Standard error		.09	.11	.12	.13	.13	.13	.73	.15	.17	.15	.36	.15
Standard deviation		1.02	1.01	1.05	1.05	1.11	1.09	1.93	.99	1.12	1.09	1.53	.55

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base		117	23	13	20	5	93	67	102	75	77	84	83	20	-	90	8
Effective base		55	10	4	10	3	41	28	46	33	35	35	38	10	-	40	5
Weighted Base		132	28	9	26	10	98	71	112	80	91	85	89	17	-	96	14
Very low	(-2)	4	-	-	-	-	4	4	4	3	-	3	4	3	-	4	-
		3%	-%	-%	-%	-%	4%	6%	4%	4%	-%	4%	4%	18%	-%	4%	-%
Quite low	(-1)	12	4	2	2	-	5	6	6	7	9	2	6	2	-	4	4
		9%	13%	20%	7%	-%	6%	8%	5%	9%	10%	2%	7%	11%	-%	4%	27%
Neither low nor high	(0)	29	7	2	8	1	26	13	28	20	20	21	23	2	-	19	2
		22%	24%	22%	32%	15%	27%	18%	25%	25%	22%	25%	26%	14%	-%	20%	16%
Quite high	(1)	54	15	-	9	4	37	29	46	33	36	36	33	5	-	40	6
		41%	54%	-%	34%	47%	38%	40%	41%	41%	39%	42%	37%	32%	-%	42%	41%
Very high	(2)	33	3	5	7	4	25	20	29	17	26	23	23	4	-	29	2
		25%	10%	58%	27%	38%	26%	28%	26%	21%	29%	27%	26%	25%	-%	30%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	*	*	-	*	-	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%
NET: High		87	18	5	16	8	62	49	75	50	62	59	56	10	-	69	8
		66%	63%	58%	61%	85%	63%	69%	67%	62%	68%	69%	63%	57%	-%	72%	57%
NET: Low		16	4	2	2	-	9	9	9	10	9	5	10	5	-	8	4
		12%	13%	20%	7%	-%	10%	13%	8%	13%	10%	6%	12%	29%	-%	8%	27%
Answered		132	28	9	26	10	98	71	112	80	91	85	89	17	-	96	14
Mean Score		.8	.6	1.0	.8	1.2	.8	.8	.8	.7	.9	.9	.7	.3	-	.9	.5
Standard error		.09	.18	.37	.21	.33	.11	.14	.10	.12	.11	.10	.12	.33	-	.11	.39
Standard deviation		1.02	.85	1.34	.93	.73	1.03	1.12	.99	1.03	.95	.96	1.07	1.46	-	1.01	1.10

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	*a	b	*c	a	*b	c
Unweighted Base		117	73	35	96	4	60	57	27	68	22	50	28	39
Effective base		55	36	16	42	3	27	28	10	33	13	26	9	21
Weighted Base		132	91	35	99	9	62	70	24	77	31	69	22	41
Very low	(-2)	4	-	4	-	3	3	1	-	4	-	-	-	4
		3%	-%	11% a	-%	35%	5%	1%	-%	5%	-%	-%	-%	10%
Quite low	(-1)	12	8	-	5	2	12	*	6	2	4	10	2	*
		9%	9%	-%	5%	21%	19% b	*%	26%	2%	12%	14%	9%	*%
Neither low nor high	(0)	29	27	2	23	*	20	10	1	17	11	13	5	11
		22%	29% b	5%	24%	*%	32%	14%	6%	22%	36%	19%	24%	27%
Quite high	(1)	54	37	16	41	4	20	35	10	30	14	26	10	18
		41%	41%	45%	42%	44%	32%	49%	42%	39%	46%	39%	46%	42%
Very high	(2)	33	19	14	29	-	7	25	6	24	2	20	5	9
		25%	21%	39%	29%	-%	12%	36% a	27%	32%	6%	28%	21%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	*	-	-	*	-	*	-	-	-	*
		*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
NET: High		87	56	29	70	4	27	60	17	54	16	46	15	26
		66%	62%	84%	71%	44%	44%	85% a	69%	70%	52%	67%	67%	63%
NET: Low		16	8	4	5	5	15	1	6	6	4	10	2	4
		12%	9%	11%	5%	56%	24% b	1%	26%	8%	12%	14%	9%	10%
Answered		132	91	35	99	9	62	70	24	77	31	69	22	41
Mean Score		.8	.7	1.0	.9	-.5	.3	1.2 a	.7	.9	.5	.8	.8	.6
Standard error		.09	.10	.21	.09	.72	.14	.10	.22	.13	.17	.14	.17	.18
Standard deviation		1.02	.90	1.22	.87	1.44	1.06	.77	1.14	1.05	.79	1.01	.89	1.12

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		117	56	61
Effective base		55	23	31
Weighted Base		132	58	74
Very low	(-2)	4	-	4
		3%	-%	5%
Quite low	(-1)	12	8	4
		9%	14%	5%
Neither low nor high	(0)	29	17	13
		22%	29%	17%
Quite high	(1)	54	23	31
		41%	39%	42%
Very high	(2)	33	10	22
		25%	18%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-
		*%	*%	-%
NET: High		87	33	53
		66%	57%	73%
NET: Low		16	8	8
		12%	14%	10%
Answered		132	58	74
Mean Score		.8	.6	.9
Standard error		.09	.13	.14
Standard deviation		1.02	.94	1.08

Columns Tested:: a,b

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		117	6	9	8	6	6	20	1	19	11	5	13	13
Effective base		55	4	3	3	2	4	12	1	11	7	2	10	6
Weighted Base		132	1	9	7	2	9	38	1	23	14	4	17	8
Very low	(-2)	4	-	-	-	-	-	-	-	1	3	-	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	4%	22%	-%	-%	-%
Quite low	(-1)	12	-	-	-	-	4	2	-	-	4	-	1	1
		9%	-%	-%	-%	-%	40%	5%	-%	-%	31%	-%	6%	12%
Neither low nor high	(0)	29	-	*	4	*	2	10	-	3	1	3	2	3
		22%	-%	4%	56%	10%	26%	27%	-%	15%	4%	88%	10%	40%
Quite high	(1)	54	1	3	3	*	3	11	1	11	5	*	14	2
		41%	83%	31%	44%	4%	34%	30%	100%	51%	36%	11%	84%	20%
Very high	(2)	33	*	6	-	2	-	15	-	7	1	*	*	2
		25%	17%	65%	-%	86%	-%	38%	-%	31%	7%	1%	*%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		87	1	9	3	2	3	26	1	18	6	*	14	4
		66%	100%	96%	44%	90%	34%	68%	100%	81%	43%	12%	84%	48%
NET: Low		16	-	-	-	-	4	2	-	1	7	-	1	1
		12%	-%	-%	-%	-%	40%	5%	-%	4%	53%	-%	6%	12%
Answered		132	1	9	7	2	9	38	1	23	14	4	17	8
Mean Score		.8	1.2	1.6	.4	1.8	-.1	1.0	1.0	1.0	-.2	.1	.8	.6
Standard error		.09	-	.21	.19	.34	.37	.21	-	.21	.41	.19	.15	.30
Standard deviation		1.02	-	.61	.53	.84	.91	.93	-	.93	1.37	.42	.55	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 420 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			*a	b	c	d	a	b
Unweighted Base		117	23	32	31	31	55	62
Effective base		55	6	16	18	18	22	35
Weighted Base		132	17	50	37	28	67	65
Very low	(-2)	4	-	-	4	-	-	4
		3%	-%	-%	11%	-%	-%	6%
Quite low	(-1)	12	-	5	4	2	5	6
		9%	-%	11%	12%	7%	8%	10%
Neither low nor high	(0)	29	4	13	4	8	17	12
		22%	27%	26%	11%	29%	26%	18%
Quite high	(1)	54	7	15	17	16	21	33
		41%	39%	29%	46%	56%	32%	50%
Very high	(2)	33	6	17	8	2	22	10
		25%	35%	33%	21%	8%	34%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%
NET: High		87	12	31	25	18	44	43
		66%	73%	63%	67%	65%	66%	66%
NET: Low		16	-	5	8	2	5	10
		12%	-%	11%	22%	7%	8%	16%
Answered		132	17	50	37	28	67	65
Mean Score		.8	1.1	.9	.6	.7	.9	.6
Standard error		.09	.17	.18	.23	.13	.13	.13
Standard deviation		1.02	.80	1.02	1.26	.74	.97	1.06

Columns Tested:: a,b,c,d - a,b

Table 421

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		259	12	247	166	43	17	33	93
Effective base		103	3	100	94	21	8	16	29
Weighted Base		268	8	259	253	12	2	1	14
Very low	(-2)	6	-	6	6	*	-	-	*
		2%	-%	2%	2%	1%	-%	-%	1%
Quite low	(-1)	14	-	14	13	1	*	-	1
		5%	-%	5%	5%	8%	2%	-%	7%
Neither low nor high	(0)	65	1	64	62	3	*	*	3
		24%	15%	25%	24%	22%	15%	12%	21%
Quite high	(1)	104	4	99	97	6	1	*	7
		39%	51%	38%	38%	47%	46%	36%	47%
Very high	(2)	76	3	73	73	3	1	*	4
		28%	32%	28%	29%	22%	37%	52%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	3	3	-	-	-	-
		1%	2%	1%	1%	-%	-%	-%	-%
NET: High		180	7	173	170	8	1	1	10
		67%	83%	67%	67%	69%	83%	88%	72%
NET: Low		20	-	20	19	1	*	-	1
		7%	-%	8%	7%	8%	2%	-%	7%
Answered		265	8	256	250	12	2	1	14
Mean Score		.9	1.2	.9	.9	.8	1.2	1.4	.9
Standard error		.06	.22	.06	.08	.14	.28	-	.09
Standard deviation		.97	.71	.98	.97	.92	1.15	-	.91

Columns Tested:: a,b - a,b,c,d,e

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		259	65	71	30	26	34	33	166	43	50
Effective base		103	41	42	15	14	13	16	94	21	14
Weighted Base		268	109	124	21	8	6	1	253	12	2
Very low	(-2)	6	-	6	-	*	-	-	6	*	-
		2%	-%	5%	-%	1%	-%	-%	2%	1%	-%
Quite low	(-1)	14	2	9	1	1	*	-	13	1	*
		5%	2%	7%	5%	11%	1%	-%	5%	8%	2%
Neither low nor high	(0)	65	25	29	8	3	*	*	62	3	*
		24%	23%	23%	37%	34%	4%	12%	24%	22%	14%
					e						
Quite high	(1)	104	54	38	6	2	4	*	97	6	1
		39%	49%	30%	27%	32%	67%	36%	38%	47%	44%
							bc				
Very high	(2)	76	26	42	5	2	2	*	73	3	1
		28%	24%	34%	22%	21%	28%	52%	29%	22%	41%
								a			
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	*	2	-	-	-	3	-	-
		1%	1%	*%	8%	-%	-%	-%	1%	-%	-%
NET: High		180	80	80	10	4	6	1	170	8	2
		67%	73%	64%	50%	53%	95%	88%	67%	69%	84%
							bcg	c			c
NET: Low		20	2	15	1	1	*	-	19	1	*
		7%	2%	12%	5%	12%	1%	-%	7%	8%	2%
Answered		265	107	124	19	8	6	1	250	12	2
Mean Score		.9	1.0	.8	.7	.6	1.2	1.4	.9	.8	1.2
Standard error		.06	.09	.14	.17	.21	.11	-	.08	.14	.14
Standard deviation		.97	.75	1.14	.92	1.05	.62	-	.97	.92	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base		259	105	61	43	17	33	101	55	16	16	48
Effective base		103	70	30	21	8	16	60	24	7	3	14
Weighted Base		268	208	45	12	2	1	173	41	14	6	9
Very low	(-2)	6	6	-	*	-	-	6	-	-	-	*
		2%	3%	-%	1%	-%	-%	4%	-%	-%	-%	1%
Quite low	(-1)	14	11	1	1	*	-	9	*	-	4	*
		5%	5%	2%	8%	2%	-%	5%	1%	-%	65%	*%
Neither low nor high	(0)	65	48	14	3	*	*	38	11	4	*	3
		24%	23%	30%	22%	15%	12%	22%	27%	32%	*%	31%
Quite high	(1)	104	84	13	6	1	*	65	18	4	1	3
		39%	40%	28%	47%	46%	36%	37%	44%	27%	24%	38%
Very high	(2)	76	57	16	3	1	*	54	10	5	1	3
		28%	27%	35%	22%	37%	52%	31%	24%	40%	10%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	2	-	-	-	1	2	-	-	-
		1%	1%	4%	-%	-%	-%	1%	4%	-%	-%	-%
NET: High		180	141	28	8	1	1	119	28	9	2	6
		67%	68%	63%	69%	83%	88%	69%	68%	68%	34%	68%
NET: Low		20	18	1	1	*	-	15	*	-	4	*
		7%	8%	2%	8%	2%	-%	9%	1%	-%	65%	1%
Answered		265	207	43	12	2	1	172	40	14	6	9
Mean Score		.9	.8	1.0	.8	1.2	1.4	.9	.9	1.1	-.2	1.0
Standard error		.06	.10	.12	.14	.28	-	.10	.11	.22	.31	.13
Standard deviation		.97	.99	.90	.92	1.15	-	1.03	.77	.88	1.23	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base		259	19	16	27	7	19	33	14	15	23
Effective base		103	11	10	15	3	9	20	8	9	12
Weighted Base		268	32	22	41	9	24	47	27	26	29
Very low	(-2)	6	3	3	-	-	*	-	-	-	-
		2%	10%	15%	-%	-%	*%	-%	-%	-%	-%
Quite low	(-1)	14	9	*	-	-	-	1	-	*	3
		5%	28%	2%	-%	-%	-%	2%	-%	2%	10%
Neither low nor high	(0)	65	-	2	7	7	11	12	10	6	9
		24%	-%	7%	17%	76%	45%	26%	36%	23%	31%
Quite high	(1)	104	3	8	22	2	5	21	10	13	13
		39%	11%	37%	54%	22%	23%	44%	38%	50%	45%
Very high	(2)	76	15	9	12	*	8	13	6	6	4
		28%	48%	40%	29%	1%	32%	28%	21%	25%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	-	-	-	-	-	1	-	-
		1%	4%	-%	-%	-%	-%	-%	6%	-%	-%
NET: High		180	19	17	34	2	13	34	15	19	17
		67%	59%	76%	83%	24%	54%	72%	58%	75%	59%
NET: Low		20	12	4	-	-	*	1	-	*	3
		7%	37%	16%	-%	-%	*%	2%	-%	2%	10%
Answered		265	30	22	41	9	24	47	25	26	29
Mean Score		.9	.6	.9	1.1	.2	.9	1.0	.8	1.0	.6
Standard error		.06	.37	.35	.13	.18	.21	.14	.21	.20	.18
Standard deviation		.97	1.58	1.39	.68	.49	.90	.80	.77	.76	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	h
Unweighted Base		259	49	50	74	173	86	25	25	36
Effective base		103	24	29	42	95	27	12	8	8
Weighted Base		268	62	79	114	255	13	5	4	3
Very low	(-2)	6	*	6	-	6	-	-	-	-
		2%	*%	8%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	14	3	10	1	13	*	-	*	*
		5%	4%	12% ce	1%	5%	1%	-%	1%	1%
Neither low nor high	(0)	65	27	8	29	63	2	*	2	*
		24%	43% beh	10%	25%	25%	16%	8%	36%	2%
Quite high	(1)	104	20	24	53	97	7	3	2	2
		39%	33%	31%	46%	38%	53%	62%	36%	64%
Very high	(2)	76	12	30	30	73	4	2	1	1
		28%	19%	38%	27%	28%	29%	30%	24%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	1	1	3	*	-	*	*
		1%	-%	2%	1%	1%	1%	-%	4%	*%
NET: High		180	32	54	83	170	10	5	3	3
		67%	52%	69%	73%	66%	82% a	92%	60%	97% a
NET: Low		20	3	16	1	20	*	-	*	*
		7%	5%	20% ce	1%	8%	1%	-%	1%	1%
Answered		265	62	78	113	252	12	5	4	3
Mean Score		.9	.7	.8	1.0	.9	1.1 a	1.2	.9	1.3
Standard error		.06	.12	.19	.09	.07	.08	.13	.19	.11
Standard deviation		.97	.85	1.30	.75	.98	.71	.64	.91	.67

Columns Tested:: a,b,c,d,e,f,g,h

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h	i
Unweighted Base		259	6	27	31	37	62	11	10	6	96
Effective base		103	4	9	10	17	27	3	4	4	41
Weighted Base		268	4	22	26	51	49	9	10	3	114
Very low	(-2)	6	-	3	3	-	*	-	3	-	-
		2%	-%	14%	12% i	-%	*%	-%	31%	-%	-%
Quite low	(-1)	14	-	3	3	6	2	-	-	-	3
		5%	-%	16%	13%	11%	3%	-%	-%	-%	2%
Neither low nor high	(0)	65	1	4	7	18	13	5	2	2	18
		24%	28%	16%	29%	36%	26%	49%	15%	51%	15%
Quite high	(1)	104	3	8	8	14	21	5	3	1	48
		39%	63%	36%	31%	28%	44%	51%	29%	43%	42%
Very high	(2)	76	*	4	4	12	12	*	3	*	45
		28%	9%	18%	16%	24%	24%	*%	24%	6%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	-	1	-	-	-	1
		1%	-%	-%	-%	-%	3%	-%	-%	-%	1%
NET: High		180	3	12	12	27	33	5	6	2	93
		67%	72%	55%	47%	53%	68%	51%	54%	49%	81% cd
NET: Low		20	-	7	7	6	2	-	3	-	3
		7%	-%	29%	25% i	11%	3%	-%	31%	-%	2%
Answered		265	4	22	26	51	47	9	10	3	113
Mean Score		.9	.8	.3	.3	.7	.9	.5	.2	.5	1.2 cd
Standard error		.06	.27	.26	.22	.16	.11	.16	.53	.29	.08
Standard deviation		.97	.67	1.34	1.23	.98	.81	.53	1.66	.72	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		259	74	73	112	221	38	215	44	254	5
Effective base		103	29	29	47	85	19	95	9	101	3
Weighted Base		268	81	58	128	212	55	248	19	259	9
Very low	(-2)	6	3	*	3	3	3	6	*	6	-
		2%	4%	*%	3%	1%	6%	3%	*%	2%	-%
Quite low	(-1)	14	9	2	3	7	6	12	1	14	-
		5%	11%	3%	2%	3%	11%	5%	5%	5%	-%
Neither low nor high	(0)	65	27	17	21	56	9	59	6	63	2
		24%	33%	29%	16%	26%	16%	24%	29%	24%	26%
Quite high	(1)	104	25	26	52	78	25	100	4	99	5
		39%	31%	45%	41%	37%	46%	40%	19%	38%	51%
Very high	(2)	76	17	12	47	66	10	67	9	74	2
		28%	21%	20%	37%	31%	18%	27%	46%	29%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	1	1	1	1	3	-	3	-
		1%	-%	3%	1%	1%	3%	1%	-%	1%	-%
NET: High		180	42	38	100	145	35	167	13	173	7
		67%	52%	65%	78% a	68%	64%	67%	65%	67%	74%
NET: Low		20	12	2	6	10	10	19	1	20	-
		7%	15%	3%	5%	5%	17%	8%	6%	8%	-%
Answered		265	81	57	127	211	54	245	19	256	9
Mean Score		.9	.5	.9	1.1 a	.9	.6	.9	1.1	.9	1.0
Standard error		.06	.12	.09	.09	.06	.18	.07	.15	.06	.33
Standard deviation		.97	1.06	.79	.92	.92	1.11	.96	1.03	.98	.74

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		259	96	68	94	148	68	23	20	216	43
Effective base		103	44	25	37	74	19	9	4	93	10
Weighted Base		268	123	50	95	187	56	11	14	243	25
Very low	(-2)	6	3	3	-	6	-	-	*	6	*
		2%	3%	6%	-%	3%	-%	-%	1%	3%	*%
Quite low	(-1)	14	7	4	2	10	*	-	3	10	3
		5%	6%	8%	2%	5%	1%	-%	22%	4%	12%
Neither low nor high	(0)	65	30	11	24	50	13	1	*	63	2
		24%	24%	23%	25%	27%	24%	10%	3%	26%	6%
Quite high	(1)	104	58	13	33	71	24	5	4	95	9
		39%	47%	26%	35%	38%	44%	43%	29%	39%	35%
Very high	(2)	76	23	19	35	49	17	4	6	66	10
		28%	19%	37%	36%	26%	31%	34%	45%	27%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	-	1	1	-	1	-	1	1
		1%	1%	-%	2%	1%	-%	14%	-%	1%	6%
NET: High		180	81	31	67	119	42	8	11	161	19
		67%	66%	63%	71%	64%	75%	76%	75%	66%	75%
NET: Low		20	10	7	2	16	*	-	3	17	3
		7%	8%	14%	2%	9%	1%	-%	22%	7%	13%
Answered		265	121	50	94	186	56	9	14	241	23
Mean Score		.9	.7	.8	1.1	.8	1.1	1.3	1.0	.8	1.1
Standard error		.06	.10	.15	.09	.08	.09	.15	.27	.07	.16
Standard deviation		.97	.92	1.21	.85	1.01	.77	.70	1.23	.96	1.04

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		259	43	105	111	239	229	247	246	168	134
Effective base		103	26	49	30	92	87	97	99	63	43
Weighted Base		268	71	116	80	241	231	251	256	174	114
Very low	(-2)	6	6	-	*	6	6	6	6	6	3
		2%	9%	-%	*%	3%	3%	3%	2%	4%	3%
			bc								
Quite low	(-1)	14	1	9	3	11	11	11	14	11	8
		5%	2%	8%	4%	5%	5%	4%	5%	6%	7%
Neither low nor high	(0)	65	24	26	15	62	55	65	60	44	29
		24%	34%	22%	19%	26%	24%	26%	23%	25%	25%
Quite high	(1)	104	25	46	33	88	90	93	99	63	41
		39%	35%	39%	41%	37%	39%	37%	39%	36%	36%
Very high	(2)	76	15	34	27	70	66	74	74	48	32
		28%	21%	29%	34%	29%	28%	29%	29%	27%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	1	1	3	3	3	3	3	-
		1%	*%	1%	2%	1%	1%	1%	1%	2%	-%
NET: High		180	40	80	61	158	155	166	173	110	74
		67%	56%	69%	75%	66%	67%	66%	68%	63%	65%
NET: Low		20	7	9	4	18	18	18	20	18	11
		7%	10%	8%	4%	7%	8%	7%	8%	10%	10%
Answered		265	71	115	79	238	228	249	253	172	114
Mean Score		.9	.6	.9	1.1	.9	.9	.9	.9	.8	.8
Standard error		.06	.17	.09	.08	.06	.07	.06	.06	.08	.09
Standard deviation		.97	1.11	.92	.85	.98	.98	.98	.98	1.04	1.02

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		259	18	137	20	24	28	12	8	48
Effective base		103	9	65	8	6	6	3	2	10
Weighted Base		268	21	179	12	16	11	5	8	24
Very low	(-2)	6	-	6	-	-	-	-	*	*
		2%	-%	3%	-%	-%	-%	-%	1%	*%
Quite low	(-1)	14	*	7	1	-	*	*	3	4
		5%	*%	4%	4%	-%	3%	10%	37%	16%
Neither low nor high	(0)	65	7	51	4	*	1	1	-	2
		24%	35%	28%	33%	*%	10%	24%	-%	9%
Quite high	(1)	104	6	67	4	4	6	2	5	13
		39%	27%	37%	30%	23%	58%	50%	59%	56%
Very high	(2)	76	8	45	4	12	3	1	*	4
		28%	38%	25%	33%	77%	29%	14%	3%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	-	-	-	*	-	*
		1%	-%	2%	-%	-%	-%	3%	-%	1%
NET: High		180	14	112	8	16	9	3	5	17
		67%	64%	63%	62%	100%	87%	63%	62%	73%
NET: Low		20	*	13	1	-	*	*	3	4
		7%	*%	7%	4%	-%	3%	10%	38%	16%
Answered		265	21	176	12	16	11	5	8	24
Mean Score		.9	1.0	.8	.9	1.8	1.1	.7	.3	.7
Standard error		.06	.21	.09	.21	.09	.14	.28	.39	.14
Standard deviation		.97	.88	.99	.95	.44	.74	.94	1.10	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base		259	140	32	24	21	11	8	3	132	41	23	13	8	7	5
Effective base		103	66	12	5	5	3	3	2	63	12	8	3	2	4	2
Weighted Base		268	182	30	12	12	4	2	*	174	30	9	4	6	1	8
Very low	(-2)	6	6	-	-	-	-	-	*	3	3	-	-	-	-	*
		2%	3%	-%	-%	-%	-%	-%	35%	2%	10%	-%	-%	-%	-%	1%
Quite low	(-1)	14	5	6	-	*	*	-	-	7	1	-	-	*	-	3
		5%	3%	19% a	-%	4%	7%	-%	-%	4%	3%	-%	-%	8%	-%	39%
Neither low nor high	(0)	65	43	14	4	*	*	1	-	47	7	*	*	1	*	-
		24%	24%	47%	32%	1%	1%	58%	-%	27%	23%	1%	1%	17%	11%	-%
Quite high	(1)	104	75	7	3	2	2	*	-	70	1	5	4	4	*	4
		39%	41%	23%	22%	14%	55%	20%	-%	40% b	5%	60%	80%	71%	37%	58%
Very high	(2)	76	50	3	5	10	1	*	*	43	17	3	1	*	1	*
		28%	27%	11%	45%	81%	33%	22%	65%	25%	59% a	39%	19%	1%	52%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	-	-	*	-	-	3	-	-	-	*	-	-
		1%	2%	-%	-%	-%	4%	-%	-%	2%	-%	-%	-%	3%	-%	-%
NET: High		180	124	10	8	11	4	1	*	114	19	9	4	4	1	5
		67%	68% b	34%	68%	96%	88%	42%	65%	65%	64%	99%	99%	72%	89%	60%
NET: Low		20	11	6	-	*	*	-	*	10	4	-	-	*	-	3
		7%	6%	19%	-%	4%	7%	-%	35%	6%	13%	-%	-%	8%	-%	40%
Answered		265	179	30	12	12	4	2	*	171	30	9	4	6	1	8
Mean Score		.9	.9 b	.3	1.1	1.7	1.2	.6	.6	.8	1.0	1.4	1.2	.7	1.4	.2
Standard error		.06	.08	.16	.19	.15	.29	.44	-	.08	.22	.11	.13	.27	1.84	.49
Standard deviation		.97	.97	.91	.91	.70	.91	1.25	-	.92	1.39	.53	.46	.70	4.86	1.10

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base		259	126	46	28	17	14	10	5	29	59	51	68	48	21
Effective base		103	61	14	11	5	4	4	2	9	31	25	23	11	7
Weighted Base		268	159	33	26	9	10	12	7	29	83	67	57	23	22
Very low	(-2)	6	3	3	-	-	-	-	*	*	-	-	6	-	-
		2%	2%	9%	-%	-%	-%	-%	1%	*%	-%	-%	11%	-%	-%
Quite low	(-1)	14	7	1	-	-	2	*	3	6	1	6	*	1	3
		5%	4%	3%	-%	-%	23%	4%	41%	20%	1%	9%	1%	3%	15%
Neither low nor high	(0)	65	43	9	4	1	4	*	-	4	25	10	24	2	4
		24%	27%	26%	14%	5%	42%	1%	-%	14%	30%	15%	42% bd	7%	18%
Quite high	(1)	104	64	7	10	4	2	11	-	13	31	33	14	9	7
		39%	41%	22%	41%	41%	21%	91%	-%	45%	37%	49%	24%	38%	32%
Very high	(2)	76	39	13	12	5	1	1	4	6	23	18	13	12	8
		28%	24%	39%	45%	54%	14%	4%	58%	21%	28%	27%	22%	53%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	-	-	-	-	-	-	3	*	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	3%	*%	-%	-%	-%
NET: High		180	103	20	22	9	3	12	4	19	54	51	26	21	15
		67%	65%	61%	86%	95%	35%	95%	58%	66%	65%	76% c	46%	90% c	67%
NET: Low		20	10	4	-	-	2	*	3	6	1	6	7	1	3
		7%	6%	12%	-%	-%	23%	4%	42%	20%	1%	9%	12%	3%	15%
Answered		265	156	33	26	9	10	12	7	29	80	67	57	23	22
Mean Score		.9	.8	.8	1.3	1.5	.3	1.0	.7	.7	.9	1.0	.4	1.4 c	.9
Standard error		.06	.08	.19	.14	.15	.27	.15	.72	.19	.11	.12	.14	.11	.24
Standard deviation		.97	.93	1.27	.72	.63	1.03	.47	1.61	1.04	.81	.88	1.18	.75	1.09

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		259	70	51	61	41	16	73	49	56	36	15
Effective base		103	35	25	20	10	3	37	18	20	8	5
Weighted Base		268	96	65	51	21	7	99	51	46	18	17
Very low	(-2)	6	3	-	3	-	-	-	-	6	-	-
		2%	3%	-%	6%	-%	-%	-%	-%	14% a	-%	-%
Quite low	(-1)	14	1	6	4	*	*	3	4	*	1	3
		5%	1%	9%	8%	*%	5%	3%	8%	1%	3%	18%
Neither low nor high	(0)	65	24	12	21	2	4	24	15	16	*	*
		24%	25%	18%	40%	7%	53%	24%	30%	34%	1%	*%
Quite high	(1)	104	36	29	12	8	3	41	23	12	7	7
		39%	38%	45%	24%	36%	34%	42%	45%	26%	37%	38%
Very high	(2)	76	28	18	11	12	1	27	9	12	11	8
		28%	30%	27%	21%	56%	9%	28%	17%	26%	59% b	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	-	-	-	3	*	-	-	-
		1%	3%	*%	-%	-%	-%	3%	*%	-%	-%	-%
NET: High		180	64	47	23	20	3	69	31	24	17	14
		67%	67%	73%	46%	93% c	43%	69%	62%	52%	96% c	82%
NET: Low		20	4	6	7	*	*	3	4	7	1	3
		7%	4%	9%	14%	*%	5%	3%	8%	15%	3%	18%
Answered		265	93	65	51	21	7	96	51	46	18	17
Mean Score		.9	.9	.9	.5	1.5 c	.5	1.0	.7	.5	1.5 bc	1.1
Standard error		.06	.12	.13	.14	.10	.19	.10	.12	.17	.12	.28
Standard deviation		.97	.96	.90	1.11	.65	.77	.82	.84	1.28	.70	1.10

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		259	65	57	62	44	18	164	24	55	179	80	213	26
Effective base		103	34	23	26	13	5	68	9	22	73	31	84	8
Weighted Base		268	89	53	67	31	16	178	19	57	195	72	222	20
Very low	(-2)	6	-	-	6	-	-	3	-	3	6	*	3	3
		2%	-%	-%	9%	-%	-%	2%	-%	6%	3%	*%	1%	16%
Quite low	(-1)	14	2	6	5	1	*	13	-	1	10	3	8	3
		5%	2%	11%	7%	2%	*%	7%	-%	1%	5%	5%	4%	17%
Neither low nor high	(0)	65	33	4	20	3	1	37	7	13	53	12	58	4
		24%	37%	7%	29%	9%	5%	21%	39%	23%	27%	17%	26%	20%
			b		b									
Quite high	(1)	104	33	27	18	14	7	69	4	26	71	33	81	7
		39%	36%	51%	27%	47%	44%	39%	19%	46%	36%	45%	37%	36%
Very high	(2)	76	20	16	17	13	8	54	8	12	53	23	68	2
		28%	23%	31%	25%	42%	51%	30%	42%	22%	27%	32%	31%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	-	1	-	-	1	-	1	2	1	3	-
		1%	2%	-%	2%	-%	-%	1%	-%	3%	1%	2%	1%	-%
NET: High		180	53	43	35	27	15	123	12	39	124	55	149	9
		67%	59%	82%	52%	89%	95%	69%	61%	68%	64%	77%	67%	46%
				c		ac								
NET: Low		20	2	6	11	1	*	16	-	4	16	3	11	7
		7%	2%	11%	17%	2%	*%	9%	-%	7%	8%	5%	5%	34%
Answered		265	88	53	66	31	16	176	19	55	194	71	219	20
Mean Score		.9	.8	1.0	.5	1.3	1.5	.9	1.0	.8	.8	1.1	.9	.1
						c								
Standard error		.06	.10	.12	.16	.11	.15	.08	.19	.14	.08	.09	.06	.25
Standard deviation		.97	.82	.91	1.23	.72	.62	.98	.92	1.00	1.01	.84	.92	1.29

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		259	179	50	59	187	214	25	170	59	67	179
Effective base		103	73	15	29	71	84	8	71	17	35	64
Weighted Base		268	187	44	67	189	218	23	182	49	88	168
Very low	(-2)	6	6	-	-	6	3	3	6	*	3	3
		2%	3%	-%	-%	3%	1%	14%	3%	*%	3%	2%
Quite low	(-1)	14	8	3	3	11	8	3	8	3	2	11
		5%	4%	8%	4%	6%	4%	15%	4%	7%	3%	7%
Neither low nor high	(0)	65	32	24	14	46	58	4	32	23	18	42
		24%	17%	53%	21%	24%	27%	17%	18%	47%	20%	25%
				a						a		
Quite high	(1)	104	76	13	24	75	81	7	76	13	37	62
		39%	41%	30%	36%	40%	37%	31%	42%	27%	42%	37%
Very high	(2)	76	62	4	25	49	65	5	57	9	27	48
		28%	33%	9%	37%	26%	30%	23%	31%	18%	30%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	1	1	3	-	3	-	1	1
		1%	2%	-%	2%	1%	1%	-%	2%	-%	2%	1%
NET: High		180	138	17	49	124	146	12	133	22	64	110
		67%	74%	39%	73%	66%	67%	54%	73%	46%	72%	65%
			b						b			
NET: Low		20	14	3	3	17	11	7	14	3	5	15
		7%	8%	8%	4%	9%	5%	29%	8%	7%	6%	9%
Answered		265	184	44	66	187	215	23	179	49	87	166
Mean Score		.9	1.0	.4	1.1	.8	.9	.3	.9	.6	.9	.8
			b									
Standard error		.06	.08	.11	.11	.07	.06	.28	.08	.11	.12	.07
Standard deviation		.97	1.00	.76	.87	1.00	.92	1.38	.99	.88	.97	.98

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		259	172	195	66	1	166	168	56	-	215	140	74	-
Effective base		103	61	78	20	1	62	66	18	-	85	60	28	-
Weighted Base		268	167	203	60	4	170	170	56	-	225	155	72	-
Very low	(-2)	6	6	3	-	-	6	*	3	-	6	*	3	-
		2%	4%	2%	-%	-%	4%	*%	5%	-%	3%	*%	4%	-%
Quite low	(-1)	14	5	8	*	-	4	10	*	-	7	10	3	-
		5%	3%	4%	1%	-%	2%	6%	1%	-%	3%	6%	5%	-%
Neither low nor high	(0)	65	42	50	13	4	41	25	13	-	50	27	9	-
		24%	25%	24%	22%	100%	24%	14%	24%	-%	22%	17%	13%	-%
Quite high	(1)	104	69	82	26	-	69	79	25	-	87	70	36	-
		39%	41%	41%	44%	-%	41%	46%	44%	-%	39%	45%	49%	-%
Very high	(2)	76	45	57	20	-	50	53	14	-	72	48	21	-
		28%	27%	28%	33%	-%	29%	31%	25%	-%	32%	31%	29%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	-	-	-	3	-	-	3	*	-	-
		1%	-%	1%	-%	-%	-%	2%	-%	-%	1%	*%	-%	-%
NET: High		180	114	139	46	-	119	132	39	-	160	118	56	-
		67%	68%	69%	77%	-%	70%	78%	70%	-%	71%	76%	78%	-%
NET: Low		20	11	11	*	-	10	11	3	-	13	10	7	-
		7%	7%	6%	1%	-%	6%	6%	6%	-%	6%	6%	9%	-%
Answered		265	167	200	60	4	170	167	56	-	222	154	72	-
Mean Score		.9	.8	.9	1.1	-	.9	1.0	.8	-	1.0	1.0	.9	-
Standard error		.06	.07	.07	.09	-	.08	.07	.13	-	.07	.07	.12	-
Standard deviation		.97	.98	.91	.76	-	.98	.85	1.00	-	.96	.86	1.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		259	215	193	146	187	139	20	92	107	119	43	24
Effective base		103	84	75	67	71	58	5	46	48	52	18	7
Weighted Base		268	222	201	174	188	155	14	125	131	143	44	18
Very low	(-2)	6	3	3	6	3	3	3	-	3	6	3	-
		2%	1%	2%	4%	2%	2%	22%	-%	2%	4%	7%	-%
Quite low	(-1)	14	8	7	9	6	8	-	6	6	6	*	-
		5%	4%	3%	5%	3%	5%	-%	5%	5%	4%	1%	-%
Neither low nor high	(0)	65	58	45	31	45	41	5	23	24	23	6	2
		24%	26%	22%	18%	24%	26%	34%	18%	18%	16%	13%	13%
Quite high	(1)	104	81	80	68	75	50	1	54	48	54	21	9
		39%	37%	40%	39%	40%	33%	4%	43%	36%	38%	47%	53%
Very high	(2)	76	68	63	58	58	50	6	43	48	52	14	6
		28%	31%	31%	34%	31%	32%	40%	34%	37%	37%	32%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	3	1	1	3	-	-	1	1	-	-
		1%	1%	1%	1%	1%	2%	-%	-%	1%	1%	-%	-%
NET: High		180	149	143	127	133	100	6	97	96	106	35	15
		67%	67%	71%	73%	71%	65%	45%	77%	73%	74%	79%	87%
NET: Low		20	11	10	15	9	11	3	6	9	13	3	-
		7%	5%	5%	8%	5%	7%	22%	5%	7%	9%	8%	-%
Answered		265	219	198	173	187	152	14	125	130	141	44	18
Mean Score		.9	.9	1.0	1.0	1.0	.9	.4	1.1	1.0	1.0	1.0	1.2
Standard error		.06	.06	.07	.08	.07	.09	.36	.09	.10	.10	.16	.14
Standard deviation		.97	.92	.91	1.02	.91	.99	1.59	.84	.99	1.06	1.07	.67

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		259	36	17	22	13	230	156	236	202	178	178	223	58	-	190	15
Effective base		103	16	3	11	7	92	58	94	77	67	66	90	20	-	71	9
Weighted Base		268	41	7	32	21	240	159	249	202	171	179	234	53	-	177	26
Very low	(-2)	6	-	3	-	*	6	3	6	6	3	6	3	3	-	3	3
		2%	-%	45%	-%	*%	3%	2%	3%	3%	2%	4%	1%	6%	-%	2%	13%
Quite low	(-1)	14	7	-	*	-	10	11	13	12	12	6	13	3	-	*	9
		5%	17%	-%	*%	-%	4%	7%	5%	6%	7%	3%	6%	6%	-%	*%	33%
Neither low nor high	(0)	65	6	3	14	2	56	31	56	41	27	33	55	7	-	26	2
		24%	15%	41%	43%	11%	23%	20%	23%	20%	16%	19%	24%	14%	-%	15%	9%
Quite high	(1)	104	17	1	14	8	98	58	98	80	78	74	92	20	-	78	12
		39%	40%	7%	45%	39%	41%	36%	39%	39%	45%	41%	39%	38%	-%	44%	45%
Very high	(2)	76	12	*	4	9	67	54	72	60	50	58	69	19	-	67	-
		28%	28%	7%	12%	43%	28%	34%	29%	30%	29%	32%	29%	37%	-%	38%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	1	3	2	3	3	2	1	1	-	-	3	-
		1%	-%	-%	-%	7%	1%	1%	1%	1%	1%	1%	1%	-%	-%	2%	-%
NET: High		180	28	1	18	17	165	111	171	140	128	132	161	40	-	145	12
		67%	68%	14%	57%	82%	69%	70%	68%	69%	75%	74%	69%	75%	-%	82%	45%
NET: Low		20	7	3	*	*	16	15	19	19	15	12	16	6	-	3	12
		7%	17%	45%	*%	*%	7%	9%	8%	9%	9%	7%	7%	12%	-%	2%	46%
Answered		265	41	7	32	19	237	157	246	199	170	178	232	53	-	175	26
Mean Score		.9	.8	-.7	.7	1.3	.9	.9	.9	.9	.9	1.0	.9	.9	-	1.2	-.1
Standard error		.06	.17	.34	.15	.21	.06	.08	.06	.07	.07	.07	.06	.15	-	.06	.30
Standard deviation		.97	1.04	1.39	.68	.73	.96	1.01	.98	1.02	.95	.99	.94	1.13	-	.82	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		259	114	123	214	7	83	176	57	162	39	74	48	133
Effective base		103	53	43	81	4	36	68	20	67	16	32	15	56
Weighted Base		268	142	108	214	12	97	170	53	170	45	90	42	130
Very low	(-2)	6	3	3	-	6	6	-	3	3	*	*	-	6
		2%	2%	3%	-%	53%	6% b	-%	6%	2%	*%	*%	-%	5%
Quite low	(-1)	14	9	1	4	-	13	*	1	4	9	4	2	7
		5%	6%	1%	2%	-%	13% b	*%	2%	2%	19% b	5%	5%	5%
Neither low nor high	(0)	65	40	21	46	1	27	38	5	51	9	16	16	28
		24%	28%	19%	21%	6%	28%	22%	10%	30%	19%	18%	38%	22%
Quite high	(1)	104	47	49	93	4	39	65	28	57	19	42	16	46
		39%	33%	45%	43%	38%	40%	38%	52%	34%	42%	47%	38%	35%
Very high	(2)	76	41	33	69	*	10	66	16	51	9	26	8	41
		28%	29%	30%	32%	3%	11%	39% a	30%	30%	19%	29%	18%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	1	3	-	1	1	-	3	-	2	-	1
		1%	1%	1%	1%	-%	1%	1%	-%	2%	-%	2%	-%	1%
NET: High		180	88	82	161	5	49	131	44	108	27	68	24	87
		67%	62%	75%	75%	41%	51%	77% a	83%	64%	61%	75%	57%	67%
NET: Low		20	12	4	4	6	19	*	4	7	9	5	2	13
		7%	9%	4%	2%	53%	20% b	*%	8%	4%	19% b	5%	5%	10%
Answered		265	141	107	211	12	96	169	53	167	45	88	42	128
Mean Score		.9	.8	1.0	1.1	-.6	.4	1.2 a	1.0	.9	.6	1.0	.7	.8
Standard error		.06	.09	.08	.05	.59	.12	.06	.13	.07	.16	.10	.12	.09
Standard deviation		.97	1.01	.90	.78	1.56	1.06	.78	1.01	.93	1.02	.83	.84	1.09

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		259	113	146
Effective base		103	43	60
Weighted Base		268	119	148
Very low	(-2)	6	3	3
		2%	3%	2%
Quite low	(-1)	14	10	4
		5%	8%	3%
Neither low nor high	(0)	65	36	29
		24%	30%	20%
Quite high	(1)	104	46	57
		39%	39%	39%
Very high	(2)	76	23	53
		28%	19%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1
		1%	1%	1%
NET: High		180	69	111
		67%	58%	75%
NET: Low		20	13	7
		7%	11%	5%
Answered		265	118	147
Mean Score		.9	.6	1.0
				a
Standard error		.06	.09	.08
Standard deviation		.97	.98	.93

Columns Tested:: a,b

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		259	9	29	18	14	15	39	3	39	18	20	22	33
Effective base		103	3	11	9	4	9	13	2	23	13	6	13	16
Weighted Base		268	1	42	24	2	30	41	*	48	28	8	21	23
Very low	(-2)	6	-	-	-	-	3	*	-	-	3	-	-	-
		2%	-%	-%	-%	-%	11%	*%	-%	-%	11%	-%	-%	-%
Quite low	(-1)	14	-	*	-	*	4	*	-	5	1	2	1	-
		5%	-%	1%	-%	2%	12%	1%	-%	11%	2%	28%	5%	-%
Neither low nor high	(0)	65	-	-	11	*	4	25	*	6	7	1	4	7
		24%	-%	-%	44%	12%	12%	62%	71%	12%	26%	13%	19%	30%
								h						
Quite high	(1)	104	*	30	13	1	7	9	*	17	5	3	8	10
		39%	25%	71%	55%	59%	25%	21%	23%	34%	20%	45%	40%	42%
Very high	(2)	76	1	12	*	*	12	6	*	21	12	1	6	5
		28%	75%	28%	1%	27%	40%	16%	6%	43%	41%	13%	28%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	*	-	-	-	-	-	-	-	-	2	1
		1%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	8%	6%
NET: High		180	1	41	13	2	19	15	*	37	17	4	14	15
		67%	100%	99%	56%	86%	65%	37%	29%	77%	61%	58%	68%	64%
										f				
NET: Low		20	-	*	-	*	7	*	-	5	4	2	1	-
		7%	-%	1%	-%	2%	23%	1%	-%	11%	13%	28%	5%	-%
Answered		265	1	42	24	2	30	41	*	48	28	8	20	22
Mean Score		.9	1.7	1.3	.6	1.1	.7	.5	.4	1.1	.8	.4	1.0	.9
Standard error		.06	-	.10	.12	.27	.36	.13	-	.16	.31	.25	.20	.13
Standard deviation		.97	-	.52	.53	1.03	1.40	.78	-	1.00	1.32	1.11	.88	.76

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 421 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		259	56	68	60	75	124	135
Effective base		103	20	23	35	36	43	69
Weighted Base		268	67	72	77	52	139	129
Very low	(-2)	6	-	3	3	-	3	3
		2%	-%	5%	4%	-%	2%	2%
Quite low	(-1)	14	*	4	6	3	4	9
		5%	1%	6%	8%	6%	3%	7%
Neither low nor high	(0)	65	11	29	13	12	40	25
		24%	16%	40%	17%	23%	29%	20%
Quite high	(1)	104	43	17	22	22	60	44
		39%	64%	24%	29%	42%	43%	34%
			bc					
Very high	(2)	76	13	19	33	12	32	45
		28%	19%	26%	42%	23%	23%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	-	-	3	*	3
		1%	*%	-%	-%	6%	*%	2%
NET: High		180	56	36	55	34	92	88
		67%	83%	50%	71%	65%	66%	69%
			b					
NET: Low		20	*	7	9	3	8	12
		7%	1%	10%	11%	6%	6%	9%
Answered		265	67	72	77	49	139	126
Mean Score		.9	1.0	.6	1.0	.9	.8	.9
Standard error		.06	.08	.13	.15	.10	.08	.09
Standard deviation		.97	.62	1.08	1.13	.87	.91	1.03

Columns Tested:: a,b,c,d - a,b

Table 422

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		210	7	203	161	29	5	15	49
Effective base		107	5	103	101	12	3	10	14
Weighted Base		254	6	248	247	7	*	*	8
Very low	(-2)	4	*	4	4	-	*	-	*
		2%	4%	2%	2%	-%	5%	-%	*%
Quite low	(-1)	38	-	38	37	1	*	*	1
		15%	-%	15%	15%	19%	12%	4%	18%
Neither low nor high	(0)	50	2	48	50	*	-	*	*
		20%	40%	19%	20%	3%	-%	18%	4%
Quite high	(1)	100	2	97	96	3	-	*	3
		39%	34%	39%	39%	41%	-%	69%	40%
Very high	(2)	59	1	58	57	1	*	*	2
		23%	22%	23%	23%	21%	83%	8%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	2	1	-	-	1
		1%	-%	1%	1%	15%	-%	-%	13%
									a
NET: High		158	3	155	154	4	*	*	5
		62%	56%	63%	62%	63%	83%	77%	64%
NET: Low		42	*	42	41	1	*	*	1
		17%	4%	17%	16%	19%	17%	4%	19%
Answered		251	6	245	244	6	*	*	7
Mean Score		.7	.7	.7	.7	.8	1.5	.8	.8
Standard error		.07	.39	.07	.08	.23	-	-	.17
Standard deviation		1.04	1.04	1.05	1.04	1.17	-	-	1.17

Columns Tested:: a,b - a,b,c,d,e

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		210	71	70	20	20	14	15	161	29	20
Effective base		107	52	42	9	10	10	10	101	12	9
Weighted Base		254	134	98	14	6	1	*	247	7	1
Very low	(-2)	4	*	3	1	-	*	-	4	-	*
		2%	*%	3%	5%	-%	2%	-%	2%	-%	2%
Quite low	(-1)	38	18	13	5	1	*	*	37	1	*
		15%	14%	13%	38%	19%	19%	4%	15%	19%	9%
Neither low nor high	(0)	50	32	14	4	*	*	*	50	*	*
		20%	24%	14%	30%	3%	5%	18%	20%	3%	8%
Quite high	(1)	100	52	42	3	2	*	*	96	3	*
		39%	39%	42%	18%	40%	35%	69%	39%	41%	31%
Very high	(2)	59	29	27	1	1	*	*	57	1	*
		23%	22%	27%	8%	23%	39%	8%	23%	21%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	-	-	1	-	-	2	1	-
		1%	2%	-%	-%	16%	-%	-%	1%	15%	-%
NET: High		158	81	68	4	4	1	*	154	4	1
		62%	61%	70%	26%	62%	74%	77%	62%	63%	81%
NET: Low		42	18	16	6	1	*	*	41	1	*
		17%	14%	16%	43%	19%	21%	4%	16%	19%	11%
Answered		251	132	98	14	5	1	*	244	6	1
Mean Score		.7	.7	.8	-.1	.8	.9	.8	.7	.8	1.2
Standard error		.07	.12	.13	.24	.28	1.06	-	.08	.23	-
Standard deviation		1.04	.97	1.09	1.09	1.20	3.98	-	1.04	1.17	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e	a	b	*c	*d	*e
Unweighted Base		210	112	49	29	5	15	110	43	17	5	20
Effective base		107	82	26	12	3	10	74	18	10	2	4
Weighted Base		254	214	33	7	*	*	190	31	7	4	4
Very low	(-2)	4	3	1	-	*	-	3	1	-	-	-
		2%	2%	2%	-%	5%	-%	2%	2%	-%	-%	-%
Quite low	(-1)	38	30	6	1	*	*	27	5	3	*	*
		15%	14%	20%	19%	12%	4%	14%	15%	39%	8%	2%
Neither low nor high	(0)	50	43	7	*	-	*	33	7	1	1	*
		20%	20%	23%	3%	-%	18%	17%	22%	15%	21%	2%
Quite high	(1)	100	86	10	3	-	*	84	4	2	3	3
		39%	40%	31%	41%	-%	69%	44%	14%	25%	71%	65%
								b				
Very high	(2)	59	49	8	1	*	*	42	12	1	-	1
		23%	23%	24%	21%	83%	8%	22%	38%	13%	-%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	-	1	-	-	-	3	1	-	-
		1%	1%	-%	15%	-%	-%	-%	9%	7%	-%	-%
									a			
NET: High		158	136	18	4	*	*	127	16	3	3	4
		62%	63%	55%	63%	83%	77%	67%	52%	39%	71%	96%
NET: Low		42	33	7	1	*	*	30	5	3	*	*
		17%	16%	22%	19%	17%	4%	16%	17%	39%	8%	2%
Answered		251	212	33	6	*	*	190	28	7	4	4
Mean Score		.7	.7	.5	.8	1.5	.8	.7	.8	.1	.6	1.2
Standard error		.07	.10	.16	.23	-	-	.10	.19	.30	.32	.16
Standard deviation		1.04	1.03	1.15	1.17	-	-	1.02	1.25	1.21	.71	.69

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		210	23	24	19	10	22	18	13	19	13
Effective base		107	16	17	10	5	11	12	11	12	9
Weighted Base		254	38	29	26	13	27	29	32	32	18
Very low	(-2)	4	3	-	1	-	-	-	-	-	-
		2%	8%	-%	3%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	38	5	1	5	5	7	3	7	3	-
		15%	13%	3%	20%	42%	27%	9%	22%	9%	-%
Neither low nor high	(0)	50	6	3	4	1	4	6	13	8	2
		20%	17%	11%	15%	11%	16%	20%	40%	26%	9%
Quite high	(1)	100	19	17	12	6	7	8	11	9	8
		39%	50%	59%	47%	46%	25%	27%	35%	27%	44%
Very high	(2)	59	5	8	3	*	9	10	1	12	9
		23%	13%	27%	12%	1%	32%	35%	3%	37%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	1	-	-	2	-	-	-
		1%	-%	-%	4%	-%	-%	8%	-%	-%	-%
NET: High		158	24	25	15	6	15	18	12	21	17
		62%	62%	86%	58%	47%	57%	63%	38%	65%	91%
NET: Low		42	8	1	6	5	7	3	7	3	-
		17%	21%	3%	23%	42%	27%	9%	22%	9%	-%
Answered		251	38	29	25	13	27	27	32	32	18
Mean Score		.7	.5	1.1	.5	.1	.6	1.0	.2	.9	1.4
Standard error		.07	.24	.14	.26	.32	.26	.25	.23	.23	.18
Standard deviation		1.04	1.13	.70	1.07	1.00	1.21	1.02	.83	1.02	.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	*h
Unweighted Base		210	45	66	50	161	49	17	19	13
Effective base		107	25	44	32	100	21	7	10	7
Weighted Base		254	58	100	87	245	9	4	4	1
Very low	(-2)	4	-	3	1	4	*	*	*	-
		2%	-%	3%	1%	2%	3%	6%	1%	-%
Quite low	(-1)	38	13	9	15	36	2	*	1	*
		15%	22%	9%	17%	15%	17%	2%	34%	22%
Neither low nor high	(0)	50	7	18	23	48	3	2	*	*
		20%	13%	18%	26%	20%	28%	46%	10%	16%
Quite high	(1)	100	21	45	31	97	3	1	1	*
		39%	35%	45%	36%	40%	29%	22%	40%	22%
Very high	(2)	59	18	25	14	57	2	1	1	1
		23%	30%	25%	16%	23%	23%	25%	16%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	3	3	-	-	-	-
		1%	-%	-%	4%	1%	-%	-%	-%	-%
NET: High		158	38	70	46	154	5	2	2	1
		62%	66%	70%	52%	63%	52%	46%	56%	61%
NET: Low		42	13	12	16	40	2	*	1	*
		17%	22%	12%	18%	16%	20%	8%	34%	22%
Answered		251	58	100	84	242	9	4	4	1
Mean Score		.7	.7	.8	.5	.7	.5	.6	.4	.8
Standard error		.07	.17	.12	.15	.08	.17	.30	.30	.69
Standard deviation		1.04	1.12	1.01	1.01	1.04	1.18	1.22	1.31	2.49

Columns Tested:: a,b,c,d,e,f,g,h

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		210	6	21	23	21	72	10	5	5	68
Effective base		107	3	10	11	10	39	6	3	3	36
Weighted Base		254	3	29	32	31	84	15	6	4	80
Very low	(-2)	4	-	3	3	-	*	1	*	-	-
		2%	-%	10%	10%	-%	*%	5%	*%	-%	-%
Quite low	(-1)	38	*	3	5	8	9	*	-	-	15
		15%	10%	10%	17%	27%	10%	3%	-%	-%	19%
Neither low nor high	(0)	50	1	8	8	5	14	9	-	1	14
		20%	17%	27%	25%	16%	17%	58%	-%	24%	17%
Quite high	(1)	100	1	9	9	10	36	3	6	-	36
		39%	23%	32%	29%	31%	43%	18%	85%	-%	45%
Very high	(2)	59	2	6	6	8	25	-	1	2	15
		23%	50%	20%	19%	26%	30%	-%	15%	63%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	-	-	2	-	1	1
		1%	-%	-%	-%	-%	-%	16%	-%	13%	1%
NET: High		158	3	15	15	18	61	3	6	2	50
		62%	73%	52%	48%	57%	73%	18%	100%	63%	63%
NET: Low		42	*	6	8	8	9	1	*	-	15
		17%	10%	21%	27%	27%	11%	8%	*%	-%	19%
Answered		251	3	29	32	31	84	12	6	3	79
Mean Score		.7	1.1	.4	.3	.6	.9	.1	1.1	1.4	.6
Standard error		.07	.50	.27	.26	.25	.11	.24	.19	.53	.12
Standard deviation		1.04	1.22	1.24	1.25	1.16	.95	.73	.43	1.07	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	*b	a	*b
Unweighted Base		210	50	82	78	180	30	183	27	207	3
Effective base		107	23	44	41	89	18	101	8	105	2
Weighted Base		254	66	99	90	204	50	244	10	250	4
Very low	(-2)	4	3	1	*	4	*	4	*	4	-
		2%	5%	1%	*%	2%	*%	2%	*%	2%	-%
Quite low	(-1)	38	14	9	15	25	13	38	*	38	-
		15%	21%	9%	17%	12%	25%	16%	1%	15%	-%
Neither low nor high	(0)	50	13	22	15	43	7	46	4	50	-
		20%	20%	23%	16%	21%	14%	19%	43%	20%	-%
Quite high	(1)	100	20	39	41	77	22	96	4	97	2
		39%	30%	40%	46%	38%	44%	39%	37%	39%	51%
Very high	(2)	59	16	25	18	51	8	58	1	57	2
		23%	24%	25%	20%	25%	16%	24%	13%	23%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	2	1	3	-	3	1	3	-
		1%	-%	2%	1%	2%	-%	1%	5%	1%	-%
NET: High		158	35	64	59	128	30	153	5	154	4
		62%	54%	65%	66%	63%	60%	63%	50%	62%	100%
NET: Low		42	17	10	15	29	13	42	*	42	-
		17%	26%	10%	17%	14%	25%	17%	1%	17%	-%
Answered		251	66	96	89	201	50	241	10	247	4
Mean Score		.7	.5	.8	.7	.7	.5	.7	.6	.7	1.5
Standard error		.07	.17	.11	.11	.08	.19	.08	.15	.07	.33
Standard deviation		1.04	1.20	.97	.98	1.04	1.05	1.05	.77	1.05	.57

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	*f
Unweighted Base		210	66	53	89	142	42	12	14	184	26
Effective base		107	34	25	48	83	17	4	5	99	8
Weighted Base		254	79	51	124	192	44	9	9	237	18
Very low	(-2)	4	1	3	*	4	*	-	-	4	-
		2%	1%	6%	*%	2%	*%	-%	-%	2%	-%
Quite low	(-1)	38	12	7	19	35	1	2	*	36	2
		15%	15%	14%	16%	18%	2%	22%	1%	15%	11%
Neither low nor high	(0)	50	14	12	24	36	12	*	2	48	2
		20%	18%	23%	20%	19%	27%	2%	23%	20%	13%
Quite high	(1)	100	38	20	42	74	19	1	6	93	7
		39%	49%	39%	34%	38%	42%	17%	63%	39%	40%
Very high	(2)	59	12	9	39	40	13	5	1	53	6
		23%	15%	17%	31%	21%	29%	59%	12%	22%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1	-	3	-	-	-	3	-
		1%	3%	2%	-%	2%	-%	-%	-%	1%	-%
NET: High		158	50	28	80	114	32	7	7	145	13
		62%	64%	55%	65%	59%	71%	76%	76%	61%	76%
NET: Low		42	12	10	20	39	1	2	*	40	2
		17%	16%	20%	16%	20%	2%	22%	1%	17%	11%
Answered		251	76	50	124	189	44	9	9	233	18
Mean Score		.7	.6	.5	.8	.6	1.0	1.1	.9	.7	1.0
Standard error		.07	.12	.16	.11	.09	.12	.37	.17	.08	.20
Standard deviation		1.04	.96	1.12	1.06	1.08	.81	1.29	.65	1.05	1.00

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		210	41	101	68	186	181	196	202	136	110
Effective base		107	28	55	25	91	88	97	103	64	44
Weighted Base		254	69	123	62	220	210	234	245	154	104
Very low	(-2)	4	3	1	*	4	3	4	3	4	3
		2%	4%	1%	*%	2%	2%	2%	1%	2%	3%
Quite low	(-1)	38	15	20	3	35	28	35	37	31	22
		15%	22%	17%	4%	16%	13%	15%	15%	20%	21%
			c								
Neither low nor high	(0)	50	13	23	14	45	44	46	43	31	25
		20%	18%	19%	23%	21%	21%	20%	18%	20%	24%
Quite high	(1)	100	30	44	26	79	77	88	99	51	27
		39%	44%	35%	41%	36%	37%	38%	40%	33%	26%
Very high	(2)	59	6	34	19	54	55	58	59	34	27
		23%	8%	28%	31%	25%	26%	25%	24%	22%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1	-	3	3	3	3	3	1
		1%	3%	1%	-%	2%	2%	1%	1%	2%	1%
NET: High		158	36	77	45	133	132	146	158	85	54
		62%	52%	63%	72%	60%	63%	62%	64%	55%	52%
NET: Low		42	18	21	3	38	31	39	40	35	25
		17%	26%	17%	4%	17%	15%	16%	16%	23%	24%
			c								
Answered		251	67	122	62	217	207	231	242	151	103
Mean Score		.7	.3	.7	1.0	.7	.7	.7	.7	.5	.5
					a						
Standard error		.07	.17	.11	.10	.08	.08	.08	.07	.10	.11
Standard deviation		1.04	1.06	1.07	.86	1.07	1.05	1.06	1.04	1.12	1.17

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		210	20	111	23	11	12	7	12	31
Effective base		107	12	62	9	5	6	1	4	10
Weighted Base		254	33	153	17	8	8	2	12	22
Very low	(-2)	4	1	3	*	-	-	-	-	-
		2%	2%	2%	2%	-%	-%	-%	-%	-%
Quite low	(-1)	38	7	16	2	1	3	*	6	9
		15%	21%	10%	13%	7%	36%	1%	51%	40%
										b
Neither low nor high	(0)	50	2	34	2	3	1	2	2	5
		20%	7%	22%	15%	31%	7%	86%	17%	22%
Quite high	(1)	100	17	54	7	5	1	*	4	5
		39%	52%	35%	41%	61%	17%	10%	30%	23%
Very high	(2)	59	6	44	5	*	3	*	*	3
		23%	18%	29%	30%	1%	33%	3%	2%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	-	-	1	-	-	1
		1%	-%	2%	-%	-%	7%	-%	-%	2%
NET: High		158	23	98	12	5	4	*	4	8
		62%	70%	64%	71%	62%	50%	13%	32%	36%
NET: Low		42	8	19	2	1	3	*	6	9
		17%	23%	12%	14%	7%	36%	1%	51%	40%
										b
Answered		251	33	151	17	8	7	2	12	22
Mean Score		.7	.6	.8	.8	.5	.5	.2	-.2	.1
Standard error		.07	.24	.10	.22	.21	.43	.22	.28	.20
Standard deviation		1.04	1.09	1.04	1.07	.68	1.42	.58	.97	1.10

Columns Tested:: a,b,c,d,e,f,g,h

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		210	123	28	11	3	10	6	5	110	29	19	7	6	3	7
Effective base		107	67	13	3	2	3	2	2	61	12	8	2	5	2	3
Weighted Base		254	169	33	7	3	4	4	1	144	34	10	3	8	2	10
Very low	(-2)	4	4	-	-	-	-	-	-	*	3	*	-	-	-	-
		2%	2%	-%	-%	-%	-%	-%	-%	*%	9%	3%	-%	-%	-%	-%
Quite low	(-1)	38	24	7	1	*	1	1	1	14	5	1	-	2	1	5
		15%	14%	21%	9%	11%	14%	24%	76%	10%	16%	11%	-%	23%	60%	47%
Neither low nor high	(0)	50	31	8	1	1	2	2	*	25	12	2	*	2	-	2
		20%	18%	25%	9%	21%	62%	58%	1%	17%	36%	21%	*%	30%	-%	21%
Quite high	(1)	100	63	11	2	2	*	1	*	61	5	3	3	1	1	3
		39%	37%	32%	36%	68%	5%	18%	4%	42%	15%	34%	96%	16%	40%	31%
Very high	(2)	59	44	6	3	-	1	-	*	42	8	3	*	2	-	*
		23%	26%	20%	39%	-%	18%	-%	20%	29%	25%	31%	4%	24%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1	1	-	-	-	-	3	-	-	-	1	-	-
		1%	1%	2%	8%	-%	-%	-%	-%	2%	-%	-%	-%	6%	-%	-%
NET: High		158	107	17	5	2	1	1	*	103	13	6	3	3	1	3
		62%	63%	52%	74%	68%	24%	18%	23%	71%	39%	65%	100%	41%	40%	31%
NET: Low		42	28	7	1	*	1	1	1	14	8	1	-	2	1	5
		17%	17%	21%	9%	11%	14%	24%	76%	10%	25%	14%	-%	23%	60%	47%
Answered		251	166	32	6	3	4	4	1	141	34	10	3	7	2	10
Mean Score		.7	.7	.5	1.1	.6	.3	-.1	-.3	.9	.3	.8	1.0	.4	-.2	-.2
Standard error		.07	.10	.20	.33	.47	.34	.31	3.20	.09	.24	.26	.09	.54	.96	.35
Standard deviation		1.04	1.08	1.06	1.04	.81	1.07	.75	7.16	.93	1.27	1.14	.24	1.21	1.67	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	*d	*e
Unweighted Base		210	104	25	24	19	7	14	9	30	49	43	64	24	16
Effective base		107	65	10	10	9	4	4	3	10	29	20	32	11	8
Weighted Base		254	147	29	27	15	9	10	7	26	69	54	77	14	21
Very low	(-2)	4	*	3	-	-	*	-	-	*	1	-	3	-	-
		2%	*%	11%	-%	-%	3%	-%	-%	1%	2%	-%	4%	-%	-%
Quite low	(-1)	38	18	9	6	2	-	3	*	3	7	11	10	3	3
		15%	12%	30%	21%	14%	-%	28%	1%	11%	10%	21%	13%	22%	14%
Neither low nor high	(0)	50	20	1	7	3	6	5	2	12	12	13	12	1	8
		20%	14%	2%	26%	20%	63%	45%	31%	48% a	17%	24%	15%	11%	38%
Quite high	(1)	100	76	5	6	3	2	3	4	9	24	23	23	7	10
		39%	52%	18%	22%	18%	21%	25%	63%	34%	36%	43%	30%	54%	47%
Very high	(2)	59	31	11	9	7	1	*	*	2	22	6	28	1	*
		23%	21%	37%	32%	44%	13%	1%	4%	6%	32%	12%	36%	10%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1	-	1	-	-	-	-	2	-	1	1	-
		1%	2%	2%	-%	3%	-%	-%	-%	-%	3%	-%	1%	4%	-%
NET: High		158	107	16	15	9	3	3	5	10	46	30	51	9	10
		62%	73% h	55%	54%	62%	35%	27%	67%	40%	68%	55%	67%	63%	48%
NET: Low		42	18	12	6	2	*	3	*	3	8	11	13	3	3
		17%	12%	41%	21%	14%	3%	28%	1%	12%	12%	21%	17%	22%	14%
Answered		251	145	28	27	15	9	10	7	26	66	54	77	13	21
Mean Score		.7	.8	.4	.6	1.0	.4	*	.7	.3	.9	.5	.8	.5	.3
Standard error		.07	.09	.31	.24	.27	.33	.22	.20	.15	.15	.15	.15	.21	.18
Standard deviation		1.04	.90	1.53	1.15	1.16	.87	.81	.61	.81	1.04	.96	1.18	.99	.73

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base		210	72	36	52	15	11	58	42	51	18	12
Effective base		107	42	17	24	7	3	33	17	25	9	7
Weighted Base		254	99	43	63	8	8	73	47	62	12	16
Very low	(-2)	4	1	-	3	-	-	*	-	3	-	-
		2%	1%	-%	5%	-%	-%	*%	-%	5%	-%	-%
Quite low	(-1)	38	11	11	10	3	*	4	13	5	3	3
		15%	11%	25%	16%	34%	4%	6%	27% a	9%	24%	16%
Neither low nor high	(0)	50	21	8	9	1	6	14	15	10	1	4
		20%	21%	20%	14%	16%	76%	19%	32%	17%	4%	26%
Quite high	(1)	100	40	15	19	2	1	26	15	19	8	10
		39%	41%	35%	31%	31%	19%	35%	32%	31%	61%	58%
Very high	(2)	59	24	8	21	1	*	26	4	23	1	*
		23%	24%	20%	33%	13%	1%	36% b	9%	38% b	10%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	-	1	1	-	3	-	1	-	-
		1%	2%	-%	1%	6%	-%	4%	-%	1%	-%	-%
NET: High		158	64	24	40	4	2	52	19	42	9	10
		62%	65%	55%	64%	44%	20%	71% b	41%	69%	72%	59%
NET: Low		42	11	11	13	3	*	4	13	8	3	3
		17%	12%	25%	21%	34%	4%	6%	27%	14%	24%	16%
Answered		251	96	43	62	8	8	70	47	61	12	16
Mean Score		.7	.8	.5	.7	.2	.2	1.1 b	.2	.9	.6	.4
Standard error		.07	.12	.18	.17	.31	.16	.12	.15	.16	.24	.22
Standard deviation		1.04	.97	1.09	1.23	1.17	.53	.92	.96	1.16	1.01	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		210	52	32	69	26	23	159	17	25	134	76	163	23
Effective base		107	31	17	36	13	8	82	7	15	69	38	83	8
Weighted Base		254	71	36	93	23	21	199	15	31	167	87	200	19
Very low	(-2)	4	-	-	3	-	*	3	-	*	3	1	3	1
		2%	-%	-%	3%	-%	1%	2%	-%	*%	2%	1%	2%	4%
Quite low	(-1)	38	8	4	15	3	6	25	5	7	29	9	32	3
		15%	12%	12%	16%	14%	31%	13%	31%	24%	17%	10%	16%	14%
Neither low nor high	(0)	50	11	5	15	6	7	36	4	4	31	19	40	6
		20%	15%	13%	16%	27%	32%	18%	26%	12%	19%	22%	20%	28%
Quite high	(1)	100	31	13	40	10	5	84	1	14	68	32	70	9
		39%	43%	37%	43%	44%	22%	42%	9%	45%	41%	36%	35%	45%
Very high	(2)	59	19	13	21	4	3	51	5	4	33	26	52	2
		23%	27%	35%	22%	16%	13%	25%	31%	12%	19%	30%	26%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	2	1	-	-	-	1	1	2	3	-	3	-
		1%	3%	3%	-%	-%	-%	*%	3%	7%	2%	-%	2%	-%
NET: High		158	50	26	61	14	7	134	6	17	101	58	123	10
		62%	70%	72%	65%	59%	35%	67%	40%	57%	60%	67%	61%	54%
NET: Low		42	8	4	18	3	7	29	5	7	32	10	35	3
		17%	12%	12%	19%	14%	32%	14%	31%	24%	19%	11%	17%	18%
Answered		251	69	35	93	23	21	199	14	28	164	87	197	19
Mean Score		.7	.9	1.0	.7	.6	.1	.8	.4	.5	.6	.9	.7	.4
Standard error		.07	.13	.18	.13	.18	.22	.08	.32	.21	.09	.11	.09	.21
Standard deviation		1.04	.96	1.01	1.09	.93	1.07	1.02	1.28	1.03	1.06	1.00	1.08	.99

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		210	131	50	53	149	162	24	130	51	61	141
Effective base		107	70	19	32	73	82	8	71	18	36	67
Weighted Base		254	161	49	61	184	200	20	169	41	80	165
Very low	(-2)	4	3	-	*	3	3	1	3	-	3	*
		2%	2%	-%	*%	2%	2%	4%	2%	-%	4%	*%
Quite low	(-1)	38	19	8	10	27	32	3	24	3	14	23
		15%	12%	17%	16%	15%	16%	14%	14%	8%	18%	14%
Neither low nor high	(0)	50	30	14	12	32	39	6	30	14	19	25
		20%	18%	28%	19%	17%	20%	30%	18%	33%	23%	15%
Quite high	(1)	100	64	14	28	71	70	9	62	15	28	71
		39%	39%	28%	45%	39%	35%	44%	37%	36%	35%	43%
Very high	(2)	59	43	13	12	47	52	2	46	9	15	44
		23%	26%	26%	19%	26%	26%	8%	27%	22%	19%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	1	1	3	3	-	3	1	1	3
		1%	2%	1%	1%	2%	2%	-%	2%	1%	1%	2%
NET: High		158	106	26	39	119	123	10	109	24	43	115
		62%	66%	54%	64%	65%	61%	53%	64%	58%	54%	69%
NET: Low		42	23	8	10	30	35	3	28	3	17	23
		17%	14%	17%	16%	17%	17%	18%	16%	8%	22%	14%
Answered		251	159	48	61	181	197	20	166	41	79	162
Mean Score		.7	.8	.6	.7	.7	.7	.4	.7	.7	.5	.8
Standard error		.07	.09	.15	.13	.09	.09	.20	.10	.13	.14	.08
Standard deviation		1.04	1.04	1.06	.97	1.07	1.08	.98	1.08	.91	1.11	.99

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		210	130	151	45	1	127	132	42	-	178	128	60	-
Effective base		107	63	77	20	1	62	67	22	-	91	66	29	-
Weighted Base		254	157	183	51	4	152	150	59	-	221	152	75	-
Very low	(-2)	4	4	*	-	-	3	*	3	-	3	*	3	-
		2%	2%	*%	-%	-%	2%	*%	5%	-%	1%	*%	4%	-%
Quite low	(-1)	38	29	28	11	-	24	24	11	-	34	19	20	-
		15%	18%	15%	22%	-%	16%	16%	19%	-%	15%	12%	27%	-%
Neither low nor high	(0)	50	35	40	18	-	38	29	18	-	37	30	16	-
		20%	22%	22%	36%	-%	25%	19%	31%	-%	17%	20%	21%	-%
Quite high	(1)	100	50	64	9	4	54	58	15	-	85	66	21	-
		39%	32%	35%	19%	100%	35%	38%	26%	-%	39%	43%	28%	-%
Very high	(2)	59	36	48	12	-	29	39	11	-	58	36	15	-
		23%	23%	26%	23%	-%	19%	26%	19%	-%	26%	23%	21%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	3	-	-	3	1	-	-	3	1	-	-
		1%	2%	2%	-%	-%	2%	1%	-%	-%	2%	1%	-%	-%
NET: High		158	86	111	21	4	83	96	27	-	144	102	36	-
		62%	55%	61%	42%	100%	54%	64%	45%	-%	65%	67%	48%	-%
NET: Low		42	32	28	11	-	28	24	14	-	37	19	23	-
		17%	21%	15%	22%	-%	18%	16%	24%	-%	17%	13%	31%	-%
													b	
Answered		251	153	180	51	4	148	149	59	-	218	151	75	-
Mean Score		.7	.6	.7	.4	1.0	.5	.7	.3	-	.7	.8	.3	-
Standard error		.07	.10	.08	.16	-	.09	.09	.18	-	.08	.08	.16	-
Standard deviation		1.04	1.11	1.03	1.09	-	1.05	1.03	1.15	-	1.06	.95	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		210	161	146	120	136	126	9	82	74	99	36	20
Effective base		107	82	74	62	64	72	4	45	39	50	18	9
Weighted Base		254	199	178	152	149	171	10	103	98	128	48	24
Very low	(-2)	4	3	3	3	3	3	3	*	3	3	3	-
		2%	2%	2%	2%	2%	2%	30%	*%	3%	2%	6%	-%
Quite low	(-1)	38	29	21	26	26	25	1	18	19	23	11	5
		15%	15%	12%	17%	18%	14%	7%	18%	20%	18%	22%	20%
Neither low nor high	(0)	50	41	38	30	26	40	6	22	14	25	14	8
		20%	20%	21%	20%	17%	23%	61%	22%	14%	20%	30%	33%
Quite high	(1)	100	70	65	58	56	60	*	39	39	46	11	4
		39%	35%	36%	38%	38%	35%	1%	38%	40%	36%	23%	15%
Very high	(2)	59	52	48	33	35	43	-	21	21	28	9	8
		23%	26%	27%	22%	24%	25%	-%	20%	21%	22%	19%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	3	2	3	1	-	2	2	2	-	-
		1%	2%	2%	2%	2%	*%	-%	2%	2%	2%	-%	-%
NET: High		158	122	113	91	92	103	*	60	60	74	20	11
		62%	62%	63%	60%	61%	60%	1%	59%	61%	58%	42%	46%
NET: Low		42	32	24	29	29	28	4	18	22	26	14	5
		17%	16%	14%	19%	20%	16%	37%	18%	23%	21%	28%	20%
Answered		251	195	175	150	146	170	10	101	96	125	48	24
Mean Score		.7	.7	.8	.6	.6	.7	-.7	.6	.6	.6	.3	.6
Standard error		.07	.08	.09	.10	.09	.10	.32	.11	.13	.11	.20	.26
Standard deviation		1.04	1.07	1.05	1.08	1.10	1.07	.97	1.01	1.14	1.10	1.19	1.15

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		210	38	12	41	7	166	131	186	153	134	142	169	42	-	155	15
Effective base		107	22	3	25	3	83	66	95	76	62	69	87	24	-	76	9
Weighted Base		254	45	7	66	10	198	158	229	186	155	175	204	61	-	168	25
Very low	(-2)	4	-	-	-	-	4	3	4	3	*	3	3	3	-	3	-
		2%	-%	-%	-%	-%	2%	2%	2%	2%	*%	2%	2%	5%	-%	2%	-%
Quite low	(-1)	38	7	2	14	4	25	23	33	26	20	29	25	10	-	23	7
		15%	15%	31%	21%	41%	13%	14%	15%	14%	13%	16%	12%	17%	-%	14%	26%
Neither low nor high	(0)	50	9	*	13	5	38	38	44	35	27	32	45	11	-	28	6
		20%	21%	3%	19%	47%	19%	24%	19%	19%	18%	18%	22%	18%	-%	17%	25%
Quite high	(1)	100	15	4	23	1	78	59	93	74	59	67	85	24	-	66	10
		39%	34%	51%	34%	13%	39%	37%	41%	40%	38%	38%	42%	39%	-%	39%	39%
Very high	(2)	59	13	*	16	-	49	34	51	47	45	43	45	13	-	45	2
		23%	29%	7%	25%	-%	25%	21%	22%	26%	29%	24%	22%	21%	-%	27%	9%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	1	-	-	3	1	3	1	3	1	1	-	-	3	-
		1%	1%	7%	-%	-%	2%	1%	1%	*%	2%	1%	*%	-%	-%	2%	-%
NET: High		158	28	4	39	1	128	92	144	121	105	110	130	37	-	110	12
		62%	63%	58%	59%	13%	64%	59%	63%	65%	67%	63%	64%	61%	-%	66%	48%
NET: Low		42	7	2	14	4	29	26	37	29	20	32	28	13	-	26	7
		17%	15%	31%	21%	41%	15%	17%	16%	16%	13%	18%	14%	22%	-%	16%	26%
Answered		251	44	6	66	10	195	157	225	185	152	174	203	61	-	165	25
Mean Score		.7	.8	.4	.6	-.3	.7	.6	.7	.7	.8	.7	.7	.6	-	.8	.3
Standard error		.07	.17	.34	.17	.27	.08	.09	.08	.08	.09	.09	.08	.18	-	.09	.25
Standard deviation		1.04	1.04	1.12	1.09	.71	1.04	1.05	1.04	1.05	1.00	1.07	1.00	1.15	-	1.06	.98

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		210	109	83	166	15	101	109	51	127	32	85	39	84
Effective base		107	57	41	83	10	45	62	22	69	17	45	18	44
Weighted Base		254	142	93	197	28	111	144	53	166	35	121	42	89
Very low	(-2)	4	-	3	-	4	3	1	*	4	*	*	1	3
		2%	-%	4%	-%	14%	3%	1%	1%	2%	*%	*%	2%	3%
Quite low	(-1)	38	34	1	16	16	29	8	12	22	5	17	12	7
		15%	24%	2%	8%	58%	27%	6%	22%	13%	13%	14%	30%	8%
			b				b						c	
Neither low nor high	(0)	50	28	17	34	2	37	13	13	30	7	29	10	9
		20%	20%	18%	17%	8%	33%	9%	25%	18%	20%	24%	25%	10%
							b							
Quite high	(1)	100	53	38	91	6	33	67	18	67	15	41	15	44
		39%	37%	42%	46%	20%	30%	46%	35%	40%	41%	34%	36%	49%
Very high	(2)	59	26	30	56	-	7	52	9	41	9	34	2	23
		23%	18%	33%	28%	-%	7%	36%	17%	25%	25%	28%	5%	26%
								a				b		
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	2	1	-	1	3	1	3	-	-	1	2
		1%	1%	2%	*%	-%	*%	2%	1%	2%	-%	-%	2%	3%
NET: High		158	79	69	147	6	40	118	27	108	23	74	17	67
		62%	56%	74%	74%	20%	36%	82%	51%	65%	67%	61%	41%	75%
								a						b
NET: Low		42	34	5	16	20	33	9	12	25	5	18	13	10
		17%	24%	5%	8%	72%	30%	6%	23%	15%	13%	15%	32%	12%
			b				b							
Answered		251	141	90	197	28	110	141	52	163	35	121	41	86
Mean Score		.7	.5	1.0	1.0	-.7	.1	1.1	.5	.7	.8	.7	.1	.9
				a				a				b		b
Standard error		.07	.10	.11	.07	.25	.10	.08	.15	.09	.17	.11	.16	.11
Standard deviation		1.04	1.05	.96	.88	.97	.98	.86	1.04	1.05	.98	1.03	.98	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		210	98	112
Effective base		107	43	65
Weighted Base		254	110	144
Very low	(-2)	4	*	4
		2%	*%	3%
Quite low	(-1)	38	28	10
		15%	25%	7%
			b	
Neither low nor high	(0)	50	31	20
		20%	28%	14%
Quite high	(1)	100	32	68
		39%	29%	47%
Very high	(2)	59	17	42
		23%	15%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-
		1%	3%	-%
NET: High		158	48	110
		62%	44%	76%
				a
NET: Low		42	28	14
		17%	25%	10%
			b	
Answered		251	107	144
Mean Score		.7	.3	.9
				a
Standard error		.07	.11	.09
Standard deviation		1.04	1.04	.98

Columns Tested:: a,b

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		210	7	21	13	11	10	29	3	26	25	7	29	29
Effective base		107	3	11	6	3	8	11	2	18	18	3	21	18
Weighted Base		254	3	35	13	3	23	35	1	40	37	1	36	27
Very low	(-2)	4	*	-	*	-	-	-	-	1	3	-	-	-
		2%	1%	-%	2%	-%	-%	-%	-%	2%	8%	-%	-%	-%
Quite low	(-1)	38	1	4	-	-	5	10	-	4	8	-	1	5
		15%	26%	13%	-%	-%	24%	29%	-%	9%	20%	-%	3%	18%
Neither low nor high	(0)	50	1	11	1	*	3	9	*	8	7	*	6	4
		20%	56%	31%	8%	8%	13%	25%	42%	20%	18%	1%	16%	14%
Quite high	(1)	100	*	12	8	1	11	2	1	19	14	*	23	9
		39%	17%	34%	61%	19%	47%	7%	58%	47%	38%	19%	64%	31%
Very high	(2)	59	*	8	4	2	4	14	-	9	5	1	4	10
		23%	1%	22%	29%	74%	16%	40%	-%	22%	13%	79%	10%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	-	-	-	-	-	1	-	2	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	6%	-%
NET: High		158	*	20	12	3	15	16	1	28	19	1	27	19
		62%	17%	56%	90%	92%	63%	46%	58%	69%	51%	99%	74%	68%
NET: Low		42	1	4	*	-	5	10	-	4	11	-	1	5
		17%	27%	13%	2%	-%	24%	29%	-%	11%	29%	-%	3%	18%
Answered		251	3	35	13	3	23	35	1	40	36	1	34	27
Mean Score		.7	-.1	.6	1.1	1.7	.6	.6	.6	.8	.3	1.8	.9	.9
Standard error		.07	.33	.21	.21	.23	.33	.24	-	.19	.25	-	.12	.21
Standard deviation		1.04	.87	.97	.76	.76	1.04	1.29	-	.96	1.19	-	.65	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 422 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri on each of the following aspects: The quality of the postal services provided by Evri in the last 12 months

Base: All those who use Evri (QV4=8)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		210	41	50	54	65	91	119
Effective base		107	18	20	37	39	38	75
Weighted Base		254	51	61	78	64	112	142
Very low	(-2)	4	*	-	4	-	*	4
		2%	1%	-%	5%	-%	*%	3%
Quite low	(-1)	38	5	15	11	6	21	17
		15%	10%	25%	14%	10%	18%	12%
Neither low nor high	(0)	50	14	12	15	10	26	25
		20%	27%	20%	19%	15%	23%	17%
Quite high	(1)	100	20	14	34	32	34	65
		39%	40%	23%	43%	49%	31%	46%
						b		
Very high	(2)	59	11	20	13	14	31	28
		23%	23%	32%	17%	22%	28%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	1	2	-	3
		1%	-%	-%	1%	4%	-%	2%
NET: High		158	32	34	47	46	66	93
		62%	63%	55%	60%	72%	59%	65%
NET: Low		42	5	15	15	6	21	21
		17%	11%	25%	19%	10%	19%	15%
Answered		251	51	61	77	62	112	139
Mean Score		.7	.7	.6	.5	.9	.7	.7
Standard error		.07	.15	.17	.15	.11	.11	.09
Standard deviation		1.04	.95	1.19	1.09	.88	1.08	1.02

Columns Tested:: a,b,c,d - a,b

Table 423

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		109	4	105	55	24	10	20	54
Effective base		38	2	37	32	9	7	10	15
Weighted Base		74	1	73	67	5	1	1	7
Very low	(-2)	1	-	1	1	-	-	-	-
		2%	-%	2%	2%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	-	-	*	*
		*%	-%	*%	*%	-%	-%	3%	*%
Neither low nor high	(0)	17	-	17	16	1	*	*	1
		23%	-%	23%	24%	13%	24%	7%	14%
Quite high	(1)	25	1	24	20	3	1	*	4
		33%	73%	33%	30%	62%	76%	61%	65%
									a
Very high	(2)	28	*	28	27	1	-	*	1
		38%	27%	38%	40%	24%	-%	29%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	3	*	-	-	*
		4%	-%	4%	4%	1%	-%	-%	1%
NET: High		53	1	52	47	4	1	1	6
		71%	100%	71%	70%	86%	76%	90%	85%
NET: Low		1	-	1	1	-	-	*	*
		2%	-%	2%	2%	-%	-%	3%	*%
Answered		71	1	70	64	5	1	1	7
Mean Score		1.1	1.3	1.1	1.1	1.1	.8	1.2	1.1
Standard error		.09	-	.09	.13	.14	.34	-	.09
Standard deviation		.90	-	.90	.92	.67	1.08	-	.64

Columns Tested:: a,b - a,b,c,d,e

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base		109	17	24	14	17	17	20	55	24	30
Effective base		38	12	13	11	7	11	10	32	9	13
Weighted Base		74	28	28	11	4	2	1	67	5	2
Very low	(-2)	1	*	-	1	-	-	-	1	-	-
		2%	*%	-%	10%	-%	-%	-%	2%	-%	-%
Quite low	(-1)	*	-	*	-	-	-	*	*	-	*
		*%	-%	1%	-%	-%	-%	3%	*%	-%	1%
Neither low nor high	(0)	17	13	3	-	1	*	*	16	1	*
		23%	47%	9%	-%	15%	15%	7%	24%	13%	19%
Quite high	(1)	25	5	12	3	3	1	*	20	3	1
		33%	18%	42%	29%	65%	64%	61%	30%	62%	71% g
Very high	(2)	28	7	14	6	1	*	*	27	1	*
		38%	23%	48%	61%	19%	21%	29%	40% i	24%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	-	*	-	-	3	*	-
		4%	10%	*%	-%	1%	-%	-%	4%	1%	-%
NET: High		53	12	26	10	4	2	1	47	4	1
		71%	42%	90%	90%	84%	85%	90%	70%	86%	81%
NET: Low		1	*	*	1	-	-	*	1	-	*
		2%	*%	1%	10%	-%	-%	3%	2%	-%	1%
Answered		71	25	28	11	4	2	1	64	5	2
Mean Score		1.1	.7	1.4	1.3	1.0	1.1	1.2	1.1	1.1	.9
Standard error		.09	.22	.15	.34	.17	.21	-	.13	.14	.15
Standard deviation		.90	.89	.69	1.27	.67	.86	-	.92	.67	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base		109	29	26	24	10	20	26	21	12	11	28
Effective base		38	20	17	9	7	10	15	10	5	4	8
Weighted Base		74	50	18	5	1	1	32	14	6	12	3
Very low	(-2)	1	*	1	-	-	-	*	1	-	-	-
		2%	*%	6%	-%	-%	-%	*%	8%	-%	-%	-%
Quite low	(-1)	*	-	*	-	-	*	-	*	-	-	*
		*%	-%	1%	-%	-%	3%	-%	1%	-%	-%	1%
Neither low nor high	(0)	17	16	*	1	*	*	13	3	*	*	*
		23%	32%	2%	13%	24%	7%	39%	19%	7%	3%	2%
Quite high	(1)	25	13	8	3	1	*	4	2	6	6	1
		33%	26%	43%	62%	76%	61%	11%	16%	91%	48%	36%
Very high	(2)	28	18	9	1	-	*	13	8	*	6	2
		38%	37%	48%	24%	-%	29%	40%	56%	2%	48%	61%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	*	-	-	3	*	-	*	-
		4%	6%	*%	1%	-%	-%	9%	*%	-%	*%	-%
NET: High		53	31	16	4	1	1	16	10	6	12	3
		71%	62%	91%	86%	76%	90%	51%	71%	93%	96%	98%
NET: Low		1	*	1	-	-	*	*	1	-	-	*
		2%	*%	7%	-%	-%	3%	*%	10%	-%	-%	1%
Answered		71	47	18	5	1	1	29	14	6	12	3
Mean Score		1.1	1.0	1.3	1.1	.8	1.2	1.0	1.1	.9	1.5	1.6
Standard error		.09	.17	.21	.14	.34	-	.20	.29	.09	.19	.13
Standard deviation		.90	.87	1.05	.67	1.08	-	.97	1.28	.31	.59	.69

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		109	5	6	26	2	7	9	5	6	5
Effective base		38	1	3	17	2	5	4	2	2	3
Weighted Base		74	3	2	31	3	3	12	4	6	6
Very low	(-2)	1	-	-	1	-	-	-	-	*	-
		2%	-%	-%	3%	-%	-%	-%	-%	2%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	17	*	-	8	2	*	*	-	5	-
		23%	5%	-%	27%	70%	11%	4%	-%	90%	-%
Quite high	(1)	25	*	1	13	-	1	8	*	*	*
		33%	5%	33%	40%	-%	24%	66%	3%	5%	*%
Very high	(2)	28	3	1	9	1	2	3	1	*	6
		38%	89%	67%	30%	30%	65%	30%	24%	2%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	-	-	-	3	-	-
		4%	-%	-%	-%	-%	-%	-%	73%	-%	-%
NET: High		53	3	2	22	1	2	11	1	*	6
		71%	95%	100%	70%	30%	89%	96%	27%	8%	100%
NET: Low		1	-	-	1	-	-	-	-	*	-
		2%	-%	-%	3%	-%	-%	-%	-%	2%	-%
Answered		71	3	2	31	3	3	12	1	6	6
Mean Score		1.1	1.8	1.7	.9	.6	1.5	1.3	1.9	.1	2.0
Standard error		.09	.26	.27	.19	.79	.33	.18	.57	.22	.01
Standard deviation		.90	.59	.67	.95	1.12	.86	.54	1.15	.53	.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		109	14	17	40	71	38	16	10	12
Effective base		38	7	5	22	34	15	7	5	4
Weighted Base		74	12	11	47	70	4	2	1	1
Very low	(-2)	1	-	*	1	1	-	-	-	-
		2%	-%	1%	2%	2%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	*	*	*	-
		*%	-%	-%	-%	-%	5%	1%	21%	-%
Neither low nor high	(0)	17	2	6	9	17	*	*	-	-
		23%	20%	49%	19%	24%	3%	5%	-%	-%
Quite high	(1)	25	1	1	20	22	3	1	1	1
		33%	5%	10%	43%	32%	64% d	59%	67%	74%
Very high	(2)	28	9	5	14	27	1	1	*	*
		38%	74%	40%	29%	39%	26%	36%	7%	22%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	3	3	*	-	*	*
		4%	-%	-%	6%	4%	2%	-%	5%	4%
NET: High		53	9	6	34	49	4	2	1	1
		71%	80%	50%	72%	70%	90%	95%	73%	96%
NET: Low		1	-	*	1	1	*	*	*	-
		2%	-%	1%	2%	2%	5%	1%	21%	-%
Answered		71	12	11	44	67	4	2	1	1
Mean Score		1.1	1.5	.9	1.0	1.1	1.1	1.3	.6	1.2
Standard error		.09	.23	.25	.14	.11	.14	.20	-	-
Standard deviation		.90	.85	1.04	.87	.91	.81	.78	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		109	3	14	15	13	27	8	3	5	35
Effective base		38	1	4	4	6	13	3	1	2	13
Weighted Base		74	5	8	8	11	24	1	3	1	22
Very low	(-2)	1	*	-	-	-	1	-	-	-	-
		2%	3%	-%	-%	-%	5%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	*	-	-	-	-	*
		*%	-%	-%	-%	2%	-%	-%	-%	-%	*%
Neither low nor high	(0)	17	-	*	*	*	8	-	-	-	8
		23%	-%	4%	3%	4%	33%	-%	-%	-%	38%
Quite high	(1)	25	5	1	2	5	5	*	*	*	7
		33%	97%	18%	19%	50%	23%	97%	13%	15%	29%
Very high	(2)	28	-	6	6	2	9	*	2	1	7
		38%	-%	78%	77%	17%	40%	3%	87%	85%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	*	*	3	*	-	-	-	*
		4%	-%	*%	*%	27%	*%	-%	-%	-%	*%
NET: High		53	5	8	8	7	15	1	3	1	14
		71%	97%	96%	96%	67%	63%	100%	100%	100%	62%
NET: Low		1	*	-	-	*	1	-	-	-	*
		2%	3%	-%	-%	2%	5%	-%	-%	-%	*%
Answered		71	5	8	8	8	24	1	3	1	22
Mean Score		1.1	.9	1.7	1.7	1.1	.9	1.0	1.9	1.8	.9
Standard error		.09	.33	.15	.15	.19	.21	-	.25	.42	.15
Standard deviation		.90	.56	.54	.55	.65	1.09	-	.43	.95	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	*b	a	*b
Unweighted Base		109	31	35	43	103	6	83	26	109	-
Effective base		38	10	13	15	36	2	32	6	38	-
Weighted Base		74	24	24	26	71	3	66	9	74	-
Very low	(-2)	1	*	1	-	1	-	1	-	1	-
		2%	1%	5%	-%	2%	-%	2%	-%	2%	-%
Quite low	(-1)	*	*	-	*	*	-	*	-	*	-
		*%	1%	-%	*%	*%	-%	*%	-%	*%	-%
Neither low nor high	(0)	17	1	8	8	15	2	14	3	17	-
		23%	3%	32%	32%	21%	64%	22%	30%	23%	-%
Quite high	(1)	25	12	6	7	25	*	21	3	25	-
		33%	49%	24%	27%	35%	5%	32%	40%	33%	-%
Very high	(2)	28	8	9	11	27	1	26	2	28	-
		38%	34%	39%	40%	38%	30%	39%	29%	38%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	*	3	-	3	*	3	-
		4%	12%	*%	*%	4%	-%	5%	1%	4%	-%
NET: High		53	20	15	18	52	1	47	6	53	-
		71%	83%	63%	67%	73%	36%	71%	69%	71%	-%
NET: Low		1	*	1	*	1	-	1	-	1	-
		2%	1%	5%	*%	2%	-%	2%	-%	2%	-%
Answered		71	21	24	26	68	3	63	9	71	-
Mean Score		1.1	1.3	.9	1.1	1.1	.7	1.1	1.0	1.1	-
Standard error		.09	.12	.19	.13	.09	.45	.10	.17	.09	-
Standard deviation		.90	.67	1.08	.87	.89	1.09	.91	.82	.90	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	*f
Unweighted Base		109	34	43	31	51	32	12	14	83	26
Effective base		38	14	13	11	22	10	4	3	31	6
Weighted Base		74	31	27	17	45	18	6	5	63	11
Very low	(-2)	1	*	1	-	-	-	1	*	-	1
		2%	*%	4%	-%	-%	-%	19%	3%	-%	11%
Quite low	(-1)	*	-	*	*	*	-	-	-	*	-
		*%	-%	1%	*%	*%	-%	-%	-%	*%	-%
Neither low nor high	(0)	17	6	9	2	12	4	*	*	16	1
		23%	20%	35%	9%	27%	23%	3%	9%	26%	6%
Quite high	(1)	25	12	6	6	16	8	1	*	24	1
		33%	39%	24%	37%	35%	42%	10%	9%	37%	10%
Very high	(2)	28	10	10	9	14	6	4	4	20	8
		38%	31%	36%	53%	31%	35%	67%	79%	32%	73%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	-	3	-	-	-	3	-
		4%	10%	*%	-%	7%	-%	-%	-%	5%	-%
NET: High		53	21	16	15	30	14	4	5	44	9
		71%	70%	60%	91%	66%	77%	77%	89%	69%	83%
NET: Low		1	*	1	*	*	-	1	*	*	1
		2%	*%	5%	*%	*%	-%	19%	3%	*%	11%
Answered		71	28	27	17	42	18	6	5	60	11
Mean Score		1.1	1.1	.9	1.4	1.0	1.1	1.1	1.6	1.1	1.3
Standard error		.09	.14	.17	.12	.12	.14	.50	.25	.09	.27
Standard deviation		.90	.79	1.07	.68	.81	.77	1.72	.95	.79	1.37

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		109	15	36	58	100	96	101	103	87	72
Effective base		38	8	14	16	34	31	35	37	31	25
Weighted Base		74	21	25	29	62	57	63	68	59	46
Very low	(-2)	1	-	-	1	1	1	1	1	1	1
		2%	-%	-%	4%	2%	2%	2%	2%	2%	3%
Quite low	(-1)	*	-	*	-	*	*	*	*	*	*
		*%	-%	1%	-%	*%	*%	*%	*%	*%	*%
Neither low nor high	(0)	17	7	5	5	14	14	14	17	17	7
		23%	36%	19%	17%	23%	25%	23%	25%	28%	15%
Quite high	(1)	25	9	7	9	17	13	18	20	13	14
		33%	43%	29%	30%	27%	23%	28%	29%	22%	31%
Very high	(2)	28	4	9	14	27	25	27	26	25	20
		38%	21%	39%	49%	43%	44%	42%	39%	42%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	3	-	3	3	3	3	3	3
		4%	*%	12%	-%	5%	5%	5%	4%	5%	7%
NET: High		53	13	17	23	44	38	44	46	38	34
		71%	64%	67%	79%	70%	67%	70%	68%	64%	75%
NET: Low		1	-	*	1	1	1	1	1	1	1
		2%	-%	1%	4%	2%	3%	2%	2%	2%	3%
Answered		71	21	22	29	59	54	60	65	56	43
Mean Score		1.1	.9	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.2
Standard error		.09	.20	.14	.13	.10	.10	.10	.09	.11	.11
Standard deviation		.90	.76	.83	1.02	.94	.98	.94	.93	.98	.93

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		109	3	41	8	19	12	7	11	30
Effective base		38	2	19	3	7	4	2	2	5
Weighted Base		74	1	38	4	11	2	3	4	9
Very low	(-2)	1	-	1	-	-	-	-	*	*
		2%	-%	3%	-%	-%	-%	-%	4%	2%
Quite low	(-1)	*	-	*	-	-	-	*	-	*
		*%	-%	1%	-%	-%	-%	1%	-%	*%
Neither low nor high	(0)	17	-	11	2	1	*	*	-	*
		23%	-%	28%	63%	8%	2%	6%	-%	3%
Quite high	(1)	25	1	9	1	5	1	*	*	2
		33%	44%	23%	36%	49%	36%	10%	11%	17%
Very high	(2)	28	1	14	*	5	1	2	3	7
		38%	56%	37%	*%	43%	60%	83%	86%	78%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	*	-	*	-	-	*
		4%	-%	8%	1%	-%	2%	-%	-%	1%
NET: High		53	1	23	1	10	2	3	4	9
		71%	100%	61%	36%	92%	96%	93%	96%	95%
NET: Low		1	-	1	-	-	-	*	*	*
		2%	-%	3%	-%	-%	-%	1%	4%	2%
Answered		71	1	35	4	11	2	3	4	9
Mean Score		1.1	1.6	1.0	.4	1.3	1.6	1.8	1.7	1.7
Standard error		.09	.58	.16	.21	.15	.21	.27	.28	.13
Standard deviation		.90	1.00	1.02	.56	.66	.71	.72	.93	.71

Columns Tested:: a,b,c,d,e,f,g,h

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		109	40	16	14	11	8	5	6	39	26	9	8	2	4	8
Effective base		38	17	8	8	5	2	4	4	20	4	3	4	2	3	1
Weighted Base		74	34	15	2	8	3	*	*	35	10	2	6	*	*	3
Very low	(-2)	1	-	1	-	-	-	-	*	1	-	-	*	-	-	-
		2%	-%	7%	-%	-%	-%	-%	32%	3%	-%	-%	2%	-%	-%	-%
Quite low	(-1)	*	*	-	-	-	-	-	-	*	-	-	-	-	*	-
		*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	4%	-%
Neither low nor high	(0)	17	11	2	*	1	*	-	-	8	6	-	-	-	*	-
		23%	32%	16%	15%	11%	2%	-%	-%	23%	63%	-%	-%	-%	45%	-%
Quite high	(1)	25	7	5	1	3	1	*	*	7	2	1	2	*	*	*
		33%	20%	36%	65%	34%	19%	33%	55%	21%	20%	37%	38%	100%	12%	9%
Very high	(2)	28	13	6	*	5	2	*	*	15	2	1	4	-	*	3
		38%	39%	40%	20%	55%	80%	67%	13%	44%	17%	61%	59%	-%	40%	91%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	-	*	-	-	-	3	*	*	-	-	-	-
		4%	9%	*%	-%	1%	-%	-%	-%	9%	*%	2%	-%	-%	-%	-%
NET: High		53	20	11	2	7	3	*	*	22	4	2	6	*	*	3
		71%	59%	76%	85%	89%	98%	100%	68%	65%	37%	98%	98%	100%	51%	100%
NET: Low		1	*	1	-	-	-	-	*	1	-	-	*	-	*	-
		2%	1%	7%	-%	-%	-%	-%	32%	4%	-%	-%	2%	-%	4%	-%
Answered		71	31	15	2	8	3	*	*	32	10	2	6	*	*	3
Mean Score		1.1	1.1	1.0	1.1	1.4	1.8	1.7	.2	1.1	.5	1.6	1.5	1.0	.9	1.9
Standard error		.09	.15	.30	.22	.23	.20	-	-	.17	.16	.23	.28	-	-	.12
Standard deviation		.90	.91	1.15	.84	.73	.56	-	-	1.04	.81	.65	.79	-	-	.34

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		109	32	21	16	12	4	7	11	22	17	19	37	15	13
Effective base		38	17	8	6	3	1	1	2	4	7	7	14	5	3
Weighted Base		74	32	11	10	4	4	3	4	11	11	9	26	6	9
Very low	(-2)	1	-	-	1	-	-	-	*	*	-	-	1	-	-
		2%	-%	-%	12%	-%	-%	-%	3%	1%	-%	-%	5%	-%	-%
Quite low	(-1)	*	-	*	-	-	-	*	-	*	-	*	-	*	-
		*%	-%	2%	-%	-%	-%	1%	-%	*%	-%	2%	-%	*%	-%
Neither low nor high	(0)	17	10	1	*	3	4	-	*	4	4	3	4	*	4
		23%	31%	5%	*%	61%	89%	-%	4%	35%	32%	29%	14%	4%	40%
Quite high	(1)	25	9	6	4	*	*	*	1	1	4	4	7	*	2
		33%	27%	51%	41%	11%	3%	11%	18%	11%	35%	40%	27%	6%	24%
Very high	(2)	28	10	5	4	1	*	2	3	6	4	3	11	6	3
		38%	32%	43%	47%	28%	7%	88%	74%	52%	33%	30%	42%	89%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	*	-	*	-	-	*	*	-	3	-	-
		4%	9%	-%	*%	-%	1%	-%	-%	*%	*%	-%	11%	-%	-%
NET: High		53	19	10	8	2	*	3	4	7	8	7	18	6	6
		71%	60%	94%	88%	39%	10%	99%	93%	63%	68%	69%	69%	95%	60%
NET: Low		1	-	*	1	-	-	*	*	*	-	*	1	*	-
		2%	-%	2%	12%	-%	-%	1%	3%	1%	-%	2%	5%	*%	-%
Answered		71	29	11	9	4	4	3	4	11	11	9	23	6	9
Mean Score		1.1	1.0	1.3	1.1	.7	.2	1.9	1.6	1.1	1.0	1.0	1.2	1.8	1.0
Standard error		.09	.15	.15	.33	.29	.35	.18	.29	.23	.21	.20	.18	.14	.26
Standard deviation		.90	.85	.68	1.30	1.01	.61	.49	.96	1.04	.85	.86	1.07	.53	.92

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	c	*d	*e	*a	*b	c	*d	*e
Unweighted Base		109	25	21	31	13	9	19	24	32	11	9
Effective base		38	8	8	13	5	2	6	8	12	3	2
Weighted Base		74	13	11	26	6	6	11	13	22	5	5
Very low	(-2)	1	-	-	1	-	-	-	1	*	-	-
		2%	-%	-%	4%	-%	-%	-%	8%	1%	-%	-%
Quite low	(-1)	*	-	*	-	*	-	*	-	-	*	-
		*%	-%	2%	-%	*%	-%	2%	-%	-%	*%	-%
Neither low nor high	(0)	17	5	3	2	*	4	6	4	4	*	-
		23%	40%	24%	9%	4%	62%	57%	31%	17%	6%	-%
Quite high	(1)	25	4	4	7	*	2	2	5	3	*	2
		33%	28%	34%	28%	6%	32%	22%	39%	15%	*%	40%
Very high	(2)	28	4	4	12	6	*	2	3	12	5	3
		38%	31%	40%	47%	89%	6%	19%	21%	54%	94%	60%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	-	3	-	-	*	*	3	-	-
		4%	*%	-%	12%	-%	-%	*%	1%	13%	-%	-%
NET: High		53	8	8	19	6	2	4	8	15	5	5
		71%	60%	74%	75%	95%	38%	41%	60%	69%	94%	100%
NET: Low		1	-	*	1	*	-	*	1	*	*	-
		2%	-%	2%	4%	*%	-%	2%	8%	1%	*%	-%
Answered		71	13	11	23	6	6	11	13	19	5	5
Mean Score		1.1	.9	1.1	1.3	1.8	.4	.6	.7	1.4	1.9	1.6
Standard error		.09	.18	.19	.19	.15	.22	.20	.24	.16	.16	.18
Standard deviation		.90	.88	.88	1.01	.53	.67	.85	1.12	.87	.54	.54

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		109	20	24	32	15	11	74	13	14	67	42	80	20
Effective base		38	10	8	13	6	2	26	4	8	24	13	29	6
Weighted Base		74	19	9	30	8	3	47	5	16	45	29	53	9
Very low	(-2)	1	-	-	-	1	*	1	-	-	-	1	*	1
		2%	-%	-%	-%	14%	5%	3%	-%	-%	-%	4%	*%	12%
Quite low	(-1)	*	-	*	-	*	-	*	-	-	*	*	*	-
		*%	-%	2%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%
Neither low nor high	(0)	17	9	*	8	*	-	10	2	5	13	4	13	1
		23%	46%	5%	25%	4%	-%	21%	48%	31%	29%	13%	25%	10%
Quite high	(1)	25	5	5	7	*	2	11	1	8	11	13	16	1
		33%	28%	56%	24%	4%	89%	24%	20%	46%	25%	47%	30%	10%
Very high	(2)	28	5	3	12	6	*	21	1	4	18	10	21	6
		38%	26%	37%	41%	78%	6%	45%	31%	23%	39%	36%	39%	67%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	*	3	-	-	3	-	-	3	-	3	-
		4%	*%	*%	10%	-%	-%	6%	-%	-%	7%	-%	6%	-%
NET: High		53	10	8	19	6	3	33	2	11	29	24	37	7
		71%	54%	93%	65%	82%	95%	70%	52%	69%	64%	83%	69%	77%
NET: Low		1	-	*	-	1	*	1	-	-	*	1	*	1
		2%	-%	2%	-%	14%	5%	3%	-%	-%	*%	4%	1%	12%
Answered		71	19	9	27	8	3	44	5	16	42	29	50	9
Mean Score		1.1	.8	1.3	1.2	1.3	.9	1.2	.8	.9	1.1	1.1	1.1	1.2
Standard error		.09	.19	.15	.15	.39	.27	.12	.27	.20	.11	.15	.10	.32
Standard deviation		.90	.84	.70	.86	1.51	.89	.99	.99	.75	.87	.95	.84	1.45

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base		109	57	39	18	85	78	22	61	35	19	84
Effective base		38	21	10	10	27	29	5	24	8	9	28
Weighted Base		74	37	19	16	52	54	8	41	16	15	52
Very low	(-2)	1	-	1	1	*	*	1	1	*	-	1
		2%	-%	6%	7%	*%	*%	14%	3%	1%	-%	2%
Quite low	(-1)	*	*	*	-	*	*	-	*	*	-	*
		*%	1%	*%	-%	*%	*%	-%	*%	*%	-%	*%
Neither low nor high	(0)	17	7	7	5	12	13	1	9	5	5	12
		23%	19%	37%	29%	24%	24%	15%	23%	31%	30%	24%
Quite high	(1)	25	9	4	1	19	16	1	9	4	1	19
		33%	23%	22%	6%	36%	30%	11%	22%	26%	7%	36%
Very high	(2)	28	18	7	9	17	22	5	18	7	10	17
		38%	50%	34%	58%	33%	40%	60%	45%	42%	63%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	*	3	3	-	3	-	*	3
		4%	8%	-%	*%	6%	6%	-%	7%	-%	*%	6%
NET: High		53	27	11	10	36	38	6	27	11	11	36
		71%	73%	56%	64%	70%	70%	71%	67%	68%	70%	68%
NET: Low		1	*	1	1	*	*	1	1	*	-	1
		2%	1%	6%	7%	1%	1%	14%	3%	1%	-%	3%
Answered		71	34	19	16	49	51	8	38	16	15	50
Mean Score		1.1	1.3	.8	1.1	1.1	1.2	1.0	1.1	1.1	1.3	1.0
Standard error		.09	.11	.18	.31	.09	.10	.32	.13	.16	.22	.10
Standard deviation		.90	.83	1.14	1.26	.81	.84	1.51	1.01	.93	.93	.92

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base		109	87	61	32	-	83	55	27	-	94	51	41	-
Effective base		38	31	22	11	-	27	22	7	-	35	19	16	-
Weighted Base		74	56	40	21	-	49	37	15	-	64	33	29	-
Very low	(-2)	1	1	-	-	-	1	-	-	-	1	-	-	-
		2%	2%	-%	-%	-%	3%	-%	-%	-%	2%	-%	-%	-%
Quite low	(-1)	*	*	*	-	-	*	*	-	-	*	*	-	-
		*%	*%	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%
Neither low nor high	(0)	17	11	12	8	-	11	10	5	-	17	7	6	-
		23%	20%	29%	36%	-%	23%	27%	35%	-%	26%	22%	21%	-%
Quite high	(1)	25	14	10	2	-	11	7	2	-	20	7	8	-
		33%	25%	26%	10%	-%	22%	18%	14%	-%	31%	20%	28%	-%
Very high	(2)	28	26	18	12	-	23	20	7	-	23	19	15	-
		38%	47%	44%	54%	-%	46%	54%	51%	-%	36%	57%	51%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	*	*	-	3	*	-	-	3	*	*	-
		4%	5%	*%	*%	-%	6%	*%	-%	-%	5%	*%	*%	-%
NET: High		53	41	28	14	-	34	27	10	-	42	25	23	-
		71%	72%	70%	64%	-%	68%	72%	65%	-%	67%	77%	78%	-%
NET: Low		1	1	*	-	-	1	*	-	-	1	*	-	-
		2%	3%	*%	-%	-%	3%	1%	-%	-%	2%	1%	-%	-%
Answered		71	53	40	21	-	46	37	15	-	61	33	29	-
Mean Score		1.1	1.2	1.1	1.2	-	1.2	1.3	1.2	-	1.0	1.3	1.3	-
Standard error		.09	.10	.11	.17	-	.11	.12	.18	-	.10	.12	.13	-
Standard deviation		.90	.95	.87	.95	-	.99	.89	.95	-	.93	.85	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	*a	b	c	*d	*e
Unweighted Base		109	75	67	50	72	47	10	29	33	42	13	12
Effective base		38	27	22	19	27	16	2	13	13	16	6	5
Weighted Base		74	51	42	36	48	31	6	27	22	30	9	9
Very low	(-2)	1	-	-	1	-	-	-	1	-	1	-	-
		2%	-%	-%	3%	-%	-%	-%	4%	-%	4%	-%	-%
Quite low	(-1)	*	*	*	-	*	*	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	17	11	11	9	13	11	4	8	5	8	*	3
		23%	22%	25%	24%	27%	34%	64%	30%	22%	28%	4%	31%
Quite high	(1)	25	16	9	10	16	10	*	6	6	8	4	3
		33%	31%	21%	29%	33%	32%	5%	21%	26%	27%	42%	28%
Very high	(2)	28	21	19	16	16	10	2	12	11	13	5	4
		38%	41%	46%	44%	33%	34%	30%	45%	51%	42%	55%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	3	*	3	*	-	-	*	*	-	-
		4%	6%	7%	*%	6%	*%	-%	-%	*%	*%	-%	-%
NET: High		53	36	28	26	32	20	2	18	17	21	9	6
		71%	72%	67%	73%	66%	66%	36%	66%	78%	69%	96%	69%
NET: Low		1	*	*	1	*	*	-	1	-	1	-	-
		2%	*%	*%	3%	*%	*%	-%	4%	-%	4%	-%	-%
Answered		71	48	39	36	45	31	6	27	22	30	9	9
Mean Score		1.1	1.2	1.2	1.1	1.1	1.0	.7	1.0	1.3	1.0	1.5	1.1
Standard error		.09	.10	.11	.14	.10	.12	.32	.20	.15	.16	.17	.26
Standard deviation		.90	.81	.88	.98	.82	.84	1.00	1.08	.83	1.03	.60	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		109	15	15	7	5	87	64	95	74	75	80	85	39	-	75	6
Effective base		38	4	4	4	2	33	23	36	26	24	25	32	15	-	27	3
Weighted Base		74	8	8	9	2	59	43	65	49	42	46	58	31	-	41	6
Very low	(-2)	1	*	1	-	-	*	1	1	1	*	1	1	-	-	1	-
		2%	2%	13%	-%	-%	*%	3%	2%	2%	*%	3%	2%	-%	-%	3%	-%
Quite low	(-1)	*	*	-	-	-	*	*	*	*	*	*	*	-	-	*	-
		*%	*%	-%	-%	-%	*%	1%	*%	*%	1%	*%	*%	-%	-%	1%	-%
Neither low nor high	(0)	17	3	2	4	-	14	12	14	9	6	6	14	10	-	4	2
		23%	39%	27%	44%	-%	24%	27%	22%	19%	14%	14%	25%	32%	-%	9%	39%
Quite high	(1)	25	1	2	4	*	18	7	19	15	13	14	15	7	-	13	*
		33%	10%	22%	44%	4%	30%	17%	29%	30%	32%	30%	26%	21%	-%	32%	1%
Very high	(2)	28	4	*	1	2	24	19	28	21	22	22	27	15	-	20	4
		38%	50%	2%	12%	95%	40%	45%	43%	42%	53%	47%	47%	47%	-%	49%	60%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	-	*	3	3	3	3	*	3	*	-	-	3	-
		4%	-%	36%	-%	1%	5%	7%	5%	6%	*%	6%	*%	-%	-%	7%	-%
NET: High		53	4	2	5	2	42	27	47	36	35	35	42	21	-	33	4
		71%	59%	23%	56%	99%	71%	63%	71%	73%	85%	76%	73%	68%	-%	80%	61%
NET: Low		1	*	1	-	-	*	1	1	1	*	1	1	-	-	1	-
		2%	2%	13%	-%	-%	1%	3%	2%	3%	1%	3%	2%	-%	-%	4%	-%
Answered		71	8	5	9	2	56	40	62	46	42	43	58	31	-	38	6
Mean Score		1.1	1.0	*	.7	2.0	1.2	1.1	1.2	1.2	1.4	1.3	1.2	1.2	-	1.3	1.2
Standard error		.09	.28	.34	.27	.12	.09	.13	.10	.11	.09	.11	.10	.14	-	.11	.44
Standard deviation		.90	1.10	1.26	.72	.24	.84	1.03	.93	.93	.78	.94	.95	.89	-	.93	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	*a	b	*c	a	b	c
Unweighted Base		109	54	38	89	3	48	61	27	74	8	33	31	43
Effective base		38	20	14	31	1	15	23	9	25	3	12	8	17
Weighted Base		74	35	26	50	2	28	46	16	52	7	25	17	32
Very low	(-2)	1	1	-	1	*	1	*	1	-	*	-	*	1
		2%	4%	-%	2%	6%	4%	*%	7%	-%	2%	-%	1%	3%
Quite low	(-1)	*	*	-	*	-	*	-	-	*	-	*	-	-
		*%	1%	-%	*%	-%	1%	-%	-%	*%	-%	1%	-%	-%
Neither low nor high	(0)	17	11	3	4	2	9	8	2	13	3	3	7	7
		23%	30%	12%	7%	92%	32%	17%	11%	25%	37%	11%	41%	23%
Quite high	(1)	25	13	7	16	-	6	18	3	18	4	10	5	9
		33%	36%	26%	33%	-%	23%	40%	18%	34%	60%	41%	30%	29%
Very high	(2)	28	10	13	26	*	11	17	7	21	*	12	5	12
		38%	29%	51%	52%	2%	40%	36%	46%	41%	*%	47%	27%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	3	3	-	*	3	3	*	-	-	*	3
		4%	*%	12%	6%	-%	*%	7%	19%	*%	-%	-%	*%	9%
NET: High		53	23	20	42	*	18	35	10	39	4	22	10	21
		71%	65%	77%	85%	2%	63%	76%	63%	75%	61%	88%	58%	65%
NET: Low		1	1	-	1	*	1	*	1	*	*	*	*	1
		2%	4%	-%	2%	6%	5%	*%	7%	*%	2%	1%	1%	3%
Answered		71	35	23	47	2	28	43	13	51	7	25	17	29
Mean Score		1.1	.9	1.4	1.4	-.1	1.0	1.2	1.2	1.2	.6	1.3	.8	1.0
Standard error		.09	.13	.12	.09	.43	.16	.10	.25	.10	.23	.13	.16	.16
Standard deviation		.90	.97	.73	.83	.74	1.07	.76	1.25	.81	.66	.72	.89	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		109	60	49
Effective base		38	18	19
Weighted Base		74	35	40
Very low	(-2)	1	*	1
		2%	*%	3%
Quite low	(-1)	*	*	-
		*%	1%	-%
Neither low nor high	(0)	17	13	4
		23%	36%	11%
Quite high	(1)	25	11	13
		33%	33%	34%
Very high	(2)	28	10	18
		38%	30%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	3
		4%	*%	8%
NET: High		53	22	31
		71%	62%	79%
NET: Low		1	*	1
		2%	1%	3%
Answered		71	35	37
Mean Score		1.1	.9	1.3
Standard error		.09	.11	.13
Standard deviation		.90	.86	.91

Columns Tested:: a,b

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		109	4	9	6	6	1	16	1	20	9	10	12	15
Effective base		38	1	2	3	3	1	4	1	11	4	4	6	8
Weighted Base		74	*	7	4	1	*	9	*	23	6	2	10	13
Very low	(-2)	1	-	*	-	-	-	-	-	-	-	1	-	-
		2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	48%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	*	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	2%	-%
Neither low nor high	(0)	17	-	1	*	-	-	4	*	5	-	*	4	2
		23%	-%	13%	8%	-%	-%	49%	100%	23%	-%	8%	38%	17%
Quite high	(1)	25	*	5	3	*	-	2	-	7	1	1	*	5
		33%	98%	71%	92%	79%	-%	27%	-%	30%	15%	32%	*%	39%
Very high	(2)	28	*	1	-	*	*	2	-	10	2	*	6	6
		38%	2%	14%	-%	21%	100%	24%	-%	46%	39%	10%	60%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	*	-	-	-	*	-	-	3	*	-	-
		4%	-%	*%	-%	-%	-%	*%	-%	-%	47%	2%	-%	-%
NET: High		53	*	6	3	1	*	4	-	17	3	1	6	10
		71%	100%	85%	92%	100%	100%	50%	-%	77%	53%	42%	60%	83%
NET: Low		1	-	*	-	-	-	-	-	*	-	1	*	-
		2%	-%	2%	-%	-%	-%	-%	-%	*%	-%	48%	2%	-%
Answered		71	*	7	4	1	*	9	*	23	3	2	10	13
Mean Score		1.1	1.0	1.0	.9	1.2	2.0	.7	-	1.2	1.7	-.5	1.2	1.3
Standard error		.09	-	.26	.13	-	-	.22	-	.18	.19	.71	.31	.20
Standard deviation		.90	-	.73	.32	-	-	.87	-	.82	.53	2.12	1.06	.76

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 423 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			*a	*b	c	d	a	b
Unweighted Base		109	19	23	30	37	42	67
Effective base		38	4	4	14	16	9	29
Weighted Base		74	11	9	29	25	20	54
Very low	(-2)	1	*	-	-	1	*	1
		2%	1%	-%	-%	4%	1%	2%
Quite low	(-1)	*	-	-	*	*	-	*
		*%	-%	-%	*%	1%	-%	*%
Neither low nor high	(0)	17	1	4	5	6	5	12
		23%	11%	46%	18%	25%	27%	21%
Quite high	(1)	25	9	3	8	6	11	13
		33%	79%	30%	27%	23%	56%	25%
Very high	(2)	28	1	2	13	12	3	25
		38%	9%	24%	45%	48%	16%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	*	3	*	*	3
		4%	*%	*%	10%	*%	*%	6%
NET: High		53	10	5	21	18	14	38
		71%	88%	53%	71%	70%	72%	71%
NET: Low		1	*	-	*	1	*	1
		2%	1%	-%	*%	5%	1%	2%
Answered		71	11	9	26	25	20	51
Mean Score		1.1	.9	.8	1.3	1.1	.9	1.2
Standard error		.09	.14	.18	.15	.18	.11	.12
Standard deviation		.90	.59	.86	.80	1.09	.71	.95

Columns Tested:: a,b,c,d - a,b

Table 432

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	*d	e
Unweighted Base		219	31	188	137	44	11	27	82
Effective base		89	9	82	78	22	7	12	28
Weighted Base		193	11	182	179	13	1	1	14
Very low	(-2)	2	-	2	2	*	-	-	*
		1%	-%	1%	1%	3%	-%	-%	3%
Quite low	(-1)	1	-	1	-	1	*	*	1
		1%	-%	1%	-%	10%	5%	*%	9%
						a			a
Neither low nor high	(0)	25	*	25	25	*	*	*	1
		13%	3%	14%	14%	2%	2%	29%	4%
Quite high	(1)	82	4	78	74	7	*	*	8
		42%	37%	43%	41%	58%	36%	43%	56%
Very high	(2)	80	7	73	76	3	1	*	4
		41%	60%	40%	42%	27%	57%	27%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	3	3	-	-	*	*
		1%	*%	1%	1%	-%	-%	*%	*%
NET: High		162	11	151	150	11	1	1	12
		84%	97%	83%	84%	85%	94%	70%	85%
NET: Low		4	-	4	2	2	*	*	2
		2%	-%	2%	1%	13%	5%	*%	11%
						a			a
Answered		191	11	180	176	13	1	1	14
Mean Score		1.2	1.6	1.2	1.3	1.0	1.5	1.0	1.0
Standard error		.05	.10	.06	.07	.15	1.55	-	.11
Standard deviation		.80	.57	.81	.78	1.02	5.15	-	.99

Columns Tested:: a,b - a,b,c,d,e

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	d	*e	*f	g	h	i
Unweighted Base		219	39	74	24	33	22	27	137	44	38
Effective base		89	23	44	13	19	7	12	78	22	16
Weighted Base		193	57	104	18	10	4	1	179	13	2
Very low	(-2)	2	-	2	-	*	-	-	2	*	-
		1%	-%	2%	-%	4%	-%	-%	1%	3%	-%
Quite low	(-1)	1	-	-	-	1	*	*	-	1	*
		1%	-%	-%	-%	12%	1%	*%	-%	10%	3%
						bg				g	
Neither low nor high	(0)	25	8	16	1	*	*	*	25	*	*
		13%	13%	15%	6%	1%	5%	29%	14%	2%	13%
Quite high	(1)	82	29	36	9	5	2	*	74	7	1
		42%	51%	34%	53%	52%	67%	43%	41%	58%	39%
Very high	(2)	80	21	50	5	3	1	*	76	3	1
		41%	36%	48%	26%	30%	27%	27%	42%	27%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	3	-	-	*	3	-	*
		1%	-%	-%	15%	-%	-%	*%	1%	-%	*%
NET: High		162	50	86	14	8	3	1	150	11	1
		84%	87%	83%	79%	83%	94%	70%	84%	85%	84%
NET: Low		4	-	2	-	2	*	*	2	2	*
		2%	-%	2%	-%	16%	1%	*%	1%	13%	3%
						bg				g	
Answered		191	57	104	15	10	4	1	176	13	2
Mean Score		1.2	1.2	1.3	1.2	.9	1.2	1.0	1.3	1.0	1.3
Standard error		.05	.11	.10	.13	.20	.14	-	.07	.15	.20
Standard deviation		.80	.67	.87	.59	1.13	.67	-	.78	1.02	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	*e	a	b	*c	*d	*e
Unweighted Base		219	75	62	44	11	27	69	47	18	15	29
Effective base		89	51	30	22	7	12	40	25	7	6	8
Weighted Base		193	128	51	13	1	1	104	45	12	7	5
Very low	(-2)	2	2	*	*	-	-	2	1	-	-	-
		1%	1%	1%	3%	-%	-%	2%	1%	-%	-%	-%
Quite low	(-1)	1	-	-	1	*	*	-	-	-	*	1
		1%	-%	-%	10%	5%	*%	-%	-%	-%	1%	23%
					a							
Neither low nor high	(0)	25	21	4	*	*	*	18	6	1	*	*
		13%	17%	7%	2%	2%	29%	17%	14%	9%	1%	*%
Quite high	(1)	82	52	22	7	*	*	49	16	3	3	3
		42%	41%	43%	58%	36%	43%	47%	35%	23%	45%	63%
Very high	(2)	80	53	23	3	1	*	35	20	8	4	1
		41%	41%	44%	27%	57%	27%	33%	46%	68%	53%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	3	-	-	*	1	1	-	-	-
		1%	-%	5%	-%	-%	*%	1%	3%	-%	-%	-%
NET: High		162	105	45	11	1	1	84	36	11	7	4
		84%	82%	87%	85%	94%	70%	80%	81%	91%	98%	77%
NET: Low		4	2	*	2	*	*	2	1	-	*	1
		2%	1%	1%	13%	5%	*%	2%	1%	-%	1%	23%
Answered		191	128	49	13	1	1	103	43	12	7	5
Mean Score		1.2	1.2	1.4	1.0	1.5	1.0	1.1	1.3	1.6	1.5	.7
Standard error		.05	.09	.09	.15	1.55	-	.10	.12	.16	.16	.20
Standard deviation		.80	.82	.68	1.02	5.15	-	.81	.83	.68	.61	1.09

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base		219	15	19	25	6	14	33	13	14	13
Effective base		89	8	10	14	2	7	21	6	7	7
Weighted Base		193	20	21	26	2	15	54	16	10	13
Very low	(-2)	2	-	2	-	-	-	*	*	-	-
		1%	-%	9%	-%	-%	-%	1%	2%	-%	-%
Quite low	(-1)	1	-	-	-	-	-	1	-	*	-
		1%	-%	-%	-%	-%	-%	2%	-%	*%	-%
Neither low nor high	(0)	25	2	5	6	*	-	3	4	2	3
		13%	11%	23%	23%	8%	-%	5%	23%	21%	19%
Quite high	(1)	82	9	6	9	1	3	32	8	3	5
		42%	45%	28%	35%	47%	22%	59%	49%	31%	37%
Very high	(2)	80	9	8	11	1	12	17	3	4	6
		41%	43%	40%	42%	45%	78%	32%	17%	37%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	-	-	-	-	-	1	1	*
		1%	-%	-%	-%	-%	-%	-%	9%	11%	*%
NET: High		162	18	14	20	2	15	49	11	7	11
		84%	89%	68%	77%	92%	100%	92%	66%	68%	81%
NET: Low		4	-	2	-	-	-	2	*	*	-
		2%	-%	9%	-%	-%	-%	3%	2%	*%	-%
Answered		191	20	21	26	2	15	54	14	9	13
Mean Score		1.2	1.3	.9	1.2	1.4	1.8	1.2	.9	1.2	1.2
Standard error		.05	.18	.28	.16	.36	.11	.12	.23	.23	.23
Standard deviation		.80	.68	1.22	.80	.89	.43	.71	.80	.83	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	*h
Unweighted Base		219	33	48	71	152	67	28	23	16
Effective base		89	15	24	40	78	14	5	12	4
Weighted Base		193	30	51	95	177	16	9	5	3
Very low	(-2)	2	-	2	1	2	-	-	-	-
		1%	-%	4%	1%	1%	-%	-%	-%	-%
Quite low	(-1)	1	-	*	1	1	*	-	*	-
		1%	-%	*%	1%	1%	*%	-%	1%	-%
Neither low nor high	(0)	25	3	9	12	24	1	*	1	*
		13%	9%	18%	13%	14%	6%	2%	15%	2%
Quite high	(1)	82	9	18	49	76	6	2	2	1
		42%	30%	36%	51%	43%	35%	25%	47%	49%
Very high	(2)	80	18	21	31	70	10	7	2	1
		41%	60%	41%	32%	40%	59%	74%	37%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	1	1	3	-	-	-	-
		1%	*%	2%	2%	1%	-%	-%	-%	-%
NET: High		162	27	39	80	146	15	9	4	3
		84%	91%	76%	84%	83%	94%	98%	84%	98%
NET: Low		4	-	2	2	4	*	-	*	-
		2%	-%	4%	2%	2%	*%	-%	1%	-%
Answered		191	30	50	94	174	16	9	5	3
Mean Score		1.2	1.5	1.1	1.2	1.2	1.5	1.7	1.2	1.5
Standard error		.05	.12	.14	.09	.07	.08	.10	.17	.17
Standard deviation		.80	.67	.97	.75	.81	.64	.51	.81	.70

Columns Tested:: a,b,c,d,e,f,g,h

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		219	8	27	27	23	58	19	8	2	74
Effective base		89	3	12	12	10	27	7	2	2	31
Weighted Base		193	5	23	23	24	49	16	4	*	74
Very low	(-2)	2	-	*	*	-	2	-	-	-	-
		1%	-%	2%	2%	-%	4%	-%	-%	-%	-%
Quite low	(-1)	1	-	1	1	-	-	-	*	-	*
		1%	-%	5%	5%	-%	-%	-%	1%	-%	*%
Neither low nor high	(0)	25	*	*	*	9	5	3	*	-	8
		13%	1%	1%	1%	38%	10%	16%	3%	-%	11%
Quite high	(1)	82	4	15	15	3	18	11	1	*	30
		42%	91%	66%	66%	11%	37%	69%	34%	100%	40%
Very high	(2)	80	*	5	5	12	22	2	2	-	36
		41%	8%	21%	21%	52%	45%	15%	62%	-%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	1	1	-	1	-	-	-	-
		1%	-%	5%	5%	-%	3%	-%	-%	-%	-%
NET: High		162	5	20	20	15	40	13	3	*	66
		84%	99%	87%	87%	62%	82%	84%	96%	100%	89%
NET: Low		4	-	2	2	-	2	-	*	-	*
		2%	-%	7%	7%	-%	4%	-%	1%	-%	*%
Answered		191	5	22	22	24	47	16	4	*	74
Mean Score		1.2	1.1	1.0	1.0	1.1	1.2	1.0	1.6	1.0	1.4
Standard error		.05	.12	.16	.16	.20	.13	.13	.26	-	.08
Standard deviation		.80	.33	.80	.80	.96	.97	.58	.73	-	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		219	58	77	84	193	26	173	46	216	3
Effective base		89	24	34	33	77	13	74	16	88	2
Weighted Base		193	51	64	78	161	32	166	27	191	2
Very low	(-2)	2	*	2	-	2	-	1	2	2	-
		1%	1%	3%	-%	2%	-%	*%	7%	1%	-%
Quite low	(-1)	1	1	-	*	1	-	*	1	1	-
		1%	2%	-%	*%	1%	-%	*%	5%	1%	-%
Neither low nor high	(0)	25	9	8	8	15	11	21	5	25	-
		13%	18%	12%	11%	9%	33%	12%	17%	13%	-%
Quite high	(1)	82	22	29	31	72	10	74	8	80	2
		42%	43%	45%	40%	44%	32%	44%	30%	42%	92%
Very high	(2)	80	17	24	38	70	10	68	11	80	*
		41%	34%	38%	49%	43%	31%	41%	42%	42%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	1	-	1	1	3	-	3	-
		1%	2%	2%	-%	1%	5%	2%	-%	1%	-%
NET: High		162	39	53	69	142	20	142	19	160	2
		84%	77%	83%	89%	88%	63%	86%	71%	83%	100%
NET: Low		4	2	2	*	4	-	1	3	4	-
		2%	3%	3%	*%	2%	-%	*%	11%	2%	-%
									a		
Answered		191	50	63	78	160	31	164	27	189	2
Mean Score		1.2	1.1	1.2	1.4	1.3	1.0	1.3	1.0	1.2	1.1
Standard error		.05	.11	.10	.07	.06	.17	.05	.18	.06	.23
Standard deviation		.80	.84	.89	.68	.79	.83	.71	1.20	.80	.40

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		219	91	58	69	132	51	19	17	183	36
Effective base		89	37	22	31	59	18	9	4	77	12
Weighted Base		193	74	54	66	125	43	20	5	168	25
Very low	(-2)	2	-	2	1	2	*	*	-	2	*
		1%	-%	3%	1%	1%	1%	2%	-%	1%	2%
Quite low	(-1)	1	1	*	-	1	-	-	*	1	*
		1%	2%	*%	-%	1%	-%	-%	*%	1%	*%
Neither low nor high	(0)	25	16	3	6	22	2	1	*	24	1
		13%	22%	5%	9%	18%	5%	5%	1%	14%	4%
Quite high	(1)	82	31	20	31	48	23	8	3	72	10
		42%	43%	37%	47%	39%	54%	38%	53%	43%	41%
Very high	(2)	80	23	29	27	52	16	9	2	68	12
		41%	32%	55%	41%	41%	37%	47%	46%	40%	47%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	*	1	*	1	1	-	1	1
		1%	2%	*%	2%	*%	3%	7%	-%	1%	6%
NET: High		162	55	49	58	100	39	17	5	140	22
		84%	74%	91%	88%	80%	92%	86%	99%	83%	88%
NET: Low		4	1	2	1	3	*	*	*	3	*
		2%	2%	4%	1%	2%	1%	2%	*%	2%	2%
Answered		191	73	54	64	125	42	18	5	167	24
Mean Score		1.2	1.1	1.4	1.3	1.2	1.3	1.4	1.4	1.2	1.4
Standard error		.05	.08	.12	.09	.07	.09	.19	.14	.06	.13
Standard deviation		.80	.79	.88	.72	.86	.64	.80	.58	.81	.74

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		219	37	95	87	193	189	197	206	144	122
Effective base		89	21	39	30	77	77	80	83	63	47
Weighted Base		193	43	83	68	171	173	176	183	144	105
Very low	(-2)	2	-	2	1	1	1	1	1	*	2
		1%	-%	2%	1%	*%	*%	*%	*%	*%	2%
Quite low	(-1)	1	-	1	*	1	1	1	1	1	*
		1%	-%	2%	*%	1%	1%	1%	1%	1%	*%
Neither low nor high	(0)	25	8	14	3	23	23	23	25	18	10
		13%	19%	17%	5%	13%	13%	13%	14%	13%	9%
Quite high	(1)	82	12	36	34	73	73	74	79	59	48
		42%	29%	44%	49%	42%	43%	42%	43%	41%	46%
Very high	(2)	80	22	29	28	71	72	75	74	63	45
		41%	52%	36%	41%	42%	42%	42%	40%	43%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	*	3	3	3	3	3	3	-
		1%	-%	*%	4%	2%	2%	1%	1%	2%	-%
NET: High		162	35	66	62	144	146	149	153	122	93
		84%	81%	79%	90%	84%	84%	85%	84%	84%	88%
NET: Low		4	-	3	1	2	2	2	2	2	2
		2%	-%	4%	1%	1%	1%	1%	1%	1%	2%
Answered		191	43	83	65	169	170	174	180	141	105
Mean Score		1.2	1.3	1.1	1.3	1.3	1.3	1.3	1.2	1.3	1.3
Standard error		.05	.13	.09	.07	.05	.05	.05	.05	.06	.07
Standard deviation		.80	.79	.89	.67	.75	.74	.74	.74	.74	.80

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		219	8	113	20	19	16	12	9	37
Effective base		89	5	48	10	6	6	5	5	15
Weighted Base		193	6	106	23	19	9	9	6	24
Very low	(-2)	2	-	*	-	-	-	*	-	*
		1%	-%	*%	-%	-%	-%	4%	-%	2%
Quite low	(-1)	1	-	1	*	-	-	-	-	-
		1%	-%	1%	*%	-%	-%	-%	-%	-%
Neither low nor high	(0)	25	-	19	3	*	*	*	1	1
		13%	-%	18%	13%	*%	2%	1%	12%	4%
Quite high	(1)	82	3	46	10	6	3	4	3	9
		42%	48%	43%	45%	34%	30%	40%	55%	40%
Very high	(2)	80	3	38	9	12	6	5	1	12
		41%	52%	36%	42%	66%	68%	54%	14%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	1	-	-	-	-	1	1
		1%	-%	1%	-%	-%	-%	-%	20%	5%
NET: High		162	6	84	20	19	9	8	4	21
		84%	100%	79%	87%	100%	98%	95%	68%	89%
NET: Low		4	-	2	*	-	-	*	-	*
		2%	-%	1%	*%	-%	-%	4%	-%	2%
Answered		191	6	104	23	19	9	9	5	22
Mean Score		1.2	1.5	1.2	1.3	1.7	1.7	1.4	1.0	1.4
Standard error		.05	.20	.07	.16	.11	.14	.27	.23	.13
Standard deviation		.80	.55	.77	.70	.50	.56	.94	.64	.75

Columns Tested:: a,b,c,d,e,f,g,h

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base		219	112	27	19	15	11	6	3	111	32	20	7	11	4	4
Effective base		89	52	7	6	6	3	3	1	47	13	10	3	6	3	3
Weighted Base		193	110	19	13	18	6	4	1	105	36	11	4	11	2	4
Very low	(-2)	2	*	-	-	-	*	-	-	*	-	-	-	-	*	-
		1%	*%	-%	-%	-%	7%	-%	-%	*%	-%	-%	-%	-%	25%	-%
Quite low	(-1)	1	1	-	*	-	-	-	-	1	-	-	-	-	-	-
		1%	1%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	25	15	4	3	*	*	-	1	22	*	*	-	*	-	-
		13%	14%	21%	20%	1%	4%	-%	83%	21%	1%	2%	-%	1%	-%	-%
Quite high	(1)	82	47	8	5	9	2	1	*	46	14	5	1	4	*	3
		42%	43%	41%	40%	51%	40%	27%	11%	44%	39%	48%	14%	36%	25%	71%
Very high	(2)	80	45	7	5	8	3	3	*	34	22	5	4	7	1	*
		41%	41%	38%	40%	42%	49%	73%	6%	32%	59%	50%	86%	63%	49%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	-	-	1	-	-	-	1	-	-	-	-	-	1
		1%	1%	-%	-%	6%	-%	-%	-%	1%	-%	-%	-%	-%	-%	29%
NET: High		162	92	15	10	17	5	4	*	80	36	10	4	11	1	3
		84%	84%	79%	80%	93%	89%	100%	17%	76%	99%	98%	100%	99%	75%	71%
NET: Low		4	2	-	*	-	*	-	-	2	-	-	-	-	*	-
		2%	1%	-%	*%	-%	7%	-%	-%	1%	-%	-%	-%	-%	25%	-%
Answered		191	109	19	13	17	6	4	1	104	36	11	4	11	2	3
Mean Score		1.2	1.2	1.2	1.2	1.4	1.2	1.7	.2	1.1	1.6	1.5	1.9	1.6	.7	1.0
											a					
Standard error		.05	.07	.15	.18	.14	.35	.21	-	.07	.09	.13	.15	.16	1.41	.02
Standard deviation		.80	.75	.77	.78	.52	1.15	.51	-	.78	.52	.57	.40	.53	2.82	.03

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		219	95	38	25	13	7	15	13	35	51	41	55	36	14
Effective base		89	45	13	9	4	3	6	5	12	25	17	22	13	4
Weighted Base		193	101	28	24	7	3	9	12	23	59	33	49	29	6
Very low	(-2)	2	*	-	-	-	-	-	*	*	-	*	*	-	-
		1%	*%	-%	-%	-%	-%	-%	3%	2%	-%	1%	1%	-%	-%
Quite low	(-1)	1	1	*	-	-	-	-	*	*	-	1	*	-	-
		1%	1%	*%	-%	-%	-%	-%	*%	*%	-%	4%	*%	-%	-%
Neither low nor high	(0)	25	18	2	5	*	-	*	-	*	9	2	11	1	*
		13%	18%	7%	21%	2%	-%	5%	-%	2%	15%	6%	22%	3%	*%
Quite high	(1)	82	42	17	10	3	*	3	3	7	24	17	24	5	4
		42%	42%	61%	42%	48%	6%	36%	28%	29%	41%	53%	49%	19%	56%
Very high	(2)	80	38	9	9	4	3	5	7	15	25	11	14	22	3
		41%	37%	32%	37%	50%	94%	59%	59%	63%	42%	33%	28%	78% abc	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	-	-	-	-	-	1	1	1	1	*	-	-
		1%	1%	-%	-%	-%	-%	-%	10%	5%	2%	4%	*%	-%	-%
NET: High		162	80	26	19	7	3	9	10	21	49	28	38	28	6
		84%	80%	93%	79%	98%	100%	95%	87%	92%	83%	86%	77%	97%	100%
NET: Low		4	1	*	-	-	-	-	*	*	-	1	*	-	-
		2%	1%	*%	-%	-%	-%	-%	3%	2%	-%	4%	1%	-%	-%
Answered		191	99	28	24	7	3	9	10	22	58	32	49	29	6
Mean Score		1.2	1.2	1.2	1.2	1.5	1.9	1.5	1.5	1.6	1.3	1.2	1.0	1.8 abc	1.4
Standard error		.05	.08	.10	.15	.16	.11	.16	.25	.12	.10	.12	.10	.08	.15
Standard deviation		.80	.78	.59	.76	.58	.30	.62	.88	.72	.72	.79	.77	.51	.54

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base		219	64	39	49	30	10	65	39	43	29	12
Effective base		89	31	18	17	10	2	32	15	18	11	4
Weighted Base		193	72	32	40	23	3	81	24	36	26	6
Very low	(-2)	2	-	*	*	-	-	-	*	*	-	-
		1%	-%	1%	1%	-%	-%	-%	1%	1%	-%	-%
Quite low	(-1)	1	*	1	*	-	-	1	*	*	-	-
		1%	*%	4%	*%	-%	-%	1%	*%	*%	-%	-%
Neither low nor high	(0)	25	13	2	7	*	*	11	2	9	1	*
		13%	18%	7%	17%	2%	*%	14%	9%	24%	2%	*%
Quite high	(1)	82	32	17	19	2	3	35	15	16	4	3
		42%	44%	51%	47%	11%	88%	43%	63%	44%	17%	55%
				d								
Very high	(2)	80	26	11	14	20	*	32	5	11	21	3
		41%	36%	33%	35%	87%	12%	39%	22%	31%	81%	45%
						abc						
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	1	*	-	-	1	1	*	-	-
		1%	2%	4%	*%	-%	-%	2%	5%	*%	-%	-%
NET: High		162	58	27	32	23	3	67	20	27	26	6
		84%	80%	85%	82%	98%	100%	83%	85%	75%	98%	100%
NET: Low		4	*	1	*	-	-	1	*	*	-	-
		2%	*%	5%	1%	-%	-%	1%	1%	1%	-%	-%
Answered		191	71	31	40	23	3	79	22	36	26	6
Mean Score		1.2	1.2	1.2	1.1	1.9	1.1	1.2	1.1	1.0	1.8	1.5
						abc						
Standard error		.05	.09	.13	.11	.08	.13	.09	.11	.13	.09	.16
Standard deviation		.80	.73	.80	.78	.41	.41	.75	.67	.81	.46	.55

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		219	53	35	54	38	24	145	12	49	125	94	170	23
Effective base		89	22	15	26	14	7	58	7	18	50	39	70	7
Weighted Base		193	57	28	55	32	10	128	14	40	115	78	160	12
Very low	(-2)	2	-	-	-	-	1	1	-	-	-	2	1	-
		1%	-%	-%	-%	-%	7%	1%	-%	-%	-%	3%	*%	-%
Quite low	(-1)	1	1	-	*	-	-	1	*	-	*	1	1	*
		1%	2%	-%	*%	-%	-%	1%	*%	-%	*%	2%	1%	*%
Neither low nor high	(0)	25	10	*	10	3	1	16	-	9	19	6	22	1
		13%	18%	2%	19%	10%	8%	12%	-%	23%	17%	8%	14%	5%
Quite high	(1)	82	30	14	22	8	6	55	4	20	54	28	66	7
		42%	53%	48%	39%	24%	63%	43%	26%	50%	47%	36%	41%	57%
Very high	(2)	80	15	13	21	21	2	52	11	11	39	41	67	4
		41%	27%	46%	39%	67% a	22%	41%	74%	26%	34%	52%	42%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	1	1	-	-	3	-	*	3	*	3	-
		1%	*%	4%	3%	-%	-%	2%	-%	*%	2%	*%	2%	-%
NET: High		162	46	27	43	29	8	108	14	31	93	68	133	11
		84%	80%	94%	78%	90%	85%	84%	100%	77%	81%	88%	83%	95%
NET: Low		4	1	-	*	-	1	2	*	-	*	4	2	*
		2%	2%	-%	*%	-%	7%	1%	*%	-%	*%	5%	1%	*%
Answered		191	57	27	53	32	10	125	14	40	113	78	157	12
Mean Score		1.2	1.1	1.5	1.2	1.6 a	.9	1.3	1.7	1.0	1.2	1.3	1.3	1.3
Standard error		.05	.10	.09	.10	.11	.20	.06	.13	.10	.06	.10	.06	.12
Standard deviation		.80	.73	.54	.75	.68	1.00	.75	.45	.71	.70	.92	.76	.59

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		219	141	48	37	169	167	26	136	53	42	164
Effective base		89	62	15	18	65	69	8	58	20	21	63
Weighted Base		193	144	29	38	145	154	18	133	39	47	136
Very low	(-2)	2	1	-	-	1	1	-	1	-	-	1
		1%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Quite low	(-1)	1	1	*	-	1	1	*	1	*	-	1
		1%	1%	*%	-%	1%	1%	*%	1%	*%	-%	1%
Neither low nor high	(0)	25	19	3	6	20	22	1	19	3	6	20
		13%	13%	12%	15%	13%	14%	3%	14%	9%	12%	14%
Quite high	(1)	82	57	16	15	65	65	8	54	20	20	60
		42%	40%	55%	39%	45%	42%	46%	40%	49%	42%	44%
Very high	(2)	80	63	10	16	58	62	9	56	17	20	54
		41%	44%	33%	42%	40%	41%	50%	42%	42%	42%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	1	1	3	-	3	-	1	1
		1%	2%	-%	4%	1%	2%	-%	2%	-%	3%	1%
NET: High		162	120	26	31	122	127	17	110	36	39	113
		84%	84%	88%	81%	84%	83%	97%	82%	91%	85%	83%
NET: Low		4	2	*	-	2	2	*	2	*	-	2
		2%	1%	*%	-%	1%	1%	*%	1%	*%	-%	1%
Answered		191	141	29	36	144	151	18	131	39	45	135
Mean Score		1.2	1.3	1.2	1.3	1.2	1.2	1.5	1.2	1.3	1.3	1.2
Standard error		.05	.06	.09	.12	.06	.06	.11	.07	.09	.11	.06
Standard deviation		.80	.76	.65	.73	.75	.76	.57	.77	.64	.69	.76

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		219	141	143	44	-	136	133	42	-	179	113	54	-
Effective base		89	59	60	20	-	57	60	19	-	73	49	27	-
Weighted Base		193	128	131	41	-	132	114	41	-	163	94	55	-
Very low	(-2)	2	-	1	-	-	*	1	*	-	1	*	*	-
		1%	-%	*%	-%	-%	*%	1%	1%	-%	*%	*%	1%	-%
Quite low	(-1)	1	*	1	-	-	-	1	*	-	1	1	1	-
		1%	*%	1%	-%	-%	-%	1%	*%	-%	1%	1%	2%	-%
Neither low nor high	(0)	25	15	21	3	-	22	12	3	-	25	12	3	-
		13%	12%	16%	8%	-%	17%	11%	8%	-%	15%	13%	6%	-%
Quite high	(1)	82	57	53	14	-	50	44	15	-	71	33	24	-
		42%	44%	41%	34%	-%	38%	39%	36%	-%	44%	35%	43%	-%
Very high	(2)	80	55	51	22	-	58	54	22	-	63	45	25	-
		41%	43%	39%	55%	-%	44%	47%	52%	-%	39%	48%	46%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	3	1	-	1	3	1	-	3	1	1	-
		1%	1%	2%	3%	-%	1%	2%	3%	-%	2%	1%	2%	-%
NET: High		162	112	105	36	-	108	98	37	-	133	79	49	-
		84%	87%	80%	89%	-%	82%	85%	89%	-%	82%	84%	89%	-%
NET: Low		4	*	2	-	-	*	2	*	-	2	2	2	-
		2%	*%	1%	-%	-%	*%	2%	1%	-%	1%	2%	3%	-%
Answered		191	127	128	40	-	131	112	40	-	160	93	54	-
Mean Score		1.2	1.3	1.2	1.5	-	1.3	1.3	1.4	-	1.2	1.3	1.3	-
Standard error		.05	.06	.07	.10	-	.07	.07	.11	-	.06	.07	.10	-
Standard deviation		.80	.68	.78	.65	-	.76	.76	.73	-	.76	.79	.76	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		219	169	154	103	148	97	15	60	70	82	26	16
Effective base		89	70	64	44	61	45	6	30	28	37	14	7
Weighted Base		193	156	151	102	139	100	13	62	70	84	29	17
Very low	(-2)	2	1	1	-	1	*	-	-	-	-	-	-
		1%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	1	1	1	1	-	1	-	-	-	-
		1%	1%	1%	1%	1%	1%	-%	2%	-%	-%	-%	-%
Neither low nor high	(0)	25	22	22	12	21	10	*	7	9	12	2	-
		13%	14%	15%	12%	15%	10%	1%	12%	13%	14%	8%	-%
Quite high	(1)	82	62	61	42	60	40	6	21	30	31	16	10
		42%	40%	40%	41%	43%	40%	49%	35%	42%	37%	54%	57%
Very high	(2)	80	67	64	44	55	46	5	31	29	39	10	7
		41%	43%	42%	43%	40%	46%	41%	50%	41%	46%	34%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	3	3	1	3	1	1	3	3	1	-
		1%	2%	2%	3%	1%	3%	9%	2%	4%	3%	4%	-%
NET: High		162	129	124	86	115	86	12	52	59	70	26	17
		84%	83%	82%	84%	82%	86%	90%	84%	84%	83%	88%	100%
NET: Low		4	2	2	1	2	1	-	1	-	-	-	-
		2%	1%	1%	1%	1%	1%	-%	2%	-%	-%	-%	-%
Answered		191	153	148	99	138	97	12	61	68	81	28	17
Mean Score		1.2	1.3	1.2	1.3	1.2	1.3	1.4	1.3	1.3	1.3	1.3	1.4
Standard error		.05	.06	.06	.07	.06	.08	.15	.10	.08	.08	.12	.13
Standard deviation		.80	.77	.77	.73	.77	.74	.55	.77	.69	.72	.62	.51

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		219	24	7	24	6	192	143	200	171	154	137	181	45	-	157	8
Effective base		89	11	2	14	4	76	55	79	67	59	57	72	20	-	66	4
Weighted Base		193	23	6	26	10	164	118	170	137	129	126	153	35	-	139	11
Very low	(-2)	2	*	-	-	-	2	*	2	2	2	2	1	2	-	1	2
		1%	2%	-%	-%	-%	2%	*%	1%	2%	2%	2%	*%	5%	-%	*%	17%
Quite low	(-1)	1	-	-	-	-	1	1	1	1	1	*	1	1	-	1	-
		1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	3%	-%	1%	-%
Neither low nor high	(0)	25	3	*	5	2	20	15	20	18	19	16	20	4	-	16	-
		13%	13%	1%	21%	21%	12%	13%	12%	13%	15%	13%	13%	12%	-%	11%	-%
Quite high	(1)	82	10	4	11	1	71	45	74	57	57	57	66	17	-	58	8
		42%	43%	73%	44%	15%	43%	38%	43%	42%	45%	45%	43%	49%	-%	42%	75%
Very high	(2)	80	10	*	9	5	66	55	70	56	47	51	65	11	-	61	1
		41%	43%	7%	35%	50%	40%	47%	41%	41%	37%	40%	42%	30%	-%	44%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	1	-	1	3	1	3	3	1	-	1	-	-	3	-
		1%	-%	19%	-%	15%	2%	1%	2%	2%	1%	-%	1%	-%	-%	2%	-%
NET: High		162	20	5	20	6	137	100	143	114	104	108	130	28	-	119	9
		84%	86%	80%	79%	64%	84%	85%	84%	83%	81%	86%	85%	79%	-%	85%	83%
NET: Low		4	*	-	-	-	4	1	4	3	4	2	2	3	-	2	2
		2%	2%	-%	-%	-%	2%	1%	2%	2%	3%	2%	1%	9%	-%	1%	17%
Answered		191	23	5	26	9	161	116	167	134	127	126	152	35	-	137	11
Mean Score		1.2	1.3	1.1	1.1	1.3	1.2	1.3	1.2	1.2	1.1	1.2	1.3	1.0	-	1.3	.6
Standard error		.05	.17	.14	.15	.40	.06	.06	.06	.06	.07	.07	.06	.15	-	.06	.45
Standard deviation		.80	.82	.34	.75	.90	.81	.75	.81	.83	.85	.80	.75	1.03	-	.75	1.27

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		219	85	96	186	7	84	135	50	139	30	78	50	83
Effective base		89	40	37	75	4	33	56	21	57	13	33	17	35
Weighted Base		193	93	78	161	11	69	124	42	131	21	69	39	75
Very low	(-2)	2	2	-	2	1	2	-	2	*	-	-	2	-
		1%	3%	-%	1%	6%	4%	-%	5%	*%	-%	-%	6%	-%
Quite low	(-1)	1	-	1	1	-	*	1	*	1	*	1	*	*
		1%	-%	2%	1%	-%	*%	1%	*%	1%	*%	2%	*%	*%
Neither low nor high	(0)	25	14	8	14	*	15	10	5	19	1	10	2	12
		13%	16%	10%	9%	3%	22%	8%	13%	14%	5%	15%	6%	15%
Quite high	(1)	82	40	34	79	-	24	58	13	57	12	27	25	25
		42%	44%	43%	49%	-%	34%	47%	30%	44%	58%	40%	66% c	33%
Very high	(2)	80	33	36	63	10	27	53	21	51	8	28	8	39
		41%	35%	45%	39%	91%	38%	43%	49%	39%	37%	40%	22%	51% b
Don't Know (CATI ONLY: DO NOT READ OUT)		3	3	-	3	-	1	1	1	1	-	3	-	-
		1%	3%	-%	2%	-%	2%	1%	3%	1%	-%	4%	-%	-%
NET: High		162	73	69	141	10	50	111	33	109	19	55	34	64
		84%	79%	89%	88%	91%	72%	90% a	79%	83%	95%	80%	87%	85%
NET: Low		4	2	1	3	1	3	1	2	2	*	1	2	*
		2%	3%	2%	2%	6%	4%	1%	5%	1%	*%	2%	6%	*%
Answered		191	90	78	158	11	68	123	41	129	21	67	39	75
Mean Score		1.2	1.1	1.3	1.3	1.7	1.1	1.3	1.2	1.2	1.3	1.2	1.0	1.4
Standard error		.05	.10	.07	.06	.39	.11	.06	.15	.06	.11	.09	.13	.08
Standard deviation		.80	.87	.72	.75	1.04	.98	.67	1.04	.75	.58	.77	.94	.74

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		219	121	98
Effective base		89	42	48
Weighted Base		193	88	105
Very low	(-2)	2	2	-
		1%	3%	-%
Quite low	(-1)	1	1	*
		1%	1%	*%
Neither low nor high	(0)	25	13	12
		13%	15%	12%
Quite high	(1)	82	41	41
		42%	46%	39%
Very high	(2)	80	29	51
		41%	33%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	1	1
		1%	2%	1%
NET: High		162	70	92
		84%	80%	87%
NET: Low		4	4	*
		2%	4%	*%
Answered		191	87	104
Mean Score		1.2	1.1	1.4
Standard error		.05	.08	.07
Standard deviation		.80	.90	.69

Columns Tested:: a,b

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l
Unweighted Base		219	11	22	15	12	15	34	6	29	19	11	19	26
Effective base		89	5	8	6	2	6	13	3	16	12	3	12	14
Weighted Base		193	3	26	7	6	8	38	3	33	25	4	20	21
Very low	(-2)	2	*	-	*	-	-	2	-	-	-	-	-	-
		1%	12%	-%	4%	-%	-%	5%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	*	*	-	-	-	-	-
		1%	-%	-%	17%	-%	-%	*%	2%	-%	-%	-%	-%	-%
Neither low nor high	(0)	25	1	*	2	1	2	5	-	*	9	*	2	3
		13%	22%	1%	34%	11%	29%	13%	-%	*%	35%	2%	12%	14%
Quite high	(1)	82	1	19	1	4	1	11	2	17	2	3	8	12
		42%	45%	72%	16%	72%	15%	30%	70%	50%	10%	80%	40%	57%
Very high	(2)	80	1	7	2	1	3	19	1	17	14	1	8	6
		41%	21%	26%	29%	17%	42%	52%	29%	50%	55%	18%	41%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	-	*	-	-	1	-	-	-	-	-	1	-
		1%	-%	*%	-%	-%	14%	-%	-%	-%	-%	-%	7%	-%
NET: High		162	2	26	3	5	5	31	3	33	16	4	16	18
		84%	67%	99%	46%	89%	57%	82%	98%	100%	65%	98%	81%	86%
NET: Low		4	*	-	1	-	-	2	*	-	-	-	-	-
		2%	12%	-%	20%	-%	-%	5%	2%	-%	-%	-%	-%	-%
Answered		191	3	26	7	6	7	38	3	33	25	4	18	21
Mean Score		1.2	.6	1.3	.5	1.1	1.2	1.2	1.2	1.5	1.2	1.2	1.3	1.2
Standard error		.05	.42	.10	.33	.17	.26	.18	.28	.09	.22	.15	.17	.13
Standard deviation		.80	1.40	.47	1.27	.58	.97	1.03	.70	.51	.95	.49	.70	.65

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 432 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		219	48	61	54	56	109	110
Effective base		89	14	20	31	30	33	60
Weighted Base		193	37	51	61	44	88	105
Very low	(-2)	2	1	2	-	-	2	-
		1%	2%	4%	-%	-%	3%	-%
Quite low	(-1)	1	1	*	*	-	1	*
		1%	3%	*%	*%	-%	1%	*%
Neither low nor high	(0)	25	3	8	9	5	11	14
		13%	9%	15%	14%	12%	13%	13%
Quite high	(1)	82	22	17	21	23	38	43
		42%	59%	32%	34%	51%	44%	41%
Very high	(2)	80	10	24	31	15	34	46
		41%	27%	46%	51%	34%	38%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		3	*	1	-	1	1	1
		1%	*%	2%	-%	3%	1%	1%
NET: High		162	32	41	52	37	72	90
		84%	86%	79%	86%	85%	82%	85%
NET: Low		4	2	2	*	-	4	*
		2%	5%	4%	*%	-%	4%	*%
Answered		191	37	50	61	43	87	104
Mean Score		1.2	1.1	1.2	1.4	1.2	1.1	1.3
Standard error		.05	.12	.12	.10	.09	.09	.07
Standard deviation		.80	.81	.97	.73	.66	.90	.70

Columns Tested:: a,b,c,d - a,b

Table OP4_1RESP

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1613	92	1521	952	322	107	232	661
Effective base		614	23	594	544	135	65	115	192
Weighted Base		1420	34	1387	1328	75	11	6	92
Very low	(-2)	26	*	26	25	1	*	-	1
		2%	1%	2%	2%	1%	*%	-%	1%
Quite low	(-1)	99	-	99	94	5	*	*	5
		7%	-%	7%	7%	6%	2%	4%	6%
Neither low nor high	(0)	289	5	284	274	13	1	1	15
		20%	15%	20%	21%	17%	12%	16%	16%
Quite high	(1)	567	14	552	521	38	5	2	46
		40%	43%	40%	39%	50%	49%	44%	50%
						a			a
Very high	(2)	423	14	409	399	17	4	2	23
		30%	41%	29%	30%	23%	37%	34%	25%
							b		
Don't Know (CATI ONLY: DO NOT READ OUT)		17	*	16	15	1	-	*	1
		1%	1%	1%	1%	2%	-%	2%	2%
NET: High		989	28	961	920	55	10	4	69
		70%	84%	69%	69%	73%	87%	77%	75%
							ab		
NET: Low		126	*	125	119	6	*	*	6
		9%	1%	9%	9%	8%	2%	4%	7%
Answered		1403	33	1370	1313	74	11	6	91
Mean Score		.9	1.2	.9	.9	.9	1.2	1.1	.9
							abe	a	
Standard error		.02	.08	.03	.03	.05	.07	.06	.03
Standard deviation		.97	.77	.98	.98	.89	.76	.90	.87

Columns Tested:: a,b - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	295	481	176	224	205	232	952	322	339
Effective base		614	188	278	94	100	82	115	544	135	129
Weighted Base		1420	495	695	139	59	28	6	1328	75	17
Very low	(-2)	26	2	21	2	1	1	-	25	1	*
		2%	*%	3%	2%	1%	2%	-%	2%	1%	*%
				ai							
Quite low	(-1)	99	26	51	18	4	1	*	94	5	*
		7%	5%	7%	13%	7%	2%	4%	7%	6%	3%
				i	aefi				i		
Neither low nor high	(0)	289	110	124	39	12	2	1	274	13	2
		20%	22%	18%	28%	20%	9%	16%	21%	17%	13%
			ei	e	befhi	e			e		
Quite high	(1)	567	210	264	47	27	16	2	521	38	8
		40%	42%	38%	34%	47%	57%	44%	39%	50%	47%
							abcg			bcg	c
Very high	(2)	423	140	232	27	14	8	2	399	17	6
		30%	28%	33%	20%	23%	29%	34%	30%	23%	36%
				ch				c	c		cdh
Don't Know (CATI ONLY: DO NOT READ OUT)		17	8	1	6	1	*	*	15	1	*
		1%	2%	*%	5%	2%	1%	2%	1%	2%	1%
					bgi						
NET: High		989	350	497	74	41	24	4	920	55	14
		70%	71%	71%	53%	70%	86%	77%	69%	73%	83%
			c	c		c	abcdgh	c	c	c	abcdgh
NET: Low		126	27	72	20	5	1	*	119	6	*
		9%	6%	10%	14%	8%	4%	4%	9%	8%	3%
				fi	aefi				i		
Answered		1403	487	693	133	58	27	6	1313	74	17
Mean Score		.9	.9	.9	.6	.9	1.1	1.1	.9	.9	1.2
			c	c			cd	cg	c	c	abcdgh
Standard error		.02	.05	.05	.08	.06	.06	.06	.03	.05	.04
Standard deviation		.97	.87	1.04	1.01	.90	.80	.90	.98	.89	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1613	563	389	322	107	232	537	377	141	101	277
Effective base		614	377	205	135	65	115	307	155	48	26	48
Weighted Base		1420	1028	300	75	11	6	804	279	96	61	58
Very low	(-2)	26	22	3	1	*	-	18	3	*	3	2
		2%	2%	1%	1%	*%	-%	2%	1%	*%	5%	4%
Quite low	(-1)	99	71	23	5	*	*	56	20	3	7	8
		7%	7%	8%	6%	2%	4%	7%	7%	3%	12%	15%
Neither low nor high	(0)	289	215	58	13	1	1	174	63	12	3	8
		20%	21%	19%	17%	12%	16%	22%	23%	13%	6%	14%
								d	d			
Quite high	(1)	567	410	111	38	5	2	328	92	42	28	21
		40%	40%	37%	50%	49%	44%	41%	33%	44%	45%	37%
					ab							
Very high	(2)	423	303	97	17	4	2	221	96	36	19	17
		30%	29%	32%	23%	37%	34%	27%	34%	37%	32%	30%
						c						
Don't Know (CATI ONLY: DO NOT READ OUT)		17	8	7	1	-	*	8	6	3	*	*
		1%	1%	2%	2%	-%	2%	1%	2%	3%	*%	*%
NET: High		989	712	208	55	10	4	549	188	78	47	38
		70%	69%	69%	73%	87%	77%	68%	67%	81%	77%	67%
						abc						
NET: Low		126	93	27	6	*	*	74	22	3	10	11
		9%	9%	9%	8%	2%	4%	9%	8%	3%	17%	19%
											c	c
Answered		1403	1020	292	74	11	6	797	273	93	61	57
Mean Score		.9	.9	.9	.9	1.2	1.1	.9	.9	1.2	.9	.7
						abc	a			ae		
Standard error		.02	.04	.05	.05	.07	.06	.04	.05	.07	.12	.07
Standard deviation		.97	.98	.97	.89	.76	.90	.98	.98	.79	1.15	1.16

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	119	119	228	46	122	146	88	95	97
Effective base		614	64	65	119	18	52	88	46	49	52
Weighted Base		1420	162	130	270	46	142	218	129	125	103
Very low	(-2)	26	13	7	3	*	*	*	*	*	1
		2%	8%	5%	1%	1%	*%	*%	*%	*%	1%
			cefh	f							
Quite low	(-1)	99	26	10	10	7	14	11	11	4	5
		7%	16%	8%	4%	15%	10%	5%	9%	3%	4%
			cfh								
Neither low nor high	(0)	289	12	20	77	13	25	45	36	32	16
		20%	8%	15%	28%	27%	18%	21%	28%	25%	15%
					ab	a		a	a	a	
Quite high	(1)	567	58	57	102	20	51	102	46	45	45
		40%	36%	44%	38%	44%	36%	47%	36%	36%	43%
Very high	(2)	423	50	37	74	6	52	58	30	43	37
		30%	31%	28%	28%	14%	37%	27%	23%	34%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	2	*	4	-	-	2	6	1	1
		1%	2%	*%	1%	-%	-%	1%	5%	1%	1%
NET: High		989	108	93	176	27	103	160	76	88	81
		70%	67%	72%	65%	57%	73%	73%	59%	70%	79%
											g
NET: Low		126	39	17	13	7	14	11	11	4	6
		9%	24%	13%	5%	16%	10%	5%	9%	3%	5%
			cefghi	c							
Answered		1403	159	130	266	46	142	216	123	124	102
Mean Score		.9	.7	.8	.9	.5	1.0	1.0	.8	1.0	1.1
											ad
Standard error		.02	.12	.10	.06	.14	.09	.07	.10	.09	.09
Standard deviation		.97	1.30	1.09	.90	.94	.97	.84	.93	.86	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1613	265	333	462	1060	553	205	172	176
Effective base		614	120	175	251	546	137	55	58	40
Weighted Base		1420	291	416	617	1325	95	50	28	18
Very low	(-2)	26	1	21	3	25	1	1	*	*
		2%	*%	5%	1%	2%	1%	1%	*%	1%
				acde						
Quite low	(-1)	99	25	39	32	97	3	*	2	*
		7%	9%	9%	5%	7%	3%	*%	8%	2%
			ef	ef		ef			f	
Neither low nor high	(0)	289	53	64	157	274	15	5	7	3
		20%	18%	15%	25%	21%	15%	9%	26%	17%
					bef	f			f	
Quite high	(1)	567	116	160	250	526	40	20	12	9
		40%	40%	38%	41%	40%	42%	40%	43%	50%
Very high	(2)	423	95	129	163	387	36	25	6	5
		30%	32%	31%	26%	29%	38%	49%	23%	28%
							cg	abcdgh		
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	4	12	16	1	*	*	*
		1%	*%	1%	2%	1%	1%	*%	1%	2%
NET: High		989	211	289	413	913	77	45	18	14
		70%	72%	69%	67%	69%	80%	89%	66%	78%
							bcdg	abcdg		
NET: Low		126	27	60	36	122	3	1	2	1
		9%	9%	14%	6%	9%	4%	1%	8%	3%
			ef	cefh		ef				
Answered		1403	291	413	605	1309	95	50	27	17
Mean Score		.9	1.0	.8	.9	.9	1.1	1.4	.8	1.0
							bcdg	abcdg		
Standard error		.02	.06	.06	.04	.03	.04	.05	.07	.06
Standard deviation		.97	.95	1.13	.88	.98	.84	.77	.90	.82

Columns Tested:: a,b,c,d,e,f,g,h

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	52	192	209	196	431	97	52	51	525
Effective base		614	18	62	69	77	196	26	21	20	202
Weighted Base		1420	37	161	180	215	373	66	49	25	475
Very low	(-2)	26	*	12	12	*	6	1	3	-	3
		2%	1%	8% dei	7% dei	*%	2%	1%	7% di	-%	1%
Quite low	(-1)	99	*	15	18	23	25	*	3	*	29
		7%	1%	9%	10%	11%	7%	1%	7%	*%	6%
Neither low nor high	(0)	289	2	19	33	48	76	26	10	5	89
		20%	6%	12%	19%	22%	20%	39% abcei	20%	19%	19%
Quite high	(1)	567	29	61	62	78	158	28	20	3	188
		40%	79% bcdefghi	38% h	34% h	36% h	42% h	43% h	41% h	11%	40% h
Very high	(2)	423	5	51	51	63	104	9	13	17	162
		30%	13%	31%	29%	29%	28%	14%	25%	68% abcdefgi	34% f
Don't Know (CATI ONLY: DO NOT READ OUT)		17	-	2	2	3	4	2	-	1	5
		1%	-%	1%	1%	1%	1%	3%	-%	2%	1%
NET: High		989	34	112	113	141	262	37	33	19	350
		70%	92% cdefg	70%	63%	65%	70%	56%	66%	79%	74%
NET: Low		126	1	27	31	24	31	1	7	*	31
		9%	2%	17% fi	17% fi	11%	8%	2%	14%	*%	7%
Answered		1403	37	159	178	212	369	64	49	24	470
Mean Score		.9	1.0	.8	.7	.8	.9	.7	.7	1.5 abcdefgi	1.0 c
Standard error		.02	.08	.09	.08	.07	.05	.08	.16	.12	.04
Standard deviation		.97	.56	1.22	1.20	.98	.95	.77	1.13	.82	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		1613	457	528	628	1450	163	1263	350	1591	22
Effective base		614	163	219	239	536	81	525	95	605	9
Weighted Base		1420	432	439	549	1204	216	1254	167	1399	21
Very low	(-2)	26	13	7	6	23	3	22	4	26	-
		2%	3%	2%	1%	2%	1%	2%	3%	2%	-%
Quite low	(-1)	99	42	26	32	64	35	86	13	99	-
		7%	10%	6%	6%	5%	16% a	7%	8%	7%	-%
Neither low nor high	(0)	289	83	102	104	239	50	238	50	285	4
		20%	19%	23%	19%	20%	23%	19%	30% a	20%	18%
Quite high	(1)	567	169	186	211	481	85	514	52	556	11
		40%	39%	42%	38%	40%	39%	41%	31%	40%	50%
Very high	(2)	423	119	113	191	383	40	377	46	416	7
		30%	28%	26%	35% b	32% b	18%	30%	27%	30%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	5	6	5	13	3	16	1	17	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	-%
NET: High		989	288	299	402	864	125	891	98	972	17
		70%	67%	68%	73%	72% b	58%	71% b	59%	69%	82%
NET: Low		126	55	33	38	87	38	108	17	126	-
		9%	13% c	7%	7%	7%	18% a	9%	10%	9%	-%
Answered		1403	426	433	544	1190	213	1238	166	1382	21
Mean Score		.9	.8	.9	1.0 a	1.0 b	.6	.9	.7	.9	1.1
Standard error		.02	.05	.04	.04	.03	.08	.03	.06	.02	.15
Standard deviation		.97	1.05	.93	.94	.95	1.02	.96	1.03	.98	.71

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1613	610	484	509	902	377	152	182	1279	334
Effective base		614	247	167	203	414	112	51	38	526	88
Weighted Base		1420	595	332	491	960	264	100	96	1224	196
Very low	(-2)	26	7	18	1	19	*	1	6	19	7
		2%	1%	6%	*%	2%	*%	1%	6%	2%	4%
				ac					b		
Quite low	(-1)	99	44	23	32	77	6	5	12	83	17
		7%	7%	7%	7%	8%	2%	5%	12%	7%	9%
						b			b		b
Neither low nor high	(0)	289	140	61	87	216	56	8	9	272	17
		20%	24%	18%	18%	23%	21%	8%	9%	22%	9%
						cdf	cf			cdf	
Quite high	(1)	567	261	112	192	377	118	41	30	495	71
		40%	44%	34%	39%	39%	45%	41%	31%	40%	36%
			b								
Very high	(2)	423	134	114	174	260	82	40	40	343	80
		30%	22%	34%	36%	27%	31%	40%	41%	28%	41%
				a	a			a			ae
Don't Know (CATI ONLY: DO NOT READ OUT)		17	9	2	5	10	2	4	*	12	4
		1%	2%	1%	1%	1%	1%	4%	*%	1%	2%
NET: High		989	395	227	366	638	201	81	70	838	151
		70%	66%	68%	75%	66%	76%	81%	73%	68%	77%
								a			a
NET: Low		126	51	42	33	96	6	6	18	102	24
		9%	9%	13%	7%	10%	2%	6%	18%	8%	12%
						b			be	b	b
Answered		1403	586	329	486	949	262	96	96	1212	192
Mean Score		.9	.8	.9	1.0	.8	1.1	1.2	.9	.9	1.0
					a		a	ae			
Standard error		.02	.04	.05	.04	.03	.04	.07	.09	.03	.06
Standard deviation		.97	.91	1.14	.90	.99	.79	.90	1.24	.95	1.09

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1613	246	656	711	1477	1432	1514	1541	1175	1000
Effective base		614	136	282	200	540	518	561	585	435	334
Weighted Base		1420	355	605	460	1258	1206	1310	1341	1021	761
Very low	(-2)	26	13	6	7	21	21	22	22	20	21
		2%	4%	1%	2%	2%	2%	2%	2%	2%	3%
Quite low	(-1)	99	22	55	22	89	81	90	90	82	64
		7%	6%	9%	5%	7%	7%	7%	7%	8%	8%
Neither low nor high	(0)	289	100	116	73	262	239	265	263	214	140
		20%	28%	19%	16%	21%	20%	20%	20%	21%	18%
			bc								
Quite high	(1)	567	133	244	189	477	465	508	538	374	279
		40%	38%	40%	41%	38%	39%	39%	40%	37%	37%
Very high	(2)	423	83	178	163	393	384	407	411	316	253
		30%	23%	29%	35%	31%	32%	31%	31%	31%	33%
					a						
Don't Know (CATI ONLY: DO NOT READ OUT)		17	5	6	6	16	17	17	17	14	5
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: High		989	216	422	352	870	849	915	950	690	531
		70%	61%	70%	76%	69%	70%	70%	71%	68%	70%
					a						
NET: Low		126	34	61	30	109	101	113	112	102	85
		9%	10%	10%	6%	9%	8%	9%	8%	10%	11%
Answered		1403	350	599	454	1242	1190	1293	1325	1007	757
Mean Score		.9	.7	.9	1.0	.9	.9	.9	.9	.9	.9
					a						
Standard error		.02	.07	.04	.04	.03	.03	.03	.02	.03	.03
Standard deviation		.97	1.01	.97	.93	.98	.97	.97	.96	1.01	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1613	76	746	133	179	163	118	99	380
Effective base		614	42	334	53	43	41	31	28	95
Weighted Base		1420	108	811	89	106	66	55	73	194
Very low	(-2)	26	1	15	*	*	2	1	3	7
		2%	1%	2%	*%	*%	4%	1%	5%	3%
Quite low	(-1)	99	7	53	4	1	7	2	17	25
		7%	6%	7%	4%	1%	10%	4%	23%	13%
									bcdf	bd
Neither low nor high	(0)	289	19	206	14	4	6	10	7	23
		20%	17%	25%	15%	4%	9%	19%	9%	12%
			d	deh				d		
Quite high	(1)	567	52	288	43	50	25	22	27	74
		40%	48%	36%	49%	47%	38%	41%	37%	38%
Very high	(2)	423	30	237	28	51	25	20	17	62
		30%	28%	29%	32%	48%	38%	36%	24%	32%
						bg				
Don't Know (CATI ONLY: DO NOT READ OUT)		17	-	13	*	-	1	*	3	3
		1%	-%	2%	*%	-%	1%	*%	3%	2%
NET: High		989	82	525	72	101	51	42	44	136
		70%	75%	65%	80%	95%	76%	76%	60%	70%
					b	abcefgh				
NET: Low		126	8	68	4	1	9	3	20	32
		9%	7%	8%	4%	1%	14%	5%	27%	16%
							d		abcdf	bcd
Answered		1403	108	798	89	106	66	55	70	191
Mean Score		.9	1.0	.9	1.1	1.4	1.0	1.1	.5	.8
					g	abcefgh				
Standard error		.02	.10	.04	.07	.05	.09	.08	.13	.06
Standard deviation		.97	.88	.98	.81	.63	1.12	.91	1.23	1.12

Columns Tested:: a,b,c,d,e,f,g,h

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base		1613	773	216	156	118	97	62	55	694	290	169	95	82	45	57
Effective base		614	351	79	30	34	27	16	9	314	82	56	26	26	21	17
Weighted Base		1420	856	172	66	80	37	29	20	760	204	82	38	61	12	51
Very low	(-2)	26	14	4	-	-	2	-	*	6	9	1	*	1	1	3
		2%	2%	3%	-%	-%	4%	-%	2%	1%	4%	1%	1%	2%	6%	6%
											a				a	a
Quite low	(-1)	99	57	22	1	1	1	2	5	41	15	6	*	6	1	11
		7%	7%	13%	1%	1%	2%	9%	23%	5%	7%	8%	1%	10%	8%	22%
				cd					cd							ad
Neither low nor high	(0)	289	183	50	9	2	8	5	4	180	37	9	4	6	1	2
		20%	21%	29%	14%	3%	22%	18%	22%	24%	18%	11%	11%	10%	7%	4%
			d	d			d			c						
Quite high	(1)	567	324	57	31	41	15	7	2	295	62	38	18	23	6	22
		40%	38%	33%	47%	52%	41%	25%	8%	39%	31%	47%	48%	38%	49%	44%
					g	g										
Very high	(2)	423	265	37	25	34	11	14	8	224	80	28	15	24	3	10
		30%	31%	21%	37%	42%	30%	48%	39%	29%	39%	34%	39%	39%	29%	21%
						b		b								
Don't Know (CATI ONLY: DO NOT READ OUT)		17	13	1	1	1	*	-	1	14	*	*	-	1	-	1
		1%	1%	*%	1%	2%	*%	-%	7%	2%	*%	*%	-%	1%	-%	2%
NET: High		989	589	94	55	75	26	21	9	519	143	66	33	47	9	33
		70%	69%	55%	84%	94%	71%	73%	46%	68%	70%	80%	87%	77%	78%	65%
			b		bg	abefg							a			
NET: Low		126	71	27	1	1	2	2	5	46	24	7	1	7	2	14
		9%	8%	16%	1%	1%	7%	9%	25%	6%	12%	9%	2%	12%	14%	28%
				cd					cd							acd
Answered		1403	843	171	65	78	37	29	19	746	204	82	38	60	12	49
Mean Score		.9	.9	.6	1.2	1.4	.9	1.1	.6	.9	.9	1.0	1.2	1.0	.9	.5
			b		b	abeg							g			
Standard error		.02	.04	.07	.06	.06	.10	.13	.18	.03	.07	.07	.08	.12	.17	.17
Standard deviation		.97	.97	1.05	.73	.61	1.01	1.02	1.33	.91	1.13	.92	.76	1.05	1.15	1.24

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1613	627	259	222	155	70	108	100	278	321	315	446	262	169
Effective base		614	305	82	77	47	19	27	33	79	156	125	160	74	49
Weighted Base		1420	707	182	169	80	48	68	87	203	396	289	344	155	126
Very low	(-2)	26	4	9	1	*	*	1	5	7	2	1	15	1	3
		2%	1%	5%	1%	*%	1%	2%	6%	3%	*%	*%	4%	1%	3%
				a					a				ab		
Quite low	(-1)	99	41	11	12	6	3	9	9	21	15	31	19	13	13
		7%	6%	6%	7%	7%	5%	13%	11%	10%	4%	11%	5%	8%	10%
												a			
Neither low nor high	(0)	289	168	27	26	10	17	10	5	32	100	49	73	12	31
		20%	24%	15%	15%	12%	36%	15%	6%	16%	25%	17%	21%	8%	24%
			g				bcdg				d		d		d
Quite high	(1)	567	294	73	64	37	13	29	29	71	138	137	129	57	47
		40%	42%	40%	38%	46%	27%	43%	33%	35%	35%	48%	37%	37%	37%
												a			
Very high	(2)	423	186	61	66	27	15	19	37	71	131	69	105	71	32
		30%	26%	34%	39%	34%	31%	27%	43%	35%	33%	24%	30%	46%	26%
					a				a					bce	
Don't Know (CATI ONLY: DO NOT READ OUT)		17	14	1	*	1	*	*	1	1	10	1	4	1	-
		1%	2%	*%	*%	1%	*%	*%	1%	1%	3%	*%	1%	*%	-%
NET: High		989	480	135	129	64	28	47	66	142	269	206	233	128	79
		70%	68%	74%	77%	80%	58%	70%	76%	70%	68%	71%	68%	82%	63%
														ace	
NET: Low		126	45	20	14	6	3	10	15	28	17	32	33	14	16
		9%	6%	11%	8%	7%	6%	15%	17%	14%	4%	11%	10%	9%	13%
									a	a		a			a
Answered		1403	692	182	169	80	48	68	86	202	386	287	339	154	126
Mean Score		.9	.9	.9	1.1	1.1	.8	.8	1.0	.9	1.0	.8	.9	1.2	.7
														bce	
Standard error		.02	.04	.07	.06	.07	.12	.10	.12	.07	.05	.05	.05	.06	.08
Standard deviation		.97	.89	1.08	.95	.88	.98	1.04	1.23	1.11	.89	.92	1.06	.96	1.04

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1613	449	304	397	194	127	403	307	363	225	129
Effective base		614	193	125	138	57	28	186	98	133	64	38
Weighted Base		1420	491	270	306	126	61	461	228	276	149	92
Very low	(-2)	26	5	1	14	-	-	*	2	14	1	3
		2%	1%	1%	4%	-%	-%	*%	1%	5%	1%	4%
					b					a		a
Quite low	(-1)	99	26	30	21	7	4	18	27	12	14	9
		7%	5%	11%	7%	6%	7%	4%	12%	4%	9%	9%
									ac			
Neither low nor high	(0)	289	122	48	54	11	28	110	54	57	11	8
		20%	25%	18%	18%	9%	45%	24%	24%	20%	8%	9%
			d				abcd	de	d	d		
Quite high	(1)	567	183	119	112	43	19	170	101	98	52	44
		40%	37%	44%	36%	34%	32%	37%	45%	35%	35%	48%
Very high	(2)	423	145	70	101	65	10	152	41	92	70	28
		30%	30%	26%	33%	51%	16%	33%	18%	33%	47%	30%
						abce		b		b	ab	
Don't Know (CATI ONLY: DO NOT READ OUT)		17	10	1	4	1	-	11	1	4	*	-
		1%	2%	*%	1%	*%	-%	2%	1%	2%	*%	-%
NET: High		989	328	190	213	108	29	322	143	190	122	72
		70%	67%	70%	70%	85%	48%	70%	63%	69%	82%	78%
				e	e	abce					bc	
NET: Low		126	31	31	35	7	4	19	30	26	15	12
		9%	6%	12%	11%	6%	7%	4%	13%	9%	10%	13%
									a			a
Answered		1403	481	269	302	126	61	450	226	272	149	92
Mean Score		.9	.9	.8	.9	1.3	.6	1.0	.7	.9	1.2	.9
						abce		b			b	
Standard error		.02	.04	.05	.06	.06	.08	.04	.05	.06	.07	.09
Standard deviation		.97	.93	.96	1.09	.86	.85	.87	.95	1.08	.99	1.05

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1613	360	315	439	247	173	1096	180	253	954	659	1183	294
Effective base		614	168	113	184	80	41	431	50	103	365	250	448	91
Weighted Base		1420	411	232	426	178	94	982	104	252	862	558	1044	215
Very low	(-2)	26	-	1	18	1	1	16	1	4	14	12	11	9
		2%	-%	1%	4% a	1%	1%	2%	1%	2%	2%	2%	1%	4% a
Quite low	(-1)	99	14	15	35	10	17	69	11	11	59	41	62	27
		7%	3%	6%	8%	5%	18% abd	7%	10%	4%	7%	7%	6%	13% a
Neither low nor high	(0)	289	114	33	79	20	17	180	18	63	199	89	218	44
		20%	28% bcd	14%	19%	11%	18%	18%	17%	25%	23% b	16%	21%	21%
Quite high	(1)	567	166	104	162	74	32	402	32	104	340	226	402	75
		40%	40%	45%	38%	41%	34%	41%	30%	41%	39%	41%	39%	35%
Very high	(2)	423	111	76	126	72	26	304	42	65	235	187	334	59
		30%	27%	33%	30%	41% a	27%	31%	40%	26%	27%	34%	32%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	6	3	7	*	1	11	1	5	14	2	16	*
		1%	1%	1%	2%	*%	1%	1%	1%	2%	2%	*%	2%	*%
NET: High		989	277	180	288	146	57	706	74	169	575	414	736	134
		70%	67%	78% e	68%	82% ace	61%	72%	71%	67%	67%	74% a	71%	62%
NET: Low		126	14	16	53	11	18	85	12	15	73	52	73	36
		9%	3%	7%	12% a	6%	19% abd	9%	11%	6%	8%	9%	7%	17% a
Answered		1403	405	229	420	178	92	971	104	247	848	556	1027	215
Mean Score		.9	.9	1.0 e	.8	1.2 ace	.7	.9	1.0	.9	.9	1.0	1.0 b	.7
Standard error		.02	.04	.05	.05	.06	.08	.03	.08	.06	.03	.04	.03	.07
Standard deviation		.97	.83	.89	1.08	.89	1.11	.96	1.05	.91	.96	.99	.94	1.13

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1613	915	517	330	1211	1184	293	896	536	362	1179
Effective base		614	377	141	155	433	453	86	363	155	168	417
Weighted Base		1420	876	330	313	1029	1051	207	857	350	368	973
Very low	(-2)	26	14	6	1	20	12	8	16	5	9	13
		2%	2%	2%	*%	2%	1%	4%	2%	1%	2%	1%
Quite low	(-1)	99	52	28	17	73	63	26	52	29	24	67
		7%	6%	9%	6%	7%	6%	13% a	6%	8%	6%	7%
Neither low nor high	(0)	289	158	82	61	202	228	34	159	80	69	194
		20%	18%	25%	20%	20%	22%	16%	19%	23%	19%	20%
Quite high	(1)	567	339	126	118	420	402	75	336	129	149	389
		40%	39%	38%	38%	41%	38%	36%	39%	37%	40%	40%
Very high	(2)	423	297	87	109	303	329	63	277	106	110	301
		30%	34%	26%	35%	29%	31%	31%	32%	30%	30%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	16	1	6	11	16	*	16	1	7	9
		1%	2%	*%	2%	1%	2%	*%	2%	*%	2%	1%
NET: High		989	636	213	227	722	731	139	614	235	259	690
		70%	73%	65%	73%	70%	70%	67%	72%	67%	70%	71%
NET: Low		126	67	35	19	94	75	34	67	34	33	79
		9%	8%	11%	6%	9%	7%	17% a	8%	10%	9%	8%
Answered		1403	860	329	307	1018	1035	207	840	349	361	964
Mean Score		.9	1.0 b	.8	1.0	.9	.9	.8	1.0	.9	.9	.9
Standard error		.02	.03	.04	.05	.03	.03	.07	.03	.04	.05	.03
Standard deviation		.97	.96	.99	.90	.98	.94	1.13	.97	.99	.99	.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1613	1137	1036	397	2	1111	912	349	-	1351	852	481	1
Effective base		614	398	414	130	2	389	364	115	-	510	343	182	1
Weighted Base		1420	932	962	312	8	927	819	276	-	1188	773	400	*
Very low	(-2)	26	18	6	*	-	19	5	10	-	20	5	13	-
		2%	2%	1%	*%	-%	2%	1%	3% b	-%	2%	1%	3% b	-%
Quite low	(-1)	99	61	63	19	-	60	58	15	-	71	51	31	-
		7%	7%	7%	6%	-%	7%	7%	5%	-%	6%	7%	8%	-%
Neither low nor high	(0)	289	187	222	57	4	191	125	55	-	233	131	55	-
		20%	20%	23%	18%	50%	21%	15%	20%	-%	20%	17%	14%	-%
Quite high	(1)	567	355	374	117	4	345	345	107	-	474	330	169	-
		40%	38%	39%	37%	50%	37%	42%	39%	-%	40%	43%	42%	-%
Very high	(2)	423	301	283	116	-	302	274	88	-	372	250	127	*
		30%	32%	29%	37%	-%	33%	34%	32%	-%	31%	32%	32%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	10	13	3	-	9	11	3	-	16	6	4	-
		1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
NET: High		989	656	657	233	4	646	620	194	-	847	580	296	*
		70%	70%	68%	75%	50%	70%	76%	70%	-%	71%	75%	74%	100%
NET: Low		126	80	69	19	-	80	63	24	-	92	56	44	-
		9%	9%	7%	6%	-%	9%	8%	9%	-%	8%	7%	11%	-%
Answered		1403	922	948	309	8	917	808	273	-	1172	767	396	*
Mean Score		.9	.9	.9	1.1	.5	.9	1.0	.9	-	.9	1.0	.9	2.0
Standard error		.02	.03	.03	.05	.38	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		.97	.98	.92	.90	.53	.99	.92	1.02	-	.96	.91	1.03	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1613	1168	1048	780	1053	769	122	480	528	637	235	141
Effective base		614	444	396	323	379	322	35	222	215	256	95	47
Weighted Base		1420	1043	962	762	888	756	99	515	530	628	209	99
Very low	(-2)	26	11	10	15	11	11	9	1	9	13	9	-
		2%	1%	1%	2%	1%	1%	9%	*%	2%	2%	4%	-%
								ab				a	
Quite low	(-1)	99	55	53	52	52	55	1	36	37	44	13	5
		7%	5%	5%	7%	6%	7%	1%	7%	7%	7%	6%	5%
Neither low nor high	(0)	289	222	194	134	187	155	24	89	81	110	29	22
		20%	21%	20%	18%	21%	21%	24%	17%	15%	18%	14%	22%
Quite high	(1)	567	398	367	304	340	287	31	202	207	242	90	36
		40%	38%	38%	40%	38%	38%	32%	39%	39%	39%	43%	37%
Very high	(2)	423	340	322	246	286	237	32	180	187	210	66	36
		30%	33%	33%	32%	32%	31%	32%	35%	35%	33%	32%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	16	16	11	13	11	1	8	9	9	2	-
		1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	-%
NET: High		989	738	689	551	626	524	63	381	394	452	156	72
		70%	71%	72%	72%	70%	69%	64%	74%	74%	72%	75%	73%
NET: Low		126	66	63	67	63	66	10	37	47	57	22	5
		9%	6%	7%	9%	7%	9%	11%	7%	9%	9%	10%	5%
Answered		1403	1027	946	751	875	745	97	508	522	619	207	99
Mean Score		.9	1.0	1.0	1.0	1.0	.9	.8	1.0	1.0	1.0	.9	1.1
Standard error		.02	.03	.03	.04	.03	.04	.11	.04	.04	.04	.07	.07
Standard deviation		.97	.93	.93	.98	.94	.97	1.20	.91	.98	1.00	1.05	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1613	232	155	171	78	1303	1003	1435	1147	1096	1140	1240	380	-	1118	89
Effective base		614	93	37	81	36	495	372	545	430	396	413	480	149	-	416	45
Weighted Base		1420	209	92	193	96	1133	854	1263	996	927	992	1101	334	-	921	118
Very low	(-2)	26	2	4	*	*	20	16	25	22	13	24	15	17	-	12	8
		2%	1%	5%	*%	*%	2%	2%	2%	2%	1%	2%	1%	5%	-%	1%	7%
														b			a
Quite low	(-1)	99	18	13	18	10	60	61	84	67	75	65	62	28	-	45	26
		7%	9%	14%	9%	10%	5%	7%	7%	7%	8%	7%	6%	8%	-%	5%	22%
																	a
Neither low nor high	(0)	289	39	31	59	13	233	151	246	192	159	181	217	60	-	144	28
		20%	19%	34%	31%	13%	21%	18%	20%	19%	17%	18%	20%	18%	-%	16%	24%
					d												
Quite high	(1)	567	95	17	71	37	459	326	508	400	383	403	458	126	-	385	43
		40%	46%	19%	37%	39%	40%	38%	40%	40%	41%	41%	42%	38%	-%	42%	37%
			b		b												
Very high	(2)	423	53	22	45	34	345	289	383	303	286	310	342	101	-	318	13
		30%	25%	24%	23%	35%	30%	34%	30%	30%	31%	31%	31%	30%	-%	35%	11%
																b	
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	5	-	3	16	11	16	12	11	8	8	1	-	16	*
		1%	*%	5%	-%	3%	1%	1%	1%	1%	1%	1%	1%	*%	-%	2%	*%
NET: High		989	149	39	116	71	804	615	891	703	669	714	800	227	-	703	56
		70%	71%	42%	60%	74%	71%	72%	71%	71%	72%	72%	73%	68%	-%	76%	48%
			b			b										b	
NET: Low		126	20	17	18	10	80	77	109	89	88	88	77	45	-	58	34
		9%	10%	19%	10%	10%	7%	9%	9%	9%	9%	9%	7%	14%	-%	6%	29%
														b			a
Answered		1403	208	87	193	93	1116	843	1246	984	916	984	1093	333	-	905	118
Mean Score		.9	.9	.5	.7	1.0	.9	1.0	.9	.9	.9	.9	1.0	.8	-	1.1	.2
			b			b										b	
Standard error		.02	.06	.09	.07	.11	.03	.03	.03	.03	.03	.03	.03	.06	-	.03	.12
Standard deviation		.97	.93	1.16	.93	.96	.94	.99	.97	.98	.97	.99	.93	1.12	-	.91	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		1613	753	599	1321	63	736	877	429	959	215	566	378	634
Effective base		614	301	225	483	35	272	342	151	374	87	229	116	257
Weighted Base		1420	724	495	1109	96	631	790	341	880	188	545	269	571
Very low	(-2)	26	11	10	8	16	24	2	9	16	2	2	7	18
		2%	1%	2%	1%	16%	4%	*%	3%	2%	1%	*%	3%	3%
						a	b							a
Quite low	(-1)	99	73	7	46	28	88	11	33	47	20	44	31	24
		7%	10%	1%	4%	29%	14%	1%	10%	5%	10%	8%	12%	4%
			b			a	b						c	
Neither low nor high	(0)	289	182	71	172	20	172	117	50	193	44	106	68	106
		20%	25%	14%	15%	21%	27%	15%	15%	22%	23%	19%	25%	18%
			b				b							
Quite high	(1)	567	272	210	495	17	221	345	139	343	80	214	109	235
		40%	38%	42%	45%	18%	35%	44%	41%	39%	43%	39%	41%	41%
					b			a						
Very high	(2)	423	182	185	375	15	121	301	103	273	43	176	52	182
		30%	25%	37%	34%	16%	19%	38%	30%	31%	23%	32%	19%	32%
				a	b			a				b		b
Don't Know (CATI ONLY: DO NOT READ OUT)		17	5	11	12	-	4	13	6	10	1	4	2	8
		1%	1%	2%	1%	-%	1%	2%	2%	1%	*%	1%	1%	1%
NET: High		989	454	395	870	32	343	646	242	615	123	390	161	416
		70%	63%	80%	78%	33%	54%	82%	71%	70%	65%	71%	60%	73%
				a	b			a				b		b
NET: Low		126	83	17	55	43	112	14	42	62	21	45	38	41
		9%	11%	3%	5%	45%	18%	2%	12%	7%	11%	8%	14%	7%
			b			a	b						c	
Answered		1403	719	483	1096	96	626	777	335	871	187	541	267	563
Mean Score		.9	.8	1.1	1.1	-.1	.5	1.2	.9	.9	.8	1.0	.6	1.0
				a	b			a				b		b
Standard error		.02	.04	.04	.02	.17	.04	.03	.05	.03	.06	.04	.05	.04
Standard deviation		.97	.99	.87	.85	1.32	1.07	.76	1.04	.95	.95	.93	1.01	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1613	853	760
Effective base		614	292	323
Weighted Base		1420	698	722
Very low	(-2)	26	14	12
		2%	2%	2%
Quite low	(-1)	99	74	25
		7%	11%	3%
			b	
Neither low nor high	(0)	289	172	116
		20%	25%	16%
			b	
Quite high	(1)	567	263	303
		40%	38%	42%
Very high	(2)	423	168	255
		30%	24%	35%
				a
Don't Know (CATI ONLY: DO NOT READ OUT)		17	7	10
		1%	1%	1%
NET: High		989	431	558
		70%	62%	77%
				a
NET: Low		126	88	37
		9%	13%	5%
			b	
Answered		1403	692	712
Mean Score		.9	.7	1.1
				a
Standard error		.02	.04	.03
Standard deviation		.97	1.01	.90

Columns Tested:: a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		1613	72	143	102	99	82	284	24	225	120	114	146	202
Effective base		614	21	52	44	14	40	95	11	119	74	28	89	101
Weighted Base		1420	14	189	96	19	106	272	6	250	143	31	148	147
Very low	(-2)	26	*	*	1	-	3	5	-	5	9	1	1	-
		2%	3%	*%	1%	-%	3%	2%	-%	2%	6%	4%	1%	-%
											bl			
Quite low	(-1)	99	1	9	2	*	16	24	*	13	14	2	8	9
		7%	5%	5%	2%	2%	15%	9%	1%	5%	10%	7%	5%	6%
							ch							
Neither low nor high	(0)	289	4	22	37	1	22	76	1	34	29	8	26	27
		20%	31%	12%	39%	7%	20%	28%	11%	14%	21%	26%	18%	18%
					bdhikl			bh						
Quite high	(1)	567	5	95	45	8	37	75	4	109	40	14	73	61
		40%	34%	50%	47%	43%	35%	28%	66%	44%	28%	47%	50%	41%
				fi	fi					fi			fi	f
Very high	(2)	423	2	62	10	9	25	91	1	88	46	5	32	49
		30%	17%	33%	11%	47%	24%	34%	22%	35%	32%	15%	22%	34%
				c		cj		c		cjk	c			c
Don't Know (CATI ONLY: DO NOT READ OUT)		17	1	*	*	-	2	*	-	*	5	*	7	1
		1%	10%	*%	*%	-%	2%	*%	-%	*%	3%	*%	4%	1%
			bfhl								fh		fh	
NET: High		989	7	157	55	17	63	167	5	197	86	19	106	110
		70%	50%	83%	58%	91%	59%	61%	89%	79%	60%	62%	72%	75%
				acefij		acefij				acefi				acfi
NET: Low		126	1	9	3	*	20	29	*	18	23	3	9	9
		9%	8%	5%	3%	2%	18%	11%	1%	7%	16%	11%	6%	6%
							bchkl				bchkl			
Answered		1403	12	189	95	19	104	272	6	250	139	31	141	146
Mean Score		.9	.6	1.1	.7	1.4	.6	.8	1.1	1.0	.7	.6	.9	1.0
				aceij		aceij				ceij				ceij
Standard error		.02	.12	.07	.07	.07	.13	.06	.13	.06	.11	.09	.07	.06
Standard deviation		.97	1.00	.80	.73	.73	1.11	1.05	.65	.94	1.21	.97	.85	.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by ANY PROVIDER (other than Royal Mail) COMBINED in the last 12 months

Base: All responses for any other provider than RM

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1613	317	465	369	462	782	831
Effective base		614	99	145	198	215	244	405
Weighted Base		1420	298	397	399	325	696	724
Very low	(-2)	26	1	8	14	2	10	17
		2%	*%	2%	4%	1%	1%	2%
					d			
Quite low	(-1)	99	12	41	28	19	53	47
		7%	4%	10%	7%	6%	8%	6%
Neither low nor high	(0)	289	64	99	64	61	163	125
		20%	21%	25%	16%	19%	23%	17%
				c				
Quite high	(1)	567	145	121	153	149	265	301
		40%	49%	30%	38%	46%	38%	42%
			b			b		
Very high	(2)	423	75	126	136	86	201	222
		30%	25%	32%	34%	27%	29%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		17	2	2	5	8	4	13
		1%	1%	1%	1%	2%	1%	2%
NET: High		989	220	246	288	235	466	523
		70%	74%	62%	72%	72%	67%	72%
					b	b		
NET: Low		126	13	49	42	21	62	63
		9%	4%	12%	10%	7%	9%	9%
				a				
Answered		1403	297	395	395	317	692	712
Mean Score		.9	.9	.8	.9	.9	.9	.9
Standard error		.02	.05	.05	.06	.04	.03	.03
Standard deviation		.97	.82	1.06	1.05	.88	.97	.98

Columns Tested:: a,b,c,d - a,b

Table 433

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UPS	Yodel	Parcelforce	Evri	FedEx	DPD/DPD Local
Unweighted Base		288	144	117	259	210	109	219
Effective base		93	50	55	103	107	38	89
Weighted Base		195	104	132	268	254	74	193
Very low	(-2)	1	3	4	6	4	1	2
		*%	3%	3%	2%	2%	2%	1%
Quite low	(-1)	10	4	12	14	38	*	1
		5%	4%	9%	5%	15%	*%	1%
Neither low nor high	(0)	44	15	29	65	50	17	25
		23%	14%	22%	24%	20%	23%	13%
Quite high	(1)	75	50	54	104	100	25	82
		39%	48%	41%	39%	39%	33%	42%
Very high	(2)	63	31	33	76	59	28	80
		32%	30%	25%	28%	23%	38%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		2	1	*	3	3	3	3
		1%	1%	*%	1%	1%	4%	1%
NET: High		138	81	87	180	158	53	162
		71%	78%	66%	67%	62%	71%	84%
NET: Low		11	7	16	20	42	1	4
		6%	7%	12%	7%	17%	2%	2%
Answered		193	104	132	265	251	71	191
Mean Score		1.0	1.0	.8	.9	.7	1.1	1.2
Standard error		.05	.08	.09	.06	.07	.09	.05
Standard deviation		.90	.94	1.02	.97	1.04	.90	.80

Table 434

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		288	22	266	150	59	27	52	138
Effective base		93	6	92	80	23	16	23	36
Weighted Base		195	2	193	179	12	2	1	16
Very dissatisfied	(-2)	1	-	1	1	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	-	6	5	1	*	*	1
		3%	-%	3%	3%	4%	1%	*%	3%
Neither satisfied nor dissatisfied	(0)	40	*	40	38	2	*	*	2
		21%	*%	21%	21%	14%	13%	18%	14%
Fairly satisfied	(1)	76	2	75	70	4	1	*	6
		39%	79%	39%	39%	36%	48%	30%	37%
Very satisfied	(2)	67	*	67	60	5	1	1	7
		34%	20%	35%	34%	41%	38%	49%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	*	4	4	1	-	*	1
		2%	1%	2%	2%	4%	-%	3%	3%
NET: Satisfied		143	2	141	131	10	2	1	13
		74%	99%	73%	73%	77%	87%	78%	79%
NET: Dissatisfied		7	-	7	6	1	*	*	1
		3%	-%	3%	3%	4%	1%	*%	3%
Answered		191	2	188	175	12	2	1	16
Mean Score		1.1	1.2	1.1	1.1	1.2	1.2	1.3	1.2
Standard error		.05	.12	.05	.07	.12	.17	.33	.07
Standard deviation		.85	.56	.86	.85	.89	.90	2.37	.85

Columns Tested:: a,b - a,b,c,d,e

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		288	36	77	37	44	42	52	150	59	79
Effective base		93	19	45	19	19	26	23	80	23	30
Weighted Base		195	52	99	28	11	4	1	179	12	4
Very dissatisfied	(-2)	1	-	1	-	-	-	-	1	-	-
		*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Fairly dissatisfied	(-1)	6	-	5	*	1	*	*	5	1	*
		3%	-%	5%	1%	5%	*%	*%	3%	4%	1%
Neither satisfied nor dissatisfied	(0)	40	7	22	9	2	1	*	38	2	1
		21%	13%	22%	34%	14%	14%	18%	21%	14%	14%
Fairly satisfied	(1)	76	28	32	11	4	2	*	70	4	2
		39%	53%	32%	39%	35%	45%	30%	39%	36%	42%
Very satisfied	(2)	67	15	39	6	5	2	1	60	5	2
		34%	30%	39%	22%	41%	41%	49%	34%	41%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	*	1	1	-	*	4	1	*
		2%	5%	*%	5%	5%	-%	3%	2%	4%	1%
NET: Satisfied		143	43	71	17	8	3	1	131	10	3
		74%	82%	72%	60%	76%	86%	78%	73%	77%	84%
NET: Dissatisfied		7	-	6	*	1	*	*	6	1	*
		3%	-%	6%	1%	5%	*%	*%	3%	4%	1%
Answered		191	50	99	26	11	4	1	175	12	4
Mean Score		1.1	1.2	1.0	.9	1.2	1.3	1.3	1.1	1.2	1.3
Standard error		.05	.11	.11	.13	.14	.13	.33	.07	.12	.10
Standard deviation		.85	.65	.95	.79	.91	.82	2.37	.85	.89	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base		288	79	71	59	27	52	80	67	21	17	61
Effective base		93	50	40	23	16	23	39	28	6	4	16
Weighted Base		195	131	48	12	2	1	95	52	12	9	10
Very dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	-	-
		*%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	3	3	1	*	*	1	3	1	-	*
		3%	2%	6%	4%	1%	*%	1%	6%	12%	-%	*%
Neither satisfied nor dissatisfied	(0)	40	27	11	2	*	*	20	13	-	1	2
		21%	20%	24%	14%	13%	18%	21%	25%	-%	10%	18%
Fairly satisfied	(1)	76	54	16	4	1	*	41	21	2	1	3
		39%	42%	33%	36%	48%	30%	43%	40%	14%	9%	28%
Very satisfied	(2)	67	44	17	5	1	1	29	15	8	7	5
		34%	34%	34%	41%	38%	49%	31%	28%	63%	81%	54%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	1	1	-	*	3	1	1	-	-
		2%	2%	3%	4%	-%	3%	3%	1%	11%	-%	-%
NET: Satisfied		143	98	33	10	2	1	70	35	10	8	8
		74%	75%	68%	77%	87%	78%	74%	68%	77%	90%	82%
NET: Dissatisfied		7	3	3	1	*	*	2	3	1	-	*
		3%	3%	6%	4%	1%	*%	2%	6%	12%	-%	*%
Answered		191	128	47	12	2	1	92	52	11	9	10
Mean Score		1.1	1.1	1.0	1.2	1.2	1.3	1.0	.9	1.4	1.7	1.4
Standard error		.05	.09	.11	.12	.17	.33	.09	.11	.25	.17	.10
Standard deviation		.85	.83	.92	.89	.90	2.37	.82	.88	1.07	.69	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base		288	20	21	45	6	14	21	13	15	13
Effective base		93	8	10	22	3	5	14	6	8	7
Weighted Base		195	19	21	39	7	15	29	18	19	11
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	1
		*%	-%	-%	-%	-%	-%	-%	-%	-%	8%
Fairly dissatisfied	(-1)	6	-	-	1	-	-	4	-	-	-
		3%	-%	-%	4%	-%	-%	13%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	40	1	9	13	-	*	6	1	7	2
		21%	6%	43%	33%	-%	1%	22%	6%	37%	19%
Fairly satisfied	(1)	76	7	7	13	*	8	9	9	8	5
		39%	37%	33%	34%	*%	56%	32%	51%	42%	42%
Very satisfied	(2)	67	11	5	10	7	6	7	8	4	3
		34%	57%	24%	26%	100%	43%	24%	44%	21%	25%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	*	1	-	-	3	-	-	1
		2%	-%	*%	3%	-%	-%	9%	-%	-%	6%
NET: Satisfied		143	18	12	24	7	15	16	17	12	7
		74%	94%	57%	60%	100%	99%	56%	94%	63%	67%
NET: Dissatisfied		7	-	-	1	-	-	4	-	-	1
		3%	-%	-%	4%	-%	-%	13%	-%	-%	8%
Answered		191	19	21	38	7	15	26	18	19	10
Mean Score		1.1	1.5	.8	.9	2.0	1.4	.7	1.4	.8	.8
Standard error		.05	.14	.18	.13	.02	.14	.23	.17	.20	.33
Standard deviation		.85	.63	.81	.88	.05	.53	1.03	.61	.76	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		288	33	56	79	168	120	45	33	42
Effective base		93	14	26	40	80	27	13	8	7
Weighted Base		195	33	58	86	177	18	10	4	3
Very dissatisfied	(-2)	1	1	-	-	1	-	-	-	-
		*%	3%	-%	-%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	-	-	5	5	*	*	*	-
		3%	-%	-%	6%	3%	2%	4%	*%	-%
Neither satisfied nor dissatisfied	(0)	40	2	17	20	39	1	*	*	*
		21%	7%	29%	24%	22%	5%	2%	9%	10%
				ef	e	e				
Fairly satisfied	(1)	76	13	22	32	66	10	4	4	2
		39%	40%	37%	37%	38%	56%	42%	85%	64%
									abcd	
Very satisfied	(2)	67	16	20	25	61	7	6	*	1
		34%	48%	34%	29%	34%	37%	53%	5%	25%
			g					g		
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	*	4	4	*	*	-	*
		2%	2%	*%	4%	2%	*%	*%	-%	1%
NET: Satisfied		143	29	41	57	127	16	10	4	3
		74%	88%	71%	66%	72%	93%	95%	90%	89%
							bcd	c		
NET: Dissatisfied		7	1	-	5	6	*	*	*	-
		3%	3%	-%	6%	4%	2%	4%	*%	-%
Answered		191	32	58	82	173	18	10	4	3
Mean Score		1.1	1.3	1.0	.9	1.0	1.3	1.4	.9	1.2
Standard error		.05	.15	.11	.10	.07	.06	.11	.08	.11
Standard deviation		.85	.85	.80	.90	.87	.68	.74	.46	.70

Columns Tested:: a,b,c,d,e,f,g,h

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	b	c	d	e	*f	*g	*h	i
Unweighted Base		288	10	40	42	34	69	17	8	13	95
Effective base		93	5	10	11	12	30	4	3	4	29
Weighted Base		195	5	27	31	22	53	11	7	5	61
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	-	-
		*%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	-	1	1	1	-	-	*	1	3
		3%	-%	2%	2%	3%	-%	-%	2%	19%	6%
Neither satisfied nor dissatisfied	(0)	40	2	1	5	4	13	1	4	*	12
		21%	34%	5%	16%	20%	24%	7%	63%	2%	19%
Fairly satisfied	(1)	76	2	12	12	8	22	3	2	*	27
		39%	38%	43%	38%	35%	42%	30%	35%	9%	43%
Very satisfied	(2)	67	1	13	13	9	16	7	-	3	17
		34%	28%	49%	44%	42%	31%	63%	-%	61%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	*	*	-	1	-	-	1	3
		2%	-%	*%	*%	-%	1%	-%	-%	10%	5%
NET: Satisfied		143	3	25	25	17	39	10	2	4	43
		74%	66%	93%	82%	77%	73%	93%	35%	70%	70%
NET: Dissatisfied		7	-	1	1	1	1	-	*	1	3
		3%	-%	2%	2%	3%	2%	-%	2%	19%	6%
Answered		191	5	27	31	22	52	11	7	5	58
Mean Score		1.1	.9	1.4	1.2	1.2	1.0	1.6	.3	1.2	1.0
Standard error		.05	.28	.11	.13	.15	.10	.16	.19	.40	.09
Standard deviation		.85	.88	.70	.79	.87	.85	.66	.55	1.37	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		288	86	86	116	265	23	216	72	285	3
Effective base		93	26	33	35	85	9	76	20	92	1
Weighted Base		195	58	64	73	173	22	166	29	194	1
Very dissatisfied	(-2)	1	-	1	-	1	-	1	-	1	-
		*%	-%	1%	-%	1%	-%	1%	-%	*%	-%
Fairly dissatisfied	(-1)	6	1	-	4	3	3	5	*	6	-
		3%	2%	-%	6%	2%	12%	3%	1%	3%	-%
Neither satisfied nor dissatisfied	(0)	40	11	14	16	33	8	29	11	39	1
		21%	19%	21%	22%	19%	36%	18%	39% a	20%	81%
Fairly satisfied	(1)	76	21	26	29	70	7	67	9	76	*
		39%	37%	40%	40%	40%	31%	41%	31%	39%	7%
Very satisfied	(2)	67	24	23	20	62	5	59	8	67	*
		34%	42%	36%	27%	36%	22%	35%	28%	35%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	*	1	4	4	-	4	*	4	-
		2%	*%	1%	5%	3%	-%	3%	*%	2%	-%
NET: Satisfied		143	45	49	49	132	11	127	17	143	*
		74%	79%	76%	67%	76%	53%	76%	59%	74%	19%
NET: Dissatisfied		7	1	1	4	4	3	6	*	7	-
		3%	2%	1%	6%	2%	12%	4%	1%	3%	-%
Answered		191	58	64	69	169	22	162	29	189	1
Mean Score		1.1	1.2	1.1	.9	1.1	.6	1.1	.9	1.1	.3
Standard error		.05	.09	.09	.08	.05	.20	.06	.10	.05	.76
Standard deviation		.85	.82	.84	.88	.82	.97	.85	.85	.85	1.31

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	d	e	f
Unweighted Base		288	125	90	72	164	63	29	32	227	61
Effective base		93	46	28	22	63	18	10	5	79	15
Weighted Base		195	101	42	51	138	23	21	14	161	34
Very dissatisfied	(-2)	1	1	-	-	-	-	-	1	-	1
		*%	1%	-%	-%	-%	-%	-%	6%	-%	3%
Fairly dissatisfied	(-1)	6	4	1	-	5	*	1	*	5	1
		3%	4%	3%	-%	3%	*%	3%	3%	3%	3%
Neither satisfied nor dissatisfied	(0)	40	29	3	8	34	3	3	*	37	3
		21%	28%	7%	16%	24%	15%	15%	2%	23%	10%
			b								
Fairly satisfied	(1)	76	36	18	23	51	12	7	6	63	13
		39%	35%	42%	44%	37%	53%	34%	47%	39%	39%
Very satisfied	(2)	67	29	19	19	46	7	9	6	52	15
		34%	28%	46%	37%	33%	29%	45%	42%	32%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	1	1	3	1	1	*	4	1
		2%	2%	1%	3%	2%	3%	3%	*%	2%	2%
NET: Satisfied		143	65	37	41	97	19	16	12	115	28
		74%	64%	88%	81%	70%	82%	79%	88%	72%	82%
				a							
NET: Dissatisfied		7	5	1	-	5	*	1	1	5	2
		3%	5%	3%	-%	3%	*%	3%	10%	3%	6%
Answered		191	99	42	50	135	22	20	14	157	34
Mean Score		1.1	.9	1.3	1.2	1.0	1.1	1.2	1.1	1.0	1.2
				a							
Standard error		.05	.08	.08	.09	.07	.09	.16	.20	.06	.12
Standard deviation		.85	.92	.76	.72	.86	.68	.84	1.11	.83	.94

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		288	46	118	124	269	260	271	277	217	181
Effective base		93	22	44	30	84	79	85	89	72	57
Weighted Base		195	59	79	57	179	166	180	183	150	101
Very dissatisfied	(-2)	1	-	-	1	1	-	1	1	-	1
		*%	-%	-%	2%	*%	-%	*%	*%	-%	1%
Fairly dissatisfied	(-1)	6	1	4	1	4	4	4	6	6	2
		3%	2%	4%	2%	2%	3%	2%	3%	4%	2%
Neither satisfied nor dissatisfied	(0)	40	21	13	7	38	38	38	36	34	13
		21%	35%	16%	12%	21%	23%	21%	19%	22%	13%
			c								
Fairly satisfied	(1)	76	19	33	25	67	58	68	74	56	39
		39%	31%	41%	44%	37%	35%	38%	41%	37%	39%
Very satisfied	(2)	67	19	27	22	64	61	64	62	50	42
		34%	31%	34%	38%	36%	37%	36%	34%	34%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	3	1	4	4	4	4	4	4
		2%	-%	4%	2%	2%	3%	2%	2%	3%	4%
NET: Satisfied		143	37	60	47	131	119	132	136	107	81
		74%	63%	76%	82%	73%	72%	73%	74%	71%	80%
NET: Dissatisfied		7	1	4	2	5	4	5	7	6	3
		3%	2%	4%	3%	3%	3%	3%	4%	4%	3%
Answered		191	59	76	55	174	161	175	178	146	98
Mean Score		1.1	.9	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.2
Standard error		.05	.13	.08	.08	.05	.05	.05	.05	.06	.06
Standard deviation		.85	.87	.84	.84	.85	.85	.85	.85	.86	.84

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	d	*e	*f	*g	h
Unweighted Base		288	8	135	26	38	28	24	12	64
Effective base		93	5	52	10	10	11	5	4	14
Weighted Base		195	13	120	11	11	6	13	6	25
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	1
		*%	-%	-%	-%	-%	15%	-%	-%	3%
Fairly dissatisfied	(-1)	6	-	4	-	-	-	1	-	1
		3%	-%	3%	-%	-%	-%	7%	-%	3%
Neither satisfied nor dissatisfied	(0)	40	-	32	1	1	1	3	*	4
		21%	-%	27%	10%	13%	15%	20%	2%	14%
Fairly satisfied	(1)	76	9	33	4	7	3	9	2	14
		39%	72%	28%	38%	69%	44%	72%	24%	53%
						b				
Very satisfied	(2)	67	4	48	6	2	1	*	4	5
		34%	28%	40%	51%	17%	18%	2%	64%	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	3	*	-	1	*	1	1
		2%	-%	3%	*%	-%	8%	*%	11%	5%
NET: Satisfied		143	13	81	10	9	4	10	6	19
		74%	100%	68%	90%	87%	62%	74%	87%	74%
NET: Dissatisfied		7	-	4	-	-	1	1	-	2
		3%	-%	3%	-%	-%	15%	7%	-%	7%
Answered		191	13	117	11	11	6	13	6	24
Mean Score		1.1	1.3	1.1	1.4	1.0	.6	.7	1.7	.9
Standard error		.05	.17	.08	.14	.09	.27	.13	.16	.12
Standard deviation		.85	.47	.90	.70	.58	1.39	.65	.55	.93

Columns Tested:: a,b,c,d,e,f,g,h

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base		288	139	42	32	17	21	9	9	116	63	33	17	17	8	6
Effective base		93	57	13	9	6	6	2	4	45	19	13	4	3	4	2
Weighted Base		195	133	16	5	7	7	8	3	107	26	12	6	9	2	4
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	4	-	*	-	1	-	-	3	*	-	-	-	1	-
		3%	3%	-%	*%	-%	8%	-%	-%	3%	*%	-%	-%	-%	55%	-%
Neither satisfied nor dissatisfied	(0)	40	31	3	1	*	1	2	*	27	7	*	*	3	*	-
		21%	23%	18%	23%	1%	8%	28%	3%	26%	27%	3%	3%	32%	12%	-%
Fairly satisfied	(1)	76	42	6	2	6	5	5	1	32	10	5	5	5	*	1
		39%	31%	35%	50%	79%	70%	67%	42%	30%	38%	41%	84%	59%	22%	27%
Very satisfied	(2)	67	53	7	1	1	*	*	1	40	9	7	1	*	*	3
		34%	40%	47%	17%	19%	3%	5%	29%	38%	34%	57%	13%	3%	11%	73%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	*	1	-	*	-	1	4	*	-	-	1	-	-
		2%	2%	*%	10%	-%	*%	-%	25%	4%	*%	-%	-%	6%	-%	-%
NET: Satisfied		143	95	13	3	7	5	6	2	72	19	12	6	5	1	4
		74%	71%	82%	66%	99%	72%	72%	72%	67%	72%	97% a	97%	62%	33%	100%
NET: Dissatisfied		7	4	-	*	-	1	-	-	3	*	-	-	-	1	-
		3%	3%	-%	*%	-%	20%	-%	-%	3%	*%	-%	-%	-%	55%	-%
Answered		191	130	16	4	7	7	8	2	103	26	12	6	8	2	4
Mean Score		1.1	1.1	1.3	.9	1.2	.4	.8	1.3	1.1	1.1	1.5	1.1	.7	-.1	1.7
Standard error		.05	.07	.12	.14	.11	.26	.19	.28	.08	.10	.10	.10	.14	.64	.21
Standard deviation		.85	.87	.78	.76	.45	1.17	.56	.78	.89	.81	.57	.43	.56	1.82	.51

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		288	112	53	43	27	14	16	12	42	62	56	73	44	36
Effective base		93	47	17	13	8	3	3	4	9	25	24	22	9	10
Weighted Base		195	106	28	17	9	7	5	11	23	70	36	39	20	15
Very dissatisfied	(-2)	1	-	-	-	-	-	1	-	1	1	-	-	-	-
		*%	-%	-%	-%	-%	-%	19%	-%	4%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	4	*	-	*	-	*	1	1	3	-	*	*	1
		3%	4%	2%	-%	1%	-%	*%	8%	4%	5%	-%	*%	*%	6%
Neither satisfied nor dissatisfied	(0)	40	22	9	1	3	*	*	*	1	17	1	13	4	3
		21%	20%	32%	6%	39%	3%	6%	2%	3%	24% b	3%	33% b	21%	18%
Fairly satisfied	(1)	76	41	11	9	4	1	3	6	10	24	16	11	10	6
		39%	38%	41%	54%	41%	8%	59%	58%	43%	35%	45%	29%	53%	38%
Very satisfied	(2)	67	36	7	7	1	6	1	4	11	21	19	14	5	6
		34%	34%	26%	40%	13%	89%	16%	32%	47%	30%	52%	36%	23%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	*	1	-	*	-	*	3	-	1	1	-
		2%	4%	-%	*%	6%	-%	*%	-%	*%	5%	-%	2%	3%	-%
NET: Satisfied		143	76	18	16	5	7	4	10	20	46	35	25	15	12
		74%	72%	67%	94%	54%	97%	75%	90%	90%	65%	97% ac	64%	76%	76%
NET: Dissatisfied		7	4	*	-	*	-	1	1	2	4	-	*	*	1
		3%	4%	2%	-%	1%	-%	19%	8%	8%	6%	-%	*%	*%	6%
Answered		191	102	28	17	8	7	5	11	23	67	36	38	19	15
Mean Score		1.1	1.1	.9	1.3	.7	1.9	.5	1.2	1.3	.9	1.5 ac	1.0	1.0	1.1
Standard error		.05	.08	.11	.09	.15	.12	.38	.24	.15	.12	.08	.10	.11	.15
Standard deviation		.85	.86	.81	.61	.76	.44	1.46	.83	.99	.95	.57	.86	.70	.91

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		288	81	59	65	34	29	77	52	60	42	27
Effective base		93	28	24	21	8	9	30	21	19	8	8
Weighted Base		195	75	42	33	17	9	77	23	34	18	13
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	3	-	*	-	1	3	*	*	*	1
		3%	5%	-%	*%	-%	6%	4%	*%	*%	*%	7%
Neither satisfied nor dissatisfied	(0)	40	20	7	6	4	1	18	2	12	3	2
		21%	27%	16%	18%	24%	7%	23%	10%	36%	18%	17%
Fairly satisfied	(1)	76	25	17	9	10	5	26	6	11	11	4
		39%	33%	40%	28%	59%	58%	33%	28%	33%	58%	31%
Very satisfied	(2)	67	22	18	17	2	3	27	14	9	4	6
		34%	29%	43%	52%	14%	29%	35%	62% c	27%	23%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	-	1	1	-	3	*	1	-	-
		2%	4%	-%	2%	3%	-%	4%	*%	4%	-%	-%
NET: Satisfied		143	47	35	26	13	8	53	21	20	15	10
		74%	63%	84%	79%	73%	87%	68%	89% c	60%	82%	76%
NET: Dissatisfied		7	4	-	*	-	1	3	*	*	*	1
		3%	6%	-%	*%	-%	6%	4%	*%	*%	*%	7%
Answered		191	72	42	32	17	9	74	23	33	18	13
Mean Score		1.1	.9	1.3	1.3	.9	1.1	1.0	1.5 ac	.9	1.0	1.1
Standard error		.05	.11	.10	.10	.11	.15	.10	.10	.11	.10	.19
Standard deviation		.85	.95	.73	.80	.64	.81	.90	.71	.82	.66	.97

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		288	75	59	76	38	29	185	38	51	162	126	201	68
Effective base		93	31	17	28	10	8	62	9	19	49	45	64	20
Weighted Base		195	74	31	46	24	7	116	20	46	107	88	132	46
Very dissatisfied	(-2)	1	-	-	1	-	-	-	1	-	1	-	-	1
		*%	-%	-%	2%	-%	-%	-%	4%	-%	1%	-%	-%	2%
Fairly dissatisfied	(-1)	6	2	*	3	1	*	5	*	1	1	5	4	*
		3%	3%	1%	5%	2%	1%	4%	2%	2%	1%	5%	3%	*%
Neither satisfied nor dissatisfied	(0)	40	14	4	8	8	1	20	3	12	29	11	25	13
		21%	20%	13%	17%	34%	14%	18%	15%	26%	27%	13%	19%	27%
Fairly satisfied	(1)	76	33	13	14	12	3	57	6	11	40	36	56	10
		39%	45%	42%	29%	48%	39%	49% c	32%	23%	38%	41%	43%	22%
Very satisfied	(2)	67	21	13	21	4	3	31	9	22	34	33	44	20
		34%	29%	42%	45%	16%	37%	26%	44%	48%	32%	37%	34%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	3	1	1	*	1	4	1	-	1	3	2	3
		2%	3%	2%	1%	*%	10%	3%	3%	-%	1%	4%	1%	5%
NET: Satisfied		143	55	26	34	15	6	88	15	33	74	69	101	30
		74%	74%	84%	74%	64%	76%	75%	77%	72%	70%	78%	76%	65%
NET: Dissatisfied		7	2	*	3	1	*	5	1	1	2	5	4	1
		3%	3%	1%	7%	2%	1%	4%	6%	2%	2%	5%	3%	2%
Answered		191	71	30	46	24	7	113	19	46	106	85	130	44
Mean Score		1.1	1.0	1.3	1.1	.8	1.2	1.0	1.1	1.2	1.0	1.1	1.1	1.1
Standard error		.05	.09	.10	.12	.12	.15	.06	.17	.13	.07	.08	.06	.12
Standard deviation		.85	.80	.74	1.02	.75	.81	.79	1.06	.90	.85	.85	.81	.97

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		288	159	101	58	219	204	65	154	106	60	217
Effective base		93	54	25	23	67	65	19	52	29	24	66
Weighted Base		195	114	51	51	132	138	40	116	50	48	135
Very dissatisfied	(-2)	1	-	-	-	1	1	-	-	-	-	1
		*%	-%	-%	-%	1%	1%	-%	-%	-%	-%	1%
Fairly dissatisfied	(-1)	6	4	1	1	5	4	*	4	1	1	5
		3%	3%	2%	1%	4%	3%	*%	3%	1%	1%	4%
Neither satisfied nor dissatisfied	(0)	40	28	10	4	31	30	8	32	6	8	28
		21%	25%	19%	9%	24%	22%	21%	28%	12%	16%	21%
Fairly satisfied	(1)	76	45	13	23	51	56	10	43	15	28	47
		39%	39%	26%	46%	39%	41%	26%	38%	29%	58% b	35%
Very satisfied	(2)	67	36	25	22	40	45	19	34	26	11	50
		34%	31%	48%	43%	30%	33%	47%	30%	53% a	23%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	2	3	1	4	2	3	2	3	1	4
		2%	2%	5%	1%	3%	1%	6%	2%	5%	1%	3%
NET: Satisfied		143	81	38	45	91	102	30	78	41	39	97
		74%	71%	74%	89%	69%	73%	73%	67%	82%	81%	72%
NET: Dissatisfied		7	4	1	1	6	5	*	4	1	1	6
		3%	3%	2%	1%	5%	4%	*%	3%	1%	1%	5%
Answered		191	113	49	50	128	136	38	114	47	47	131
Mean Score		1.1	1.0	1.3	1.3	1.0	1.0	1.3	1.0	1.4 a	1.1	1.1
Standard error		.05	.07	.09	.09	.06	.06	.10	.07	.07	.09	.06
Standard deviation		.85	.84	.85	.69	.88	.86	.81	.85	.76	.67	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		288	210	163	76	-	211	137	64	-	233	144	89	-
Effective base		93	64	56	21	-	63	45	17	-	75	48	31	-
Weighted Base		195	125	126	49	-	133	95	39	-	148	100	66	-
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	1	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Fairly dissatisfied	(-1)	6	3	3	-	-	4	3	*	-	6	1	*	-
		3%	3%	3%	-%	-%	3%	3%	*%	-%	4%	1%	*%	-%
Neither satisfied nor dissatisfied	(0)	40	24	34	8	-	27	18	5	-	31	12	5	-
		21%	19%	27%	16%	-%	20%	19%	14%	-%	21%	12%	8%	-%
Fairly satisfied	(1)	76	42	49	18	-	49	41	18	-	58	52	32	-
		39%	34%	39%	37%	-%	37%	43%	46%	-%	39%	52%	49%	-%
Very satisfied	(2)	67	54	34	20	-	51	29	12	-	50	32	25	-
		34%	44%	27%	40%	-%	39%	31%	31%	-%	34%	31%	37%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	4	3	-	1	4	3	-	2	4	3	-
		2%	1%	4%	7%	-%	1%	5%	8%	-%	1%	4%	5%	-%
NET: Satisfied		143	96	83	38	-	101	70	30	-	108	84	57	-
		74%	77%	66%	78%	-%	76%	74%	77%	-%	73%	83%	87%	-%
NET: Dissatisfied		7	3	4	-	-	4	3	*	-	7	1	*	-
		3%	3%	3%	-%	-%	3%	3%	*%	-%	5%	1%	*%	-%
Answered		191	124	121	46	-	132	91	36	-	146	97	63	-
Mean Score		1.1	1.2	.9	1.3	-	1.1	1.1	1.2	-	1.0	1.2	1.3	-
Standard error		.05	.06	.07	.09	-	.06	.07	.09	-	.06	.06	.07	-
Standard deviation		.85	.84	.86	.74	-	.85	.80	.70	-	.88	.68	.63	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		288	197	175	117	186	115	21	65	83	94	39	17
Effective base		93	63	54	42	56	41	4	27	29	33	16	6
Weighted Base		195	139	126	85	124	80	13	48	61	71	31	12
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	4	4	3	4	1	*	3	3	3	-	-
		3%	3%	3%	4%	3%	1%	1%	6%	5%	4%	-%	-%
Neither satisfied nor dissatisfied	(0)	40	30	29	15	27	15	*	3	7	12	*	3
		21%	21%	23%	17%	21%	19%	1%	6%	11%	17%	1%	25%
Fairly satisfied	(1)	76	55	46	38	50	35	8	24	30	30	17	6
		39%	39%	37%	45%	41%	44%	63%	51%	50%	43%	56%	48%
Very satisfied	(2)	67	49	45	27	41	27	5	17	21	25	13	3
		34%	35%	36%	32%	33%	34%	35%	35%	34%	35%	43%	27%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	2	2	1	2	2	-	1	-	1	-	-
		2%	1%	2%	2%	2%	2%	-%	3%	-%	2%	-%	-%
NET: Satisfied		143	104	91	65	92	62	13	41	51	55	31	9
		74%	74%	72%	77%	74%	77%	99%	86%	84%	78%	99%	75%
NET: Dissatisfied		7	4	4	4	4	1	*	3	3	3	-	-
		3%	3%	3%	5%	3%	1%	1%	6%	5%	4%	-%	-%
Answered		191	138	124	84	122	78	13	46	61	69	31	12
Mean Score		1.1	1.1	1.1	1.0	1.1	1.1	1.3	1.2	1.1	1.1	1.4	1.0
Standard error		.05	.06	.06	.08	.06	.07	.12	.10	.09	.09	.08	.18
Standard deviation		.85	.83	.85	.86	.83	.76	.55	.79	.80	.82	.52	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		288	33	34	19	13	229	184	256	204	185	207	215	74	-	190	17
Effective base		93	15	7	6	7	76	56	82	66	59	67	72	26	-	63	8
Weighted Base		195	31	17	7	8	158	112	173	148	118	142	158	59	-	135	17
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1
		*%	3%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	5%
Fairly dissatisfied	(-1)	6	1	1	*	-	5	1	5	4	5	4	5	2	-	5	*
		3%	5%	3%	4%	-%	3%	1%	3%	3%	4%	3%	3%	3%	-%	4%	2%
Neither satisfied nor dissatisfied	(0)	40	11	4	3	1	32	16	35	35	19	24	28	7	-	24	4
		21%	35%	21%	43%	11%	21%	14%	20%	24%	16%	17%	18%	12%	-%	18%	22%
Fairly satisfied	(1)	76	16	8	2	4	67	47	67	57	44	58	65	20	-	59	4
		39%	52%	45%	26%	56%	42%	42%	39%	39%	37%	41%	41%	33%	-%	44%	24%
Very satisfied	(2)	67	2	4	2	3	51	47	63	47	47	54	55	28	-	44	8
		34%	6%	27%	26%	33%	32%	42%	37%	32%	40%	38%	35%	47%	-%	33%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	1	-	*	2	2	2	3	4	1	4	3	-	2	-
		2%	-%	3%	-%	*%	1%	2%	1%	2%	3%	1%	3%	4%	-%	1%	-%
NET: Satisfied		143	18	12	4	7	118	94	131	104	91	112	120	48	-	103	12
		74%	58%	72%	53%	89%	75%	84%	76%	70%	77%	79%	76%	80%	-%	77%	70%
NET: Dissatisfied		7	2	1	*	-	5	1	5	5	5	5	5	2	-	5	1
		3%	8%	3%	4%	-%	3%	1%	3%	4%	4%	4%	3%	3%	-%	4%	7%
Answered		191	31	16	7	8	156	110	171	145	114	141	153	57	-	133	17
Mean Score		1.1	.5	1.0	.7	1.2	1.1	1.3	1.1	1.0	1.2	1.1	1.1	1.3	-	1.1	1.0
Standard error		.05	.14	.14	.22	.19	.05	.05	.05	.06	.06	.06	.06	.10	-	.06	.28
Standard deviation		.85	.81	.82	.97	.67	.82	.72	.83	.87	.85	.85	.82	.82	-	.82	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		288	122	104	240	11	134	154	82	168	36	95	74	112
Effective base		93	38	36	73	6	44	50	26	56	18	31	21	42
Weighted Base		195	84	75	151	16	84	111	53	122	15	53	34	102
Very dissatisfied	(-2)	1	1	-	-	-	1	-	-	-	1	1	-	-
		*%	1%	-%	-%	-%	1%	-%	-%	-%	6% b	2%	-%	-%
Fairly dissatisfied	(-1)	6	2	4	2	3	4	1	1	5	*	2	4	*
		3%	2%	5%	1%	22%	5%	1%	1%	4%	*%	4%	10%	*%
Neither satisfied nor dissatisfied	(0)	40	26	7	19	12	25	16	9	28	3	15	3	22
		21%	31% b	10%	13%	75%	30%	14%	17%	23%	19%	28%	9%	22%
Fairly satisfied	(1)	76	31	33	67	*	26	51	25	47	5	22	17	37
		39%	36%	44%	44%	1%	31%	46%	46%	38%	32%	42%	49%	37%
Very satisfied	(2)	67	25	29	59	*	25	42	16	41	6	13	9	39
		34%	29%	39%	39%	2%	29%	38%	30%	34%	38%	25%	28%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	1	4	-	4	1	3	1	1	*	1	3
		2%	1%	2%	2%	-%	4%	1%	6%	*%	4%	*%	4%	2%
NET: Satisfied		143	55	63	126	1	50	93	40	88	11	36	26	76
		74%	66%	83%	84%	3%	60%	84% a	76%	72%	70%	67%	77%	75%
NET: Dissatisfied		7	3	4	2	3	5	1	1	5	1	3	4	*
		3%	3%	5%	1%	22%	6%	1%	1%	4%	6%	5%	10%	*%
Answered		191	83	74	147	16	80	110	50	122	15	53	33	99
Mean Score		1.1	.9	1.2	1.2	-.2	.9	1.2 a	1.1	1.0	1.0	.8	1.0	1.2
Standard error		.05	.08	.08	.05	.17	.08	.06	.08	.07	.19	.09	.11	.07
Standard deviation		.85	.89	.83	.73	.55	.96	.73	.73	.87	1.11	.90	.91	.78

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		288	171	117
Effective base		93	49	45
Weighted Base		195	96	99
Very dissatisfied	(-2)	1	1	-
		*%	1%	-%
Fairly dissatisfied	(-1)	6	6	*
		3%	6%	*%
Neither satisfied nor dissatisfied	(0)	40	20	21
		21%	20%	21%
Fairly satisfied	(1)	76	33	43
		39%	35%	44%
Very satisfied	(2)	67	36	31
		34%	38%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	4
		2%	1%	4%
NET: Satisfied		143	69	74
		74%	72%	75%
NET: Dissatisfied		7	7	*
		3%	7%	*%
Answered		191	96	95
Mean Score		1.1	1.0	1.1
Standard error		.05	.07	.07
Standard deviation		.85	.96	.73

Columns Tested:: a,b

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		288	19	18	18	27	13	47	4	35	21	27	19	40
Effective base		93	4	5	9	6	5	15	4	15	12	6	9	20
Weighted Base		195	3	17	16	3	11	42	1	31	20	6	15	31
Very dissatisfied	(-2)	1	-	-	-	-	-	1	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	*	*	1	-	-	*	-	*	2	*	-	3
		3%	1%	*%	3%	-%	-%	1%	-%	1%	10%	1%	-%	8%
Neither satisfied nor dissatisfied	(0)	40	*	5	4	*	5	13	-	*	3	*	4	5
		21%	*%	31%	28%	1%	45%	32% h	-%	1%	16%	5%	25%	17%
Fairly satisfied	(1)	76	2	6	6	1	5	15	*	17	5	4	6	11
		39%	65%	33%	36%	38%	47%	35%	48%	55%	25%	66%	38%	34%
Very satisfied	(2)	67	*	6	5	2	1	13	*	11	8	2	6	13
		34%	11%	37%	33%	61%	8%	30%	52%	35%	43%	28%	37%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	-	-	-	-	*	-	3	1	-	-	-
		2%	23%	-%	-%	-%	-%	*%	-%	8%	6%	-%	-%	-%
NET: Satisfied		143	2	12	11	3	6	27	1	28	13	6	11	24
		74%	76%	69%	69%	99%	55%	65%	100%	90%	68%	94%	75%	75%
NET: Dissatisfied		7	*	*	1	-	-	1	-	*	2	*	-	3
		3%	1%	*%	3%	-%	-%	3%	-%	1%	10%	1%	-%	8%
Answered		191	2	17	16	3	11	42	1	28	18	6	15	31
Mean Score		1.1	1.1	1.1	1.0	1.6	.6	.9	1.5	1.4	1.1	1.2	1.1	1.1
Standard error		.05	.12	.20	.21	.12	.18	.14	-	.10	.24	.12	.19	.15
Standard deviation		.85	.53	.84	.89	.63	.66	.93	-	.57	1.05	.64	.81	.96

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 434 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		288	55	87	60	86	142	146
Effective base		93	14	22	27	34	36	61
Weighted Base		195	36	55	51	52	92	103
Very dissatisfied	(-2)	1	-	1	-	-	1	-
		*%	-%	2%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	6	1	*	2	3	1	5
		3%	2%	1%	4%	5%	1%	5%
Neither satisfied nor dissatisfied	(0)	40	10	18	4	9	28	13
		21%	27%	32%	7%	18%	30%	12%
				c			b	
Fairly satisfied	(1)	76	13	21	22	20	34	42
		39%	37%	37%	43%	39%	37%	41%
Very satisfied	(2)	67	12	16	20	20	27	40
		34%	33%	28%	38%	38%	30%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	*	4	-	1	4
		2%	2%	*%	7%	-%	1%	4%
NET: Satisfied		143	25	36	42	40	61	82
		74%	70%	65%	82%	77%	67%	79%
NET: Dissatisfied		7	1	1	2	3	2	5
		3%	2%	2%	4%	5%	2%	5%
Answered		191	35	55	47	52	91	100
Mean Score		1.1	1.0	.9	1.2	1.1	.9	1.2
Standard error		.05	.11	.10	.11	.09	.07	.07
Standard deviation		.85	.83	.88	.79	.87	.86	.83

Columns Tested:: a,b,c,d - a,b

Table 436

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	*d	e
Unweighted Base		144	7	137	76	33	13	22	68
Effective base		50	3	47	41	15	8	13	21
Weighted Base		104	4	101	94	8	1	1	10
Very dissatisfied	(-2)	*	-	*	-	-	*	-	*
		*%	-%	*%	-%	-%	4%	-%	1%
Fairly dissatisfied	(-1)	1	-	1	1	-	-	-	-
		1%	-%	1%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	1	13	13	*	*	*	1
		13%	14%	13%	13%	5%	14%	12%	6%
Fairly satisfied	(1)	40	1	39	34	5	1	*	6
		38%	33%	39%	36%	65%	50%	58%	62%
									a
Very satisfied	(2)	50	2	48	46	2	*	*	3
		48%	53%	47%	49%	31%	33%	29%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	1	-	-	*	*
		1%	-%	1%	1%	-%	-%	1%	*%
NET: Satisfied		90	3	86	80	8	1	1	9
		86%	86%	86%	85%	95%	82%	87%	93%
NET: Dissatisfied		1	-	1	1	-	*	-	*
		1%	-%	1%	1%	-%	4%	-%	1%
Answered		104	4	100	93	8	1	1	10
Mean Score		1.3	1.4	1.3	1.3	1.3	1.1	1.2	1.2
Standard error		.06	.32	.06	.09	.10	.49	-	.08
Standard deviation		.73	.84	.73	.74	.57	1.75	-	.64

Columns Tested:: a,b - a,b,c,d,e

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	h	i
Unweighted Base		144	13	48	15	23	23	22	76	33	35
Effective base		50	7	27	9	11	9	13	41	15	15
Weighted Base		104	18	62	14	6	3	1	94	8	2
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	-%	1%	-%	-%	-%	3%
Fairly dissatisfied	(-1)	1	-	*	1	-	-	-	1	-	-
		1%	-%	*%	6%	-%	-%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	3	5	5	*	*	*	13	*	*
		13%	15%	9%	33%	6%	5%	12%	13%	5%	13%
Fairly satisfied	(1)	40	1	29	3	4	2	*	34	5	1
		38%	4%	47%	26%	63%	61%	58%	36%	65%	53%
Very satisfied	(2)	50	15	28	4	2	1	*	46	2	1
		48%	81%	44%	31%	30%	32%	29%	49%	31%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	*	1	-	*
		1%	-%	-%	5%	-%	-%	1%	1%	-%	*%
NET: Satisfied		90	16	57	8	6	3	1	80	8	2
		86%	85%	91%	56%	94%	93%	87%	85%	95%	84%
NET: Dissatisfied		1	-	*	1	-	*	-	1	-	*
		1%	-%	*%	6%	-%	1%	-%	1%	-%	3%
Answered		104	18	62	13	6	3	1	93	8	2
Mean Score		1.3	1.7	1.4	.9	1.2	1.2	1.2	1.3	1.3	1.1
Standard error		.06	.21	.09	.26	.13	.17	-	.09	.10	.20
Standard deviation		.73	.74	.64	.98	.61	.81	-	.74	.57	1.17

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	*e	a	b	*c	*d	e
Unweighted Base		144	40	36	33	13	22	30	36	19	9	30
Effective base		50	23	21	15	8	13	17	15	7	2	8
Weighted Base		104	62	32	8	1	1	40	22	11	8	5
Very dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	-	*
		*%	-%	-%	-%	4%	-%	-%	-%	-%	-%	1%
Fairly dissatisfied	(-1)	1	-	1	-	-	-	-	1	-	-	-
		1%	-%	2%	-%	-%	-%	-%	4%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	7	5	*	*	*	7	4	-	*	*
		13%	11%	17%	5%	14%	12%	17%	21%	-%	5%	4%
Fairly satisfied	(1)	40	22	11	5	1	*	13	7	7	5	3
		38%	36%	35%	65%	50%	58%	32%	31%	63%	57%	54%
Very satisfied	(2)	50	32	14	2	*	*	21	10	3	3	2
		48%	53%	43%	31%	33%	29%	51%	45%	30%	38%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	*	-	-	1	-	*
		1%	-%	2%	-%	-%	1%	-%	-%	6%	-%	*%
NET: Satisfied		90	55	25	8	1	1	33	16	11	8	4
		86%	89%	79%	95%	82%	87%	83%	76%	94%	95%	94%
NET: Dissatisfied		1	-	1	-	*	-	-	1	-	-	*
		1%	-%	2%	-%	4%	-%	-%	4%	-%	-%	1%
Answered		104	62	32	8	1	1	40	22	11	8	5
Mean Score		1.3	1.4	1.2	1.3	1.1	1.2	1.3	1.2	1.3	1.3	1.3
Standard error		.06	.11	.14	.10	.49	-	.14	.15	.12	.20	.14
Standard deviation		.73	.69	.83	.57	1.75	-	.76	.90	.49	.60	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		144	12	9	23	5	9	11	9	7	9
Effective base		50	4	5	12	2	3	7	3	4	5
Weighted Base		104	8	6	28	6	7	17	8	5	9
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	*	1	-	-	-	-	-	-
		1%	-%	*%	3%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	*	3	6	-	-	3	1	-	-
		13%	5%	45%	21%	-%	-%	15%	11%	-%	-%
Fairly satisfied	(1)	40	1	2	8	*	6	8	2	2	6
		38%	14%	30%	28%	3%	93%	49%	30%	38%	68%
Very satisfied	(2)	50	6	2	13	6	*	6	5	3	3
		48%	81%	25%	46%	97%	7%	37%	59%	62%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied		90	8	3	21	6	7	15	7	5	9
		86%	95%	54%	74%	100%	100%	85%	89%	100%	100%
NET: Dissatisfied		1	-	*	1	-	-	-	-	-	-
		1%	-%	*%	3%	-%	-%	-%	-%	-%	-%
Answered		104	8	6	28	6	7	17	8	5	9
Mean Score		1.3	1.8	.8	1.2	2.0	1.1	1.2	1.5	1.6	1.3
Standard error		.06	.16	.30	.19	.08	.09	.21	.24	.21	.17
Standard deviation		.73	.56	.89	.88	.17	.28	.70	.73	.55	.50

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		144	23	28	43	94	50	25	12	13
Effective base		50	10	12	22	42	12	8	5	6
Weighted Base		104	21	19	54	94	11	9	1	1
Very dissatisfied	(-2)	*	-	-	-	-	*	*	-	-
		*%	-%	-%	-%	-%	*%	1%	-%	-%
Fairly dissatisfied	(-1)	1	-	*	1	1	-	-	-	-
		1%	-%	*%	1%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	-	3	9	12	1	*	*	*
		13%	-%	17%	17%	13%	7%	6%	2%	18%
Fairly satisfied	(1)	40	12	5	19	36	4	4	*	1
		38%	57%	25%	35%	38%	41%	41%	32%	51%
Very satisfied	(2)	50	9	11	24	44	5	5	*	*
		48%	43%	58%	45%	47%	51%	53%	65%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	*	*	-	-
		1%	-%	-%	1%	1%	*%	*%	-%	-%
NET: Satisfied		90	21	16	43	80	10	8	1	1
		86%	100%	83%	80%	85%	93%	94%	98%	82%
NET: Dissatisfied		1	-	*	1	1	*	*	-	-
		1%	-%	*%	1%	1%	*%	1%	-%	-%
Answered		104	21	19	53	93	11	9	1	1
Mean Score		1.3	1.4	1.4	1.3	1.3	1.4	1.5	1.6	1.1
Standard error		.06	.11	.15	.12	.08	.10	.14	-	.59
Standard deviation		.73	.51	.78	.80	.74	.70	.70	-	2.13

Columns Tested:: a,b,c,d,e,f,g,h

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		144	6	19	21	12	43	9	3	6	44
Effective base		50	3	5	6	4	21	3	2	1	15
Weighted Base		104	11	13	17	9	30	1	3	2	31
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Fairly dissatisfied	(-1)	1	-	-	-	1	*	-	-	-	-
		1%	-%	-%	-%	9%	*%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	2	-	3	1	2	-	1	-	4
		13%	15%	-%	20%	14%	8%	-%	28%	-%	12%
Fairly satisfied	(1)	40	6	2	2	4	16	1	2	*	8
		38%	55%	18%	14%	48%	53%	82%	72%	10%	26%
Very satisfied	(2)	50	3	11	11	3	12	*	-	2	19
		48%	30%	82%	66%	29%	40%	18%	-%	90%	60%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	-	-	-	-	1
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%
NET: Satisfied		90	9	13	13	7	28	1	2	2	27
		86%	85%	100%	80%	78%	92%	100%	72%	100%	86%
NET: Dissatisfied		1	-	-	-	1	*	-	-	-	*
		1%	-%	-%	-%	9%	*%	-%	-%	-%	*%
Answered		104	11	13	17	9	30	1	3	2	30
Mean Score		1.3	1.1	1.8	1.5	1.0	1.3	1.2	.7	1.9	1.5
Standard error		.06	.28	.09	.18	.27	.09	.26	.31	.17	.11
Standard deviation		.73	.69	.40	.83	.94	.62	.77	.54	.41	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		144	39	52	53	134	10	110	34	142	2
Effective base		50	13	22	18	46	4	37	13	49	1
Weighted Base		104	36	32	36	94	10	80	25	104	*
Very dissatisfied	(-2)	*	-	-	*	*	-	*	-	*	-
		*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	1	1	*	-	1	-	-	1	1	-
		1%	2%	*%	-%	1%	-%	-%	3%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	6	2	5	13	-	7	6	13	-
		13%	17%	7%	13%	14%	-%	9%	23%	13%	-%
Fairly satisfied	(1)	40	12	17	11	38	2	33	7	40	*
		38%	34%	54%	29%	40%	23%	42%	27%	38%	87%
Very satisfied	(2)	50	17	12	21	42	8	38	12	50	*
		48%	47%	39%	56%	44%	77%	48%	47%	48%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	-	1	*	1	-
		1%	-%	-%	2%	1%	-%	1%	*%	1%	-%
NET: Satisfied		90	29	29	31	79	10	71	18	89	*
		86%	81%	93%	85%	84%	100%	90%	74%	86%	100%
NET: Dissatisfied		1	1	*	*	1	-	*	1	1	-
		1%	2%	*%	*%	1%	-%	*%	3%	1%	-%
Answered		104	36	32	36	93	10	79	25	103	*
Mean Score		1.3	1.3	1.3	1.4	1.3	1.8	1.4	1.2	1.3	1.1
Standard error		.06	.13	.09	.10	.06	.14	.06	.16	.06	-
Standard deviation		.73	.82	.61	.73	.74	.45	.66	.91	.73	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		144	54	48	42	68	32	23	21	100	44
Effective base		50	16	20	15	28	11	9	3	39	12
Weighted Base		104	41	30	34	64	23	11	6	87	17
Very dissatisfied	(-2)	*	*	-	-	-	*	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	1	1	-	*	*	1	-	-	1	-
		1%	2%	-%	*%	*%	3%	-%	-%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	9	2	2	11	2	*	-	13	*
		13%	22%	8%	5%	18%	7%	2%	-%	15%	1%
Fairly satisfied	(1)	40	13	11	16	22	13	4	1	35	5
		38%	32%	38%	46%	34%	55%	37%	20%	40%	31%
Very satisfied	(2)	50	18	16	16	30	8	6	5	38	11
		48%	44%	54%	46%	48%	35%	56%	80%	44%	64%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	1	-	-	1	*	-	1
		1%	-%	*%	2%	-%	-%	6%	*%	-%	4%
NET: Satisfied		90	31	28	31	52	21	10	6	73	17
		86%	76%	92%	92%	82%	90%	92%	100%	84%	95%
NET: Dissatisfied		1	1	-	*	*	1	-	-	1	-
		1%	2%	-%	*%	*%	3%	-%	-%	1%	-%
Answered		104	41	30	33	64	23	11	6	87	17
Mean Score		1.3	1.2	1.5	1.4	1.3	1.2	1.6	1.8	1.3	1.7
Standard error		.06	.12	.09	.09	.09	.13	.12	.10	.08	.08
Standard deviation		.73	.86	.65	.61	.76	.74	.56	.44	.75	.51

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		144	18	50	76	132	126	133	138	106	90
Effective base		50	8	24	22	44	41	44	49	36	30
Weighted Base		104	26	37	41	90	83	91	97	80	60
Very dissatisfied	(-2)	*	-	-	*	*	*	*	*	*	-
		*%	-%	-%	*%	*%	*%	*%	*%	*%	-%
Fairly dissatisfied	(-1)	1	-	*	1	1	1	1	1	*	1
		1%	-%	*%	2%	1%	1%	1%	1%	*%	1%
Neither satisfied nor dissatisfied	(0)	13	3	8	2	10	10	10	13	13	6
		13%	13%	22%	4%	12%	12%	11%	14%	16%	10%
Fairly satisfied	(1)	40	8	14	18	31	27	32	33	22	26
		38%	29%	39%	44%	34%	33%	35%	34%	27%	44%
Very satisfied	(2)	50	15	15	19	47	44	47	49	45	27
		48%	58%	40%	48%	53%	53%	52%	51%	56%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	1	1	1	1	*
		1%	-%	-%	2%	1%	1%	1%	1%	1%	*%
NET: Satisfied		90	23	29	37	78	71	79	83	66	53
		86%	87%	78%	92%	87%	86%	87%	85%	83%	89%
NET: Dissatisfied		1	-	*	1	1	1	1	1	*	1
		1%	-%	*%	2%	1%	1%	1%	1%	*%	1%
Answered		104	26	37	40	89	83	90	97	79	60
Mean Score		1.3	1.5	1.2	1.4	1.4	1.4	1.4	1.4	1.4	1.3
Standard error		.06	.17	.11	.08	.06	.07	.06	.06	.07	.08
Standard deviation		.73	.72	.77	.68	.73	.75	.73	.75	.76	.71

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		144	5	59	9	17	18	14	11	43
Effective base		50	2	22	6	5	5	5	3	13
Weighted Base		104	4	50	6	10	7	7	6	20
Very dissatisfied	(-2)	*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	1	-	-	-	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	*	9	-	2	-	*	-	*
		13%	1%	17%	-%	16%	-%	3%	-%	1%
Fairly satisfied	(1)	40	1	14	2	7	3	2	2	7
		38%	25%	28%	38%	68%	42%	31%	34%	36%
Very satisfied	(2)	50	3	27	4	2	4	5	3	12
		48%	74%	53%	62%	16%	58%	66%	54%	60%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	-	*	1	1
		1%	-%	-%	-%	-%	-%	*%	11%	4%
NET: Satisfied		90	4	41	6	8	7	7	5	19
		86%	99%	81%	100%	84%	100%	97%	89%	95%
NET: Dissatisfied		1	-	1	-	-	-	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%
Answered		104	4	50	6	10	7	7	5	19
Mean Score		1.3	1.7	1.3	1.6	1.0	1.6	1.6	1.6	1.6
Standard error		.06	.24	.11	.18	.14	.13	.16	.17	.08
Standard deviation		.73	.53	.82	.53	.60	.53	.58	.54	.52

Columns Tested:: a,b,c,d,e,f,g,h

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		144	61	17	14	17	11	5	7	56	25	15	11	8	6	5
Effective base		50	23	7	3	6	4	2	3	21	7	7	4	2	3	2
Weighted Base		104	54	12	7	7	5	3	1	49	12	7	6	3	2	4
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	*	1	-	-	-	-	-	1	-	-	-	-	-	-
		1%	*%	6%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	9	*	*	1	-	-	-	8	2	-	-	-	*	-
		13%	16%	2%	3%	18%	-%	-%	-%	17%	14%	-%	-%	-%	10%	-%
Fairly satisfied	(1)	40	12	6	4	5	2	1	*	14	5	4	1	*	2	1
		38%	22%	49%	62%	64%	45%	41%	24%	28%	45%	52%	24%	10%	90%	23%
Very satisfied	(2)	50	33	5	3	1	3	2	*	25	5	3	4	3	-	3
		48%	62%	43%	35%	17%	55%	59%	25%	52%	41%	48%	76%	90%	-%	77%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	*	-	-	-	1	1	-	-	-	-	*	-
		1%	-%	-%	*%	-%	-%	-%	51%	1%	-%	-%	-%	-%	*%	-%
NET: Satisfied		90	45	11	7	6	5	3	1	39	10	7	6	3	2	4
		86%	84%	92%	97%	82%	100%	100%	49%	80%	86%	100%	100%	100%	90%	100%
NET: Dissatisfied		1	*	1	-	-	-	-	-	1	-	-	-	-	-	-
		1%	*%	6%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Answered		104	54	12	7	7	5	3	1	48	12	7	6	3	2	4
Mean Score		1.3	1.5	1.3	1.3	1.0	1.5	1.6	1.5	1.3	1.3	1.5	1.8	1.9	.9	1.8
Standard error		.06	.10	.20	.16	.16	.17	.27	-	.11	.15	.14	.14	.12	.18	.22
Standard deviation		.73	.77	.83	.57	.64	.55	.61	-	.83	.73	.54	.47	.35	.40	.49

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	*a	*b	c	*d	*e
Unweighted Base		144	52	21	22	13	6	11	13	30	28	23	44	22	15
Effective base		50	20	11	11	5	1	3	5	9	11	9	15	8	4
Weighted Base		104	44	12	16	3	1	9	12	23	30	14	25	15	8
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Fairly dissatisfied	(-1)	1	*	1	-	-	-	-	-	-	*	-	1	-	-
		1%	*%	6%	-%	-%	-%	-%	-%	-%	*%	-%	3%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	11	2	-	*	-	*	*	*	6	1	3	*	*
		13%	24%	16%	-%	12%	-%	*%	2%	1%	20%	8%	12%	*%	2%
Fairly satisfied	(1)	40	14	4	7	2	1	2	4	7	9	4	8	7	4
		38%	31%	35%	44%	46%	87%	20%	33%	31%	30%	27%	32%	48%	53%
Very satisfied	(2)	50	19	5	9	1	*	7	8	16	14	9	13	8	3
		48%	42%	42%	56%	42%	13%	80%	66%	68%	48%	65%	53%	51%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	-	-	*	-	*	1	-	-	*	-
		1%	2%	-%	-%	-%	-%	*%	-%	*%	2%	-%	-%	*%	-%
NET: Satisfied		90	32	9	16	3	1	9	12	22	23	13	21	15	7
		86%	74%	78%	100%	88%	100%	100%	98%	99%	77%	92%	85%	100%	98%
NET: Dissatisfied		1	*	1	-	-	-	-	-	-	*	-	1	-	-
		1%	*%	6%	-%	-%	-%	-%	-%	-%	*%	-%	3%	-%	-%
Answered		104	43	12	16	3	1	9	12	23	29	14	25	15	8
Mean Score		1.3	1.2	1.1	1.6	1.3	1.1	1.8	1.6	1.7	1.3	1.6	1.3	1.5	1.4
Standard error		.06	.12	.21	.11	.22	.34	.14	.15	.09	.15	.14	.13	.11	.15
Standard deviation		.73	.82	.95	.51	.80	.84	.43	.53	.50	.80	.66	.84	.52	.58

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	c	*d	*e	a	*b	c	*d	*e
Unweighted Base		144	37	25	40	15	13	30	29	35	20	11
Effective base		50	12	9	14	7	5	12	12	13	7	3
Weighted Base		104	32	14	25	14	4	33	13	17	14	6
Very dissatisfied	(-2)	*	-	-	*	-	-	-	-	*	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Fairly dissatisfied	(-1)	1	*	-	1	-	-	*	1	-	-	-
		1%	*%	-%	3%	-%	-%	*%	6%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	6	1	3	*	*	7	1	2	*	-
		13%	19%	9%	11%	*%	4%	21%	10%	10%	1%	-%
Fairly satisfied	(1)	40	10	1	8	7	4	5	6	7	7	2
		38%	32%	10%	33%	48%	91%	16%	41%	41%	54%	39%
Very satisfied	(2)	50	15	12	13	7	*	20	6	8	6	3
		48%	47%	81%	53%	52%	4%	61%	43%	48%	44%	61%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	*	-	-	1	-	-	*	-
		1%	2%	-%	*%	-%	-%	2%	-%	-%	*%	-%
NET: Satisfied		90	25	13	21	14	4	26	11	16	13	6
		86%	79%	91%	86%	100%	96%	77%	84%	89%	98%	100%
NET: Dissatisfied		1	*	-	1	-	-	*	1	*	-	-
		1%	*%	-%	3%	-%	-%	*%	6%	*%	-%	-%
Answered		104	31	14	25	14	4	33	13	17	14	6
Mean Score		1.3	1.3	1.7	1.3	1.5	1.0	1.4	1.2	1.4	1.4	1.6
Standard error		.06	.13	.13	.13	.13	.09	.15	.16	.12	.12	.16
Standard deviation		.73	.78	.64	.83	.52	.33	.83	.87	.71	.54	.54

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base		144	23	29	36	27	21	104	19	12	80	64	99	33
Effective base		50	9	14	15	9	4	41	5	3	29	21	33	11
Weighted Base		104	23	22	25	16	11	82	7	9	55	50	70	20
Very dissatisfied	(-2)	*	-	*	-	-	-	-	-	*	*	-	*	-
		*%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	1	-	-	*	-	1	1	-	-	-	1	1	-
		1%	-%	-%	*%	-%	7%	1%	-%	-%	-%	2%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	6	6	1	*	-	13	-	*	10	3	9	1
		13%	24%	28%	4%	1%	-%	16%	-%	2%	18%	7%	13%	6%
Fairly satisfied	(1)	40	6	6	9	10	2	30	1	2	17	23	25	6
		38%	25%	29%	35%	63%	20%	37%	22%	18%	31%	47%	36%	28%
Very satisfied	(2)	50	12	9	15	6	7	37	5	7	27	22	34	13
		48%	51%	43%	60%	36%	66%	45%	78%	79%	50%	45%	49%	66%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	-	-	-	1	1	*	-	1	*	1	*
		1%	*%	-%	-%	-%	7%	1%	*%	-%	1%	*%	1%	*%
NET: Satisfied		90	18	16	24	16	9	67	7	9	44	46	59	19
		86%	76%	72%	96%	99%	86%	82%	100%	97%	80%	92%	85%	94%
NET: Dissatisfied		1	-	*	*	-	1	1	-	*	*	1	1	-
		1%	-%	*%	*%	-%	7%	1%	-%	1%	*%	2%	1%	-%
Answered		104	23	22	25	16	10	81	7	9	54	50	69	20
Mean Score		1.3	1.3	1.1	1.6	1.3	1.6	1.3	1.8	1.7	1.3	1.4	1.3	1.6
Standard error		.06	.18	.16	.10	.10	.20	.08	.11	.17	.09	.09	.08	.11
Standard deviation		.73	.84	.86	.59	.52	.88	.76	.45	.58	.78	.68	.76	.61

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	b	a	b	*a	b
Unweighted Base		144	75	51	29	109	102	30	75	51	25	113
Effective base		50	29	15	13	36	35	9	26	17	10	39
Weighted Base		104	64	19	22	76	74	16	57	26	18	80
Very dissatisfied	(-2)	*	*	-	-	*	*	-	*	-	-	*
		*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	1	1	-	-	1	1	-	1	-	-	1
		1%	1%	-%	-%	1%	1%	-%	1%	-%	-%	1%
Neither satisfied nor dissatisfied	(0)	13	9	1	3	10	9	1	7	3	3	10
		13%	15%	5%	16%	13%	12%	7%	12%	13%	19%	12%
Fairly satisfied	(1)	40	18	9	7	26	26	5	19	9	4	29
		38%	28%	49%	33%	35%	35%	29%	32%	34%	22%	37%
Very satisfied	(2)	50	35	9	10	39	37	10	30	14	10	40
		48%	55%	46%	48%	51%	50%	63%	53%	53%	55%	50%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	*	1	*	1	*	1	*	1	*
		1%	1%	*%	3%	*%	1%	*%	1%	*%	4%	*%
NET: Satisfied		90	53	18	17	65	63	15	49	23	14	69
		86%	83%	95%	81%	86%	85%	93%	85%	87%	77%	87%
NET: Dissatisfied		1	1	-	-	1	1	-	1	-	-	1
		1%	1%	-%	-%	1%	1%	-%	1%	-%	-%	1%
Answered		104	63	19	21	76	73	16	57	26	17	80
Mean Score		1.3	1.4	1.4	1.3	1.4	1.4	1.6	1.4	1.4	1.4	1.4
Standard error		.06	.09	.08	.14	.07	.07	.12	.09	.10	.17	.07
Standard deviation		.73	.79	.60	.76	.75	.75	.65	.76	.72	.82	.74

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		144	111	84	39	-	101	79	34	-	124	69	45	-
Effective base		50	36	32	12	-	33	30	9	-	44	27	15	-
Weighted Base		104	74	67	29	-	67	63	20	-	92	57	30	-
Very dissatisfied	(-2)	*	*	*	*	-	*	*	-	-	*	*	-	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Fairly dissatisfied	(-1)	1	*	1	-	-	1	-	-	-	1	-	-	-
		1%	*%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	4	10	2	-	6	7	*	-	13	3	1	-
		13%	6%	15%	7%	-%	9%	10%	2%	-%	14%	5%	2%	-%
Fairly satisfied	(1)	40	27	21	13	-	22	19	8	-	30	22	10	-
		38%	36%	31%	45%	-%	32%	31%	38%	-%	33%	38%	33%	-%
Very satisfied	(2)	50	42	35	13	-	38	36	11	-	48	32	19	-
		48%	57%	52%	45%	-%	56%	58%	56%	-%	52%	56%	63%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	1	-	1	1	1	-	1	1	1	-
		1%	1%	1%	2%	-%	1%	1%	4%	-%	1%	1%	2%	-%
NET: Satisfied		90	69	56	26	-	60	55	19	-	78	54	29	-
		86%	93%	83%	90%	-%	89%	88%	95%	-%	85%	94%	96%	-%
NET: Dissatisfied		1	*	1	*	-	1	*	-	-	1	*	-	-
		1%	*%	1%	*%	-%	1%	*%	-%	-%	1%	*%	-%	-%
Answered		104	74	67	28	-	66	62	19	-	91	57	30	-
Mean Score		1.3	1.5	1.4	1.4	-	1.5	1.5	1.6	-	1.4	1.5	1.6	-
Standard error		.06	.06	.09	.10	-	.07	.08	.10	-	.07	.07	.08	-
Standard deviation		.73	.62	.78	.65	-	.72	.69	.55	-	.75	.60	.53	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		144	97	85	64	85	62	12	35	41	53	19	9
Effective base		50	33	30	25	27	21	3	16	15	19	6	4
Weighted Base		104	70	66	55	58	44	7	41	40	45	15	3
Very dissatisfied	(-2)	*	*	*	*	*	*	-	*	*	*	-	*
		*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	2%
Fairly dissatisfied	(-1)	1	1	1	1	1	-	-	1	1	-	-	-
		1%	1%	1%	1%	1%	-%	-%	2%	2%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	9	9	5	9	2	-	*	3	5	-	-
		13%	13%	14%	9%	16%	5%	-%	*%	7%	11%	-%	-%
Fairly satisfied	(1)	40	25	22	19	18	22	7	16	12	15	3	2
		38%	36%	33%	35%	31%	51%	99%	39%	31%	32%	19%	56%
Very satisfied	(2)	50	34	33	30	30	19	*	23	24	25	12	1
		48%	49%	51%	54%	51%	43%	1%	57%	60%	56%	81%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	1	1	1	-	1	-	1	-	-
		1%	1%	1%	1%	1%	2%	-%	2%	-%	2%	-%	-%
NET: Satisfied		90	59	55	49	47	41	7	39	36	40	15	3
		86%	84%	84%	89%	82%	93%	100%	96%	91%	88%	100%	98%
NET: Dissatisfied		1	1	1	1	1	*	-	1	1	*	-	*
		1%	1%	1%	1%	1%	*%	-%	2%	2%	*%	-%	2%
Answered		104	69	65	55	57	43	7	40	40	45	15	3
Mean Score		1.3	1.3	1.3	1.4	1.3	1.4	1.0	1.5	1.5	1.5	1.8	1.4
Standard error		.06	.08	.08	.09	.09	.08	.04	.11	.11	.10	.09	.27
Standard deviation		.73	.76	.77	.72	.80	.60	.13	.63	.73	.70	.41	.81

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		144	23	16	13	9	111	86	124	100	97	105	101	33	-	100	6
Effective base		50	10	6	4	4	39	34	44	36	32	36	37	13	-	33	3
Weighted Base		104	18	6	6	12	79	69	89	74	71	78	75	25	-	70	4
Very dissatisfied	(-2)	*	-	-	-	-	*	*	*	*	-	*	*	*	-	-	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	-	-	1	*	-	*	1	1	1	1	-	-	1	-
		1%	-%	-%	-%	6%	*%	-%	*%	1%	1%	1%	1%	-%	-%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	5	-	*	-	6	7	8	10	6	8	5	4	-	9	1
		13%	29%	-%	4%	-%	8%	11%	9%	14%	8%	10%	6%	15%	-%	12%	33%
Fairly satisfied	(1)	40	4	6	2	5	31	24	33	25	26	30	31	11	-	25	3
		38%	22%	95%	41%	41%	40%	35%	37%	34%	37%	39%	41%	44%	-%	36%	67%
Very satisfied	(2)	50	9	*	3	6	40	37	47	37	37	39	38	10	-	35	-
		48%	49%	5%	55%	53%	51%	53%	53%	50%	53%	50%	51%	41%	-%	50%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	1	1	1	1	1	1	1	-	-	1	-
		1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%
NET: Satisfied		90	13	6	6	11	72	61	80	62	64	69	68	21	-	60	3
		86%	71%	100%	96%	94%	91%	88%	90%	84%	90%	88%	92%	85%	-%	86%	67%
NET: Dissatisfied		1	-	-	-	1	*	*	*	1	1	1	1	*	-	1	-
		1%	-%	-%	-%	6%	*%	*%	*%	1%	1%	1%	1%	*%	-%	1%	-%
Answered		104	18	6	6	12	78	68	88	73	70	78	74	25	-	69	4
Mean Score		1.3	1.2	1.1	1.5	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.4	1.3	-	1.4	.7
Standard error		.06	.18	.06	.17	.27	.06	.08	.06	.08	.07	.07	.07	.13	-	.07	.22
Standard deviation		.73	.88	.24	.62	.82	.65	.69	.67	.77	.69	.71	.67	.73	-	.74	.54

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base		144	64	53	121	3	68	76	41	82	19	50	32	58
Effective base		50	21	20	40	2	24	25	16	26	8	21	10	18
Weighted Base		104	36	46	81	3	50	54	31	56	17	46	19	37
Very dissatisfied	(-2)	*	-	*	*	-	-	*	-	-	*	-	-	*
		*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	1	1	*	*	1	1	-	-	*	1	-	1	*
		1%	2%	*%	*%	22%	2%	-%	-%	*%	4%	-%	4%	*%
Neither satisfied nor dissatisfied	(0)	13	5	5	7	-	6	7	1	12	*	5	*	8
		13%	14%	11%	9%	-%	13%	12%	4%	21%	*%	11%	1%	21%
Fairly satisfied	(1)	40	20	12	30	-	17	23	10	21	9	17	8	14
		38%	56%	25%	37%	-%	33%	43%	34%	37%	50%	38%	43%	37%
			b											
Very satisfied	(2)	50	10	28	44	3	26	23	18	23	8	24	10	16
		48%	27%	62%	54%	78%	52%	43%	59%	42%	45%	51%	52%	42%
				a										
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	*	-	*	1	1	*	-	-	*	-
		1%	-%	2%	*%	-%	*%	1%	2%	*%	-%	-%	*%	-%
NET: Satisfied		90	30	40	74	3	43	47	29	44	17	41	19	30
		86%	84%	88%	91%	78%	86%	86%	93%	79%	95%	89%	95%	79%
NET: Dissatisfied		1	1	*	*	1	1	*	-	*	1	-	1	*
		1%	2%	*%	*%	22%	2%	*%	-%	*%	5%	-%	4%	*%
Answered		104	36	45	81	3	50	53	30	56	17	46	19	37
Mean Score		1.3	1.1	1.5	1.4	1.3	1.4	1.3	1.6	1.2	1.4	1.4	1.4	1.2
				a										
Standard error		.06	.09	.10	.06	.86	.09	.08	.09	.09	.17	.10	.13	.10
Standard deviation		.73	.71	.70	.66	1.48	.77	.70	.59	.77	.75	.69	.72	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		144	74	70
Effective base		50	27	23
Weighted Base		104	58	46
Very dissatisfied	(-2)	*	-	*
		*%	-%	*%
Fairly dissatisfied	(-1)	1	1	-
		1%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	8	5
		13%	13%	12%
Fairly satisfied	(1)	40	23	17
		38%	40%	36%
Very satisfied	(2)	50	26	23
		48%	45%	51%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1
		1%	-%	2%
NET: Satisfied		90	49	40
		86%	85%	87%
NET: Dissatisfied		1	1	*
		1%	1%	*%
Answered		104	58	46
Mean Score		1.3	1.3	1.4
Standard error		.06	.09	.09
Standard deviation		.73	.75	.71

Columns Tested:: a,b

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		144	9	14	9	8	7	28	3	17	7	12	10	20
Effective base		50	4	5	5	5	5	10	2	9	4	5	5	9
Weighted Base		104	2	19	10	1	10	17	*	18	5	3	9	10
Very dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	-	1	-	*	-	-	-	-	-	-	-
		1%	-%	-%	7%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	*	-	4	-	1	-	*	3	*	*	2	3
		13%	11%	-%	38%	-%	11%	-%	7%	15%	1%	14%	27%	24%
Fairly satisfied	(1)	40	1	5	5	*	1	12	*	7	3	2	2	3
		38%	38%	24%	47%	42%	13%	71%	73%	38%	62%	60%	19%	26%
Very satisfied	(2)	50	*	14	1	1	8	5	-	9	2	1	5	5
		48%	14%	76%	8%	58%	76%	29%	-%	47%	37%	26%	54%	50%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	*	-	-	-	-	-	-	-	-	-	-
		1%	37%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		90	1	19	6	1	9	17	*	16	5	2	6	8
		86%	52%	100%	55%	100%	89%	100%	73%	85%	99%	86%	73%	76%
NET: Dissatisfied		1	-	-	1	-	*	-	*	-	-	-	-	-
		1%	-%	-%	7%	-%	*%	-%	21%	-%	-%	-%	-%	-%
Answered		104	1	19	10	1	10	17	*	18	5	3	9	10
Mean Score		1.3	1.0	1.8	.6	1.6	1.6	1.3	.3	1.3	1.4	1.1	1.3	1.3
Standard error		.06	.59	.12	.26	-	.27	.09	-	.18	.21	.22	.29	.19
Standard deviation		.73	1.66	.44	.79	-	.71	.47	-	.74	.55	.77	.91	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 436 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	*c	d	a	b
Unweighted Base		144	32	43	27	42	75	69
Effective base		50	10	16	13	16	24	28
Weighted Base		104	31	28	24	22	59	46
Very dissatisfied	(-2)	*	-	-	*	-	-	*
		*%	-%	-%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	1	1	*	-	-	1	-
		1%	2%	*%	-%	-%	1%	-%
Neither satisfied nor dissatisfied	(0)	13	4	1	3	5	5	8
		13%	13%	4%	12%	24%	9%	17%
Fairly satisfied	(1)	40	10	13	10	6	23	16
		38%	32%	49%	44%	28%	40%	36%
Very satisfied	(2)	50	15	13	11	11	28	21
		48%	50%	47%	44%	48%	49%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	-	1	-
		1%	2%	-%	-%	-%	1%	-%
NET: Satisfied		90	25	27	21	17	52	38
		86%	82%	96%	88%	76%	89%	82%
NET: Dissatisfied		1	1	*	*	-	1	*
		1%	2%	*%	*%	-%	1%	*%
Answered		104	30	28	24	22	58	46
Mean Score		1.3	1.3	1.4	1.3	1.2	1.4	1.3
Standard error		.06	.15	.09	.14	.13	.08	.09
Standard deviation		.73	.81	.58	.70	.83	.71	.76

Columns Tested:: a,b,c,d - a,b

Table 437

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		117	-	117	85	13	5	14	32
Effective base		55	-	55	52	7	4	7	12
Weighted Base		132	-	132	128	3	1	*	4
Very dissatisfied	(-2)	8	-	8	8	-	-	-	-
		6%	-%	6%	6%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	-	5	5	-	*	-	*
		4%	-%	4%	4%	-%	8%	-%	1%
Neither satisfied nor dissatisfied	(0)	13	-	13	13	*	*	*	1
		10%	-%	10%	10%	6%	33%	47%	15%
Fairly satisfied	(1)	59	-	59	59	*	*	*	1
		45%	-%	45%	46%	10%	44%	30%	18%
Very satisfied	(2)	45	-	45	43	2	*	*	2
		34%	-%	34%	34%	65%	14%	22%	52%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	1	-	-	1
		*%	-%	*%	-%	20%	-%	-%	14% a
NET: Satisfied		105	-	105	102	2	*	*	2
		79%	-%	79%	80%	74%	58%	53%	69%
NET: Dissatisfied		14	-	14	14	-	*	-	*
		10%	-%	10%	11%	-%	8%	-%	1%
Answered		131	-	131	128	2	1	*	3
Mean Score		1.0	-	1.0	1.0	1.7	.6	.8	1.4
Standard error		.10	-	.10	.12	.24	-	-	.18
Standard deviation		1.09	-	1.09	1.09	.82	-	-	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		117	29	39	17	8	10	14	85	13	19
Effective base		55	21	23	8	5	6	7	52	7	8
Weighted Base		132	52	58	18	2	1	*	128	3	1
Very dissatisfied	(-2)	8	-	6	2	-	-	-	8	-	-
		6%	-%	11%	10%	-%	-%	-%	6%	-%	-%
Fairly dissatisfied	(-1)	5	1	4	1	-	*	-	5	-	*
		4%	2%	6%	5%	-%	4%	-%	4%	-%	5%
Neither satisfied nor dissatisfied	(0)	13	5	3	4	-	*	*	13	*	*
		10%	10%	5%	25%	-%	27%	47%	10%	6%	38%
Fairly satisfied	(1)	59	26	25	8	*	*	*	59	*	*
		45%	50%	42%	45%	5%	31%	30%	46%	10%	39%
Very satisfied	(2)	45	20	20	3	1	1	*	43	2	*
		34%	39%	35%	14%	67%	38%	22%	34%	65%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	1	-	-	-	1	-
		*%	-%	-%	-%	27%	-%	-%	-%	20%	-%
NET: Satisfied		105	46	45	11	1	1	*	102	2	1
		79%	89%	77%	59%	73%	69%	53%	80%	74%	56%
NET: Dissatisfied		14	1	10	3	-	*	-	14	-	*
		10%	2%	17%	16%	-%	4%	-%	11%	-%	5%
Answered		131	52	58	18	1	1	*	128	2	1
Mean Score		1.0	1.3	.8	.5	1.9	1.0	.8	1.0	1.7	.7
Standard error		.10	.13	.21	.28	.19	.57	-	.12	.24	-
Standard deviation		1.09	.70	1.29	1.15	.51	1.80	-	1.09	.82	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base		117	51	34	13	5	14	60	27	7	5	12
Effective base		55	36	18	7	4	7	36	9	3	2	2
Weighted Base		132	96	32	3	1	*	91	18	7	1	6
Very dissatisfied	(-2)	8	6	3	-	-	-	6	2	-	-	1
		6%	6%	9%	-%	-%	-%	6%	10%	-%	-%	16%
Fairly dissatisfied	(-1)	5	4	1	-	*	-	4	*	-	-	-
		4%	5%	3%	-%	8%	-%	5%	*%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	7	5	*	*	*	5	5	-	*	*
		10%	8%	17%	6%	33%	47%	5%	30%	-%	7%	1%
Fairly satisfied	(1)	59	45	14	*	*	*	43	8	5	*	*
		45%	46%	45%	10%	44%	30%	47%	45%	79%	8%	7%
Very satisfied	(2)	45	35	8	2	*	*	34	2	1	1	5
		34%	36%	27%	65%	14%	22%	37%	12%	21%	85%	77%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	1	-	-	-
		*%	-%	-%	20%	-%	-%	-%	3%	-%	-%	-%
NET: Satisfied		105	79	23	2	*	*	76	10	7	1	5
		79%	82%	72%	74%	58%	53%	84%	57%	100%	93%	84%
NET: Dissatisfied		14	10	4	-	*	-	10	2	-	-	1
		10%	10%	12%	-%	8%	-%	11%	10%	-%	-%	16%
Answered		131	96	32	2	1	*	91	18	7	1	6
Mean Score		1.0	1.0	.8	1.7	.6	.8	1.0	.5	1.2	1.8	1.3
Standard error		.10	.15	.20	.24	-	-	.14	.21	.17	.52	.46
Standard deviation		1.09	1.07	1.15	.82	-	-	1.08	1.10	.44	1.16	1.59

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		117	8	9	17	3	14	6	8	6	11
Effective base		55	6	6	12	2	7	3	5	5	7
Weighted Base		132	16	13	23	1	22	9	16	15	12
Very dissatisfied	(-2)	8	3	-	3	-	-	3	-	-	-
		6%	19%	-%	12%	-%	-%	27%	-%	-%	-%
Fairly dissatisfied	(-1)	5	4	1	-	-	-	-	-	-	1
		4%	23%	6%	-%	-%	-%	-%	-%	-%	8%
Neither satisfied nor dissatisfied	(0)	13	2	*	7	*	2	-	1	-	-
		10%	14%	*%	31%	24%	11%	-%	6%	-%	-%
Fairly satisfied	(1)	59	4	5	4	*	11	1	14	11	6
		45%	26%	40%	19%	8%	49%	7%	87%	74%	51%
Very satisfied	(2)	45	3	7	8	*	9	6	1	4	5
		34%	18%	53%	36%	68%	40%	67%	7%	26%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		*%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied		105	7	12	12	1	19	7	15	15	11
		79%	44%	94%	55%	76%	89%	73%	94%	100%	92%
NET: Dissatisfied		14	7	1	3	-	-	3	-	-	1
		10%	42%	6%	12%	-%	-%	27%	-%	-%	8%
Answered		131	16	13	22	1	22	9	16	15	12
Mean Score		1.0	*	1.4	.7	1.4	1.3	.9	1.0	1.3	1.2
Standard error		.10	.51	.27	.33	-	.18	.75	.13	.18	.26
Standard deviation		1.09	1.46	.81	1.33	-	.67	1.85	.37	.45	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		117	28	23	31	82	35	9	13	13
Effective base		55	14	17	19	50	13	5	6	3
Weighted Base		132	34	43	48	125	7	2	2	2
Very dissatisfied	(-2)	8	-	3	5	8	-	-	-	-
		6%	-%	7%	11%	7%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	1	4	-	5	*	*	-	-
		4%	3%	10%	-%	4%	1%	2%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	3	2	8	13	*	-	*	*
		10%	8%	5%	17%	10%	6%	-%	21%	*%
Fairly satisfied	(1)	59	17	20	19	55	4	1	1	2
		45%	49%	47%	39%	44%	61%	53%	55%	72%
Very satisfied	(2)	45	14	14	16	43	2	1	*	1
		34%	41%	31%	32%	34%	32%	44%	23%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	-	-	-	-
		*%	-%	-%	1%	*%	-%	-%	-%	-%
NET: Satisfied		105	30	34	34	98	6	2	1	2
		79%	90%	78%	71%	79%	93%	98%	79%	100%
NET: Dissatisfied		14	1	7	5	14	*	*	-	-
		10%	3%	17%	11%	11%	1%	2%	-%	-%
Answered		131	34	43	47	125	7	2	2	2
Mean Score		1.0	1.3	.9	.8	1.0	1.2	1.4	1.0	1.3
Standard error		.10	.14	.25	.22	.12	.11	.27	.27	.16
Standard deviation		1.09	.73	1.18	1.23	1.11	.65	.82	.97	.59

Columns Tested:: a,b,c,d,e,f,g,h

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		117	3	9	11	19	34	6	4	2	38
Effective base		55	2	3	5	8	17	1	3	2	20
Weighted Base		132	2	10	14	25	38	5	5	1	43
Very dissatisfied	(-2)	8	-	3	3	-	3	-	-	-	3
		6%	-%	31%	22%	-%	7%	-%	-%	-%	6%
Fairly dissatisfied	(-1)	5	1	-	1	4	-	-	-	-	*
		4%	45%	-%	7%	15%	-%	-%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	13	-	*	3	2	1	1	1	-	5
		10%	-%	*%	24%	9%	3%	13%	20%	-%	12%
Fairly satisfied	(1)	59	*	3	3	16	13	4	3	-	20
		45%	11%	30%	21%	64%	35%	87%	70%	-%	46%
Very satisfied	(2)	45	1	4	4	3	21	-	*	1	15
		34%	44%	38%	27%	12%	55%	-%	10%	65%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	-	-	-	1	-
		*%	-%	-%	-%	-%	-%	-%	-%	35%	-%
NET: Satisfied		105	1	7	7	19	34	4	4	1	35
		79%	55%	69%	48%	77%	90%	87%	80%	65%	82%
NET: Dissatisfied		14	1	3	4	4	3	-	-	-	3
		10%	45%	31%	28%	15%	7%	-%	-%	-%	7%
Answered		131	2	10	14	25	38	5	5	1	43
Mean Score		1.0	.5	.4	.2	.7	1.3	.9	.9	2.0	1.0
Standard error		.10	1.25	.60	.46	.20	.18	.16	.31	-	.17
Standard deviation		1.09	2.16	1.79	1.52	.87	1.05	.38	.61	-	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	*b	a	*b
Unweighted Base		117	33	40	44	103	14	94	23	113	4
Effective base		55	14	18	24	47	9	49	6	53	2
Weighted Base		132	40	43	49	105	27	117	15	129	3
Very dissatisfied	(-2)	8	3	3	3	6	3	8	-	8	-
		6%	7%	6%	6%	6%	9%	7%	-%	6%	-%
Fairly dissatisfied	(-1)	5	5	-	*	2	4	5	*	5	-
		4%	13%	-%	*%	2%	13%	5%	*%	4%	-%
Neither satisfied nor dissatisfied	(0)	13	6	2	6	11	2	10	4	13	-
		10%	14%	4%	12%	11%	8%	8%	24%	10%	-%
Fairly satisfied	(1)	59	19	17	23	43	16	54	5	59	*
		45%	47%	41%	47%	41%	61%	46%	36%	46%	4%
Very satisfied	(2)	45	7	21	17	43	2	39	6	42	3
		34%	19%	49%	34%	41%	8%	34%	39%	33%	96%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	-	1	-	1	-
		*%	-%	-%	1%	*%	-%	*%	-%	*%	-%
NET: Satisfied		105	26	38	40	86	19	94	11	102	3
		79%	66%	90%	81%	82%	69%	80%	76%	79%	100%
NET: Dissatisfied		14	8	3	3	8	6	14	*	14	-
		10%	21%	6%	6%	7%	23%	12%	*%	11%	-%
Answered		131	40	43	49	105	27	117	15	129	3
Mean Score		1.0	.6	1.3	1.1	1.1	.5	.9	1.1	1.0	2.0
Standard error		.10	.20	.16	.15	.10	.30	.12	.17	.10	.12
Standard deviation		1.09	1.17	1.01	1.00	1.04	1.14	1.12	.82	1.09	.24

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	*b	*c	*d	e	*f
Unweighted Base		117	44	34	38	86	16	6	9	102	15
Effective base		55	24	16	17	46	4	2	3	50	5
Weighted Base		132	60	26	46	111	9	5	7	119	13
Very dissatisfied	(-2)	8	4	4	-	8	-	-	-	8	-
		6%	7%	15%	-%	8%	-%	-%	-%	7%	-%
Fairly dissatisfied	(-1)	5	4	1	-	5	*	-	-	5	-
		4%	7%	4%	-%	5%	1%	-%	-%	5%	-%
Neither satisfied nor dissatisfied	(0)	13	9	2	2	11	1	1	*	12	1
		10%	15%	8%	5%	10%	13%	20%	1%	10%	9%
Fairly satisfied	(1)	59	29	12	18	52	5	*	2	58	2
		45%	49%	45%	40%	47%	62%	1%	23%	48%	14%
Very satisfied	(2)	45	13	7	25	33	2	4	6	35	10
		34%	22%	26%	55%	30%	25%	79%	76%	29%	77%
					a						
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	1	-	-	-	1	-
		*%	-%	2%	-%	*%	-%	-%	-%	*%	-%
NET: Satisfied		105	42	18	43	85	7	4	7	93	12
		79%	71%	71%	95%	77%	86%	80%	99%	78%	91%
NET: Dissatisfied		14	9	5	-	14	*	-	-	14	-
		10%	15%	19%	-%	12%	1%	-%	-%	12%	-%
Answered		131	60	25	46	110	9	5	7	119	13
Mean Score		1.0	.7	.6	1.5	.9	1.1	1.6	1.8	.9	1.7
					ab						
Standard error		.10	.17	.24	.10	.12	.17	.36	.16	.11	.17
Standard deviation		1.09	1.12	1.36	.60	1.13	.66	.89	.48	1.10	.65

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		117	26	60	31	108	103	112	108	88	79
Effective base		55	15	31	8	49	45	52	51	38	34
Weighted Base		132	38	73	21	118	109	126	121	88	78
Very dissatisfied	(-2)	8	6	3	-	8	6	8	6	5	7
		6%	15%	4%	-%	7%	5%	7%	5%	5%	9%
Fairly dissatisfied	(-1)	5	1	5	*	5	5	5	4	5	5
		4%	2%	6%	*%	4%	4%	4%	3%	5%	6%
Neither satisfied nor dissatisfied	(0)	13	6	5	2	13	11	13	13	11	8
		10%	16%	7%	11%	11%	10%	10%	11%	12%	11%
Fairly satisfied	(1)	59	19	34	7	51	48	55	54	35	30
		45%	50%	46%	33%	43%	45%	44%	44%	40%	39%
Very satisfied	(2)	45	7	26	12	40	39	44	45	32	26
		34%	18%	36%	56%	34%	36%	35%	37%	36%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	1	1	1	1	1	1
		*%	-%	1%	-%	*%	*%	*%	*%	1%	1%
NET: Satisfied		105	25	60	19	91	87	99	98	67	57
		79%	67%	83%	89%	77%	80%	79%	81%	76%	73%
NET: Dissatisfied		14	6	7	*	13	10	13	9	9	12
		10%	17%	10%	*%	11%	10%	10%	8%	11%	15%
Answered		131	38	72	21	117	108	126	121	88	77
Mean Score		1.0	.5	1.1	1.5	.9	1.0	1.0	1.1	1.0	.8
Standard error		.10	.25	.13	.13	.11	.10	.10	.10	.12	.14
Standard deviation		1.09	1.25	1.02	.70	1.12	1.06	1.10	1.02	1.10	1.24

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	*h
Unweighted Base		117	9	59	10	12	9	7	6	22
Effective base		55	6	33	5	4	3	2	2	6
Weighted Base		132	18	82	4	10	5	1	5	11
Very dissatisfied	(-2)	8	-	8	-	-	-	-	-	-
		6%	-%	10%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	-	5	-	-	*	-	-	*
		4%	-%	6%	-%	-%	1%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	13	-	10	-	3	*	*	*	*
		10%	-%	12%	-%	28%	3%	10%	*%	2%
Fairly satisfied	(1)	59	11	33	1	6	3	1	1	4
		45%	63%	40%	25%	63%	50%	90%	13%	36%
Very satisfied	(2)	45	7	27	3	1	2	*	5	6
		34%	37%	32%	75%	9%	36%	*%	87%	57%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	1	-	-	1
		*%	-%	-%	-%	-%	10%	-%	-%	4%
NET: Satisfied		105	18	59	4	7	4	1	5	11
		79%	100%	72%	100%	72%	86%	90%	100%	93%
NET: Dissatisfied		14	-	13	-	-	*	-	-	*
		10%	-%	16%	-%	-%	1%	-%	-%	*%
Answered		131	18	82	4	10	5	1	5	11
Mean Score		1.0	1.4	.8	1.8	.8	1.3	.9	1.9	1.6
Standard error		.10	.17	.16	.16	.18	.24	-	.15	.13
Standard deviation		1.09	.50	1.24	.49	.61	.68	-	.38	.60

Columns Tested:: a,b,c,d,e,f,g,h

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		117	62	16	9	5	7	5	4	59	17	13	4	5	2	3
Effective base		55	35	7	2	3	4	2	2	32	5	3	1	3	1	1
Weighted Base		132	80	20	5	6	2	1	5	79	15	7	1	4	1	1
Very dissatisfied	(-2)	8	6	3	-	-	-	-	-	1	5	-	-	-	-	-
		6%	7%	13%	-%	-%	-%	-%	-%	1%	31%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	5	-	-	-	*	-	-	5	-	-	-	-	-	-
		4%	6%	-%	-%	-%	3%	-%	-%	6%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	7	3	*	3	*	-	*	10	*	*	-	*	-	-
		10%	9%	16%	5%	46%	10%	-%	*%	13%	2%	2%	-%	2%	-%	-%
Fairly satisfied	(1)	59	32	11	4	2	1	1	*	39	4	2	1	2	1	*
		45%	40%	53%	79%	39%	85%	100%	1%	50%	27%	23%	92%	44%	100%	5%
Very satisfied	(2)	45	31	4	*	1	*	*	5	24	6	6	*	2	-	1
		34%	38%	18%	6%	15%	2%	*%	99%	31%	40%	75%	8%	42%	-%	95%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-	-	-	1	-	-
		*%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%
NET: Satisfied		105	63	14	4	3	1	1	5	64	10	7	1	4	1	1
		79%	79%	71%	85%	54%	86%	100%	100%	80%	67%	98%	100%	86%	100%	100%
NET: Dissatisfied		14	10	3	-	-	*	-	-	6	5	-	-	-	-	-
		10%	13%	13%	-%	-%	3%	-%	-%	7%	31%	-%	-%	-%	-%	-%
Answered		131	80	20	5	6	2	1	5	79	15	7	1	4	1	1
Mean Score		1.0	1.0	.6	1.0	.7	.8	1.0	2.0	1.0	.4	1.7	1.1	1.5	1.0	2.0
Standard error		.10	.15	.30	.14	.35	.31	-	.07	.12	.43	.15	-	.32	-	.48
Standard deviation		1.09	1.17	1.19	.39	.79	.83	-	.15	.88	1.77	.53	-	.63	-	.84

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		117	47	20	15	9	4	8	5	17	27	26	36	13	10
Effective base		55	30	9	4	5	2	2	2	5	18	11	16	4	3
Weighted Base		132	64	27	10	7	2	6	5	13	43	27	39	10	7
Very dissatisfied	(-2)	8	1	3	-	2	-	-	-	-	-	3	3	2	-
		6%	1%	11%	-%	24%	-%	-%	-%	-%	-%	13%	8%	18%	-%
Fairly dissatisfied	(-1)	5	4	*	-	-	-	-	-	-	-	4	1	-	-
		4%	6%	*%	-%	-%	-%	-%	-%	-%	-%	13%	3%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	9	3	1	*	-	*	*	*	6	3	4	*	*
		10%	14%	9%	12%	1%	-%	2%	*%	1%	14%	11%	10%	1%	1%
Fairly satisfied	(1)	59	26	18	3	2	*	1	4	5	20	13	17	4	2
		45%	41%	64%	29%	29%	27%	11%	80%	39%	47%	46%	44%	38%	27%
Very satisfied	(2)	45	24	4	6	3	1	5	1	8	17	5	14	4	5
		34%	38%	16%	59%	39%	73%	87%	20%	60%	39%	17%	36%	38%	72%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	1	-	-	-	-	-	-	-	1	-
		*%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	5%	-%
NET: Satisfied		105	50	22	8	5	2	6	5	13	37	17	31	7	7
		79%	79%	80%	88%	68%	100%	98%	100%	99%	86%	63%	80%	75%	99%
NET: Dissatisfied		14	5	3	-	2	-	-	-	-	-	7	4	2	-
		10%	7%	11%	-%	24%	-%	-%	-%	-%	-%	26%	10%	18%	-%
Answered		131	64	27	10	7	2	6	5	13	43	27	39	9	7
Mean Score		1.0	1.1	.7	1.5	.6	1.7	1.8	1.2	1.6	1.2	.4	1.0	.8	1.7
Standard error		.10	.14	.25	.19	.62	.37	.16	.20	.13	.13	.25	.19	.44	.16
Standard deviation		1.09	.94	1.10	.74	1.76	.75	.47	.45	.54	.69	1.29	1.13	1.54	.50

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	c	*d	*e	a	*b	*c	*d	*e
Unweighted Base		117	37	23	30	9	9	35	21	28	11	8
Effective base		55	20	10	13	3	3	20	7	11	5	4
Weighted Base		132	44	25	34	8	6	46	20	28	13	3
Very dissatisfied	(-2)	8	-	5	3	-	-	-	1	3	2	-
		6%	-%	21%	9%	-%	-%	-%	5%	11%	14%	-%
Fairly dissatisfied	(-1)	5	*	4	1	-	-	1	4	*	-	-
		4%	*%	14%	3%	-%	-%	2%	18%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	13	6	3	4	*	*	9	1	*	*	*
		10%	14%	12%	11%	1%	1%	20%	6%	1%	1%	2%
Fairly satisfied	(1)	59	20	11	15	4	2	20	11	11	4	2
		45%	45%	41%	45%	47%	28%	44%	59%	41%	29%	54%
Very satisfied	(2)	45	18	3	11	4	5	15	2	12	7	1
		34%	41%	12%	32%	45%	71%	34%	13%	45%	56%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	1	-	-	-	1	-	-
		*%	-%	-%	-%	6%	-%	-%	-%	2%	-%	-%
NET: Satisfied		105	38	13	26	7	6	36	14	24	11	3
		79%	86%	53%	77%	92%	99%	78%	71%	86%	85%	98%
NET: Dissatisfied		14	*	9	4	-	-	1	5	3	2	-
		10%	*%	35%	12%	-%	-%	2%	23%	11%	14%	-%
Answered		131	44	25	34	7	6	46	20	27	13	3
Mean Score		1.0	1.3	.1	.9	1.5	1.7	1.1	.6	1.1	1.1	1.4
Standard error		.10	.12	.29	.21	.20	.17	.13	.24	.24	.42	.23
Standard deviation		1.09	.70	1.39	1.17	.56	.52	.79	1.10	1.23	1.41	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		117	26	24	35	16	7	83	11	14	74	43	91	17
Effective base		55	16	11	16	5	3	40	5	8	36	19	44	6
Weighted Base		132	38	27	39	11	7	100	4	17	89	43	106	12
Very dissatisfied	(-2)	8	-	1	3	-	2	5	-	1	4	4	6	3
		6%	-%	3%	8%	-%	28%	5%	-%	5%	4%	10%	5%	22%
Fairly dissatisfied	(-1)	5	-	4	*	-	-	4	*	-	5	-	5	-
		4%	-%	13%	*%	-%	-%	4%	1%	-%	6%	-%	4%	-%
Neither satisfied nor dissatisfied	(0)	13	8	*	3	1	*	10	*	3	11	2	11	2
		10%	22%	1%	9%	12%	1%	10%	5%	17%	12%	5%	10%	17%
Fairly satisfied	(1)	59	20	11	18	4	1	45	*	8	35	24	51	*
		45%	53%	39%	45%	39%	18%	45%	7%	46%	40%	56%	48%	4%
Very satisfied	(2)	45	9	11	15	5	4	36	3	5	33	12	34	7
		34%	25%	42%	38%	49%	54%	36%	73%	31%	37%	29%	32%	57%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	-	-	1	-	1	-	1	-
		*%	-%	2%	-%	-%	-%	-%	13%	-%	1%	-%	*%	-%
NET: Satisfied		105	29	22	33	10	5	82	3	13	68	37	84	7
		79%	78%	81%	83%	88%	72%	82%	80%	77%	76%	85%	79%	61%
NET: Dissatisfied		14	-	5	3	-	2	8	*	1	9	4	10	3
		10%	-%	17%	8%	-%	28%	8%	1%	5%	11%	10%	10%	22%
Answered		131	38	27	39	11	7	100	3	17	88	43	106	12
Mean Score		1.0	1.0	1.0	1.1	1.4	.7	1.0	1.8	1.0	1.0	.9	1.0	.7
Standard error		.10	.14	.24	.18	.18	.70	.11	.24	.27	.13	.17	.11	.41
Standard deviation		1.09	.69	1.16	1.09	.72	1.86	1.03	.76	1.01	1.08	1.13	1.05	1.69

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base		117	59	44	24	84	92	16	64	39	27	81
Effective base		55	33	12	15	37	44	6	32	13	16	35
Weighted Base		132	80	29	28	93	109	9	80	28	36	85
Very dissatisfied	(-2)	8	6	-	-	6	4	4	4	2	5	1
		6%	7%	-%	-%	6%	4%	47%	5%	6%	13%	1%
Fairly dissatisfied	(-1)	5	4	1	-	4	5	-	5	*	-	4
		4%	5%	3%	-%	4%	4%	-%	6%	*%	-%	4%
Neither satisfied nor dissatisfied	(0)	13	8	2	4	9	11	2	9	1	6	8
		10%	10%	8%	16%	9%	10%	22%	12%	4%	15%	9%
Fairly satisfied	(1)	59	36	13	8	46	51	*	31	18	7	47
		45%	45%	44%	27%	49%	47%	5%	38%	62%	18%	55%
Very satisfied	(2)	45	26	13	16	29	38	3	31	8	19	25
		34%	33%	45%	57%	31%	35%	27%	39%	27%	53%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	-	1	1	-	1	-	-	1
		*%	1%	-%	-%	1%	*%	-%	1%	-%	-%	1%
NET: Satisfied		105	62	25	24	75	88	3	62	25	26	72
		79%	77%	89%	84%	80%	81%	32%	77%	89%	71%	85%
NET: Dissatisfied		14	9	1	-	9	9	4	9	2	5	5
		10%	12%	3%	-%	10%	8%	47%	11%	7%	13%	5%
Answered		131	80	29	28	93	108	9	80	28	36	84
Mean Score		1.0	.9	1.3	1.4	.9	1.1	-.3	1.0	1.0	1.0	1.1
Standard error		.10	.15	.12	.16	.12	.10	.45	.14	.15	.27	.09
Standard deviation		1.09	1.13	.77	.76	1.06	.98	1.79	1.09	.97	1.39	.81

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base		117	78	79	21	-	76	64	23	-	95	69	24	-
Effective base		55	32	39	7	-	29	32	9	-	43	33	10	-
Weighted Base		132	75	93	14	-	69	76	15	-	105	77	18	-
Very dissatisfied	(-2)	8	5	1	3	-	5	1	3	-	5	1	3	-
		6%	6%	1%	18%	-%	7%	1%	20%	-%	5%	1%	17%	-%
Fairly dissatisfied	(-1)	5	*	4	-	-	1	5	*	-	*	4	*	-
		4%	*%	4%	-%	-%	1%	6%	*%	-%	*%	5%	*%	-%
Neither satisfied nor dissatisfied	(0)	13	5	12	*	-	6	6	*	-	11	6	*	-
		10%	7%	12%	1%	-%	9%	7%	*%	-%	10%	8%	*%	-%
Fairly satisfied	(1)	59	38	43	6	-	32	33	4	-	48	35	6	-
		45%	51%	46%	42%	-%	47%	43%	27%	-%	46%	45%	36%	-%
Very satisfied	(2)	45	26	33	5	-	24	31	8	-	41	31	8	-
		34%	35%	36%	38%	-%	35%	41%	52%	-%	39%	41%	47%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	-	-	1	1	-	-	1	1	-	-
		*%	1%	1%	-%	-%	1%	1%	-%	-%	*%	1%	-%	-%
NET: Satisfied		105	65	77	11	-	57	64	12	-	89	66	15	-
		79%	86%	82%	80%	-%	82%	85%	80%	-%	85%	86%	83%	-%
NET: Dissatisfied		14	5	5	3	-	6	6	3	-	5	5	3	-
		10%	7%	5%	18%	-%	8%	7%	20%	-%	5%	6%	17%	-%
Answered		131	75	93	14	-	68	75	15	-	105	76	18	-
Mean Score		1.0	1.1	1.1	.8	-	1.0	1.2	.9	-	1.2	1.2	1.0	-
Standard error		.10	.11	.10	.32	-	.12	.11	.33	-	.10	.11	.30	-
Standard deviation		1.09	1.01	.85	1.47	-	1.07	.91	1.57	-	.95	.87	1.46	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		117	92	80	64	76	73	7	42	46	54	18	13
Effective base		55	42	38	30	30	37	3	25	20	24	8	6
Weighted Base		132	104	98	72	71	96	8	55	49	59	14	9
Very dissatisfied	(-2)	8	4	5	3	6	6	3	-	3	3	3	-
		6%	4%	5%	4%	8%	6%	37%	-%	6%	5%	22%	-%
Fairly dissatisfied	(-1)	5	5	5	4	4	5	-	4	4	4	*	*
		4%	4%	5%	5%	5%	5%	-%	7%	7%	6%	*%	1%
Neither satisfied nor dissatisfied	(0)	13	11	9	8	6	8	*	8	5	4	-	*
		10%	11%	9%	12%	9%	8%	2%	15%	11%	6%	-%	*%
Fairly satisfied	(1)	59	49	43	27	30	40	4	18	23	24	2	2
		45%	47%	44%	38%	42%	42%	53%	34%	47%	41%	16%	24%
Very satisfied	(2)	45	35	36	30	25	37	1	24	14	25	9	7
		34%	34%	37%	41%	35%	38%	9%	44%	28%	42%	62%	75%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	1	-	1	1	-	-	-	-	-	-
		*%	*%	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		105	84	79	57	55	77	5	43	37	49	11	9
		79%	81%	81%	79%	77%	81%	62%	78%	76%	83%	78%	99%
NET: Dissatisfied		14	9	9	7	9	10	3	4	7	7	3	*
		10%	8%	10%	9%	13%	11%	37%	7%	14%	11%	22%	1%
Answered		131	103	97	72	71	95	8	55	49	59	14	9
Mean Score		1.0	1.0	1.0	1.1	.9	1.0	*	1.2	.8	1.1	1.0	1.7
Standard error		.10	.10	.12	.13	.14	.13	.62	.14	.16	.15	.39	.14
Standard deviation		1.09	.99	1.05	1.06	1.18	1.11	1.63	.92	1.12	1.09	1.67	.52

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Unweighted Base		117	23	13	20	5	93	67	102	75	77	84	83	20	-	90	8
Effective base		55	10	4	10	3	41	28	46	33	35	35	38	10	-	40	5
Weighted Base		132	28	9	26	10	98	71	112	80	91	85	89	17	-	96	14
Very dissatisfied	(-2)	8	-	2	-	-	4	4	4	3	4	3	4	3	-	6	-
		6%	-%	20%	-%	-%	4%	6%	4%	4%	5%	4%	4%	18%	-%	6%	-%
Fairly dissatisfied	(-1)	5	4	*	-	-	5	5	5	5	5	2	5	1	-	1	4
		4%	16%	1%	-%	-%	5%	6%	5%	6%	6%	2%	6%	6%	-%	1%	27%
Neither satisfied nor dissatisfied	(0)	13	4	1	2	-	10	7	11	8	6	6	5	1	-	5	4
		10%	13%	12%	8%	-%	10%	10%	10%	10%	7%	7%	5%	6%	-%	5%	32%
Fairly satisfied	(1)	59	11	*	11	9	45	32	53	38	44	44	48	8	-	49	3
		45%	38%	2%	43%	95%	46%	45%	48%	47%	49%	52%	53%	48%	-%	51%	25%
Very satisfied	(2)	45	9	6	13	*	33	22	38	27	30	30	27	4	-	35	2
		34%	34%	61%	48%	5%	34%	32%	34%	33%	33%	35%	30%	23%	-%	36%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	1	1	1	-	-	1	1	-	-	1	-
		*%	-%	5%	-%	-%	1%	1%	*%	-%	-%	1%	1%	-%	-%	1%	-%
NET: Satisfied		105	20	6	24	10	79	55	91	65	74	74	75	12	-	83	6
		79%	72%	62%	92%	100%	80%	77%	81%	80%	82%	86%	84%	71%	-%	87%	41%
NET: Dissatisfied		14	4	2	-	-	9	9	9	8	10	5	9	4	-	7	4
		10%	16%	20%	-%	-%	9%	12%	8%	9%	11%	6%	10%	24%	-%	7%	27%
Answered		131	28	9	26	10	98	70	111	80	91	85	89	17	-	95	14
Mean Score		1.0	.9	.9	1.4	1.0	1.0	.9	1.0	1.0	1.0	1.1	1.0	.5	-	1.1	.3
Standard error		.10	.22	.50	.15	.10	.11	.13	.10	.12	.12	.10	.11	.32	-	.11	.38
Standard deviation		1.09	1.06	1.72	.65	.22	1.02	1.09	.98	1.01	1.04	.90	1.01	1.42	-	1.00	1.08

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	*a	b	*c	a	*b	c
Unweighted Base		117	73	35	96	4	60	57	27	68	22	50	28	39
Effective base		55	36	16	42	3	27	28	10	33	13	26	9	21
Weighted Base		132	91	35	99	9	62	70	24	77	31	69	22	41
Very dissatisfied	(-2)	8	2	4	4	3	7	1	4	4	-	4	-	4
		6%	2%	11%	4%	35%	12%	1%	18%	5%	-%	6%	-%	10%
Fairly dissatisfied	(-1)	5	5	1	1	-	5	-	-	2	4	4	2	-
		4%	5%	2%	1%	-%	9%	-%	-%	2%	12%	5%	8%	-%
Neither satisfied nor dissatisfied	(0)	13	12	*	5	*	7	6	1	10	2	3	3	7
		10%	13%	1%	5%	*%	11%	9%	5%	12%	8%	5%	12%	17%
Fairly satisfied	(1)	59	44	15	52	4	30	30	7	35	18	31	11	18
		45%	48%	43%	52%	44%	48%	43%	29%	45%	57%	45%	50%	43%
Very satisfied	(2)	45	28	15	37	2	12	33	12	26	7	27	6	12
		34%	31%	43%	37%	21%	19%	47%	48%	34%	23%	39%	28%	30%
								a						
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	1	-	1	-	-	1	-	-	1	-
		*%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	2%	-%
NET: Satisfied		105	72	30	88	6	41	63	19	61	25	57	17	30
		79%	79%	86%	90%	65%	67%	90%	77%	79%	80%	84%	77%	73%
								a						
NET: Dissatisfied		14	6	5	5	3	13	1	4	6	4	8	2	4
		10%	7%	14%	5%	35%	21%	1%	18%	7%	12%	12%	8%	10%
							b							
Answered		131	91	35	98	9	61	70	24	77	31	69	21	41
Mean Score		1.0	1.0	1.0	1.2	.2	.5	1.3	.9	1.0	.9	1.0	1.0	.8
								a						
Standard error		.10	.11	.21	.09	.87	.16	.10	.29	.12	.19	.16	.17	.19
Standard deviation		1.09	.92	1.26	.91	1.73	1.25	.76	1.49	1.02	.90	1.11	.88	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		117	56	61
Effective base		55	23	31
Weighted Base		132	58	74
Very dissatisfied	(-2)	8	4	4
		6%	7%	5%
Fairly dissatisfied	(-1)	5	4	1
		4%	8%	1%
Neither satisfied nor dissatisfied	(0)	13	3	10
		10%	6%	13%
Fairly satisfied	(1)	59	35	24
		45%	60%	33%
			b	
Very satisfied	(2)	45	10	35
		34%	18%	47%
				a
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-
		*%	1%	-%
NET: Satisfied		105	46	59
		79%	78%	80%
NET: Dissatisfied		14	9	5
		10%	15%	7%
Answered		131	58	74
Mean Score		1.0	.7	1.1
Standard error		.10	.15	.14
Standard deviation		1.09	1.09	1.06

Columns Tested:: a,b

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		117	6	9	8	6	6	20	1	19	11	5	13	13
Effective base		55	4	3	3	2	4	12	1	11	7	2	10	6
Weighted Base		132	1	9	7	2	9	38	1	23	14	4	17	8
Very dissatisfied	(-2)	8	-	-	-	-	-	2	-	1	6	-	-	-
		6%	-%	-%	-%	-%	-%	5%	-%	4%	40%	-%	-%	-%
Fairly dissatisfied	(-1)	5	-	-	-	-	4	-	-	*	-	-	-	1
		4%	-%	-%	-%	-%	49%	-%	-%	*%	-%	-%	-%	12%
Neither satisfied nor dissatisfied	(0)	13	-	-	3	-	*	*	-	5	-	3	*	1
		10%	-%	-%	46%	-%	*%	1%	-%	21%	-%	94%	*%	16%
Fairly satisfied	(1)	59	1	7	3	*	3	20	1	7	4	*	10	3
		45%	83%	81%	48%	10%	33%	53%	100%	30%	25%	6%	62%	43%
Very satisfied	(2)	45	*	2	*	2	2	16	-	10	4	*	6	2
		34%	17%	19%	6%	90%	18%	42%	-%	45%	31%	1%	38%	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	-	-	-	-	1	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
NET: Satisfied		105	1	9	4	2	5	36	1	17	8	*	17	6
		79%	100%	100%	54%	100%	51%	95%	100%	75%	57%	6%	100%	72%
NET: Dissatisfied		14	-	-	-	-	4	2	-	1	6	-	-	1
		10%	-%	-%	-%	-%	49%	5%	-%	4%	40%	-%	-%	12%
Answered		131	1	9	7	2	9	38	1	23	13	4	17	8
Mean Score		1.0	1.2	1.2	.6	1.9	.2	1.3	1.0	1.1	.1	.1	1.4	.9
Standard error		.10	-	.14	.23	.16	.53	.20	-	.24	.59	.15	.14	.28
Standard deviation		1.09	-	.41	.65	.40	1.30	.90	-	1.04	1.86	.34	.50	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 437 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			*a	b	c	d	a	b
Unweighted Base		117	23	32	31	31	55	62
Effective base		55	6	16	18	18	22	35
Weighted Base		132	17	50	37	28	67	65
Very dissatisfied	(-2)	8	-	2	6	-	2	6
		6%	-%	4%	17%	-%	3%	10%
Fairly dissatisfied	(-1)	5	-	4	*	1	4	1
		4%	-%	9%	*%	3%	7%	2%
Neither satisfied nor dissatisfied	(0)	13	3	*	5	5	4	10
		10%	20%	1%	13%	17%	5%	15%
Fairly satisfied	(1)	59	11	23	11	14	35	25
		45%	67%	47%	29%	50%	52%	38%
Very satisfied	(2)	45	2	20	15	9	22	23
		34%	13%	40%	39%	30%	33%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	1
		*%	-%	-%	1%	-%	-%	1%
NET: Satisfied		105	14	43	25	22	57	48
		79%	80%	87%	68%	80%	85%	73%
NET: Dissatisfied		14	-	6	7	1	6	7
		10%	-%	13%	18%	3%	9%	11%
Answered		131	17	50	37	28	67	65
Mean Score		1.0	.9	1.1	.7	1.1	1.1	.9
Standard error		.10	.12	.19	.27	.14	.13	.16
Standard deviation		1.09	.59	1.05	1.45	.79	.95	1.21

Columns Tested:: a,b,c,d - a,b

Table 438

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	d	e
Unweighted Base		259	12	247	166	43	17	33	93
Effective base		103	3	100	94	21	8	16	29
Weighted Base		268	8	259	253	12	2	1	14
Very dissatisfied	(-2)	6	-	6	6	*	-	-	*
		2%	-%	2%	2%	1%	-%	-%	1%
Fairly dissatisfied	(-1)	12	-	12	11	1	*	*	1
		5%	-%	5%	4%	6%	2%	2%	6%
Neither satisfied nor dissatisfied	(0)	31	1	30	30	1	*	*	1
		12%	15%	11%	12%	5%	9%	2%	5%
Fairly satisfied	(1)	117	4	113	110	6	1	*	7
		44%	51%	44%	43%	48%	71%	59%	51%
Very satisfied	(2)	97	3	95	92	5	*	*	5
		36%	32%	37%	36%	40%	17%	38%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	*	4	4	-	-	-	-
		1%	2%	1%	2%	-%	-%	-%	-%
NET: Satisfied		215	7	208	202	11	2	1	13
		80%	83%	80%	80%	88%	89%	96%	89%
NET: Dissatisfied		18	-	18	17	1	*	*	1
		7%	-%	7%	7%	7%	2%	2%	6%
Answered		264	8	255	249	12	2	1	14
Mean Score		1.1	1.2	1.1	1.1	1.2	1.0	1.3	1.2
Standard error		.06	.22	.06	.07	.14	.22	-	.09
Standard deviation		.93	.71	.94	.94	.89	.90	-	.85

Columns Tested:: a,b - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	*d	e	f	g	h	i
Unweighted Base		259	65	71	30	26	34	33	166	43	50
Effective base		103	41	42	15	14	13	16	94	21	14
Weighted Base		268	109	124	21	8	6	1	253	12	2
Very dissatisfied	(-2)	6	-	6	-	*	-	-	6	*	-
		2%	-%	5%	-%	1%	-%	-%	2%	1%	-%
Fairly dissatisfied	(-1)	12	1	10	-	1	*	*	11	1	*
		5%	1%	8%	-%	9%	2%	2%	4%	6%	2%
Neither satisfied nor dissatisfied	(0)	31	13	11	6	1	*	*	30	1	*
		12%	12%	9%	30% fh	7%	3%	2%	12%	5%	7%
Fairly satisfied	(1)	117	53	48	9	3	4	*	110	6	2
		44%	49%	38%	46%	43%	61%	59%	43%	48%	68%
Very satisfied	(2)	97	38	49	5	3	2	*	92	5	1
		36%	35%	40%	23%	39%	35%	38%	36%	40%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	*	-	-	-	4	-	-
		1%	3%	-%	1%	-%	-%	-%	2%	-%	-%
NET: Satisfied		215	91	97	14	6	6	1	202	11	2
		80%	83%	78%	69%	83%	96%	96% c	80%	88%	91%
NET: Dissatisfied		18	1	16	-	1	*	*	17	1	*
		7%	1%	13% a	-%	10%	2%	2%	7%	7%	2%
Answered		264	105	124	20	8	6	1	249	12	2
Mean Score		1.1	1.2	1.0	.9	1.1	1.3	1.3	1.1	1.2	1.1
Standard error		.06	.09	.13	.14	.20	.11	-	.07	.14	.11
Standard deviation		.93	.70	1.12	.75	1.03	.65	-	.94	.89	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base		259	105	61	43	17	33	101	55	16	16	48
Effective base		103	70	30	21	8	16	60	24	7	3	14
Weighted Base		268	208	45	12	2	1	173	41	14	6	9
Very dissatisfied	(-2)	6	6	-	*	-	-	3	-	-	3	*
		2%	3%	-%	1%	-%	-%	2%	-%	-%	50%	1%
Fairly dissatisfied	(-1)	12	11	-	1	*	*	10	1	-	*	*
		5%	5%	-%	6%	2%	2%	6%	4%	-%	7%	*%
Neither satisfied nor dissatisfied	(0)	31	20	11	1	*	*	12	8	2	1	*
		12%	9%	24%	5%	9%	2%	7%	19%	13%	9%	*%
Fairly satisfied	(1)	117	94	16	6	1	*	74	21	9	1	5
		44%	45%	36%	48%	71%	59%	43%	50%	68%	23%	58%
Very satisfied	(2)	97	74	18	5	*	*	70	11	3	1	4
		36%	36%	40%	40%	17%	38%	41%	27%	20%	11%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	*	-	-	-	4	*	-	-	-
		1%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%
NET: Satisfied		215	168	34	11	2	1	144	32	12	2	9
		80%	80%	76%	88%	89%	96%	83%	77%	87%	34%	99%
NET: Dissatisfied		18	17	-	1	*	*	13	1	-	3	*
		7%	8%	-%	7%	2%	2%	8%	4%	-%	57%	1%
Answered		264	205	45	12	2	1	169	41	14	6	9
Mean Score		1.1	1.1	1.2	1.2	1.0	1.3	1.2	1.0	1.1	-.6	1.4
Standard error		.06	.10	.10	.14	.22	-	.09	.11	.15	.42	.09
Standard deviation		.93	.97	.79	.89	.90	-	.93	.78	.59	1.69	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base		259	19	16	27	7	19	33	14	15	23
Effective base		103	11	10	15	3	9	20	8	9	12
Weighted Base		268	32	22	41	9	24	47	27	26	29
Very dissatisfied	(-2)	6	6	-	-	-	*	-	-	-	-
		2%	19%	-%	-%	-%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	12	6	4	-	-	-	*	-	*	1
		5%	18%	16%	-%	-%	-%	1%	-%	2%	2%
Neither satisfied nor dissatisfied	(0)	31	-	*	5	3	3	9	1	2	6
		12%	-%	1%	12%	34%	14%	19%	3%	6%	22%
Fairly satisfied	(1)	117	4	8	14	6	17	21	14	14	14
		44%	11%	36%	33%	65%	72%	45%	52%	54%	50%
Very satisfied	(2)	97	15	10	22	*	3	14	12	10	7
		36%	47%	47%	54%	1%	13%	29%	45%	38%	26%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	-	-	-	-	3	-	-	-
		1%	4%	-%	-%	-%	-%	5%	-%	-%	-%
NET: Satisfied		215	19	18	36	6	20	35	26	24	22
		80%	59%	83%	88%	66%	85%	75%	97%	92%	76%
NET: Dissatisfied		18	12	4	-	-	*	*	-	*	1
		7%	37%	16%	-%	-%	*%	1%	-%	2%	2%
Answered		264	30	22	41	9	24	44	27	26	29
Mean Score		1.1	.5	1.1	1.4	.7	1.0	1.1	1.4	1.3	1.0
Standard error		.06	.40	.27	.14	.20	.13	.13	.15	.17	.16
Standard deviation		.93	1.70	1.08	.71	.52	.56	.74	.57	.67	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	h
Unweighted Base		259	49	50	74	173	86	25	25	36
Effective base		103	24	29	42	95	27	12	8	8
Weighted Base		268	62	79	114	255	13	5	4	3
Very dissatisfied	(-2)	6	*	6	-	6	-	-	-	-
		2%	*%	8%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	12	1	10	*	11	1	1	*	*
		5%	1%	12%	*%	4%	11%	25%	1%	2%
				c						
Neither satisfied nor dissatisfied	(0)	31	13	2	15	30	1	*	1	-
		12%	21%	2%	13%	12%	10%	2%	26%	-%
			b							
Fairly satisfied	(1)	117	38	25	49	111	6	2	2	2
		44%	61%	32%	42%	44%	46%	34%	53%	55%
			b							
Very satisfied	(2)	97	11	35	48	93	4	2	1	1
		36%	17%	44%	42%	37%	32%	38%	16%	44%
				a	a					
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	1	3	4	*	-	*	-
		1%	-%	2%	2%	1%	1%	-%	4%	-%
NET: Satisfied		215	48	60	96	205	10	4	3	3
		80%	78%	76%	84%	80%	78%	72%	69%	98%
NET: Dissatisfied		18	1	16	*	17	1	1	*	*
		7%	1%	20%	*%	7%	11%	25%	1%	2%
				acd						
Answered		264	62	78	112	251	12	5	4	3
Mean Score		1.1	.9	.9	1.3	1.1	1.0	.9	.9	1.4
Standard error		.06	.09	.19	.08	.07	.11	.26	.16	.12
Standard deviation		.93	.66	1.30	.71	.93	.97	1.32	.78	.72

Columns Tested:: a,b,c,d,e,f,g,h

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h	i
Unweighted Base		259	6	27	31	37	62	11	10	6	96
Effective base		103	4	9	10	17	27	3	4	4	41
Weighted Base		268	4	22	26	51	49	9	10	3	114
Very dissatisfied	(-2)	6	-	6	6	-	*	-	-	-	-
		2%	-%	27%	23% ei	-%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	12	-	1	1	6	*	*	3	-	1
		5%	-%	4%	5%	11%	1%	*%	31%	-%	1%
Neither satisfied nor dissatisfied	(0)	31	1	3	6	-	10	-	1	-	13
		12%	28%	11%	22%	-%	21%	-%	9%	-%	11%
Fairly satisfied	(1)	117	2	2	2	29	24	9	1	3	46
		44%	58%	9%	8%	56% c	50% c	99%	10%	94%	40%
Very satisfied	(2)	97	1	11	11	17	14	*	5	*	50
		36%	14%	48%	41%	33%	28%	1%	50%	6%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	-	-	-	-	-	-	4
		1%	-%	-%	-%	-%	-%	-%	-%	-%	3%
NET: Satisfied		215	3	13	13	45	38	9	6	3	96
		80%	72%	57%	49%	89% c	79%	100%	60%	100%	84% c
NET: Dissatisfied		18	-	7	7	6	*	*	3	-	1
		7%	-%	31%	28% ei	11%	1%	*%	31%	-%	1%
Answered		264	4	22	26	51	49	9	10	3	110
Mean Score		1.1	.9	.5	.4	1.1	1.1	1.0	.8	1.1	1.3 c
Standard error		.06	.30	.34	.29	.15	.09	.04	.45	.11	.07
Standard deviation		.93	.73	1.75	1.63	.88	.74	.15	1.41	.28	.72

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		259	74	73	112	221	38	215	44	254	5
Effective base		103	29	29	47	85	19	95	9	101	3
Weighted Base		268	81	58	128	212	55	248	19	259	9
Very dissatisfied	(-2)	6	6	*	-	6	-	6	*	6	-
		2%	7%	*%	-%	3%	-%	2%	*%	2%	-%
Fairly dissatisfied	(-1)	12	7	*	4	3	9	12	1	12	-
		5%	9%	1%	4%	1%	16% a	5%	3%	5%	-%
Neither satisfied nor dissatisfied	(0)	31	7	10	14	27	4	27	4	31	-
		12%	9%	17%	11%	13%	7%	11%	21%	12%	-%
Fairly satisfied	(1)	117	33	34	50	91	26	111	6	110	7
		44%	41%	58%	39%	43%	47%	45%	30%	43%	77%
Very satisfied	(2)	97	28	14	55	81	16	89	9	95	2
		36%	35%	24%	43%	38%	30%	36%	46%	37%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	4	4	-	4	-	4	-
		1%	-%	-%	3%	2%	-%	2%	-%	2%	-%
NET: Satisfied		215	61	48	106	172	42	200	15	206	9
		80%	75%	82%	83%	81%	76%	81%	76%	79%	100%
NET: Dissatisfied		18	13	1	4	9	9	18	1	18	-
		7%	16% b	1%	4%	4%	16%	7%	3%	7%	-%
Answered		264	81	58	124	208	55	244	19	255	9
Mean Score		1.1	.9	1.0	1.3	1.1	.9	1.1	1.2	1.1	1.2
Standard error		.06	.14	.08	.08	.06	.16	.06	.14	.06	.20
Standard deviation		.93	1.20	.68	.80	.91	1.01	.94	.91	.95	.45

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		259	96	68	94	148	68	23	20	216	43
Effective base		103	44	25	37	74	19	9	4	93	10
Weighted Base		268	123	50	95	187	56	11	14	243	25
Very dissatisfied	(-2)	6	-	6	-	3	-	-	3	3	3
		2%	-%	12%	-%	2%	-%	-%	22%	1%	12%
				ac							e
Fairly dissatisfied	(-1)	12	11	1	*	11	*	*	*	12	*
		5%	9%	2%	*%	6%	1%	4%	*%	5%	2%
Neither satisfied nor dissatisfied	(0)	31	14	4	13	26	5	-	-	31	-
		12%	11%	7%	14%	14%	9%	-%	-%	13%	-%
Fairly satisfied	(1)	117	54	17	46	79	30	7	1	109	8
		44%	44%	34%	48%	42%	54%	68%	4%	45%	32%
Very satisfied	(2)	97	40	22	35	64	20	3	10	84	13
		36%	33%	44%	37%	34%	37%	28%	73%	35%	54%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	-	4	-	-	-	4	-
		1%	3%	-%	-%	2%	-%	-%	-%	2%	-%
NET: Satisfied		215	94	39	81	143	50	10	11	193	21
		80%	77%	78%	86%	76%	90%	96%	78%	80%	86%
NET: Dissatisfied		18	11	7	*	14	*	*	3	15	4
		7%	9%	14%	*%	8%	1%	4%	22%	6%	14%
				c							
Answered		264	119	50	95	183	56	11	14	239	25
Mean Score		1.1	1.0	1.0	1.2	1.0	1.3	1.2	1.1	1.1	1.1
Standard error		.06	.09	.16	.07	.08	.08	.14	.38	.06	.20
Standard deviation		.93	.90	1.32	.70	.94	.65	.65	1.71	.89	1.34

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		259	43	105	111	239	229	247	246	168	134
Effective base		103	26	49	30	92	87	97	99	63	43
Weighted Base		268	71	116	80	241	231	251	256	174	114
Very dissatisfied	(-2)	6	3	-	3	6	6	6	6	6	6
		2%	4%	-%	4%	3%	3%	2%	2%	4%	5%
Fairly dissatisfied	(-1)	12	4	7	1	12	11	12	12	11	5
		5%	5%	6%	1%	5%	5%	5%	5%	6%	5%
Neither satisfied nor dissatisfied	(0)	31	17	9	5	27	24	29	31	19	7
		12%	23% c	8%	6%	11%	11%	11%	12%	11%	6%
Fairly satisfied	(1)	117	23	56	38	101	96	106	108	65	47
		44%	32%	49%	47%	42%	41%	42%	42%	37%	41%
Very satisfied	(2)	97	24	39	34	91	90	94	95	70	46
		36%	34%	34%	42%	38%	39%	38%	37%	40%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	4	-	4	4	4	4	4	3
		1%	-%	3%	-%	2%	2%	2%	2%	2%	2%
NET: Satisfied		215	48	96	72	192	185	201	204	135	92
		80%	67%	82%	89% a	79%	80%	80%	80%	77%	81%
NET: Dissatisfied		18	7	7	4	18	18	18	18	17	12
		7%	10%	6%	5%	8%	8%	7%	7%	10%	10%
Answered		264	71	112	80	237	227	248	252	171	111
Mean Score		1.1	.9	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1
Standard error		.06	.17	.08	.09	.06	.06	.06	.06	.08	.09
Standard deviation		.93	1.09	.83	.91	.96	.97	.95	.95	1.05	1.08

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		259	18	137	20	24	28	12	8	48
Effective base		103	9	65	8	6	6	3	2	10
Weighted Base		268	21	179	12	16	11	5	8	24
Very dissatisfied	(-2)	6	-	3	-	-	-	-	3	3
		2%	-%	2%	-%	-%	-%	-%	38%	13%
Fairly dissatisfied	(-1)	12	1	10	1	-	*	1	-	1
		5%	3%	5%	5%	-%	3%	18%	-%	5%
Neither satisfied nor dissatisfied	(0)	31	5	22	1	*	-	*	-	*
		12%	26%	13%	4%	*%	-%	2%	-%	*%
Fairly satisfied	(1)	117	10	73	6	6	3	4	5	12
		44%	48%	41%	47%	36%	30%	76%	60%	50%
Very satisfied	(2)	97	5	67	5	10	7	*	*	7
		36%	23%	37%	44%	64%	67%	*%	2%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	4	-	-	-	*	-	*
		1%	-%	2%	-%	-%	-%	3%	-%	1%
NET: Satisfied		215	15	140	11	16	10	4	5	19
		80%	71%	78%	91%	100%	97%	76%	62%	81%
NET: Dissatisfied		18	1	13	1	-	*	1	3	4
		7%	3%	7%	5%	-%	3%	18%	38%	18%
Answered		264	21	175	12	16	11	5	8	24
Mean Score		1.1	.9	1.1	1.3	1.6	1.6	.6	-.1	.8
Standard error		.06	.19	.08	.18	.10	.13	.27	.56	.19
Standard deviation		.93	.79	.94	.80	.50	.68	.89	1.57	1.32

Columns Tested:: a,b,c,d,e,f,g,h

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base		259	140	32	24	21	11	8	3	132	41	23	13	8	7	5
Effective base		103	66	12	5	5	3	3	2	63	12	8	3	2	4	2
Weighted Base		268	182	30	12	12	4	2	*	174	30	9	4	6	1	8
Very dissatisfied	(-2)	6	3	3	-	-	-	-	*	-	3	-	-	-	-	3
		2%	2%	10%	-%	-%	-%	-%	35%	-%	10% a	-%	-%	-%	-%	40%
Fairly dissatisfied	(-1)	12	8	3	-	*	1	-	-	10	1	-	-	*	*	-
		5%	5%	9%	-%	4%	16%	-%	-%	6%	3%	-%	-%	8%	38%	-%
Neither satisfied nor dissatisfied	(0)	31	27	1	-	*	-	-	-	22	2	-	-	-	*	-
		12%	15%	2%	-%	*%	-%	-%	-%	13%	6%	-%	-%	-%	11%	-%
Fairly satisfied	(1)	117	67	18	10	1	4	2	*	73	10	2	4	1	*	5
		44%	37%	61%	88%	6%	80%	91%	58%	42%	35%	25%	81%	21%	38%	60%
Very satisfied	(2)	97	73	5	1	11	*	*	*	65	13	7	1	4	*	*
		36%	40%	18%	12%	90%	*%	9%	7%	37%	45%	75%	19%	68%	13%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	-	-	*	-	-	4	-	-	-	*	-	-
		1%	2%	-%	-%	-%	4%	-%	-%	2%	-%	-%	-%	3%	-%	-%
NET: Satisfied		215	140	23	12	11	4	2	*	138	24	9	4	5	1	5
		80%	77%	79%	100%	96%	80%	100%	65%	79%	81%	100%	100%	89%	51%	60%
NET: Dissatisfied		18	11	6	-	*	1	-	*	10	4	-	-	*	*	3
		7%	6%	19%	-%	4%	16%	-%	35%	6%	13%	-%	-%	8%	38%	40%
Answered		264	178	30	12	12	4	2	*	170	30	9	4	6	1	8
Mean Score		1.1	1.1	.7	1.1	1.8	.7	1.1	*	1.1	1.0	1.8	1.2	1.5	.3	-.2
Standard error		.06	.08	.21	.07	.14	.27	.15	-	.07	.20	.10	.12	.36	2.98	.71
Standard deviation		.93	.94	1.19	.34	.65	.86	.43	-	.85	1.27	.46	.44	.94	7.87	1.58

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base		259	126	46	28	17	14	10	5	29	59	51	68	48	21
Effective base		103	61	14	11	5	4	4	2	9	31	25	23	11	7
Weighted Base		268	159	33	26	9	10	12	7	29	83	67	57	23	22
Very dissatisfied	(-2)	6	-	3	-	-	-	-	3	3	-	-	3	-	3
		2%	-%	9% a	-%	-%	-%	-%	42%	11%	-%	-%	5%	-%	14%
Fairly dissatisfied	(-1)	12	9	1	1	-	-	*	*	1	1	6	4	*	*
		5%	6%	2%	2%	-%	-%	4%	5%	3%	2%	9%	7%	*%	2%
Neither satisfied nor dissatisfied	(0)	31	24	2	2	-	2	*	-	2	19	1	6	1	2
		12%	15%	7%	7%	-%	23%	1%	-%	8%	23% b	1%	11%	3%	8%
Fairly satisfied	(1)	117	72	12	8	1	4	7	4	15	23	35	29	14	5
		44%	45%	38%	29%	16%	43%	55%	52%	50%	27%	53%	51%	60%	23%
Very satisfied	(2)	97	49	14	16	8	3	5	-	8	36	24	14	8	12
		36%	31%	44%	62%	84%	33%	41%	-%	28%	43%	36%	25%	36%	54%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	-	-	-	-	-	-	4	*	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	5%	*%	-%	-%	-%
NET: Satisfied		215	121	27	23	9	7	12	4	23	58	60	44	22	17
		80%	76%	82%	91%	100%	77%	95%	52%	78%	71%	89%	77%	97%	77%
NET: Dissatisfied		18	9	4	1	-	-	*	3	4	1	6	7	*	3
		7%	6%	11%	2%	-%	-%	4%	48%	14%	2%	9%	13%	*%	15%
Answered		264	155	33	26	9	10	12	7	29	79	67	57	23	22
Mean Score		1.1	1.0	1.0	1.5	1.8	1.1	1.3	-.4	.8	1.2	1.2	.8	1.3	1.0
Standard error		.06	.08	.18	.14	.09	.21	.23	.70	.22	.11	.12	.13	.08	.31
Standard deviation		.93	.85	1.21	.73	.38	.79	.71	1.57	1.20	.86	.86	1.06	.56	1.42

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e
Unweighted Base		259	70	51	61	41	16	73	49	56	36	15
Effective base		103	35	25	20	10	3	37	18	20	8	5
Weighted Base		268	96	65	51	21	7	99	51	46	18	17
Very dissatisfied	(-2)	6	-	-	6	-	-	-	-	3	-	3
		2%	-%	-%	12%	-%	-%	-%	-%	7%	-%	18%
Fairly dissatisfied	(-1)	12	4	6	1	*	*	3	5	4	*	-
		5%	5%	10%	2%	*%	5%	3%	9%	9%	*%	-%
Neither satisfied nor dissatisfied	(0)	31	20	2	4	*	2	17	-	5	1	2
		12%	20%	3%	8%	*%	24%	17%	-%	11%	4%	10%
Fairly satisfied	(1)	117	23	32	28	13	5	29	33	23	10	1
		44%	24%	50%	54%	62%	64%	29%	66%	49%	55%	5%
				a	a	a			a			
Very satisfied	(2)	97	45	24	13	8	1	47	13	11	7	11
		36%	47%	37%	25%	38%	8%	47%	25%	24%	41%	67%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	*	-	-	-	4	*	-	-	-
		1%	4%	*%	-%	-%	-%	4%	*%	-%	-%	-%
NET: Satisfied		215	68	56	40	21	5	76	46	34	17	12
		80%	71%	87%	79%	100%	72%	76%	91%	73%	96%	72%
						a						
NET: Dissatisfied		18	4	6	7	*	*	3	5	7	*	3
		7%	5%	10%	14%	*%	5%	3%	9%	15%	*%	18%
Answered		264	92	65	51	21	7	95	51	46	18	17
Mean Score		1.1	1.2	1.1	.8	1.4	.8	1.3	1.1	.8	1.4	1.0
Standard error		.06	.11	.13	.15	.08	.18	.10	.11	.15	.10	.41
Standard deviation		.93	.93	.89	1.20	.52	.71	.85	.79	1.13	.58	1.58

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		259	65	57	62	44	18	164	24	55	179	80	213	26
Effective base		103	34	23	26	13	5	68	9	22	73	31	84	8
Weighted Base		268	89	53	67	31	16	178	19	57	195	72	222	20
Very dissatisfied	(-2)	6	-	-	6	-	-	6	-	-	3	3	3	3
		2%	-%	-%	9%	-%	-%	3%	-%	-%	2%	4%	1%	15%
Fairly dissatisfied	(-1)	12	2	4	5	-	*	8	1	3	9	3	8	4
		5%	2%	8%	7%	-%	3%	4%	3%	6%	5%	4%	4%	21%
Neither satisfied nor dissatisfied	(0)	31	19	5	5	1	2	19	1	10	24	7	25	2
		12%	21%	9%	7%	2%	11%	11%	7%	18%	12%	10%	11%	11%
Fairly satisfied	(1)	117	34	28	25	19	1	81	8	17	90	27	99	2
		44%	38%	53%	37%	63%	9%	45%	43%	30%	46%	37%	45%	8%
Very satisfied	(2)	97	30	16	27	11	12	62	9	25	69	29	85	6
		36%	34%	29%	40%	35%	77%	35%	47%	44%	35%	40%	38%	31%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	4	-	-	-	-	3	-	1	*	4	1	3
		1%	4%	-%	-%	-%	-%	1%	-%	3%	*%	5%	1%	13%
NET: Satisfied		215	64	44	52	30	13	142	17	42	159	56	184	8
		80%	72%	83%	77%	98% a	86%	80%	90%	74%	81%	77%	83%	39%
NET: Dissatisfied		18	2	4	11	-	*	14	1	3	12	6	11	7
		7%	2%	8%	16%	-%	3%	8%	3%	6%	6%	8%	5%	37%
Answered		264	85	53	67	31	16	175	19	55	195	68	220	17
Mean Score		1.1	1.1	1.0	.9	1.3	1.6	1.0	1.3	1.2	1.1	1.1	1.2	.2
Standard error		.06	.10	.11	.16	.08	.19	.08	.15	.13	.07	.12	.06	.32
Standard deviation		.93	.82	.85	1.26	.52	.82	.98	.75	.93	.90	1.04	.87	1.61

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		259	179	50	59	187	214	25	170	59	67	179
Effective base		103	73	15	29	71	84	8	71	17	35	64
Weighted Base		268	187	44	67	189	218	23	182	49	88	168
Very dissatisfied	(-2)	6	3	3	-	6	3	3	3	3	3	3
		2%	2%	7%	-%	3%	1%	13%	2%	6%	3%	2%
Fairly dissatisfied	(-1)	12	11	1	*	11	8	4	11	1	-	12
		5%	6%	2%	1%	6%	4%	18%	6%	2%	-%	7%
Neither satisfied nor dissatisfied	(0)	31	18	7	11	20	25	2	15	9	13	18
		12%	9%	15%	16%	11%	12%	10%	8%	19%	14%	11%
Fairly satisfied	(1)	117	73	23	29	79	99	2	76	20	45	63
		44%	39%	51%	43%	42%	45%	8%	41%	41%	51%	38%
Very satisfied	(2)	97	81	9	27	68	82	9	77	13	28	68
		36%	43%	19%	41%	36%	37%	40%	42%	27%	31%	41%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	3	-	4	1	3	1	3	-	4
		1%	1%	6%	-%	2%	1%	11%	1%	5%	-%	2%
NET: Satisfied		215	154	31	56	147	180	11	152	33	73	131
		80%	82%	70%	84%	78%	83%	48%	83%	68%	82%	78%
NET: Dissatisfied		18	14	4	*	17	11	7	14	4	3	15
		7%	7%	9%	1%	9%	5%	31%	7%	8%	3%	9%
Answered		264	185	42	67	185	217	20	181	46	88	164
Mean Score		1.1	1.2	.8	1.2	1.0	1.1	.5	1.2	.8	1.1	1.1
Standard error		.06	.07	.15	.10	.07	.06	.33	.07	.14	.11	.07
Standard deviation		.93	.94	1.04	.74	1.01	.87	1.60	.93	1.08	.88	.99

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		259	172	195	66	1	166	168	56	-	215	140	74	-
Effective base		103	61	78	20	1	62	66	18	-	85	60	28	-
Weighted Base		268	167	203	60	4	170	170	56	-	225	155	72	-
Very dissatisfied	(-2)	6	6	*	-	-	6	3	3	-	6	3	6	-
		2%	4%	*%	-%	-%	4%	2%	5%	-%	3%	2%	8%	-%
Fairly dissatisfied	(-1)	12	5	11	1	-	5	7	2	-	5	7	2	-
		5%	3%	6%	2%	-%	3%	4%	3%	-%	2%	4%	2%	-%
Neither satisfied nor dissatisfied	(0)	31	14	27	7	-	10	15	7	-	21	19	7	-
		12%	9%	13%	11%	-%	6%	9%	12%	-%	10%	12%	10%	-%
Fairly satisfied	(1)	117	79	79	28	4	79	61	23	-	100	56	27	-
		44%	47%	39%	47%	100%	47%	36%	41%	-%	44%	36%	38%	-%
Very satisfied	(2)	97	63	82	22	-	69	80	19	-	91	67	28	-
		36%	37%	40%	36%	-%	41%	47%	34%	-%	40%	44%	38%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	4	3	-	-	4	3	-	1	3	3	-
		1%	-%	2%	4%	-%	-%	2%	4%	-%	1%	2%	3%	-%
NET: Satisfied		215	141	161	49	4	148	141	42	-	191	123	55	-
		80%	85%	79%	83%	100%	87%	83%	75%	-%	85%	80%	76%	-%
NET: Dissatisfied		18	11	11	1	-	11	11	5	-	11	10	8	-
		7%	7%	6%	2%	-%	7%	6%	8%	-%	5%	6%	11%	-%
Answered		264	167	199	57	4	170	166	53	-	224	152	70	-
Mean Score		1.1	1.1	1.2	1.2	1.0	1.2	1.2	1.0	-	1.2	1.2	1.0	-
Standard error		.06	.07	.06	.09	-	.07	.07	.14	-	.06	.08	.14	-
Standard deviation		.93	.95	.87	.73	-	.94	.93	1.06	-	.90	.95	1.18	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		259	215	193	146	187	139	20	92	107	119	43	24
Effective base		103	84	75	67	71	58	5	46	48	52	18	7
Weighted Base		268	222	201	174	188	155	14	125	131	143	44	18
Very dissatisfied	(-2)	6	3	3	3	3	3	3	-	3	3	3	-
		2%	1%	2%	2%	2%	2%	22%	-%	2%	2%	7%	-%
Fairly dissatisfied	(-1)	12	8	7	10	6	6	-	6	4	7	*	-
		5%	4%	4%	5%	3%	4%	-%	5%	3%	5%	1%	-%
Neither satisfied nor dissatisfied	(0)	31	25	15	13	23	18	-	7	11	6	2	2
		12%	11%	7%	8%	12%	12%	-%	6%	8%	4%	5%	13%
Fairly satisfied	(1)	117	99	91	78	82	65	10	60	55	61	19	10
		44%	45%	45%	45%	44%	42%	69%	48%	42%	43%	44%	55%
Very satisfied	(2)	97	85	83	70	73	61	1	53	58	65	19	6
		36%	38%	41%	40%	39%	40%	10%	42%	45%	45%	43%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	1	-	1	1	-	-	-	-	-	-
		1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		215	184	174	148	155	126	11	112	113	126	38	15
		80%	83%	87%	85%	83%	81%	78%	90%	86%	88%	87%	87%
NET: Dissatisfied		18	11	10	13	9	9	3	6	7	10	3	-
		7%	5%	5%	7%	5%	6%	22%	5%	5%	7%	8%	-%
Answered		264	220	199	174	187	153	14	125	131	143	44	18
Mean Score		1.1	1.2	1.2	1.2	1.2	1.1	.4	1.3	1.2	1.2	1.2	1.2
Standard error		.06	.06	.06	.08	.06	.08	.31	.08	.09	.08	.16	.13
Standard deviation		.93	.87	.86	.91	.87	.92	1.37	.77	.90	.92	1.07	.66

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		259	36	17	22	13	230	156	236	202	178	178	223	58	-	190	15
Effective base		103	16	3	11	7	92	58	94	77	67	66	90	20	-	71	9
Weighted Base		268	41	7	32	21	240	159	249	202	171	179	234	53	-	177	26
Very dissatisfied	(-2)	6	-	-	-	*	3	6	6	6	3	6	6	6	-	3	*
		2%	-%	-%	-%	*%	1%	4%	2%	3%	2%	3%	3%	11%	-%	2%	*%
Fairly dissatisfied	(-1)	12	4	3	*	-	11	6	11	10	10	4	8	*	-	2	9
		5%	11%	45%	*%	-%	5%	4%	4%	5%	6%	2%	3%	*%	-%	1%	35%
Neither satisfied nor dissatisfied	(0)	31	9	-	4	-	25	13	25	16	8	10	22	1	-	10	5
		12%	21%	-%	12%	-%	10%	8%	10%	8%	5%	5%	9%	2%	-%	6%	19%
Fairly satisfied	(1)	117	17	3	23	8	112	68	113	90	79	85	108	27	-	79	9
		44%	42%	49%	74%	38%	47%	43%	45%	44%	46%	47%	46%	50%	-%	45%	34%
Very satisfied	(2)	97	11	*	4	13	87	65	93	76	69	73	86	17	-	82	3
		36%	27%	6%	13%	61%	36%	41%	37%	37%	40%	41%	37%	32%	-%	46%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	-	-	1	*	1	4	3	1	4	3	-	1	-
		1%	-%	-%	-%	-%	1%	*%	1%	2%	2%	1%	2%	5%	-%	1%	-%
NET: Satisfied		215	28	4	28	21	199	133	205	166	147	158	194	44	-	161	12
		80%	69%	55%	87%	100%	83%	84%	82%	82%	86%	88%	83%	82%	-%	91%	46%
NET: Dissatisfied		18	4	3	*	*	14	12	17	17	13	10	14	6	-	5	9
		7%	11%	45%	*%	*%	6%	8%	7%	8%	8%	6%	6%	12%	-%	3%	35%
Answered		264	41	7	32	21	238	158	248	198	169	178	230	51	-	176	26
Mean Score		1.1	.8	.1	1.0	1.6	1.1	1.1	1.1	1.1	1.2	1.2	1.1	1.0	-	1.3	.2
Standard error		.06	.16	.28	.11	.15	.06	.08	.06	.07	.07	.07	.06	.16	-	.06	.28
Standard deviation		.93	.95	1.16	.52	.55	.87	.99	.93	.97	.91	.91	.91	1.21	-	.78	1.08

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		259	114	123	214	7	83	176	57	162	39	74	48	133
Effective base		103	53	43	81	4	36	68	20	67	16	32	15	56
Weighted Base		268	142	108	214	12	97	170	53	170	45	90	42	130
Very dissatisfied	(-2)	6	*	3	3	3	6	-	-	6	*	*	-	6
		2%	*%	3%	1%	25%	6%	-%	-%	4%	*%	*%	-%	5%
							b							
Fairly dissatisfied	(-1)	12	10	1	2	4	10	2	4	2	6	4	2	6
		5%	7%	1%	1%	30%	11%	1%	8%	1%	13%	5%	4%	5%
							b				b			
Neither satisfied nor dissatisfied	(0)	31	18	10	16	-	15	16	5	20	6	6	5	19
		12%	13%	10%	8%	-%	15%	10%	9%	12%	13%	7%	13%	15%
Fairly satisfied	(1)	117	70	46	100	5	45	72	15	84	18	44	20	48
		44%	49%	42%	47%	44%	46%	42%	28%	49%	41%	48%	49%	37%
Very satisfied	(2)	97	44	47	88	-	19	79	27	56	15	35	14	46
		36%	31%	43%	41%	-%	19%	46%	50%	33%	33%	39%	34%	35%
								a						
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	1	4	-	3	1	3	1	-	*	-	4
		1%	-%	1%	2%	-%	3%	1%	5%	1%	-%	*%	-%	3%
NET: Satisfied		215	114	92	189	5	64	151	42	140	33	79	35	94
		80%	80%	85%	88%	44%	66%	89%	78%	82%	74%	88%	83%	73%
								a						
NET: Dissatisfied		18	10	4	5	7	16	2	4	8	6	5	2	12
		7%	7%	4%	2%	56%	17%	1%	8%	5%	13%	5%	4%	9%
							b							
Answered		264	142	107	210	12	95	169	51	168	45	90	42	126
Mean Score		1.1	1.0	1.2	1.3	-.4	.6	1.3	1.3	1.1	.9	1.2	1.1	1.0
								a						
Standard error		.06	.08	.08	.05	.50	.12	.05	.13	.07	.16	.09	.11	.09
Standard deviation		.93	.85	.89	.77	1.33	1.11	.70	.94	.91	1.01	.79	.79	1.07

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		259	113	146
Effective base		103	43	60
Weighted Base		268	119	148
Very dissatisfied	(-2)	6	3	3
		2%	3%	2%
Fairly dissatisfied	(-1)	12	10	2
		5%	9%	1%
Neither satisfied nor dissatisfied	(0)	31	15	16
		12%	13%	11%
Fairly satisfied	(1)	117	58	59
		44%	48%	40%
Very satisfied	(2)	97	33	64
		36%	28%	43%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	*	4
		1%	*%	3%
NET: Satisfied		215	91	124
		80%	76%	83%
NET: Dissatisfied		18	13	5
		7%	11%	3%
Answered		264	119	144
Mean Score		1.1	.9	1.2
Standard error		.06	.09	.07
Standard deviation		.93	.99	.86

Columns Tested:: a,b

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	l
Unweighted Base		259	9	29	18	14	15	39	3	39	18	20	22	33
Effective base		103	3	11	9	4	9	13	2	23	13	6	13	16
Weighted Base		268	1	42	24	2	30	41	*	48	28	8	21	23
Very dissatisfied	(-2)	6	-	-	-	-	-	*	-	3	3	-	-	-
		2%	-%	-%	-%	-%	-%	*%	-%	6%	11%	-%	-%	-%
Fairly dissatisfied	(-1)	12	*	*	-	*	7	1	-	1	-	3	-	*
		5%	53%	1%	-%	2%	23%	2%	-%	1%	-%	36%	-%	*%
Neither satisfied nor dissatisfied	(0)	31	-	-	6	-	3	6	*	7	4	-	3	2
		12%	-%	-%	26%	-%	11%	14%	71%	14%	13%	-%	13%	9%
Fairly satisfied	(1)	117	*	10	17	1	5	29	*	15	11	4	12	13
		44%	25%	23%	69%	71%	18%	72% h	29%	31%	38%	54%	56%	55%
Very satisfied	(2)	97	*	32	1	*	14	4	-	20	11	1	7	7
		36%	21%	75%	5%	26%	48%	11%	-%	42% f	38%	10%	31%	30%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	-	-	-	-	-	3	-	-	*	1
		1%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	1%	6%
NET: Satisfied		215	*	41	18	2	20	34	*	35	21	5	18	20
		80%	47%	99%	74%	98%	66%	83%	29%	73%	76%	64%	87%	85%
NET: Dissatisfied		18	*	*	-	*	7	1	-	4	3	3	-	*
		7%	53%	1%	-%	2%	23%	2%	-%	8%	11%	36%	-%	*%
Answered		264	1	42	24	2	30	41	*	46	28	8	21	22
Mean Score		1.1	.1	1.7	.8	1.2	.9	.9	.3	1.1	.9	.4	1.2	1.2
Standard error		.06	-	.10	.13	.22	.32	.10	-	.18	.29	.26	.14	.11
Standard deviation		.93	-	.52	.53	.82	1.24	.60	-	1.12	1.24	1.16	.65	.62

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 438 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		259	56	68	60	75	124	135
Effective base		103	20	23	35	36	43	69
Weighted Base		268	67	72	77	52	139	129
Very dissatisfied	(-2)	6	-	*	6	-	*	6
		2%	-%	*%	8%	-%	*%	5%
Fairly dissatisfied	(-1)	12	1	8	1	3	9	3
		5%	1%	11%	1%	5%	6%	3%
Neither satisfied nor dissatisfied	(0)	31	6	9	11	5	15	16
		12%	9%	12%	14%	9%	11%	12%
Fairly satisfied	(1)	117	27	36	26	29	63	54
		44%	40%	50%	34%	55%	45%	42%
Very satisfied	(2)	97	33	19	31	14	52	45
		36%	50%	27%	40%	27%	38%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	-	-	3	1	-	4
		1%	-%	-%	3%	3%	-%	3%
NET: Satisfied		215	60	56	57	43	115	100
		80%	89%	77%	74%	83%	83%	77%
NET: Dissatisfied		18	1	8	7	3	9	9
		7%	1%	11%	9%	5%	6%	7%
Answered		264	67	72	74	51	139	125
Mean Score		1.1	1.4	.9	1.0	1.1	1.1	1.0
Standard error		.06	.10	.11	.15	.09	.08	.09
Standard deviation		.93	.71	.92	1.16	.78	.85	1.02

Columns Tested:: a,b,c,d - a,b

Table 439

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		210	7	203	161	29	5	15	49
Effective base		107	5	103	101	12	3	10	14
Weighted Base		254	6	248	247	7	*	*	8
Very dissatisfied	(-2)	10	*	10	10	-	*	-	*
		4%	4%	4%	4%	-%	5%	-%	*%
Fairly dissatisfied	(-1)	26	-	26	25	1	-	-	1
		10%	-%	11%	10%	17%	-%	-%	16%
Neither satisfied nor dissatisfied	(0)	37	2	34	37	-	*	*	*
		14%	40%	14%	15%	-%	12%	3%	1%
Fairly satisfied	(1)	107	2	105	103	4	*	*	4
		42%	34%	42%	42%	52%	69%	49%	53%
Very satisfied	(2)	74	1	73	72	2	*	*	2
		29%	22%	29%	29%	31%	14%	48%	31%
NET: Satisfied		181	3	177	174	6	*	*	6
		71%	56%	72%	71%	83%	83%	97%	83%
NET: Dissatisfied		37	*	36	35	1	*	-	1
		14%	4%	15%	14%	17%	5%	-%	16%
Answered		254	6	248	247	7	*	*	8
Mean Score		.8	.7	.8	.8	1.0	.9	1.5	1.0
Standard error		.08	.39	.08	.09	.20	-	-	.15
Standard deviation		1.09	1.04	1.09	1.09	1.08	-	-	1.05

Columns Tested:: a,b - a,b,c,d,e

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		210	71	70	20	20	14	15	161	29	20
Effective base		107	52	42	9	10	10	10	101	12	9
Weighted Base		254	134	98	14	6	1	*	247	7	1
Very dissatisfied	(-2)	10	*	9	1	-	*	-	10	-	*
		4%	*%	9%	5%	-%	2%	-%	4%	-%	2%
				a							
Fairly dissatisfied	(-1)	26	10	11	4	1	*	-	25	1	-
		10%	7%	11%	27%	15%	24%	-%	10%	17%	-%
Neither satisfied nor dissatisfied	(0)	37	23	11	3	-	*	*	37	-	*
		14%	17%	12%	18%	-%	5%	3%	15%	-%	8%
Fairly satisfied	(1)	107	58	39	6	3	1	*	103	4	*
		42%	43%	39%	42%	53%	50%	49%	42%	52%	60%
Very satisfied	(2)	74	43	28	1	2	*	*	72	2	*
		29%	32%	28%	9%	32%	19%	48%	29%	31%	30%
NET: Satisfied		181	101	66	7	5	1	*	174	6	1
		71%	75%	68%	50%	85%	70%	97%	71%	83%	90%
NET: Dissatisfied		37	10	21	5	1	*	-	35	1	*
		14%	8%	21%	32%	15%	26%	-%	14%	17%	2%
Answered		254	134	98	14	6	1	*	247	7	1
Mean Score		.8	1.0	.7	.2	1.0	.6	1.5	.8	1.0	1.1
Standard error		.08	.11	.15	.25	.23	1.00	-	.09	.20	-
Standard deviation		1.09	.90	1.26	1.13	1.05	3.76	-	1.09	1.08	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e	a	b	*c	*d	*e
Unweighted Base		210	112	49	29	5	15	110	43	17	5	20
Effective base		107	82	26	12	3	10	74	18	10	2	4
Weighted Base		254	214	33	7	*	*	190	31	7	4	4
Very dissatisfied	(-2)	10	9	1	-	*	-	9	1	-	-	-
		4%	4%	2%	-%	5%	-%	5%	2%	-%	-%	-%
Fairly dissatisfied	(-1)	26	20	5	1	-	-	14	4	1	3	*
		10%	9%	15%	17%	-%	-%	8%	14%	17%	69%	2%
Neither satisfied nor dissatisfied	(0)	37	31	6	-	*	*	24	5	1	-	*
		14%	14%	18%	-%	12%	3%	12%	17%	15%	-%	*%
Fairly satisfied	(1)	107	90	13	4	*	*	87	10	4	1	1
		42%	42%	40%	52%	69%	49%	46%	32%	55%	23%	30%
Very satisfied	(2)	74	64	8	2	*	*	56	11	1	*	3
		29%	30%	25%	31%	14%	48%	29%	35%	13%	9%	68%
NET: Satisfied		181	153	21	6	*	*	142	21	5	1	4
		71%	72%	65%	83%	83%	97%	75%	67%	68%	31%	98%
NET: Dissatisfied		37	30	6	1	*	-	24	5	1	3	*
		14%	14%	18%	17%	5%	-%	12%	17%	17%	69%	2%
Answered		254	214	33	7	*	*	190	31	7	4	4
Mean Score		.8	.8	.7	1.0	.9	1.5	.9	.8	.6	-.3	1.6
Standard error		.08	.10	.16	.20	-	-	.10	.17	.24	.55	.15
Standard deviation		1.09	1.09	1.09	1.08	-	-	1.07	1.15	.99	1.23	.69

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		210	23	24	19	10	22	18	13	19	13
Effective base		107	16	17	10	5	11	12	11	12	9
Weighted Base		254	38	29	26	13	27	29	32	32	18
Very dissatisfied	(-2)	10	3	3	1	-	-	2	-	-	-
		4%	8%	11%	3%	-%	-%	8%	-%	-%	-%
Fairly dissatisfied	(-1)	26	8	-	1	3	5	*	4	3	2
		10%	21%	-%	2%	26%	20%	1%	12%	9%	9%
Neither satisfied nor dissatisfied	(0)	37	3	1	9	2	3	*	8	8	-
		14%	9%	5%	33%	17%	12%	1%	24%	26%	-%
Fairly satisfied	(1)	107	11	14	12	7	4	20	18	10	8
		42%	28%	48%	47%	57%	15%	69%	55%	30%	43%
Very satisfied	(2)	74	13	10	4	*	15	6	3	11	9
		29%	34%	36%	15%	1%	53%	21%	9%	35%	48%
NET: Satisfied		181	23	25	16	7	19	26	21	21	17
		71%	62%	84%	62%	58%	68%	90%	64%	65%	91%
NET: Dissatisfied		37	11	3	1	3	5	3	4	3	2
		14%	29%	11%	5%	26%	20%	9%	12%	9%	9%
Answered		254	38	29	26	13	27	29	32	32	18
Mean Score		.8	.6	1.0	.7	.3	1.0	.9	.6	.9	1.3
Standard error		.08	.29	.25	.20	.29	.26	.24	.23	.23	.24
Standard deviation		1.09	1.37	1.20	.87	.90	1.23	1.01	.82	1.00	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	*h
Unweighted Base		210	45	66	50	161	49	17	19	13
Effective base		107	25	44	32	100	21	7	10	7
Weighted Base		254	58	100	87	245	9	4	4	1
Very dissatisfied	(-2)	10	-	6	3	9	1	*	1	-
		4%	-%	6%	4%	4%	10%	6%	18%	-%
Fairly dissatisfied	(-1)	26	10	11	5	26	*	-	*	-
		10%	18%	11%	5%	11%	4%	-%	10%	-%
Neither satisfied nor dissatisfied	(0)	37	5	13	17	35	2	1	1	*
		14%	9%	13%	19%	14%	18%	17%	17%	23%
Fairly satisfied	(1)	107	19	34	50	104	3	2	1	*
		42%	33%	35%	57%	42%	33%	35%	30%	36%
Very satisfied	(2)	74	23	35	13	71	3	2	1	1
		29%	40%	35%	15%	29%	35%	41%	26%	41%
			c							
NET: Satisfied		181	43	69	63	175	6	3	2	1
		71%	73%	69%	72%	71%	68%	77%	56%	77%
NET: Dissatisfied		37	10	17	8	35	1	*	1	-
		14%	18%	17%	9%	14%	14%	6%	27%	-%
Answered		254	58	100	87	245	9	4	4	1
Mean Score		.8	1.0	.8	.7	.8	.8	1.1	.4	1.2
Standard error		.08	.16	.15	.13	.09	.19	.30	.38	.46
Standard deviation		1.09	1.10	1.21	.90	1.08	1.31	1.22	1.66	1.64

Columns Tested:: a,b,c,d,e,f,g,h

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		210	6	21	23	21	72	10	5	5	68
Effective base		107	3	10	11	10	39	6	3	3	36
Weighted Base		254	3	29	32	31	84	15	6	4	80
Very dissatisfied	(-2)	10	-	3	5	-	*	1	3	-	1
		4%	-%	10%	17%	-%	*%	5%	50%	-%	1%
Fairly dissatisfied	(-1)	26	*	6	6	8	6	-	-	1	5
		10%	10%	21%	19%	27%	7%	-%	-%	13%	7%
Neither satisfied nor dissatisfied	(0)	37	-	7	7	1	13	*	-	-	15
		14%	-%	26%	24%	5%	15%	3%	-%	-%	19%
Fairly satisfied	(1)	107	2	5	6	12	38	13	2	1	32
		42%	64%	19%	18%	39%	45%	92%	36%	24%	41%
Very satisfied	(2)	74	1	7	7	9	27	*	1	2	26
		29%	26%	24%	22%	30%	33%	*%	15%	63%	33%
NET: Satisfied		181	3	12	13	21	65	13	3	3	59
		71%	90%	43%	40%	69%	78%	92%	50%	87%	74%
NET: Dissatisfied		37	*	9	11	8	6	1	3	1	6
		14%	10%	31%	36%	27%	7%	5%	50%	13%	8%
Answered		254	3	29	32	31	84	15	6	4	80
Mean Score		.8	1.1	.3	.1	.7	1.0	.8	-.3	1.4	1.0
Standard error		.08	.39	.29	.29	.26	.10	.23	.82	.52	.11
Standard deviation		1.09	.96	1.33	1.41	1.17	.89	.71	1.82	1.17	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	*b	a	*b
Unweighted Base		210	50	82	78	180	30	183	27	207	3
Effective base		107	23	44	41	89	18	101	8	105	2
Weighted Base		254	66	99	90	204	50	244	10	250	4
Very dissatisfied	(-2)	10	5	1	4	7	3	10	*	10	-
		4%	8%	1%	4%	3%	6%	4%	*%	4%	-%
Fairly dissatisfied	(-1)	26	15	6	6	16	11	26	*	26	-
		10%	22%	6%	7%	8%	21%	11%	1%	11%	-%
Neither satisfied nor dissatisfied	(0)	37	9	13	15	30	7	32	5	37	-
		14%	14%	13%	17%	15%	14%	13%	50%	15%	-%
Fairly satisfied	(1)	107	20	51	36	85	21	103	4	105	2
		42%	30%	52%	39%	42%	43%	42%	41%	42%	50%
Very satisfied	(2)	74	17	27	30	66	8	73	1	72	2
		29%	26%	28%	33%	32%	16%	30%	8%	29%	50%
NET: Satisfied		181	37	79	65	151	29	176	5	177	4
		71%	56%	80%	73%	74%	59%	72%	49%	71%	100%
				a							
NET: Dissatisfied		37	20	7	10	23	14	36	*	37	-
		14%	30%	7%	11%	11%	27%	15%	1%	15%	-%
			b								
Answered		254	66	99	90	204	50	244	10	250	4
Mean Score		.8	.4	1.0	.9	.9	.4	.8	.6	.8	1.5
				a							
Standard error		.08	.19	.10	.12	.08	.22	.08	.13	.08	.33
Standard deviation		1.09	1.31	.86	1.07	1.04	1.18	1.10	.70	1.09	.57

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	*f
Unweighted Base		210	66	53	89	142	42	12	14	184	26
Effective base		107	34	25	48	83	17	4	5	99	8
Weighted Base		254	79	51	124	192	44	9	9	237	18
Very dissatisfied	(-2)	10	6	4	*	10	*	-	-	10	-
		4%	8%	7%	*%	5%	*%	-%	-%	4%	-%
Fairly dissatisfied	(-1)	26	4	7	15	22	*	1	3	22	4
		10%	5%	14%	12%	11%	1%	10%	36%	9%	23%
Neither satisfied nor dissatisfied	(0)	37	13	7	16	25	12	*	*	36	*
		14%	17%	14%	13%	13%	27%	3%	*%	15%	2%
Fairly satisfied	(1)	107	38	19	50	81	16	7	3	97	10
		42%	48%	36%	40%	42%	35%	78%	37%	41%	57%
Very satisfied	(2)	74	17	15	42	55	16	1	2	71	3
		29%	22%	29%	34%	28%	37%	8%	27%	30%	18%
NET: Satisfied		181	55	33	92	136	32	7	6	168	13
		71%	70%	65%	74%	70%	73%	86%	64%	71%	75%
NET: Dissatisfied		37	10	11	15	32	*	1	3	32	4
		14%	13%	21%	12%	17%	1%	10%	36%	14%	23%
Answered		254	79	51	124	192	44	9	9	237	18
Mean Score		.8	.7	.7	1.0	.8	1.1	.8	.5	.8	.7
Standard error		.08	.14	.17	.11	.10	.13	.22	.35	.08	.21
Standard deviation		1.09	1.12	1.24	.99	1.14	.82	.75	1.30	1.09	1.05

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		210	41	101	68	186	181	196	202	136	110
Effective base		107	28	55	25	91	88	97	103	64	44
Weighted Base		254	69	123	62	220	210	234	245	154	104
Very dissatisfied	(-2)	10	6	4	*	10	10	10	10	10	4
		4%	9%	3%	*%	5%	5%	4%	4%	6%	4%
Fairly dissatisfied	(-1)	26	10	12	4	26	19	26	26	22	12
		10%	15%	10%	7%	12%	9%	11%	11%	14%	12%
Neither satisfied nor dissatisfied	(0)	37	13	12	12	31	29	31	33	25	22
		14%	18%	10%	20%	14%	14%	13%	14%	16%	21%
Fairly satisfied	(1)	107	29	52	26	89	86	97	102	58	35
		42%	42%	42%	42%	41%	41%	42%	42%	37%	33%
Very satisfied	(2)	74	12	43	20	63	67	69	73	40	32
		29%	17%	35%	32%	29%	32%	30%	30%	26%	30%
NET: Satisfied		181	40	95	45	153	152	167	176	97	66
		71%	58%	77%	73%	69%	72%	71%	72%	63%	64%
NET: Dissatisfied		37	16	16	4	36	29	37	36	32	16
		14%	24%	13%	7%	16%	14%	16%	15%	20%	15%
Answered		254	69	123	62	220	210	234	245	154	104
Mean Score		.8	.4	1.0 a	1.0	.8	.9	.8	.8	.6	.8
Standard error		.08	.19	.11	.11	.08	.08	.08	.08	.10	.11
Standard deviation		1.09	1.20	1.06	.90	1.13	1.10	1.11	1.09	1.19	1.12

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		210	20	111	23	11	12	7	12	31
Effective base		107	12	62	9	5	6	1	4	10
Weighted Base		254	33	153	17	8	8	2	12	22
Very dissatisfied	(-2)	10	1	9	*	1	-	-	-	-
		4%	2%	6%	2%	7%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	26	7	14	*	-	1	-	4	5
		10%	21%	9%	1%	-%	13%	-%	33%	23%
Neither satisfied nor dissatisfied	(0)	37	2	20	2	-	*	2	4	7
		14%	5%	13%	13%	-%	5%	85%	37%	31%
Fairly satisfied	(1)	107	17	61	9	6	*	*	4	4
		42%	52%	40%	56%	69%	3%	15%	30%	19%
Very satisfied	(2)	74	7	50	5	2	6	-	*	6
		29%	20%	32%	29%	23%	79%	-%	*%	27%
NET: Satisfied		181	24	110	14	8	6	*	4	10
		71%	72%	72%	85%	93%	82%	15%	30%	46%
NET: Dissatisfied		37	8	23	*	1	1	-	4	5
		14%	23%	15%	2%	7%	13%	-%	33%	23%
Answered		254	33	153	17	8	8	2	12	22
Mean Score		.8	.7	.8	1.1	1.0	1.5	.2	*	.5
Standard error		.08	.25	.11	.16	.31	.33	.18	.24	.20
Standard deviation		1.09	1.10	1.15	.78	1.01	1.15	.46	.83	1.14

Columns Tested:: a,b,c,d,e,f,g,h

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		210	123	28	11	3	10	6	5	110	29	19	7	6	3	7
Effective base		107	67	13	3	2	3	2	2	61	12	8	2	5	2	3
Weighted Base		254	169	33	7	3	4	4	1	144	34	10	3	8	2	10
Very dissatisfied	(-2)	10	9	-	1	-	-	-	-	6	3	1	-	-	-	-
		4%	6%	-%	9%	-%	-%	-%	-%	4%	9%	9%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	26	17	8	1	*	*	1	*	11	3	1	-	1	1	3
		10%	10%	23%	8%	11%	4%	24%	8%	8%	10%	5%	-%	6%	59%	32%
Neither satisfied nor dissatisfied	(0)	37	26	2	-	-	*	2	*	14	8	-	-	2	-	4
		14%	16%	6%	-%	-%	10%	57%	1%	10%	25%	-%	-%	27%	-%	46%
Fairly satisfied	(1)	107	66	13	3	3	2	1	1	61	15	4	3	*	1	2
		42%	39%	41%	43%	89%	61%	19%	87%	42%	43%	38%	100%	3%	41%	22%
Very satisfied	(2)	74	50	10	3	-	1	-	*	52	5	5	-	5	-	-
		29%	30%	29%	40%	-%	25%	-%	4%	36%	13%	48%	-%	64%	-%	-%
NET: Satisfied		181	116	23	6	3	3	1	1	113	19	9	3	5	1	2
		71%	69%	70%	83%	89%	86%	19%	91%	79%	56%	86%	100%	67%	41%	22%
NET: Dissatisfied		37	26	8	1	*	*	1	*	17	6	1	-	1	1	3
		14%	15%	23%	17%	11%	4%	24%	8%	12%	19%	14%	-%	6%	59%	32%
Answered		254	169	33	7	3	4	4	1	144	34	10	3	8	2	10
Mean Score		.8	.8	.8	1.0	.8	1.1	-.1	.9	1.0	.4	1.1	1.0	1.2	-.2	-.1
Standard error		.08	.10	.21	.41	.43	.26	.31	1.56	.10	.21	.29	-	.46	.96	.29
Standard deviation		1.09	1.14	1.13	1.34	.74	.83	.77	3.48	1.06	1.13	1.28	-	1.13	1.67	.77

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	*d	*e
Unweighted Base		210	104	25	24	19	7	14	9	30	49	43	64	24	16
Effective base		107	65	10	10	9	4	4	3	10	29	20	32	11	8
Weighted Base		254	147	29	27	15	9	10	7	26	69	54	77	14	21
Very dissatisfied	(-2)	10	6	3	-	-	*	-	-	*	4	-	6	-	-
		4%	4%	11%	-%	-%	3%	-%	-%	1%	6%	-%	8%	-%	-%
Fairly dissatisfied	(-1)	26	7	8	6	1	-	1	3	4	3	7	9	1	6
		10%	5%	29%	21%	4%	-%	10%	46%	16%	5%	13%	12%	10%	27%
Neither satisfied nor dissatisfied	(0)	37	17	1	3	4	4	5	*	8	11	8	6	*	6
		14%	12%	3%	11%	28%	42%	44%	*%	32%	16%	15%	8%	2%	28%
Fairly satisfied	(1)	107	75	3	13	4	2	3	2	7	22	30	31	6	9
		42%	51%	12%	49%	24%	21%	28%	35%	27%	32%	55%	40%	44%	42%
Very satisfied	(2)	74	42	13	5	7	3	2	1	6	28	9	25	6	*
		29%	28%	46%	20%	44%	34%	18%	19%	24%	41%	17%	33%	43%	2%
NET: Satisfied		181	117	16	19	10	5	5	4	13	51	39	56	12	9
		71%	79%	57%	69%	68%	55%	46%	54%	51%	74%	72%	72%	88%	44%
NET: Dissatisfied		37	14	11	6	1	*	1	3	4	7	7	16	1	6
		14%	9%	40%	21%	4%	3%	10%	46%	17%	10%	13%	20%	10%	27%
Answered		254	147	29	27	15	9	10	7	26	69	54	77	14	21
Mean Score		.8	.9	.5	.7	1.1	.8	.5	.3	.6	1.0	.8	.8	1.2	.2
Standard error		.08	.10	.31	.21	.22	.40	.25	.44	.20	.16	.14	.16	.19	.22
Standard deviation		1.09	.99	1.57	1.03	.97	1.06	.95	1.32	1.07	1.14	.89	1.26	.94	.88

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base		210	72	36	52	15	11	58	42	51	18	12
Effective base		107	42	17	24	7	3	33	17	25	9	7
Weighted Base		254	99	43	63	8	8	73	47	62	12	16
Very dissatisfied	(-2)	10	7	-	3	-	-	3	-	6	-	-
		4%	7%	-%	5%	-%	-%	4%	-%	10%	-%	-%
Fairly dissatisfied	(-1)	26	8	6	11	1	*	-	8	5	1	6
		10%	8%	14%	17%	17%	1%	-%	17% a	8%	7%	35%
Neither satisfied nor dissatisfied	(0)	37	15	8	4	-	4	9	12	6	*	2
		14%	15%	19%	7%	-%	49%	13%	25%	9%	2%	13%
Fairly satisfied	(1)	107	38	17	27	4	3	23	21	27	5	9
		42%	39%	39%	43%	47%	44%	32%	46%	44%	43%	52%
Very satisfied	(2)	74	30	12	18	3	*	37	6	18	6	*
		29%	31%	29%	28%	35%	6%	51% b	12%	29%	48%	1%
NET: Satisfied		181	69	29	45	7	4	60	27	45	11	9
		71%	70%	67%	71%	83%	50%	83%	58%	73%	90%	53%
NET: Dissatisfied		37	15	6	14	1	*	3	8	11	1	6
		14%	15%	14%	22%	17%	1%	4%	17%	18%	7%	35%
Answered		254	99	43	63	8	8	73	47	62	12	16
Mean Score		.8	.8	.8	.7	1.0	.5	1.2 b	.5	.7	1.3	.2
Standard error		.08	.14	.17	.16	.28	.20	.13	.14	.18	.20	.28
Standard deviation		1.09	1.18	1.01	1.19	1.10	.67	1.00	.92	1.25	.87	.96

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		210	52	32	69	26	23	159	17	25	134	76	163	23
Effective base		107	31	17	36	13	8	82	7	15	69	38	83	8
Weighted Base		254	71	36	93	23	21	199	15	31	167	87	200	19
Very dissatisfied	(-2)	10	2	1	6	-	*	4	2	3	7	3	4	6
		4%	3%	2%	7%	-%	1%	2%	16%	11%	4%	4%	2%	33%
Fairly dissatisfied	(-1)	26	3	4	12	1	6	19	1	7	20	6	23	3
		10%	4%	12%	13%	5%	28%	9%	4%	22%	12%	7%	12%	16%
Neither satisfied nor dissatisfied	(0)	37	9	3	15	2	5	28	2	3	29	7	31	*
		14%	12%	8%	17%	7%	22%	14%	15%	11%	18%	8%	15%	2%
Fairly satisfied	(1)	107	30	14	38	14	7	88	5	9	71	36	82	8
		42%	41%	38%	41%	58%	35%	44%	33%	31%	43%	41%	41%	39%
Very satisfied	(2)	74	27	15	21	7	3	61	5	8	40	35	61	2
		29%	38%	40%	23%	31%	14%	30%	32%	26%	24%	40%	31%	11%
NET: Satisfied		181	57	28	59	21	10	149	10	17	111	70	143	10
		71%	80%	78%	64%	89%	49%	75%	65%	56%	66%	81%	71%	50%
NET: Dissatisfied		37	5	5	18	1	6	23	3	10	27	9	27	9
		14%	8%	14%	20%	5%	29%	11%	20%	33%	16%	11%	13%	49%
Answered		254	71	36	93	23	21	199	15	31	167	87	200	19
Mean Score		.8	1.1	1.0	.6	1.2	.3	.9	.6	.4	.7	1.1	.9	-.2
Standard error		.08	.14	.19	.14	.15	.23	.08	.35	.27	.09	.12	.08	.32
Standard deviation		1.09	.99	1.07	1.17	.75	1.09	1.00	1.44	1.37	1.09	1.05	1.04	1.54

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		210	131	50	53	149	162	24	130	51	61	141
Effective base		107	70	19	32	73	82	8	71	18	36	67
Weighted Base		254	161	49	61	184	200	20	169	41	80	165
Very dissatisfied	(-2)	10	7	2	*	9	4	6	7	2	3	6
		4%	4%	5%	*%	5%	2%	32%	4%	6%	4%	4%
Fairly dissatisfied	(-1)	26	13	7	8	18	23	3	16	4	8	19
		10%	8%	14%	13%	10%	12%	15%	9%	9%	10%	11%
Neither satisfied nor dissatisfied	(0)	37	22	7	10	24	31	*	24	5	19	15
		14%	14%	15%	16%	13%	15%	2%	14%	13%	23% b	9%
Fairly satisfied	(1)	107	62	23	28	74	81	8	65	20	34	69
		42%	39%	48%	46%	40%	41%	40%	39%	49%	42%	42%
Very satisfied	(2)	74	57	9	16	58	61	2	57	10	17	57
		29%	36%	18%	25%	31%	31%	11%	34%	23%	21%	34%
NET: Satisfied		181	120	32	44	132	143	10	122	30	50	125
		71%	74%	66%	71%	72%	71%	51%	72%	72%	63%	76%
NET: Dissatisfied		37	20	9	8	28	27	9	23	6	11	25
		14%	12%	19%	13%	15%	13%	48%	13%	15%	13%	15%
Answered		254	161	49	61	184	200	20	169	41	80	165
Mean Score		.8	.9	.6	.8	.8	.9	-.2	.9	.7	.7	.9
Standard error		.08	.10	.15	.13	.09	.08	.31	.10	.15	.13	.09
Standard deviation		1.09	1.10	1.10	.96	1.14	1.04	1.54	1.11	1.10	1.04	1.11

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		210	130	151	45	1	127	132	42	-	178	128	60	-
Effective base		107	63	77	20	1	62	67	22	-	91	66	29	-
Weighted Base		254	157	183	51	4	152	150	59	-	221	152	75	-
Very dissatisfied	(-2)	10	9	6	-	-	9	3	3	-	9	1	3	-
		4%	6%	3%	-%	-%	6%	2%	5%	-%	4%	1%	4%	-%
Fairly dissatisfied	(-1)	26	22	19	6	-	19	16	7	-	26	13	17	-
		10%	14%	11%	12%	-%	13%	11%	13%	-%	12%	9%	23%	-%
Neither satisfied nor dissatisfied	(0)	37	26	26	21	-	25	24	18	-	31	22	17	-
		14%	17%	14%	40% ab	-%	17%	16%	31%	-%	14%	15%	22%	-%
Fairly satisfied	(1)	107	60	69	11	4	64	53	17	-	86	63	20	-
		42%	38%	38%	22%	100%	42%	35%	28%	-%	39%	42%	27%	-%
Very satisfied	(2)	74	39	62	13	-	34	54	14	-	69	52	18	-
		29%	25%	34%	26%	-%	23%	36%	23%	-%	31%	34%	24%	-%
NET: Satisfied		181	99	131	24	4	98	106	31	-	155	115	38	-
		71%	63%	72%	48%	100%	65%	71%	52%	-%	70%	76% c	51%	-%
NET: Dissatisfied		37	32	26	6	-	28	20	10	-	35	14	20	-
		14%	20%	14%	12%	-%	18%	13%	18%	-%	16%	9%	27% b	-%
Answered		254	157	183	51	4	152	150	59	-	221	152	75	-
Mean Score		.8	.6	.9	.6	1.0	.6	.9	.5	-	.8	1.0 c	.4	-
Standard error		.08	.10	.09	.15	-	.10	.09	.18	-	.08	.08	.16	-
Standard deviation		1.09	1.18	1.10	1.00	-	1.13	1.07	1.14	-	1.12	.95	1.21	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base		210	161	146	120	136	126	9	82	74	99	36	20
Effective base		107	82	74	62	64	72	4	45	39	50	18	9
Weighted Base		254	199	178	152	149	171	10	103	98	128	48	24
Very dissatisfied	(-2)	10	4	4	7	4	4	4	1	4	7	3	-
		4%	2%	2%	5%	2%	2%	37%	1%	4%	5%	6%	-%
Fairly dissatisfied	(-1)	26	23	13	16	19	16	*	9	12	16	7	2
		10%	12%	7%	10%	13%	9%	1%	9%	12%	12%	16%	7%
Neither satisfied nor dissatisfied	(0)	37	28	28	25	24	30	4	21	17	21	15	8
		14%	14%	16%	17%	16%	18%	38%	20%	18%	17%	31%	33%
Fairly satisfied	(1)	107	82	73	61	59	66	2	39	36	50	11	7
		42%	41%	41%	40%	40%	39%	24%	38%	37%	39%	23%	29%
Very satisfied	(2)	74	61	60	43	44	54	*	34	30	34	11	8
		29%	31%	34%	28%	29%	32%	*%	33%	30%	27%	24%	32%
NET: Satisfied		181	143	133	104	103	121	2	72	66	83	22	14
		71%	72%	75%	68%	69%	71%	24%	70%	67%	65%	47%	60%
NET: Dissatisfied		37	27	17	23	22	20	4	10	15	23	10	2
		14%	14%	10%	15%	15%	12%	37%	10%	15%	18%	22%	7%
Answered		254	199	178	152	149	171	10	103	98	128	48	24
Mean Score		.8	.9	1.0	.8	.8	.9	-.5	.9	.8	.7	.4	.9
Standard error		.08	.08	.08	.10	.09	.09	.43	.11	.13	.12	.20	.22
Standard deviation		1.09	1.04	1.00	1.11	1.07	1.04	1.29	.97	1.12	1.15	1.20	.96

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		210	38	12	41	7	166	131	186	153	134	142	169	42	-	155	15
Effective base		107	22	3	25	3	83	66	95	76	62	69	87	24	-	76	9
Weighted Base		254	45	7	66	10	198	158	229	186	155	175	204	61	-	168	25
Very dissatisfied	(-2)	10	-	3	-	-	10	4	10	10	4	9	6	5	-	4	3
		4%	-%	46%	-%	-%	5%	2%	4%	5%	3%	5%	3%	9%	-%	2%	13%
Fairly dissatisfied	(-1)	26	5	1	9	4	15	17	25	18	15	21	15	6	-	17	*
		10%	12%	7%	14%	42%	7%	11%	11%	10%	10%	12%	7%	11%	-%	10%	1%
Neither satisfied nor dissatisfied	(0)	37	4	2	13	5	30	28	31	26	18	23	30	14	-	19	12
		14%	9%	31%	20%	45%	15%	17%	13%	14%	12%	13%	15%	22%	-%	11%	47%
Fairly satisfied	(1)	107	26	1	20	1	84	65	100	79	66	70	92	16	-	71	8
		42%	58%	11%	30%	13%	43%	41%	44%	42%	42%	40%	45%	26%	-%	42%	30%
Very satisfied	(2)	74	9	*	24	-	59	44	64	54	51	53	60	20	-	58	2
		29%	21%	5%	36%	-%	30%	28%	28%	29%	33%	30%	30%	32%	-%	34%	9%
NET: Satisfied		181	35	1	44	1	143	109	163	133	117	123	152	36	-	128	10
		71%	79%	15%	66%	13%	72%	69%	71%	72%	76%	70%	75%	59%	-%	76%	39%
NET: Dissatisfied		37	5	4	9	4	25	21	35	27	19	30	21	12	-	21	3
		14%	12%	54%	14%	42%	13%	13%	15%	15%	13%	17%	10%	19%	-%	12%	14%
Answered		254	45	7	66	10	198	158	229	186	155	175	204	61	-	168	25
Mean Score		.8	.9	-.8	.9	-.3	.8	.8	.8	.8	.9	.8	.9	.6	-	1.0	.2
Standard error		.08	.14	.39	.16	.27	.08	.09	.08	.09	.09	.10	.08	.20	-	.08	.28
Standard deviation		1.09	.89	1.36	1.06	.71	1.09	1.04	1.10	1.11	1.04	1.15	1.00	1.28	-	1.04	1.08

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		210	109	83	166	15	101	109	51	127	32	85	39	84
Effective base		107	57	41	83	10	45	62	22	69	17	45	18	44
Weighted Base		254	142	93	197	28	111	144	53	166	35	121	42	89
Very dissatisfied	(-2)	10	4	3	1	7	10	1	4	6	*	3	1	6
		4%	3%	4%	*%	26%	9% b	1%	8%	4%	*%	3%	2%	7%
Fairly dissatisfied	(-1)	26	23	1	16	8	17	9	5	14	6	9	7	10
		10%	16% b	1%	8%	29%	16%	6%	10%	9%	18%	8%	18%	11%
Neither satisfied nor dissatisfied	(0)	37	25	10	16	9	32	4	14	21	2	19	9	8
		14%	18%	11%	8%	31%	29% b	3%	26%	13%	4%	16%	23%	9%
Fairly satisfied	(1)	107	58	41	99	1	35	71	20	69	17	53	15	37
		42%	41%	44%	50%	4%	32%	50% a	39%	42%	48%	43%	36%	41%
Very satisfied	(2)	74	32	38	65	3	16	58	9	55	11	37	9	28
		29%	23%	41%	33%	11%	14%	40% a	17%	33%	30%	31%	22%	31%
NET: Satisfied		181	90	79	164	4	51	129	29	124	27	90	24	65
		71%	63%	85% a	83%	15%	47%	90% a	56%	75%	77%	74%	58%	73%
NET: Dissatisfied		37	27	4	16	15	27	10	10	21	6	12	8	16
		14%	19% b	4%	8%	54%	24% b	7%	18%	12%	18%	10%	20%	18%
Answered		254	142	93	197	28	111	144	53	166	35	121	42	89
Mean Score		.8	.6	1.2 a	1.1	-.5	.3	1.2 a	.5	.9	.9	.9	.6	.8
Standard error		.08	.10	.10	.07	.32	.11	.08	.16	.09	.18	.11	.17	.13
Standard deviation		1.09	1.08	.91	.87	1.25	1.15	.83	1.14	1.07	1.04	1.00	1.09	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		210	98	112
Effective base		107	43	65
Weighted Base		254	110	144
Very dissatisfied	(-2)	10	6	4
		4%	5%	3%
Fairly dissatisfied	(-1)	26	18	8
		10%	16%	6%
Neither satisfied nor dissatisfied	(0)	37	28	9
		14%	25%	6%
			b	
Fairly satisfied	(1)	107	36	71
		42%	32%	49%
Very satisfied	(2)	74	22	52
		29%	20%	36%
NET: Satisfied		181	58	123
		71%	53%	85%
				a
NET: Dissatisfied		37	24	13
		14%	22%	9%
Answered		254	110	144
Mean Score		.8	.5	1.1
				a
Standard error		.08	.12	.09
Standard deviation		1.09	1.15	.96

Columns Tested:: a,b

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		210	7	21	13	11	10	29	3	26	25	7	29	29
Effective base		107	3	11	6	3	8	11	2	18	18	3	21	18
Weighted Base		254	3	35	13	3	23	35	1	40	37	1	36	27
Very dissatisfied	(-2)	10	*	-	*	-	3	-	-	1	3	-	-	2
		4%	1%	-%	2%	-%	14%	-%	-%	3%	8%	-%	-%	9%
Fairly dissatisfied	(-1)	26	-	-	-	*	5	9	-	6	3	-	2	*
		10%	-%	-%	-%	4%	24%	27%	-%	15%	9%	-%	5%	1%
Neither satisfied nor dissatisfied	(0)	37	1	12	-	-	-	4	*	4	8	*	2	4
		14%	56%	33%	-%	-%	-%	12%	24%	11%	23%	1%	7%	15%
Fairly satisfied	(1)	107	1	12	9	1	7	14	*	19	13	*	25	5
		42%	43%	34%	69%	23%	33%	40%	18%	46%	36%	46%	69%	20%
Very satisfied	(2)	74	*	12	4	2	7	8	1	10	9	*	7	15
		29%	1%	33%	29%	73%	30%	22%	58%	25%	24%	53%	19%	56%
NET: Satisfied		181	1	23	13	3	14	22	1	29	22	1	32	21
		71%	43%	67%	98%	96%	63%	62%	76%	71%	60%	99%	88%	76%
NET: Dissatisfied		37	*	-	*	*	9	9	-	7	6	-	2	3
		14%	1%	-%	2%	4%	37%	27%	-%	18%	17%	-%	5%	9%
Answered		254	3	35	13	3	23	35	1	40	37	1	36	27
Mean Score		.8	.4	1.0	1.2	1.7	.4	.6	1.3	.7	.6	1.5	1.0	1.1
Standard error		.08	.26	.18	.19	.25	.47	.21	-	.22	.24	-	.13	.23
Standard deviation		1.09	.69	.83	.67	.82	1.50	1.12	-	1.11	1.19	-	.70	1.24

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 439 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri

Base: All those who use Evri (QV4=8)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		210	41	50	54	65	91	119
Effective base		107	18	20	37	39	38	75
Weighted Base		254	51	61	78	64	112	142
Very dissatisfied	(-2)	10	*	3	4	2	4	7
		4%	1%	5%	6%	4%	3%	5%
Fairly dissatisfied	(-1)	26	-	15	9	2	15	11
		10%	-%	24%	12%	3%	13%	8%
				ad				
Neither satisfied nor dissatisfied	(0)	37	13	4	13	7	17	19
		14%	26%	7%	16%	10%	15%	14%
Fairly satisfied	(1)	107	22	22	32	30	44	63
		42%	43%	36%	41%	48%	39%	44%
Very satisfied	(2)	74	15	17	19	23	32	42
		29%	30%	27%	25%	35%	29%	30%
NET: Satisfied		181	37	39	52	53	76	105
		71%	74%	64%	66%	83%	68%	74%
NET: Dissatisfied		37	*	18	14	4	18	18
		14%	1%	30%	18%	7%	16%	13%
				ad				
Answered		254	51	61	78	64	112	142
Mean Score		.8	1.0	.6	.7	1.1	.8	.9
Standard error		.08	.12	.18	.16	.12	.12	.10
Standard deviation		1.09	.79	1.27	1.14	.96	1.10	1.08

Columns Tested:: a,b,c,d - a,b

Table 440

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		109	4	105	55	24	10	20	54
Effective base		38	2	37	32	9	7	10	15
Weighted Base		74	1	73	67	5	1	1	7
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	*	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	-	19	17	2	*	*	2
		25%	-%	26%	25%	34%	16%	12%	29%
Fairly satisfied	(1)	24	1	23	21	1	1	*	2
		32%	73%	31%	32%	24%	49%	49%	31%
Very satisfied	(2)	30	*	30	28	2	*	*	3
		41%	27%	41%	41%	42%	35%	39%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	1	-	-	-	-
		2%	-%	2%	2%	-%	-%	-%	-%
NET: Satisfied		54	1	53	49	3	1	1	5
		73%	100%	72%	73%	66%	84%	88%	71%
NET: Dissatisfied		*	-	*	*	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
Answered		73	1	72	66	5	1	1	7
Mean Score		1.2	1.3	1.2	1.2	1.1	1.2	1.3	1.1
Standard error		.08	-	.08	.11	.20	.55	-	.12
Standard deviation		.82	-	.82	.82	.97	1.72	-	.89

Columns Tested:: a,b - a,b,c,d,e

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base		109	17	24	14	17	17	20	55	24	30
Effective base		38	12	13	11	7	11	10	32	9	13
Weighted Base		74	28	28	11	4	2	1	67	5	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	-	*	-	-
		*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	14	3	-	2	*	*	17	2	*
		25%	48%	12%	-%	40%	10%	12%	25%	34%	14%
Fairly satisfied	(1)	24	5	13	3	1	1	*	21	1	1
		32%	19%	46%	31%	21%	47%	49%	32%	24%	49%
Very satisfied	(2)	30	10	12	6	2	1	*	28	2	1
		41%	34%	42%	59%	39%	44%	39%	41%	42%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	1	-	-	-	1	-	-
		2%	-%	*%	10%	-%	-%	-%	2%	-%	-%
NET: Satisfied		54	15	25	10	3	2	1	49	3	2
		73%	52%	87%	90%	60%	90%	88%	73%	66%	86%
NET: Dissatisfied		*	-	*	-	-	-	-	*	-	-
		*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Answered		73	28	28	10	4	2	1	66	5	2
Mean Score		1.2	.9	1.3	1.7	1.0	1.3	1.3	1.2	1.1	1.2
Standard error		.08	.22	.15	.14	.25	.23	-	.11	.20	.19
Standard deviation		.82	.91	.71	.50	1.01	.93	-	.82	.97	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base		109	29	26	24	10	20	26	21	12	11	28
Effective base		38	20	17	9	7	10	15	10	5	4	8
Weighted Base		74	50	18	5	1	1	32	14	6	12	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	-	*	-	-	-
		*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	16	1	2	*	*	12	1	1	1	*
		25%	32%	6%	34%	16%	12%	39%	8%	20%	5%	2%
Fairly satisfied	(1)	24	16	5	1	1	*	3	4	4	10	2
		32%	32%	31%	24%	49%	49%	9%	26%	62%	84%	64%
Very satisfied	(2)	30	18	10	2	*	*	16	8	1	1	1
		41%	36%	55%	42%	35%	39%	52%	56%	17%	12%	34%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	-	*	1	-	-	-
		2%	-%	6%	-%	-%	-%	*%	8%	-%	-%	-%
NET: Satisfied		54	34	15	3	1	1	19	11	5	12	3
		73%	68%	86%	66%	84%	88%	61%	82%	80%	95%	98%
NET: Dissatisfied		*	-	*	-	-	-	-	*	-	-	-
		*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%
Answered		73	50	17	5	1	1	32	12	6	12	3
Mean Score		1.2	1.0	1.5	1.1	1.2	1.3	1.1	1.5	1.0	1.1	1.3
Standard error		.08	.15	.14	.20	.55	-	.19	.17	.19	.13	.12
Standard deviation		.82	.83	.70	.97	1.72	-	.96	.75	.67	.42	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		109	5	6	26	2	7	9	5	6	5
Effective base		38	1	3	17	2	5	4	2	2	3
Weighted Base		74	3	2	31	3	3	12	4	6	6
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	*	*	10	2	-	1	-	6	*
		25%	11%	*%	30%	70%	-%	12%	-%	92%	*%
Fairly satisfied	(1)	24	3	1	5	-	2	6	*	*	5
		32%	88%	38%	14%	-%	58%	55%	3%	3%	80%
Very satisfied	(2)	30	*	1	16	1	1	4	4	*	1
		41%	2%	62%	52%	30%	42%	34%	97%	5%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		2%	-%	-%	3%	-%	-%	-%	-%	-%	-%
NET: Satisfied		54	3	2	21	1	3	10	4	*	6
		73%	89%	100%	66%	30%	100%	88%	100%	8%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		73	3	2	30	3	3	12	4	6	6
Mean Score		1.2	.9	1.6	1.2	.6	1.4	1.2	2.0	.1	1.2
Standard error		.08	.18	.28	.18	.79	.24	.22	.09	.20	.20
Standard deviation		.82	.40	.69	.91	1.12	.62	.66	.21	.50	.44

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	d	e	*f	*g	*h
Unweighted Base		109	14	17	40	71	38	16	10	12
Effective base		38	7	5	22	34	15	7	5	4
Weighted Base		74	12	11	47	70	4	2	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	5%	-%	21%	-%
Neither satisfied nor dissatisfied	(0)	19	2	6	11	19	*	*	-	-
		25%	18%	52%	23% e	27% e	*%	1%	-%	-%
Fairly satisfied	(1)	24	6	4	11	21	2	1	*	1
		32%	54%	35%	23%	30%	55%	62%	14%	82%
Very satisfied	(2)	30	3	2	24	29	2	1	1	*
		41%	28%	14%	51%	41%	39%	37%	65%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	1	*	-	-	*
		2%	-%	-%	2%	2%	1%	-%	-%	3%
NET: Satisfied		54	10	6	35	50	4	2	1	1
		73%	82%	48%	75%	72%	94%	99%	79%	97%
NET: Dissatisfied		*	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	5%	-%	21%	-%
Answered		73	12	11	46	69	4	2	1	1
Mean Score		1.2	1.1	.6	1.3	1.1	1.3	1.4	1.2	1.2
Standard error		.08	.19	.18	.13	.10	.14	.17	-	-
Standard deviation		.82	.70	.75	.83	.82	.83	.67	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		109	3	14	15	13	27	8	3	5	35
Effective base		38	1	4	4	6	13	3	1	2	13
Weighted Base		74	5	8	8	11	24	1	3	1	22
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	*	*	*	1	8	-	-	-	10
		25%	3%	1%	1%	10%	33%	-%	-%	-%	44%
Fairly satisfied	(1)	24	5	6	6	2	3	*	3	*	5
		32%	97%	76%	75%	20%	11%	14%	100%	15%	23%
Very satisfied	(2)	30	-	2	2	7	12	*	-	1	7
		41%	-%	23%	24%	68%	52%	86%	-%	85%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	*	-	1	-	-	-	-
		2%	-%	*%	*%	-%	5%	-%	-%	-%	-%
NET: Satisfied		54	5	8	8	10	15	1	3	1	12
		73%	97%	99%	99%	88%	63%	100%	100%	100%	56%
NET: Dissatisfied		*	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Answered		73	5	8	8	11	22	1	3	1	22
Mean Score		1.2	1.0	1.2	1.2	1.5	1.2	1.9	1.0	1.8	.9
Standard error		.08	.11	.13	.13	.22	.18	-	-	.42	.15
Standard deviation		.82	.19	.46	.47	.78	.94	-	-	.95	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	*b	a	*b
Unweighted Base		109	31	35	43	103	6	83	26	109	-
Effective base		38	10	13	15	36	2	32	6	38	-
Weighted Base		74	24	24	26	71	3	66	9	74	-
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	*	-	*	-	*	-
		*%	1%	-%	-%	*%	-%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	19	1	8	10	17	2	15	3	19	-
		25%	5%	32%	38%	24%	64%	24%	39%	25%	-%
Fairly satisfied	(1)	24	13	3	8	24	*	21	3	24	-
		32%	54%	11%	30%	33%	1%	32%	30%	32%	-%
			b								
Very satisfied	(2)	30	9	13	8	29	1	28	3	30	-
		41%	39%	52%	32%	41%	35%	42%	30%	41%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	1	-	1	-	1	*	1	-
		2%	*%	5%	-%	2%	-%	2%	*%	2%	-%
NET: Satisfied		54	23	15	16	53	1	49	5	54	-
		73%	94%	63%	62%	74%	36%	74%	61%	73%	-%
NET: Dissatisfied		*	*	-	-	*	-	*	-	*	-
		*%	1%	-%	-%	*%	-%	*%	-%	*%	-%
Answered		73	24	23	26	70	3	64	9	73	-
Mean Score		1.2	1.3	1.2	.9	1.2	.7	1.2	.9	1.2	-
Standard error		.08	.11	.16	.13	.08	.46	.09	.18	.08	-
Standard deviation		.82	.63	.94	.85	.81	1.14	.81	.88	.82	-

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	*f
Unweighted Base		109	34	43	31	51	32	12	14	83	26
Effective base		38	14	13	11	22	10	4	3	31	6
Weighted Base		74	31	27	17	45	18	6	5	63	11
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	*	-	-	-	*	-
		*%	-%	1%	-%	*%	-%	-%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	19	10	7	2	13	6	*	*	18	*
		25%	33%	27%	10%	29%	31%	4%	4%	29%	4%
Fairly satisfied	(1)	24	5	13	6	11	8	*	3	20	4
		32%	16%	48%	33%	25%	47%	8%	61%	31%	33%
Very satisfied	(2)	30	16	5	10	21	4	4	2	25	6
		41%	51%	20%	57%	46%	22%	69%	35%	39%	53%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	*	-	1	-	*	1
		2%	-%	4%	-%	*%	-%	19%	-%	*%	10%
NET: Satisfied		54	21	18	15	32	13	4	5	45	9
		73%	67%	68%	90%	71%	69%	77%	96%	70%	86%
NET: Dissatisfied		*	-	*	-	*	-	-	-	*	-
		*%	-%	1%	-%	*%	-%	-%	-%	*%	-%
Answered		73	31	25	17	45	18	5	5	63	10
Mean Score		1.2	1.2	.9	1.5	1.2	.9	1.8	1.3	1.1	1.5
Standard error		.08	.16	.11	.12	.12	.13	.17	.16	.09	.12
Standard deviation		.82	.91	.73	.69	.87	.74	.56	.60	.84	.61

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			*a	b	c	a	b	c	d	e	f
Unweighted Base		109	15	36	58	100	96	101	103	87	72
Effective base		38	8	14	16	34	31	35	37	31	25
Weighted Base		74	21	25	29	62	57	63	68	59	46
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	*	*	*	*	*	-
		*%	-%	1%	-%	*%	*%	*%	*%	*%	-%
Neither satisfied nor dissatisfied	(0)	19	6	7	6	17	14	17	19	19	11
		25%	28%	30%	20%	27%	25%	26%	28%	32%	25%
Fairly satisfied	(1)	24	7	4	12	18	19	19	19	17	13
		32%	36%	16%	42%	30%	34%	30%	28%	29%	29%
Very satisfied	(2)	30	8	13	10	26	22	26	29	22	20
		41%	37%	53%	34%	42%	39%	41%	42%	37%	44%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	1	1	1	1	1	1	1
		2%	-%	*%	4%	2%	2%	2%	2%	2%	2%
NET: Satisfied		54	15	17	22	44	41	45	48	39	33
		73%	72%	70%	76%	71%	73%	72%	70%	66%	73%
NET: Dissatisfied		*	-	*	-	*	*	*	*	*	-
		*%	-%	1%	-%	*%	*%	*%	*%	*%	-%
Answered		73	21	25	28	61	55	62	67	58	44
Mean Score		1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.0	1.2
Standard error		.08	.21	.16	.10	.08	.08	.08	.08	.09	.10
Standard deviation		.82	.82	.92	.75	.84	.81	.83	.85	.85	.82

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		109	3	41	8	19	12	7	11	30
Effective base		38	2	19	3	7	4	2	2	5
Weighted Base		74	1	38	4	11	2	3	4	9
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	-	10	2	3	*	*	*	1
		25%	-%	28%	56%	32%	8%	6%	4%	6%
Fairly satisfied	(1)	24	1	9	*	5	*	*	3	4
		32%	44%	25%	10%	47%	14%	3%	85%	40%
Very satisfied	(2)	30	1	17	1	2	2	3	*	5
		41%	56%	44%	34%	21%	78%	90%	11%	54%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	*	-	-	-	-	-
		2%	-%	3%	1%	-%	-%	-%	-%	-%
NET: Satisfied		54	1	26	2	7	2	3	4	9
		73%	100%	69%	44%	68%	92%	94%	96%	94%
NET: Dissatisfied		*	-	*	-	-	-	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%
Answered		73	1	37	4	11	2	3	4	9
Mean Score		1.2	1.6	1.2	.8	.9	1.7	1.8	1.1	1.5
Standard error		.08	.58	.14	.41	.17	.23	.24	.13	.12
Standard deviation		.82	1.00	.87	1.08	.76	.80	.63	.44	.64

Columns Tested:: a,b,c,d,e,f,g,h

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base		109	40	16	14	11	8	5	6	39	26	9	8	2	4	8
Effective base		38	17	8	8	5	2	4	4	20	4	3	4	2	3	1
Weighted Base		74	34	15	2	8	3	*	*	35	10	2	6	*	*	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	10	2	*	3	*	*	*	7	6	-	*	-	*	*
		25%	31%	16%	3%	41%	6%	*%	33%	21%	66%	-%	2%	-%	45%	*%
Fairly satisfied	(1)	24	8	6	1	3	*	*	*	12	1	1	2	*	*	3
		32%	24%	42%	60%	31%	9%	18%	22%	36%	7%	37%	29%	100%	4%	92%
Very satisfied	(2)	30	15	5	1	2	3	*	*	13	3	1	4	-	*	*
		41%	44%	35%	37%	28%	85%	81%	45%	39%	26%	63%	69%	-%	51%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	-	-	-	-	1	*	-	-	-	-	-
		2%	-%	8%	-%	-%	-%	-%	-%	3%	*%	-%	-%	-%	-%	-%
NET: Satisfied		54	23	11	2	5	3	*	*	26	3	2	6	*	*	3
		73%	68%	77%	97%	59%	94%	100%	67%	75%	34%	100%	98%	100%	55%	100%
NET: Dissatisfied		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Answered		73	34	14	2	8	3	*	*	33	10	2	6	*	*	3
Mean Score		1.2	1.1	1.2	1.3	.9	1.8	1.8	1.1	1.2	.6	1.6	1.7	1.0	1.1	1.1
Standard error		.08	.14	.20	.20	.26	.24	-	-	.13	.19	.21	.20	-	-	.11
Standard deviation		.82	.89	.74	.76	.88	.67	-	-	.80	.93	.64	.57	-	-	.32

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		109	32	21	16	12	4	7	11	22	17	19	37	15	13
Effective base		38	17	8	6	3	1	1	2	4	7	7	14	5	3
Weighted Base		74	32	11	10	4	4	3	4	11	11	9	26	6	9
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	8	4	*	2	4	-	*	4	5	2	6	*	4
		25%	26%	35%	2%	54%	89%	-%	8%	37%	43%	16%	24%	3%	40%
Fairly satisfied	(1)	24	7	2	6	1	*	*	3	4	1	4	8	1	5
		32%	22%	20%	60%	13%	8%	12%	69%	33%	6%	42%	32%	13%	53%
Very satisfied	(2)	30	17	5	2	1	*	2	1	3	6	4	10	5	1
		41%	52%	44%	25%	32%	3%	88%	23%	31%	51%	40%	40%	84%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-	-	1	-	-
		2%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET: Satisfied		54	23	7	8	2	*	3	4	7	6	8	19	6	6
		73%	74%	63%	86%	46%	11%	100%	92%	63%	57%	82%	72%	97%	60%
NET: Dissatisfied		*	-	*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Answered		73	32	11	8	4	4	3	4	11	11	9	25	6	9
Mean Score		1.2	1.3	1.0	1.3	.8	.1	1.9	1.2	.9	1.1	1.2	1.2	1.8	.7
Standard error		.08	.15	.21	.14	.30	.25	.16	.18	.18	.25	.19	.14	.13	.17
Standard deviation		.82	.86	.97	.53	1.04	.49	.41	.61	.86	1.01	.82	.81	.50	.63

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	c	*d	*e	*a	*b	c	*d	*e
Unweighted Base		109	25	21	31	13	9	19	24	32	11	9
Effective base		38	8	8	13	5	2	6	8	12	3	2
Weighted Base		74	13	11	26	6	6	11	13	22	5	5
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	*	-	-	-	-
		*%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	6	2	5	*	4	5	5	4	*	-
		25%	49%	14%	18%	3%	62%	45%	41%	18%	*%	-%
Fairly satisfied	(1)	24	1	4	11	1	2	3	2	8	1	5
		32%	5%	33%	44%	13%	32%	32%	17%	35%	13%	92%
Very satisfied	(2)	30	6	6	9	5	*	2	4	11	4	*
		41%	46%	52%	34%	84%	6%	21%	34%	47%	87%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	1	-	-	-	1	-	-	-
		2%	-%	-%	4%	-%	-%	-%	9%	-%	-%	-%
NET: Satisfied		54	7	9	20	6	2	6	7	18	5	5
		73%	51%	84%	78%	97%	38%	54%	51%	82%	100%	100%
NET: Dissatisfied		*	-	*	-	-	-	*	-	-	-	-
		*%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
Answered		73	13	11	25	6	6	11	12	22	5	5
Mean Score		1.2	1.0	1.3	1.2	1.8	.4	.7	.9	1.3	1.9	1.1
Standard error		.08	.20	.18	.14	.14	.22	.20	.20	.14	.11	.10
Standard deviation		.82	1.01	.82	.73	.50	.67	.86	.94	.77	.37	.30

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		109	20	24	32	15	11	74	13	14	67	42	80	20
Effective base		38	10	8	13	6	2	26	4	8	24	13	29	6
Weighted Base		74	19	9	30	8	3	47	5	16	45	29	53	9
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	*	-	-	*	-	*	-
		*%	-%	2%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	19	7	*	11	*	*	11	2	6	14	5	16	1
		25%	36%	4%	38%	2%	5%	23%	47%	37%	31%	16%	29%	11%
Fairly satisfied	(1)	24	3	1	12	1	2	15	1	3	10	13	15	4
		32%	19%	14%	39%	10%	67%	32%	17%	20%	23%	45%	28%	41%
Very satisfied	(2)	30	9	7	7	6	1	20	2	7	21	10	23	3
		41%	45%	79%	22%	74%	27%	42%	37%	43%	45%	34%	43%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	-	1	-	1	-	-	*	1	*	1
		2%	-%	*%	-%	14%	-%	2%	-%	-%	*%	4%	*%	12%
NET: Satisfied		54	12	8	18	7	3	35	2	10	31	23	38	7
		73%	64%	93%	62%	83%	95%	74%	53%	63%	68%	80%	70%	77%
NET: Dissatisfied		*	-	*	-	-	-	*	-	-	*	-	*	-
		*%	-%	2%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Answered		73	19	9	30	7	3	46	5	16	45	28	53	8
Mean Score		1.2	1.1	1.7	.8	1.8	1.2	1.2	.9	1.1	1.1	1.2	1.1	1.3
Standard error		.08	.21	.15	.14	.13	.20	.10	.28	.25	.11	.11	.10	.16
Standard deviation		.82	.92	.70	.77	.48	.66	.81	1.03	.92	.89	.71	.86	.72

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base		109	57	39	18	85	78	22	61	35	19	84
Effective base		38	21	10	10	27	29	5	24	8	9	28
Weighted Base		74	37	19	16	52	54	8	41	16	15	52
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	*	*	-	*	-	-	*
		*%	1%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	19	5	9	2	17	16	1	7	7	2	17
		25%	13%	49% a	10%	33%	29%	12%	16%	47%	10%	33%
Fairly satisfied	(1)	24	14	5	3	16	14	4	14	5	3	16
		32%	37%	26%	20%	31%	27%	50%	35%	30%	22%	30%
Very satisfied	(2)	30	18	4	10	18	24	2	19	4	10	18
		41%	49%	20%	64%	36%	44%	25%	45%	23%	68%	35%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	1	1	*	*	1	1	-	-	1
		2%	*%	6%	7%	*%	*%	14%	3%	-%	-%	2%
NET: Satisfied		54	32	9	13	34	38	6	33	8	14	34
		73%	87% b	46%	83%	66%	71%	75%	80%	53%	90%	64%
NET: Dissatisfied		*	*	-	-	*	*	-	*	-	-	*
		*%	1%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Answered		73	37	18	15	52	54	7	40	16	15	51
Mean Score		1.2	1.4 b	.7	1.6	1.0	1.1	1.2	1.3	.8	1.6	1.0
Standard error		.08	.10	.13	.17	.09	.10	.15	.10	.14	.16	.09
Standard deviation		.82	.73	.81	.70	.85	.86	.68	.77	.83	.69	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base		109	87	61	32	-	83	55	27	-	94	51	41	-
Effective base		38	31	22	11	-	27	22	7	-	35	19	16	-
Weighted Base		74	56	40	21	-	49	37	15	-	64	33	29	-
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	-	-	*	*	-	-	*	*	-	-
		*%	*%	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	14	13	5	-	11	9	6	-	19	6	5	-
		25%	25%	32%	24%	-%	23%	24%	44%	-%	29%	19%	16%	-%
Fairly satisfied	(1)	24	15	9	6	-	17	11	1	-	16	10	12	-
		32%	27%	23%	29%	-%	34%	31%	6%	-%	26%	32%	40%	-%
Very satisfied	(2)	30	26	18	10	-	20	17	7	-	27	16	13	-
		41%	46%	44%	47%	-%	40%	45%	50%	-%	43%	49%	44%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	*	*	-	1	-	-	-	1	-	*	-
		2%	2%	*%	*%	-%	2%	-%	-%	-%	2%	-%	*%	-%
NET: Satisfied		54	41	27	16	-	37	28	8	-	44	27	24	-
		73%	73%	67%	76%	-%	74%	76%	56%	-%	69%	81%	84%	-%
NET: Dissatisfied		*	*	*	-	-	*	*	-	-	*	*	-	-
		*%	*%	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%
Answered		73	55	40	21	-	48	37	15	-	62	33	29	-
Mean Score		1.2	1.2	1.1	1.2	-	1.2	1.2	1.1	-	1.1	1.3	1.3	-
Standard error		.08	.09	.11	.15	-	.09	.11	.19	-	.09	.11	.12	-
Standard deviation		.82	.84	.89	.83	-	.80	.83	1.00	-	.86	.80	.74	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	*a	b	c	*d	*e
Unweighted Base		109	75	67	50	72	47	10	29	33	42	13	12
Effective base		38	27	22	19	27	16	2	13	13	16	6	5
Weighted Base		74	51	42	36	48	31	6	27	22	30	9	9
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	-	*	-	-	-	-	-	-	-
		*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	13	9	8	15	13	4	8	4	8	-	-
		25%	26%	22%	22%	32%	42%	64%	30%	19%	27%	-%	-%
Fairly satisfied	(1)	24	14	13	7	12	6	*	5	6	7	1	3
		32%	28%	31%	18%	25%	19%	3%	20%	26%	22%	8%	34%
Very satisfied	(2)	30	23	19	20	21	12	2	12	12	14	9	6
		41%	46%	46%	56%	43%	38%	33%	45%	54%	48%	92%	66%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	*	*	1	*	-	-	1	-	1	-	-
		2%	*%	*%	3%	*%	-%	-%	4%	-%	4%	-%	-%
NET: Satisfied		54	37	32	27	33	18	2	17	18	21	9	9
		73%	73%	77%	75%	68%	58%	36%	66%	81%	69%	100%	100%
NET: Dissatisfied		*	*	*	-	*	-	-	-	-	-	-	-
		*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Answered		73	51	42	35	48	31	6	26	22	29	9	9
Mean Score		1.2	1.2	1.2	1.3	1.1	1.0	.7	1.2	1.3	1.2	1.9	1.7
Standard error		.08	.10	.10	.12	.10	.13	.32	.17	.14	.14	.08	.14
Standard deviation		.82	.85	.82	.84	.88	.91	1.03	.89	.80	.87	.29	.50

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		109	15	15	7	5	87	64	95	74	75	80	85	39	-	75	6
Effective base		38	4	4	4	2	33	23	36	26	24	25	32	15	-	27	3
Weighted Base		74	8	8	9	2	59	43	65	49	42	46	58	31	-	41	6
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	19	*	3	4	-	17	10	17	12	8	8	14	9	-	3	2
		25%	4%	42%	41%	-%	28%	24%	25%	23%	19%	17%	24%	28%	-%	7%	39%
Fairly satisfied	(1)	24	3	*	2	*	15	12	19	15	15	16	18	12	-	11	3
		32%	39%	4%	24%	4%	25%	28%	29%	31%	36%	35%	31%	38%	-%	27%	45%
Very satisfied	(2)	30	4	3	3	2	27	19	29	21	19	21	25	10	-	26	1
		41%	57%	40%	35%	95%	46%	44%	44%	43%	44%	45%	43%	34%	-%	63%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1	-	*	-	1	1	1	*	1	1	-	-	1	-
		2%	-%	13%	-%	1%	-%	3%	2%	2%	*%	2%	2%	-%	-%	3%	-%
NET: Satisfied		54	7	4	5	2	42	31	47	36	34	37	42	22	-	36	4
		73%	96%	44%	59%	99%	72%	73%	73%	74%	80%	80%	74%	72%	-%	89%	61%
NET: Dissatisfied		*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Answered		73	8	7	9	2	59	41	64	48	42	45	56	31	-	40	6
Mean Score		1.2	1.5	1.0	.9	2.0	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.1	-	1.6	.8
Standard error		.08	.16	.28	.35	.12	.09	.11	.09	.10	.09	.09	.09	.13	-	.08	.32
Standard deviation		.82	.62	1.05	.92	.24	.86	.84	.83	.82	.78	.77	.82	.80	-	.66	.78

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	*a	b	*c	a	b	c
Unweighted Base		109	54	38	89	3	48	61	27	74	8	33	31	43
Effective base		38	20	14	31	1	15	23	9	25	3	12	8	17
Weighted Base		74	35	26	50	2	28	46	16	52	7	25	17	32
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	-	*	-	-	*	-	*	-	-
		*%	1%	-%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	12	4	4	2	10	9	3	16	*	2	11	6
		25%	34%	15%	8%	98%	35%	19%	19%	30%	2%	10%	65% ac	17%
Fairly satisfied	(1)	24	9	7	16	-	10	13	3	16	4	10	1	12
		32%	25%	26%	33%	-%	36%	29%	20%	31%	63%	41%	7%	37%
Very satisfied	(2)	30	13	15	28	*	7	24	9	20	2	12	5	14
		41%	38%	60%	57%	2%	24%	52%	54%	38%	35%	49%	27%	42%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	1	-	1	-	1	-	1	-	-	-	*	1
		2%	3%	-%	2%	-%	4%	-%	7%	-%	-%	-%	*%	3%
NET: Satisfied		54	22	22	45	*	17	37	12	36	7	22	6	26
		73%	63%	85%	90%	2%	60%	81%	73%	69%	98%	89% b	35%	79% b
NET: Dissatisfied		*	*	-	-	-	*	-	-	*	-	*	-	-
		*%	1%	-%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%
Answered		73	34	26	49	2	27	46	15	52	7	25	17	31
Mean Score		1.2	1.0	1.4	1.5	*	.9	1.3	1.4	1.1	1.3	1.4 b	.6	1.3
Standard error		.08	.12	.12	.07	.21	.12	.10	.17	.10	.20	.12	.17	.12
Standard deviation		.82	.89	.75	.65	.36	.81	.79	.84	.84	.55	.71	.91	.75

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		109	60	49
Effective base		38	18	19
Weighted Base		74	35	40
Very dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-
		*%	1%	-%
Neither satisfied nor dissatisfied	(0)	19	12	7
		25%	35%	17%
Fairly satisfied	(1)	24	12	11
		32%	36%	28%
Very satisfied	(2)	30	10	21
		41%	28%	52%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	1
		2%	-%	3%
NET: Satisfied		54	22	32
		73%	64%	80%
NET: Dissatisfied		*	*	-
		*%	1%	-%
Answered		73	35	38
Mean Score		1.2	.9	1.4
Standard error		.08	.11	.11
Standard deviation		.82	.82	.77

Columns Tested:: a,b

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		109	4	9	6	6	1	16	1	20	9	10	12	15
Effective base		38	1	2	3	3	1	4	1	11	4	4	6	8
Weighted Base		74	*	7	4	1	*	9	*	23	6	2	10	13
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
Neither satisfied nor dissatisfied	(0)	19	*	1	1	-	-	4	-	6	-	*	4	2
		25%	6%	15%	37%	-%	-%	44%	-%	28%	-%	8%	38%	18%
Fairly satisfied	(1)	24	*	5	2	1	*	2	*	11	1	1	*	1
		32%	2%	71%	63%	97%	100%	27%	100%	50%	12%	24%	*%	7%
Very satisfied	(2)	30	*	1	-	*	-	3	-	5	6	*	6	9
		41%	92%	14%	-%	3%	-%	29%	-%	22%	88%	20%	60%	75%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	-	-	-	-	*	-	-	-	1	-	-
		2%	-%	-%	-%	-%	-%	*%	-%	-%	-%	48%	-%	-%
NET: Satisfied		54	*	6	2	1	*	5	*	16	6	1	6	10
		73%	94%	85%	63%	100%	100%	56%	100%	72%	100%	44%	60%	82%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
Answered		73	*	7	4	1	*	9	*	23	6	1	10	13
Mean Score		1.2	1.9	1.0	.6	1.0	1.0	.8	1.0	.9	1.9	1.2	1.2	1.6
Standard error		.08	-	.19	.23	-	-	.23	-	.16	.12	.58	.31	.21
Standard deviation		.82	-	.58	.57	-	-	.90	-	.72	.35	1.74	1.06	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 440 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			*a	*b	c	d	a	b
Unweighted Base		109	19	23	30	37	42	67
Effective base		38	4	4	14	16	9	29
Weighted Base		74	11	9	29	25	20	54
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	*	-	*
		*%	-%	-%	-%	1%	-%	*%
Neither satisfied nor dissatisfied	(0)	19	2	4	6	6	6	13
		25%	22%	41%	22%	25%	31%	23%
Fairly satisfied	(1)	24	7	3	12	1	10	13
		32%	66%	31%	42%	6%	50%	25%
					d			
Very satisfied	(2)	30	1	3	11	16	4	27
		41%	12%	27%	36%	64%	19%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		1	-	*	-	1	*	1
		2%	-%	*%	-%	4%	*%	2%
NET: Satisfied		54	9	5	23	18	14	40
		73%	78%	58%	78%	69%	69%	74%
NET: Dissatisfied		*	-	-	-	*	-	*
		*%	-%	-%	-%	1%	-%	*%
Answered		73	11	9	29	24	20	53
Mean Score		1.2	.9	.9	1.1	1.4	.9	1.3
Standard error		.08	.14	.19	.14	.15	.11	.10
Standard deviation		.82	.60	.87	.76	.92	.71	.84

Columns Tested:: a,b,c,d - a,b

Table 449

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	*d	e
Unweighted Base		219	31	188	137	44	11	27	82
Effective base		89	9	82	78	22	7	12	28
Weighted Base		193	11	182	179	13	1	1	14
Very dissatisfied	(-2)	1	-	1	*	*	-	-	*
		*%	-%	*%	*%	3%	-%	-%	3%
Fairly dissatisfied	(-1)	5	-	5	3	2	-	*	2
		3%	-%	3%	2%	14%	-%	7%	13%
						a			a
Neither satisfied nor dissatisfied	(0)	23	*	23	23	*	*	*	*
		12%	3%	13%	13%	2%	2%	14%	3%
Fairly satisfied	(1)	73	4	69	68	4	1	*	5
		38%	37%	38%	38%	30%	55%	47%	33%
Very satisfied	(2)	92	7	85	85	6	*	*	7
		47%	60%	47%	47%	50%	43%	32%	49%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	*	*
		*%	*%	-%	-%	-%	-%	*%	*%
NET: Satisfied		164	11	154	153	10	1	1	12
		85%	97%	84%	85%	80%	98%	79%	82%
NET: Dissatisfied		6	-	6	4	2	-	*	2
		3%	-%	3%	2%	17%	-%	7%	15%
						a			a
Answered		193	11	182	179	13	1	1	14
Mean Score		1.3	1.6	1.3	1.3	1.1	1.4	1.0	1.1
Standard error		.05	.10	.06	.07	.18	1.10	-	.13
Standard deviation		.80	.57	.81	.77	1.21	3.63	-	1.16

Columns Tested:: a,b - a,b,c,d,e

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	d	*e	*f	g	h	i
Unweighted Base		219	39	74	24	33	22	27	137	44	38
Effective base		89	23	44	13	19	7	12	78	22	16
Weighted Base		193	57	104	18	10	4	1	179	13	2
Very dissatisfied	(-2)	1	-	*	-	*	-	-	*	*	-
		*%	-%	*%	-%	4%	-%	-%	*%	3%	-%
Fairly dissatisfied	(-1)	5	-	3	1	2	-	*	3	2	*
		3%	-%	3%	4%	18%	-%	7%	2%	14%	3%
						abg				g	
Neither satisfied nor dissatisfied	(0)	23	10	12	*	*	*	*	23	*	*
		12%	18%	12%	3%	2%	5%	14%	13%	2%	7%
Fairly satisfied	(1)	73	21	39	8	3	1	*	68	4	1
		38%	37%	37%	45%	31%	36%	47%	38%	30%	52%
Very satisfied	(2)	92	26	50	9	5	2	*	85	6	1
		47%	45%	48%	49%	46%	60%	32%	47%	50%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
NET: Satisfied		164	47	89	16	8	4	1	153	10	2
		85%	82%	86%	94%	77%	95%	79%	85%	80%	90%
NET: Dissatisfied		6	-	3	1	2	-	*	4	2	*
		3%	-%	3%	4%	22%	-%	7%	2%	17%	3%
						abg				abg	
Answered		193	57	104	18	10	4	1	179	13	2
Mean Score		1.3	1.3	1.3	1.4	1.0	1.5	1.0	1.3	1.1	1.3
Standard error		.05	.12	.09	.15	.23	.15	-	.07	.18	.18
Standard deviation		.80	.75	.79	.74	1.31	.69	-	.77	1.21	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	*e	a	b	*c	*d	*e
Unweighted Base		219	75	62	44	11	27	69	47	18	15	29
Effective base		89	51	30	22	7	12	40	25	7	6	8
Weighted Base		193	128	51	13	1	1	104	45	12	7	5
Very dissatisfied	(-2)	1	-	*	*	-	-	-	1	-	-	-
		*%	-%	1%	3%	-%	-%	-%	1%	-%	-%	-%
Fairly dissatisfied	(-1)	5	3	1	2	-	*	3	1	-	-	2
		3%	2%	1%	14%	-%	7%	3%	2%	-%	-%	32%
Neither satisfied nor dissatisfied	(0)	23	19	4	*	*	*	15	8	*	*	*
		12%	15%	8%	2%	2%	14%	14%	17%	3%	1%	*%
Fairly satisfied	(1)	73	49	19	4	1	*	40	17	3	3	2
		38%	38%	37%	30%	55%	47%	39%	38%	26%	48%	36%
Very satisfied	(2)	92	57	27	6	*	*	46	19	9	3	2
		47%	45%	53%	50%	43%	32%	44%	42%	71%	51%	32%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: Satisfied		164	106	47	10	1	1	86	36	12	7	4
		85%	83%	91%	80%	98%	79%	83%	80%	97%	99%	68%
NET: Dissatisfied		6	3	1	2	-	*	3	1	-	-	2
		3%	2%	2%	17%	-%	7%	3%	3%	-%	-%	32%
					a							
Answered		193	128	51	13	1	1	104	45	12	7	5
Mean Score		1.3	1.3	1.4	1.1	1.4	1.0	1.2	1.2	1.7	1.5	.7
Standard error		.05	.09	.09	.18	1.10	-	.10	.13	.13	.15	.25
Standard deviation		.80	.78	.74	1.21	3.63	-	.80	.87	.55	.57	1.36

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base		219	15	19	25	6	14	33	13	14	13
Effective base		89	8	10	14	2	7	21	6	7	7
Weighted Base		193	20	21	26	2	15	54	16	10	13
Very dissatisfied	(-2)	1	-	-	-	-	-	*	*	-	-
		*%	-%	-%	-%	-%	-%	1%	2%	-%	-%
Fairly dissatisfied	(-1)	5	-	-	1	-	-	1	-	-	3
		3%	-%	-%	2%	-%	-%	2%	-%	-%	25%
Neither satisfied nor dissatisfied	(0)	23	2	5	5	*	-	3	4	2	-
		12%	11%	23%	19%	8%	-%	6%	28%	21%	-%
Fairly satisfied	(1)	73	8	7	10	*	2	23	8	4	5
		38%	37%	33%	41%	1%	15%	42%	53%	37%	39%
Very satisfied	(2)	92	10	9	10	2	12	26	3	4	5
		47%	51%	44%	38%	91%	85%	49%	17%	43%	37%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET: Satisfied		164	18	16	20	2	15	49	11	8	10
		85%	89%	77%	79%	92%	100%	91%	70%	79%	75%
NET: Dissatisfied		6	-	-	1	-	-	2	*	-	3
		3%	-%	-%	2%	-%	-%	3%	2%	-%	25%
Answered		193	20	21	26	2	15	54	16	10	13
Mean Score		1.3	1.4	1.2	1.2	1.8	1.8	1.4	.8	1.2	.9
Standard error		.05	.18	.19	.16	.32	.10	.13	.22	.22	.35
Standard deviation		.80	.70	.81	.81	.77	.37	.76	.78	.81	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	*f	*g	*h
Unweighted Base		219	33	48	71	152	67	28	23	16
Effective base		89	15	24	40	78	14	5	12	4
Weighted Base		193	30	51	95	177	16	9	5	3
Very dissatisfied	(-2)	1	-	-	1	1	-	-	-	-
		*%	-%	-%	1%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	3	-	2	5	*	*	*	-
		3%	11%	-%	2%	3%	1%	1%	1%	-%
Neither satisfied nor dissatisfied	(0)	23	*	9	12	22	1	*	1	*
		12%	1%	18%	13%	12%	9%	1%	27%	*%
Fairly satisfied	(1)	73	8	18	42	67	5	2	2	1
		38%	25%	35%	44%	38%	33%	26%	39%	43%
Very satisfied	(2)	92	19	24	39	82	9	6	2	1
		47%	64%	47%	41%	46%	58%	72%	33%	57%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	-	-	-	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%
NET: Satisfied		164	27	42	81	150	15	9	3	3
		85%	89%	82%	85%	85%	91%	98%	72%	100%
NET: Dissatisfied		6	3	-	2	6	*	*	*	-
		3%	11%	-%	2%	3%	1%	1%	1%	-%
Answered		193	30	51	95	177	16	9	5	3
Mean Score		1.3	1.4	1.3	1.2	1.3	1.5	1.7	1.0	1.6
Standard error		.05	.17	.11	.09	.07	.09	.10	.19	.16
Standard deviation		.80	.97	.76	.79	.81	.70	.54	.90	.64

Columns Tested:: a,b,c,d,e,f,g,h

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	*h	i
Unweighted Base		219	8	27	27	23	58	19	8	2	74
Effective base		89	3	12	12	10	27	7	2	2	31
Weighted Base		193	5	23	23	24	49	16	4	*	74
Very dissatisfied	(-2)	1	-	*	*	-	*	-	-	-	-
		*%	-%	2%	2%	-%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	-	1	1	3	-	1	-	-	1
		3%	-%	5%	5%	11%	-%	4%	-%	-%	1%
Neither satisfied nor dissatisfied	(0)	23	*	*	*	4	6	3	1	-	10
		12%	1%	1%	1%	16%	12%	16%	28%	-%	13%
Fairly satisfied	(1)	73	2	15	15	5	24	4	*	*	23
		38%	40%	66%	66%	20%	49%	24%	4%	100%	31%
Very satisfied	(2)	92	3	6	6	12	19	9	2	-	41
		47%	59%	25%	25%	53%	39%	56%	68%	-%	55%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	*	-	-	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		164	5	21	21	17	43	12	3	*	64
		85%	99%	92%	92%	73%	88%	79%	72%	100%	86%
NET: Dissatisfied		6	-	2	2	3	*	1	-	-	1
		3%	-%	7%	7%	11%	1%	4%	-%	-%	1%
Answered		193	5	23	23	24	49	16	4	*	74
Mean Score		1.3	1.6	1.1	1.1	1.1	1.3	1.3	1.4	1.0	1.4
Standard error		.05	.20	.16	.16	.22	.09	.21	.37	-	.09
Standard deviation		.80	.57	.80	.80	1.08	.70	.92	1.05	-	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	*b	a	b	a	*b
Unweighted Base		219	58	77	84	193	26	173	46	216	3
Effective base		89	24	34	33	77	13	74	16	88	2
Weighted Base		193	51	64	78	161	32	166	27	191	2
Very dissatisfied	(-2)	1	*	*	-	1	-	1	-	1	-
		*%	1%	*%	-%	*%	-%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	5	4	1	1	5	*	3	2	5	-
		3%	7%	1%	1%	3%	*%	2%	7%	3%	-%
Neither satisfied nor dissatisfied	(0)	23	4	8	11	13	11	19	5	23	-
		12%	8%	13%	14%	8%	33%	11%	17%	12%	-%
Fairly satisfied	(1)	73	22	28	23	64	8	64	8	71	2
		38%	43%	43%	30%	40%	26%	39%	32%	37%	92%
Very satisfied	(2)	92	21	28	43	79	13	80	12	92	*
		47%	41%	43%	55%	49%	41%	48%	44%	48%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	-	*	-	*	-
		*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
NET: Satisfied		164	43	55	66	143	22	144	20	163	2
		85%	84%	86%	85%	89%	67%	87%	76%	85%	100%
NET: Dissatisfied		6	4	1	1	6	*	4	2	6	-
		3%	8%	1%	1%	4%	*%	2%	7%	3%	-%
Answered		193	51	64	78	161	32	166	27	191	2
Mean Score		1.3	1.2	1.3	1.4	1.3	1.1	1.3	1.1	1.3	1.1
Standard error		.05	.12	.09	.08	.06	.17	.06	.14	.06	.23
Standard deviation		.80	.92	.76	.76	.79	.87	.78	.95	.81	.40

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	*c	*d	e	f
Unweighted Base		219	91	58	69	132	51	19	17	183	36
Effective base		89	37	22	31	59	18	9	4	77	12
Weighted Base		193	74	54	66	125	43	20	5	168	25
Very dissatisfied	(-2)	1	-	-	1	-	*	*	-	*	*
		*%	-%	-%	1%	-%	1%	2%	-%	*%	2%
Fairly dissatisfied	(-1)	5	2	-	3	4	1	-	1	4	1
		3%	3%	-%	4%	3%	1%	-%	13%	3%	3%
Neither satisfied nor dissatisfied	(0)	23	16	4	3	20	3	*	-	23	*
		12%	22%	7%	5%	16%	7%	1%	-%	14%	1%
Fairly satisfied	(1)	73	27	17	28	40	21	10	2	61	12
		38%	37%	33%	43%	32%	49%	50%	40%	36%	48%
Very satisfied	(2)	92	28	33	31	62	18	9	3	80	12
		47%	38%	61%	47%	49%	42%	46%	47%	48%	46%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	*	-	-	-	*	-
		*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
NET: Satisfied		164	55	50	59	102	39	19	5	141	24
		85%	75%	93%	90%	81%	91%	97%	87%	84%	95%
NET: Dissatisfied		6	2	-	3	4	1	*	1	5	1
		3%	3%	-%	5%	3%	2%	2%	13%	3%	4%
Answered		193	74	54	66	125	43	20	5	168	25
Mean Score		1.3	1.1	1.5	1.3	1.3	1.3	1.4	1.2	1.3	1.4
				a							
Standard error		.05	.09	.08	.10	.07	.10	.17	.26	.06	.13
Standard deviation		.80	.86	.63	.82	.84	.72	.73	1.07	.81	.79

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		219	37	95	87	193	189	197	206	144	122
Effective base		89	21	39	30	77	77	80	83	63	47
Weighted Base		193	43	83	68	171	173	176	183	144	105
Very dissatisfied	(-2)	1	-	-	1	1	1	1	1	*	*
		*%	-%	-%	1%	*%	*%	*%	*%	*%	*%
Fairly dissatisfied	(-1)	5	-	4	1	5	5	5	5	5	4
		3%	-%	5%	2%	3%	3%	3%	3%	4%	4%
Neither satisfied nor dissatisfied	(0)	23	5	14	3	20	21	21	23	16	8
		12%	13%	17%	5%	12%	12%	12%	13%	11%	7%
Fairly satisfied	(1)	73	15	25	33	61	62	63	69	48	37
		38%	35%	30%	49%	36%	36%	36%	38%	33%	36%
Very satisfied	(2)	92	22	40	30	84	85	87	85	74	56
		47%	53%	48%	44%	49%	49%	49%	47%	52%	53%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	*	*	*	*	-	-
		*%	-%	*%	-%	*%	*%	*%	*%	-%	-%
NET: Satisfied		164	37	64	63	145	147	150	154	123	93
		85%	87%	78%	92%	85%	85%	85%	84%	85%	89%
NET: Dissatisfied		6	-	4	2	6	6	6	6	5	4
		3%	-%	5%	3%	3%	3%	3%	3%	4%	4%
Answered		193	43	83	68	171	173	176	183	144	105
Mean Score		1.3	1.4	1.2	1.3	1.3	1.3	1.3	1.3	1.3	1.4
Standard error		.05	.12	.09	.08	.06	.06	.06	.06	.07	.07
Standard deviation		.80	.71	.90	.74	.82	.82	.82	.82	.83	.81

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h
Unweighted Base		219	8	113	20	19	16	12	9	37
Effective base		89	5	48	10	6	6	5	5	15
Weighted Base		193	6	106	23	19	9	9	6	24
Very dissatisfied	(-2)	1	-	*	-	-	-	*	-	*
		*%	-%	*%	-%	-%	-%	4%	-%	2%
Fairly dissatisfied	(-1)	5	-	1	3	-	1	*	1	1
		3%	-%	1%	12%	-%	6%	1%	12%	5%
Neither satisfied nor dissatisfied	(0)	23	1	19	*	*	*	*	*	*
		12%	9%	18%	1%	*%	2%	1%	*%	1%
Fairly satisfied	(1)	73	3	39	12	2	1	4	3	8
		38%	48%	36%	52%	9%	8%	50%	55%	35%
Very satisfied	(2)	92	2	46	8	17	8	4	2	13
		47%	43%	44%	35%	90%	85%	44%	33%	57%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		164	5	85	20	19	8	8	5	22
		85%	91%	80%	87%	100%	93%	94%	88%	92%
NET: Dissatisfied		6	-	2	3	-	1	*	1	2
		3%	-%	1%	12%	-%	6%	5%	12%	7%
Answered		193	6	106	23	19	9	9	6	24
Mean Score		1.3	1.3	1.2	1.1	1.9	1.7	1.3	1.1	1.4
Standard error		.05	.25	.08	.21	.07	.20	.27	.33	.15
Standard deviation		.80	.71	.80	.92	.32	.81	.94	.98	.90

Columns Tested:: a,b,c,d,e,f,g,h

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base		219	112	27	19	15	11	6	3	111	32	20	7	11	4	4
Effective base		89	52	7	6	6	3	3	1	47	13	10	3	6	3	3
Weighted Base		193	110	19	13	18	6	4	1	105	36	11	4	11	2	4
Very dissatisfied	(-2)	1	*	-	-	-	*	-	-	*	-	-	-	-	*	-
		*%	*%	-%	-%	-%	7%	-%	-%	*%	-%	-%	-%	-%	25%	-%
Fairly dissatisfied	(-1)	5	1	1	3	1	-	-	-	4	-	-	-	1	*	1
		3%	1%	3%	20%	4%	-%	-%	-%	4%	-%	-%	-%	5%	3%	18%
Neither satisfied nor dissatisfied	(0)	23	16	4	*	*	*	*	-	20	*	*	-	*	-	*
		12%	14%	21%	1%	1%	3%	*%	-%	19%	1%	1%	-%	1%	-%	*%
Fairly satisfied	(1)	73	39	10	5	*	5	2	1	37	15	3	3	2	*	2
		38%	35%	51%	37%	*%	83%	59%	94%	35%	42%	24%	64%	20%	22%	53%
Very satisfied	(2)	92	54	5	6	18	*	2	*	44	21	8	2	8	1	1
		47%	49%	26%	42%	96%	7%	41%	6%	42%	57%	74%	36%	74%	49%	29%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		164	93	15	10	18	5	4	1	81	36	10	4	10	1	3
		85%	84%	77%	79%	96%	90%	100%	100%	77%	99%	99%	100%	94%	71%	82%
NET: Dissatisfied		6	1	1	3	1	*	-	-	4	-	-	-	1	*	1
		3%	1%	3%	20%	4%	7%	-%	-%	4%	-%	-%	-%	5%	29%	18%
Answered		193	110	19	13	18	6	4	1	105	36	11	4	11	2	4
Mean Score		1.3	1.3	1.0	1.0	1.9	.8	1.4	1.1	1.2	1.6	1.7	1.4	1.6	.7	.9
Standard error		.05	.07	.15	.27	.15	.28	.23	-	.08	.09	.11	.21	.23	1.43	.58
Standard deviation		.80	.78	.78	1.16	.60	.92	.57	-	.87	.53	.50	.55	.76	2.87	1.16

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		219	95	38	25	13	7	15	13	35	51	41	55	36	14
Effective base		89	45	13	9	4	3	6	5	12	25	17	22	13	4
Weighted Base		193	101	28	24	7	3	9	12	23	59	33	49	29	6
Very dissatisfied	(-2)	1	*	-	-	-	-	-	*	*	-	*	*	-	-
		*%	*%	-%	-%	-%	-%	-%	3%	2%	-%	1%	1%	-%	-%
Fairly dissatisfied	(-1)	5	1	-	3	-	-	-	1	1	1	1	3	-	*
		3%	1%	-%	13%	-%	-%	-%	6%	3%	1%	4%	6%	-%	1%
Neither satisfied nor dissatisfied	(0)	23	18	2	2	*	-	1	*	1	8	3	9	1	*
		12%	18%	7%	10%	1%	-%	6%	*%	2%	13%	9%	18%	3%	1%
Fairly satisfied	(1)	73	39	15	7	2	*	3	2	6	23	18	12	4	6
		38%	39%	53%	30%	31%	6%	32%	22%	24%	39%	56% cd	24%	14%	87%
Very satisfied	(2)	92	42	11	11	5	3	6	8	16	28	10	25	24	1
		47%	42%	40%	47%	68%	94%	62%	69%	69%	47%	30%	50%	83% ab	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		164	81	26	18	7	3	9	10	22	51	28	37	28	6
		85%	80%	93%	77%	99%	100%	94%	90%	93%	85%	87%	75%	97%	98%
NET: Dissatisfied		6	2	-	3	-	-	-	1	1	1	1	4	-	*
		3%	1%	-%	13%	-%	-%	-%	10%	5%	1%	4%	7%	-%	1%
Answered		193	101	28	24	7	3	9	12	23	59	33	49	29	6
Mean Score		1.3	1.2	1.3	1.1	1.7	1.9	1.6	1.5	1.6	1.3	1.1	1.2	1.8 abc	1.1
Standard error		.05	.08	.10	.21	.15	.11	.16	.29	.14	.10	.12	.14	.08	.11
Standard deviation		.80	.80	.61	1.07	.53	.30	.63	1.06	.84	.75	.78	1.00	.47	.41

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base		219	64	39	49	30	10	65	39	43	29	12
Effective base		89	31	18	17	10	2	32	15	18	11	4
Weighted Base		193	72	32	40	23	3	81	24	36	26	6
Very dissatisfied	(-2)	1	-	*	*	-	-	-	*	*	-	-
		*%	-%	1%	1%	-%	-%	-%	1%	1%	-%	-%
Fairly dissatisfied	(-1)	5	1	2	3	-	-	5	*	1	-	*
		3%	1%	5%	7%	-%	-%	6%	*%	1%	-%	1%
Neither satisfied nor dissatisfied	(0)	23	12	3	4	*	*	9	2	9	1	*
		12%	17%	10%	10%	2%	3%	11%	9%	25%	2%	*%
Fairly satisfied	(1)	73	29	15	10	4	2	30	10	12	4	5
		38%	40%	47%	26%	16%	85%	38%	44%	33%	15%	88%
Very satisfied	(2)	92	31	12	22	19	*	37	11	14	22	1
		47%	42%	37%	56%	82%	13%	46%	45%	40%	83%	11%
						ab						
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	*	-	-	-	-	*	-	-
		*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		164	59	27	32	23	3	67	21	26	26	6
		85%	82%	84%	82%	98%	97%	83%	90%	73%	98%	99%
NET: Dissatisfied		6	1	2	3	-	-	5	*	1	-	*
		3%	1%	6%	8%	-%	-%	6%	1%	2%	-%	1%
Answered		193	72	32	40	23	3	81	24	36	26	6
Mean Score		1.3	1.2	1.1	1.3	1.8	1.1	1.2	1.3	1.1	1.8	1.1
						ab						
Standard error		.05	.10	.14	.14	.08	.15	.11	.12	.14	.08	.12
Standard deviation		.80	.77	.87	.98	.44	.46	.86	.75	.90	.45	.40

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		219	53	35	54	38	24	145	12	49	125	94	170	23
Effective base		89	22	15	26	14	7	58	7	18	50	39	70	7
Weighted Base		193	57	28	55	32	10	128	14	40	115	78	160	12
Very dissatisfied	(-2)	1	-	-	-	-	1	1	-	-	-	1	1	-
		*%	-%	-%	-%	-%	7%	1%	-%	-%	-%	1%	*%	-%
Fairly dissatisfied	(-1)	5	1	1	*	3	-	4	1	*	1	4	5	-
		3%	2%	4%	*%	8%	-%	3%	8%	*%	1%	5%	3%	-%
Neither satisfied nor dissatisfied	(0)	23	8	3	12	1	*	16	-	7	19	4	19	1
		12%	14%	10%	21%	2%	1%	13%	-%	17%	16%	5%	12%	13%
Fairly satisfied	(1)	73	23	9	22	7	7	52	5	12	42	31	53	8
		38%	41%	32%	40%	21%	72%	40%	34%	30%	37%	39%	33%	72%
Very satisfied	(2)	92	25	15	21	22	2	56	8	21	53	39	82	2
		47%	43%	54%	38%	69%	21%	43%	58%	53%	46%	50%	52%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	*	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
NET: Satisfied		164	48	24	43	29	9	107	13	33	95	69	135	10
		85%	84%	85%	78%	90%	92%	84%	92%	83%	83%	89%	85%	87%
NET: Dissatisfied		6	1	1	*	3	1	5	1	*	1	5	6	-
		3%	2%	4%	*%	8%	7%	4%	8%	*%	1%	6%	4%	-%
Answered		193	57	28	55	32	10	128	14	40	115	78	160	12
Mean Score		1.3	1.3	1.3	1.2	1.5	1.0	1.2	1.4	1.4	1.3	1.3	1.3	1.0
Standard error		.05	.11	.14	.10	.14	.19	.07	.26	.11	.07	.09	.06	.12
Standard deviation		.80	.78	.85	.76	.89	.95	.82	.89	.77	.77	.85	.83	.56

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	*b	a	b	a	b
Unweighted Base		219	141	48	37	169	167	26	136	53	42	164
Effective base		89	62	15	18	65	69	8	58	20	21	63
Weighted Base		193	144	29	38	145	154	18	133	39	47	136
Very dissatisfied	(-2)	1	1	-	-	1	1	-	1	-	-	1
		*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	5	2	3	1	4	5	*	2	3	1	4
		3%	1%	11%	2%	3%	3%	*%	1%	8%	1%	3%
Neither satisfied nor dissatisfied	(0)	23	19	2	5	18	19	1	16	4	5	18
		12%	13%	6%	13%	13%	12%	8%	12%	11%	11%	13%
Fairly satisfied	(1)	73	46	16	14	54	51	10	45	17	21	47
		38%	32%	55%	38%	37%	33%	56%	34%	43%	46%	35%
Very satisfied	(2)	92	76	8	18	68	78	6	70	15	19	66
		47%	53%	28%	47%	47%	51%	35%	52%	37%	42%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	*	*	-	*	-	-	*
		*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
NET: Satisfied		164	122	24	32	122	129	16	115	32	41	113
		85%	85%	83%	85%	84%	84%	91%	86%	81%	88%	83%
NET: Dissatisfied		6	2	3	1	5	6	*	2	3	1	5
		3%	2%	11%	2%	3%	4%	*%	2%	8%	1%	4%
Answered		193	144	29	38	145	154	18	133	39	47	136
Mean Score		1.3	1.4	1.0	1.3	1.3	1.3	1.3	1.4	1.1	1.3	1.3
Standard error		.05	.07	.13	.13	.06	.07	.12	.07	.13	.11	.07
Standard deviation		.80	.79	.91	.77	.83	.84	.63	.79	.91	.72	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		219	141	143	44	-	136	133	42	-	179	113	54	-
Effective base		89	59	60	20	-	57	60	19	-	73	49	27	-
Weighted Base		193	128	131	41	-	132	114	41	-	163	94	55	-
Very dissatisfied	(-2)	1	-	1	-	-	*	1	*	-	1	*	*	-
		*%	-%	*%	-%	-%	*%	1%	1%	-%	*%	*%	1%	-%
Fairly dissatisfied	(-1)	5	4	5	*	-	3	2	-	-	4	2	1	-
		3%	3%	3%	*%	-%	2%	2%	-%	-%	3%	2%	2%	-%
Neither satisfied nor dissatisfied	(0)	23	10	19	2	-	18	12	2	-	23	10	3	-
		12%	8%	14%	6%	-%	13%	11%	6%	-%	14%	10%	5%	-%
Fairly satisfied	(1)	73	49	48	21	-	41	43	23	-	60	40	30	-
		38%	38%	37%	50%	-%	31%	38%	57%	-%	37%	42%	55%	-%
									a					
Very satisfied	(2)	92	65	59	18	-	70	56	15	-	75	42	21	-
		47%	51%	45%	43%	-%	53%	49%	37%	-%	46%	45%	37%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	*	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
NET: Satisfied		164	114	107	38	-	111	100	38	-	135	82	51	-
		85%	89%	82%	94%	-%	84%	87%	93%	-%	83%	87%	92%	-%
NET: Dissatisfied		6	4	5	*	-	4	3	*	-	5	2	2	-
		3%	3%	4%	*%	-%	3%	2%	1%	-%	3%	2%	3%	-%
Answered		193	128	131	41	-	132	114	41	-	163	94	55	-
Mean Score		1.3	1.4	1.2	1.4	-	1.3	1.3	1.3	-	1.3	1.3	1.3	-
Standard error		.05	.06	.07	.09	-	.07	.07	.10	-	.06	.07	.10	-
Standard deviation		.80	.76	.86	.61	-	.82	.78	.66	-	.83	.77	.72	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base		219	169	154	103	148	97	15	60	70	82	26	16
Effective base		89	70	64	44	61	45	6	30	28	37	14	7
Weighted Base		193	156	151	102	139	100	13	62	70	84	29	17
Very dissatisfied	(-2)	1	1	1	-	1	*	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	5	5	2	5	2	1	2	-	1	-	-
		3%	3%	3%	2%	4%	2%	5%	3%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	23	19	19	14	18	7	*	7	11	14	2	-
		12%	12%	13%	14%	13%	7%	1%	11%	16%	17%	8%	-%
Fairly satisfied	(1)	73	49	48	35	42	37	2	19	19	28	17	9
		38%	31%	32%	35%	31%	37%	18%	30%	27%	33%	58%	52%
Very satisfied	(2)	92	82	79	50	73	53	10	34	40	41	10	8
		47%	53%	52%	49%	52%	53%	75%	56%	57%	49%	34%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	*	*	*	*	-	-	-	-	-	-
		*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied		164	131	127	86	115	90	12	53	59	69	27	17
		85%	84%	84%	84%	83%	90%	93%	86%	84%	83%	92%	100%
NET: Dissatisfied		6	6	5	2	6	3	1	2	-	1	-	-
		3%	4%	3%	2%	4%	3%	5%	3%	-%	1%	-%	-%
Answered		193	156	151	102	139	100	13	62	70	84	29	17
Mean Score		1.3	1.3	1.3	1.3	1.3	1.4	1.6	1.4	1.4	1.3	1.3	1.5
Standard error		.05	.07	.07	.08	.07	.08	.20	.10	.09	.09	.12	.13
Standard deviation		.80	.84	.84	.79	.87	.75	.79	.81	.76	.78	.61	.51

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base		219	24	7	24	6	192	143	200	171	154	137	181	45	-	157	8
Effective base		89	11	2	14	4	76	55	79	67	59	57	72	20	-	66	4
Weighted Base		193	23	6	26	10	164	118	170	137	129	126	153	35	-	139	11
Very dissatisfied	(-2)	1	*	-	-	-	1	*	1	*	1	*	1	-	-	1	-
		*%	2%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	5	*	-	4	-	5	5	5	4	5	3	4	1	-	2	*
		3%	*%	-%	15%	-%	3%	4%	3%	3%	4%	3%	3%	3%	-%	1%	*%
Neither satisfied nor dissatisfied	(0)	23	3	-	*	2	16	9	16	13	15	11	15	5	-	15	-
		12%	11%	-%	2%	21%	10%	8%	9%	10%	12%	9%	10%	15%	-%	11%	-%
Fairly satisfied	(1)	73	13	*	7	3	67	47	70	58	51	53	56	18	-	56	4
		38%	55%	1%	29%	31%	41%	40%	41%	42%	40%	42%	36%	50%	-%	40%	40%
Very satisfied	(2)	92	7	6	14	5	75	57	79	62	58	58	77	11	-	65	6
		47%	32%	99%	54%	48%	46%	48%	46%	45%	45%	46%	50%	31%	-%	47%	60%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%
NET: Satisfied		164	20	6	21	8	143	103	149	120	109	111	133	29	-	121	10
		85%	87%	100%	83%	79%	87%	88%	87%	87%	84%	88%	87%	82%	-%	87%	100%
NET: Dissatisfied		6	*	-	4	-	5	5	6	4	5	4	5	1	-	3	*
		3%	2%	-%	15%	-%	3%	4%	3%	3%	4%	3%	3%	3%	-%	2%	*%
Answered		193	23	6	26	10	164	118	170	137	129	126	153	35	-	139	11
Mean Score		1.3	1.2	2.0	1.2	1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.3	1.1	-	1.3	1.6
Standard error		.05	.16	.05	.22	.34	.06	.07	.06	.06	.07	.07	.06	.12	-	.06	.19
Standard deviation		.80	.77	.12	1.07	.83	.79	.81	.79	.77	.83	.76	.80	.78	-	.76	.55

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		219	85	96	186	7	84	135	50	139	30	78	50	83
Effective base		89	40	37	75	4	33	56	21	57	13	33	17	35
Weighted Base		193	93	78	161	11	69	124	42	131	21	69	39	75
Very dissatisfied	(-2)	1	1	-	-	1	1	-	*	*	-	-	1	-
		*%	1%	-%	-%	6%	1%	-%	1%	*%	-%	-%	2%	-%
Fairly dissatisfied	(-1)	5	4	1	5	-	4	1	*	5	-	4	1	1
		3%	4%	2%	3%	-%	6%	1%	*%	4%	-%	6%	2%	1%
Neither satisfied nor dissatisfied	(0)	23	9	10	13	*	13	10	5	17	1	6	3	14
		12%	10%	13%	8%	3%	18%	8%	12%	13%	5%	9%	8%	18%
Fairly satisfied	(1)	73	30	32	64	5	27	46	18	43	12	34	12	22
		38%	33%	41%	39%	51%	38%	37%	42%	33%	60%	49%	32%	29%
Very satisfied	(2)	92	49	35	80	4	26	66	19	66	7	26	22	39
		47%	52%	45%	50%	40%	37%	53%	45%	50%	35%	37%	57%	52%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	-	*	-	*	-	*	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
NET: Satisfied		164	79	67	143	10	52	112	37	108	19	59	34	61
		85%	85%	86%	89%	91%	75%	91% a	87%	83%	95%	86%	89%	81%
NET: Dissatisfied		6	5	1	5	1	5	1	*	5	-	4	1	1
		3%	5%	2%	3%	6%	7%	1%	1%	4%	-%	6%	4%	1%
Answered		193	93	78	161	11	69	124	42	131	21	69	39	75
Mean Score		1.3	1.3	1.3	1.4	1.2	1.0	1.4 a	1.3	1.3	1.3	1.2	1.4	1.3
Standard error		.05	.09	.08	.06	.38	.10	.06	.11	.07	.11	.09	.12	.09
Standard deviation		.80	.87	.75	.75	1.01	.93	.69	.74	.86	.58	.81	.85	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		219	121	98
Effective base		89	42	48
Weighted Base		193	88	105
Very dissatisfied	(-2)	1	1	-
		*%	1%	-%
Fairly dissatisfied	(-1)	5	5	1
		3%	5%	*%
Neither satisfied nor dissatisfied	(0)	23	12	11
		12%	13%	11%
Fairly satisfied	(1)	73	29	43
		38%	33%	41%
Very satisfied	(2)	92	42	50
		47%	47%	48%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-
		*%	*%	-%
NET: Satisfied		164	71	94
		85%	81%	89%
NET: Dissatisfied		6	5	1
		3%	6%	*%
Answered		193	88	105
Mean Score		1.3	1.2	1.4
Standard error		.05	.08	.07
Standard deviation		.80	.92	.69

Columns Tested:: a,b

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l
Unweighted Base		219	11	22	15	12	15	34	6	29	19	11	19	26
Effective base		89	5	8	6	2	6	13	3	16	12	3	12	14
Weighted Base		193	3	26	7	6	8	38	3	33	25	4	20	21
Very dissatisfied	(-2)	1	*	-	*	-	-	-	-	-	-	-	-	-
		*%	12%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	5	-	-	1	*	1	-	-	1	3	-	-	*
		3%	-%	-%	17%	1%	6%	-%	-%	2%	11%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	23	*	-	2	1	2	5	-	3	6	*	2	1
		12%	1%	-%	34%	10%	29%	13%	-%	9%	24%	2%	12%	7%
Fairly satisfied	(1)	73	3	11	*	4	1	15	1	9	6	3	9	11
		38%	79%	40%	1%	77%	8%	40%	53%	26%	25%	73%	46%	55%
Very satisfied	(2)	92	*	16	3	1	5	18	1	21	10	1	8	8
		47%	9%	60%	44%	12%	57%	47%	47%	63%	41%	25%	43%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	-	*	-	-	-	-	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		164	3	26	3	5	5	33	3	30	16	4	17	19
		85%	88%	100%	46%	89%	65%	87%	100%	89%	65%	98%	88%	93%
NET: Dissatisfied		6	*	-	1	*	1	-	-	1	3	-	-	*
		3%	12%	-%	20%	1%	6%	-%	-%	2%	11%	-%	-%	*%
Answered		193	3	26	7	6	8	38	3	33	25	4	20	21
Mean Score		1.3	.7	1.6	.7	1.0	1.2	1.3	1.5	1.5	1.0	1.2	1.3	1.3
Standard error		.05	.38	.11	.36	.16	.29	.12	.26	.14	.24	.16	.16	.12
Standard deviation		.80	1.25	.50	1.39	.55	1.11	.71	.64	.76	1.05	.54	.69	.62

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 449 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		219	48	61	54	56	109	110
Effective base		89	14	20	31	30	33	60
Weighted Base		193	37	51	61	44	88	105
Very dissatisfied	(-2)	1	1	-	-	-	1	-
		*%	2%	-%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	5	1	1	3	*	2	3
		3%	3%	1%	5%	*%	2%	3%
Neither satisfied nor dissatisfied	(0)	23	2	8	9	4	10	13
		12%	7%	15%	15%	9%	12%	12%
Fairly satisfied	(1)	73	13	20	16	23	33	39
		38%	36%	39%	27%	52%	38%	38%
						c		
Very satisfied	(2)	92	19	23	32	17	42	49
		47%	53%	44%	53%	39%	48%	47%
Don't Know (CATI ONLY: DO NOT READ OUT)		*	*	-	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%
NET: Satisfied		164	33	43	49	40	76	89
		85%	88%	84%	80%	91%	86%	85%
NET: Dissatisfied		6	2	1	3	*	2	3
		3%	5%	1%	5%	*%	3%	3%
Answered		193	37	51	61	44	88	105
Mean Score		1.3	1.3	1.3	1.3	1.3	1.3	1.3
Standard error		.05	.13	.10	.12	.08	.08	.08
Standard deviation		.80	.88	.76	.91	.63	.81	.80

Columns Tested:: a,b,c,d - a,b

Table OP5BRESP

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1613	92	1521	952	322	107	232	661
Effective base		614	23	594	544	135	65	115	192
Weighted Base		1420	34	1387	1328	75	11	6	92
Very dissatisfied	(-2)	27	*	26	26	1	*	-	1
		2%	1%	2%	2%	1%	1%	-%	1%
Fairly dissatisfied	(-1)	67	-	67	62	5	*	*	5
		5%	-%	5%	5%	6%	1%	1%	5%
Neither satisfied nor dissatisfied	(0)	208	5	203	198	8	1	1	10
		15%	15%	15%	15%	10%	11%	15%	11%
Fairly satisfied	(1)	590	14	576	551	31	6	3	39
		42%	43%	42%	41%	41%	53%	45%	43%
Very satisfied	(2)	514	14	500	478	30	4	2	36
		36%	41%	36%	36%	40%	35%	38%	39%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	*	14	13	1	-	*	1
		1%	1%	1%	1%	2%	-%	1%	1%
NET: Satisfied		1104	28	1076	1029	61	10	5	75
		78%	84%	78%	77%	81%	88%	83%	82%
NET: Dissatisfied		93	*	93	88	5	*	*	6
		7%	1%	7%	7%	7%	2%	1%	6%
					d	d			
Answered		1406	33	1372	1315	74	11	6	91
Mean Score		1.1	1.2	1.1	1.1	1.1	1.2	1.2	1.2
Standard error		.02	.08	.02	.03	.05	.07	.05	.03
Standard deviation		.93	.77	.94	.94	.92	.75	.81	.88

Columns Tested:: a,b - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	295	481	176	224	205	232	952	322	339
Effective base		614	188	278	94	100	82	115	544	135	129
Weighted Base		1420	495	695	139	59	28	6	1328	75	17
Very dissatisfied	(-2)	27	*	23	3	1	*	-	26	1	*
		2%	*%	3%	2%	1%	1%	-%	2%	1%	*%
				af							
Fairly dissatisfied	(-1)	67	17	36	9	4	*	*	62	5	*
		5%	3%	5%	6%	7%	2%	1%	5%	6%	1%
				i	fi	fi				i	
Neither satisfied nor dissatisfied	(0)	208	83	86	30	7	2	1	198	8	2
		15%	17%	12%	21%	12%	7%	15%	15%	10%	12%
			e		beh						
Fairly satisfied	(1)	590	213	281	57	22	14	3	551	31	8
		42%	43%	40%	41%	38%	52%	45%	41%	41%	50%
Very satisfied	(2)	514	173	268	37	23	10	2	478	30	6
		36%	35%	39%	27%	40%	37%	38%	36%	40%	36%
				c						c	
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	1	3	1	*	*	13	1	*
		1%	2%	*%	2%	2%	1%	1%	1%	2%	*%
					b						
NET: Satisfied		1104	386	549	95	46	25	5	1029	61	14
		78%	78%	79%	68%	78%	89%	83%	77%	81%	86%
				c			abcdg	c		c	cg
NET: Dissatisfied		93	18	59	11	5	1	*	88	5	*
		7%	4%	8%	8%	8%	3%	1%	7%	7%	2%
				afi	fi	fi			fi	fi	
Answered		1406	486	694	136	58	27	6	1315	74	17
Mean Score		1.1	1.1	1.1	.9	1.1	1.2	1.2	1.1	1.1	1.2
			c				c	c		c	c
Standard error		.02	.05	.05	.07	.06	.05	.05	.03	.05	.04
Standard deviation		.93	.81	1.01	.96	.96	.75	.81	.94	.92	.74

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1613	563	389	322	107	232	537	377	141	101	277
Effective base		614	377	205	135	65	115	307	155	48	26	48
Weighted Base		1420	1028	300	75	11	6	804	279	96	61	58
Very dissatisfied	(-2)	27	22	4	1	*	-	19	3	-	3	1
		2%	2%	1%	1%	1%	-%	2%	1%	-%	5%	2%
Fairly dissatisfied	(-1)	67	49	13	5	*	*	40	12	3	3	4
		5%	5%	4%	6%	1%	1%	5%	4%	3%	6%	7%
Neither satisfied nor dissatisfied	(0)	208	151	48	8	1	1	111	47	8	3	11
		15%	15%	16%	10%	11%	15%	14%	17%	8%	5%	20%
Fairly satisfied	(1)	590	436	114	31	6	3	334	123	46	27	19
		42%	42%	38%	41%	53%	45%	42%	44%	48%	44%	34%
						b						
Very satisfied	(2)	514	361	117	30	4	2	291	90	37	25	22
		36%	35%	39%	40%	35%	38%	36%	32%	39%	41%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	9	4	1	-	*	9	3	2	-	*
		1%	1%	1%	2%	-%	1%	1%	1%	2%	-%	*%
NET: Satisfied		1104	798	231	61	10	5	625	214	83	52	41
		78%	78%	77%	81%	88%	83%	78%	76%	87%	85%	72%
NET: Dissatisfied		93	71	16	5	*	*	59	15	3	6	5
		7%	7%	5%	7%	2%	1%	7%	5%	3%	11%	9%
			e		e							
Answered		1406	1019	295	74	11	6	796	276	94	61	58
Mean Score		1.1	1.0	1.1	1.1	1.2	1.2	1.1	1.0	1.3	1.1	1.0
Standard error		.02	.04	.05	.05	.07	.05	.04	.05	.06	.11	.06
Standard deviation		.93	.94	.91	.92	.75	.81	.96	.88	.73	1.06	1.02

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	119	119	228	46	122	146	88	95	97
Effective base		614	64	65	119	18	52	88	46	49	52
Weighted Base		1420	162	130	270	46	142	218	129	125	103
Very dissatisfied	(-2)	27	12	3	4	-	*	5	*	*	1
		2%	7%	2%	1%	-%	*%	2%	*%	*%	1%
			ce								
Fairly dissatisfied	(-1)	67	23	9	3	3	5	6	4	3	6
		5%	14%	7%	1%	7%	4%	3%	3%	3%	6%
			cfgh	c							
Neither satisfied nor dissatisfied	(0)	208	11	21	60	8	21	24	17	30	8
		15%	7%	17%	22%	16%	15%	11%	13%	24%	8%
					afi					ai	
Fairly satisfied	(1)	590	44	46	98	19	60	104	72	51	53
		42%	27%	36%	36%	42%	43%	48%	56%	41%	51%
								a	abc		a
Very satisfied	(2)	514	71	49	101	16	55	72	36	40	34
		36%	44%	38%	37%	35%	39%	33%	28%	32%	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	*	5	-	-	8	-	-	1
		1%	1%	*%	2%	-%	-%	3%	-%	-%	1%
NET: Satisfied		1104	115	96	198	35	115	176	108	92	87
		78%	71%	74%	73%	76%	81%	81%	84%	73%	84%
NET: Dissatisfied		93	35	13	7	3	6	11	4	4	7
		7%	21%	10%	3%	7%	4%	5%	3%	3%	7%
			cefghi	c							
Answered		1406	161	130	265	46	142	211	129	125	102
Mean Score		1.1	.9	1.0	1.1	1.0	1.2	1.1	1.1	1.0	1.1
Standard error		.02	.12	.10	.06	.13	.07	.07	.08	.09	.09
Standard deviation		.93	1.32	1.03	.88	.90	.82	.88	.74	.83	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1613	265	333	462	1060	553	205	172	176
Effective base		614	120	175	251	546	137	55	58	40
Weighted Base		1420	291	416	617	1325	95	50	28	18
Very dissatisfied	(-2)	27	1	15	9	26	1	*	1	*
		2%	*%	4%	1%	2%	1%	1%	2%	1%
Fairly dissatisfied	(-1)	67	15	36	13	64	3	2	1	*
		5%	5%	9%	2%	5%	3%	4%	3%	*%
				ceh						
Neither satisfied nor dissatisfied	(0)	208	37	62	101	200	8	2	5	1
		15%	13%	15%	16%	15%	8%	4%	18%	5%
				f	efh	ef			efh	
Fairly satisfied	(1)	590	133	141	274	548	42	18	14	10
		42%	46%	34%	44%	41%	45%	36%	52%	58%
			b		b				b	bdf
Very satisfied	(2)	514	105	161	208	474	40	28	7	6
		36%	36%	39%	34%	36%	42%	56%	24%	33%
				g			g	abcdgh		
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	1	12	14	1	*	*	*
		1%	*%	*%	2%	1%	1%	*%	1%	2%
NET: Satisfied		1104	238	302	482	1021	83	45	21	16
		78%	82%	72%	78%	77%	87%	91%	76%	92%
							bcd	bcdg		bcdg
NET: Dissatisfied		93	16	51	22	89	4	2	2	*
		7%	6%	12%	4%	7%	4%	5%	5%	2%
				cdeh						
Answered		1406	291	415	605	1311	95	50	27	17
Mean Score		1.1	1.1	1.0	1.1	1.1	1.2	1.4	.9	1.2
							bdg	abcdg		g
Standard error		.02	.05	.06	.04	.03	.04	.06	.07	.05
Standard deviation		.93	.85	1.10	.85	.94	.83	.81	.89	.69

Columns Tested:: a,b,c,d,e,f,g,h

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1613	52	192	209	196	431	97	52	51	525
Effective base		614	18	62	69	77	196	26	21	20	202
Weighted Base		1420	37	161	180	215	373	66	49	25	475
Very dissatisfied	(-2)	27	*	12	15	-	4	1	3	-	4
		2%	*%	8% dei	8% dei	-%	1%	1%	7% di	-%	1%
Fairly dissatisfied	(-1)	67	1	9	11	26	8	1	7	1	12
		5%	3%	6%	6%	12% ei	2%	1%	13% ei	6%	3%
Neither satisfied nor dissatisfied	(0)	208	5	19	33	20	62	4	11	*	73
		15%	12%	12%	18% h	9%	16%	7%	23% h	*%	15%
Fairly satisfied	(1)	590	20	55	56	94	168	43	16	8	186
		42%	53%	34%	31%	44%	45% c	64% bcghi	33%	31%	39%
Very satisfied	(2)	514	11	65	66	73	130	18	12	14	190
		36%	31%	41%	37%	34%	35%	27%	24%	58% defg	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	*	*	1	2	-	-	1	11
		1%	-%	*%	*%	1%	*%	-%	-%	4%	2%
NET: Satisfied		1104	31	120	121	168	298	60	28	22	375
		78%	84%	74%	67%	78%	80% cg	91% cg	58%	90% g	79% g
NET: Dissatisfied		93	1	22	26	26	12	1	10	1	16
		7%	3%	14% ei	14% ei	12% ei	3%	2%	20% efi	6%	3%
Answered		1406	37	161	180	214	371	66	49	24	464
Mean Score		1.1	1.1	.9	.8	1.0	1.1 cg	1.1 g	.6	1.5 cdg	1.2 cg
Standard error		.02	.11	.09	.09	.07	.04	.07	.17	.12	.04
Standard deviation		.93	.77	1.21	1.23	.96	.83	.68	1.19	.81	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	*b
Unweighted Base		1613	457	528	628	1450	163	1263	350	1591	22
Effective base		614	163	219	239	536	81	525	95	605	9
Weighted Base		1420	432	439	549	1204	216	1254	167	1399	21
Very dissatisfied	(-2)	27	15	5	7	21	6	26	*	27	-
		2%	3%	1%	1%	2%	3%	2%	*%	2%	-%
Fairly dissatisfied	(-1)	67	38	8	20	37	29	63	4	67	-
		5%	9%	2%	4%	3%	14%	5%	2%	5%	-%
			bc				a				
Neither satisfied nor dissatisfied	(0)	208	58	66	85	171	38	157	51	207	1
		15%	13%	15%	15%	14%	17%	13%	31%	15%	5%
									a		
Fairly satisfied	(1)	590	170	211	210	503	87	536	54	577	13
		42%	39%	48%	38%	42%	40%	43%	32%	41%	61%
				c							
Very satisfied	(2)	514	150	148	216	458	56	458	56	507	7
		36%	35%	34%	39%	38%	26%	37%	34%	36%	34%
						b					
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	2	12	14	*	13	1	15	-
		1%	*%	*%	2%	1%	*%	1%	1%	1%	-%
NET: Satisfied		1104	320	358	426	961	143	994	110	1084	20
		78%	74%	82%	78%	80%	66%	79%	66%	77%	95%
						b		b			
NET: Dissatisfied		93	53	13	27	58	35	89	4	93	-
		7%	12%	3%	5%	5%	16%	7%	3%	7%	-%
			bc				a				
Answered		1406	431	438	537	1189	216	1240	165	1384	21
Mean Score		1.1	.9	1.1	1.1	1.1	.7	1.1	1.0	1.1	1.3
					a	b					
Standard error		.02	.05	.04	.04	.02	.08	.03	.05	.02	.12
Standard deviation		.93	1.07	.81	.90	.89	1.07	.94	.88	.94	.57

Columns Tested:: a,b,c - a,b - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1613	610	484	509	902	377	152	182	1279	334
Effective base		614	247	167	203	414	112	51	38	526	88
Weighted Base		1420	595	332	491	960	264	100	96	1224	196
Very dissatisfied	(-2)	27	12	14	1	22	*	*	4	22	5
		2%	2%	4% c	*%	2%	*%	*%	5%	2%	2%
Fairly dissatisfied	(-1)	67	31	11	24	56	3	2	6	59	8
		5%	5%	3%	5%	6% b	1%	2%	6%	5%	4%
Neither satisfied nor dissatisfied	(0)	208	122	35	51	152	40	5	11	192	16
		15%	20% bc	11%	10%	16% c	15%	5%	11%	16% c	8%
Fairly satisfied	(1)	590	246	127	216	381	132	45	32	513	77
		42%	41%	38%	44%	40%	50%	45%	34%	42%	39%
Very satisfied	(2)	514	174	142	197	338	89	45	43	426	88
		36%	29%	43% a	40% a	35%	34%	45%	44%	35%	45%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	2	2	11	1	2	*	12	3
		1%	2%	1%	*%	1%	*%	2%	*%	1%	1%
NET: Satisfied		1104	420	269	413	719	220	90	75	939	165
		78%	71%	81% a	84% a	75%	83%	90% ae	78%	77%	84%
NET: Dissatisfied		93	43	25	24	78	3	2	10	81	13
		7%	7%	8%	5%	8% b	1%	2%	11% b	7% b	6%
Answered		1406	585	329	489	948	264	98	96	1212	194
Mean Score		1.1	.9	1.1 a	1.2 a	1.0	1.2	1.4 ae	1.1	1.0	1.2
Standard error		.02	.04	.05	.04	.03	.04	.06	.08	.03	.05
Standard deviation		.93	.95	1.02	.82	.98	.72	.71	1.10	.93	.94

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		1613	246	656	711	1477	1432	1514	1541	1175	1000
Effective base		614	136	282	200	540	518	561	585	435	334
Weighted Base		1420	355	605	460	1258	1206	1310	1341	1021	761
Very dissatisfied	(-2)	27	15	7	5	26	23	27	23	22	19
		2%	4%	1%	1%	2%	2%	2%	2%	2%	2%
			bc								
Fairly dissatisfied	(-1)	67	19	37	10	62	57	64	64	59	36
		5%	5%	6%	2%	5%	5%	5%	5%	6%	5%
				c							
Neither satisfied nor dissatisfied	(0)	208	80	72	56	181	177	188	196	163	98
		15%	23%	12%	12%	14%	15%	14%	15%	16%	13%
			bc								
Fairly satisfied	(1)	590	131	250	209	502	476	528	548	377	295
		42%	37%	41%	45%	40%	39%	40%	41%	37%	39%
Very satisfied	(2)	514	108	229	176	472	460	488	495	386	302
		36%	31%	38%	38%	38%	38%	37%	37%	38%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	10	3	14	15	15	15	14	11
		1%	*%	2%	1%	1%	1%	1%	1%	1%	2%
NET: Satisfied		1104	239	479	386	974	936	1016	1043	763	597
		78%	67%	79%	84%	77%	78%	78%	78%	75%	78%
				a	a						
NET: Dissatisfied		93	34	43	16	89	79	91	88	81	55
		7%	10%	7%	3%	7%	7%	7%	7%	8%	7%
			c								
Answered		1406	354	595	457	1244	1192	1295	1327	1007	750
Mean Score		1.1	.8	1.1	1.2	1.1	1.1	1.1	1.1	1.0	1.1
				a	a						
Standard error		.02	.07	.04	.03	.03	.03	.02	.02	.03	.03
Standard deviation		.93	1.05	.92	.82	.96	.94	.95	.93	.99	.97

Columns Tested:: a,b,c - a,b,c,d,e,f

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		1613	76	746	133	179	163	118	99	380
Effective base		614	42	334	53	43	41	31	28	95
Weighted Base		1420	108	811	89	106	66	55	73	194
Very dissatisfied	(-2)	27	1	20	*	1	1	*	3	5
		2%	1%	2%	*%	1%	1%	1%	5%	2%
Fairly dissatisfied	(-1)	67	7	43	3	*	3	2	5	10
		5%	7%	5%	4%	*%	5%	4%	7%	5%
			d							
Neither satisfied nor dissatisfied	(0)	208	11	137	7	10	4	6	12	23
		15%	10%	17%	8%	9%	6%	11%	17%	12%
Fairly satisfied	(1)	590	61	296	41	50	25	31	24	80
		42%	56%	37%	46%	47%	37%	56%	34%	41%
			b					b		
Very satisfied	(2)	514	28	303	38	45	32	15	26	74
		36%	26%	37%	42%	43%	49%	28%	36%	38%
							a			
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	12	*	-	1	*	1	3
		1%	-%	1%	*%	-%	2%	*%	2%	1%
NET: Satisfied		1104	89	599	78	95	57	46	51	154
		78%	82%	74%	88%	90%	86%	84%	70%	79%
					b	bg				
NET: Dissatisfied		93	8	63	4	1	4	2	8	15
		7%	8%	8%	4%	1%	6%	4%	11%	8%
									d	
Answered		1406	108	799	89	106	65	55	71	192
Mean Score		1.1	1.0	1.0	1.3	1.3	1.3	1.1	.9	1.1
Standard error		.02	.10	.04	.07	.05	.07	.07	.11	.05
Standard deviation		.93	.84	1.00	.79	.71	.90	.78	1.12	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base		1613	773	216	156	118	97	62	55	694	290	169	95	82	45	57
Effective base		614	351	79	30	34	27	16	9	314	82	56	26	26	21	17
Weighted Base		1420	856	172	66	80	37	29	20	760	204	82	38	61	12	51
Very dissatisfied	(-2)	27	18	6	1	-	1	-	*	7	11	1	*	-	*	3
		2%	2%	3%	1%	-%	3%	-%	2%	1%	5%	1%	*%	-%	3%	6%
											a					
Fairly dissatisfied	(-1)	67	43	12	3	2	1	1	*	39	8	1	*	3	2	4
		5%	5%	7%	5%	2%	4%	3%	*%	5%	4%	1%	1%	5%	21%	8%
															abcd	
Neither satisfied nor dissatisfied	(0)	208	139	18	2	8	2	5	7	123	32	8	*	7	1	5
		15%	16%	10%	3%	10%	5%	17%	37%	16%	16%	10%	1%	12%	9%	10%
									bce	d	d					
Fairly satisfied	(1)	590	311	81	40	26	23	17	4	301	74	30	22	26	5	18
		42%	36%	47%	61%	33%	63%	58%	21%	40%	36%	36%	58%	43%	44%	36%
					adg		adg									
Very satisfied	(2)	514	333	54	19	44	9	7	7	277	79	42	15	24	3	20
		36%	39%	32%	29%	55%	25%	23%	33%	37%	39%	52%	40%	39%	22%	40%
						bcef						af				
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	1	1	-	*	-	1	13	*	-	-	1	*	-
		1%	1%	1%	2%	-%	*%	-%	7%	2%	*%	-%	-%	2%	*%	-%
NET: Satisfied		1104	644	135	59	70	32	23	11	578	153	72	37	49	8	38
		78%	75%	79%	89%	88%	87%	80%	54%	76%	75%	88%	98%	82%	66%	76%
					g	g	g					af	abefg			
NET: Dissatisfied		93	62	17	4	2	3	1	*	46	19	2	*	3	3	7
		7%	7%	10%	6%	2%	7%	3%	2%	6%	9%	2%	1%	5%	25%	14%
															abcde	c
Answered		1406	845	171	65	80	37	29	19	747	204	82	38	59	12	51
Mean Score		1.1	1.1	1.0	1.1	1.4	1.0	1.0	.9	1.1	1.0	1.4	1.4	1.2	.6	.9
						ab				f		abf	f	f		
Standard error		.02	.04	.07	.06	.07	.09	.09	.13	.03	.06	.06	.06	.09	.18	.16
Standard deviation		.93	.98	1.00	.78	.76	.89	.73	.98	.91	1.09	.80	.59	.83	1.19	1.19

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		1613	627	259	222	155	70	108	100	278	321	315	446	262	169
Effective base		614	305	82	77	47	19	27	33	79	156	125	160	74	49
Weighted Base		1420	707	182	169	80	48	68	87	203	396	289	344	155	126
Very dissatisfied	(-2)	27	7	9	-	2	*	1	4	5	5	4	13	2	3
		2%	1%	5% a	-%	2%	1%	1%	4%	2%	1%	1%	4%	1%	2%
Fairly dissatisfied	(-1)	67	31	11	13	1	*	2	7	9	9	24	22	3	7
		5%	4%	6%	8%	1%	1%	2%	8%	4%	2%	8% a	6%	2%	6%
Neither satisfied nor dissatisfied	(0)	208	117	25	14	11	14	13	2	30	75	25	52	9	28
		15%	17% g	14%	8%	13%	29% cg	20% g	3%	15%	19% bd	9%	15% d	6%	22% bd
Fairly satisfied	(1)	590	305	71	74	26	10	22	40	72	140	140	127	69	53
		42%	43%	39%	44%	33%	21%	32%	46%	35%	35%	48% ac	37%	44%	42%
Very satisfied	(2)	514	234	66	67	40	24	30	34	88	157	97	128	72	35
		36%	33%	36%	40%	49% a	49%	44%	39%	43%	40%	33%	37%	46% e	28%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	12	-	1	1	-	*	-	*	12	*	2	1	-
		1%	2%	-%	1%	1%	-%	*%	-%	*%	3%	*%	1%	1%	-%
NET: Satisfied		1104	539	138	141	66	34	52	74	160	297	237	255	140	88
		78%	76%	75%	83%	82%	70%	77%	85%	79%	75%	82%	74%	91% ace	70%
NET: Dissatisfied		93	39	20	13	3	1	2	11	14	13	27	35	5	10
		7%	5%	11%	8%	3%	2%	4%	12%	7%	3%	9% a	10% a	3%	8%
Answered		1406	694	182	168	79	48	68	87	203	385	289	342	154	126
Mean Score		1.1	1.0	1.0	1.2	1.3	1.2	1.2	1.1	1.1	1.1	1.0	1.0	1.3 bce	.9
Standard error		.02	.04	.07	.06	.07	.11	.09	.11	.06	.05	.05	.05	.05	.07
Standard deviation		.93	.88	1.09	.88	.90	.94	.91	1.06	.98	.89	.93	1.07	.77	.97

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		1613	449	304	397	194	127	403	307	363	225	129
Effective base		614	193	125	138	57	28	186	98	133	64	38
Weighted Base		1420	491	270	306	126	61	461	228	276	149	92
Very dissatisfied	(-2)	27	8	6	13	-	-	3	1	13	2	3
		2%	2%	2%	4%	-%	-%	1%	1%	5% a	1%	3%
Fairly dissatisfied	(-1)	67	24	20	16	2	1	13	21	13	2	7
		5%	5%	7%	5%	1%	2%	3%	9% ad	5%	2%	7%
Neither satisfied nor dissatisfied	(0)	208	92	28	31	6	23	77	34	43	15	8
		15%	19% bcd	11%	10%	4%	38% abcd	17%	15%	16%	10%	9%
Fairly satisfied	(1)	590	174	116	124	60	27	161	101	109	61	44
		42%	35%	43%	40%	48%	44%	35%	44%	40%	41%	48%
Very satisfied	(2)	514	182	100	121	58	10	196	70	95	69	30
		36%	37% e	37% e	39% e	46% e	16%	42%	31%	35%	47% b	33%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	11	*	2	1	-	12	1	2	*	-
		1%	2%	*%	1%	1%	-%	3%	1%	1%	*%	-%
NET: Satisfied		1104	356	216	244	118	37	356	171	204	130	74
		78%	72%	80% e	80% e	94% abce	60%	77%	75%	74%	87% c	80%
NET: Dissatisfied		93	32	26	29	2	1	17	22	27	4	10
		7%	6%	10% d	9% d	1%	2%	4%	10% a	10% a	3%	11%
Answered		1406	480	270	304	125	61	450	226	274	149	92
Mean Score		1.1	1.0	1.1	1.1	1.4 abce	.7	1.2 bc	1.0	.9	1.3 bc	1.0
Standard error		.02	.05	.06	.05	.05	.07	.04	.05	.06	.05	.09
Standard deviation		.93	.96	.98	1.04	.64	.74	.87	.94	1.07	.81	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1613	360	315	439	247	173	1096	180	253	954	659	1183	294
Effective base		614	168	113	184	80	41	431	50	103	365	250	448	91
Weighted Base		1420	411	232	426	178	94	982	104	252	862	558	1044	215
Very dissatisfied	(-2)	27	2	2	16	-	3	16	3	4	15	12	13	13
		2%	1%	1%	4% a	-%	3%	2%	3%	2%	2%	2%	1%	6% a
Fairly dissatisfied	(-1)	67	9	14	25	9	7	43	7	14	42	24	48	14
		5%	2%	6%	6%	5%	8%	4%	7%	6%	5%	4%	5%	7%
Neither satisfied nor dissatisfied	(0)	208	77	22	66	13	17	139	11	47	160	49	148	33
		15%	19% bd	10%	16%	7%	18%	14%	10%	19%	19% b	9%	14%	15%
Fairly satisfied	(1)	590	175	92	166	84	31	428	33	84	347	243	435	68
		42%	43%	40%	39%	47%	33%	44%	32%	33%	40%	44%	42%	32%
Very satisfied	(2)	514	137	100	152	71	35	346	49	100	295	219	394	78
		36%	33%	43%	36%	40%	37%	35%	47%	40%	34%	39%	38%	36%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	10	1	1	1	1	11	1	3	4	11	6	9
		1%	2% c	1%	*%	1%	1%	1%	1%	1%	*%	2%	1%	4% a
NET: Satisfied		1104	312	192	318	155	65	774	82	184	641	463	829	146
		78%	76%	83%	75%	87% ace	70%	79%	79%	73%	74%	83% a	79% b	68%
NET: Dissatisfied		93	11	16	42	9	10	59	10	19	57	36	62	27
		7%	3%	7%	10% a	5%	11% a	6%	10%	7%	7%	6%	6%	13% a
Answered		1406	401	231	425	176	92	971	103	250	858	547	1038	206
Mean Score		1.1	1.1	1.2	1.0	1.2 c	.9	1.1	1.1	1.0	1.0	1.2 a	1.1	.9
Standard error		.02	.04	.05	.05	.05	.08	.03	.08	.06	.03	.04	.03	.07
Standard deviation		.93	.82	.90	1.05	.79	1.08	.90	1.06	.99	.94	.91	.90	1.17

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		1613	915	517	330	1211	1184	293	896	536	362	1179
Effective base		614	377	141	155	433	453	86	363	155	168	417
Weighted Base		1420	876	330	313	1029	1051	207	857	350	368	973
Very dissatisfied	(-2)	27	17	6	*	23	13	14	15	8	11	12
		2%	2%	2%	*%	2%	1%	7% a	2%	2%	3%	1%
Fairly dissatisfied	(-1)	67	38	18	11	53	48	14	41	15	9	55
		5%	4%	6%	4%	5%	5%	7%	5%	4%	3%	6%
Neither satisfied nor dissatisfied	(0)	208	118	59	42	154	159	21	119	57	58	139
		15%	13%	18%	13%	15%	15%	10%	14%	16%	16%	14%
Fairly satisfied	(1)	590	343	132	132	416	435	68	340	136	165	383
		42%	39%	40%	42%	40%	41%	33%	40%	39%	45%	39%
Very satisfied	(2)	514	355	105	125	370	391	81	335	125	124	371
		36%	41%	32%	40%	36%	37%	39%	39%	36%	34%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	10	2	12	6	9	6	9	2	13
		1%	1%	3% a	1%	1%	1%	4% a	1%	2%	*%	1%
NET: Satisfied		1104	699	237	257	786	825	149	675	261	289	754
		78%	80%	72%	82%	76%	79%	72%	79%	75%	78%	77%
NET: Dissatisfied		93	55	24	11	76	61	28	56	23	20	67
		7%	6%	7%	4%	7%	6%	14% a	7%	7%	5%	7%
Answered		1406	872	320	310	1016	1045	199	851	341	367	960
Mean Score		1.1	1.1	1.0	1.2	1.0	1.1	.9	1.1	1.0	1.0	1.1
Standard error		.02	.03	.04	.04	.03	.03	.07	.03	.04	.05	.03
Standard deviation		.93	.94	.95	.81	.96	.90	1.20	.94	.96	.93	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		1613	1137	1036	397	2	1111	912	349	-	1351	852	481	1
Effective base		614	398	414	130	2	389	364	115	-	510	343	182	1
Weighted Base		1420	932	962	312	8	927	819	276	-	1188	773	400	*
Very dissatisfied	(-2)	27	21	9	3	-	20	8	9	-	22	5	13	-
		2%	2%	1%	1%	-%	2%	1%	3%	-%	2%	1%	3% b	-%
Fairly dissatisfied	(-1)	67	44	49	9	-	45	35	11	-	50	33	22	-
		5%	5%	5%	3%	-%	5%	4%	4%	-%	4%	4%	5%	-%
Neither satisfied nor dissatisfied	(0)	208	119	163	51	-	129	108	46	-	174	90	43	-
		15%	13%	17%	16%	-%	14%	13%	17%	-%	15%	12%	11%	-%
Fairly satisfied	(1)	590	380	375	128	8	371	313	107	-	481	323	163	-
		42%	41%	39%	41%	100%	40%	38%	39%	-%	40%	42%	41%	-%
Very satisfied	(2)	514	364	354	113	-	356	342	93	-	455	312	149	*
		36%	39%	37%	36%	-%	38%	42%	34%	-%	38%	40%	37%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	5	12	9	-	5	12	9	-	7	10	9	-
		1%	1%	1%	3% a	-%	1%	1%	3% a	-%	1%	1%	2%	-%
NET: Satisfied		1104	744	729	241	8	727	656	200	-	936	635	313	*
		78%	80%	76%	77%	100%	78%	80%	73%	-%	79%	82%	78%	100%
NET: Dissatisfied		93	64	58	11	-	65	43	20	-	71	38	35	-
		7%	7%	6%	4%	-%	7%	5%	7%	-%	6%	5%	9%	-%
Answered		1406	927	950	303	8	922	807	267	-	1181	763	391	*
Mean Score		1.1	1.1	1.1	1.1	1.0	1.1	1.2	1.0	-	1.1	1.2	1.1	2.0
Standard error		.02	.03	.03	.04	-	.03	.03	.05	-	.03	.03	.05	-
Standard deviation		.93	.95	.91	.85	-	.96	.89	1.00	-	.93	.85	1.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		1613	1168	1048	780	1053	769	122	480	528	637	235	141
Effective base		614	444	396	323	379	322	35	222	215	256	95	47
Weighted Base		1420	1043	962	762	888	756	99	515	530	628	209	99
Very dissatisfied	(-2)	27	11	13	14	13	13	10	1	10	13	9	*
		2%	1%	1%	2%	1%	2%	10%	*%	2%	2%	4%	*%
								ab				a	
Fairly dissatisfied	(-1)	67	48	35	40	39	32	1	26	25	35	9	2
		5%	5%	4%	5%	4%	4%	1%	5%	5%	6%	5%	2%
Neither satisfied nor dissatisfied	(0)	208	147	137	97	144	110	12	59	59	78	20	14
		15%	14%	14%	13%	16%	15%	12%	11%	11%	12%	10%	14%
Fairly satisfied	(1)	590	427	386	309	345	305	49	208	214	244	81	44
		42%	41%	40%	41%	39%	40%	50%	40%	40%	39%	39%	45%
Very satisfied	(2)	514	403	388	298	341	289	27	219	222	255	89	39
		36%	39%	40%	39%	38%	38%	27%	42%	42%	41%	43%	40%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	6	5	3	6	6	-	3	-	3	-	-
		1%	1%	1%	*%	1%	1%	-%	1%	-%	1%	-%	-%
NET: Satisfied		1104	831	773	607	686	595	76	427	437	499	170	84
		78%	80%	80%	80%	77%	79%	77%	83%	82%	79%	82%	85%
NET: Dissatisfied		93	60	47	54	52	46	11	26	35	48	19	2
		7%	6%	5%	7%	6%	6%	11%	5%	7%	8%	9%	2%
Answered		1406	1037	957	759	882	750	99	512	530	625	209	99
Mean Score		1.1	1.1	1.2	1.1	1.1	1.1	.8	1.2	1.2	1.1	1.1	1.2
Standard error		.02	.03	.03	.03	.03	.03	.10	.04	.04	.04	.07	.06
Standard deviation		.93	.90	.89	.94	.92	.92	1.15	.84	.93	.97	1.04	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		1613	232	155	171	78	1303	1003	1435	1147	1096	1140	1240	380	-	1118	89
Effective base		614	93	37	81	36	495	372	545	430	396	413	480	149	-	416	45
Weighted Base		1420	209	92	193	96	1133	854	1263	996	927	992	1101	334	-	921	118
Very dissatisfied	(-2)	27	1	5	-	*	18	15	21	20	13	19	17	15	-	14	4
		2%	1%	6%	-%	*%	2%	2%	2%	2%	1%	2%	2%	4% b	-%	1%	4%
Fairly dissatisfied	(-1)	67	16	8	14	7	47	40	63	47	52	47	44	14	-	30	17
		5%	8%	8%	7%	7%	4%	5%	5%	5%	6%	5%	4%	4%	-%	3%	14% a
Neither satisfied nor dissatisfied	(0)	208	39	23	35	7	156	109	171	140	102	116	134	50	-	100	32
		15%	19%	25%	18%	8%	14%	13%	14%	14%	11%	12%	12%	15%	-%	11%	27% a
Fairly satisfied	(1)	590	97	29	78	44	496	349	538	418	395	434	483	133	-	395	40
		42%	46%	32%	41%	46%	44%	41%	43%	42%	43%	44%	44%	40%	-%	43%	34%
Very satisfied	(2)	514	56	25	66	37	410	336	463	358	355	371	409	114	-	376	25
		36%	27%	27%	34%	39%	36%	39%	37%	36%	38%	37%	37%	34%	-%	41% b	21%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	-	2	-	*	6	4	7	13	11	5	14	8	-	7	-
		1%	-%	2%	-%	*%	*%	1%	1%	1%	1%	*%	1%	2%	-%	1%	-%
NET: Satisfied		1104	152	54	145	82	906	685	1001	776	750	805	891	248	-	771	65
		78%	73%	59%	75%	85% b	80%	80%	79%	78%	81%	81%	81%	74%	-%	84% b	55%
NET: Dissatisfied		93	17	13	14	7	65	55	84	67	65	66	61	28	-	43	21
		7%	8%	14%	7%	7%	6%	6%	7%	7%	7%	7%	6%	9%	-%	5%	18% a
Answered		1406	209	89	193	96	1127	850	1256	983	916	987	1087	326	-	914	118
Mean Score		1.1	.9	.7	1.0	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	-	1.2 b	.5
Standard error		.02	.06	.09	.07	.10	.02	.03	.02	.03	.03	.03	.03	.05	-	.03	.12
Standard deviation		.93	.90	1.14	.90	.86	.90	.93	.92	.94	.91	.92	.89	1.04	-	.86	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		1613	753	599	1321	63	736	877	429	959	215	566	378	634
Effective base		614	301	225	483	35	272	342	151	374	87	229	116	257
Weighted Base		1420	724	495	1109	96	631	790	341	880	188	545	269	571
Very dissatisfied	(-2)	27	8	10	8	14	25	2	9	17	1	9	2	16
		2%	1%	2%	1%	15% a	4% b	*%	3%	2%	1%	2%	1%	3%
Fairly dissatisfied	(-1)	67	49	8	31	21	53	13	14	34	19	27	17	22
		5%	7% b	2%	3%	22% a	8% b	2%	4%	4%	10% b	5%	6%	4%
Neither satisfied nor dissatisfied	(0)	208	133	48	89	29	139	70	51	138	17	65	52	89
		15%	18% b	10%	8%	31% a	22% b	9%	15%	16%	9%	12%	19%	16%
Fairly satisfied	(1)	590	304	204	513	19	243	347	131	369	91	251	108	218
		42%	42%	41%	46% b	20%	39%	44%	38%	42%	48%	46%	40%	38%
Very satisfied	(2)	514	228	219	455	12	161	353	126	319	60	194	88	215
		36%	31%	44% a	41% b	13%	25%	45% a	37%	36%	32%	35%	33%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	5	13	-	10	4	10	4	1	*	2	11
		1%	*%	1%	1%	-%	2%	1%	3% b	*%	*%	*%	1%	2% a
NET: Satisfied		1104	532	423	968	31	404	700	257	688	151	444	196	433
		78%	74%	86% a	87% b	32%	64%	89% a	75%	78%	80%	82%	73%	76%
NET: Dissatisfied		93	57	19	39	35	78	15	23	51	20	36	19	38
		7%	8%	4%	3%	37% a	12% b	2%	7%	6%	11%	7%	7%	7%
Answered		1406	722	490	1096	96	620	785	331	877	187	545	267	560
Mean Score		1.1	1.0	1.3 a	1.3 b	-.1	.7	1.3 a	1.1	1.1	1.0	1.1	1.0	1.1
Standard error		.02	.03	.04	.02	.16	.04	.02	.05	.03	.06	.04	.05	.04
Standard deviation		.93	.93	.86	.78	1.24	1.06	.73	.97	.92	.93	.90	.92	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1613	853	760
Effective base		614	292	323
Weighted Base		1420	698	722
Very dissatisfied	(-2)	27	15	12
		2%	2%	2%
Fairly dissatisfied	(-1)	67	53	14
		5%	8%	2%
			b	
Neither satisfied nor dissatisfied	(0)	208	120	89
		15%	17%	12%
Fairly satisfied	(1)	590	293	297
		42%	42%	41%
Very satisfied	(2)	514	215	299
		36%	31%	41%
				a
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	12
		1%	*%	2%
NET: Satisfied		1104	508	596
		78%	73%	83%
				a
NET: Dissatisfied		93	68	25
		7%	10%	3%
			b	
Answered		1406	696	710
Mean Score		1.1	.9	1.2
				a
Standard error		.02	.03	.03
Standard deviation		.93	.99	.85

Columns Tested:: a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base		1613	72	143	102	99	82	284	24	225	120	114	146	202
Effective base		614	21	52	44	14	40	95	11	119	74	28	89	101
Weighted Base		1420	14	189	96	19	106	272	6	250	143	31	148	147
Very dissatisfied	(-2)	27	*	*	1	-	3	3	*	5	12	-	-	2
		2%	3%	*%	1%	-%	3%	1%	1%	2%	8%	-%	-%	2%
											bfhkl			
Fairly dissatisfied	(-1)	67	*	4	3	1	20	12	-	8	8	3	3	4
		5%	3%	2%	3%	3%	19%	4%	-%	3%	5%	9%	2%	3%
							bcfhikl							
Neither satisfied nor dissatisfied	(0)	208	2	18	25	1	19	43	*	31	21	7	21	20
		15%	13%	10%	26%	3%	18%	16%	7%	12%	15%	21%	14%	13%
					bdh									
Fairly satisfied	(1)	590	8	72	51	9	25	130	3	102	47	15	76	52
		42%	60%	38%	53%	50%	24%	48%	47%	41%	33%	48%	51%	36%
			eil		eil			ei				e	eil	
Very satisfied	(2)	514	1	94	16	8	39	83	3	95	54	5	47	67
		36%	11%	50%	17%	44%	36%	31%	45%	38%	38%	18%	32%	46%
				acfjk		a	ac			acj	acj		a	acfj
Don't Know (CATI ONLY: DO NOT READ OUT)		15	1	*	*	-	-	*	-	9	2	1	*	1
		1%	10%	*%	*%	-%	-%	*%	-%	3%	1%	4%	*%	1%
			bfkl							f				
NET: Satisfied		1104	10	166	67	18	64	214	5	197	101	20	123	120
		78%	71%	88%	70%	94%	60%	78%	92%	79%	70%	66%	83%	81%
				ceij		ceij		e		e			e	e
NET: Dissatisfied		93	1	4	3	1	24	15	*	13	19	3	3	7
		7%	6%	2%	3%	3%	22%	6%	1%	5%	13%	9%	2%	4%
							bcfhkl				bhkl			
Answered		1406	12	189	95	19	106	272	6	242	142	30	148	146
Mean Score		1.1	.8	1.4	.8	1.4	.7	1.0	1.4	1.1	.9	.8	1.1	1.2
				acefij		acej				ce			cej	ceij
Standard error		.02	.10	.06	.08	.07	.14	.05	.15	.06	.11	.08	.06	.06
Standard deviation		.93	.85	.75	.76	.70	1.23	.86	.76	.92	1.22	.87	.74	.90

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ANY PROVIDER (other than Royal Mail) COMBINED

Base: All responses for any provider other than RM

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1613	317	465	369	462	782	831
Effective base		614	99	145	198	215	244	405
Weighted Base		1420	298	397	399	325	696	724
Very dissatisfied	(-2)	27	1	6	17	2	7	19
		2%	*%	2%	4%	1%	1%	3%
					ad			
Fairly dissatisfied	(-1)	67	7	33	16	10	40	26
		5%	2%	8%	4%	3%	6%	4%
				d				
Neither satisfied nor dissatisfied	(0)	208	45	63	53	47	108	100
		15%	15%	16%	13%	15%	16%	14%
Fairly satisfied	(1)	590	131	165	151	143	296	294
		42%	44%	41%	38%	44%	43%	41%
Very satisfied	(2)	514	112	131	152	120	242	272
		36%	37%	33%	38%	37%	35%	38%
Don't Know (CATI ONLY: DO NOT READ OUT)		15	2	*	10	3	2	13
		1%	1%	*%	3%	1%	*%	2%
					b			
NET: Satisfied		1104	243	295	303	263	538	566
		78%	81%	74%	76%	81%	77%	78%
NET: Dissatisfied		93	8	39	33	13	48	46
		7%	3%	10%	8%	4%	7%	6%
				ad				
Answered		1406	297	397	389	323	694	712
Mean Score		1.1	1.2	1.0	1.0	1.1	1.0	1.1
Standard error		.02	.05	.05	.05	.04	.03	.03
Standard deviation		.93	.80	.98	1.04	.83	.91	.95

Columns Tested:: a,b,c,d - a,b

Table 450

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UPS	Yodel	Parcelforce	Evri	FedEx	DPD/DPD Local
Unweighted Base		288	144	117	259	210	109	219
Effective base		93	50	55	103	107	38	89
Weighted Base		195	104	132	268	254	74	193
Very dissatisfied	(-2)	1	*	8	6	10	-	1
		*%	*%	6%	2%	4%	-%	*%
Fairly dissatisfied	(-1)	6	1	5	12	26	*	5
		3%	1%	4%	5%	10%	*%	3%
Neither satisfied nor dissatisfied	(0)	40	13	13	31	37	19	23
		21%	13%	10%	12%	14%	25%	12%
Fairly satisfied	(1)	76	40	59	117	107	24	73
		39%	38%	45%	44%	42%	32%	38%
Very satisfied	(2)	67	50	45	97	74	30	92
		34%	48%	34%	36%	29%	41%	47%
Don't Know (CATI ONLY: DO NOT READ OUT)		4	1	1	4	-	1	*
		2%	1%	*%	1%	-%	2%	*%
NET: Satisfied		143	90	105	215	181	54	164
		74%	86%	79%	80%	71%	73%	85%
NET: Dissatisfied		7	1	14	18	37	*	6
		3%	1%	10%	7%	14%	*%	3%
Answered		191	104	131	264	254	73	193
Mean Score		1.1	1.3	1.0	1.1	.8	1.2	1.3
Standard error		.05	.06	.10	.06	.08	.08	.05
Standard deviation		.85	.73	1.09	.93	1.09	.82	.80

Table 451

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Method		Business Size 1				
		Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2216	542	1674	1523	364	96	233	693
Effective base		838	131	717	770	154	42	95	204
Weighted Base		2000	228	1772	1910	76	9	5	90
Disagree very strongly	(-2)	78	17	61	75	2	*	*	2
		4%	7%	3%	4%	3%	1%	2%	2%
			b						
Disagree	(-1)	276	12	264	271	4	*	1	5
		14%	5%	15%	14%	6%	2%	10%	5%
				a	bce				
Neither Agree nor disagree	(0)	481	29	453	469	11	1	1	13
		24%	12%	26%	25%	14%	15%	13%	14%
				a	bde				
Agree	(1)	875	96	779	828	41	5	2	48
		44%	42%	44%	43%	54%	50%	45%	53%
						a			a
Agree very strongly	(2)	267	65	202	245	18	3	1	22
		13%	28%	11%	13%	24%	32%	30%	25%
			b			a	a	a	a
Don't Know (CATI ONLY: DO NOT READ OUT)		22	10	12	22	*	-	*	*
		1%	4%	1%	1%	*%	-%	*%	*%
			b						
NET: Agree		1143	161	981	1073	59	7	4	70
		57%	71%	55%	56%	77%	82%	75%	78%
			b			a	a	a	a
NET: Disagree		354	29	325	347	6	*	1	7
		18%	13%	18%	18%	8%	3%	12%	8%
					bce				
Answered		1978	219	1759	1888	76	9	5	90
Mean Score		.5	.8	.5	.5	.9	1.1	.9	.9
			b			a	a	a	a
Standard error		.02	.05	.02	.03	.05	.09	.07	.03
Standard deviation		1.02	1.15	.99	1.02	.92	.84	1.11	.91

Columns Tested:: a,b - a,b,c,d,e

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Business Size 2								
		Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2216	670	637	216	227	233	233	1523	364	329
Effective base		838	376	320	95	98	93	95	770	154	89
Weighted Base		2000	1029	741	140	53	32	5	1910	76	14
Disagree very strongly	(-2)	78	40	32	4	1	1	*	75	2	*
		4%	4%	4%	3%	2%	3%	2%	4%	3%	1%
Disagree	(-1)	276	151	97	23	3	2	1	271	4	1
		14%	15%	13%	17%	5%	5%	10%	14%	6%	5%
			dehi	dehi	dehi				dehi		
Neither Agree nor disagree	(0)	481	263	179	27	7	6	1	469	11	2
		24%	26%	24%	19%	13%	17%	13%	25%	14%	14%
			dfhi	dfhi					dfhi		
Agree	(1)	875	433	335	60	30	16	2	828	41	7
		44%	42%	45%	43%	57%	48%	45%	43%	54%	48%
						abg				ag	
Agree very strongly	(2)	267	124	95	26	12	8	1	245	18	4
		13%	12%	13%	19%	23%	26%	30%	13%	24%	31%
						abg	abg	abg		abg	abg
Don't Know (CATI ONLY: DO NOT READ OUT)		22	18	3	1	-	*	*	22	*	*
		1%	2%	*%	*%	-%	1%	*%	1%	*%	*%
NET: Agree		1143	557	430	86	42	24	4	1073	59	11
		57%	54%	58%	62%	80%	74%	75%	56%	77%	79%
						abcg	abg	abcg		abcg	abcg
NET: Disagree		354	191	129	27	4	3	1	347	6	1
		18%	19%	17%	19%	7%	8%	12%	18%	8%	6%
			dehi	dehi	dehi				dehi		
Answered		1978	1011	738	139	53	32	5	1888	76	14
Mean Score		.5	.4	.5	.6	.9	.9	.9	.5	.9	1.0
						abcg	abcg	abcg		abcg	abcg
Standard error		.02	.04	.04	.07	.06	.06	.07	.03	.05	.05
Standard deviation		1.02	1.01	1.02	1.05	.88	.97	1.11	1.02	.92	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Business Size 3					Turnover				
		Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2216	974	549	364	96	233	798	374	127	87	238
Effective base		838	569	262	154	42	95	455	170	38	21	42
Weighted Base		2000	1558	352	76	9	5	1249	299	68	35	58
Disagree very strongly	(-2)	78	60	15	2	*	*	39	9	1	1	1
		4%	4%	4%	3%	1%	2%	3%	3%	1%	4%	2%
Disagree	(-1)	276	221	50	4	*	1	187	44	9	6	6
		14%	14%	14%	6%	2%	10%	15%	15%	13%	17%	10%
			cd	cd								
Neither Agree nor disagree	(0)	481	394	75	11	1	1	315	67	7	7	10
		24%	25%	21%	14%	15%	13%	25%	22%	10%	20%	18%
			ce					c				
Agree	(1)	875	679	149	41	5	2	574	138	31	17	34
		44%	44%	42%	54%	50%	45%	46%	46%	46%	50%	58%
					ab							
Agree very strongly	(2)	267	184	61	18	3	1	122	41	20	3	7
		13%	12%	17%	24%	32%	30%	10%	14%	30%	9%	12%
				a	a	ab	ab			abe		
Don't Know (CATI ONLY: DO NOT READ OUT)		22	20	1	*	-	*	12	-	-	-	-
		1%	1%	*%	*%	-%	*%	1%	-%	-%	-%	-%
NET: Agree		1143	863	210	59	7	4	696	179	51	21	41
		57%	55%	60%	77%	82%	75%	56%	60%	76%	59%	71%
					ab	ab	ab			a		
NET: Disagree		354	281	66	6	*	1	227	53	10	7	7
		18%	18%	19%	8%	3%	12%	18%	18%	14%	21%	12%
			cd	cd								
Answered		1978	1538	351	76	9	5	1237	299	68	35	58
Mean Score		.5	.5	.5	.9	1.1	.9	.4	.5	.9	.4	.7
					ab	ab	ab			ab		
Standard error		.02	.03	.05	.05	.09	.07	.03	.05	.09	.11	.06
Standard deviation		1.02	1.01	1.07	.92	.84	1.11	.97	1.00	1.02	1.01	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			GOR (QC3)								
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2216	142	116	214	57	147	177	137	118	121
Effective base		838	77	63	122	27	74	111	87	60	63
Weighted Base		2000	180	146	318	69	183	312	250	155	147
Disagree very strongly	(-2)	78	12	9	5	2	7	12	2	12	3
		4%	7%	6%	1%	2%	4%	4%	1%	7%	2%
			c							cg	
Disagree	(-1)	276	16	19	37	7	34	58	46	20	20
		14%	9%	13%	12%	10%	19%	19%	18%	13%	14%
Neither Agree nor disagree	(0)	481	52	33	74	13	40	66	85	42	37
		24%	29%	23%	23%	19%	22%	21%	34%	27%	25%
									f		
Agree	(1)	875	88	64	153	37	74	141	93	63	67
		44%	49%	44%	48%	54%	40%	45%	37%	41%	45%
Agree very strongly	(2)	267	12	20	47	8	28	33	24	16	16
		13%	6%	13%	15%	11%	15%	11%	10%	11%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	-	1	3	2	-	2	-	2	4
		1%	-%	*%	1%	3%	-%	1%	-%	1%	3%
NET: Agree		1143	99	83	200	45	102	174	117	79	83
		57%	55%	57%	63%	65%	56%	56%	47%	51%	56%
					g						
NET: Disagree		354	28	29	41	9	42	70	48	32	23
		18%	16%	20%	13%	12%	23%	22%	19%	20%	15%
Answered		1978	180	145	316	67	183	310	250	153	143
Mean Score		.5	.4	.4	.6	.6	.4	.4	.4	.3	.5
					g						
Standard error		.02	.08	.10	.06	.12	.09	.08	.08	.10	.09
Standard deviation		1.02	.98	1.08	.92	.91	1.08	1.03	.92	1.08	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			GOR (QC3)							
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2216	325	376	528	1229	987	352	322	313
Effective base		838	164	199	320	680	263	107	91	108
Weighted Base		2000	400	480	880	1760	240	120	80	40
Disagree very strongly	(-2)	78	11	33	19	63	15	5	7	2
		4%	3%	7%	2%	4%	6%	5%	8%	6%
				cd			c		cd	
Disagree	(-1)	276	61	56	140	257	19	9	7	3
		14%	15%	12%	16%	15%	8%	8%	9%	7%
			eh		efh	efh				
Neither Agree nor disagree	(0)	481	90	127	225	443	39	14	16	9
		24%	23%	27%	26%	25%	16%	11%	20%	22%
			f	ef	ef	ef				f
Agree	(1)	875	178	214	387	780	96	48	33	15
		44%	45%	45%	44%	44%	40%	40%	41%	37%
Agree very strongly	(2)	267	52	48	104	204	63	38	17	9
		13%	13%	10%	12%	12%	26%	32%	21%	21%
							abcd	abcd	bcd	bcd
Don't Know (CATI ONLY: DO NOT READ OUT)		22	7	2	4	13	9	6	1	2
		1%	2%	*%	*%	1%	4%	5%	1%	6%
							bcd	bcd		bcdg
NET: Agree		1143	231	262	491	984	159	86	50	23
		57%	58%	55%	56%	56%	66%	71%	62%	58%
							bcd	abcdh		
NET: Disagree		354	73	89	159	320	34	15	14	5
		18%	18%	18%	18%	18%	14%	12%	17%	13%
Answered		1978	393	478	876	1747	231	114	79	38
Mean Score		.5	.5	.4	.5	.5	.8	.9	.6	.6
							abcd	abcdg		
Standard error		.02	.06	.05	.04	.03	.04	.06	.07	.06
Standard deviation		1.02	1.00	1.04	.97	1.00	1.13	1.10	1.17	1.12

Columns Tested:: a,b,c,d,e,f,g,h

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Industry								
		Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2216	93	200	223	242	421	99	80	98	960
Effective base		838	37	54	64	104	160	38	25	33	385
Weighted Base		2000	82	121	149	268	328	92	54	64	963
Disagree very strongly	(-2)	78	3	5	5	14	8	4	4	2	38
		4%	4%	4%	3%	5%	2%	4%	8%	3%	4%
Disagree	(-1)	276	9	9	9	41	52	19	11	8	128
		14%	11%	8%	6%	15%	16%	20% c	21% c	12%	13%
Neither Agree nor disagree	(0)	481	18	29	49	66	72	26	5	9	237
		24%	22%	24%	33% gh	25%	22%	28%	9%	14%	25%
Agree	(1)	875	42	50	52	107	153	38	19	31	433
		44%	51%	41%	35%	40%	47%	41%	36%	48%	45%
Agree very strongly	(2)	267	10	25	31	40	41	6	7	15	118
		13%	13%	21%	21%	15%	12%	7%	13%	23%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	-	3	3	1	1	-	7	-	10
		1%	-%	2%	2%	*%	*%	-%	14% abcdefhi	-%	1%
NET: Agree		1143	53	75	83	147	194	44	26	45	550
		57%	64%	62%	56%	55%	59%	48%	49%	71% f	57%
NET: Disagree		354	12	14	14	55	61	22	15	9	165
		18%	14%	12%	10%	21%	18%	24% c	28% c	15%	17%
Answered		1978	82	118	147	268	326	92	46	64	952
Mean Score		.5	.6	.7 f	.6	.4	.5	.3	.3	.8 f	.5
Standard error		.02	.10	.07	.07	.07	.05	.10	.14	.10	.03
Standard deviation		1.02	.97	1.03	.99	1.08	.99	.99	1.25	1.02	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Industry			Urbanity		Location		Internet connection	
		Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b
Unweighted Base		2216	558	520	1138	1950	266	1821	395	2158	58
Effective base		838	203	196	440	715	125	746	102	814	24
Weighted Base		2000	500	420	1080	1668	332	1832	168	1940	60
Disagree very strongly	(-2)	78	22	12	43	53	25	71	7	77	1
		4%	4%	3%	4%	3%	7% a	4%	4%	4%	2%
Disagree	(-1)	276	59	71	146	223	53	252	25	265	11
		14%	12%	17%	14%	13%	16%	14%	15%	14%	19%
Neither Agree nor disagree	(0)	481	133	98	250	385	97	444	38	466	15
		24%	27%	23%	23%	23%	29%	24%	22%	24%	25%
Agree	(1)	875	202	191	482	756	119	806	69	850	25
		44%	40%	45%	45%	45%	36%	44%	41%	44%	42%
Agree very strongly	(2)	267	81	47	140	231	36	238	29	260	7
		13%	16%	11%	13%	14%	11%	13%	17%	13%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	3	1	18	20	2	21	2	22	*
		1%	1%	*%	2%	1%	1%	1%	1%	1%	*%
NET: Agree		1143	283	238	622	987	156	1045	98	1110	32
		57%	57%	57%	58%	59% b	47%	57%	58%	57%	54%
NET: Disagree		354	81	83	190	276	78	323	31	342	12
		18%	16%	20%	18%	17%	23%	18%	19%	18%	20%
Answered		1978	497	419	1062	1648	330	1811	167	1918	60
Mean Score		.5	.5	.5	.5	.5 b	.3	.5	.5	.5	.4
Standard error		.02	.04	.04	.03	.02	.07	.02	.05	.02	.13
Standard deviation		1.02	1.04	.99	1.02	1.00	1.09	1.01	1.06	1.02	.99

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Role of mail services			Annual postal spend					
		Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2216	1233	532	442	1684	339	81	112	2023	193
Effective base		838	495	161	180	694	100	23	23	792	46
Weighted Base		2000	1224	338	425	1686	211	47	57	1897	103
Disagree very strongly	(-2)	78	46	10	17	67	9	1	1	76	2
		4%	4%	3%	4%	4%	4%	2%	1%	4%	2%
Disagree	(-1)	276	179	37	58	246	25	3	2	270	6
		14%	15%	11%	14%	15%	12%	7%	4%	14%	6%
Neither Agree nor disagree	(0)	481	324	75	78	417	45	8	11	462	19
		24%	26%	22%	18%	25%	21%	17%	20%	24%	19%
			c								
Agree	(1)	875	527	152	196	722	101	23	29	823	52
		44%	43%	45%	46%	43%	48%	49%	51%	43%	50%
Agree very strongly	(2)	267	126	64	76	215	29	12	12	244	23
		13%	10%	19%	18%	13%	14%	25%	21%	13%	23%
				a	a						
Don't Know (CATI ONLY: DO NOT READ OUT)		22	22	*	1	19	2	-	2	21	2
		1%	2%	*%	*%	1%	1%	-%	3%	1%	2%
NET: Agree		1143	653	216	272	937	130	35	41	1067	75
		57%	53%	64%	64%	56%	62%	74%	72%	56%	73%
				a	a						ae
NET: Disagree		354	226	47	75	313	34	4	3	346	7
		18%	18%	14%	18%	19%	16%	9%	5%	18%	7%
						f					
Answered		1978	1202	338	425	1668	208	47	55	1876	102
Mean Score		.5	.4	.7	.6	.5	.6	.9	.9	.5	.9
				a	a						ae
Standard error		.02	.03	.04	.05	.03	.05	.10	.08	.02	.06
Standard deviation		1.02	.99	1.00	1.05	1.02	1.01	.94	.84	1.02	.89

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Annual postal spend (size)			Types of mail sent					
		Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	d	e	f
Unweighted Base		2216	846	838	532	1930	1618	2004	1569	948	850
Effective base		838	390	307	146	719	603	761	590	362	285
Weighted Base		2000	1001	685	314	1734	1432	1831	1383	888	666
Disagree very strongly	(-2)	78	26	42	10	67	49	71	52	32	25
		4%	3%	6%	3%	4%	3%	4%	4%	4%	4%
				a							
Disagree	(-1)	276	160	86	31	236	198	252	186	117	85
		14%	16%	12%	10%	14%	14%	14%	13%	13%	13%
Neither Agree nor disagree	(0)	481	274	143	64	433	363	449	310	218	124
		24%	27%	21%	20%	25%	25%	25%	22%	25%	19%
			b			f	f	f			
Agree	(1)	875	405	318	153	759	622	807	635	391	316
		44%	40%	46%	49%	44%	43%	44%	46%	44%	47%
Agree very strongly	(2)	267	119	96	52	228	195	239	196	130	113
		13%	12%	14%	17%	13%	14%	13%	14%	15%	17%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	18	1	4	11	5	13	4	*	2
		1%	2%	*%	1%	1%	*%	1%	*%	*%	*%
			b								
NET: Agree		1143	524	414	205	987	817	1046	831	521	429
		57%	52%	60%	65%	57%	57%	57%	60%	59%	64%
				a	a						abc
NET: Disagree		354	186	127	41	303	247	323	238	149	111
		18%	19%	19%	13%	17%	17%	18%	17%	17%	17%
Answered		1978	983	684	310	1723	1427	1818	1379	888	664
Mean Score		.5	.4	.5	.7	.5	.5	.5	.5	.5	.6
					a						
Standard error		.02	.03	.04	.04	.02	.03	.02	.03	.03	.04
Standard deviation		1.02	.98	1.07	.98	1.01	1.00	1.01	1.01	1.01	1.03

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Number of letters/ large letters sent - average per mailing							
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	g	h
Unweighted Base		2216	352	1027	151	170	122	106	76	304
Effective base		838	163	443	50	44	24	22	20	66
Weighted Base		2000	413	1086	98	94	49	43	48	139
Disagree very strongly	(-2)	78	20	41	3	4	*	1	1	3
		4%	5%	4%	3%	4%	*%	3%	3%	2%
Disagree	(-1)	276	60	154	13	10	4	7	5	15
		14%	15%	14%	13%	11%	7%	15%	10%	11%
Neither Agree nor disagree	(0)	481	97	299	17	15	5	3	14	22
		24%	23%	28%	17%	16%	11%	7%	28%	16%
				fh						
Agree	(1)	875	188	453	54	40	26	20	25	72
		44%	46%	42%	56%	43%	54%	47%	53%	51%
Agree very strongly	(2)	267	41	136	10	25	12	12	3	27
		13%	10%	12%	10%	27%	24%	29%	6%	19%
						abc		ab		
Don't Know (CATI ONLY: DO NOT READ OUT)		22	7	4	*	-	2	*	-	2
		1%	2%	*%	*%	-%	3%	*%	-%	1%
NET: Agree		1143	229	588	64	66	38	32	28	98
		57%	55%	54%	66%	70%	78%	75%	59%	71%
						b	ab			ab
NET: Disagree		354	80	195	16	14	4	8	6	17
		18%	19%	18%	17%	15%	7%	18%	13%	13%
Answered		1978	406	1083	98	94	47	43	48	138
Mean Score		.5	.4	.5	.6	.8	1.0	.8	.5	.8
						ab	ab			ab
Standard error		.02	.05	.03	.08	.08	.08	.11	.10	.05
Standard deviation		1.02	1.02	1.00	.97	1.09	.83	1.10	.87	.95

Columns Tested:: a,b,c,d,e,f,g,h

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base		2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base		838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base		2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Disagree very strongly	(-2)	78	54	6	1	4	*	1	*	41	4	1	*	*	2	*
		4%	4%	4%	1%	8%	2%	4%	1%	4%	2%	1%	1%	*%	13% abc	1%
Disagree	(-1)	276	185	25	10	7	2	6	1	169	16	3	2	4	2	3
		14%	13%	16%	12%	11%	9%	21%	5%	16% c	9%	4%	6%	9%	11%	11%
Neither Agree nor disagree	(0)	481	371	36	10	8	3	3	2	299	30	14	4	4	1	11
		24%	27%	23%	13%	14%	12%	10%	15%	28% b	17%	19%	13%	8%	9%	40%
Agree	(1)	875	589	71	37	27	14	10	10	443	75	43	17	25	7	13
		44%	43%	47%	46%	46%	57%	33%	77%	42%	42%	57%	62% a	57%	43%	46%
Agree very strongly	(2)	267	164	15	21	12	5	10	*	109	54	14	5	9	4	1
		13%	12%	10%	27% ab	21%	20%	32% ab	2%	10%	30% a	19%	17%	22%	25% a	3%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	11	*	-	-	*	-	-	3	*	-	-	2	-	-
		1%	1%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	4%	-%	-%
NET: Agree		1143	753	87	58	40	19	20	11	552	129	56	22	34	11	14
		57%	55%	57%	73% a	67%	77%	65%	79%	52%	72% a	76% a	79% a	79% a	67%	49%
NET: Disagree		354	239	30	11	11	3	8	1	210	20	4	2	4	4	3
		18%	17%	20%	14%	19%	10%	25%	6%	20% c	11%	5%	8%	9%	24% c	11%
Answered		1978	1364	153	80	59	24	30	13	1060	179	74	28	42	16	29
Mean Score		.5	.5	.4	.8 ab	.6	.9	.7	.7	.4	.9 a	.9 a	.9 a	.9 a	.5	.4
Standard error		.02	.03	.07	.08	.10	.11	.14	.12	.03	.06	.07	.09	.12	.19	.13
Standard deviation		1.02	1.00	1.00	1.01	1.16	.92	1.26	.67	1.00	1.00	.80	.83	.86	1.36	.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base		2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base		838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base		2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Disagree very strongly	(-2)	78	32	12	4	*	2	1	1	4	30	19	17	5	*
		4%	3%	7%	3%	*%	7%	3%	2%	4%	3%	5%	5%	4%	*%
Disagree	(-1)	276	126	31	13	8	*	2	5	8	140	48	42	18	4
		14%	13%	20%	12%	14%	1%	7%	11%	7%	16%	12%	12%	15%	6%
Neither Agree nor disagree	(0)	481	246	21	12	6	8	9	8	25	229	97	85	20	17
		24%	26% bcd	13%	11%	10%	24%	29%	18%	23%	26%	25%	23%	17%	24%
Agree	(1)	875	439	65	47	32	18	17	17	51	383	184	152	49	38
		44%	47%	40%	42%	53%	55%	53%	38%	48%	43%	47%	42%	42%	53%
Agree very strongly	(2)	267	97	31	35	13	4	3	13	20	95	42	65	25	10
		13%	10%	19% a	31% a	21%	12%	8%	30% a	18%	11%	11%	18% a	22% a	14%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	2	*	*	2	-	*	-	*	9	-	2	-	2
		1%	*%	*%	*%	3% a	-%	*%	-%	*%	1%	-%	1%	-%	2%
NET: Agree		1143	537	96	82	45	22	19	30	71	478	226	218	74	48
		57%	57%	60%	73% a	74%	68%	61%	68%	66%	54%	58%	60%	64%	67%
NET: Disagree		354	157	43	17	8	3	3	6	12	170	67	59	23	5
		18%	17%	27% ah	15%	14%	8%	10%	13%	11%	19%	17%	16%	20%	7%
Answered		1978	940	160	112	60	32	32	44	108	877	389	361	116	70
Mean Score		.5	.5	.4	.9 a	.8 a	.7	.6	.8	.7	.4	.5	.6	.6	.8
Standard error		.02	.03	.08	.09	.09	.13	.11	.15	.07	.04	.05	.05	.07	.08
Standard deviation		1.02	.96	1.22	1.09	.93	.97	.87	1.06	.98	.99	1.00	1.06	1.12	.79

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted Base		2216	868	370	410	197	77	689	329	341	165	81
Effective base		838	376	151	136	39	16	311	117	114	39	22
Weighted Base		2000	966	341	291	89	39	778	266	238	86	60
Disagree very strongly	(-2)	78	34	19	10	4	*	27	8	8	4	*
		4%	4%	5%	4%	4%	*%	4%	3%	4%	5%	1%
Disagree	(-1)	276	142	43	39	10	2	122	35	25	12	4
		14%	15%	13%	13%	11%	6%	16%	13%	11%	14%	7%
Neither Agree nor disagree	(0)	481	245	89	71	16	10	224	56	53	15	12
		24%	25%	26%	25%	18%	26%	29%	21%	22%	17%	21%
Agree	(1)	875	428	151	120	37	20	323	122	109	35	32
		44%	44%	44%	41%	42%	50%	41%	46%	46%	41%	53%
Agree very strongly	(2)	267	108	40	49	23	7	80	44	40	20	10
		13%	11%	12%	17%	26%	18%	10%	17%	17%	23%	16%
						ab					a	
Don't Know (CATI ONLY: DO NOT READ OUT)		22	8	-	2	-	-	2	*	2	-	2
		1%	1%	-%	1%	-%	-%	*%	*%	1%	-%	3%
NET: Agree		1143	537	191	169	60	26	403	167	150	55	41
		57%	56%	56%	58%	67%	68%	52%	63%	63%	64%	69%
									a	a		
NET: Disagree		354	176	62	49	14	2	150	43	33	16	4
		18%	18%	18%	17%	15%	6%	19%	16%	14%	19%	7%
Answered		1978	957	341	289	89	39	776	266	236	86	58
Mean Score		.5	.5	.4	.5	.7	.8	.4	.6	.6	.6	.8
										a		
Standard error		.02	.03	.05	.05	.08	.09	.04	.06	.05	.09	.09
Standard deviation		1.02	.99	1.03	1.03	1.09	.82	.99	1.01	1.00	1.13	.82

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base		838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base		2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Disagree very strongly	(-2)	78	21	13	10	8	*	34	2	16	69	8	62	5
		4%	3%	6%	3%	7%	*%	4%	2%	4%	4%	3%	4%	5%
Disagree	(-1)	276	104	23	35	13	7	107	10	69	242	34	227	9
		14%	15%	11%	12%	11%	13%	13%	8%	16%	14%	12%	14%	8%
Neither Agree nor disagree	(0)	481	182	28	71	14	14	165	31	108	426	55	418	15
		24%	26% bd	14%	24%	12%	27%	20%	26%	25%	25%	20%	26%	14%
Agree	(1)	875	311	104	142	50	21	365	63	207	744	131	691	68
		44%	44%	52%	47%	44%	42%	45%	52%	47%	43%	48%	43%	63% a
Agree very strongly	(2)	267	83	32	42	30	9	141	15	37	223	44	217	11
		13%	12%	16%	14%	26% a	17%	17% c	13%	8%	13%	16%	13%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	2	*	-	*	-	2	-	2	21	1	10	*
		1%	*%	*%	-%	*%	-%	*%	-%	*%	1%	*%	1%	*%
NET: Agree		1143	393	136	184	80	30	506	78	244	967	175	908	79
		57%	56%	68% a	61%	70%	59%	62%	64%	56%	56%	64%	56%	73% a
NET: Disagree		354	125	36	45	21	7	141	12	85	312	42	289	14
		18%	18%	18%	15%	18%	14%	17%	10%	19%	18%	15%	18%	13%
Answered		1978	700	200	300	114	51	812	122	436	1705	273	1615	108
Mean Score		.5	.5	.6	.6	.7	.6	.6	.7	.4	.5	.6	.5	.7
Standard error		.02	.04	.07	.05	.09	.10	.04	.07	.04	.02	.05	.02	.07
Standard deviation		1.02	.98	1.09	.98	1.18	.94	1.05	.86	.97	1.02	1.00	1.02	.94

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b
Unweighted Base		2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base		838	533	70	367	222	673	46	530	74	371	219
Weighted Base		2000	1268	164	846	537	1629	105	1270	163	862	521
Disagree very strongly	(-2)	78	47	2	25	26	62	5	44	5	25	26
		4%	4%	1%	3%	5%	4%	5%	3%	3%	3%	5%
Disagree	(-1)	276	171	27	118	69	226	9	171	27	117	69
		14%	13%	17%	14%	13%	14%	9%	13%	17%	14%	13%
Neither Agree nor disagree	(0)	481	328	35	192	119	422	12	337	26	204	106
		24%	26%	21%	23%	22%	26% b	11%	27% b	16%	24%	20%
Agree	(1)	875	544	78	379	256	694	65	543	80	378	257
		44%	43%	48%	45%	48%	43%	62% a	43%	49%	44%	49%
Agree very strongly	(2)	267	173	22	129	67	214	14	170	25	135	61
		13%	14%	13%	15%	12%	13%	13%	13%	15%	16%	12%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	5	*	3	*	10	*	5	*	4	*
		1%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
NET: Agree		1143	717	100	508	323	909	78	713	105	513	319
		57%	57%	61%	60%	60%	56%	75% a	56%	64%	59%	61%
NET: Disagree		354	218	29	143	95	288	15	215	32	142	96
		18%	17%	18%	17%	18%	18%	14%	17%	20%	17%	18%
Answered		1978	1263	164	843	536	1619	104	1265	162	859	521
Mean Score		.5	.5	.6	.6	.5	.5	.7	.5	.6	.6	.5
Standard error		.02	.03	.06	.03	.04	.02	.08	.03	.06	.03	.04
Standard deviation		1.02	1.01	.96	1.01	1.02	1.01	.98	1.00	1.03	1.01	1.03

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base		2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base		838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base		2000	928	1340	240	4	859	991	191	1	999	766	249	*
Disagree very strongly	(-2)	78	25	58	2	-	25	28	2	-	36	22	1	-
		4%	3%	4%	1%	-%	3%	3%	1%	-%	4%	3%	*%	-%
Disagree	(-1)	276	119	192	24	-	112	125	23	-	136	95	32	-
		14%	13%	14%	10%	-%	13%	13%	12%	-%	14%	12%	13%	-%
Neither Agree nor disagree	(0)	481	215	348	58	4	189	261	42	1	212	182	62	-
		24%	23%	26%	24%	100%	22%	26%	22%	100%	21%	24%	25%	-%
Agree	(1)	875	437	578	129	-	398	451	104	-	461	378	128	*
		44%	47%	43%	54%	-%	46%	45%	54%	-%	46%	49%	51%	100%
Agree very strongly	(2)	267	130	156	25	-	130	124	19	-	152	87	26	-
		13%	14%	12%	10%	-%	15%	12%	10%	-%	15%	11%	11%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	2	8	2	-	4	3	2	-	2	2	*	-
		1%	*%	1%	1%	-%	*%	*%	1%	-%	*%	*%	*%	-%
NET: Agree		1143	567	735	154	-	528	574	122	-	614	465	154	*
		57%	61%	55%	64%	-%	61%	58%	64%	-%	61%	61%	62%	100%
NET: Disagree		354	144	249	26	-	137	153	25	-	172	117	33	-
		18%	16%	19%	11%	-%	16%	15%	13%	-%	17%	15%	13%	-%
Answered		1978	926	1332	238	4	855	988	189	1	997	764	249	*
Mean Score		.5	.6 b	.4	.6	-	.6	.5	.6	-	.6	.5	.6	1.0
Standard error		.02	.03	.03	.05	-	.03	.03	.06	-	.03	.03	.05	-
Standard deviation		1.02	.97	1.01	.84	-	.99	.96	.87	-	1.02	.95	.86	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			a	b	c	a	b	c	a	b	c	d	e
Unweighted Base		2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base		838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base		2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Disagree very strongly	(-2)	78	60	36	36	48	36	-	19	19	22	*	-
		4%	4%	3%	4%	4%	4%	-%	3%	3%	4%	*%	-%
Disagree	(-1)	276	220	155	124	151	176	1	76	73	70	14	9
		14%	14%	12%	13%	12%	17% a	4%	12%	14%	13%	10%	11%
Neither Agree nor disagree	(0)	481	408	331	212	313	275	8	164	119	117	33	28
		24%	26%	27%	22%	25%	27%	22%	27%	22%	23%	24%	35%
Agree	(1)	875	674	550	436	563	425	16	276	261	233	77	35
		44%	43%	44%	46%	45%	41%	43%	45%	49%	45%	57%	45%
Agree very strongly	(2)	267	208	168	135	178	119	12	80	64	79	11	6
		13%	13%	13%	14%	14%	11%	31% b	13%	12%	15%	8%	8%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	11	5	2	9	6	-	2	-	-	-	-
		1%	1%	*%	*%	1%	1%	-%	*%	-%	-%	-%	-%
NET: Agree		1143	882	718	570	741	543	28	355	325	312	88	41
		57%	56%	58%	60%	59%	52%	74%	58%	61%	60%	65%	53%
NET: Disagree		354	280	190	161	200	213	1	95	92	92	14	9
		18%	18%	15%	17%	16%	21%	4%	15%	17%	18%	11%	11%
Answered		1978	1570	1240	943	1254	1031	37	614	535	521	135	78
Mean Score		.5	.5	.5	.5	.5 b	.4	1.0 b	.5	.5	.5	.6	.5
Standard error		.02	.02	.03	.03	.03	.03	.11	.04	.04	.05	.07	.10
Standard deviation		1.02	1.01	.97	1.02	1.00	1.01	.84	.97	.99	1.04	.79	.80

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base		2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base		838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base		2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Disagree very strongly	(-2)	78	21	5	6	1	69	38	70	53	53	32	61	3	-	16	34
		4%	9%	5%	5%	3%	4%	4%	4%	5%	5%	4%	4%	1%	-%	1%	23% a
Disagree	(-1)	276	43	4	25	8	214	108	222	156	132	112	209	32	-	145	32
		14%	19% b	4%	21% b	20% b	13%	10%	13%	13%	13%	13%	13%	15%	-%	10%	21% a
Neither Agree nor disagree	(0)	481	45	26	28	9	398	240	414	254	188	178	397	60	-	283	46
		24%	20%	26%	25%	23%	24% e	23%	24% e	22%	19%	20%	25%	28%	-%	20%	30%
Agree	(1)	875	82	45	43	14	709	458	752	509	456	417	690	92	1	701	37
		44%	36%	44%	38%	33%	43%	44%	44%	44%	46%	47%	44%	43%	100%	50% b	25%
Agree very strongly	(2)	267	32	21	13	9	227	180	240	175	152	136	199	25	-	241	2
		13%	14%	21%	11%	22%	14%	17%	14%	15%	15%	15%	13%	12%	-%	17% b	1%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	2	-	-	*	19	12	19	10	9	4	18	-	-	16	-
		1%	1%	-%	-%	*%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
NET: Agree		1143	114	66	56	23	936	638	992	684	609	553	889	117	1	943	39
		57%	51%	65%	49%	55%	57%	62%	58%	59%	61%	63% b	56%	55%	100%	67% b	26%
NET: Disagree		354	64	9	30	9	283	146	292	209	185	144	270	35	-	160	66
		18%	28% b	9%	27% b	22%	17%	14%	17%	18%	19%	16%	17%	17%	-%	11%	44% a
Answered		1978	223	101	115	42	1617	1023	1698	1146	982	875	1557	213	1	1386	151
Mean Score		.5	.3	.7 a	.3	.5	.5	.6	.5	.5	.5	.6	.5	.5	1.0	.7 b	-.4
Standard error		.02	.08	.09	.11	.16	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.10
Standard deviation		1.02	1.20	1.01	1.08	1.13	1.03	1.01	1.02	1.05	1.07	1.01	1.01	.94	-	.91	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base		838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base		2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Disagree very strongly	(-2)	78	58	17	17	3	15	18	15	27	35	25	12	40
		4%	7%	1%	3%	7%	5%	4%	6%	2%	10%	7%	3%	3%
			b						b		b	c		
Disagree	(-1)	276	165	93	77	17	43	67	20	153	100	47	53	171
		14%	21%	8%	12%	36%	14%	14%	8%	11%	28%	14%	14%	14%
			b			a					ab			
Neither Agree nor disagree	(0)	481	193	269	129	9	62	102	37	364	75	64	111	286
		24%	25%	24%	21%	19%	21%	22%	14%	27%	21%	19%	28%	23%
										a				
Agree	(1)	875	281	531	320	15	155	220	127	612	132	130	177	553
		44%	36%	48%	51%	32%	52%	47%	48%	45%	36%	39%	45%	45%
				a						c				
Agree very strongly	(2)	267	75	179	79	3	22	62	63	180	20	65	36	160
		13%	10%	16%	13%	6%	7%	13%	24%	13%	5%	20%	9%	13%
				a					bc	c		b		
Don't Know (CATI ONLY: DO NOT READ OUT)		22	2	20	1	-	*	1	*	18	-	1	*	17
		1%	*%	2%	*%	-%	*%	*%	*%	1%	-%	*%	*%	1%
NET: Agree		1143	356	709	399	18	177	282	190	792	151	195	213	713
		57%	46%	64%	64%	38%	60%	60%	72%	58%	42%	59%	55%	58%
				a	b				bc	c				
NET: Disagree		354	223	110	94	21	58	85	36	180	136	71	65	211
		18%	29%	10%	15%	43%	20%	18%	14%	13%	38%	22%	17%	17%
			b			a					ab			
Answered		1978	773	1088	622	48	298	468	263	1336	362	330	389	1210
Mean Score		.5	.2	.7	.6	-.1	.4	.5	.8	.6	*	.5	.4	.5
				a	b				c	c				
Standard error		.02	.04	.03	.04	.18	.05	.05	.06	.02	.05	.06	.05	.03
Standard deviation		1.02	1.11	.90	.95	1.10	1.00	1.02	1.08	.93	1.12	1.17	.95	1.00

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Have moved to communication methods other than post	
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2216	1271	945
Effective base		838	414	425
Weighted Base		2000	957	1043
Disagree very strongly	(-2)	78	55	23
		4%	6%	2%
			b	
Disagree	(-1)	276	158	118
		14%	17%	11%
			b	
Neither Agree nor disagree	(0)	481	213	268
		24%	22%	26%
Agree	(1)	875	384	491
		44%	40%	47%
				a
Agree very strongly	(2)	267	130	137
		13%	14%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	16	6
		1%	2%	1%
NET: Agree		1143	515	628
		57%	54%	60%
NET: Disagree		354	213	140
		18%	22%	13%
			b	
Answered		1978	941	1037
Mean Score		.5	.4	.6
				a
Standard error		.02	.03	.03
Standard deviation		1.02	1.10	.93

Columns Tested:: a,b

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Month											
		Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base		838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base		2000	34	311	154	88	127	285	18	302	180	78	218	205
Disagree very strongly	(-2)	78	1	6	5	3	8	13	2	13	5	6	4	11
		4%	2%	2%	3%	3%	6%	5%	10%	4%	3%	8%	2%	6%
									bk					
Disagree	(-1)	276	2	38	12	10	10	30	1	54	41	14	47	18
		14%	4%	12%	8%	12%	8%	10%	5%	18%	23%	18%	21%	9%
										l	acefgl		cefgl	
Neither Agree nor disagree	(0)	481	4	84	30	23	40	64	1	79	36	19	45	57
		24%	12%	27%	19%	26%	31%	23%	7%	26%	20%	25%	21%	28%
				g			g			g		g		g
Agree	(1)	875	14	151	74	44	54	133	6	114	79	27	91	87
		44%	42%	48%	48%	51%	43%	47%	33%	38%	44%	35%	42%	42%
Agree very strongly	(2)	267	14	28	32	6	11	45	8	40	18	9	27	29
		13%	40%	9%	20%	7%	9%	16%	46%	13%	10%	12%	13%	14%
			bdefhijkl		b				bcdefhijkl					
Don't Know (CATI ONLY: DO NOT READ OUT)		22	-	5	1	1	4	*	-	3	1	2	3	2
		1%	-%	2%	1%	1%	4%	*%	-%	1%	*%	3%	1%	1%
NET: Agree		1143	28	178	106	51	66	178	14	154	98	36	119	116
		57%	82%	57%	69%	58%	52%	62%	79%	51%	54%	47%	55%	56%
			behijkl		hj				behijkl					
NET: Disagree		354	2	44	18	13	18	43	3	67	47	20	51	30
		18%	6%	14%	11%	15%	14%	15%	14%	22%	26%	25%	23%	15%
											abcl	c	c	
Answered		1978	34	306	153	87	123	285	18	299	180	75	214	203
Mean Score		.5	1.1	.5	.7	.5	.4	.6	1.0	.4	.4	.3	.4	.5
			bdefhijkl		hijk				bdehijkl					
Standard error		.02	.08	.06	.08	.07	.08	.06	.16	.06	.08	.09	.07	.07
Standard deviation		1.02	.93	.90	.99	.92	.99	1.02	1.30	1.06	1.04	1.14	1.03	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 451 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Quarter				Half	
		Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2216	506	576	502	632	1082	1134
Effective base		838	161	172	249	326	333	565
Weighted Base		2000	500	500	500	500	1000	1000
Disagree very strongly	(-2)	78	12	24	20	22	36	42
		4%	2%	5%	4%	4%	4%	4%
Disagree	(-1)	276	52	50	96	79	102	174
		14%	10%	10%	19%	16%	10%	17%
					ab			a
Neither Agree nor disagree	(0)	481	118	127	115	121	245	237
		24%	24%	25%	23%	24%	24%	24%
Agree	(1)	875	239	232	199	205	471	404
		44%	48%	46%	40%	41%	47%	40%
Agree very strongly	(2)	267	73	62	66	66	135	132
		13%	15%	12%	13%	13%	14%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)		22	6	6	3	7	12	10
		1%	1%	1%	1%	1%	1%	1%
NET: Agree		1143	312	294	266	271	606	536
		57%	62%	59%	53%	54%	61%	54%
							b	
NET: Disagree		354	64	73	116	101	137	217
		18%	13%	15%	23%	20%	14%	22%
					ab	a		a
Answered		1978	494	494	497	493	988	990
Mean Score		.5	.6	.5	.4	.4	.6	.4
			cd				b	
Standard error		.02	.04	.04	.05	.04	.03	.03
Standard deviation		1.02	.94	1.00	1.07	1.05	.97	1.06

Columns Tested:: a,b,c,d - a,b

Table 452

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Increased	263	23	240	243	18	2	1	21
	13%	10%	14%	13%	23%	21%	23%	23%
					a		a	a
Stayed about the same	1354	157	1197	1299	46	6	3	55
	68%	69%	68%	68%	60%	72%	57%	61%
				d				
Decreased	362	44	318	349	12	1	1	13
	18%	19%	18%	18%	16%	8%	13%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	5	16	20	1	-	*	1
	1%	2%	1%	1%	1%	-%	7%	1%
							abe	

Columns Tested:: a,b - a,b,c,d,e

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Increased	263	112	115	16	13	7	1	243	18	3
	13%	11%	15%	11%	24%	21%	23%	13%	23%	21%
					abcg	ag	acg		abcg	ag
Stayed about the same	1354	728	479	92	32	20	3	1299	46	9
	68%	71%	65%	65%	62%	62%	57%	68%	60%	67%
		fh						f		
Decreased	362	180	136	32	7	6	1	349	12	1
	18%	18%	18%	23%	13%	17%	13%	18%	16%	10%
			i	i				i		
Don't Know (CATI ONLY: DO NOT READ OUT)	21	8	11	-	*	*	*	20	1	*
	1%	1%	2%	-%	1%	1%	7%	1%	1%	3%
							abcdegh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Increased	263	209	34	18	2	1	154	43	15	4	11
	13%	13%	10%	23%	21%	23%	12%	14%	23%	10%	20%
				ab	b	ab					
Stayed about the same	1354	1062	237	46	6	3	867	190	35	27	34
	68%	68%	67%	60%	72%	57%	69%	64%	52%	76%	59%
		e					c				
Decreased	362	271	77	12	1	1	219	65	13	3	12
	18%	17%	22%	16%	8%	13%	17%	22%	19%	8%	21%
			d								
Don't Know (CATI ONLY: DO NOT READ OUT)	21	16	3	1	-	*	9	*	4	2	-
	1%	1%	1%	1%	-%	7%	1%	*%	6%	5%	-%
						abc			ab	b	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Increased	263	21	21	41	5	26	46	37	20	15
	13%	11%	15%	13%	7%	14%	15%	15%	13%	10%
Stayed about the same	1354	113	98	212	58	123	223	162	108	98
	68%	63%	67%	67%	84%	67%	72%	65%	70%	67%
					a					
Decreased	362	46	27	62	4	29	42	49	25	32
	18%	26%	18%	19%	5%	16%	14%	20%	16%	21%
		df								
Don't Know (CATI ONLY: DO NOT READ OUT)	21	-	*	4	2	5	-	2	2	2
	1%	-%	*%	1%	3%	3%	-%	1%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Increased	263	46	62	123	232	32	15	13	4
	13%	12%	13%	14%	13%	13%	12%	16%	10%
Stayed about the same	1354	280	318	597	1195	159	82	50	27
	68%	70%	66%	68%	68%	66%	69%	62%	68%
Decreased	362	65	98	153	316	46	22	17	7
	18%	16%	20%	17%	18%	19%	18%	21%	18%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	10	2	6	18	3	1	1	1
	1%	2%	*%	1%	1%	1%	1%	1%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Increased	263	5	25	29	24	64	9	8	9	115
	13%	6%	20%	19%	9%	20%	10%	15%	14%	12%
			d			di				
Stayed about the same	1354	67	63	87	188	186	66	35	38	687
	68%	81%	52%	58%	70%	57%	71%	66%	60%	71%
		bceh			be					bce
Decreased	362	9	23	24	55	77	17	8	17	155
	18%	12%	19%	16%	20%	23%	18%	15%	26%	16%
						i				
Don't Know (CATI ONLY: DO NOT READ OUT)	21	*	10	10	1	1	-	2	*	5
	1%	1%	8%	7%	*%	*%	-%	5%	1%	1%
			dei	dei				ei		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Increased	263	58	73	132	214	49	239	25	259	5
	13%	12%	17%	12%	13%	15%	13%	15%	13%	8%
Stayed about the same	1354	342	252	760	1135	220	1241	114	1311	43
	68%	68%	60%	70% b	68%	66%	68%	68%	68%	73%
Decreased	362	88	94	180	301	60	335	27	350	11
	18%	18%	22%	17%	18%	18%	18%	16%	18%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	12	1	8	18	3	18	3	20	*
	1%	2%	*%	1%	1%	1%	1%	2%	1%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Increased	263	84	68	106	176	51	20	17	227	37
	13%	7%	20%	25%	10%	24%	42%	30%	12%	35%
			a	a		ae	ae	ae		ae
Stayed about the same	1354	897	219	232	1194	118	21	21	1312	42
	68%	73%	65%	55%	71%	56%	45%	37%	69%	41%
		bc			bcdf				bcdf	
Decreased	362	232	49	79	305	39	2	15	345	17
	18%	19%	14%	18%	18%	19%	4%	27%	18%	16%
								c		
Don't Know (CATI ONLY: DO NOT READ OUT)	21	10	2	8	11	2	4	4	13	8
	1%	1%	1%	2%	1%	1%	9%	6%	1%	7%
							abe	ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Increased	263	47	129	87	227	227	246	238	162	139
	13%	5%	19%	28%	13%	16%	13%	17%	18%	21%
			a	ab				a	ac	ac
Stayed about the same	1354	761	433	160	1184	931	1237	915	589	416
	68%	76%	63%	51%	68%	65%	68%	66%	66%	63%
		bc	c							
Decreased	362	182	123	56	306	257	329	214	123	101
	18%	18%	18%	18%	18%	18%	18%	15%	14%	15%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	11	*	10	17	18	19	16	14	9
	1%	1%	*%	3%	1%	1%	1%	1%	2%	1%
				b						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Increased	263	20	136	19	25	20	14	13	46
	13%	5%	13%	19%	27%	40%	33%	27%	33%
			a	a	ab	ab	ab	a	ab
Stayed about the same	1354	316	732	62	62	22	19	23	65
	68%	76%	67%	63%	66%	46%	45%	49%	46%
		befgh	efh		h				
Decreased	362	78	204	17	4	5	10	12	26
	18%	19%	19%	17%	5%	10%	22%	25%	19%
		d	d	d			d	d	d
Don't Know (CATI ONLY: DO NOT READ OUT)	21	*	15	-	2	2	*	-	2
	1%	*%	1%	-%	2%	4%	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Increased	263	148	21	19	20	5	8	6	114	53	23	6	21	3	7
	13%	11%	14%	24%	33%	21%	26%	44%	11%	29%	31%	22%	49%	16%	25%
				a	ab		a	a		a	a		af		
Stayed about the same	1354	966	97	51	36	16	16	3	718	108	43	19	18	10	15
	68%	70%	63%	64%	61%	65%	52%	19%	67%	60%	58%	68%	42%	60%	53%
		g	g	g					e						
Decreased	362	246	34	8	3	3	6	5	218	16	8	3	2	4	6
	18%	18%	22%	10%	6%	14%	21%	37%	20%	9%	11%	10%	6%	24%	22%
			d					d	b						
Don't Know (CATI ONLY: DO NOT READ OUT)	21	14	1	2	-	*	-	-	14	2	*	*	2	-	-
	1%	1%	1%	3%	-%	*%	-%	-%	1%	1%	*%	*%	4%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Increased	263	93	43	38	23	8	20	14	42	59	59	77	28	22
	13%	10%	27%	34%	37%	23%	64%	32%	39%	7%	15%	21%	24%	31%
			a	a	a		abe	a	a		a	a	a	ab
Stayed about the same	1354	686	91	64	28	15	9	21	46	644	264	216	74	34
	68%	73%	57%	58%	45%	46%	29%	48%	42%	73%	68%	59%	64%	48%
		bcdefgh								ce	e			
Decreased	362	155	26	9	7	6	2	8	16	171	63	68	13	14
	18%	16%	16%	8%	12%	17%	7%	19%	15%	19%	16%	19%	12%	19%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	8	*	*	3	4	*	-	4	12	3	2	-	2
	1%	1%	*%	*%	6%	13%	*%	-%	4%	1%	1%	1%	-%	2%
					a	abc								

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Increased	263	97	55	47	21	6	67	59	57	26	18
	13%	10%	16%	16%	23%	15%	9%	22%	24%	30%	30%
					a			a	a	a	a
Stayed about the same	1354	677	222	191	61	26	545	167	139	48	26
	68%	70%	65%	66%	69%	68%	70%	63%	59%	56%	44%
							ce				
Decreased	362	181	61	50	7	7	152	39	40	12	14
	18%	19%	18%	17%	8%	17%	20%	15%	17%	14%	23%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	11	3	2	*	-	14	*	2	-	2
	1%	1%	1%	1%	*%	-%	2%	*%	1%	-%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Increased	263	40	47	90	34	23	199	22	17	188	76	180	47
	13%	6%	24% a	30% a	30% a	45% ab	24% c	18% c	4%	11%	28% a	11%	43% a
Stayed about the same	1354	541	122	164	64	19	481	69	358	1200	154	1138	46
	68%	77% bcde	61% e	55%	57%	37%	59%	57%	82% ab	70% b	56%	70% b	42%
Decreased	362	113	27	44	16	9	132	24	58	323	39	295	12
	18%	16%	13%	15%	14%	18%	16%	20%	13%	19%	14%	18%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	8	5	2	*	-	2	6	5	16	4	13	4
	1%	1%	2%	1%	*%	-%	*%	5% a	1%	1%	2%	1%	4% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Increased	263	177	50	124	115	184	43	177	50	129	109
	13%	14%	30% a	15%	21% a	11%	41% a	14%	31% a	15%	21%
Stayed about the same	1354	838	92	580	335	1140	44	846	84	590	325
	68%	66%	56%	68%	62%	70% b	42%	67% b	52%	68%	62%
Decreased	362	239	18	131	82	293	13	233	24	132	82
	18%	19%	11%	16%	15%	18%	13%	18%	15%	15%	16%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	14	4	11	5	12	4	14	4	12	4
	1%	1%	3%	1%	1%	1%	4% a	1%	3%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Increased	263	178	143	64	-	186	132	53	-	209	103	64	-
	13%	19%	11%	27%	-%	22%	13%	28%	-%	21%	13%	26%	-%
		b		b		b		b		b		b	
Stayed about the same	1354	594	937	127	4	518	658	96	1	617	524	136	-
	68%	64%	70%	53%	100%	60%	66%	50%	100%	62%	68%	55%	-%
		c	c				c				c		
Decreased	362	145	252	41	-	142	189	34	-	162	132	43	*
	18%	16%	19%	17%	-%	17%	19%	18%	-%	16%	17%	17%	100%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	11	8	8	-	12	12	8	-	11	7	6	-
	1%	1%	1%	4%	-%	1%	1%	4%	-%	1%	1%	3%	-%
				b				b					

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Increased	263	172	171	140	160	112	11	75	73	94	33	14
	13%	11%	14%	15%	13%	11%	30% b	12%	14%	18%	24% ab	18%
Stayed about the same	1354	1116	834	633	876	708	21	427	352	328	78	46
	68%	71%	67%	67%	69%	68%	55%	69%	66%	63%	58%	59%
Decreased	362	280	229	161	215	207	2	110	104	95	20	19
	18%	18%	18%	17%	17%	20%	4%	18%	19%	18%	15%	24%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	12	11	11	12	9	4	4	7	4	4	-
	1%	1%	1%	1%	1%	1%	11% ab	1%	1%	1%	3%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Increased	263	54	33	20	12	200	146	218	166	160	164	161	38	1	183	25
	13%	24%	32%	18%	28%	12%	14%	13%	14%	16%	19% b	10%	18% b	100%	13%	16%
Stayed about the same	1354	112	49	59	22	1120	687	1168	766	641	543	1096	137	-	977	83
	68%	50%	48%	52%	54%	68%	66%	68%	66%	65%	62%	70% a	64%	-%	70% b	55%
Decreased	362	58	18	32	8	307	189	316	217	177	158	306	34	-	226	43
	18%	26%	18%	28%	19%	19%	18%	18%	19%	18%	18%	19%	16%	-%	16%	28% a
Don't Know (CATI ONLY: DO NOT READ OUT)	21	2	2	3	-	10	13	16	8	12	14	12	4	-	15	*
	1%	1%	2%	2%	-%	1%	1%	1%	1%	1%	2%	1%	2%	-%	1%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Increased	263	154	71	128	12	92	75	263	-	-	95	61	103
	13%	20%	6%	20%	26%	31%	16%	100%	-%	-%	29%	16%	8%
		b				b		bc			bc	c	
Stayed about the same	1354	437	852	391	32	156	319	-	1354	-	165	264	894
	68%	56%	77%	63%	67%	53%	68%	-%	100%	-%	50%	68%	73%
			a				a		ac			a	a
Decreased	362	174	175	99	1	43	74	-	-	362	70	60	229
	18%	22%	16%	16%	3%	15%	16%	-%	-%	100%	21%	15%	19%
		b								ab			
Don't Know (CATI ONLY: DO NOT READ OUT)	21	10	10	4	2	6	1	-	-	-	-	3	1
	1%	1%	1%	1%	4%	2%	*%	-%	-%	-%	-%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Increased	263	129	135
	13%	13%	13%
Stayed about the same	1354	571	783
	68%	60%	75%
			a
Decreased	362	245	117
	18%	26%	11%
		b	
Don't Know (CATI ONLY: DO NOT READ OUT)	21	12	8
	1%	1%	1%

Columns Tested:: a,b

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Increased	263	10	19	29	7	25	60	2	33	37	7	15	19
	13%	30%	6%	19%	8%	20%	21%	13%	11%	20%	9%	7%	9%
		bhjkl		bk		bk	bhkl			bhkl			
Stayed about the same	1354	22	220	97	66	83	187	13	205	111	50	146	154
	68%	63%	71%	63%	76%	65%	66%	73%	68%	62%	64%	67%	75%
													i
Decreased	362	2	72	28	14	20	31	2	62	32	18	53	27
	18%	6%	23%	18%	15%	15%	11%	14%	21%	18%	24%	24%	13%
			f						f		f	fl	
Don't Know (CATI ONLY: DO NOT READ OUT)	21	*	-	*	*	-	6	-	2	*	2	4	5
	1%	1%	-%	*%	1%	-%	2%	-%	1%	*%	2%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 452 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Increased	263	58	93	72	41	150	113
	13%	12%	19%	14%	8%	15%	11%
			d	d			
Stayed about the same	1354	339	337	329	349	676	678
	68%	68%	67%	66%	70%	68%	68%
Decreased	362	102	64	97	98	167	195
	18%	20%	13%	19%	20%	17%	20%
Don't Know (CATI ONLY: DO NOT READ OUT)	21	1	7	2	11	7	13
	1%	*%	1%	*%	2%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 453

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	302	41	261	163	74	17	48	139
Effective base	106	10	96	92	31	10	22	41
Weighted Base	263	23	240	243	18	2	1	21
Parcels and packets	152	21	131	141	9	1	1	11
	58%	92% b	54%	58%	54%	29%	56%	52%
Large letters	94	7	87	85	8	1	*	9
	36%	32%	36%	35%	45%	39%	43%	44%
Letters	53	4	49	45	7	*	*	8
	20%	16%	21%	19%	38% a	17%	40% a	37% a
Advertising and promotional material, such as catalogues, brochures and direct mail	20	-	20	19	1	*	*	1
	8%	-%	8%	8%	5%	9%	29% abe	7%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	-	20	17	2	*	*	3
	8%	-%	8%	7%	14%	3%	18%	13%
Order fulfilment (sending ordered goods to customers)	15	-	15	14	1	-	*	1
	6%	-%	6%	6%	6%	-%	*%	5%
Publications, such as magazines, periodicals, customer newsletters	8	-	8	8	*	*	*	*
	3%	-%	3%	3%	1%	15%	6%	2%
Other everyday correspondence, such as invoices, one off bills etc.	6	-	6	5	*	*	*	1
	2%	-%	3%	2%	2%	23%	1%	4%
None of these (CATI ONLY: DO NOT READ OUT)	10	-	10	9	1	*	*	1
	4%	-%	4%	4%	7%	2%	3%	6%

Columns Tested:: a,b - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	302	41	261	163	74	17	48	139
Effective base	106	10	96	92	31	10	22	41
Weighted Base	263	23	240	243	18	2	1	21
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	3	2	*	-	-	*
	1%	-%	1%	1%	2%	-%	-%	1%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	3	-	-	*	*
	1%	-%	1%	1%	-%	-%	*%	*%

Columns Tested:: a,b - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	302	59	81	23	46	45	48	163	74	65
Effective base	106	37	46	16	20	21	22	92	31	22
Weighted Base	263	112	115	16	13	7	1	243	18	3
Parcels and packets	152	65	67	10	8	2	1	141	9	1
	58%	58%	58% e	60%	61%	32%	56%	58% e	54%	39%
Large letters	94	41	40	4	5	3	*	85	8	1
	36%	37%	35%	26%	40%	51%	43%	35%	45%	41%
Letters	53	23	19	3	5	2	*	45	7	1
	20%	21%	17%	20%	37%	35%	40% bg	19%	38% bg	26%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	*	16	3	1	1	*	19	1	*
	8%	*%	14% a	18%	4%	8%	29% adgh	8%	5%	17% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	1	15	1	1	2	*	17	2	*
	8%	1%	13% a	7%	7%	25% ag	18% a	7%	14% a	8%
Order fulfilment (sending ordered goods to customers)	15	3	11	1	*	1	*	14	1	*
	6%	2%	9%	4%	*%	16% i	*%	6%	6%	*%
Publications, such as magazines, periodicals, customer newsletters	8	1	4	2	*	*	*	8	*	*
	3%	1%	4%	12%	1%	4%	6%	3%	1%	12%
Other everyday correspondence, such as invoices, one off bills etc.	6	4	2	-	*	*	*	5	*	*
	2%	3%	1%	-%	3%	7%	1%	2%	2%	15% g

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	302	59	81	23	46	45	48	163	74	65
Effective base	106	37	46	16	20	21	22	92	31	22
Weighted Base	263	112	115	16	13	7	1	243	18	3
None of these (CATI ONLY: DO NOT READ OUT)	10	4	3	1	1	*	*	9	1	*
	4%	4%	3%	5%	9%	1%	3%	4%	7%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	-	*	*	*	-	2	*	-
	1%	2%	-%	3%	1%	2%	-%	1%	2%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	-	*	3	-	*
	1%	2%	-%	-%	-%	-%	*%	1%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	302	111	52	74	17	48	109	54	31	15	51
Effective base	106	72	33	31	10	22	59	18	13	7	7
Weighted Base	263	209	34	18	2	1	154	43	15	4	11
Parcels and packets	152	119	22	9	1	1	95	17	8	1	3
	58%	57%	65%	54%	29%	56%	62%	40%	53%	38%	27%
Large letters	94	76	9	8	1	*	46	14	9	2	7
	36%	36%	26%	45%	39%	43%	30%	34%	60% a	54%	60%
Letters	53	37	8	7	*	*	34	9	2	1	2
	20%	18%	24%	38% a	17%	40% a	22%	22%	16%	28%	18%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	15	4	1	*	*	2	12	*	1	5
	8%	7%	11%	5%	9%	29% ac	1%	28% a	1%	22%	44% ac
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	14	3	2	*	*	4	14	*	*	1
	8%	7%	8%	14%	3%	18%	2%	33% ac	1%	9%	12%
Order fulfilment (sending ordered goods to customers)	15	12	2	1	-	*	4	8	2	*	1
	6%	6%	5%	6%	-%	*%	3%	18% a	12%	2%	7%
Publications, such as magazines, periodicals, customer newsletters	8	5	3	*	*	*	1	2	*	1	4
	3%	2%	8%	1%	15%	6%	1%	4%	*%	30%	32% a
Other everyday correspondence, such as invoices, one off bills etc.	6	5	-	*	*	*	6	*	*	-	*
	2%	3%	-%	2%	23%	1%	4%	*%	1%	-%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted Base	302	111	52	74	17	48	109	54	31	15	51
Effective base	106	72	33	31	10	22	59	18	13	7	7
Weighted Base	263	209	34	18	2	1	154	43	15	4	11
None of these (CATI ONLY: DO NOT READ OUT)	10	8	1	1	*	*	9	*	-	*	1
	4%	4%	3%	7%	2%	3%	6%	*%	-%	1%	11%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	*	*	-	-	2	-	-	*	*
	1%	1%	1%	2%	-%	-%	2%	-%	-%	4%	1%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	*	3	-	-	-	-
	1%	1%	-%	-%	-%	*%	2%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	302	19	16	37	8	21	27	24	13	12
Effective base	106	10	9	16	3	10	16	12	6	5
Weighted Base	263	21	21	41	5	26	46	37	20	15
Parcels and packets	152	13	13	22	2	10	32	17	11	12
	58%	65%	61%	53%	42%	39%	68%	47%	54%	78%
Large letters	94	9	10	19	3	10	11	7	7	7
	36%	41%	46%	45%	55%	40%	25%	18%	34%	45%
Letters	53	5	2	4	1	8	7	7	1	7
	20%	22%	7%	9%	11%	30%	16%	18%	5%	45%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	*	-	12	-	4	-	-	*	2
	8%	*%	-%	29%	-%	15%	-%	-%	1%	11%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	*	2	11	2	*	-	1	1	*
	8%	1%	10%	28%	34%	*%	-%	4%	4%	*%
Order fulfilment (sending ordered goods to customers)	15	-	2	1	-	3	1	8	*	-
	6%	-%	9%	2%	-%	11%	2%	21%	2%	-%
Publications, such as magazines, periodicals, customer newsletters	8	-	1	2	-	4	-	-	-	*
	3%	-%	6%	5%	-%	14%	-%	-%	-%	1%
Other everyday correspondence, such as invoices, one off bills etc.	6	-	-	*	-	-	*	-	4	2
	2%	-%	-%	1%	-%	-%	*%	-%	19%	10%
None of these (CATI ONLY: DO NOT READ OUT)	10	-	3	1	-	-	-	4	-	1
	4%	-%	15%	3%	-%	-%	-%	12%	-%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	302	19	16	37	8	21	27	24	13	12
Effective base	106	10	9	16	3	10	16	12	6	5
Weighted Base	263	21	21	41	5	26	46	37	20	15
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	2	*	-	-	*	-	-
	1%	-%	-%	5%	3%	-%	-%	1%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	-	-	-	-	-
	1%	-%	12%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	302	41	48	88	177	125	41	42	42
Effective base	106	18	25	44	86	32	17	10	7
Weighted Base	263	46	62	123	232	32	15	13	4
Parcels and packets	152	24	37	70	132	20	11	5	4
	58%	52%	60%	57%	57%	64%	76%	41%	90%
									g
Large letters	94	20	25	36	82	12	6	6	1
	36%	43%	41%	30%	35%	40%	42%	44%	18%
Letters	53	15	7	18	40	13	5	8	1
	20%	33%	11%	14%	17%	42%	34%	60%	13%
						bcd		bcdh	
Advertising and promotional material, such as catalogues, brochures and direct mail	20	6	*	12	18	3	2	*	*
	8%	12%	*%	9%	8%	8%	15%	2%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	2	3	13	18	2	1	1	*
	8%	4%	5%	10%	8%	7%	9%	7%	1%
Order fulfilment (sending ordered goods to customers)	15	3	2	9	15	*	*	*	*
	6%	6%	4%	8%	6%	1%	1%	*%	1%
Publications, such as magazines, periodicals, customer newsletters	8	4	1	2	7	1	1	*	*
	3%	8%	2%	2%	3%	3%	5%	1%	*%
Other everyday correspondence, such as invoices, one off bills etc.	6	2	4	*	6	*	*	*	*
	2%	3%	6%	*%	2%	1%	1%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	302	41	48	88	177	125	41	42	42
Effective base	106	18	25	44	86	32	17	10	7
Weighted Base	263	46	62	123	232	32	15	13	4
None of these (CATI ONLY: DO NOT READ OUT)	10	1	3	6	10	*	-	*	*
	4%	2%	5%	5%	4%	1%	-%	*%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	-	2	3	*	*	-	-
	1%	*%	-%	2%	1%	*%	1%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	3	*	-	-	*
	1%	-%	4%	-%	1%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	302	10	36	40	31	68	19	10	11	113
Effective base	106	5	8	9	9	27	7	3	6	44
Weighted Base	263	5	25	29	24	64	9	8	9	115
Parcels and packets	152	2	15	15	3	51	4	4	3	69
	58%	45%	60%	52%	14%	80% d	41%	56%	34%	60% d
Large letters	94	3	8	8	13	24	*	*	4	42
	36%	52%	32%	29%	53%	37%	5%	3%	50%	36%
Letters	53	*	2	3	7	8	4	*	6	25
	20%	1%	10%	9%	29%	13%	40%	3%	69%	22%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	1	4	4	9	1	*	2	1	3
	8%	16%	16%	14%	36% ei	2%	*%	21%	14%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	-	*	*	9	3	1	*	3	3
	8%	-%	1%	1%	39% cei	5%	8%	1%	30%	3%
Order fulfilment (sending ordered goods to customers)	15	-	5	5	*	2	1	-	*	7
	6%	-%	20%	17%	*%	3%	11%	-%	*%	6%
Publications, such as magazines, periodicals, customer newsletters	8	1	4	4	*	*	*	-	-	3
	3%	17%	16%	14%	*%	*%	*%	-%	-%	3%
Other everyday correspondence, such as invoices, one off bills etc.	6	-	*	4	*	*	*	2	-	*
	2%	-%	1%	14%	*%	*%	2%	20%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	302	10	36	40	31	68	19	10	11	113
Effective base	106	5	8	9	9	27	7	3	6	44
Weighted Base	263	5	25	29	24	64	9	8	9	115
None of these (CATI ONLY: DO NOT READ OUT)	10	-	-	-	*	*	1	3	1	4
	4%	-%	-%	-%	*%	*%	11%	41%	14%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	*	-	-	-	2
	1%	-%	-%	-%	-%	*%	-%	-%	-%	2%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	*	*	-	-	-	-	-	3
	1%	-%	*%	*%	-%	-%	-%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	302	81	87	134	273	29	240	62	299	3
Effective base	106	21	33	52	91	16	93	16	106	1
Weighted Base	263	58	73	132	214	49	239	25	259	5
Parcels and packets	152	21	55	76	124	28	141	11	147	5
	58%	36%	75% a	58%	58%	57%	59%	46%	57%	100%
Large letters	94	24	24	46	70	24	85	9	89	5
	36%	41%	33%	35%	33%	48%	36%	36%	35%	98%
Letters	53	10	12	32	38	15	47	6	49	4
	20%	16%	16%	24%	18%	31%	20%	23%	19%	95%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	13	1	6	20	-	15	5	20	-
	8%	23% bc	2%	4%	9%	-%	6%	22% a	8%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	10	4	6	19	1	16	4	20	-
	8%	17%	6%	5%	9%	1%	7%	16%	8%	-%
Order fulfilment (sending ordered goods to customers)	15	5	3	7	15	*	12	3	15	-
	6%	9%	4%	5%	7%	*%	5%	13%	6%	-%
Publications, such as magazines, periodicals, customer newsletters	8	5	*	3	8	*	4	4	8	-
	3%	8%	*%	2%	4%	1%	2%	15% a	3%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	*b
Unweighted Base	302	81	87	134	273	29	240	62	299	3
Effective base	106	21	33	52	91	16	93	16	106	1
Weighted Base	263	58	73	132	214	49	239	25	259	5
Other everyday correspondence, such as invoices, one off bills etc.	6	4	*	2	6	-	6	1	6	-
	2%	7%	*%	2%	3%	-%	2%	2%	2%	-%
None of these (CATI ONLY: DO NOT READ OUT)	10	*	1	9	7	3	9	1	10	-
	4%	*%	1%	7%	3%	7%	4%	6%	4%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	2	3	-	3	-	3	-
	1%	-%	*%	2%	1%	-%	1%	-%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	*	-	3	3	-	3	*	3	-
	1%	*%	-%	2%	1%	-%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	302	98	101	102	166	70	29	37	236	66
Effective base	106	34	31	42	69	22	11	5	91	15
Weighted Base	263	84	68	106	176	51	20	17	227	37
Parcels and packets	152	31	37	84	87	45	19	2	131	21
	58%	37%	54%	79%	49%	88%	96%	12%	58%	57%
				ab		adef			d	
Large letters	94	30	24	35	59	20	4	11	78	16
	36%	36%	36%	33%	33%	38%	22%	67%	35%	43%
Letters	53	23	13	18	39	9	3	2	48	5
	20%	27%	18%	17%	22%	18%	16%	10%	21%	13%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	12	5	3	11	*	*	9	11	9
	8%	14%	8%	3%	6%	1%	*%	54%	5%	25%
								abe		abe
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	6	12	2	10	3	1	6	13	7
	8%	7%	18%	2%	6%	6%	6%	33%	6%	18%
			c					ae		
Order fulfilment (sending ordered goods to customers)	15	3	4	8	8	1	2	5	9	6
	6%	3%	6%	7%	4%	2%	9%	27%	4%	17%
								e		
Publications, such as magazines, periodicals, customer newsletters	8	6	*	1	4	*	*	4	4	4
	3%	8%	*%	1%	2%	*%	*%	23%	2%	11%
								e		
Other everyday correspondence, such as invoices, one off bills etc.	6	*	4	2	6	*	*	-	6	*
	2%	1%	6%	2%	3%	1%	*%	-%	3%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	d	e	f
Unweighted Base	302	98	101	102	166	70	29	37	236	66
Effective base	106	34	31	42	69	22	11	5	91	15
Weighted Base	263	84	68	106	176	51	20	17	227	37
None of these (CATI ONLY: DO NOT READ OUT)	10	9	1	*	10	-	-	*	10	*
	4%	10%	2%	*%	6%	-%	-%	*%	4%	*%
		c								
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	-	2	2	*	-	*	3	*
	1%	1%	-%	2%	1%	*%	-%	1%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	3	-	*	-	3	*
	1%	3%	-%	-%	2%	-%	*%	-%	1%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	302	41	125	136	274	261	285	278	196	189
Effective base	106	19	51	37	91	89	98	96	64	57
Weighted Base	263	47	129	87	227	227	246	238	162	139
Parcels and packets	152	10	76	65	118	131	136	148	86	66
	58%	22%	59%	75%	52%	58%	55%	62%	53%	47%
			a	a						
Large letters	94	11	48	35	85	93	94	86	62	42
	36%	23%	37%	40%	38%	41%	38%	36%	38%	30%
Letters	53	12	27	14	52	46	53	42	31	34
	20%	25%	21%	16%	23%	20%	22%	17%	19%	25%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	2	9	9	20	18	20	20	19	20
	8%	4%	7%	11%	9%	8%	8%	8%	11%	14%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	1	9	10	18	17	18	18	18	20
	8%	3%	7%	11%	8%	8%	7%	7%	11%	14%
Order fulfilment (sending ordered goods to customers)	15	3	5	7	10	10	10	13	10	14
	6%	5%	4%	8%	5%	5%	4%	5%	6%	10%
Publications, such as magazines, periodicals, customer newsletters	8	*	4	4	7	7	7	8	7	7
	3%	*%	3%	5%	3%	3%	3%	3%	4%	5%
Other everyday correspondence, such as invoices, one off bills etc.	6	6	*	*	6	5	6	6	4	6
	2%	12%	*%	1%	3%	2%	3%	3%	3%	4%
		bc								
None of these (CATI ONLY: DO NOT READ OUT)	10	9	1	*	10	5	10	6	6	1
	4%	18%	1%	*%	4%	2%	4%	2%	3%	1%
		bc								

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	302	41	125	136	274	261	285	278	196	189
Effective base	106	19	51	37	91	89	98	96	64	57
Weighted Base	263	47	129	87	227	227	246	238	162	139
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	*	*	3	1	3	1	*	*
	1%	4%	*%	*%	1%	*%	1%	*%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	*	3	3	3	3	3	3
	1%	6%	-%	*%	1%	1%	1%	1%	2%	2%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h
Unweighted Base	302	17	120	24	44	38	21	21	80
Effective base	106	8	52	7	12	8	6	4	18
Weighted Base	263	20	136	19	25	20	14	13	46
Parcels and packets	152	9	86	14	8	5	9	4	18
	58%	46%	64% e	77%	33%	25%	63%	30%	38%
Large letters	94	3	53	5	11	15	2	5	22
	36%	16%	39%	26%	44%	74%	13%	43%	47%
Letters	53	4	27	3	13	3	3	1	6
	20%	18%	20%	18%	50% bh	13%	21%	7%	14%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	2	3	1	2	4	*	8	13
	8%	8%	2%	5%	6%	22% b	2%	65%	28% b
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	1	5	*	2	5	2	5	11
	8%	3%	3%	*%	7%	24% b	12%	36%	24% b
Order fulfilment (sending ordered goods to customers)	15	-	4	-	*	-	5	2	7
	6%	-%	3%	-%	*%	-%	35%	13%	14%
Publications, such as magazines, periodicals, customer newsletters	8	-	2	1	*	*	*	4	4
	3%	-%	1%	4%	*%	1%	*%	28%	8%
Other everyday correspondence, such as invoices, one off bills etc.	6	2	4	*	*	*	*	-	*
	2%	8%	3%	1%	1%	1%	*%	-%	*%
None of these (CATI ONLY: DO NOT READ OUT)	10	5	5	-	-	-	-	*	*
	4%	23%	4%	-%	-%	-%	-%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h
Unweighted Base	302	17	120	24	44	38	21	21	80
Effective base	106	8	52	7	12	8	6	4	18
Weighted Base	263	20	136	19	25	20	14	13	46
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	*	-	*	-	-	*	*
	1%	10%	*%	-%	*%	-%	-%	1%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	-	*	-	*
	1%	-%	2%	-%	-%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	302	133	32	29	35	19	15	11	104	59	42	22	13	11	10
Effective base	106	56	9	8	10	4	3	2	46	19	12	5	6	5	2
Weighted Base	263	148	21	19	20	5	8	6	114	53	23	6	21	3	7
Parcels and packets	152	80	15	5	10	4	3	2	75	33	10	4	5	2	2
	58%	54%	71%	24%	51%	76%	40%	33%	65%	63%	45%	63%	23%	69%	33%
Large letters	94	59	7	7	4	2	1	5	42	22	14	2	11	2	*
	36%	40%	36%	34%	21%	41%	17%	78%	37%	41%	62%	34%	52%	69%	3%
Letters	53	26	5	13	6	1	2	*	23	11	7	1	1	2	*
	20%	17%	26%	65%	30%	23%	20%	2%	20%	20%	30%	24%	5%	83%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	10	*	1	5	*	*	4	*	4	5	*	4	*	5
	8%	7%	1%	8%	24%	2%	2%	61%	*%	8%	21% a	*%	20%	2%	65%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	8	1	1	5	1	2	-	2	4	3	*	4	-	5
	8%	5%	6%	5%	28% a	13%	21%	-%	2%	8%	11%	2%	20%	-%	64%
Order fulfilment (sending ordered goods to customers)	15	3	*	*	*	-	4	2	4	1	*	-	5	-	1
	6%	2%	1%	*%	2%	-%	57%	29%	3%	1%	*%	-%	23%	-%	14%
Publications, such as magazines, periodicals, customer newsletters	8	3	-	*	*	*	*	4	*	2	4	-	*	-	*
	3%	2%	-%	*%	*%	1%	*%	60%	*%	4%	19% a	-%	1%	-%	*%
Other everyday correspondence, such as invoices, one off bills etc.	6	6	*	*	*	-	*	-	-	4	*	*	*	-	-
	2%	4%	2%	1%	*%	-%	*%	-%	-%	8%	1%	1%	1%	-%	-%
None of these (CATI ONLY: DO NOT READ OUT)	10	10	-	-	-	-	*	*	5	-	-	-	-	*	*
	4%	7%	-%	-%	-%	-%	*%	3%	5%	-%	-%	-%	-%	1%	2%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	302	133	32	29	35	19	15	11	104	59	42	22	13	11	10
Effective base	106	56	9	8	10	4	3	2	46	19	12	5	6	5	2
Weighted Base	263	148	21	19	20	5	8	6	114	53	23	6	21	3	7
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	-	-	*	-	*	-	-	1	-	-	-	*	-
	1%	2%	-%	-%	1%	-%	2%	-%	-%	1%	-%	-%	-%	6%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	*	-	-	3	-	-	*	-	-	-
	1%	2%	-%	-%	-%	*%	-%	-%	2%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	302	90	53	46	27	19	24	19	62	65	57	82	53	28
Effective base	106	39	16	14	10	6	7	6	17	26	22	29	16	7
Weighted Base	263	93	43	38	23	8	20	14	42	59	59	77	28	22
Parcels and packets	152	57	28	24	11	6	17	5	28	28	34	50	18	7
	58%	61%	66%	62%	47%	80%	82%	37%	66%	47%	58%	64%	63%	31%
Large letters	94	39	19	13	3	2	6	3	11	17	22	33	5	18
	36%	42%	45%	35%	13%	29%	29%	24%	27%	29%	36%	42%	17%	80%
Letters	53	19	6	10	3	*	3	1	4	11	18	19	3	1
	20%	20%	14%	26%	11%	4%	13%	9%	10%	19%	31%	24%	12%	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	1	*	5	7	2	4	*	5	2	6	*	4	8
	8%	1%	1%	14%	33%	23%	18%	*%	13%	3%	10%	1%	14%	36%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	2	*	7	5	2	*	2	3	2	7	2	2	5
	8%	2%	1%	19% a	21%	21%	1%	12%	8%	3%	12%	3%	7%	21%
Order fulfilment (sending ordered goods to customers)	15	6	*	1	-	-	1	6	6	1	*	4	6	*
	6%	6%	*%	2%	-%	-%	3%	39%	14%	1%	*%	5%	20% b	*%
Publications, such as magazines, periodicals, customer newsletters	8	2	-	*	3	-	4	-	4	1	-	*	3	4
	3%	2%	-%	*%	13%	-%	18%	-%	9%	1%	-%	*%	9%	16%
Other everyday correspondence, such as invoices, one off bills etc.	6	*	*	4	*	2	-	-	2	2	4	*	*	*
	2%	*%	*%	10%	1%	23%	-%	-%	4%	3%	6%	*%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	302	90	53	46	27	19	24	19	62	65	57	82	53	28
Effective base	106	39	16	14	10	6	7	6	17	26	22	29	16	7
Weighted Base	263	93	43	38	23	8	20	14	42	59	59	77	28	22
None of these (CATI ONLY: DO NOT READ OUT)	10	5	-	-	-	*	-	*	*	7	-	3	*	-
	4%	6%	-%	-%	-%	*%	-%	1%	1%	11%	-%	4%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	*	-	-	-	*	*	2	-	1	*	-
	1%	-%	1%	*%	-%	-%	-%	1%	*%	3%	-%	1%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	*	-	-	*	-	-	3	-	-
	1%	-%	6%	-%	-%	*%	-%	-%	*%	-%	-%	3%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	302	95	58	64	38	18	72	58	64	42	21
Effective base	106	35	24	19	11	3	29	22	21	12	6
Weighted Base	263	97	55	47	21	6	67	59	57	26	18
Parcels and packets	152	45	34	25	13	1	36	30	44	14	6
	58%	47%	61%	52%	62%	21%	54%	52%	78%	53%	35%
Large letters	94	34	24	17	4	4	28	19	24	8	14
	36%	36%	44%	37%	19%	77%	42%	33%	42%	30%	76%
Letters	53	12	16	18	3	1	16	14	12	2	1
	20%	13%	30%	38% a	15%	20%	24%	24%	22%	9%	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	12	2	1	2	4	*	7	*	6	4
	8%	12%	4%	1%	9%	63%	*%	12%	1%	25% ac	24%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	12	2	1	2	1	3	9	1	*	4
	8%	12%	4%	3%	8%	10%	5%	15%	2%	1%	24%
Order fulfilment (sending ordered goods to customers)	15	2	1	3	5	*	3	*	1	6	*
	6%	2%	1%	7%	22% a	*%	5%	*%	2%	21% b	*%
Publications, such as magazines, periodicals, customer newsletters	8	1	2	-	1	4	*	-	*	6	*
	3%	1%	3%	-%	4%	61%	*%	-%	*%	24% abc	*%
Other everyday correspondence, such as invoices, one off bills etc.	6	6	*	*	-	*	*	4	*	*	*
	2%	6%	*%	1%	-%	1%	*%	6%	1%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	302	95	58	64	38	18	72	58	64	42	21
Effective base	106	35	24	19	11	3	29	22	21	12	6
Weighted Base	263	97	55	47	21	6	67	59	57	26	18
None of these (CATI ONLY: DO NOT READ OUT)	10	10	-	*	*	-	2	-	3	*	-
	4%	10%	-%	*%	*%	-%	3%	-%	6%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	-	1	*	-	-	*	*	-	-
	1%	2%	-%	1%	1%	-%	-%	1%	*%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	3	-	-	3	*	-	-	-
	1%	-%	-%	6%	-%	-%	4%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	b	a	b
Unweighted Base	302	47	64	87	43	34	218	31	27	202	100	214	60
Effective base	106	19	19	34	15	9	78	9	9	73	34	71	20
Weighted Base	263	40	47	90	34	23	199	22	17	188	76	180	47
Parcels and packets	152	17	27	63	25	16	136	8	4	110	42	101	18
	58%	42%	57%	70% a	74%	68%	68%	36%	23%	59%	55%	56%	38%
Large letters	94	17	17	30	9	9	70	7	9	68	26	65	21
	36%	42%	37%	34%	27%	38%	35%	30%	53%	36%	34%	36%	44%
Letters	53	10	21	7	3	1	34	5	3	39	14	41	11
	20%	26%	44% cde	8%	8%	3%	17%	21%	17%	21%	18%	23%	23%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	*	1	11	2	5	19	1	*	6	14	5	15
	8%	1%	3%	12%	7%	24%	9%	6%	1%	3%	19% a	3%	31% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	1	1	12	1	3	17	*	*	4	15	4	14
	8%	3%	1%	13%	4%	11%	9%	1%	1%	2%	20% a	2%	30% a
Order fulfilment (sending ordered goods to customers)	15	3	3	*	5	3	12	1	-	5	10	10	1
	6%	6%	6%	1%	14% c	11%	6%	5%	-%	3%	13% a	5%	2%
Publications, such as magazines, periodicals, customer newsletters	8	*	*	1	1	6	8	*	-	5	3	2	5
	3%	1%	*%	1%	3%	25% bc	4%	1%	-%	3%	4%	1%	10% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	b	a	b
Unweighted Base	302	47	64	87	43	34	218	31	27	202	100	214	60
Effective base	106	19	19	34	15	9	78	9	9	73	34	71	20
Weighted Base	263	40	47	90	34	23	199	22	17	188	76	180	47
Other everyday correspondence, such as invoices, one off bills etc.	6	*	*	4	2	*	2	4	*	6	*	6	-
	2%	1%	1%	5%	5%	*%	1%	17% a	1%	3%	*%	3%	-%
None of these (CATI ONLY: DO NOT READ OUT)	10	2	-	3	-	*	*	*	5	10	*	7	3
	4%	5%	-%	4%	-%	*%	*%	1%	32%	5%	*%	4%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	*	*	*	-	1	-	-	3	*	3	-
	1%	-%	*%	1%	*%	-%	*%	-%	-%	1%	*%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	*	*	3	-	3	*	3	-
	1%	-%	6%	-%	-%	*%	*%	12% a	-%	1%	*%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	302	175	86	119	159	218	56	176	85	124	154
Effective base	106	67	22	48	49	72	19	66	24	49	48
Weighted Base	263	177	50	124	115	184	43	177	50	129	109
Parcels and packets	152	105	26	79	69	103	16	110	21	82	66
	58%	59%	52%	63%	60%	56%	36%	62%	43%	63%	60%
Large letters	94	66	26	41	46	69	17	64	29	41	46
	36%	37%	53%	33%	40%	37%	39%	36%	58%	32%	42%
Letters	53	37	9	24	18	42	10	37	8	24	18
	20%	21%	17%	19%	15%	23%	24%	21%	17%	19%	16%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	2	16	2	18	7	13	*	18	4	16
	8%	1%	33% a	2%	16% a	4%	30% a	*%	36% a	3%	15% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	4	14	2	15	6	12	3	14	1	16
	8%	2%	28% a	2%	13% a	3%	29% a	2%	29% a	1%	15% a
Order fulfilment (sending ordered goods to customers)	15	10	1	5	8	10	1	10	1	4	9
	6%	5%	2%	4%	7%	5%	2%	5%	2%	3%	8%
Publications, such as magazines, periodicals, customer newsletters	8	2	4	1	7	4	3	*	6	3	5
	3%	1%	9%	1%	6%	2%	7%	*%	13% a	3%	4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	302	175	86	119	159	218	56	176	85	124	154
Effective base	106	67	22	48	49	72	19	66	24	49	48
Weighted Base	263	177	50	124	115	184	43	177	50	129	109
Other everyday correspondence, such as invoices, one off bills etc.	6	4	*	6	*	6	-	4	*	6	*
	2%	2%	1%	5%	*%	3%	-%	2%	1%	5%	*%
None of these (CATI ONLY: DO NOT READ OUT)	10	5	*	2	3	7	3	5	*	2	3
	4%	3%	*%	2%	3%	4%	7%	3%	*%	2%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	-	*	*	3	-	1	-	*	*
	1%	*%	-%	*%	*%	1%	-%	*%	-%	*%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	*	3	*	3	-	3	-	3	*
	1%	1%	*%	2%	*%	1%	-%	2%	-%	2%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	302	202	171	73	-	201	149	57	-	235	139	74	-
Effective base	106	69	57	24	-	71	51	19	-	81	47	25	-
Weighted Base	263	178	143	64	-	186	132	53	-	209	103	64	-
Parcels and packets	152	89	89	51	-	108	87	42	-	132	77	49	-
	58%	50%	62%	80% a	-%	58%	65%	80%	-%	63%	75%	78%	-%
Large letters	94	70	60	20	-	70	60	19	-	79	36	18	-
	36%	39%	42%	31%	-%	38%	46%	35%	-%	38%	35%	28%	-%
Letters	53	43	24	11	-	40	21	8	-	36	17	5	-
	20%	24%	17%	17%	-%	21%	16%	15%	-%	17%	17%	8%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	20	15	2	-	18	14	*	-	20	10	2	-
	8%	11%	10%	3%	-%	10%	10%	*%	-%	9%	10%	3%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	17	14	2	-	16	12	*	-	16	9	*	-
	8%	10%	10%	3%	-%	9%	9%	1%	-%	8%	9%	*%	-%
Order fulfilment (sending ordered goods to customers)	15	10	6	8	-	10	7	8	-	13	2	9	-
	6%	6%	4%	12%	-%	5%	5%	16%	-%	6%	2%	13% b	-%
Publications, such as magazines, periodicals, customer newsletters	8	6	4	*	-	6	4	*	-	7	5	*	-
	3%	4%	3%	*%	-%	3%	3%	1%	-%	3%	5%	*%	-%
Other everyday correspondence, such as invoices, one off bills etc.	6	6	2	2	-	5	*	*	-	6	2	2	-
	2%	3%	1%	3%	-%	2%	*%	*%	-%	3%	2%	3%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	302	202	171	73	-	201	149	57	-	235	139	74	-
Effective base	106	69	57	24	-	71	51	19	-	81	47	25	-
Weighted Base	263	178	143	64	-	186	132	53	-	209	103	64	-
None of these (CATI ONLY: DO NOT READ OUT)	10	3	10	1	-	3	2	*	-	4	1	*	-
	4%	2%	7%	2%	-%	2%	2%	*%	-%	2%	1%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	3	*	*	-	1	*	*	-	1	*	*	-
	1%	1%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	3	-	-	-	3	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	302	209	185	148	192	123	17	80	73	101	33	16
Effective base	106	68	66	54	63	45	4	31	26	37	13	5
Weighted Base	263	172	171	140	160	112	11	75	73	94	33	14
Parcels and packets	152	101	110	105	89	73	5	56	55	72	29	11
	58%	59%	64%	76%	55%	65%	50%	75%	76%	77%	88%	78%
Large letters	94	63	68	38	66	47	1	19	25	26	9	6
	36%	37%	40%	28%	41%	42%	5%	26%	34%	28%	29%	43%
Letters	53	42	35	24	39	24	1	18	17	17	3	2
	20%	25%	20%	17%	24%	22%	9%	24%	23%	18%	10%	18%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	4	7	4	9	9	-	3	3	4	2	2
	8%	2%	4%	3%	6%	8%	-%	4%	5%	4%	6%	13%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	4	4	3	5	4	1	3	2	3	*	*
	8%	2%	2%	2%	3%	4%	7%	4%	3%	4%	1%	2%
Order fulfilment (sending ordered goods to customers)	15	10	9	5	10	2	4	4	3	5	1	*
	6%	6%	6%	3%	6%	2%	41%	6%	4%	5%	2%	*%
Publications, such as magazines, periodicals, customer newsletters	8	*	6	2	6	5	-	1	*	*	*	*
	3%	*%	3%	1%	4%	5%	-%	2%	*%	*%	1%	*%
Other everyday correspondence, such as invoices, one off bills etc.	6	2	4	2	6	2	*	2	2	2	2	2
	2%	1%	2%	2%	4%	2%	*%	3%	3%	2%	5%	13%
None of these (CATI ONLY: DO NOT READ OUT)	10	7	1	4	2	6	-	1	-	3	-	-
	4%	4%	1%	3%	1%	5%	-%	2%	-%	3%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	302	209	185	148	192	123	17	80	73	101	33	16
Effective base	106	68	66	54	63	45	4	31	26	37	13	5
Weighted Base	263	172	171	140	160	112	11	75	73	94	33	14
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1	1	1	3	-	1	*	1	*	-
	1%	1%	*%	1%	*%	2%	-%	1%	*%	1%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	3	3	3	-	-	-	3	3	-	-
	1%	2%	2%	2%	2%	-%	-%	-%	4%	3%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	302	46	43	23	14	246	183	267	218	196	201	211	53	1	214	18
Effective base	106	18	14	9	5	82	58	89	69	61	66	67	14	1	75	8
Weighted Base	263	54	33	20	12	200	146	218	166	160	164	161	38	1	183	25
Parcels and packets	152	34	8	17	10	122	93	128	127	106	100	112	27	1	112	14
	58%	63% b	25%	86%	89%	61%	64%	59%	77% ac	66%	61%	70%	71%	100%	61%	56%
Large letters	94	24	7	11	*	75	67	89	54	63	63	60	14	-	60	9
	36%	44%	22%	53%	3%	38%	46%	41%	33%	39%	39%	37%	35%	-%	33%	38%
Letters	53	10	9	3	2	42	37	44	34	24	35	32	10	-	36	4
	20%	19%	26%	12%	15%	21%	25%	20%	20%	15%	21%	20%	26%	-%	20%	17%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	*	7	*	2	8	6	13	3	20	13	4	*	-	9	*
	8%	*%	21%	*%	15%	4%	4%	6%	2%	12% d	8%	2%	1%	-%	5%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	*	4	2	*	11	7	13	6	17	12	4	2	-	6	2
	8%	*%	11%	8%	1%	6%	5%	6%	3%	10%	8%	3%	6%	-%	3%	7%
Order fulfilment (sending ordered goods to customers)	15	*	6	-	-	12	8	12	12	12	12	10	6	-	12	2
	6%	1%	17%	-%	-%	6%	5%	6%	7%	8%	7%	6%	17%	-%	7%	7%
Publications, such as magazines, periodicals, customer newsletters	8	*	6	*	*	2	5	6	1	6	5	2	*	-	7	-
	3%	*%	17%	1%	1%	1%	3%	3%	*%	4%	3%	1%	*%	-%	4%	-%
Other everyday correspondence, such as invoices, one off bills etc.	6	4	*	-	2	2	4	6	2	2	6	2	*	-	6	-
	2%	8%	*%	-%	14%	1%	3%	3%	1%	2%	4%	1%	1%	-%	3%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	302	46	43	23	14	246	183	267	218	196	201	211	53	1	214	18
Effective base	106	18	14	9	5	82	58	89	69	61	66	67	14	1	75	8
Weighted Base	263	54	33	20	12	200	146	218	166	160	164	161	38	1	183	25
None of these (CATI ONLY: DO NOT READ OUT)	10	-	3	*	-	10	*	10	4	3	4	7	*	-	2	3
	4%	-%	10%	1%	-%	5%	*%	5%	3%	2%	3%	4%	*%	-%	1%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	*	*	2	-	3	*	3	1	*	3	1	*	-	3	-
	1%	*%	1%	9%	-%	1%	*%	1%	*%	*%	2%	*%	*%	-%	1%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	3	-	3	3	-	3	-	-	-	3	-
	1%	-%	8%	-%	-%	1%	-%	1%	2%	-%	2%	-%	-%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	302	159	92	176	11	119	96	302	-	-	108	78	110
Effective base	106	59	29	54	5	41	32	106	-	-	36	30	39
Weighted Base	263	154	71	128	12	92	75	263	-	-	95	61	103
Parcels and packets	152	95	39	88	7	58	51	152	-	-	69	35	47
	58%	62%	56%	69%	53%	64%	69%	58%	-%	-%	72% c	57%	46%
Large letters	94	52	26	42	6	34	29	94	-	-	51	16	26
	36%	34%	37%	33%	50%	37%	39%	36%	-%	-%	54% bc	26%	25%
Letters	53	28	16	26	*	9	24	53	-	-	15	13	24
	20%	18%	22%	20%	*%	10%	31% a	20%	-%	-%	16%	21%	23%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	9	*	15	-	18	*	20	-	-	8	11	1
	8%	6%	1%	11%	-%	20% b	*%	8%	-%	-%	9%	18% c	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	8	*	18	-	18	*	20	-	-	8	10	2
	8%	5%	*%	14%	-%	20% b	*%	8%	-%	-%	8%	16% c	2%
Order fulfilment (sending ordered goods to customers)	15	13	1	13	-	8	6	15	-	-	1	8	5
	6%	8%	1%	10%	-%	9%	8%	6%	-%	-%	1%	13% a	4%
Publications, such as magazines, periodicals, customer newsletters	8	7	*	4	-	8	*	8	-	-	3	4	1
	3%	5%	*%	3%	-%	9%	*%	3%	-%	-%	3%	7%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	302	159	92	176	11	119	96	302	-	-	108	78	110
Effective base	106	59	29	54	5	41	32	106	-	-	36	30	39
Weighted Base	263	154	71	128	12	92	75	263	-	-	95	61	103
Other everyday correspondence, such as invoices, one off bills etc.	6	6	*	*	-	*	*	6	-	-	1	2	4
	2%	4%	*%	*%	-%	*%	*%	2%	-%	-%	1%	3%	4%
None of these (CATI ONLY: DO NOT READ OUT)	10	9	1	*	3	3	*	10	-	-	*	-	10
	4%	6%	2%	*%	26%	4%	*%	4%	-%	-%	*%	-%	10%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	1	2	*	-	*	*	3	-	-	*	-	*
	1%	*%	3%	*%	-%	*%	*%	1%	-%	-%	*%	-%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	*	*	-	-	*	3	-	-	-	3	*
	1%	2%	*%	*%	-%	-%	*%	1%	-%	-%	-%	4%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	302	168	134
Effective base	106	51	55
Weighted Base	263	129	135
Parcels and packets	152	61	91
	58%	47%	68%
			a
Large letters	94	51	44
	36%	39%	32%
Letters	53	28	25
	20%	22%	19%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	14	6
	8%	11%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	18	2
	8%	14%	2%
		b	
Order fulfilment (sending ordered goods to customers)	15	10	5
	6%	8%	4%
Publications, such as magazines, periodicals, customer newsletters	8	3	5
	3%	2%	4%
Other everyday correspondence, such as invoices, one off bills etc.	6	4	2
	2%	3%	1%
None of these (CATI ONLY: DO NOT READ OUT)	10	9	1
	4%	7%	1%

Columns Tested:: a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	302	168	134
Effective base	106	51	55
Weighted Base	263	129	135
Don't Know (CATI ONLY: DO NOT READ OUT)	3	2	1
	1%	1%	1%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3
	1%	-%	2%

Columns Tested:: a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	*l
Unweighted Base	302	19	21	25	26	17	55	7	32	29	22	22	27
Effective base	106	5	5	10	3	9	20	3	15	18	9	10	13
Weighted Base	263	10	19	29	7	25	60	2	33	37	7	15	19
Parcels and packets	152	6	9	22	1	10	36	2	22	21	4	11	8
	58%	54%	46%	77%	20%	39%	61%	90%	67%	57%	50%	74%	41%
Large letters	94	4	7	13	1	10	21	1	11	13	5	4	6
	36%	43%	36%	44%	13%	38%	35%	25%	33%	35%	62%	29%	29%
Letters	53	5	1	6	1	2	9	1	5	15	1	3	5
	20%	46%	5%	21%	7%	7%	16%	27%	14%	40%	18%	22%	28%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	*	9	*	*	*	8	*	*	*	*	3	*
	8%	1%	46%	*%	1%	*%	13%	6%	1%	*%	4%	18%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	*	9	*	*	2	6	*	1	*	1	*	-
	8%	*%	46%	*%	1%	9%	10%	6%	3%	*%	18%	*%	-%
Order fulfilment (sending ordered goods to customers)	15	1	*	-	*	-	11	-	-	3	*	*	-
	6%	7%	3%	-%	3%	-%	18%	-%	-%	7%	*%	*%	-%
Publications, such as magazines, periodicals, customer newsletters	8	*	-	-	*	*	6	-	*	-	-	1	-
	3%	*%	-%	-%	*%	*%	11%	-%	1%	-%	-%	9%	-%
Other everyday correspondence, such as invoices, one off bills etc.	6	*	-	4	*	-	*	*	-	-	-	2	*
	2%	*%	-%	13%	3%	-%	1%	6%	-%	-%	-%	11%	*%
None of these (CATI ONLY: DO NOT READ OUT)	10	-	1	-	5	3	1	*	-	-	-	*	-
	4%	-%	6%	-%	61%	13%	1%	7%	-%	-%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	-	-	*	-	*	-	-	-	-	-	2
	1%	-%	-%	-%	7%	-%	*%	-%	-%	-%	-%	-%	10%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	h	*i	*j	*k	*l
Unweighted Base	302	19	21	25	26	17	55	7	32	29	22	22	27
Effective base	106	5	5	10	3	9	20	3	15	18	9	10	13
Weighted Base	263	10	19	29	7	25	60	2	33	37	7	15	19
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	3	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	302	65	98	68	71	163	139
Effective base	106	20	31	34	29	51	61
Weighted Base	263	58	93	72	41	150	113
Parcels and packets	152	36	48	45	23	84	68
	58%	63%	52%	63%	55%	56%	60%
Large letters	94	24	31	24	14	55	39
	36%	41%	34%	34%	35%	37%	34%
Letters	53	12	12	20	10	23	30
	20%	20%	13%	28%	24%	15%	26%
Advertising and promotional material, such as catalogues, brochures and direct mail	20	9	8	*	3	17	3
	8%	15%	9%	1%	7%	11%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	20	9	8	1	1	17	3
	8%	15%	9%	2%	3%	11%	2%
Order fulfilment (sending ordered goods to customers)	15	1	11	3	*	12	3
	6%	2%	12%	3%	*%	8%	2%
Publications, such as magazines, periodicals, customer newsletters	8	*	7	*	1	7	2
	3%	*%	7%	*%	3%	4%	1%
Other everyday correspondence, such as invoices, one off bills etc.	6	4	1	*	2	4	2
	2%	7%	1%	*%	4%	3%	2%
None of these (CATI ONLY: DO NOT READ OUT)	10	1	9	*	*	10	*
	4%	2%	9%	*%	*%	7%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	3	-	1	-	2	1	2
	1%	-%	1%	-%	5%	1%	2%

Columns Tested:: a,b,c,d - a,b

Table 453 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	302	65	98	68	71	163	139
Effective base	106	20	31	34	29	51	61
Weighted Base	263	58	93	72	41	150	113
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	*	3	*
	1%	-%	3%	-%	*%	2%	*%

Columns Tested:: a,b,c,d - a,b

Table 454

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	453	157	296	318	77	16	42	135
Effective base	166	36	137	155	38	7	17	46
Weighted Base	362	44	318	349	12	1	1	13
Letters	222	39	183	212	9	*	*	9
	61%	88%	58%	61%	75%	40%	65%	72%
		b						
Large letters	137	27	110	132	5	*	*	6
	38%	62%	35%	38%	43%	38%	53%	43%
		b						
Parcels and packets	111	10	101	108	3	*	*	3
	31%	22%	32%	31%	22%	10%	36%	22%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	18	17	1	*	-	1
	5%	*%	6%	5%	6%	43%	-%	7%
Other everyday correspondence, such as invoices, one off bills etc.	15	-	15	13	2	*	*	2
	4%	-%	5%	4%	13%	15%	1%	12%
					a			a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	-	9	7	2	*	*	2
	2%	-%	3%	2%	15%	3%	15%	14%
					a		a	a
Order fulfilment (sending ordered goods to customers)	8	-	8	7	*	-	*	*
	2%	-%	2%	2%	1%	-%	*%	1%
Publications, such as magazines, periodicals, customer newsletters	5	-	5	4	1	*	*	1
	1%	-%	2%	1%	10%	3%	5%	9%
					a			a
None of these (CATI ONLY: DO NOT READ OUT)	18	-	18	18	*	-	*	*
	5%	-%	6%	5%	2%	-%	5%	2%

Columns Tested:: a,b - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	453	157	296	318	77	16	42	135
Effective base	166	36	137	155	38	7	17	46
Weighted Base	362	44	318	349	12	1	1	13
Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	12	12	-	*	*	*
	3%	-%	4%	3%	-%	7%	12% be	1%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	3	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	453	131	128	59	46	47	42	318	77	58
Effective base	166	72	63	27	27	16	17	155	38	20
Weighted Base	362	180	136	32	7	6	1	349	12	1
Letters	222	103	90	19	6	3	*	212	9	1
	61%	57%	67%	57%	80% ai	63%	65%	61%	75%	52%
Large letters	137	66	53	12	2	3	*	132	5	1
	38%	37%	39%	38%	28%	61% d	53%	38%	43%	45%
Parcels and packets	111	52	46	10	1	2	*	108	3	*
	31%	29%	34%	30%	16%	29%	36%	31%	22%	23%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	9	5	*	1	-	17	1	*
	5%	2%	6%	14% a	5%	11%	-%	5%	6%	22% ag
Other everyday correspondence, such as invoices, one off bills etc.	15	6	1	5	*	1	*	13	2	*
	4%	3%	1%	17% abg	6%	21% abg	1%	4%	13% bg	8%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	4	2	1	1	1	*	7	2	*
	2%	2%	1%	4%	8%	21% abg	15% abg	2%	15% abg	9%
Order fulfilment (sending ordered goods to customers)	8	6	2	-	*	-	*	7	*	*
	2%	3%	1%	-%	1%	-%	*%	2%	1%	*%
Publications, such as magazines, periodicals, customer newsletters	5	2	1	1	*	1	*	4	1	*
	1%	1%	1%	3%	1%	20% abg	5%	1%	10% abg	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	453	131	128	59	46	47	42	318	77	58
Effective base	166	72	63	27	27	16	17	155	38	20
Weighted Base	362	180	136	32	7	6	1	349	12	1
None of these (CATI ONLY: DO NOT READ OUT)	18	11	6	1	*	-	*	18	*	*
	5%	6%	4%	3%	3%	-%	5%	5%	2%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	7	2	3	-	*	*	12	-	*
	3%	4%	2%	8%	-%	1%	12% h	3%	-%	10%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	1	-	-	-	3	-	-
	1%	1%	-%	2%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	453	186	132	77	16	42	149	79	24	14	36
Effective base	166	107	62	38	7	17	87	35	8	6	7
Weighted Base	362	271	77	12	1	1	219	65	13	3	12
Letters	222	168	45	9	*	*	113	41	11	2	9
	61%	62%	58%	75%	40%	65%	52%	64%	89%	65%	70%
Large letters	137	95	37	5	*	*	78	26	4	2	6
	38%	35%	48%	43%	38%	53%	36%	40%	32%	66%	51%
Parcels and packets	111	88	19	3	*	*	74	17	2	1	4
	31%	33%	25%	22%	10%	36%	34%	25%	15%	31%	28%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	8	10	1	*	-	7	4	2	*	1
	5%	3%	12% a	6%	43%	-%	3%	6%	14%	1%	5%
Other everyday correspondence, such as invoices, one off bills etc.	15	6	7	2	*	*	7	4	2	-	*
	4%	2%	9%	13% a	15%	1%	3%	6%	15%	-%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	4	3	2	*	*	4	1	2	*	*
	2%	2%	4%	15% ab	3%	15% a	2%	2%	13%	3%	1%
Order fulfilment (sending ordered goods to customers)	8	7	-	*	-	*	4	2	-	-	*
	2%	3%	-%	1%	-%	*%	2%	2%	-%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	5	2	2	1	*	*	1	*	2	-	*
	1%	1%	2%	10% a	3%	5%	1%	*%	12%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	14	5	*	-	*	12	5	-	-	*
	5%	5%	6%	2%	-%	5%	6%	7%	-%	-%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	453	186	132	77	16	42	149	79	24	14	36
Effective base	166	107	62	38	7	17	87	35	8	6	7
Weighted Base	362	271	77	12	1	1	219	65	13	3	12
Don't Know (CATI ONLY: DO NOT READ OUT)	12	9	3	-	*	*	7	2	-	-	2
	3%	3%	3%	-%	7%	12% c	3%	3%	-%	-%	20%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	1	-	-	-	3	1	-	-	-
	1%	1%	1%	-%	-%	-%	1%	1%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	453	29	19	34	6	29	32	27	25	27
Effective base	166	18	11	22	4	13	21	17	16	18
Weighted Base	362	46	27	62	4	29	42	49	25	32
Letters	222	29	19	39	2	15	27	28	12	16
	61%	63%	71%	64%	67%	50%	64%	58%	48%	51%
Large letters	137	23	3	24	1	10	9	22	12	10
	38%	50%	12%	39%	28%	34%	22%	44%	49%	32%
Parcels and packets	111	18	7	17	*	11	9	17	7	13
	31%	38%	25%	27%	4%	38%	22%	35%	28%	40%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	1	6	-	3	1	*	1	3
	5%	9%	4%	9%	-%	9%	1%	*%	3%	9%
Other everyday correspondence, such as invoices, one off bills etc.	15	1	-	3	*	4	2	-	1	2
	4%	2%	-%	5%	3%	14%	4%	-%	5%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	1	-	3	*	*	1	1	3	*
	2%	2%	-%	4%	8%	1%	2%	2%	11%	1%
Order fulfilment (sending ordered goods to customers)	8	-	2	2	-	*	-	-	2	2
	2%	-%	6%	3%	-%	*%	-%	-%	6%	8%
Publications, such as magazines, periodicals, customer newsletters	5	1	-	2	-	1	1	-	-	*
	1%	2%	-%	4%	-%	3%	2%	-%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	-	*	6	1	*	4	5	2	-
	5%	-%	1%	10%	29%	*%	10%	9%	6%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i
Unweighted Base	453	29	19	34	6	29	32	27	25	27
Effective base	166	18	11	22	4	13	21	17	16	18
Weighted Base	362	46	27	62	4	29	42	49	25	32
Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	3	2	-	2	1	5	*	-
	3%	-%	10%	4%	-%	5%	1%	10%	*%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	1	-	3	-	-	-	-	-	-
	1%	2%	-%	4%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	453	62	73	93	228	225	70	82	73
Effective base	166	34	43	58	133	54	19	26	21
Weighted Base	362	65	98	153	316	46	22	17	7
Letters	222	33	60	95	188	34	19	10	5
	61%	52%	61%	62%	60%	74%	87%	60%	64%
						a	abcd		
Large letters	137	21	39	55	115	22	12	6	4
	38%	33%	40%	36%	36%	49%	56%	38%	49%
Parcels and packets	111	24	31	43	98	12	4	6	2
	31%	37%	32%	28%	31%	27%	20%	35%	29%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	6	6	18	*	*	*	*
	5%	8%	6%	4%	6%	1%	*%	1%	3%
		e							
Other everyday correspondence, such as invoices, one off bills etc.	15	6	2	5	13	2	*	*	1
	4%	9%	2%	3%	4%	3%	2%	1%	14%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	1	4	4	9	*	-	*	*
	2%	1%	4%	3%	3%	1%	-%	3%	*%
Order fulfilment (sending ordered goods to customers)	8	2	3	2	8	-	-	-	-
	2%	4%	3%	1%	2%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	1	1	3	5	*	-	*	*
	1%	2%	1%	2%	2%	1%	-%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	453	62	73	93	228	225	70	82	73
Effective base	166	34	43	58	133	54	19	26	21
Weighted Base	362	65	98	153	316	46	22	17	7
None of these (CATI ONLY: DO NOT READ OUT)	18	1	2	15	18	1	*	1	*
	5%	2%	2%	10% e	6%	2%	1%	3%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	2	3	8	12	*	*	-	-
	3%	2%	3%	5% e	4%	*%	*%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	1	3	3	-	-	-	-
	1%	-%	1%	2%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	453	19	38	42	50	79	18	19	27	199
Effective base	166	4	10	11	23	38	8	9	13	68
Weighted Base	362	9	23	24	55	77	17	8	17	155
Letters	222	2	14	15	35	43	9	6	14	97
	61%	24%	61%	62%	65%	56%	55%	82%	82%	62%
Large letters	137	2	10	11	19	27	6	2	8	64
	38%	18%	45%	46%	34%	35%	37%	22%	46%	41%
Parcels and packets	111	1	9	9	20	21	5	2	2	49
	31%	14%	41%	40%	37%	28%	31%	32%	9%	32%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	3	3	*	6	2	1	*	7
	5%	1%	12%	12%	1%	7%	9%	11%	1%	4%
Other everyday correspondence, such as invoices, one off bills etc.	15	*	-	-	5	1	*	2	*	7
	4%	1%	-%	-%	9%	1%	*%	22%	3%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	*	*	*	2	2	-	1	*	4
	2%	1%	2%	2%	3%	3%	-%	10%	1%	2%
Order fulfilment (sending ordered goods to customers)	8	-	2	2	*	2	-	-	-	4
	2%	-%	7%	7%	*%	2%	-%	-%	-%	3%
Publications, such as magazines, periodicals, customer newsletters	5	-	-	-	1	*	*	1	-	3
	1%	-%	-%	-%	2%	*%	2%	9%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h	i
Unweighted Base	453	19	38	42	50	79	18	19	27	199
Effective base	166	4	10	11	23	38	8	9	13	68
Weighted Base	362	9	23	24	55	77	17	8	17	155
None of these (CATI ONLY: DO NOT READ OUT)	18	6	*	*	1	3	1	*	-	6
	5%	64%	*%	*%	2%	4%	9%	5%	-%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	*	*	2	2	2	*	2	3
	3%	-%	*%	*%	4%	3%	14%	2%	10%	2%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	1	-	-	-	3
	1%	-%	-%	-%	-%	1%	-%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	453	111	97	245	398	55	377	76	446	7
Effective base	166	37	45	84	145	23	148	22	164	3
Weighted Base	362	88	94	180	301	60	335	27	350	11
Letters	222	52	52	117	183	39	204	17	213	8
	61%	59%	56%	65%	61%	65%	61%	64%	61%	73%
Large letters	137	31	33	73	123	14	128	9	129	8
	38%	35%	35%	41%	41%	24%	38%	34%	37%	70%
Parcels and packets	111	31	26	53	91	20	104	6	111	*
	31%	35%	28%	30%	30%	34%	31%	24%	32%	*%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	3	7	8	15	3	15	3	18	-
	5%	4%	8%	4%	5%	5%	5%	12%	5%	-%
Other everyday correspondence, such as invoices, one off bills etc.	15	5	1	9	13	2	14	1	15	-
	4%	6%	1%	5%	4%	3%	4%	4%	4%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	2	2	4	6	3	7	2	9	-
	2%	2%	3%	2%	2%	6%	2%	8%	3%	-%
Order fulfilment (sending ordered goods to customers)	8	2	2	4	8	-	7	*	8	-
	2%	2%	2%	2%	3%	-%	2%	*%	2%	-%
Publications, such as magazines, periodicals, customer newsletters	5	1	*	4	4	1	4	1	5	-
	1%	1%	*%	2%	1%	2%	1%	4%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	453	111	97	245	398	55	377	76	446	7
Effective base	166	37	45	84	145	23	148	22	164	3
Weighted Base	362	88	94	180	301	60	335	27	350	11
None of these (CATI ONLY: DO NOT READ OUT)	18	7	5	7	12	6	18	-	18	-
	5%	8%	5%	4%	4%	11%	6%	-%	5%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	2	5	5	12	-	9	3	12	-
	3%	3%	5%	3%	4%	-%	3%	10%	3%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	1	3	3	-	3	-	3	-
	1%	-%	1%	1%	1%	-%	1%	-%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	*f
Unweighted Base	453	287	87	77	372	56	7	18	428	25
Effective base	166	107	25	33	140	22	3	5	161	6
Weighted Base	362	232	49	79	305	39	2	15	345	17
Letters	222	163	26	30	196	20	*	5	216	5
	61%	70%	54%	38%	64%	52%	28%	32%	63%	32%
		c								
Large letters	137	79	19	38	113	19	1	4	132	5
	38%	34%	39%	48%	37%	48%	31%	29%	38%	29%
Parcels and packets	111	49	17	44	83	19	1	8	102	9
	31%	21%	35%	56%	27%	49%	57%	51%	30%	51%
				a		a				
Advertising and promotional material, such as catalogues, brochures and direct mail	18	9	3	7	13	3	*	2	17	2
	5%	4%	5%	8%	4%	9%	1%	10%	5%	10%
Other everyday correspondence, such as invoices, one off bills etc.	15	12	*	3	14	*	*	*	14	*
	4%	5%	1%	4%	5%	1%	10%	1%	4%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	8	*	1	8	1	-	*	9	*
	2%	3%	1%	1%	3%	3%	-%	1%	3%	*%
Order fulfilment (sending ordered goods to customers)	8	2	*	5	6	2	-	*	7	*
	2%	1%	*%	7%	2%	4%	-%	1%	2%	*%
				a						
Publications, such as magazines, periodicals, customer newsletters	5	5	*	*	5	*	-	*	5	*
	1%	2%	*%	*%	2%	1%	-%	1%	1%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	16	3	-	18	-	-	-	18	-
	5%	7%	5%	-%	6%	-%	-%	-%	5%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	*f
Unweighted Base	453	287	87	77	372	56	7	18	428	25
Effective base	166	107	25	33	140	22	3	5	161	6
Weighted Base	362	232	49	79	305	39	2	15	345	17
Don't Know (CATI ONLY: DO NOT READ OUT)	12	10	-	3	12	*	*	-	12	*
	3%	4%	-%	3%	4%	*%	4%	-%	3%	*%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	3	-	-	-	3	-
	1%	1%	-%	-%	1%	-%	-%	-%	1%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	453	194	178	81	386	319	401	283	139	136
Effective base	166	79	62	26	140	116	150	102	52	50
Weighted Base	362	182	123	56	306	257	329	214	123	101
Letters	222	131	65	26	201	147	202	107	65	61
	61%	72%	53%	46%	66%	57%	61%	50%	53%	60%
		bc			d					
Large letters	137	70	43	24	107	119	125	75	39	30
	38%	39%	35%	42%	35%	46%	38%	35%	32%	29%
						f				
Parcels and packets	111	31	52	28	89	89	100	100	53	31
	31%	17%	42%	50%	29%	35%	30%	47%	43%	31%
			a	a				ac		
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	9	5	16	12	16	15	12	11
	5%	2%	8%	9%	5%	5%	5%	7%	10%	11%
Other everyday correspondence, such as invoices, one off bills etc.	15	4	10	1	13	13	13	11	12	7
	4%	2%	8%	1%	4%	5%	4%	5%	9%	7%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	5	3	1	7	7	7	6	7	4
	2%	3%	2%	2%	2%	3%	2%	3%	5%	3%
Order fulfilment (sending ordered goods to customers)	8	2	4	2	2	3	3	6	2	*
	2%	1%	3%	3%	1%	1%	1%	3%	2%	*%
Publications, such as magazines, periodicals, customer newsletters	5	3	2	*	3	3	3	3	3	1
	1%	2%	1%	1%	1%	1%	1%	2%	3%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	16	2	-	14	10	14	11	5	1
	5%	9%	2%	-%	5%	4%	4%	5%	4%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	453	194	178	81	386	319	401	283	139	136
Effective base	166	79	62	26	140	116	150	102	52	50
Weighted Base	362	182	123	56	306	257	329	214	123	101
Don't Know (CATI ONLY: DO NOT READ OUT)	12	7	5	*	10	9	12	6	3	5
	3%	4%	4%	*%	3%	4%	4%	3%	2%	5%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	3	3	3	3	3	1
	1%	-%	3%	-%	1%	1%	1%	2%	3%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h
Unweighted Base	453	74	216	37	19	19	22	14	55
Effective base	166	36	87	13	7	4	6	5	14
Weighted Base	362	78	204	17	4	5	10	12	26
Letters	222	50	133	8	3	1	4	1	7
	61%	64%	65%	49%	76%	22%	45%	9%	25%
		h	h						
Large letters	137	18	80	11	3	4	2	6	12
	38%	23%	39%	67%	82%	72%	25%	54%	47%
				a					
Parcels and packets	111	13	70	7	1	1	2	7	9
	31%	17%	34%	40%	18%	21%	16%	57%	36%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	13	1	-	2	*	*	2
	5%	*%	6%	4%	-%	35%	3%	2%	9%
Other everyday correspondence, such as invoices, one off bills etc.	15	-	9	1	-	*	3	*	3
	4%	-%	4%	5%	-%	3%	32%	2%	13%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	-	5	1	-	*	1	*	1
	2%	-%	2%	5%	-%	3%	11%	1%	5%
Order fulfilment (sending ordered goods to customers)	8	2	2	*	-	-	-	*	*
	2%	2%	1%	*%	-%	-%	-%	1%	*%
Publications, such as magazines, periodicals, customer newsletters	5	-	2	1	-	*	-	*	*
	1%	-%	1%	5%	-%	1%	-%	1%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	5	9	1	-	-	-	-	-
	5%	6%	4%	6%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h
Unweighted Base	453	74	216	37	19	19	22	14	55
Effective base	166	36	87	13	7	4	6	5	14
Weighted Base	362	78	204	17	4	5	10	12	26
Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	7	-	-	-	-	-	-
	3%	6%	4%	-%	-%	-%	-%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	3	-	-	-	-	1	1
	1%	-%	1%	-%	-%	-%	-%	6%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	453	256	51	25	18	14	15	7	225	39	21	14	8	5	7
Effective base	166	109	16	6	5	6	4	2	93	11	7	4	2	3	3
Weighted Base	362	246	34	8	3	3	6	5	218	16	8	3	2	4	6
Letters	222	165	23	7	2	1	2	*	134	6	1	2	*	3	*
	61%	67%	68%	94%	65%	40%	37%	2%	62%	35%	13%	86%	15%	75%	2%
Large letters	137	82	13	5	2	2	2	*	96	5	7	3	2	1	5
	38%	33%	38%	60%	72%	62%	32%	6%	44%	28%	84%	94%	100%	27%	86%
Parcels and packets	111	60	16	5	1	2	1	4	78	5	2	1	*	-	3
	31%	25%	48%	60%	28%	50%	12%	78%	36%	31%	22%	30%	4%	-%	49%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	10	4	1	-	2	*	*	12	*	*	*	-	-	*
	5%	4%	11%	9%	-%	51%	5%	5%	5%	2%	*%	6%	-%	-%	1%
Other everyday correspondence, such as invoices, one off bills etc.	15	9	*	-	*	*	3	*	9	3	1	*	-	-	*
	4%	4%	1%	-%	3%	2%	47%	5%	4%	20% a	12%	*%	-%	-%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	6	1	*	*	*	-	*	5	-	1	-	*	1	*
	2%	2%	3%	*%	3%	5%	-%	2%	2%	-%	13%	-%	4%	25%	1%
Order fulfilment (sending ordered goods to customers)	8	2	-	*	-	-	-	*	3	-	-	-	-	-	*
	2%	1%	-%	*%	-%	-%	-%	2%	2%	-%	-%	-%	-%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	5	3	*	*	-	*	-	*	2	*	1	*	-	-	*
	1%	1%	1%	*%	-%	1%	-%	2%	1%	*%	10%	1%	-%	-%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	13	1	-	-	-	-	-	9	1	-	-	-	-	-
	5%	5%	4%	-%	-%	-%	-%	-%	4%	7%	-%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	10	-	-	-	-	-	-	9	*	-	-	-	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	4%	*%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	453	256	51	25	18	14	15	7	225	39	21	14	8	5	7
Effective base	166	109	16	6	5	6	4	2	93	11	7	4	2	3	3
Weighted Base	362	246	34	8	3	3	6	5	218	16	8	3	2	4	6
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	-	-	1	3	-	1	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	15%	1%	-%	9%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	453	187	42	14	13	8	7	12	27	174	77	93	41	16
Effective base	166	71	13	5	4	4	3	4	10	72	31	35	10	5
Weighted Base	362	155	26	9	7	6	2	8	16	171	63	68	13	14
Letters	222	82	15	2	3	2	*	2	4	114	38	40	5	5
	61%	53%	56%	20%	41%	38%	9%	26%	28%	66%	60%	59%	40%	33%
Large letters	137	50	10	1	6	2	*	6	8	64	15	32	9	5
	38%	32%	39%	11%	79%	42%	1%	68%	50%	37%	23%	48% b	68% b	37%
Parcels and packets	111	78	13	4	1	3	*	2	5	33	19	33	8	6
	31%	50%	50%	46%	7%	45%	7%	28%	31%	19%	30%	49% a	56% a	46%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	7	3	*	*	1	1	2	11	1	3	*	2
	5%	3%	26% a	28%	1%	2%	41%	8%	11%	6%	1%	4%	1%	13%
Other everyday correspondence, such as invoices, one off bills etc.	15	5	2	3	1	-	-	*	*	5	3	4	-	*
	4%	3%	7%	33%	12%	-%	-%	1%	1%	3%	5%	6%	-%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	4	*	*	1	-	1	*	1	3	1	2	*	*
	2%	2%	*%	2%	11%	-%	50%	1%	7%	2%	2%	3%	1%	*%
Order fulfilment (sending ordered goods to customers)	8	3	-	-	-	2	-	*	2	*	*	3	-	-
	2%	2%	-%	-%	-%	40%	-%	1%	14%	*%	*%	5%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	2	-	*	1	-	*	*	*	1	*	2	*	*
	1%	2%	-%	*%	11%	-%	1%	1%	1%	1%	*%	2%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	453	187	42	14	13	8	7	12	27	174	77	93	41	16
Effective base	166	71	13	5	4	4	3	4	10	72	31	35	10	5
Weighted Base	362	155	26	9	7	6	2	8	16	171	63	68	13	14
None of these (CATI ONLY: DO NOT READ OUT)	18	10	-	-	1	-	-	-	-	9	5	-	-	-
	5%	7%	-%	-%	14%	-%	-%	-%	-%	5%	8%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	6	-	-	-	-	-	-	-	7	5	*	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	4%	8%	*%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	1	-	-	1	3	-	1	-	-
	1%	2%	-%	-%	-%	13%	-%	-%	5%	1%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base	453	189	71	79	35	11	149	54	74	27	14
Effective base	166	76	30	26	9	5	63	17	27	8	5
Weighted Base	362	181	61	50	7	7	152	39	40	12	14
Letters	222	119	36	37	5	4	99	23	16	4	4
	61%	66%	58%	74%	66%	68%	65% c	58%	40%	36%	33%
Large letters	137	68	14	19	4	3	64	16	26	8	5
	38%	37%	23%	38%	49%	38%	42%	40%	64%	71%	37%
Parcels and packets	111	42	22	18	5	2	35	17	23	8	6
	31%	23%	36%	37%	64% a	28%	23%	44%	57% a	63%	46%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	2	1	*	2	7	1	3	*	2
	5%	6%	3%	3%	1%	26%	5%	2%	8%	*%	13%
Other everyday correspondence, such as invoices, one off bills etc.	15	5	3	4	-	*	6	5	1	-	*
	4%	3%	5%	9%	-%	2%	4%	14%	4%	-%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	4	1	2	*	-	4	1	2	*	*
	2%	2%	2%	4%	1%	-%	3%	3%	4%	1%	*%
Order fulfilment (sending ordered goods to customers)	8	2	-	*	-	-	*	*	3	-	-
	2%	1%	-%	*%	-%	-%	*%	*%	8% a	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	1	*	2	*	*	2	*	1	*	-
	1%	1%	*%	3%	5%	1%	1%	*%	3%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base	453	189	71	79	35	11	149	54	74	27	14
Effective base	166	76	30	26	9	5	63	17	27	8	5
Weighted Base	362	181	61	50	7	7	152	39	40	12	14
None of these (CATI ONLY: DO NOT READ OUT)	18	9	5	-	-	-	10	*	-	-	-
	5%	5%	8%	-%	-%	-%	6%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	5	*	-	-	9	*	*	-	-
	3%	2%	8%	*%	-%	-%	6%	*%	*%	-%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	1	-	-	3	1	-	-	-
	1%	1%	-%	1%	-%	-%	2%	2%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base	453	149	39	57	26	10	149	22	111	389	64	358	28
Effective base	166	52	13	22	12	3	64	10	28	144	24	133	10
Weighted Base	362	113	27	44	16	9	132	24	58	323	39	295	12
Letters	222	64	17	18	6	2	50	12	44	204	17	195	6
	61%	57%	64%	40%	36%	20%	38%	51%	76% a	63%	44%	66%	49%
Large letters	137	40	2	22	9	2	43	13	19	126	11	103	4
	38%	35%	8%	50% b	57%	22%	33%	53%	33%	39%	29%	35%	36%
Parcels and packets	111	41	15	30	9	6	76	12	12	93	18	86	3
	31%	36%	54%	68% a	57%	65%	58% c	50%	21%	29%	46%	29%	22%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	5	2	2	2	12	2	1	9	9	15	1
	5%	4%	18%	5%	12%	20%	9%	10%	2%	3%	23% a	5%	10%
Other everyday correspondence, such as invoices, one off bills etc.	15	4	*	1	2	*	5	3	3	13	2	12	1
	4%	3%	1%	3%	15%	1%	3%	14%	5%	4%	4%	4%	8%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	5	*	1	*	-	5	-	1	5	4	5	2
	2%	4%	1%	2%	2%	-%	4%	-%	2%	1%	11% a	2%	14%
Order fulfilment (sending ordered goods to customers)	8	*	2	3	-	-	5	*	*	6	2	2	*
	2%	*%	8%	7%	-%	-%	4%	*%	*%	2%	4%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base	453	149	39	57	26	10	149	22	111	389	64	358	28
Effective base	166	52	13	22	12	3	64	10	28	144	24	133	10
Weighted Base	362	113	27	44	16	9	132	24	58	323	39	295	12
Publications, such as magazines, periodicals, customer newsletters	5	2	*	1	-	-	2	*	1	5	*	3	-
	1%	2%	*%	2%	-%	-%	2%	1%	2%	2%	*%	1%	-%
None of these (CATI ONLY: DO NOT READ OUT)	18	8	*	1	-	-	4	*	7	18	*	14	*
	5%	7%	1%	2%	-%	-%	3%	*%	12%	6%	1%	5%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	*	*	-	-	3	-	3	12	1	9	1
	3%	5%	*%	*%	-%	-%	2%	-%	5%	4%	1%	3%	5%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	-	-	-	3	1	-	3	1	3	1
	1%	3%	-%	-%	-%	-%	2%	3%	-%	1%	2%	1%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	453	284	35	183	100	357	29	278	41	182	101
Effective base	166	105	12	65	37	132	11	102	15	66	37
Weighted Base	362	239	18	131	82	293	13	233	24	132	82
Letters	222	141	6	54	52	193	8	137	10	57	50
	61%	59%	33%	41%	63% a	66%	61%	59%	40%	43%	61%
Large letters	137	113	6	47	28	102	5	111	8	46	29
	38%	47%	32%	36%	34%	35%	39%	48%	32%	35%	35%
Parcels and packets	111	81	8	72	29	85	4	80	9	68	32
	31%	34%	42%	54%	35%	29%	31%	34%	38%	52%	39%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	2	4	11	14	2	8	5	4	11
	5%	4%	11%	3%	14% a	5%	14%	3%	20% a	3%	14% a
Other everyday correspondence, such as invoices, one off bills etc.	15	12	1	7	4	12	1	12	1	7	4
	4%	5%	6%	5%	4%	4%	8%	5%	4%	5%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	3	4	2	5	5	2	3	5	1	5
	2%	1%	25% a	1%	5%	2%	13%	1%	19% a	1%	6%
Order fulfilment (sending ordered goods to customers)	8	3	*	4	2	2	*	3	*	6	*
	2%	1%	*%	3%	2%	1%	*%	1%	*%	4%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	453	284	35	183	100	357	29	278	41	182	101
Effective base	166	105	12	65	37	132	11	102	15	66	37
Weighted Base	362	239	18	131	82	293	13	233	24	132	82
Publications, such as magazines, periodicals, customer newsletters	5	3	*	2	1	3	-	3	*	2	1
	1%	1%	*%	2%	2%	1%	-%	1%	*%	2%	2%
None of these (CATI ONLY: DO NOT READ OUT)	18	10	*	11	*	14	*	10	*	11	*
	5%	4%	*%	8%	*%	5%	2%	4%	*%	8%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	9	1	2	3	9	1	9	1	5	1
	3%	4%	3%	2%	4%	3%	4%	4%	2%	4%	1%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	1	3	1	3	1	3	1	3	1
	1%	1%	4%	2%	1%	1%	6%	1%	3%	2%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	453	157	327	50	-	158	252	35	-	181	178	44	1
Effective base	166	61	119	16	-	62	90	14	-	74	64	21	1
Weighted Base	362	145	252	41	-	142	189	34	-	162	132	43	*
Letters	222	85	169	19	-	66	114	10	-	70	71	8	-
	61%	58%	67%	45%	-%	47%	60% c	28%	-%	43% c	54% c	19%	-%
Large letters	137	56	92	15	-	72	90	22	-	60	45	18	*
	38%	39%	36%	37%	-%	50%	48%	66%	-%	37%	34%	42%	100%
Parcels and packets	111	58	68	23	-	63	62	20	-	77	65	25	-
	31%	40%	27%	56% b	-%	44%	33%	58%	-%	48%	49%	57%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	9	15	2	-	3	10	2	-	14	7	4	-
	5%	6%	6%	5%	-%	2%	5%	5%	-%	9%	6%	9%	-%
Other everyday correspondence, such as invoices, one off bills etc.	15	9	8	2	-	9	7	2	-	8	5	4	-
	4%	6%	3%	4%	-%	6%	4%	6%	-%	5%	3%	8%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	5	6	2	-	3	7	*	-	4	3	2	-
	2%	4%	2%	5%	-%	2%	4%	1%	-%	2%	2%	4%	-%
Order fulfilment (sending ordered goods to customers)	8	*	2	*	-	2	3	2	-	5	3	2	-
	2%	*%	1%	*%	-%	1%	2%	5%	-%	3%	3%	4%	-%
Publications, such as magazines, periodicals, customer newsletters	5	2	3	1	-	2	3	*	-	1	2	1	-
	1%	1%	1%	4%	-%	2%	2%	1%	-%	1%	2%	3%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	453	157	327	50	-	158	252	35	-	181	178	44	1
Effective base	166	61	119	16	-	62	90	14	-	74	64	21	1
Weighted Base	362	145	252	41	-	142	189	34	-	162	132	43	*
None of these (CATI ONLY: DO NOT READ OUT)	18	4	14	3	-	5	9	1	-	9	7	3	-
	5%	3%	6%	8%	-%	4%	5%	2%	-%	6%	6%	8%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	7	7	3	-	7	5	3	-	6	3	3	-
	3%	5%	3%	6%	-%	5%	3%	8%	-%	3%	2%	6%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	3	3	-	3	3	-	-	3	3	3	-
	1%	2%	1%	6%	-%	2%	1%	-%	-%	2%	2%	6%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	453	344	280	195	260	245	7	106	95	85	21	13
Effective base	166	126	101	74	97	96	3	48	44	38	13	7
Weighted Base	362	280	229	161	215	207	2	110	104	95	20	19
Letters	222	194	133	74	138	130	1	55	47	39	2	5
	61%	69% c	58%	46%	64%	63%	52%	50%	45%	42%	10%	25%
Large letters	137	101	114	53	81	78	2	40	37	21	8	7
	38%	36%	50% ac	33%	38%	38%	93%	37%	36%	23%	41%	39%
Parcels and packets	111	78	81	88	72	53	2	59	60	57	14	10
	31%	28%	35%	55% ab	34%	26%	93%	54%	58%	60%	72%	53%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	15	9	8	11	5	*	5	4	6	2	2
	5%	5%	4%	5%	5%	2%	5%	5%	4%	6%	8%	9%
Other everyday correspondence, such as invoices, one off bills etc.	15	9	9	9	8	4	*	3	3	6	2	2
	4%	3%	4%	5%	4%	2%	5%	3%	3%	6%	9%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	5	3	2	3	2	*	1	1	1	*	-
	2%	2%	1%	1%	1%	1%	11%	1%	1%	1%	1%	-%
Order fulfilment (sending ordered goods to customers)	8	2	3	6	3	2	*	2	5	5	2	2
	2%	1%	1%	3%	2%	1%	5%	1%	5%	6%	8%	9%
Publications, such as magazines, periodicals, customer newsletters	5	3	3	2	3	1	*	2	1	*	*	-
	1%	1%	1%	1%	1%	1%	5%	1%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e
Unweighted Base	453	344	280	195	260	245	7	106	95	85	21	13
Effective base	166	126	101	74	97	96	3	48	44	38	13	7
Weighted Base	362	280	229	161	215	207	2	110	104	95	20	19
None of these (CATI ONLY: DO NOT READ OUT)	18	14	10	11	8	12	-	9	8	6	1	3
	5%	5%	4%	7%	4%	6%	-%	8%	7%	6%	4%	13%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	9	9	5	7	11	-	5	3	3	3	3
	3%	3%	4%	3%	3%	5%	-%	5%	3%	3%	13%	14%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	3	3	3	3	-	-	3	3	-	-
	1%	1%	1%	2%	1%	1%	-%	-%	2%	3%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	453	58	14	26	11	404	304	415	321	295	167	397	43	-	301	39
Effective base	166	29	6	14	4	148	99	150	105	94	70	143	17	-	104	21
Weighted Base	362	58	18	32	8	307	189	316	217	177	158	306	34	-	226	43
Letters	222	36	12	15	*	201	126	201	128	99	76	198	7	-	133	32
	61%	62%	65%	47%	3%	65%	67%	63%	59%	56%	48% c	65% ac	20%	-%	59%	76%
Large letters	137	22	9	14	1	123	94	126	81	67	51	120	11	-	89	16
	38%	38%	47%	43%	7%	40%	50%	40%	37%	38%	32%	39%	31%	-%	39%	38%
Parcels and packets	111	19	1	18	5	82	60	89	83	75	72	87	16	-	58	12
	31%	32%	8%	56%	70%	27%	32%	28%	38%	42% ac	45% b	28%	46%	-%	26%	29%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	2	10	*	17	3	17	13	15	12	17	1	-	6	3
	5%	2%	9%	30%	5%	5%	1%	5%	6%	9% b	7%	6%	2%	-%	3%	6%
Other everyday correspondence, such as invoices, one off bills etc.	15	3	2	4	*	14	5	15	8	11	10	14	2	-	10	*
	4%	5%	9%	13%	1%	5%	3%	5%	4%	6%	6%	5%	5%	-%	5%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	4	-	-	*	8	3	9	5	8	3	8	3	-	5	*
	2%	6%	-%	-%	2%	3%	2%	3%	2%	4%	2%	3%	8%	-%	2%	*%
Order fulfilment (sending ordered goods to customers)	8	2	-	2	*	8	6	8	6	8	6	8	2	-	2	4
	2%	4%	-%	5%	1%	2%	3%	2%	3%	4%	4%	2%	5%	-%	1%	9% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	453	58	14	26	11	404	304	415	321	295	167	397	43	-	301	39
Effective base	166	29	6	14	4	148	99	150	105	94	70	143	17	-	104	21
Weighted Base	362	58	18	32	8	307	189	316	217	177	158	306	34	-	226	43
Publications, such as magazines, periodicals, customer newsletters	5	1	*	*	*	5	1	5	1	4	1	5	1	-	2	1
	1%	2%	*%	*%	1%	2%	1%	2%	1%	2%	1%	2%	4%	-%	1%	2%
None of these (CATI ONLY: DO NOT READ OUT)	18	3	-	-	2	17	6	17	4	9	2	17	3	-	14	1
	5%	6%	-%	-%	21%	5%	3%	5%	2%	5%	1%	6%	10%	-%	6%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	-	*	-	9	2	9	5	3	6	9	3	-	10	-
	3%	-%	-%	*%	-%	3%	1%	3%	2%	2%	4%	3%	8%	-%	4%	-%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	3	3	3	3	-	3	3	3	-	3	-
	1%	-%	-%	-%	-%	1%	2%	1%	1%	-%	2%	1%	7%	-%	1%	-%
													b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	453	164	250	121	4	53	86	-	-	453	100	72	274
Effective base	166	73	85	45	3	22	33	-	-	166	33	25	106
Weighted Base	362	174	175	99	1	43	74	-	-	362	70	60	229
Letters	222	92	124	53	*	24	40	-	-	222	38	27	154
	61%	53%	71% a	54%	22%	55%	53%	-%	-%	61%	55%	46%	67% b
Large letters	137	57	75	38	*	17	24	-	-	137	34	29	73
	38%	33%	43%	38%	22%	40%	33%	-%	-%	38%	49%	49%	32%
Parcels and packets	111	66	41	37	1	16	30	-	-	111	32	29	50
	31%	38%	24%	37%	68%	37%	40%	-%	-%	31%	46% c	48% c	22%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	14	4	11	*	3	9	-	-	18	11	4	3
	5%	8%	2%	11%	10%	7%	12%	-%	-%	5%	15% c	7%	1%
Other everyday correspondence, such as invoices, one off bills etc.	15	7	7	5	-	1	4	-	-	15	2	5	8
	4%	4%	4%	5%	-%	3%	5%	-%	-%	4%	3%	8%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	2	6	5	-	1	4	-	-	9	1	4	4
	2%	1%	3%	5%	-%	3%	6%	-%	-%	2%	2%	6%	2%
Order fulfilment (sending ordered goods to customers)	8	4	4	2	-	2	2	-	-	8	2	6	-
	2%	2%	2%	2%	-%	5%	2%	-%	-%	2%	3%	10% c	-%
Publications, such as magazines, periodicals, customer newsletters	5	1	4	1	-	1	1	-	-	5	*	3	2
	1%	1%	2%	1%	-%	2%	1%	-%	-%	1%	*%	5%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	453	164	250	121	4	53	86	-	-	453	100	72	274
Effective base	166	73	85	45	3	22	33	-	-	166	33	25	106
Weighted Base	362	174	175	99	1	43	74	-	-	362	70	60	229
None of these (CATI ONLY: DO NOT READ OUT)	18	5	13	1	-	-	4	-	-	18	3	*	15
	5%	3%	8%	1%	-%	-%	5%	-%	-%	5%	5%	*%	7%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	4	7	3	-	3	1	-	-	12	-	-	11
	3%	2%	4%	3%	-%	6%	1%	-%	-%	3%	-%	-%	5%
Refused (CATI ONLY: DO NOT READ OUT)	3	3	-	1	-	-	1	-	-	3	-	-	3
	1%	1%	-%	1%	-%	-%	1%	-%	-%	1%	-%	-%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	453	353	100
Effective base	166	115	51
Weighted Base	362	245	117
Letters	222	167	55
	61%	68%	47%
		b	
Large letters	137	94	43
	38%	38%	37%
Parcels and packets	111	78	33
	31%	32%	28%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	17	1
	5%	7%	1%
Other everyday correspondence, such as invoices, one off bills etc.	15	13	2
	4%	5%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	8	1
	2%	3%	1%
Order fulfilment (sending ordered goods to customers)	8	4	4
	2%	1%	3%
Publications, such as magazines, periodicals, customer newsletters	5	4	1
	1%	2%	1%
None of these (CATI ONLY: DO NOT READ OUT)	18	8	11
	5%	3%	9%

Columns Tested:: a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	453	353	100
Effective base	166	115	51
Weighted Base	362	245	117
Don't Know (CATI ONLY: DO NOT READ OUT)	12	3	9
	3%	1%	8%
			a
Refused (CATI ONLY: DO NOT READ OUT)	3	1	3
	1%	*%	2%

Columns Tested:: a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	*c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	453	33	55	25	33	29	48	14	59	32	39	47	39
Effective base	166	10	21	14	7	7	17	6	30	17	14	31	19
Weighted Base	362	2	72	28	14	20	31	2	62	32	18	53	27
Letters	222	2	53	21	10	9	16	2	30	17	15	27	22
	61%	70%	73%	74%	74%	47%	51%	93%	47%	52%	79%	51%	80%
											h		hk
Large letters	137	2	28	16	2	5	10	1	19	17	10	17	10
	38%	73%	39%	57%	18%	25%	33%	47%	31%	53%	52%	32%	37%
		dfhk											
Parcels and packets	111	*	19	10	1	14	12	1	17	11	3	18	4
	31%	17%	27%	37%	10%	70%	38%	37%	28%	35%	19%	33%	13%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	3	2	*	1	3	*	4	-	1	2	2
	5%	1%	4%	7%	2%	4%	8%	1%	6%	-%	7%	4%	8%
Other everyday correspondence, such as invoices, one off bills etc.	15	*	4	2	*	1	3	-	*	2	1	-	2
	4%	1%	6%	6%	1%	4%	8%	-%	*%	7%	5%	-%	7%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	*	1	-	*	1	4	-	*	1	*	-	2
	2%	3%	1%	-%	*%	4%	12%	-%	*%	3%	2%	-%	7%
Order fulfilment (sending ordered goods to customers)	8	-	*	2	-	-	*	-	2	-	-	2	2
	2%	-%	*%	6%	-%	-%	*%	-%	4%	-%	-%	3%	7%
Publications, such as magazines, periodicals, customer newsletters	5	-	*	-	-	1	1	-	1	-	*	*	2
	1%	-%	*%	-%	-%	4%	3%	-%	2%	-%	*%	1%	7%
None of these (CATI ONLY: DO NOT READ OUT)	18	-	5	1	1	-	1	-	6	-	-	5	*
	5%	-%	6%	3%	5%	-%	3%	-%	9%	-%	-%	10%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	*c	d	*e	f	*g	h	i	j	k	l
Unweighted Base	453	33	55	25	33	29	48	14	59	32	39	47	39
Effective base	166	10	21	14	7	7	17	6	30	17	14	31	19
Weighted Base	362	2	72	28	14	20	31	2	62	32	18	53	27
Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	*	2	1	-	-	*	3	*	2	2	2
	3%	-%	*%	9%	4%	-%	-%	2%	4%	*%	9%	4%	9%
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	453	113	110	105	125	223	230
Effective base	166	34	30	50	64	62	112
Weighted Base	362	102	64	97	98	167	195
Letters	222	75	35	49	63	110	112
	61%	73%	55%	50%	64%	66%	57%
		c					
Large letters	137	46	17	38	37	63	74
	38%	45%	27%	39%	37%	38%	38%
Parcels and packets	111	30	27	30	25	57	54
	31%	29%	42%	31%	25%	34%	28%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	4	4	6	9	10
	5%	5%	6%	4%	6%	5%	5%
Other everyday correspondence, such as invoices, one off bills etc.	15	6	4	2	3	10	5
	4%	6%	6%	2%	3%	6%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	9	1	5	1	2	6	3
	2%	1%	7%	1%	2%	3%	2%
Order fulfilment (sending ordered goods to customers)	8	2	*	2	4	2	6
	2%	2%	*%	2%	4%	1%	3%
Publications, such as magazines, periodicals, customer newsletters	5	*	2	1	2	2	3
	1%	*%	3%	1%	2%	1%	2%
None of these (CATI ONLY: DO NOT READ OUT)	18	5	2	6	6	7	11
	5%	5%	3%	6%	6%	4%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)	12	3	1	3	6	3	9
	3%	3%	1%	3%	6%	2%	5%

Columns Tested:: a,b,c,d - a,b

Table 454 (continuation)

QS1b. Are there any types of post that you send in particular that have experienced a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	453	113	110	105	125	223	230
Effective base	166	34	30	50	64	62	112
Weighted Base	362	102	64	97	98	167	195
Refused (CATI ONLY: DO NOT READ OUT)	3	-	-	3	1	-	3
	1%	-%	-%	3%	1%	-%	2%

Columns Tested:: a,b,c,d - a,b

Table 458

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Yes, and we have tried another provider	331	62	268	316	12	2	1	14
	17%	27%	15%	17%	15%	21%	19%	16%
		b						
Yes, but we have not tried another provider	389	23	366	372	14	1	1	17
	19%	10%	21%	19%	19%	16%	23%	19%
			a					
No	1227	132	1095	1170	49	6	3	57
	61%	58%	62%	61%	64%	62%	55%	63%
Don't Know	53	11	42	52	1	*	*	2
	3%	5%	2%	3%	2%	1%	3%	2%
NET:								
Yes	719	85	634	688	26	3	2	31
	36%	37%	36%	36%	34%	37%	42%	35%

Columns Tested:: a,b - a,b,c,d,e

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Yes, and we have tried another provider	331	152	139	25	7	6	1	316	12	3
	17%	15%	19%	18%	14%	19%	19%	17%	15%	20%
Yes, but we have not tried another provider	389	174	170	28	10	5	1	372	14	3
	19%	17%	23% a	20%	20%	16%	23%	19%	19%	19%
No	1227	683	406	81	34	20	3	1170	49	8
	61%	66% bf	55%	58%	65%	62%	55%	61% b	64%	59%
Don't Know	53	20	27	5	*	1	*	52	1	*
	3%	2%	4%	3%	1%	3%	3%	3%	2%	2%
NET:										
Yes	719	326	308	54	18	11	2	688	26	5
	36%	32%	42% a	39%	34%	35%	42%	36%	34%	39%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Yes, and we have tried another provider	331	260	56	12	2	1	190	49	7	8	10
	17%	17%	16%	15%	21%	19%	15%	17%	10%	22%	17%
Yes, but we have not tried another provider	389	301	71	14	1	1	269	65	9	2	10
	19%	19%	20%	19%	16%	23%	22%	22%	14%	5%	17%
No	1227	962	208	49	6	3	764	181	46	23	38
	61%	62%	59%	64%	62%	55%	61%	61%	69%	65%	66%
Don't Know	53	35	17	1	*	*	27	3	5	3	*
	3%	2%	5%	2%	1%	3%	2%	1%	7%	8%	*%
									b	b	
NET:											
Yes	719	561	127	26	3	2	458	114	16	9	20
	36%	36%	36%	34%	37%	42%	37%	38%	24%	27%	34%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Yes, and we have tried another provider	331	30	19	47	5	25	56	46	24	30
	17%	17%	13%	15%	8%	14%	18%	18%	15%	21%
Yes, but we have not tried another provider	389	28	33	68	14	39	89	44	23	25
	19%	15%	22%	21%	20%	22%	28%	18%	15%	17%
							ah			
No	1227	119	90	192	48	113	160	147	106	91
	61%	66%	62%	60%	69%	62%	51%	59%	69%	62%
		f							f	
Don't Know	53	3	4	12	2	6	7	13	2	1
	3%	2%	2%	4%	3%	3%	2%	5%	1%	1%
NET:										
Yes	719	58	52	114	19	64	145	90	46	55
	36%	32%	36%	36%	28%	35%	46%	36%	30%	37%
							h			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes, and we have tried another provider	331	61	73	148	282	49	25	17	7
	17%	15%	15%	17%	16%	20%	21%	21%	18%
Yes, but we have not tried another provider	389	78	83	201	362	27	13	11	3
	19%	19%	17%	23%	21%	11%	11%	14%	7%
		efh	eh	efh	efh				
No	1227	253	316	499	1068	159	80	50	29
	61%	63%	66%	57%	61%	66%	67%	63%	72%
			c			c			cd
Don't Know	53	9	8	32	49	5	2	2	1
	3%	2%	2%	4%	3%	2%	1%	2%	3%
NET:									
Yes	719	139	156	349	644	76	38	28	10
	36%	35%	33%	40%	37%	32%	32%	35%	25%
				eh	h				

Columns Tested:: a,b,c,d,e,f,g,h

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Yes, and we have tried another provider	331	17	36	40	42	102	13	6	6	104
	17%	21%	30%	27%	16%	31%	14%	12%	10%	11%
			dhi	i		dfghi				
Yes, but we have not tried another provider	389	11	19	20	71	54	27	4	7	194
	19%	13%	16%	13%	26%	16%	29%	8%	12%	20%
					ceg		g			
No	1227	54	54	78	148	167	49	40	50	642
	61%	65%	45%	52%	55%	51%	53%	75%	78%	67%
								bce	bcdef	bcde
Don't Know	53	*	12	12	8	4	4	2	*	22
	3%	1%	10%	8%	3%	1%	5%	5%	*%	2%
			ei	ei						
NET:										
Yes	719	28	55	60	113	156	39	11	14	298
	36%	34%	45%	40%	42%	48%	43%	20%	22%	31%
			ghi		ghi	ghi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Yes, and we have tried another provider	331	99	115	117	266	64	301	30	313	18
	17%	20% c	27% c	11%	16%	19%	16%	18%	16%	31%
Yes, but we have not tried another provider	389	102	81	206	348	40	347	42	384	5
	19%	20%	19%	19%	21% b	12%	19%	25%	20%	8%
No	1227	279	216	732	1006	221	1141	86	1191	36
	61%	56%	51%	68% ab	60%	67%	62% b	51%	61%	60%
Don't Know	53	20	8	25	47	6	44	10	52	1
	3%	4%	2%	2%	3%	2%	2%	6%	3%	2%
NET:										
Yes	719	201	196	323	615	105	647	72	697	23
	36%	40% c	47% c	30%	37%	31%	35%	43%	36%	38%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Yes, and we have tried another provider	331	136	57	132	239	62	17	14	300	30
	17%	11%	17%	31%	14%	29%	36%	24%	16%	29%
				ab		ae	ae			ae
Yes, but we have not tried another provider	389	206	90	92	310	46	7	25	357	32
	19%	17%	27%	22%	18%	22%	16%	43%	19%	31%
			a					abce		ae
No	1227	857	181	183	1099	96	17	15	1195	32
	61%	70%	53%	43%	65%	46%	37%	26%	63%	31%
		bc			bcdf				bcdf	
Don't Know	53	25	10	18	38	7	5	3	45	8
	3%	2%	3%	4%	2%	3%	11%	6%	2%	8%
							ae			ae
NET:										
Yes	719	341	147	224	549	108	24	38	657	62
	36%	28%	44%	53%	33%	51%	52%	68%	35%	60%
			a	a		ae		ae		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Yes, and we have tried another provider	331	85	154	92	254	258	275	298	177	125
	17%	9%	22%	29%	15%	18%	15%	22%	20%	19%
			a	a				ac	ac	
Yes, but we have not tried another provider	389	151	160	78	345	296	363	305	207	202
	19%	15%	23%	25%	20%	21%	20%	22%	23%	30%
			a	a						abcde
No	1227	739	359	129	1088	836	1144	744	472	324
	61%	74%	52%	41%	63%	58%	62%	54%	53%	49%
		bc	c		def	f	def			
Don't Know	53	25	13	15	46	42	48	37	32	15
	3%	3%	2%	5%	3%	3%	3%	3%	4%	2%
NET:										
Yes	719	236	313	170	600	554	639	602	384	327
	36%	24%	46%	54%	35%	39%	35%	44%	43%	49%
			a	a				ac	ac	abc

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Yes, and we have tried another provider	331	21	181	23	17	14	8	12	34
	17%	5%	17%	23%	18%	28%	18%	25%	24%
			a	a	a	a	a	a	a
Yes, but we have not tried another provider	389	70	217	14	20	13	9	20	42
	19%	17%	20%	14%	21%	27%	22%	41%	30%
								abc	ac
No	1227	318	655	55	55	20	26	15	60
	61%	77%	60%	57%	59%	40%	60%	31%	43%
		bcdegh	gh		g				
Don't Know	53	3	34	6	2	2	*	1	3
	3%	1%	3%	6%	2%	4%	*%	3%	2%
				a					
NET:									
Yes	719	92	398	37	37	27	17	32	76
	36%	22%	37%	38%	39%	56%	40%	66%	55%
			a	a	a	a		abcd	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Yes, and we have tried another provider	331	191	32	12	8	7	4	1	168	40	19	7	9	4	10
	17%	14%	21%	15%	14%	29%	12%	4%	16%	23%	26%	27%	22%	24%	36%
Yes, but we have not tried another provider	389	252	36	16	23	5	5	7	208	40	14	4	14	2	14
	19%	18%	24%	20%	39%	21%	18%	51%	20%	22%	19%	13%	32%	14%	50%
					a			a							acdf
No	1227	897	76	50	27	12	21	5	658	89	41	16	18	9	4
	61%	65%	50%	62%	47%	49%	68%	40%	62%	50%	55%	60%	43%	59%	14%
		bd							g	g	g	g		g	
Don't Know	53	34	8	2	*	*	1	1	30	10	*	*	2	1	-
	3%	2%	6%	2%	*%	1%	2%	5%	3%	5%	*%	*%	4%	4%	-%
NET:															
Yes	719	443	69	28	32	12	9	7	376	80	33	11	23	6	25
	36%	32%	45%	35%	53%	50%	30%	55%	35%	45%	45%	40%	54%	38%	86%
			a		a										abcdf

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Yes, and we have tried another provider	331	155	47	42	19	8	20	8	36	97	66	77	20	15
	17%	16%	29%	37%	30%	25%	61%	19%	33%	11%	17%	21%	17%	22%
			a	a	a		abdeg		a			a		
Yes, but we have not tried another provider	389	196	28	22	20	13	7	19	39	133	79	97	32	21
	19%	21%	17%	20%	32%	41%	22%	44%	37%	15%	20%	27%	28%	29%
						ab		abc	ab			a	a	
No	1227	569	81	48	19	7	5	16	28	627	232	185	64	33
	61%	60%	50%	43%	31%	21%	15%	37%	26%	71%	60%	51%	55%	46%
		cdefgh	efh							bcde				
Don't Know	53	23	5	*	4	4	*	-	5	28	12	5	*	2
	3%	2%	3%	*%	7%	13%	1%	-%	4%	3%	3%	1%	*%	3%
						ac								
NET:														
Yes	719	350	75	64	38	21	27	27	75	231	145	173	52	37
	36%	37%	47%	57%	62%	66%	83%	63%	70%	26%	37%	48%	44%	51%
				a	a	a	ab	a	ab		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Yes, and we have tried another provider	331	124	53	57	16	5	103	61	62	17	15
	17%	13%	15%	20%	17%	13%	13%	23% a	26% a	20%	25%
Yes, but we have not tried another provider	389	156	80	77	16	13	147	51	61	23	12
	19%	16%	23% a	27% a	18%	33%	19%	19%	26%	26%	21%
No	1227	655	199	152	57	20	502	144	110	46	31
	61%	68% bc	58%	52%	64%	52%	64% c	54%	46%	54%	51%
Don't Know	53	31	9	5	*	1	26	10	4	*	2
	3%	3%	3%	2%	*%	2%	3%	4%	2%	1%	3%
NET:											
Yes	719	280	133	134	32	18	251	112	123	40	27
	36%	29%	39% a	46% a	36%	46%	32%	42%	52% a	46%	46%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Yes, and we have tried another provider	331	95	46	101	40	16	240	22	36	216	115	219	35
	17%	14%	23% a	34% a	35% a	31% a	29% c	18% c	8%	12%	42% a	13%	33% a
Yes, but we have not tried another provider	389	149	44	65	23	23	171	37	97	335	54	311	34
	19%	21%	22%	22%	20%	46% abcd	21%	30%	22%	19%	20%	19%	32% a
No	1227	437	104	127	50	11	390	53	296	1134	93	1057	31
	61%	62% cde	52% e	42%	44%	22%	48%	43%	68% ab	66% b	34%	65% b	29%
Don't Know	53	20	6	7	*	1	13	11	9	42	12	39	8
	3%	3%	3%	2%	*%	1%	2%	9% ac	2%	2%	4%	2%	7%
NET:													
Yes	719	244	90	166	64	39	411	59	133	550	169	530	70
	36%	35%	45%	55% a	56% a	76% ab	50% c	48% c	30%	32%	62% a	33%	64% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Yes, and we have tried another provider	331	208	50	117	181	219	35	204	54	135	163
	17%	16%	31% a	14%	34% a	13%	34% a	16%	33% a	16%	31% a
Yes, but we have not tried another provider	389	246	50	188	117	315	30	251	46	186	118
	19%	19%	31% a	22%	22%	19%	29%	20%	28%	22%	23%
No	1227	783	53	522	222	1056	32	779	57	516	228
	61%	62% b	32%	62% b	41%	65% b	31%	61% b	35%	60% b	44%
Don't Know	53	32	11	19	18	39	8	36	6	25	11
	3%	2%	6%	2%	3%	2%	7%	3%	4%	3%	2%
NET:											
Yes	719	454	101	305	297	535	65	455	99	321	281
	36%	36%	61% a	36%	55% a	33%	62% a	36%	61% a	37%	54% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Yes, and we have tried another provider	331	168	199	60	-	171	185	64	1	247	183	86	-
	17%	18%	15%	25%	-%	20%	19%	34%	100%	25%	24%	35%	-%
				b				ab				ab	
Yes, but we have not tried another provider	389	224	240	55	4	210	191	48	-	244	155	56	-
	19%	24%	18%	23%	100%	24%	19%	25%	-%	24%	20%	23%	-%
		b											
No	1227	505	874	118	-	453	591	72	-	482	412	101	*
	61%	54%	65%	49%	-%	53%	60%	38%	-%	48%	54%	40%	100%
			ac			c	c				c		
Don't Know	53	31	27	7	-	25	24	7	-	26	16	6	-
	3%	3%	2%	3%	-%	3%	2%	4%	-%	3%	2%	2%	-%
NET:													
Yes	719	392	439	115	4	380	376	112	1	491	338	142	-
	36%	42%	33%	48%	100%	44%	38%	59%	100%	49%	44%	57%	-%
		b		b				ab				b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Yes, and we have tried another provider	331	214	214	180	174	161	5	116	101	116	50	30
	17%	14%	17%	19% a	14%	16%	14%	19%	19%	22%	37% abc	39% abc
Yes, but we have not tried another provider	389	297	256	203	257	182	14	129	133	109	24	16
	19%	19%	21%	21%	20%	18%	37%	21%	25%	21%	18%	20%
No	1227	1037	741	538	796	669	14	359	288	288	55	32
	61%	66% bc	60%	57%	63%	65% c	39%	58% d	54%	55%	41%	41%
Don't Know	53	34	34	24	37	24	4	11	13	8	5	-
	3%	2%	3%	3%	3%	2%	11% b	2%	2%	2%	4%	-%
NET:												
Yes	719	510	470	383	431	343	19	245	234	225	75	46
	36%	32%	38%	41% a	34%	33%	50%	40%	44%	43%	55% a	59% a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Yes, and we have tried another provider	331	53	17	71	15	260	202	281	240	230	180	250	52	-	184	38
	17%	24%	17%	62% ab	36%	16%	20%	16%	21% ac	23% ac	21%	16%	25% b	-%	13%	25% a
Yes, but we have not tried another provider	389	61	51	27	13	305	202	335	237	209	227	296	56	1	268	36
	19%	27%	50% ac	23%	32%	19%	20%	19%	21%	21%	26% b	19%	26%	100%	19%	24%
No	1227	110	31	11	13	1037	598	1062	657	530	446	996	101	-	919	76
	61%	49% c	31% c	10%	32% c	63% de	58%	62% e	57%	53%	51%	63% ac	47%	-%	66% b	50%
Don't Know	53	2	2	5	-	35	32	40	22	23	26	33	4	-	30	1
	3%	1%	2%	4%	-%	2%	3%	2%	2%	2%	3%	2%	2%	-%	2%	1%
NET:																
Yes	719	114	68	98	29	565	405	616	478	439	407	546	108	1	453	74
	36%	51%	67%	86% ab	68%	35%	39%	36%	41% a	44% ac	46% b	35%	51% b	100%	32%	49% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Yes, and we have tried another provider	331	164	115	204	15	114	135	95	165	70	331	-	-
	17%	21%	10%	33%	32%	38%	29%	36%	12%	19%	100%	-%	-%
		b						bc		b	bc		
Yes, but we have not tried another provider	389	225	134	119	16	83	82	61	264	60	-	389	-
	19%	29%	12%	19%	34%	28%	17%	23%	20%	17%	-%	100%	-%
		b				b						ac	
No	1227	370	828	279	14	93	235	103	894	229	-	-	1227
	61%	48%	75%	45%	30%	31%	50%	39%	66%	63%	-%	-%	100%
			a				a		a	a			ab
Don't Know	53	17	31	20	2	7	18	4	31	3	-	-	-
	3%	2%	3%	3%	4%	2%	4%	1%	2%	1%	-%	-%	-%
NET:													
Yes	719	388	249	323	32	197	217	157	429	130	331	389	-
	36%	50%	22%	52%	66%	66%	46%	59%	32%	36%	100%	100%	-%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Yes, and we have tried another provider	331	210	121
	17%	22%	12%
		b	
Yes, but we have not tried another provider	389	229	159
	19%	24%	15%
		b	
No	1227	488	740
	61%	51%	71%
			a
Don't Know	53	31	23
	3%	3%	2%
NET:			
Yes	719	439	280
	36%	46%	27%
		b	

Columns Tested:: a,b

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Yes, and we have tried another provider	331	6	38	32	7	22	60	5	55	38	11	36	20
	17%	18%	12%	21%	8%	17%	21%	28%	18%	21%	15%	17%	10%
				l			l	bdl	l	dl			
Yes, but we have not tried another provider	389	5	58	33	13	25	52	2	59	42	9	38	51
	19%	15%	19%	21%	15%	20%	18%	9%	19%	23%	12%	18%	25%
													j
No	1227	22	214	88	59	80	160	11	188	95	54	133	124
	61%	64%	69%	57%	67%	63%	56%	63%	62%	53%	70%	61%	61%
			i								i		
Don't Know	53	1	1	2	9	-	13	*	*	5	3	10	9
	3%	2%	*%	1%	11%	-%	4%	*%	*%	3%	3%	4%	5%
					beh		h					h	h
NET:													
Yes	719	11	96	65	20	47	112	7	114	80	21	75	71
	36%	34%	31%	42%	23%	37%	39%	37%	38%	44%	27%	34%	35%
				d						dj			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 458 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than <MAIN PROVIDER FROM QV4>?

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Yes, and we have tried another provider	331	76	89	98	68	165	166
	17%	15%	18%	20%	14%	16%	17%
Yes, but we have not tried another provider	389	97	90	102	99	187	202
	19%	19%	18%	20%	20%	19%	20%
No	1227	324	299	294	311	622	605
	61%	65%	60%	59%	62%	62%	60%
Don't Know	53	4	22	6	22	26	27
	3%	1%	4%	1%	4%	3%	3%
			ac		ac		
NET:							
Yes	719	173	179	200	167	352	368
	36%	35%	36%	40%	33%	35%	37%

Columns Tested:: a,b,c,d - a,b

Table 459

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1849	476	1373	1308	292	76	173	541
Effective base	713	116	605	660	127	31	67	165
Weighted Base	1726	208	1518	1655	61	7	4	71
Yes, and we have tried another provider	216	46	169	208	7	1	*	8
	12%	22%	11%	13%	11%	11%	13%	11%
		b						
Yes, but we have not tried another provider	335	23	312	323	10	1	1	12
	19%	11%	21%	19%	17%	14%	22%	17%
			a					
No	1134	131	1003	1085	42	5	2	50
	66%	63%	66%	66%	70%	75%	61%	70%
Don't Know	42	8	34	40	1	*	*	2
	2%	4%	2%	2%	2%	*%	4%	2%
NET:								
Yes	550	69	481	530	17	2	1	20
	32%	33%	32%	32%	28%	25%	35%	28%

Columns Tested:: a,b - a,b,c,d,e

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1849	608	532	168	180	188	173	1308	292	249
Effective base	713	341	264	70	82	72	67	660	127	63
Weighted Base	1726	943	603	109	41	26	4	1655	61	11
Yes, and we have tried another provider	216	114	82	11	4	3	*	208	7	1
	12%	12%	14%	10%	10%	12%	13%	13%	11%	12%
Yes, but we have not tried another provider	335	154	147	21	7	4	1	323	10	2
	19%	16%	24% a	19%	18%	15%	22%	19%	17%	17%
No	1134	659	354	72	30	18	2	1085	42	8
	66%	70% b	59%	66%	71% b	68%	61%	66%	70% b	70%
Don't Know	42	16	19	5	*	1	*	40	1	*
	2%	2%	3%	4%	1%	4%	4%	2%	2%	1%
NET:										
Yes	550	268	230	33	11	7	1	530	17	3
	32%	28%	38% ah	30%	28%	28%	35%	32%	28%	28%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1849	860	448	292	76	173	707	295	101	65	172
Effective base	713	499	210	127	31	67	408	140	29	24	31
Weighted Base	1726	1372	283	61	7	4	1133	232	47	18	48
Yes, and we have tried another provider	216	179	28	7	1	*	139	27	3	1	5
	12%	13%	10%	11%	11%	13%	12%	12%	5%	6%	10%
Yes, but we have not tried another provider	335	264	59	10	1	1	243	47	5	2	7
	19%	19%	21%	17%	14%	22%	21%	20%	10%	10%	15%
No	1134	903	182	42	5	2	725	156	39	13	36
	66%	66%	64%	70%	75%	61%	64%	67%	83% a	69%	75%
Don't Know	42	26	14	1	*	*	27	2	1	3	*
	2%	2%	5% a	2%	*%	4%	2%	1%	1%	16% abce	*%
NET:											
Yes	550	443	87	17	2	1	381	74	7	3	12
	32%	32%	31%	28%	25%	35%	34% c	32%	16%	15%	25%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1849	122	94	170	48	129	143	119	100	101
Effective base	713	65	55	101	24	67	91	78	52	54
Weighted Base	1726	147	133	266	59	166	265	225	134	129
Yes, and we have tried another provider	216	20	16	24	3	22	30	33	14	24
	12%	13%	12%	9%	5%	13%	11%	15%	10%	19%
Yes, but we have not tried another provider	335	18	28	53	14	36	80	40	22	23
	19%	12%	21%	20%	24%	22%	30% a	18%	17%	18%
No	1134	107	87	180	40	107	149	140	96	81
	66%	73% f	65%	68%	68%	65%	56%	62%	72%	63%
Don't Know	42	2	2	10	2	1	7	13	2	1
	2%	1%	1%	4%	4%	*%	3%	6%	1%	1%
NET:										
Yes	550	38	44	77	17	58	109	73	36	47
	32%	26%	33%	29%	29%	35%	41% a	32%	27%	36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1849	278	316	432	1026	823	290	268	265
Effective base	713	144	171	269	581	224	90	77	105
Weighted Base	1726	354	413	757	1524	202	98	71	33
Yes, and we have tried another provider	216	49	49	86	184	31	15	13	3
	12%	14%	12%	11%	12%	16%	15%	18%	10%
Yes, but we have not tried another provider	335	73	69	173	315	20	10	8	3
	19%	21%	17%	23%	21%	10%	10%	11%	8%
		efh	eh	efgh	efgh				
No	1134	229	290	469	988	147	72	49	26
	66%	65%	70%	62%	65%	73%	74%	68%	79%
						cd	c		acd
Don't Know	42	4	5	29	38	4	1	2	1
	2%	1%	1%	4%	2%	2%	1%	3%	3%
NET:									
Yes	550	122	118	259	499	51	25	21	6
	32%	34%	29%	34%	33%	25%	25%	29%	18%
		h	h	eh	eh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1849	81	136	154	201	314	76	71	88	864
Effective base	713	33	37	44	88	120	32	23	29	349
Weighted Base	1726	71	75	100	224	256	79	52	57	887
Yes, and we have tried another provider	216	12	17	18	26	62	10	5	1	81
	12%	17%	22%	18%	11%	24%	13%	10%	2%	9%
		h	hi	h		dhi				
Yes, but we have not tried another provider	335	10	18	19	59	47	21	4	6	169
	19%	14%	24%	19%	26%	18%	26%	8%	11%	19%
No	1134	49	33	56	134	143	44	40	50	619
	66%	69%	44%	55%	60%	56%	56%	77%	87%	70%
		b						b	bcdef	be
Don't Know	42	*	7	7	7	3	4	2	*	17
	2%	1%	9%	7%	3%	1%	5%	5%	*%	2%
			ei	ei						
NET:										
Yes	550	21	35	37	84	110	31	10	7	250
	32%	30%	47%	37%	37%	43%	39%	18%	13%	28%
			ghi	h	h	ghi	h			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1849	436	390	1023	1611	238	1530	319	1794	55
Effective base	713	164	151	399	602	112	641	80	691	22
Weighted Base	1726	395	335	996	1424	302	1592	135	1669	57
Yes, and we have tried another provider	216	55	73	88	167	49	201	15	199	17
	12%	14%	22% c	9%	12%	16%	13%	11%	12%	30% a
Yes, but we have not tried another provider	335	87	68	179	297	38	301	34	330	5
	19%	22%	20%	18%	21% b	13%	19%	25%	20%	8%
No	1134	238	187	709	924	211	1056	79	1098	36
	66%	60%	56%	71% ab	65%	70%	66%	59%	66%	63%
Don't Know	42	14	7	20	37	5	35	7	42	-
	2%	4%	2%	2%	3%	2%	2%	5%	2%	-%
NET:										
Yes	550	143	141	267	463	87	502	49	529	22
	32%	36% c	42% c	27%	33%	29%	32%	36%	32%	37%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1849	1075	407	358	1466	262	53	68	1728	121
Effective base	713	439	124	147	608	74	16	17	681	33
Weighted Base	1726	1105	270	339	1501	155	31	39	1656	70
Yes, and we have tried another provider	216	90	33	86	163	35	10	8	198	18
	12%	8%	12%	25%	11%	23%	33%	20%	12%	26%
				ab		ae	ae			ae
Yes, but we have not tried another provider	335	179	72	84	271	37	5	22	308	27
	19%	16%	27%	25%	18%	24%	17%	56%	19%	38%
			a	a				abce		ae
No	1134	813	155	160	1037	76	15	6	1113	21
	66%	74%	57%	47%	69%	49%	48%	16%	67%	30%
		bc			bdf	d	d		bdf	
Don't Know	42	23	10	8	30	7	1	3	37	4
	2%	2%	4%	2%	2%	4%	3%	9%	2%	6%
NET:										
Yes	550	269	105	170	433	72	15	29	506	45
	32%	24%	39%	50%	29%	47%	49%	76%	31%	64%
			a	a		ae		abe		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1849	773	693	383	1628	1350	1692	1231	728	645
Effective base	713	357	253	107	623	517	659	478	289	221
Weighted Base	1726	925	576	225	1523	1243	1603	1139	725	519
Yes, and we have tried another provider	216	58	105	53	172	183	189	192	114	70
	12%	6%	18%	23%	11%	15%	12%	17%	16%	13%
			a	a				ac		
Yes, but we have not tried another provider	335	141	130	64	296	258	313	258	175	159
	19%	15%	23%	28%	19%	21%	20%	23%	24%	31%
			a	a						abcd
No	1134	706	331	97	1017	768	1062	661	411	281
	66%	76%	57%	43%	67%	62%	66%	58%	57%	54%
		bc	c		def		def			
Don't Know	42	20	11	11	37	34	39	28	25	10
	2%	2%	2%	5%	2%	3%	2%	2%	3%	2%
NET:										
Yes	550	199	235	117	469	441	502	449	289	228
	32%	21%	41%	52%	31%	35%	31%	39%	40%	44%
			a	ab				ac	ac	abc

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1849	316	882	124	136	96	85	53	234
Effective base	713	147	386	40	37	19	18	17	53
Weighted Base	1726	372	967	78	81	36	32	37	105
Yes, and we have tried another provider	216	11	129	14	13	4	6	11	21
	12%	3%	13%	19%	17%	12%	18%	29%	20%
			a	a	a		a	a	a
Yes, but we have not tried another provider	335	58	196	11	15	12	6	15	33
	19%	16%	20%	14%	19%	32%	20%	41%	31%
								abc	a
No	1134	301	614	48	50	19	19	10	48
	66%	81%	63%	62%	62%	51%	62%	27%	46%
		bcdegh	gh	g	g		g		
Don't Know	42	2	28	4	2	2	*	1	3
	2%	1%	3%	5%	2%	5%	*%	3%	3%
NET:									
Yes	550	69	325	26	29	16	12	26	54
	32%	18%	34%	33%	35%	44%	38%	70%	51%
			a		a	a		abcd	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1849	1083	176	122	102	57	69	19	879	194	111	72	38	36	20
Effective base	713	483	56	32	24	12	20	5	392	53	34	21	9	14	8
Weighted Base	1726	1226	123	68	49	22	23	12	963	135	62	25	26	12	20
Yes, and we have tried another provider	216	128	21	7	7	5	3	*	128	19	17	7	1	1	9
	12%	10%	17%	11%	15%	24%	13%	2%	13%	14%	27% a	28%	4%	12%	48%
Yes, but we have not tried another provider	335	220	29	15	15	5	5	7	190	34	9	3	10	2	10
	19%	18%	24%	22%	31%	22%	23%	56%	20%	25%	15%	14%	37%	15%	50%
No	1134	850	67	44	26	12	14	4	621	74	35	15	14	8	1
	66%	69% b	54%	64%	54%	53%	61%	37%	64%	55%	58%	59%	53%	69%	3%
Don't Know	42	27	7	2	-	*	1	1	24	8	*	-	2	1	-
	2%	2%	5%	3%	-%	1%	2%	6%	3%	6%	*%	-%	6%	5%	-%
NET:															
Yes	550	349	50	22	22	10	9	7	318	53	26	10	10	3	19
	32%	28%	41%	33%	46%	46%	37%	58%	33%	39%	42%	41%	40%	27%	97%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	*g	h	a	b	c	d	e
Unweighted Base	1849	790	155	107	72	41	40	26	107	704	323	385	193	82
Effective base	713	342	47	33	26	13	9	12	33	313	139	142	44	22
Weighted Base	1726	827	119	85	43	22	19	24	65	800	325	324	90	59
Yes, and we have tried another provider	216	113	27	23	11	5	9	4	18	64	40	66	10	8
	12%	14%	23%	27%	25%	22%	47%	17%	27%	8%	12%	20%	11%	13%
				a			a		a			a		
Yes, but we have not tried another provider	335	174	20	18	12	11	7	16	34	118	60	86	27	20
	19%	21%	17%	21%	28%	51%	37%	66%	53%	15%	19%	27%	30%	34%
						abc			abc			a	a	a
No	1134	521	67	44	16	6	3	4	13	594	216	168	52	29
	66%	63%	56%	52%	37%	27%	14%	17%	19%	74%	66%	52%	58%	49%
		defh	fh	fh						cde	c			
Don't Know	42	18	5	*	4	-	*	-	*	23	9	4	*	2
	2%	2%	4%	*%	10%	-%	2%	-%	1%	3%	3%	1%	*%	4%
					a									
NET:														
Yes	550	287	47	40	23	16	16	20	52	182	101	153	37	28
	32%	35%	40%	48%	53%	73%	84%	83%	80%	23%	31%	47%	42%	47%
						ab	ab		abcd			ab	a	a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1849	761	299	334	164	64	607	259	284	130	59
Effective base	713	335	126	114	33	14	274	97	97	31	17
Weighted Base	1726	866	289	255	71	36	690	225	212	64	47
Yes, and we have tried another provider	216	81	33	48	9	2	63	47	56	9	8
	12%	9%	11%	19%	12%	6%	9%	21%	27%	14%	16%
				a				a	a		
Yes, but we have not tried another provider	335	134	64	69	15	13	131	39	57	18	11
	19%	16%	22%	27%	22%	36%	19%	17%	27%	29%	23%
				a		a					
No	1134	625	186	135	46	20	475	131	95	37	27
	66%	72%	64%	53%	65%	56%	69%	58%	45%	57%	57%
		c					c				
Don't Know	42	26	7	4	*	1	21	8	3	*	2
	2%	3%	2%	2%	1%	2%	3%	4%	2%	1%	4%
NET:											
Yes	550	215	97	117	24	15	195	85	113	27	19
	32%	25%	33%	46%	34%	42%	28%	38%	53%	42%	40%
				a					ab		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	*b
Unweighted Base	1849	583	213	251	110	57	646	113	459	1849	-	1610	18
Effective base	713	251	72	101	34	15	263	37	174	713	-	618	5
Weighted Base	1726	623	155	234	77	34	629	86	414	1726	-	1507	16
Yes, and we have tried another provider	216	65	26	76	20	5	155	7	29	216	-	171	1
	12%	10%	17%	32% ab	25% a	15%	25% bc	9%	7%	12%	-%	11%	9%
Yes, but we have not tried another provider	335	134	38	43	22	20	139	27	91	335	-	291	6
	19%	22%	25%	18%	28%	60% abcd	22%	32%	22%	19%	-%	19%	36%
No	1134	405	90	109	36	8	325	45	286	1134	-	1008	8
	66%	65% cde	58% e	46%	46%	23%	52%	52%	69% a	66%	-%	67%	53%
Don't Know	42	18	*	6	*	1	10	6	8	42	-	37	*
	2%	3%	*%	3%	1%	2%	2%	7% a	2%	2%	-%	2%	1%
NET:													
Yes	550	199	64	119	41	25	294	35	121	550	-	461	7
	32%	32%	41%	51% a	53% a	75% ab	47% c	40%	29%	32%	-%	31%	46%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1849	1259	91	918	313	1610	18	1263	87	920	311
Effective base	713	495	23	363	116	619	4	495	22	361	117
Weighted Base	1726	1176	67	839	300	1512	11	1186	57	845	294
Yes, and we have tried another provider	216	168	15	116	75	172	*	173	10	127	65
	12%	14%	22%	14%	25% a	11%	4%	15%	17%	15%	22%
Yes, but we have not tried another provider	335	231	27	188	70	296	1	236	22	186	71
	19%	20%	41% a	22%	23%	20%	7%	20%	38% a	22%	24%
No	1134	747	21	515	146	1007	9	742	26	508	153
	66%	64% b	31%	61% b	49%	67%	88%	63%	45%	60%	52%
Don't Know	42	30	4	19	9	37	*	34	-	24	4
	2%	3%	7%	2%	3%	2%	2%	3%	-%	3%	1%
NET:											
Yes	550	399	42	304	145	468	1	409	32	313	136
	32%	34%	63% a	36%	48% a	31%	11%	35%	55% a	37%	46%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1849	809	1296	200	1	777	969	152	1	843	728	189	-
Effective base	713	312	495	72	1	303	370	59	1	335	281	75	-
Weighted Base	1726	766	1202	190	4	731	858	150	1	801	634	173	-
Yes, and we have tried another provider	216	103	140	39	-	119	132	47	1	159	119	55	-
	12%	13%	12%	20%	-%	16%	15%	31%	100%	20%	19%	32%	-%
				b				ab				ab	
Yes, but we have not tried another provider	335	185	204	47	4	178	166	41	-	204	132	47	-
	19%	24%	17%	25%	100%	24%	19%	27%	-%	26%	21%	27%	-%
		b											
No	1134	455	834	102	-	415	543	59	-	421	374	69	-
	66%	59%	69%	54%	-%	57%	63%	39%	-%	52%	59%	40%	-%
			ac			c	c				c		
Don't Know	42	23	24	3	-	18	17	3	-	18	9	2	-
	2%	3%	2%	2%	-%	3%	2%	2%	-%	2%	1%	1%	-%
NET:													
Yes	550	288	344	85	4	298	298	88	1	363	251	102	-
	32%	38%	29%	45%	100%	41%	35%	59%	100%	45%	40%	59%	-%
		b		b				ab				ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1849	1542	1231	925	1255	945	45	526	454	464	106	60
Effective base	713	593	475	371	476	385	13	239	200	196	51	28
Weighted Base	1726	1457	1143	877	1159	958	22	576	494	471	115	70
Yes, and we have tried another provider	216	165	172	148	141	121	5	98	83	90	39	24
	12%	11%	15%	17%	12%	13%	22%	17%	17%	19%	34%	35%
				a							abc	ab
Yes, but we have not tried another provider	335	277	239	194	238	173	11	122	125	103	24	16
	19%	19%	21%	22%	21%	18%	51%	21%	25%	22%	21%	22%
							ab					
No	1134	988	705	517	750	646	6	346	277	276	51	30
	66%	68%	62%	59%	65%	67%	27%	60%	56%	59%	44%	43%
		bc			c	c		d				
Don't Know	42	27	28	18	30	18	-	9	9	2	1	-
	2%	2%	2%	2%	3%	2%	-%	2%	2%	*%	1%	-%
NET:												
Yes	550	442	410	342	379	294	16	221	208	193	63	40
	32%	30%	36%	39%	33%	31%	73%	38%	42%	41%	55%	57%
				a			ab				a	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1849	192	106	75	40	1607	1175	1671	1205	1078	738	1521	169	-	1475	112
Effective base	713	87	33	34	16	611	401	631	424	363	297	574	64	-	545	57
Weighted Base	1726	211	89	83	31	1442	907	1494	984	808	714	1372	156	-	1273	142
Yes, and we have tried another provider	216	47	14	46	11	183	142	191	164	147	114	171	32	-	135	38
	12%	22%	16%	56% ab	34%	13%	16%	13%	17%	18% ac	16%	12%	21%	-%	11%	26% a
Yes, but we have not tried another provider	335	60	48	22	11	266	184	292	205	170	191	259	47	-	250	34
	19%	28%	54% ac	27%	36%	18%	20%	20%	21%	21%	27% b	19%	30% b	-%	20%	24%
No	1134	103	25	9	9	965	559	981	599	479	391	919	77	-	863	69
	66%	49% bc	28%	11%	30%	67% de	62%	66% e	61%	59%	55%	67% ac	50%	-%	68% b	49%
Don't Know	42	2	2	5	-	28	23	30	16	12	18	23	*	-	26	1
	2%	1%	3%	6%	-%	2%	3%	2%	2%	2%	3%	2%	*%	-%	2%	1%
NET:																
Yes	550	107	62	69	22	449	325	482	369	317	305	430	79	-	385	72
	32%	51%	69%	83% a	70%	31%	36%	32%	38% a	39% ac	43% b	31%	50% b	-%	30%	51% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1849	681	1168	422	18	194	315	202	1232	389	267	337	1200
Effective base	713	287	426	163	10	72	129	73	488	144	91	136	468
Weighted Base	1726	699	1027	395	32	174	319	188	1200	323	216	335	1134
Yes, and we have tried another provider	216	132	84	112	6	54	81	61	104	51	216	-	-
	12%	19%	8%	28%	19%	31%	25%	32%	9%	16%	100%	-%	-%
		b						bc		b	bc		
Yes, but we have not tried another provider	335	209	126	79	10	54	56	35	241	55	-	335	-
	19%	30%	12%	20%	31%	31%	18%	19%	20%	17%	-%	100%	-%
		b				b						ac	
No	1134	346	788	193	14	64	171	88	829	215	-	-	1134
	66%	49%	77%	49%	44%	37%	54%	47%	69%	67%	-%	-%	100%
			a				a		a	a			ab
Don't Know	42	13	29	10	2	2	11	3	25	1	-	-	-
	2%	2%	3%	3%	6%	1%	4%	2%	2%	*%	-%	-%	-%
NET:													
Yes	550	341	210	191	16	108	137	96	345	106	216	335	-
	32%	49%	20%	48%	50%	62%	43%	51%	29%	33%	100%	100%	-%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1849	1047	802
Effective base	713	343	371
Weighted Base	1726	799	927
Yes, and we have tried another provider	216	132	84
	12%	16%	9%
		b	
Yes, but we have not tried another provider	335	193	142
	19%	24%	15%
		b	
No	1134	454	680
	66%	57%	73%
			a
Don't Know	42	21	21
	2%	3%	2%
NET:			
Yes	550	324	226
	32%	41%	24%
		b	

Columns Tested:: a,b

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1849	113	198	122	157	116	194	51	225	143	137	190	203
Effective base	713	15	76	50	34	41	70	24	122	77	56	117	112
Weighted Base	1726	31	266	136	84	114	225	14	263	153	72	193	176
Yes, and we have tried another provider	216	5	11	24	5	18	43	3	35	21	10	26	13
	12%	17%	4%	18%	6%	16%	19%	24%	13%	14%	14%	14%	7%
				b		b	bl	bdl	b	b	b	b	
Yes, but we have not tried another provider	335	3	48	30	13	25	41	1	53	40	7	31	43
	19%	10%	18%	22%	15%	22%	18%	7%	20%	26%	10%	16%	25%
										gj			j
No	1134	22	206	81	58	71	133	10	174	90	52	127	111
	66%	71%	77%	60%	69%	62%	59%	69%	66%	59%	73%	66%	63%
			cfil										
Don't Know	42	1	1	*	9	-	8	*	*	3	2	8	8
	2%	3%	1%	*%	10%	-%	4%	*%	*%	2%	3%	4%	5%
					bh							h	h
NET:													
Yes	550	8	59	54	17	43	84	4	89	61	17	58	57
	32%	27%	22%	40%	21%	38%	37%	31%	34%	40%	24%	30%	32%
				b			b			bd			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 459 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail?

Base: All those who use Royal Mail as their main provider

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1849	433	467	419	530	900	949
Effective base	713	138	142	211	283	280	484
Weighted Base	1726	433	423	430	440	856	871
Yes, and we have tried another provider	216	40	66	60	50	106	110
	12%	9%	16%	14%	11%	12%	13%
Yes, but we have not tried another provider	335	81	78	94	82	159	176
	19%	19%	19%	22%	19%	19%	20%
No	1134	309	262	273	290	571	563
	66%	71%	62%	63%	66%	67%	65%
Don't Know	42	3	17	3	19	20	22
	2%	1%	4%	1%	4%	2%	2%
			c		ac		
NET:							
Yes	550	121	144	154	131	265	285
	32%	28%	34%	36%	30%	31%	33%

Columns Tested:: a,b,c,d - a,b

Table 509

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1325	334	991	936	214	53	122	389
Effective base	511	79	440	469	90	22	48	116
Weighted Base	1227	132	1095	1170	49	6	3	57
We don't post large enough volumes	467	63	405	450	16	1	*	18
	38%	47%	37%	38% d	33% d	25%	10%	31% d
We are near a Post Office	447	37	410	426	18	2	*	21
	36%	28%	37%	36% d	37% d	44% d	13%	36% d
Our chosen provider is safe enough for our needs	349	20	329	335	12	1	1	14
	28%	15%	30% a	29%	25%	23%	26%	25%
Our chosen provider is reliable enough for our needs	323	23	300	310	12	1	1	14
	26%	18%	27%	26%	24%	25%	22%	24%
Our chosen provider is fast enough for our needs	218	9	209	201	15	1	*	16
	18%	7%	19% a	17%	31% a	19%	17%	29% a
Don't know enough about what other providers offer	172	1	171	166	5	*	*	6
	14%	1%	16% a	14%	11%	8%	12%	11%
Don't know enough about other providers and their services	123	2	121	118	5	1	*	5
	10%	2%	11% a	10% d	10%	10%	1%	9%
Others more expensive than our current providers	113	4	109	106	6	1	*	7
	9%	3%	10%	9%	13%	13%	10%	13%
Our customers prefer our chosen provider	89	10	79	85	3	*	*	4
	7%	7%	7%	7%	6%	2%	15%	6%

Columns Tested:: a,b - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1325	334	991	936	214	53	122	389
Effective base	511	79	440	469	90	22	48	116
Weighted Base	1227	132	1095	1170	49	6	3	57
Unaware of other providers	63	5	58	59	4	1	*	5
	5%	4%	5%	5%	8%	10%	14% a	8%
Other operators do not provide the service I need	49	2	47	46	3	1	*	4
	4%	1%	4%	4%	5%	14% a	7%	6%
Other providers don't pick up post in this area	28	1	27	26	3	-	*	3
	2%	1%	2%	2%	5%	-%	1%	5%
Other providers could not deliver to all the areas we need	26	1	25	24	2	*	*	2
	2%	1%	2%	2%	3%	4%	4%	3%
Effort involved in switching outweighs the benefit	91	*	90	88	3	1	*	3
	7%	*%	8% a	7%	5%	9%	6%	6%
No reason	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	2	29	30	*	-	-	*
	3%	1%	3%	3%	1%	-%	-%	1%
Don't know	62	12	50	60	2	*	*	2
	5%	9%	5%	5%	4%	6%	6%	4%

Columns Tested:: a,b - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	439	373	124	134	133	122	936	214	175
Effective base	511	245	187	50	58	51	48	469	90	43
Weighted Base	1227	683	406	81	34	20	3	1170	49	8
We don't post large enough volumes	467	283	139	28	12	5	*	450	16	2
	38%	41%	34%	34%	35%	27%	10%	38%	33%	20%
		fi	f	f	f	f		fi	f	
We are near a Post Office	447	252	147	27	13	7	*	426	18	3
	36%	37%	36%	33%	38%	36%	13%	36%	37%	34%
		f	f	f	f	f		f	f	f
Our chosen provider is safe enough for our needs	349	185	130	19	8	5	1	335	12	2
	28%	27%	32%	24%	24%	27%	26%	29%	25%	24%
Our chosen provider is reliable enough for our needs	323	174	116	20	9	4	1	310	12	2
	26%	26%	28%	24%	25%	21%	22%	26%	24%	24%
Our chosen provider is fast enough for our needs	218	106	85	11	12	4	*	201	15	2
	18%	15%	21%	14%	36%	18%	17%	17%	31%	18%
					abcefg				acg	
Don't know enough about what other providers offer	172	92	64	10	4	2	*	166	5	1
	14%	13%	16%	12%	10%	11%	12%	14%	11%	9%
Don't know enough about other providers and their services	123	76	38	4	3	2	*	118	5	1
	10%	11%	9%	5%	10%	10%	1%	10%	10%	7%
		f						f		
Others more expensive than our current providers	113	72	28	6	5	2	*	106	6	1
	9%	11%	7%	7%	13%	12%	10%	9%	13%	12%
Our customers prefer our chosen provider	89	44	33	8	2	1	*	85	3	1
	7%	7%	8%	10%	6%	6%	15%	7%	6%	6%
							a			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	439	373	124	134	133	122	936	214	175
Effective base	511	245	187	50	58	51	48	469	90	43
Weighted Base	1227	683	406	81	34	20	3	1170	49	8
Unaware of other providers	63	34	22	3	3	1	*	59	4	1
	5%	5%	5%	4%	8%	7%	14% ag	5%	8%	11%
Other operators do not provide the service I need	49	26	15	4	2	1	*	46	3	1
	4%	4%	4%	5%	7%	5%	7%	4%	5%	11% g
Other providers don't pick up post in this area	28	13	9	4	2	1	*	26	3	*
	2%	2%	2%	5%	5%	4%	1%	2%	5%	*%
Other providers could not deliver to all the areas we need	26	9	12	3	1	1	*	24	2	*
	2%	1%	3%	3%	3%	4%	4%	2%	3%	4%
Effort involved in switching outweighs the benefit	91	57	24	7	1	2	*	88	3	1
	7%	8%	6%	9%	2%	12% d	6%	7%	5%	8%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	27	3	1	*	*	-	30	*	-
	3%	4% b	1%	1%	1%	*%	-%	3%	1%	-%
Don't know	62	33	22	5	2	1	*	60	2	1
	5%	5%	5%	6%	5%	3%	6%	5%	4%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1325	609	327	214	53	122	471	217	78	61	135
Effective base	511	353	146	90	22	48	276	102	25	18	26
Weighted Base	1227	962	208	49	6	3	764	181	46	23	38
We don't post large enough volumes	467	377	73	16	1	*	289	70	14	4	19
	38%	39% e	35% e	33% e	25%	10%	38%	38%	30%	18%	50% d
We are near a Post Office	447	353	73	18	2	*	289	72	13	6	16
	36%	37% e	35% e	37% e	44% e	13%	38%	40%	28%	26%	42%
Our chosen provider is safe enough for our needs	349	281	55	12	1	1	215	56	14	6	13
	28%	29%	26%	25%	23%	26%	28%	31%	30%	26%	33%
Our chosen provider is reliable enough for our needs	323	261	49	12	1	1	201	53	12	4	14
	26%	27%	23%	24%	25%	22%	26%	29%	26%	19%	35%
Our chosen provider is fast enough for our needs	218	172	30	15	1	*	133	42	8	3	10
	18%	18%	14%	31% ab	19%	17%	17%	23%	16%	13%	26%
Don't know enough about what other providers offer	172	145	20	5	*	*	118	19	11	3	5
	14%	15%	10%	11%	8%	12%	15%	10%	23%	14%	13%
Don't know enough about other providers and their services	123	107	11	5	1	*	91	9	7	1	2
	10%	11% be	5%	10%	10%	1%	12%	5%	16%	6%	6%
Others more expensive than our current providers	113	89	17	6	1	*	69	20	7	5	2
	9%	9%	8%	13%	13%	10%	9%	11%	14%	24%	6%
Our customers prefer our chosen provider	89	65	21	3	*	*	48	17	5	8	1
	7%	7%	10%	6%	2%	15% a	6%	9%	11%	35% abe	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1325	609	327	214	53	122	471	217	78	61	135
Effective base	511	353	146	90	22	48	276	102	25	18	26
Weighted Base	1227	962	208	49	6	3	764	181	46	23	38
Unaware of other providers	63	50	8	4	1	*	39	14	1	1	1
	5%	5%	4%	8%	10%	14% ab	5%	8%	2%	6%	4%
Other operators do not provide the service I need	49	37	8	3	1	*	30	8	4	3	2
	4%	4%	4%	5%	14% a	7%	4%	4%	9%	13%	4%
Other providers don't pick up post in this area	28	21	4	3	-	*	20	6	1	1	*
	2%	2%	2%	5%	-%	1%	3%	3%	2%	2%	*%
Other providers could not deliver to all the areas we need	26	19	5	2	*	*	15	7	2	-	1
	2%	2%	2%	3%	4%	4%	2%	4%	4%	-%	2%
Effort involved in switching outweighs the benefit	91	75	13	3	1	*	70	11	2	1	2
	7%	8%	6%	5%	9%	6%	9%	6%	4%	5%	5%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	27	3	*	-	-	27	*	1	-	*
	3%	3%	2%	1%	-%	-%	4%	*%	1%	-%	*%
Don't know	62	50	10	2	*	*	35	8	3	*	3
	5%	5%	5%	4%	6%	6%	5%	4%	7%	1%	8%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	91	65	124	37	84	94	77	75	70
Effective base	511	51	35	74	19	44	59	51	41	36
Weighted Base	1227	119	90	192	48	113	160	147	106	91
We don't post large enough volumes	467	38	48	61	24	59	45	66	34	35
	38%	32%	54%	32%	51%	52%	28%	45%	32%	38%
			acf			cf				
We are near a Post Office	447	40	34	73	18	34	47	75	49	23
	36%	34%	37%	38%	38%	30%	30%	51%	46%	25%
								efi		
Our chosen provider is safe enough for our needs	349	38	20	47	8	38	58	38	34	32
	28%	32%	22%	25%	17%	33%	36%	26%	32%	35%
Our chosen provider is reliable enough for our needs	323	32	21	53	13	37	34	45	18	24
	26%	27%	23%	27%	28%	32%	21%	30%	17%	26%
Our chosen provider is fast enough for our needs	218	22	20	35	10	25	21	33	16	16
	18%	18%	22%	18%	20%	22%	13%	22%	15%	17%
Don't know enough about what other providers offer	172	14	17	35	10	16	19	21	19	11
	14%	12%	18%	19%	21%	14%	12%	14%	18%	12%
Don't know enough about other providers and their services	123	12	12	23	9	8	11	21	9	10
	10%	10%	13%	12%	20%	7%	7%	14%	8%	11%
Others more expensive than our current providers	113	13	6	21	3	12	23	12	10	7
	9%	11%	7%	11%	7%	11%	14%	8%	9%	7%
Our customers prefer our chosen provider	89	15	2	14	1	9	16	15	1	6
	7%	13%	3%	7%	2%	7%	10%	10%	1%	6%
		h						h		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	91	65	124	37	84	94	77	75	70
Effective base	511	51	35	74	19	44	59	51	41	36
Weighted Base	1227	119	90	192	48	113	160	147	106	91
Unaware of other providers	63	4	9	14	2	4	6	9	2	6
	5%	4%	10%	7%	3%	4%	4%	6%	2%	6%
Other operators do not provide the service I need	49	17	*	10	-	*	14	5	1	*
	4%	14% behi	1%	5%	-%	*%	8%	3%	*%	*%
Other providers don't pick up post in this area	28	11	1	3	*	3	4	-	*	2
	2%	9% g	1%	2%	*%	3%	2%	-%	*%	2%
Other providers could not deliver to all the areas we need	26	7	-	4	-	1	1	7	3	*
	2%	5%	-%	2%	-%	1%	1%	5%	3%	*%
Effort involved in switching outweighs the benefit	91	16	7	25	2	3	12	4	15	3
	7%	14% e	7%	13% e	5%	2%	8%	3%	14%	3%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	1	-	5	-	-	9	4	4	5
	3%	1%	-%	3%	-%	-%	6%	3%	4%	6%
Don't know	62	4	*	17	*	5	7	12	4	*
	5%	4%	*%	9%	1%	4%	4%	8%	3%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1325	191	231	295	717	608	227	183	198
Effective base	511	100	127	184	410	157	65	49	77
Weighted Base	1227	253	316	499	1068	159	80	50	29
We don't post large enough volumes	467	118	121	171	410	57	31	17	10
	38%	47% c	38%	34%	38%	36%	38%	33%	34%
We are near a Post Office	447	75	123	195	393	53	20	24	10
	36%	30%	39%	39% f	37%	34%	25%	47% af	35%
Our chosen provider is safe enough for our needs	349	78	91	143	312	37	14	16	7
	28%	31%	29%	29%	29%	23%	18%	32%	24%
Our chosen provider is reliable enough for our needs	323	74	72	131	277	46	23	17	7
	26%	29%	23%	26%	26%	29%	28%	33%	23%
Our chosen provider is fast enough for our needs	218	50	57	89	196	22	11	9	3
	18%	20% h	18%	18%	18% h	14%	13%	17%	9%
Don't know enough about what other providers offer	172	37	50	75	163	9	2	4	3
	14%	15% ef	16% ef	15% ef	15% ef	6%	2%	8%	11% f
Don't know enough about other providers and their services	123	28	33	55	116	7	1	5	2
	10%	11% ef	10% ef	11% ef	11% ef	5%	1%	10% f	5%
Others more expensive than our current providers	113	22	29	56	107	6	3	3	1
	9%	9%	9%	11% efh	10% e	4%	4%	5%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1325	191	231	295	717	608	227	183	198
Effective base	511	100	127	184	410	157	65	49	77
Weighted Base	1227	253	316	499	1068	159	80	50	29
Our customers prefer our chosen provider	89	15	19	45	78	11	6	4	1
	7%	6%	6%	9%	7%	7%	7%	7%	4%
Unaware of other providers	63	11	16	29	56	7	4	2	1
	5%	5%	5%	6%	5%	5%	5%	4%	5%
Other operators do not provide the service I need	49	*	18	28	47	2	2	*	*
	4%	*%	6%	6%	4%	2%	2%	1%	2%
			ae	ae	a				
Other providers don't pick up post in this area	28	6	12	7	25	4	2	1	1
	2%	2%	4%	1%	2%	2%	2%	2%	4%
Other providers could not deliver to all the areas we need	26	1	10	13	23	3	2	1	*
	2%	*%	3%	3%	2%	2%	2%	2%	1%
Effort involved in switching outweighs the benefit	91	8	38	42	87	4	1	1	1
	7%	3%	12%	8%	8%	2%	2%	2%	5%
			aefg	ef	e				
No reason	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	5	5	19	29	2	1	*	-
	3%	2%	2%	4%	3%	1%	2%	*%	-%
Don't know	62	5	8	36	49	13	8	3	2
	5%	2%	3%	7%	5%	8%	10%	5%	7%
							ab		

Columns Tested:: a,b,c,d,e,f,g,h

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	53	95	106	132	232	55	51	70	626
Effective base	511	25	25	32	60	86	19	17	27	253
Weighted Base	1227	54	54	78	148	167	49	40	50	642
We don't post large enough volumes	467	25	12	21	49	45	33	20	29	245
	38%	47%	21%	27%	33%	27%	68%	49%	59%	38%
							bcdei		bcdei	
We are near a Post Office	447	27	15	22	47	45	24	19	27	236
	36%	50%	27%	28%	32%	27%	49%	47%	54%	37%
		e							bcde	
Our chosen provider is safe enough for our needs	349	11	21	25	38	32	14	11	23	195
	28%	21%	39%	32%	25%	19%	29%	27%	46%	30%
			e						e	e
Our chosen provider is reliable enough for our needs	323	18	17	21	53	31	13	13	17	158
	26%	33%	32%	27%	36%	18%	27%	31%	34%	25%
					e					
Our chosen provider is fast enough for our needs	218	11	17	17	30	28	7	5	15	104
	18%	21%	32%	22%	20%	17%	15%	12%	31%	16%
Don't know enough about what other providers offer	172	5	7	17	23	15	9	1	7	94
	14%	9%	13%	22%	16%	9%	19%	2%	14%	15%
Don't know enough about other providers and their services	123	14	6	6	10	4	17	1	9	64
	10%	26%	11%	8%	7%	2%	34%	1%	18%	10%
		cdegi					cdegi		e	e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	53	95	106	132	232	55	51	70	626
Effective base	511	25	25	32	60	86	19	17	27	253
Weighted Base	1227	54	54	78	148	167	49	40	50	642
Others more expensive than our current providers	113	6	16	16	11	24	10	2	6	38
	9%	11%	29% di	21% i	7%	14% i	21% i	5%	11%	6%
Our customers prefer our chosen provider	89	7	18	22	6	19	5	*	3	28
	7%	12%	33% deghi	28% deghi	4%	11% i	10%	1%	6%	4%
Unaware of other providers	63	2	1	4	15	6	5	3	7	22
	5%	3%	3%	6%	10% i	3%	11%	8%	13% i	3%
Other operators do not provide the service I need	49	*	6	11	8	10	1	1	1	16
	4%	1%	12% i	15% i	5%	6%	2%	2%	3%	3%
Other providers don't pick up post in this area	28	2	4	7	7	4	*	-	*	8
	2%	3%	7%	9% i	5%	2%	1%	-%	1%	1%
Other providers could not deliver to all the areas we need	26	1	9	9	*	6	*	-	*	9
	2%	1%	16% dei	11% di	*%	4%	*%	-%	1%	1%
Effort involved in switching outweighs the benefit	91	1	1	1	5	8	2	1	3	70
	7%	2%	2%	1%	3%	5%	5%	1%	6%	11%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1325	53	95	106	132	232	55	51	70	626
Effective base	511	25	25	32	60	86	19	17	27	253
Weighted Base	1227	54	54	78	148	167	49	40	50	642
Other	31	-	*	5	*	8	-	1	*	17
	3%	-%	*%	6%	*%	5%	-%	3%	*%	3%
Don't know	62	2	1	1	6	22	*	*	*	30
	5%	4%	2%	1%	4%	13%	*%	*%	1%	5%
						ci				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1325	291	287	747	1151	174	1115	210	1290	35
Effective base	511	116	103	294	431	82	466	49	496	16
Weighted Base	1227	279	216	732	1006	221	1141	86	1191	36
We don't post large enough volumes	467	95	78	294	371	96	448	20	458	9
	38%	34%	36%	40%	37%	43%	39% b	23%	38%	26%
We are near a Post Office	447	96	69	282	356	90	412	35	438	8
	36%	34%	32%	39%	35%	41%	36%	41%	37%	24%
Our chosen provider is safe enough for our needs	349	74	46	229	291	58	323	26	340	9
	28%	26%	21%	31%	29%	26%	28%	30%	29%	25%
Our chosen provider is reliable enough for our needs	323	92	44	188	264	59	307	16	318	6
	26%	33% b	20%	26%	26%	27%	27%	19%	27%	16%
Our chosen provider is fast enough for our needs	218	59	35	124	167	51	205	13	212	6
	18%	21%	16%	17%	17%	23%	18%	15%	18%	16%
Don't know enough about what other providers offer	172	45	25	102	145	26	149	22	161	11
	14%	16%	12%	14%	14%	12%	13%	26% a	14%	30%
Don't know enough about other providers and their services	123	30	21	73	96	27	116	8	121	3
	10%	11%	10%	10%	10%	12%	10%	9%	10%	7%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1325	291	287	747	1151	174	1115	210	1290	35
Effective base	511	116	103	294	431	82	466	49	496	16
Weighted Base	1227	279	216	732	1006	221	1141	86	1191	36
Others more expensive than our current providers	113	33	34	46	96	17	112	2	112	1
	9%	12%	16% c	6%	10%	8%	10%	2%	9%	4%
Our customers prefer our chosen provider	89	34	24	31	78	11	81	8	89	*
	7%	12% c	11% c	4%	8%	5%	7%	9%	7%	1%
Unaware of other providers	63	21	11	32	52	11	56	8	62	1
	5%	7%	5%	4%	5%	5%	5%	9%	5%	3%
Other operators do not provide the service I need	49	20	11	18	49	*	44	5	41	8
	4%	7% c	5%	3%	5%	*%	4%	6%	3%	22% a
Other providers don't pick up post in this area	28	16	4	8	19	9	25	4	28	-
	2%	6% c	2%	1%	2%	4%	2%	4%	2%	-%
Other providers could not deliver to all the areas we need	26	10	6	9	25	1	25	1	26	-
	2%	4%	3%	1%	2%	1%	2%	1%	2%	-%
Effort involved in switching outweighs the benefit	91	7	10	73	78	12	88	3	91	*
	7%	3%	5%	10% a	8%	6%	8%	4%	8%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1325	291	287	747	1151	174	1115	210	1290	35
Effective base	511	116	103	294	431	82	466	49	496	16
Weighted Base	1227	279	216	732	1006	221	1141	86	1191	36
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	5	8	18	23	8	31	*	30	*
	3%	2%	4%	2%	2%	4%	3%	*%	3%	1%
Don't know	62	9	23	30	56	7	58	4	62	*
	5%	3%	10% ac	4%	6%	3%	5%	5%	5%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1325	836	274	210	1074	183	34	34	1257	68
Effective base	511	345	83	81	449	49	10	6	496	16
Weighted Base	1227	857	181	183	1099	96	17	15	1195	32
We don't post large enough volumes	467	373	47	47	451	15	1	1	465	2
	38%	44%	26%	26%	41%	15%	8%	6%	39%	7%
		bc			bcf				bcf	
We are near a Post Office	447	294	71	78	412	32	2	1	444	3
	36%	34%	39%	43%	37%	33%	14%	4%	37%	9%
					f				f	
Our chosen provider is safe enough for our needs	349	252	53	44	319	21	4	5	340	9
	28%	29%	29%	24%	29%	22%	25%	30%	28%	28%
Our chosen provider is reliable enough for our needs	323	213	58	52	289	20	5	8	310	14
	26%	25%	32%	29%	26%	21%	30%	55%	26%	42%
Our chosen provider is fast enough for our needs	218	146	34	38	198	13	5	1	211	6
	18%	17%	19%	21%	18%	14%	30%	7%	18%	20%
Don't know enough about what other providers offer	172	123	28	20	152	16	1	3	168	4
	14%	14%	16%	11%	14%	17%	5%	21%	14%	12%
Don't know enough about other providers and their services	123	94	14	15	110	13	-	*	123	*
	10%	11%	8%	8%	10%	14%	-%	*%	10%	*%
Others more expensive than our current providers	113	54	20	39	95	13	1	3	108	5
	9%	6%	11%	21%	9%	14%	8%	22%	9%	14%
				a						
Our customers prefer our chosen provider	89	32	23	35	58	18	4	9	77	12
	7%	4%	12%	19%	5%	19%	22%	57%	6%	38%
			a	a		ae	ae	abe		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1325	836	274	210	1074	183	34	34	1257	68
Effective base	511	345	83	81	449	49	10	6	496	16
Weighted Base	1227	857	181	183	1099	96	17	15	1195	32
Unaware of other providers	63	50	4	10	56	7	*	*	63	*
	5%	6%	2%	5%	5%	8%	1%	*%	5%	1%
Other operators do not provide the service I need	49	23	16	10	40	5	*	4	45	4
	4%	3%	9%	5%	4%	5%	*%	26%	4%	12%
			a					ae		
Other providers don't pick up post in this area	28	16	4	8	24	3	2	*	27	2
	2%	2%	2%	5%	2%	3%	10%	*%	2%	5%
Other providers could not deliver to all the areas we need	26	10	5	10	15	4	-	6	19	6
	2%	1%	3%	5%	1%	4%	-%	42%	2%	19%
				a				abe		ae
Effort involved in switching outweighs the benefit	91	65	6	18	77	12	1	2	88	2
	7%	8%	3%	10%	7%	12%	4%	12%	7%	8%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	25	1	5	28	2	-	-	31	-
	3%	3%	*%	3%	3%	2%	-%	-%	3%	-%
Don't know	62	40	14	8	54	4	4	-	58	4
	5%	5%	8%	4%	5%	4%	24%	-%	5%	13%
							abe			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1325	619	455	251	1158	908	1203	806	467	411
Effective base	511	286	166	65	446	350	472	315	188	144
Weighted Base	1227	739	359	129	1088	836	1144	744	472	324
We don't post large enough volumes	467	342	109	17	399	283	414	226	127	99
	38%	46%	30%	13%	37%	34%	36%	30%	27%	30%
		bc	c		e		e			
We are near a Post Office	447	228	184	35	410	342	429	300	180	102
	36%	31%	51%	27%	38%	41%	37%	40%	38%	32%
			ac							
Our chosen provider is safe enough for our needs	349	213	106	30	324	242	340	222	151	112
	28%	29%	30%	24%	30%	29%	30%	30%	32%	34%
Our chosen provider is reliable enough for our needs	323	170	120	34	295	234	312	197	128	89
	26%	23%	33%	26%	27%	28%	27%	26%	27%	28%
			a							
Our chosen provider is fast enough for our needs	218	123	75	20	197	158	209	130	83	51
	18%	17%	21%	15%	18%	19%	18%	17%	17%	16%
Don't know enough about what other providers offer	172	106	45	20	160	125	168	112	90	67
	14%	14%	13%	16%	15%	15%	15%	15%	19%	21%
Don't know enough about other providers and their services	123	81	30	13	113	83	120	72	53	37
	10%	11%	8%	10%	10%	10%	11%	10%	11%	11%
Others more expensive than our current providers	113	40	55	18	88	87	106	91	55	34
	9%	5%	15%	14%	8%	10%	9%	12%	12%	11%
			a	a						
Our customers prefer our chosen provider	89	29	30	30	77	67	85	68	46	37
	7%	4%	8%	24%	7%	8%	7%	9%	10%	12%
				ab						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1325	619	455	251	1158	908	1203	806	467	411
Effective base	511	286	166	65	446	350	472	315	188	144
Weighted Base	1227	739	359	129	1088	836	1144	744	472	324
Unaware of other providers	63	45	11	7	59	51	63	43	32	23
	5%	6%	3%	6%	5%	6%	5%	6%	7%	7%
Other operators do not provide the service I need	49	19	21	9	46	41	49	33	22	21
	4%	3%	6%	7%	4%	5%	4%	4%	5%	7%
Other providers don't pick up post in this area	28	18	6	5	23	20	26	22	14	12
	2%	2%	2%	4%	2%	2%	2%	3%	3%	4%
Other providers could not deliver to all the areas we need	26	9	6	10	23	21	24	24	22	15
	2%	1%	2%	8%	2%	3%	2%	3%	5%	5%
				ab						
Effort involved in switching outweighs the benefit	91	50	27	14	83	61	87	52	38	27
	7%	7%	8%	11%	8%	7%	8%	7%	8%	8%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	28	*	2	26	16	27	15	6	3
	3%	4%	*%	2%	2%	2%	2%	2%	1%	1%
		b								
Don't know	62	36	19	8	57	41	58	42	23	9
	5%	5%	5%	6%	5%	5%	5%	6%	5%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1325	272	629	81	86	53	52	30	135
Effective base	511	126	269	27	22	11	10	7	28
Weighted Base	1227	318	655	55	55	20	26	15	60
We don't post large enough volumes	467	136	248	9	10	2	10	*	12
	38%	43%	38%	16%	18%	8%	40%	*%	20%
		cdegh	ceg						
We are near a Post Office	447	88	272	30	18	8	8	5	21
	36%	28%	42%	54%	33%	42%	29%	31%	34%
			a	a					
Our chosen provider is safe enough for our needs	349	99	190	13	21	7	3	6	17
	28%	31%	29%	24%	37%	37%	13%	43%	28%
Our chosen provider is reliable enough for our needs	323	85	180	18	15	6	6	1	13
	26%	27%	28%	33%	27%	32%	23%	8%	22%
Our chosen provider is fast enough for our needs	218	59	122	13	6	5	*	3	9
	18%	19%	19%	24%	11%	27%	*%	21%	14%
Don't know enough about what other providers offer	172	47	93	12	8	2	2	4	8
	14%	15%	14%	22%	15%	9%	9%	26%	13%
Don't know enough about other providers and their services	123	41	68	6	3	1	1	*	3
	10%	13%	10%	12%	5%	6%	5%	1%	5%
Others more expensive than our current providers	113	33	47	7	6	5	3	5	13
	9%	10%	7%	13%	11%	28%	11%	31%	21%
						b		b	b
Our customers prefer our chosen provider	89	21	36	7	7	6	5	3	14
	7%	6%	6%	13%	13%	28%	20%	24%	23%
						ab		b	ab

Columns Tested:: a,b,c,d,e,f,g,h

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1325	272	629	81	86	53	52	30	135
Effective base	511	126	269	27	22	11	10	7	28
Weighted Base	1227	318	655	55	55	20	26	15	60
Unaware of other providers	63	14	40	3	1	*	5	1	6
	5%	5%	6%	5%	1%	1%	18%	5%	9%
Other operators do not provide the service I need	49	8	29	3	1	5	*	3	8
	4%	2%	4%	5%	2%	24%	*%	22%	13%
						abd		ab	a
Other providers don't pick up post in this area	28	8	13	1	*	-	4	-	4
	2%	2%	2%	2%	1%	-%	14%	-%	6%
							b		
Other providers could not deliver to all the areas we need	26	3	14	2	*	1	5	-	5
	2%	1%	2%	3%	1%	3%	19%	-%	9%
							ab		ab
Effort involved in switching outweighs the benefit	91	28	56	*	-	3	*	-	3
	7%	9%	9%	1%	-%	16%	1%	-%	5%
No reason	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	12	14	1	-	-	*	-	*
	3%	4%	2%	2%	-%	-%	*%	-%	*%
Don't know	62	16	32	2	4	3	2	1	6
	5%	5%	5%	3%	6%	13%	9%	6%	9%

Columns Tested:: a,b,c,d,e,f,g,h

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1325	810	115	83	64	29	46	11	627	121	63	48	17	22	10
Effective base	511	359	36	23	14	5	10	2	272	36	19	16	5	9	2
Weighted Base	1227	897	76	50	27	12	21	5	658	89	41	16	18	9	4
We don't post large enough volumes	467	350	22	7	10	5	5	-	262	9	4	2	6	*	-
	38%	39% c	29%	15%	37%	43%	22%	-%	40% bcd	10%	9%	13%	31%	*%	-%
We are near a Post Office	447	334	32	22	10	5	3	4	287	26	13	5	11	1	-
	36%	37%	42%	45%	37%	45%	13%	71%	44%	29%	31%	29%	59%	9%	-%
Our chosen provider is safe enough for our needs	349	277	15	12	13	1	6	1	187	23	16	4	7	3	4
	28%	31%	20%	23%	47%	6%	28%	10%	28%	25%	38%	24%	37%	30%	87%
Our chosen provider is reliable enough for our needs	323	256	9	17	4	1	7	*	186	22	14	3	9	1	*
	26%	29% b	12%	35% b	16%	11%	32%	2%	28%	24%	33%	16%	48%	13%	2%
Our chosen provider is fast enough for our needs	218	175	10	5	3	*	3	*	122	16	12	1	4	3	-
	18%	20%	13%	11%	11%	1%	16%	*%	19%	18%	29%	6%	23%	34%	-%
Don't know enough about what other providers offer	172	134	14	8	2	1	1	*	92	17	9	1	1	1	3
	14%	15%	18%	16%	8%	11%	4%	4%	14%	19%	22%	8%	4%	16%	79%
Don't know enough about other providers and their services	123	102	6	3	2	1	*	*	64	10	7	2	*	-	*
	10%	11%	7%	5%	6%	11%	*%	3%	10%	11%	17%	9%	*%	-%	4%
Others more expensive than our current providers	113	66	9	7	1	2	3	-	62	8	3	6	4	1	3
	9%	7%	12%	14%	4%	14%	13%	-%	9%	9%	7%	34% abc	23%	14%	81%
Our customers prefer our chosen provider	89	57	6	3	5	1	5	*	34	12	4	4	9	*	3
	7%	6%	8%	6%	19%	7%	24% a	1%	5%	14%	11%	25% a	49%	4%	76%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1325	810	115	83	64	29	46	11	627	121	63	48	17	22	10
Effective base	511	359	36	23	14	5	10	2	272	36	19	16	5	9	2
Weighted Base	1227	897	76	50	27	12	21	5	658	89	41	16	18	9	4
Unaware of other providers	63	49	4	*	1	4	1	-	42	2	1	*	4	1	-
	5%	5%	5%	1%	2%	38%	4%	-%	6%	2%	3%	1%	24%	9%	-%
Other operators do not provide the service I need	49	41	4	*	*	*	-	*	23	6	3	1	4	-	3
	4%	5%	5%	1%	1%	2%	-%	*%	4%	7%	7%	5%	24%	-%	80%
Other providers don't pick up post in this area	28	17	1	1	*	-	3	-	10	9	-	-	*	*	-
	2%	2%	2%	2%	*%	-%	15% a	-%	2%	11% a	-%	-%	*%	5%	-%
Other providers could not deliver to all the areas we need	26	15	2	1	*	*	5	-	9	6	1	-	5	*	-
	2%	2%	2%	1%	1%	1%	22% ab	-%	1%	6%	3%	-%	27%	3%	-%
Effort involved in switching outweighs the benefit	91	78	2	*	2	1	*	-	52	5	3	*	-	-	-
	7%	9%	3%	1%	9%	5%	1%	-%	8%	6%	7%	1%	-%	-%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	24	-	1	-	*	-	-	16	-	-	*	-	-	-
	3%	3%	-%	3%	-%	1%	-%	-%	2%	-%	-%	1%	-%	-%	-%
Don't know	62	45	5	1	2	3	*	1	27	6	4	1	*	2	-
	5%	5%	6%	2%	6%	24%	*%	15%	4%	7%	10%	9%	1%	21%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1325	557	100	57	36	22	17	17	56	528	228	261	138	45
Effective base	511	240	33	19	11	6	7	5	13	241	102	92	27	12
Weighted Base	1227	569	81	48	19	7	5	16	28	627	232	185	64	33
We don't post large enough volumes	467	209	8	6	2	-	-	-	-	287	57	53	11	7
	38%	37%	10%	14%	12%	-%	-%	-%	-%	46%	24%	29%	17%	20%
		bch								bcd				
We are near a Post Office	447	247	33	10	8	*	1	-	1	232	86	76	18	15
	36%	43%	41%	22%	44%	1%	18%	-%	3%	37%	37%	41%	28%	46%
		h	h		h									
Our chosen provider is safe enough for our needs	349	171	25	12	7	2	1	4	7	177	75	55	15	18
	28%	30%	31%	25%	34%	31%	27%	24%	26%	28%	32%	30%	24%	55%
														a
Our chosen provider is reliable enough for our needs	323	160	18	9	4	*	1	5	6	144	63	74	22	9
	26%	28%	22%	18%	24%	7%	26%	28%	22%	23%	27%	40%	34%	27%
												a		
Our chosen provider is fast enough for our needs	218	111	15	1	1	*	1	-	1	107	41	40	10	10
	18%	19%	19%	3%	7%	4%	20%	-%	4%	17%	18%	22%	15%	32%
Don't know enough about what other providers offer	172	80	20	8	*	-	1	3	4	95	38	19	10	7
	14%	14%	25%	16%	1%	-%	18%	21%	15%	15%	16%	10%	16%	20%
Don't know enough about other providers and their services	123	53	12	5	-	1	-	*	2	68	25	25	1	2
	10%	9%	15%	11%	-%	20%	-%	1%	6%	11%	11%	13%	2%	5%
Others more expensive than our current providers	113	64	7	2	8	2	1	7	10	40	22	28	7	9
	9%	11%	8%	4%	41%	27%	13%	45%	35%	6%	9%	15%	11%	26%
					abc				abc			a		a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1325	557	100	57	36	22	17	17	56	528	228	261	138	45
Effective base	511	240	33	19	11	6	7	5	13	241	102	92	27	12
Weighted Base	1227	569	81	48	19	7	5	16	28	627	232	185	64	33
Our customers prefer our chosen provider	89	37	12	9	2	*	*	8	8	38	7	16	15	9
	7%	6%	14%	18%	13%	3%	8%	47%	29%	6%	3%	8%	24%	26%
									a				abc	ab
Unaware of other providers	63	40	1	1	*	*	-	1	1	34	10	11	3	5
	5%	7%	1%	2%	2%	*%	-%	5%	3%	5%	4%	6%	4%	14%
Other operators do not provide the service I need	49	12	11	3	3	*	-	3	3	23	3	13	2	7
	4%	2%	14%	6%	17%	3%	-%	20%	12%	4%	1%	7%	3%	22%
			a		a				a			b		abd
Other providers don't pick up post in this area	28	12	3	6	*	*	-	*	1	8	4	10	3	*
	2%	2%	4%	13%	1%	*%	-%	3%	2%	1%	2%	5%	5%	1%
				a								a		
Other providers could not deliver to all the areas we need	26	10	5	4	*	1	*	5	6	3	6	10	5	1
	2%	2%	6%	7%	*%	17%	*%	30%	21%	*%	2%	5%	8%	3%
									a			a	a	
Effort involved in switching outweighs the benefit	91	40	3	6	-	2	1	-	2	52	11	17	3	3
	7%	7%	4%	13%	-%	24%	13%	-%	8%	8%	5%	9%	5%	10%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	14	-	1	-	-	-	-	-	24	3	-	*	-
	3%	3%	-%	1%	-%	-%	-%	-%	-%	4%	1%	-%	*%	-%
										c				
Don't know	62	32	6	1	*	1	*	2	3	23	19	11	4	*
	5%	6%	8%	1%	*%	18%	1%	11%	11%	4%	8%	6%	7%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1325	546	213	237	123	35	426	173	180	87	36
Effective base	511	249	91	80	23	7	199	65	61	18	10
Weighted Base	1227	655	199	152	57	20	502	144	110	46	31
We don't post large enough volumes	467 38%	289 44% bcd	48 24%	44 29%	9 16%	7 33%	225 45% bcd	24 17%	21 19%	5 10%	6 21%
We are near a Post Office	447 36%	252 39%	70 35%	59 39%	15 27%	11 54%	209 42%	66 46% d	40 36%	9 20%	15 49%
Our chosen provider is safe enough for our needs	349 28%	193 29%	70 35%	41 27%	12 21%	9 44%	138 28%	39 27%	34 31%	12 27%	18 59% ab
Our chosen provider is reliable enough for our needs	323 26%	167 25%	49 25%	58 38% a	16 29%	5 24%	131 26%	45 31%	37 34%	12 27%	8 27%
Our chosen provider is fast enough for our needs	218 18%	120 18%	41 21%	24 16%	6 11%	6 31%	95 19%	17 12%	29 27% b	7 15%	10 32%
Don't know enough about what other providers offer	172 14%	104 16%	27 14%	16 11%	10 17%	4 18%	74 15%	21 15%	15 14%	9 19%	5 17%
Don't know enough about other providers and their services	123 10%	78 12%	18 9%	15 10%	1 2%	1 7%	50 10%	13 9%	19 17%	* 1%	* 1%
Others more expensive than our current providers	113 9%	46 7%	18 9%	17 11%	5 9%	1 7%	35 7%	14 9%	25 23% ab	6 13%	7 24%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1325	546	213	237	123	35	426	173	180	87	36
Effective base	511	249	91	80	23	7	199	65	61	18	10
Weighted Base	1227	655	199	152	57	20	502	144	110	46	31
Our customers prefer our chosen provider	89	37	10	16	11	1	26	5	12	15	9
	7%	6%	5%	10%	20% ab	5%	5%	4%	11%	32% abc	28% ab
Unaware of other providers	63	35	9	8	2	4	30	8	7	2	4
	5%	5%	4%	5%	4%	22%	6%	6%	6%	4%	15%
Other operators do not provide the service I need	49	27	3	14	1	*	21	2	10	1	7
	4%	4%	1%	9% b	1%	*%	4%	1%	9%	3%	24% ab
Other providers don't pick up post in this area	28	8	4	7	3	*	8	3	7	2	*
	2%	1%	2%	5%	5%	*%	2%	2%	6%	4%	1%
Other providers could not deliver to all the areas we need	26	7	5	5	5	1	4	3	9	4	1
	2%	1%	3%	3%	9% a	3%	1%	2%	9% a	10% a	3%
Effort involved in switching outweighs the benefit	91	60	9	10	3	1	35	8	14	1	3
	7%	9%	4%	6%	5%	3%	7%	5%	13%	3%	11%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	23	3	-	*	-	16	-	-	*	-
	3%	3%	1%	-%	*%	-%	3%	-%	-%	*%	-%
Don't know	62	26	17	9	4	*	20	12	4	4	*
	5%	4%	9%	6%	8%	*%	4%	8%	4%	10%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1325	399	141	155	73	26	404	68	325	1200	125	1110	48
Effective base	511	176	48	61	21	7	162	23	126	468	44	432	14
Weighted Base	1227	437	104	127	50	11	390	53	296	1134	93	1057	31
We don't post large enough volumes	467	181	8	28	4	*	81	10	133	452	15	395	4
	38%	41% bcd	8%	22% b	8%	1%	21%	19%	45% ab	40% b	16%	37%	13%
We are near a Post Office	447	188	45	50	7	3	154	15	129	439	8	409	1
	36%	43% d	43% d	40% d	14%	30%	39%	28%	44%	39% b	8%	39% b	3%
Our chosen provider is safe enough for our needs	349	138	25	38	10	5	123	7	88	330	20	311	13
	28%	31%	24%	30%	21%	42%	31%	14%	30%	29%	21%	29%	41%
Our chosen provider is reliable enough for our needs	323	113	27	36	13	4	122	6	64	302	21	293	2
	26%	26%	25%	28%	26%	37%	31% b	12%	22%	27%	23%	28%	7%
Our chosen provider is fast enough for our needs	218	76	18	20	6	5	79	2	47	203	15	194	3
	18%	17%	17%	15%	12%	47%	20% b	3%	16%	18%	16%	18%	10%
Don't know enough about what other providers offer	172	66	21	18	6	*	48	13	51	160	12	153	7
	14%	15%	21%	14%	12%	2%	12%	24%	17%	14%	13%	14%	24%
Don't know enough about other providers and their services	123	42	9	21	*	*	23	6	43	117	6	113	*
	10%	10%	9%	16%	1%	2%	6%	11%	15% a	10%	7%	11%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1325	399	141	155	73	26	404	68	325	1200	125	1110	48
Effective base	511	176	48	61	21	7	162	23	126	468	44	432	14
Weighted Base	1227	437	104	127	50	11	390	53	296	1134	93	1057	31
Others more expensive than our current providers	113	38	11	31	7	*	67	7	17	92	21	79	8
	9%	9%	10%	24%	14%	4%	17%	13%	6%	8%	23%	8%	27%
				a			c				a		a
Our customers prefer our chosen provider	89	23	5	19	13	3	57	1	11	71	18	72	5
	7%	5%	5%	15%	26%	28%	14%	1%	4%	6%	19%	7%	17%
				a	ab		c				a		
Unaware of other providers	63	32	3	6	1	-	8	7	28	63	*	55	3
	5%	7%	3%	5%	3%	-%	2%	12%	10%	6%	*%	5%	11%
								a	a				
Other operators do not provide the service I need	49	8	3	16	1	*	30	*	3	45	4	42	4
	4%	2%	3%	12%	2%	1%	8%	*%	1%	4%	4%	4%	12%
				a			c						
Other providers don't pick up post in this area	28	10	1	7	1	*	14	3	4	28	*	23	*
	2%	2%	1%	5%	2%	*%	4%	6%	1%	2%	*%	2%	*%
Other providers could not deliver to all the areas we need	26	7	3	10	5	-	18	3	2	21	5	23	*
	2%	2%	3%	8%	10%	-%	5%	6%	1%	2%	5%	2%	*%
				a	a		c						
Effort involved in switching outweighs the benefit	91	27	8	10	4	3	30	3	18	86	5	82	1
	7%	6%	7%	8%	9%	25%	8%	7%	6%	8%	5%	8%	4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1325	399	141	155	73	26	404	68	325	1200	125	1110	48
Effective base	511	176	48	61	21	7	162	23	126	468	44	432	14
Weighted Base	1227	437	104	127	50	11	390	53	296	1134	93	1057	31
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	12	-	1	*	-	4	-	11	31	*	26	-
	3%	3%	-%	1%	*%	-%	1%	-%	4%	3%	*%	2%	-%
Don't know	62	29	6	2	4	*	18	6	18	59	3	55	2
	5%	7%	6%	2%	8%	1%	5%	12%	6%	5%	4%	5%	5%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1325	828	80	553	253	1104	54	824	84	551	255
Effective base	511	327	23	221	93	431	15	325	25	219	95
Weighted Base	1227	783	53	522	222	1056	32	779	57	516	228
We don't post large enough volumes	467	272	11	168	58	393	5	272	10	154	72
	38%	35%	21%	32%	26%	37%	17%	35%	18%	30%	32%
We are near a Post Office	447	332	10	228	71	408	2	331	11	216	84
	36%	42%	20%	44%	32%	39%	8%	43%	19%	42%	37%
		b				b		b			
Our chosen provider is safe enough for our needs	349	218	24	153	69	311	13	219	24	156	67
	28%	28%	45%	29%	31%	29%	40%	28%	41%	30%	29%
Our chosen provider is reliable enough for our needs	323	228	6	142	55	292	3	226	8	141	56
	26%	29%	12%	27%	25%	28%	9%	29%	14%	27%	24%
Our chosen provider is fast enough for our needs	218	152	6	95	35	193	4	151	7	94	36
	18%	19%	12%	18%	16%	18%	13%	19%	13%	18%	16%
Don't know enough about what other providers offer	172	110	14	77	34	153	7	108	16	76	36
	14%	14%	27%	15%	16%	14%	23%	14%	29%	15%	16%
									a		
Don't know enough about other providers and their services	123	72	11	48	25	113	*	72	11	45	27
	10%	9%	21%	9%	11%	11%	1%	9%	19%	9%	12%
Others more expensive than our current providers	113	72	15	66	25	79	9	69	18	57	33
	9%	9%	28%	13%	11%	7%	27%	9%	32%	11%	15%
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1325	828	80	553	253	1104	54	824	84	551	255
Effective base	511	327	23	221	93	431	15	325	25	219	95
Weighted Base	1227	783	53	522	222	1056	32	779	57	516	228
Our customers prefer our chosen provider	89	56	12	42	26	68	10	51	16	36	32
	7%	7%	22%	8%	12%	6%	30%	7%	28%	7%	14%
			a				a		a		a
Unaware of other providers	63	46	5	29	14	55	4	46	5	25	18
	5%	6%	9%	6%	6%	5%	11%	6%	8%	5%	8%
Other operators do not provide the service I need	49	37	4	20	12	42	4	37	4	21	11
	4%	5%	7%	4%	6%	4%	12%	5%	7%	4%	5%
Other providers don't pick up post in this area	28	20	*	18	4	23	*	20	*	21	1
	2%	3%	1%	3%	2%	2%	*%	3%	*%	4%	*%
Other providers could not deliver to all the areas we need	26	21	1	14	10	23	*	21	*	17	7
	2%	3%	1%	3%	4%	2%	*%	3%	1%	3%	3%
Effort involved in switching outweighs the benefit	91	60	1	43	8	82	1	59	2	46	6
	7%	8%	2%	8%	4%	8%	4%	8%	3%	9%	3%
										b	
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	16	-	15	*	26	-	16	-	15	*
	3%	2%	-%	3%	*%	2%	-%	2%	-%	3%	*%
Don't know	62	38	3	30	11	56	1	38	3	31	11
	5%	5%	5%	6%	5%	5%	3%	5%	5%	6%	5%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1325	524	956	132	-	484	683	87	-	528	472	115	1
Effective base	511	205	365	43	-	191	257	29	-	205	181	43	1
Weighted Base	1227	505	874	118	-	453	591	72	-	482	412	101	*
We don't post large enough volumes	467	154	347	38	-	134	205	13	-	134	125	22	-
	38%	31%	40% a	32%	-%	30%	35%	19%	-%	28%	30%	22%	-%
We are near a Post Office	447	212	347	42	-	206	238	22	-	188	173	29	-
	36%	42%	40%	36%	-%	45%	40%	30%	-%	39%	42%	29%	-%
Our chosen provider is safe enough for our needs	349	161	266	32	-	145	163	31	-	154	123	36	-
	28%	32%	30%	27%	-%	32%	28%	43%	-%	32%	30%	36%	-%
Our chosen provider is reliable enough for our needs	323	167	233	45	-	149	163	28	-	158	101	35	-
	26%	33%	27%	38%	-%	33%	28%	39%	-%	33%	24%	35%	-%
Our chosen provider is fast enough for our needs	218	108	170	24	-	93	122	22	-	100	76	23	-
	18%	21%	19%	21%	-%	21%	21%	31%	-%	21%	18%	23%	-%
Don't know enough about what other providers offer	172	86	124	17	-	81	91	7	-	83	54	12	-
	14%	17%	14%	15%	-%	18%	15%	10%	-%	17%	13%	12%	-%
Don't know enough about other providers and their services	123	53	102	23	-	44	65	10	-	40	49	7	-
	10%	10%	12%	19%	-%	10%	11%	14%	-%	8%	12%	7%	-%
Others more expensive than our current providers	113	53	70	22	-	59	59	13	-	68	51	23	-
	9%	11%	8%	18% b	-%	13%	10%	17%	-%	14%	12%	23%	-%
Our customers prefer our chosen provider	89	45	58	20	-	50	44	12	-	51	34	20	-
	7%	9%	7%	17% b	-%	11%	7%	17%	-%	11%	8%	20% b	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1325	524	956	132	-	484	683	87	-	528	472	115	1
Effective base	511	205	365	43	-	191	257	29	-	205	181	43	1
Weighted Base	1227	505	874	118	-	453	591	72	-	482	412	101	*
Unaware of other providers	63	34	52	9	-	25	34	1	-	23	25	2	-
	5%	7%	6%	7%	-%	6%	6%	2%	-%	5%	6%	2%	-%
Other operators do not provide the service I need	49	24	32	6	-	27	23	3	-	29	7	8	-
	4%	5%	4%	5%	-%	6%	4%	5%	-%	6%	2%	8%	-%
										b		b	
Other providers don't pick up post in this area	28	15	15	3	-	19	6	3	-	18	6	8	-
	2%	3%	2%	3%	-%	4%	1%	4%	-%	4%	1%	8%	-%
						b						b	
Other providers could not deliver to all the areas we need	26	19	11	9	-	19	13	8	-	21	9	8	-
	2%	4%	1%	8%	-%	4%	2%	10%	-%	4%	2%	8%	-%
				b				b					
Effort involved in switching outweighs the benefit	91	35	73	17	-	34	49	4	-	38	31	7	-
	7%	7%	8%	14%	-%	8%	8%	5%	-%	8%	7%	7%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	5	17	-	-	4	9	1	-	5	2	2	*
	3%	1%	2%	-%	-%	1%	1%	2%	-%	1%	*%	2%	100%
Don't know	62	30	43	7	-	21	30	7	-	27	24	6	-
	5%	6%	5%	6%	-%	5%	5%	9%	-%	6%	6%	6%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1325	1089	808	562	872	649	22	347	271	270	51	27
Effective base	511	423	311	230	332	266	5	150	121	120	23	11
Weighted Base	1227	1037	741	538	796	669	14	359	288	288	55	32
We don't post large enough volumes	467	390	257	161	281	262	*	114	79	92	10	10
	38%	38% c	35%	30%	35%	39%	2%	32%	28%	32%	17%	32%
We are near a Post Office	447	402	315	235	310	260	*	153	137	119	19	12
	36%	39%	43%	44%	39%	39%	1%	42%	47%	41%	35%	37%
Our chosen provider is safe enough for our needs	349	312	220	170	252	212	3	118	101	105	21	8
	28%	30%	30%	32%	32%	32%	22%	33%	35%	36%	39%	25%
Our chosen provider is reliable enough for our needs	323	289	221	154	245	187	5	115	93	109	18	14
	26%	28%	30%	29%	31%	28%	34%	32%	32%	38%	33%	44%
Our chosen provider is fast enough for our needs	218	190	149	105	171	129	1	75	64	75	11	10
	18%	18%	20%	20%	22%	19%	5%	21%	22%	26%	20%	32%
Don't know enough about what other providers offer	172	145	101	71	123	97	2	47	54	47	6	6
	14%	14%	14%	13%	15%	14%	12%	13%	19%	16%	10%	17%
Don't know enough about other providers and their services	123	111	77	56	67	81	4	42	31	35	7	5
	10%	11%	10%	10%	8%	12%	30%	12%	11%	12%	13%	15%
Others more expensive than our current providers	113	80	71	66	69	50	5	36	46	38	11	7
	9%	8%	10%	12%	9%	7%	37%	10%	16%	13%	20%	23%
Our customers prefer our chosen provider	89	71	60	40	57	42	5	22	26	29	7	4
	7%	7%	8%	7%	7%	6%	38%	6%	9%	10%	13%	12%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1325	1089	808	562	872	649	22	347	271	270	51	27
Effective base	511	423	311	230	332	266	5	150	121	120	23	11
Weighted Base	1227	1037	741	538	796	669	14	359	288	288	55	32
Unaware of other providers	63	55	44	27	50	36	*	19	18	19	1	*
	5%	5%	6%	5%	6%	5%	1%	5%	6%	7%	2%	*%
Other operators do not provide the service I need	49	41	37	22	24	34	3	2	15	17	8	*
	4%	4%	5%	4%	3%	5%	21%	1%	5%	6%	14%	1%
									a	a	a	
Other providers don't pick up post in this area	28	19	16	18	17	14	3	6	10	14	10	-
	2%	2%	2%	3%	2%	2%	21%	2%	4%	5%	18%	-%
											abc	
Other providers could not deliver to all the areas we need	26	21	20	16	18	15	8	9	8	9	6	-
	2%	2%	3%	3%	2%	2%	52%	3%	3%	3%	10%	-%
Effort involved in switching outweighs the benefit	91	80	56	48	52	53	*	31	29	34	7	2
	7%	8%	8%	9%	7%	8%	1%	9%	10%	12%	13%	5%
No reason	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	26	16	10	17	15	-	6	3	2	*	-
	3%	2%	2%	2%	2%	2%	-%	2%	1%	1%	1%	-%
Don't know	62	53	36	33	43	36	*	23	14	12	4	4
	5%	5%	5%	6%	5%	5%	1%	7%	5%	4%	8%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1325	100	38	19	14	1169	820	1204	831	749	465	1118	110	-	1047	60
Effective base	511	46	12	7	5	439	268	451	289	243	186	421	42	-	393	31
Weighted Base	1227	110	31	11	13	1037	598	1062	657	530	446	996	101	-	919	76
We don't post large enough volumes	467	31	4	6	4	405	240	409	242	231	129	404	36	-	351	24
	38%	28%	12%	54%	28%	39%	40%	38%	37%	44%	29%	41% a	35%	-%	38%	31%
We are near a Post Office	447	43	1	2	6	373	227	379	243	202	169	370	38	-	353	20
	36%	39% b	3%	17%	48%	36%	38%	36%	37%	38%	38%	37%	38%	-%	38%	27%
Our chosen provider is safe enough for our needs	349	28	1	2	-	308	161	313	189	151	130	286	37	-	302	9
	28%	26%	3%	14%	-%	30%	27%	30%	29%	29%	29%	29%	37%	-%	33% b	12%
Our chosen provider is reliable enough for our needs	323	41	9	1	3	286	163	292	169	171	124	278	35	-	286	6
	26%	37%	29%	6%	26%	28%	27%	27%	26%	32%	28%	28%	34%	-%	31% b	8%
Our chosen provider is fast enough for our needs	218	28	*	1	*	194	97	196	106	103	73	192	19	-	189	2
	18%	25%	1%	6%	1%	19%	16%	18%	16%	19%	16%	19%	19%	-%	21% b	2%
Don't know enough about what other providers offer	172	31	7	2	-	139	95	150	83	83	80	130	19	-	121	18
	14%	29%	22%	18%	-%	13%	16%	14%	13%	16%	18%	13%	19%	-%	13%	24%
Don't know enough about other providers and their services	123	11	2	1	*	100	68	105	63	57	49	103	12	-	82	8
	10%	10%	5%	6%	1%	10%	11%	10%	10%	11%	11%	10%	12%	-%	9%	11%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1325	100	38	19	14	1169	820	1204	831	749	465	1118	110	-	1047	60
Effective base	511	46	12	7	5	439	268	451	289	243	186	421	42	-	393	31
Weighted Base	1227	110	31	11	13	1037	598	1062	657	530	446	996	101	-	919	76
Others more expensive than our current providers	113	17	4	1	5	89	51	97	54	61	54	92	15	-	87	6
	9%	15%	12%	8%	41%	9%	8%	9%	8%	12%	12%	9%	15%	-%	9%	8%
Our customers prefer our chosen provider	89	11	9	-	1	77	48	80	62	54	49	78	25	-	63	10
	7%	10%	30%	-%	4%	7%	8%	8%	9%	10%	11%	8%	25% ab	-%	7%	14%
Unaware of other providers	63	3	4	-	-	59	39	59	30	27	28	50	6	-	45	10
	5%	3%	14%	-%	-%	6%	7%	6%	5%	5%	6%	5%	6%	-%	5%	13% a
Other operators do not provide the service I need	49	11	3	-	1	36	26	40	22	20	21	34	7	-	40	1
	4%	10%	11%	-%	4%	3%	4%	4%	3%	4%	5%	3%	6%	-%	4%	1%
Other providers don't pick up post in this area	28	4	-	3	-	27	16	28	26	10	25	24	4	-	27	*
	2%	4%	-%	30%	-%	3%	3%	3%	4%	2%	6% b	2%	4%	-%	3%	*%
Other providers could not deliver to all the areas we need	26	4	5	1	*	22	16	24	24	13	19	22	8	-	21	*
	2%	4%	15%	7%	1%	2%	3%	2%	4%	3%	4%	2%	7% b	-%	2%	*%
Effort involved in switching outweighs the benefit	91	8	3	*	-	70	49	72	51	38	40	64	10	-	60	6
	7%	7%	9%	4%	-%	7%	8%	7%	8%	7%	9%	6%	10%	-%	6%	8%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1325	100	38	19	14	1169	820	1204	831	749	465	1118	110	-	1047	60
Effective base	511	46	12	7	5	439	268	451	289	243	186	421	42	-	393	31
Weighted Base	1227	110	31	11	13	1037	598	1062	657	530	446	996	101	-	919	76
Other	31	2	-	-	-	20	8	20	8	8	3	19	1	-	24	1
	3%	2%	-%	-%	-%	2%	1%	2%	1%	2%	1%	2%	1%	-%	3%	1%
Don't know	62	1	*	*	1	56	29	56	36	27	19	54	4	-	39	6
	5%	1%	*%	*%	4%	5%	5%	5%	5%	5%	4%	5%	4%	-%	4%	8%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1325	347	932	318	9	106	255	110	932	274	-	-	1325
Effective base	511	154	343	123	5	41	102	39	366	106	-	-	511
Weighted Base	1227	370	828	279	14	93	235	103	894	229	-	-	1227
We don't post large enough volumes	467	151	311	78	-	21	76	12	362	94	-	-	467
	38%	41%	38%	28%	-%	22%	32%	12%	40%	41%	-%	-%	38%
									a	a			
We are near a Post Office	447	142	304	94	*	27	82	41	324	82	-	-	447
	36%	38%	37%	34%	*%	29%	35%	40%	36%	36%	-%	-%	36%
Our chosen provider is safe enough for our needs	349	59	282	90	11	29	73	28	295	26	-	-	349
	28%	16%	34%	32%	73%	31%	31%	27%	33%	11%	-%	-%	28%
			a					c	c				
Our chosen provider is reliable enough for our needs	323	81	240	73	*	9	73	40	236	48	-	-	323
	26%	22%	29%	26%	2%	9%	31%	39%	26%	21%	-%	-%	26%
							a	c					
Our chosen provider is fast enough for our needs	218	55	159	52	-	6	50	22	156	39	-	-	218
	18%	15%	19%	19%	-%	7%	21%	22%	17%	17%	-%	-%	18%
							a						
Don't know enough about what other providers offer	172	65	96	45	-	19	37	20	129	23	-	-	172
	14%	18%	12%	16%	-%	20%	16%	19%	14%	10%	-%	-%	14%
Don't know enough about other providers and their services	123	39	80	32	3	12	23	4	100	20	-	-	123
	10%	10%	10%	12%	21%	13%	10%	4%	11%	9%	-%	-%	10%
Others more expensive than our current providers	113	44	61	43	*	12	34	20	65	28	-	-	113
	9%	12%	7%	15%	2%	13%	15%	20%	7%	12%	-%	-%	9%
								b					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1325	347	932	318	9	106	255	110	932	274	-	-	1325
Effective base	511	154	343	123	5	41	102	39	366	106	-	-	511
Weighted Base	1227	370	828	279	14	93	235	103	894	229	-	-	1227
Our customers prefer our chosen provider	89	35	48	40	-	9	36	12	62	15	-	-	89
	7%	9%	6%	14%	-%	9%	15%	12%	7%	7%	-%	-%	7%
Unaware of other providers	63	29	34	14	3	4	16	6	42	14	-	-	63
	5%	8%	4%	5%	22%	5%	7%	6%	5%	6%	-%	-%	5%
Other operators do not provide the service I need	49	23	22	14	3	13	8	14	24	11	-	-	49
	4%	6%	3%	5%	22%	14% b	3%	13% b	3%	5%	-%	-%	4%
Other providers don't pick up post in this area	28	12	16	5	3	11	*	3	20	5	-	-	28
	2%	3%	2%	2%	21%	12% b	*%	3%	2%	2%	-%	-%	2%
Other providers could not deliver to all the areas we need	26	14	12	14	3	9	9	8	16	2	-	-	26
	2%	4%	1%	5%	21%	10%	4%	7% bc	2%	1%	-%	-%	2%
Effort involved in switching outweighs the benefit	91	32	57	17	-	4	14	9	65	17	-	-	91
	7%	9%	7%	6%	-%	5%	6%	9%	7%	7%	-%	-%	7%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	11	20	*	-	-	*	1	18	12	-	-	31
	3%	3%	2%	*%	-%	-%	*%	1%	2%	5%	-%	-%	3%
Don't know	62	15	47	12	-	2	12	4	41	17	-	-	62
	5%	4%	6%	4%	-%	2%	5%	4%	5%	7%	-%	-%	5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1325	674	651
Effective base	511	217	296
Weighted Base	1227	488	740
We don't post large enough volumes	467	208	260
	38%	43%	35%
We are near a Post Office	447	169	278
	36%	35%	38%
Our chosen provider is safe enough for our needs	349	111	239
	28%	23%	32%
			a
Our chosen provider is reliable enough for our needs	323	111	212
	26%	23%	29%
Our chosen provider is fast enough for our needs	218	66	152
	18%	14%	21%
			a
Don't know enough about what other providers offer	172	74	97
	14%	15%	13%
Don't know enough about other providers and their services	123	44	79
	10%	9%	11%
Others more expensive than our current providers	113	36	77
	9%	7%	10%
Our customers prefer our chosen provider	89	32	57
	7%	7%	8%

Columns Tested:: a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1325	674	651
Effective base	511	217	296
Weighted Base	1227	488	740
Unaware of other providers	63	26	37
	5%	5%	5%
Other operators do not provide the service I need	49	11	38
	4%	2%	5%
Other providers don't pick up post in this area	28	6	22
	2%	1%	3%
Other providers could not deliver to all the areas we need	26	13	13
	2%	3%	2%
Effort involved in switching outweighs the benefit	91	24	67
	7%	5%	9%
No reason	-	-	-
	-%	-%	-%
Other	31	11	20
	3%	2%	3%
Don't know	62	22	40
	5%	5%	5%

Columns Tested:: a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1325	81	146	84	113	81	134	43	160	96	103	138	146
Effective base	511	10	62	36	24	28	51	21	87	49	42	81	81
Weighted Base	1227	22	214	88	59	80	160	11	188	95	54	133	124
We don't post large enough volumes	467	8	104	30	19	25	40	2	74	35	30	57	44
	38%	35%	49%	34%	32%	31%	25%	16%	40%	36%	56%	43%	36%
			fg						g		efgl	fg	
We are near a Post Office	447	18	67	21	26	24	50	4	72	38	17	63	48
	36%	82%	31%	24%	44%	30%	31%	40%	38%	40%	31%	47%	39%
		bcdefghijkl										c	
Our chosen provider is safe enough for our needs	349	5	52	13	14	23	58	1	54	30	10	41	48
	28%	22%	24%	15%	24%	28%	36%	13%	29%	32%	18%	31%	39%
							cj						cgj
Our chosen provider is reliable enough for our needs	323	5	54	16	20	21	49	6	50	16	10	33	43
	26%	24%	25%	18%	34%	26%	31%	56%	27%	17%	18%	25%	35%
								bcefhijk					ij
Our chosen provider is fast enough for our needs	218	5	27	8	14	23	14	4	37	15	6	24	40
	18%	23%	12%	10%	24%	28%	9%	31%	20%	16%	12%	18%	33%
						f		bcf					bcfijk
Don't know enough about what other providers offer	172	5	15	18	11	17	23	*	34	12	7	18	11
	14%	23%	7%	21%	19%	22%	15%	3%	18%	13%	13%	13%	9%
				b		b			b				
Don't know enough about other providers and their services	123	5	42	4	2	15	13	1	8	5	11	8	9
	10%	21%	20%	5%	4%	19%	8%	9%	4%	5%	20%	6%	7%
			chikl			h					chikl		
Others more expensive than our current providers	113	*	24	12	1	5	14	*	24	8	4	15	5
	9%	1%	11%	13%	1%	7%	9%	*%	13%	9%	7%	12%	4%
									l				

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1325	81	146	84	113	81	134	43	160	96	103	138	146
Effective base	511	10	62	36	24	28	51	21	87	49	42	81	81
Weighted Base	1227	22	214	88	59	80	160	11	188	95	54	133	124
Our customers prefer our chosen provider	89	1	24	12	4	6	10	1	13	1	5	2	11
	7%	3%	11%	14%	6%	8%	6%	5%	7%	1%	9%	1%	9%
			ik	ik									k
Unaware of other providers	63	*	13	4	4	9	4	1	12	3	1	6	7
	5%	*%	6%	4%	7%	11%	2%	6%	6%	4%	2%	5%	5%
Other operators do not provide the service I need	49	*	14	6	1	9	1	*	7	7	2	-	2
	4%	1%	7%	7%	1%	11%	1%	3%	4%	8%	3%	-%	2%
			k	k		fk				k			
Other providers don't pick up post in this area	28	*	6	4	-	1	1	1	10	4	*	1	1
	2%	2%	3%	4%	-%	1%	1%	5%	5%	4%	1%	*%	1%
Other providers could not deliver to all the areas we need	26	*	3	*	*	3	6	*	3	3	*	5	1
	2%	1%	1%	*%	1%	4%	4%	4%	2%	3%	*%	3%	1%
Effort involved in switching outweighs the benefit	91	*	10	4	6	2	11	*	22	11	5	11	9
	7%	1%	5%	4%	10%	3%	7%	3%	12%	12%	10%	9%	7%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	1	12	1	1	*	1	-	7	*	*	4	2
	3%	5%	6%	1%	2%	*%	1%	-%	4%	*%	*%	3%	2%
Don't know	62	1	8	7	1	13	8	1	8	2	3	9	2
	5%	4%	4%	8%	2%	17%	5%	5%	4%	2%	5%	7%	2%
						bhil							

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1325	311	328	299	387	639	686
Effective base	511	104	103	145	203	207	342
Weighted Base	1227	324	299	294	311	622	605
We don't post large enough volumes	467	142	84	111	132	225	242
	38%	44%	28%	38%	42%	36%	40%
		b			b		
We are near a Post Office	447	106	99	115	127	205	242
	36%	33%	33%	39%	41%	33%	40%
Our chosen provider is safe enough for our needs	349	70	95	86	99	165	185
	28%	22%	32%	29%	32%	26%	31%
Our chosen provider is reliable enough for our needs	323	75	90	72	86	165	158
	26%	23%	30%	25%	28%	26%	26%
Our chosen provider is fast enough for our needs	218	40	51	56	71	91	126
	18%	12%	17%	19%	23%	15%	21%
					a		
Don't know enough about what other providers offer	172	38	52	47	36	90	82
	14%	12%	17%	16%	11%	14%	14%
Don't know enough about other providers and their services	123	51	31	14	28	82	42
	10%	16%	10%	5%	9%	13%	7%
		c				b	
Others more expensive than our current providers	113	36	21	33	24	57	56
	9%	11%	7%	11%	8%	9%	9%
Our customers prefer our chosen provider	89	37	20	14	18	56	32
	7%	11%	7%	5%	6%	9%	5%

Columns Tested:: a,b,c,d - a,b

Table 509 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than <MAIN PROVIDER FROM QV4> at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1325	311	328	299	387	639	686
Effective base	511	104	103	145	203	207	342
Weighted Base	1227	324	299	294	311	622	605
Unaware of other providers	63	17	17	16	14	34	29
	5%	5%	6%	5%	4%	5%	5%
Other operators do not provide the service I need	49	20	10	15	4	30	19
	4%	6%	3%	5%	1%	5%	3%
		d		d			
Other providers don't pick up post in this area	28	10	2	14	2	12	16
	2%	3%	1%	5%	1%	2%	3%
				d			
Other providers could not deliver to all the areas we need	26	3	10	7	6	13	13
	2%	1%	3%	2%	2%	2%	2%
Effort involved in switching outweighs the benefit	91	14	19	33	25	32	58
	7%	4%	6%	11%	8%	5%	10%
				a			
No reason	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	31	14	3	7	7	16	14
	3%	4%	1%	3%	2%	3%	2%
Don't know	62	16	23	10	14	39	24
	5%	5%	8%	3%	4%	6%	4%

Columns Tested:: a,b,c,d - a,b

Table 510

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1200	324	876	866	183	50	101	334
Effective base	468	78	398	431	77	20	38	100
Weighted Base	1134	131	1003	1085	42	5	2	50
We don't post large enough volumes	452	62	390	436	15	1	*	16
	40%	48%	39%	40% d	34% d	26%	13%	33% d
We are near a Post Office	439	37	402	421	16	2	*	19
	39%	28%	40% a	39% d	37% d	46% d	16%	37% d
Our chosen provider is safe enough for our needs	330	20	310	316	12	1	1	13
	29%	15%	31% a	29%	27%	25%	27%	27%
Our chosen provider is reliable enough for our needs	302	23	279	289	11	1	*	13
	27%	18%	28%	27%	26%	27%	22%	26%
Our chosen provider is fast enough for our needs	203	9	194	187	15	1	*	16
	18%	7%	19% a	17%	35% a	20%	18%	32% a
Don't know enough about what other providers offer	160	1	159	154	5	*	*	6
	14%	1%	16% a	14%	12%	9%	12%	12%
Don't know enough about other providers and their services	117	2	115	112	5	*	*	5
	10%	2%	11% a	10%	11%	7%	2%	10%
Others more expensive than our current providers	92	4	87	87	4	1	*	5
	8%	3%	9%	8%	10%	14%	8%	10%
Our customers prefer our chosen provider	71	10	61	69	2	*	*	2
	6%	8%	6%	6%	5%	2%	16% abe	5%

Columns Tested:: a,b - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1200	324	876	866	183	50	101	334
Effective base	468	78	398	431	77	20	38	100
Weighted Base	1134	131	1003	1085	42	5	2	50
Unaware of other providers	63	5	58	59	3	1	*	4
	6%	4%	6%	5%	8%	10%	14%	8%
							a	
Other operators do not provide the service I need	45	2	44	42	2	1	*	3
	4%	1%	4%	4%	6%	10%	4%	6%
Other providers don't pick up post in this area	28	1	27	25	3	-	*	3
	2%	1%	3%	2%	6%	-%	1%	5%
Other providers could not deliver to all the areas we need	21	1	20	19	2	*	*	2
	2%	1%	2%	2%	4%	4%	3%	4%
Effort involved in switching outweighs the benefit	86	*	85	83	2	1	*	3
	8%	*%	9%	8%	6%	10%	2%	6%
			a					
Other	31	2	29	30	*	-	-	*
	3%	1%	3%	3%	1%	-%	-%	1%
Don't know	59	12	47	57	1	*	*	2
	5%	9%	5%	5%	4%	5%	7%	4%

Columns Tested:: a,b - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	421	338	107	115	118	101	866	183	151
Effective base	468	234	167	42	51	44	38	431	77	37
Weighted Base	1134	659	354	72	30	18	2	1085	42	8
We don't post large enough volumes	452	274	136	26	11	5	*	436	15	2
	40%	42%	38%	36%	36%	30%	13%	40%	34%	22%
		fi	f	f	f			fi	f	
We are near a Post Office	439	248	146	26	12	7	*	421	16	3
	39%	38%	41%	36%	39%	36%	16%	39%	37%	37%
		f	f	f	f	f		f	f	f
Our chosen provider is safe enough for our needs	330	177	120	19	8	5	1	316	12	2
	29%	27%	34%	27%	27%	27%	27%	29%	27%	25%
Our chosen provider is reliable enough for our needs	302	170	100	19	8	4	*	289	11	2
	27%	26%	28%	26%	28%	23%	22%	27%	26%	25%
Our chosen provider is fast enough for our needs	203	102	77	9	12	4	*	187	15	1
	18%	15%	22%	12%	41%	21%	18%	17%	35%	19%
					abcefgi				abcg	
Don't know enough about what other providers offer	160	92	54	8	4	2	*	154	5	1
	14%	14%	15%	11%	12%	11%	12%	14%	12%	10%
Don't know enough about other providers and their services	117	74	34	4	3	2	*	112	5	*
	10%	11%	10%	6%	11%	10%	2%	10%	11%	5%
Others more expensive than our current providers	92	72	11	4	3	2	*	87	4	1
	8%	11%	3%	6%	9%	12%	8%	8%	10%	12%
		b				b		b	b	b
Our customers prefer our chosen provider	71	41	20	8	1	1	*	69	2	*
	6%	6%	6%	11%	4%	5%	16%	6%	5%	6%
							abgh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	421	338	107	115	118	101	866	183	151
Effective base	468	234	167	42	51	44	38	431	77	37
Weighted Base	1134	659	354	72	30	18	2	1085	42	8
Unaware of other providers	63	34	22	3	3	1	*	59	3	1
	6%	5%	6%	4%	9%	6%	14% ag	5%	8%	11%
Other operators do not provide the service I need	45	26	12	4	2	1	*	42	2	1
	4%	4%	3%	6%	8%	3%	4%	4%	6%	9%
Other providers don't pick up post in this area	28	13	9	4	2	1	*	25	3	*
	2%	2%	3%	5%	6%	5%	1%	2%	6%	*%
Other providers could not deliver to all the areas we need	21	9	7	2	1	1	*	19	2	*
	2%	1%	2%	3%	3%	4%	3%	2%	4%	4%
Effort involved in switching outweighs the benefit	86	56	21	5	1	2	*	83	2	1
	8%	9%	6%	8%	2%	13%	2%	8%	6%	7%
Other	31	27	3	1	*	-	-	30	*	-
	3%	4% b	1%	1%	1%	-%	-%	3%	1%	-%
Don't know	59	33	20	4	1	*	*	57	1	*
	5%	5%	6%	6%	5%	2%	7%	5%	4%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1200	574	292	183	50	101	442	186	70	47	111
Effective base	468	330	129	77	20	38	259	92	22	19	23
Weighted Base	1134	903	182	42	5	2	725	156	39	13	36
We don't post large enough volumes	452	366	70	15	1	*	282	68	14	4	18
	40%	41% e	38% e	34% e	26%	13%	39%	44%	35%	29%	51%
We are near a Post Office	439	348	72	16	2	*	284	71	13	5	16
	39%	39% e	40% e	37% e	46% e	16%	39%	45%	34%	41%	45%
Our chosen provider is safe enough for our needs	330	263	53	12	1	1	208	50	14	2	12
	29%	29%	29%	27%	25%	27%	29%	32%	36%	19%	35%
Our chosen provider is reliable enough for our needs	302	245	44	11	1	*	190	45	12	3	13
	27%	27%	24%	26%	27%	22%	26%	29%	30%	24%	37%
Our chosen provider is fast enough for our needs	203	163	23	15	1	*	126	38	6	3	10
	18%	18%	13%	35% ab	20%	18%	17%	24%	15%	21%	28%
Don't know enough about what other providers offer	160	138	16	5	*	*	111	19	11	*	4
	14%	15%	9%	12%	9%	12%	15%	12%	27% d	1%	11%
Don't know enough about other providers and their services	117	101	11	5	*	*	85	9	7	1	2
	10%	11%	6%	11%	7%	2%	12%	6%	18%	7%	6%
Others more expensive than our current providers	92	78	9	4	1	*	64	12	2	2	2
	8%	9%	5%	10%	14%	8%	9%	8%	4%	17%	6%
Our customers prefer our chosen provider	71	51	18	2	*	*	47	10	4	*	1
	6%	6%	10%	5%	2%	16% ac	6%	6%	10%	3%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1200	574	292	183	50	101	442	186	70	47	111
Effective base	468	330	129	77	20	38	259	92	22	19	23
Weighted Base	1134	903	182	42	5	2	725	156	39	13	36
Unaware of other providers	63	50	8	3	1	*	39	14	1	1	1
	6%	6%	5%	8%	10%	14% ab	5%	9%	3%	9%	4%
Other operators do not provide the service I need	45	34	8	2	1	*	30	8	4	-	1
	4%	4%	4%	6%	10%	4%	4%	5%	10%	-%	4%
Other providers don't pick up post in this area	28	21	4	3	-	*	20	6	1	1	*
	2%	2%	2%	6%	-%	1%	3%	4%	3%	4%	*%
Other providers could not deliver to all the areas we need	21	14	5	2	*	*	15	2	2	-	1
	2%	2%	3%	4%	4%	3%	2%	1%	4%	-%	2%
Effort involved in switching outweighs the benefit	86	72	11	2	1	*	70	8	2	1	1
	8%	8%	6%	6%	10%	2%	10%	5%	4%	8%	2%
Other	31	27	3	*	-	-	27	*	1	-	-
	3%	3%	2%	1%	-%	-%	4%	*%	1%	-%	-%
Don't know	59	49	8	1	*	*	34	7	3	*	3
	5%	5%	4%	4%	5%	7%	5%	4%	8%	2%	9%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	83	58	110	32	79	85	73	67	60
Effective base	468	46	33	68	17	42	54	49	35	31
Weighted Base	1134	107	87	180	40	107	149	140	96	81
We don't post large enough volumes	452	35	48	56	21	58	45	66	34	33
	40%	33%	55%	31%	53%	54%	30%	47%	35%	41%
			acf			acf				
We are near a Post Office	439	40	34	72	18	34	47	75	46	22
	39%	37%	39%	40%	45%	32%	32%	54%	48%	27%
								efi		
Our chosen provider is safe enough for our needs	330	33	18	45	8	38	51	38	34	29
	29%	30%	21%	25%	21%	35%	34%	27%	35%	36%
Our chosen provider is reliable enough for our needs	302	32	19	52	12	37	31	37	18	24
	27%	30%	22%	29%	31%	34%	20%	27%	18%	30%
Our chosen provider is fast enough for our needs	203	21	17	33	10	25	18	31	14	14
	18%	20%	20%	19%	24%	23%	12%	22%	15%	17%
Don't know enough about what other providers offer	160	11	17	32	6	15	19	21	19	11
	14%	11%	19%	18%	15%	14%	13%	15%	20%	14%
Don't know enough about other providers and their services	117	12	11	23	6	8	11	21	9	10
	10%	11%	12%	13%	14%	7%	8%	15%	9%	13%
Others more expensive than our current providers	92	6	5	19	3	7	23	12	7	5
	8%	6%	5%	11%	8%	7%	15%	8%	7%	6%
Our customers prefer our chosen provider	71	12	1	14	1	8	13	11	1	1
	6%	11%	1%	8%	2%	7%	9%	8%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	83	58	110	32	79	85	73	67	60
Effective base	468	46	33	68	17	42	54	49	35	31
Weighted Base	1134	107	87	180	40	107	149	140	96	81
Unaware of other providers	63	4	9	14	2	4	6	9	2	6
	6%	4%	11%	8%	4%	4%	4%	6%	2%	7%
Other operators do not provide the service I need	45	14	*	10	-	*	14	5	1	-
	4%	13% behi	1%	5%	-%	*%	9% e	3%	1%	-%
Other providers don't pick up post in this area	28	11	1	3	*	3	4	-	*	2
	2%	10% g	1%	2%	*%	3%	2%	-%	*%	3%
Other providers could not deliver to all the areas we need	21	7	-	4	-	1	1	3	3	-
	2%	6%	-%	2%	-%	1%	1%	2%	3%	-%
Effort involved in switching outweighs the benefit	86	16	7	25	2	2	10	4	14	3
	8%	15% e	8%	14% e	6%	2%	6%	3%	14% e	3%
Other	31	1	-	5	-	-	9	4	4	5
	3%	1%	-%	3%	-%	-%	6%	3%	5%	6%
Don't know	59	4	*	17	*	5	7	12	1	*
	5%	3%	*%	9%	1%	4%	5%	9%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1200	171	208	268	647	553	206	167	180
Effective base	468	90	114	171	374	149	62	46	76
Weighted Base	1134	229	290	469	988	147	72	49	26
We don't post large enough volumes	452	112	117	166	396	57	30	17	10
	40%	49%	40%	36%	40%	39%	42%	35%	37%
		c							
We are near a Post Office	439	74	120	194	389	50	19	23	8
	39%	33%	41%	41%	39%	34%	27%	47%	31%
				f				f	
Our chosen provider is safe enough for our needs	330	75	84	134	294	36	13	16	7
	29%	33%	29%	29%	30%	24%	18%	33%	25%
		f			f				
Our chosen provider is reliable enough for our needs	302	73	69	120	263	39	17	16	6
	27%	32%	24%	26%	27%	27%	23%	33%	24%
Our chosen provider is fast enough for our needs	203	48	53	82	182	21	10	8	2
	18%	21%	18%	18%	18%	14%	14%	17%	9%
		h			h				
Don't know enough about what other providers offer	160	33	47	72	151	9	2	4	3
	14%	14%	16%	15%	15%	6%	2%	9%	11%
		ef	ef	ef	ef				f
Don't know enough about other providers and their services	117	24	31	55	110	7	1	5	1
	10%	10%	11%	12%	11%	5%	1%	10%	5%
		f	ef	ef	ef			f	
Others more expensive than our current providers	92	15	18	54	87	5	1	2	1
	8%	7%	6%	11%	9%	3%	2%	5%	4%
				efh	e				

Columns Tested:: a,b,c,d,e,f,g,h

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1200	171	208	268	647	553	206	167	180
Effective base	468	90	114	171	374	149	62	46	76
Weighted Base	1134	229	290	469	988	147	72	49	26
Our customers prefer our chosen provider	71	9	14	38	61	10	6	4	1
	6%	4%	5%	8%	6%	7%	8%	7%	4%
Unaware of other providers	63	11	16	29	56	7	4	2	1
	6%	5%	5%	6%	6%	5%	5%	4%	5%
Other operators do not provide the service I need	45	*	15	28	43	2	2	*	*
	4%	*%	5%	6%	4%	2%	2%	1%	2%
			a	ae	a				
Other providers don't pick up post in this area	28	6	12	7	25	3	1	1	1
	2%	3%	4%	1%	2%	2%	2%	2%	5%
Other providers could not deliver to all the areas we need	21	1	10	8	19	2	1	1	*
	2%	*%	3%	2%	2%	1%	2%	2%	1%
Effort involved in switching outweighs the benefit	86	7	37	39	82	3	1	1	1
	8%	3%	13%	8%	8%	2%	2%	2%	5%
			aefg	ef	e				
Other	31	5	5	19	29	1	1	*	-
	3%	2%	2%	4%	3%	1%	2%	*%	-%
Don't know	59	5	5	36	46	12	8	2	2
	5%	2%	2%	8%	5%	8%	11%	5%	8%
				b		b	ab		

Columns Tested:: a,b,c,d,e,f,g,h

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	49	68	77	118	198	46	48	69	595
Effective base	468	23	17	22	54	72	18	16	27	241
Weighted Base	1134	49	33	56	134	143	44	40	50	619
We don't post large enough volumes	452	25	8	18	46	38	33	20	29	244
	40%	51%	25%	32%	34%	26%	76%	49%	59%	39%
		e					bcdei		bde	e
We are near a Post Office	439	27	15	22	47	40	24	19	27	233
	39%	55%	44%	40%	35%	28%	54%	47%	54%	38%
		e					e		e	
Our chosen provider is safe enough for our needs	330	11	14	18	35	31	14	11	23	187
	29%	23%	44%	32%	26%	21%	31%	26%	46%	30%
									e	
Our chosen provider is reliable enough for our needs	302	18	11	15	46	28	12	13	17	153
	27%	36%	33%	26%	35%	20%	28%	32%	34%	25%
Our chosen provider is fast enough for our needs	203	10	13	13	28	26	7	5	15	99
	18%	20%	40%	24%	21%	18%	17%	12%	31%	16%
			i							
Don't know enough about what other providers offer	160	2	4	14	22	15	5	1	7	94
	14%	3%	11%	25%	17%	11%	12%	2%	14%	15%
Don't know enough about other providers and their services	117	14	6	6	10	4	13	1	9	62
	10%	29%	17%	10%	7%	3%	28%	1%	18%	10%
		degi	e				degi		e	e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	49	68	77	118	198	46	48	69	595
Effective base	468	23	17	22	54	72	18	16	27	241
Weighted Base	1134	49	33	56	134	143	44	40	50	619
Others more expensive than our current providers	92	6	9	9	7	19	10	2	6	34
	8%	12%	27% di	16%	5%	13% i	23% di	5%	11%	5%
Our customers prefer our chosen provider	71	7	5	8	6	17	5	*	3	25
	6%	14% i	14%	14% i	4%	12% i	11%	1%	6%	4%
Unaware of other providers	63	2	1	4	15	5	5	3	7	22
	6%	3%	4%	8%	11% i	4%	12%	8%	13% i	4%
Other operators do not provide the service I need	45	*	3	8	8	10	1	1	1	16
	4%	1%	9%	14% i	6%	7%	2%	2%	3%	3%
Other providers don't pick up post in this area	28	2	4	7	7	4	*	-	*	8
	2%	3%	11% i	13% i	5%	3%	1%	-%	1%	1%
Other providers could not deliver to all the areas we need	21	1	4	4	*	6	*	-	*	9
	2%	1%	13% di	8%	*%	4%	*%	-%	1%	1%
Effort involved in switching outweighs the benefit	86	1	1	1	4	8	2	1	3	66
	8%	3%	2%	1%	3%	5%	5%	1%	6%	11%
Other	31	-	*	5	*	8	-	1	-	17
	3%	-%	*%	8%	*%	6%	-%	3%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1200	49	68	77	118	198	46	48	69	595
Effective base	468	23	17	22	54	72	18	16	27	241
Weighted Base	1134	49	33	56	134	143	44	40	50	619
Don't know	59	2	1	1	6	20	*	*	*	29
	5%	4%	3%	2%	5%	14% i	*%	*%	1%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1200	244	244	712	1036	164	1012	188	1165	35
Effective base	468	99	88	282	392	77	426	45	452	16
Weighted Base	1134	238	187	709	924	211	1056	79	1098	36
We don't post large enough volumes	452	88	71	293	356	96	433	19	443	9
	40%	37%	38%	41%	39%	46%	41% b	25%	40%	26%
We are near a Post Office	439	96	64	279	353	86	405	35	431	8
	39%	40%	34%	39%	38%	41%	38%	44%	39%	24%
Our chosen provider is safe enough for our needs	330	64	45	221	273	57	304	25	321	9
	29%	27%	24%	31%	30%	27%	29%	32%	29%	25%
Our chosen provider is reliable enough for our needs	302	79	41	183	248	54	287	15	296	6
	27%	33%	22%	26%	27%	26%	27%	19%	27%	16%
Our chosen provider is fast enough for our needs	203	51	33	119	155	48	190	13	197	6
	18%	22%	18%	17%	17%	23%	18%	16%	18%	16%
Don't know enough about what other providers offer	160	38	21	101	134	26	142	18	149	11
	14%	16%	11%	14%	14%	13%	13%	23%	14%	30%
Don't know enough about other providers and their services	117	30	16	71	90	27	110	7	114	3
	10%	12%	9%	10%	10%	13%	10%	9%	10%	7%
Others more expensive than our current providers	92	22	29	41	75	17	91	1	91	1
	8%	9%	15% c	6%	8%	8%	9%	1%	8%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	1200	244	244	712	1036	164	1012	188	1165	35
Effective base	468	99	88	282	392	77	426	45	452	16
Weighted Base	1134	238	187	709	924	211	1056	79	1098	36
Our customers prefer our chosen provider	71	21	22	28	60	11	64	7	71	*
	6%	9%	12% c	4%	7%	5%	6%	9%	6%	1%
Unaware of other providers	63	21	11	32	52	11	56	7	62	1
	6%	9%	6%	4%	6%	5%	5%	9%	6%	3%
Other operators do not provide the service I need	45	16	11	18	45	*	40	5	38	8
	4%	7% c	6%	3%	5%	*%	4%	7%	3%	22% a
Other providers don't pick up post in this area	28	16	4	8	19	9	25	3	28	-
	2%	7% c	2%	1%	2%	4%	2%	4%	3%	-%
Other providers could not deliver to all the areas we need	21	5	6	9	20	1	20	1	21	-
	2%	2%	3%	1%	2%	1%	2%	1%	2%	-%
Effort involved in switching outweighs the benefit	86	6	10	70	73	12	83	3	86	*
	8%	3%	5%	10% a	8%	6%	8%	4%	8%	*%
Other	31	5	8	18	22	8	31	*	30	*
	3%	2%	4%	2%	2%	4%	3%	*%	3%	1%
Don't know	59	9	20	29	52	6	54	4	59	*
	5%	4%	11% c	4%	6%	3%	5%	6%	5%	*%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	1200	780	234	181	997	156	26	21	1153	47
Effective base	468	323	69	73	418	41	8	5	456	12
Weighted Base	1134	813	155	160	1037	76	15	6	1113	21
We don't post large enough volumes	452	364	44	44	437	14	*	1	451	1
	40%	45%	29%	27%	42%	18%	2%	16%	41%	6%
		bc			bf				bf	
We are near a Post Office	439	289	70	77	406	30	2	1	436	3
	39%	36%	45%	48%	39%	40%	16%	11%	39%	15%
Our chosen provider is safe enough for our needs	330	244	44	42	307	17	4	1	324	6
	29%	30%	28%	26%	30%	23%	28%	22%	29%	26%
Our chosen provider is reliable enough for our needs	302	211	47	44	275	19	5	3	294	8
	27%	26%	30%	27%	26%	26%	34%	46%	26%	37%
Our chosen provider is fast enough for our needs	203	141	27	35	187	10	5	1	197	6
	18%	17%	18%	22%	18%	13%	35%	18%	18%	30%
Don't know enough about what other providers offer	160	115	24	20	148	11	1	*	159	1
	14%	14%	16%	13%	14%	15%	6%	2%	14%	5%
Don't know enough about other providers and their services	117	88	14	15	108	9	-	*	117	*
	10%	11%	9%	10%	10%	12%	-%	*%	11%	*%
Others more expensive than our current providers	92	44	14	34	83	8	1	*	91	1
	8%	5%	9%	21%	8%	11%	3%	*%	8%	2%
				ab						
Our customers prefer our chosen provider	71	31	16	24	55	13	3	1	67	4
	6%	4%	10%	15%	5%	17%	18%	17%	6%	18%
			a	a		ae				

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	*c	*d	e	f
Unweighted Base	1200	780	234	181	997	156	26	21	1153	47
Effective base	468	323	69	73	418	41	8	5	456	12
Weighted Base	1134	813	155	160	1037	76	15	6	1113	21
Unaware of other providers	63	49	4	10	56	7	*	*	63	*
	6%	6%	2%	6%	5%	9%	1%	*%	6%	1%
Other operators do not provide the service I need	45	23	13	10	40	5	*	1	45	1
	4%	3%	8% a	6%	4%	6%	*%	12%	4%	4%
Other providers don't pick up post in this area	28	16	4	8	23	3	2	*	26	2
	2%	2%	3%	5%	2%	4%	12%	1%	2%	8%
Other providers could not deliver to all the areas we need	21	10	5	5	15	4	-	2	19	2
	2%	1%	3%	3%	1%	5%	-%	29%	2%	8%
Effort involved in switching outweighs the benefit	86	64	2	18	74	10	1	2	84	2
	8%	8%	2%	11% b	7%	13%	4%	27%	8%	11%
Other	31	25	1	5	28	2	-	-	31	-
	3%	3%	*%	3%	3%	3%	-%	-%	3%	-%
Don't know	59	37	14	8	51	4	4	-	55	4
	5%	4%	9%	5%	5%	5%	28%	-%	5%	20% ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1200	592	405	203	1053	813	1092	693	388	345
Effective base	468	272	148	53	412	318	434	276	162	124
Weighted Base	1134	706	331	97	1017	768	1062	661	411	281
We don't post large enough volumes	452	333	104	15	389	278	404	212	124	97
	40%	47%	31%	15%	38%	36%	38%	32%	30%	34%
		bc	c							
We are near a Post Office	439	224	182	33	404	336	422	292	174	99
	39%	32%	55%	34%	40%	44%	40%	44%	42%	35%
			ac							
Our chosen provider is safe enough for our needs	330	209	98	23	307	228	323	203	139	100
	29%	30%	30%	24%	30%	30%	30%	31%	34%	36%
Our chosen provider is reliable enough for our needs	302	161	113	27	274	214	291	176	110	78
	27%	23%	34%	28%	27%	28%	27%	27%	27%	28%
			a							
Our chosen provider is fast enough for our needs	203	120	67	16	183	145	195	117	75	45
	18%	17%	20%	17%	18%	19%	18%	18%	18%	16%
Don't know enough about what other providers offer	160	102	45	12	153	117	157	102	79	60
	14%	15%	14%	13%	15%	15%	15%	15%	19%	21%
Don't know enough about other providers and their services	117	79	29	9	111	77	115	66	47	35
	10%	11%	9%	9%	11%	10%	11%	10%	11%	13%
Others more expensive than our current providers	92	34	49	9	73	69	87	73	38	23
	8%	5%	15%	9%	7%	9%	8%	11%	9%	8%
			a							
Our customers prefer our chosen provider	71	27	28	16	62	49	67	52	34	21
	6%	4%	8%	17%	6%	6%	6%	8%	8%	7%
				a						

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1200	592	405	203	1053	813	1092	693	388	345
Effective base	468	272	148	53	412	318	434	276	162	124
Weighted Base	1134	706	331	97	1017	768	1062	661	411	281
Unaware of other providers	63	45	11	7	58	51	62	42	31	23
	6%	6%	3%	8%	6%	7%	6%	6%	8%	8%
Other operators do not provide the service I need	45	19	21	6	42	37	45	29	19	18
	4%	3%	6%	6%	4%	5%	4%	4%	5%	6%
Other providers don't pick up post in this area	28	17	6	5	23	20	26	22	14	12
	2%	2%	2%	5%	2%	3%	2%	3%	3%	4%
Other providers could not deliver to all the areas we need	21	9	6	6	18	17	20	19	17	10
	2%	1%	2%	6%	2%	2%	2%	3%	4%	4%
				a						
Effort involved in switching outweighs the benefit	86	50	24	12	79	59	83	47	37	26
	8%	7%	7%	13%	8%	8%	8%	7%	9%	9%
Other	31	28	*	2	26	16	27	15	6	3
	3%	4%	*%	2%	3%	2%	3%	2%	2%	1%
		b								
Don't know	59	34	17	8	55	39	56	39	21	8
	5%	5%	5%	8%	5%	5%	5%	6%	5%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	1200	258	574	72	77	48	42	21	111
Effective base	468	119	248	25	20	11	9	5	24
Weighted Base	1134	301	614	48	50	19	19	10	48
We don't post large enough volumes	452	131	245	9	10	2	9	*	11
	40%	43%	40%	18%	19%	9%	46%	*%	22%
		cdeh	ce						
We are near a Post Office	439	87	268	29	18	8	8	5	20
	39%	29%	44%	60%	36%	44%	39%	47%	42%
			a	a					
Our chosen provider is safe enough for our needs	330	97	180	12	20	7	3	3	14
	29%	32%	29%	25%	41%	38%	17%	33%	28%
Our chosen provider is reliable enough for our needs	302	83	166	18	14	6	1	1	9
	27%	28%	27%	38%	28%	33%	7%	12%	18%
Our chosen provider is fast enough for our needs	203	59	109	13	6	5	*	3	8
	18%	19%	18%	27%	12%	28%	1%	25%	16%
Don't know enough about what other providers offer	160	44	92	8	8	2	2	1	5
	14%	15%	15%	17%	16%	9%	12%	7%	10%
Don't know enough about other providers and their services	117	41	66	2	3	1	1	-	3
	10%	14%	11%	5%	5%	7%	7%	-%	5%
Others more expensive than our current providers	92	30	43	5	2	5	1	1	8
	8%	10%	7%	10%	4%	29%	7%	7%	16%
						b			
Our customers prefer our chosen provider	71	21	26	7	7	5	1	*	7
	6%	7%	4%	14%	15%	29%	3%	5%	14%
				b	b	ab			

Columns Tested:: a,b,c,d,e,f,g,h

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	1200	258	574	72	77	48	42	21	111
Effective base	468	119	248	25	20	11	9	5	24
Weighted Base	1134	301	614	48	50	19	19	10	48
Unaware of other providers	63	14	39	3	*	*	5	1	5
	6%	5%	6%	5%	*%	1%	23% ad	8%	11%
Other operators do not provide the service I need	45	8	29	3	1	5	*	-	5
	4%	3%	5%	5%	2%	25% abd	*%	-%	10%
Other providers don't pick up post in this area	28	8	13	1	*	-	3	-	3
	2%	3%	2%	2%	1%	-%	17% b	-%	7%
Other providers could not deliver to all the areas we need	21	3	13	2	*	1	*	-	1
	2%	1%	2%	4%	1%	3%	*%	-%	1%
Effort involved in switching outweighs the benefit	86	25	55	*	-	2	*	-	3
	8%	8%	9%	1%	-%	13%	1%	-%	5%
Other	31	12	14	1	-	-	-	-	-
	3%	4%	2%	3%	-%	-%	-%	-%	-%
Don't know	59	15	31	2	3	3	2	*	5
	5%	5%	5%	3%	7%	14%	11%	1%	10%

Columns Tested:: a,b,c,d,e,f,g,h

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1200	750	103	74	55	24	41	6	577	103	55	41	15	19	3
Effective base	468	336	31	20	13	5	10	1	253	29	18	14	4	8	1
Weighted Base	1134	850	67	44	26	12	14	4	621	74	35	15	14	8	1
We don't post large enough volumes	452	343	20	7	10	5	3	-	258	9	4	1	6	*	-
	40%	40% c	30%	17%	39%	44%	23%	-%	42% bcd	13%	10%	6%	41%	*%	-%
We are near a Post Office	439	329	31	21	10	5	3	4	281	26	12	5	11	1	-
	39%	39%	47%	49%	39%	46%	19%	86%	45%	35%	35%	32%	78%	10%	-%
Our chosen provider is safe enough for our needs	330	265	11	11	13	1	6	*	180	19	15	4	7	3	*
	29%	31%	17%	26%	49% b	6%	41%	11%	29%	25%	44%	26%	49%	33%	89%
Our chosen provider is reliable enough for our needs	302	241	9	17	4	1	2	*	173	19	14	3	4	1	*
	27%	28%	14%	38%	16%	11%	15%	1%	28%	26%	39%	18%	32%	14%	9%
Our chosen provider is fast enough for our needs	203	164	8	5	3	*	3	*	114	12	12	1	4	3	-
	18%	19%	12%	13%	11%	1%	18%	*%	18%	16%	34%	6%	30%	30%	-%
Don't know enough about what other providers offer	160	131	10	8	2	1	1	-	91	17	5	1	1	1	-
	14%	15%	14%	18%	7%	11%	6%	-%	15%	23%	15%	9%	5%	18%	-%
Don't know enough about other providers and their services	117	100	6	2	2	1	*	-	62	10	3	2	*	-	-
	10%	12%	9%	5%	7%	11%	*%	-%	10%	14%	9%	10%	*%	-%	-%
Others more expensive than our current providers	92	63	5	3	1	2	1	-	56	*	3	4	4	1	-
	8%	7%	7%	7%	3%	13%	5%	-%	9%	*%	8%	29% ab	30%	8%	-%
Our customers prefer our chosen provider	71	50	3	3	5	1	*	*	29	7	4	4	4	*	*
	6%	6%	4%	7%	20%	7%	3%	1%	5%	10%	12%	27% a	32%	5%	11%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1200	750	103	74	55	24	41	6	577	103	55	41	15	19	3
Effective base	468	336	31	20	13	5	10	1	253	29	18	14	4	8	1
Weighted Base	1134	850	67	44	26	12	14	4	621	74	35	15	14	8	1
Unaware of other providers	63	49	4	*	*	4	1	-	42	2	1	*	4	1	-
	6%	6%	6%	1%	1%	38%	6%	-%	7%	2%	3%	1%	32%	10%	-%
Other operators do not provide the service I need	45	41	1	*	*	*	-	-	23	6	2	1	4	-	-
	4%	5%	1%	*%	*%	2%	-%	-%	4%	9%	7%	5%	32%	-%	-%
Other providers don't pick up post in this area	28	17	1	1	*	-	3	-	10	9	-	-	*	*	-
	2%	2%	2%	2%	*%	-%	22% ab	-%	2%	13% a	-%	-%	*%	2%	-%
Other providers could not deliver to all the areas we need	21	15	2	1	*	*	*	-	9	6	1	-	1	-	-
	2%	2%	3%	1%	1%	1%	*%	-%	1%	8% a	3%	-%	4%	-%	-%
Effort involved in switching outweighs the benefit	86	75	1	*	2	1	*	-	51	5	2	*	-	-	-
	8%	9%	2%	1%	6%	5%	1%	-%	8%	7%	6%	1%	-%	-%	-%
Other	31	24	-	1	-	-	-	-	16	-	-	-	-	-	-
	3%	3%	-%	3%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Don't know	59	45	5	1	2	3	*	*	26	6	3	1	*	2	-
	5%	5%	7%	2%	6%	25%	1%	1%	4%	9%	9%	10%	1%	23%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1200	504	79	46	30	16	10	8	34	496	207	229	118	39
Effective base	468	218	26	16	9	4	4	4	12	226	95	81	24	10
Weighted Base	1134	521	67	44	16	6	3	4	13	594	216	168	52	29
We don't post large enough volumes	452	198	8	5	1	-	-	-	-	281	56	50	10	7
	40%	38% bcdh	12%	12%	6%	-%	-%	-%	-%	47% bcd	26%	30%	20%	22%
We are near a Post Office	439	241	32	10	8	*	1	-	1	228	85	76	18	15
	39%	46% h	48% h	22%	51% h	1%	33%	-%	7%	38%	39%	45%	34%	51%
Our chosen provider is safe enough for our needs	330	161	21	12	5	2	1	1	4	170	71	52	15	15
	29%	31%	32%	26%	32%	36%	49%	19%	33%	29%	33%	31%	28%	52%
Our chosen provider is reliable enough for our needs	302	150	14	8	4	*	*	-	1	133	61	72	16	9
	27%	29%	21%	17%	28%	7%	14%	-%	6%	22%	28%	43% ab	31%	31%
Our chosen provider is fast enough for our needs	203	104	9	1	1	*	*	-	1	99	40	36	10	10
	18%	20%	14%	3%	8%	3%	14%	-%	4%	17%	19%	21%	19%	35%
Don't know enough about what other providers offer	160	77	16	8	*	-	1	*	1	95	31	19	9	4
	14%	15%	24%	17%	1%	-%	32%	4%	8%	16%	14%	11%	17%	12%
Don't know enough about other providers and their services	117	51	9	5	-	1	-	-	1	66	21	25	1	2
	10%	10%	13%	12%	-%	20%	-%	-%	9%	11%	10%	15%	2%	5%
Others more expensive than our current providers	92	59	5	2	5	2	-	*	2	36	19	23	3	6
	8%	11%	7%	4%	32%	32%	-%	10%	18%	6%	9%	14% a	6%	19%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1200	504	79	46	30	16	10	8	34	496	207	229	118	39
Effective base	468	218	26	16	9	4	4	4	12	226	95	81	24	10
Weighted Base	1134	521	67	44	16	6	3	4	13	594	216	168	52	29
Our customers prefer our chosen provider	71	33	8	8	2	*	*	-	1	36	5	10	10	5
	6%	6%	11%	19%	15%	3%	14%	-%	4%	6%	3%	6%	20% ab	18% b
Unaware of other providers	63	40	1	1	*	*	-	1	1	34	9	11	3	5
	6%	8%	1%	2%	2%	*%	-%	19%	6%	6%	4%	6%	5%	15%
Other operators do not provide the service I need	45	12	11	3	3	*	-	-	*	23	3	13	2	4
	4%	2%	16% a	6%	20% a	1%	-%	-%	*%	4%	1%	8%	3%	15% b
Other providers don't pick up post in this area	28	12	3	6	*	*	-	*	*	8	4	10	3	*
	2%	2%	5%	14% a	1%	1%	-%	4%	2%	1%	2%	6% a	6%	*%
Other providers could not deliver to all the areas we need	21	10	5	4	*	1	*	-	1	3	6	10	1	1
	2%	2%	7%	8%	*%	20%	*%	-%	9%	1%	3%	6% a	1%	2%
Effort involved in switching outweighs the benefit	86	37	3	6	-	2	-	-	2	52	7	17	2	3
	8%	7%	5%	14%	-%	27%	-%	-%	13%	9%	3%	10%	4%	11%
Other	31	14	-	1	-	-	-	-	-	24	3	-	*	-
	3%	3%	-%	1%	-%	-%	-%	-%	-%	4%	1%	-%	*%	-%
Don't know	59	29	6	1	*	1	-	2	2	23	19	9	4	*
	5%	6%	10%	1%	*%	9%	-%	43%	18%	4%	9%	5%	8%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1200	511	191	207	108	32	396	153	156	74	30
Effective base	468	235	84	69	20	7	186	58	51	16	9
Weighted Base	1134	625	186	135	46	20	475	131	95	37	27
We don't post large enough volumes	452	282	48	42	8	7	224	22	19	5	6
	40%	45% bcd	26%	31%	18%	33%	47% bcd	17%	20%	13%	24%
We are near a Post Office	439	248	69	59	15	11	204	65	40	9	15
	39%	40%	37%	44%	31%	54%	43%	50%	42%	26%	55%
Our chosen provider is safe enough for our needs	330	186	63	37	12	9	131	38	32	12	15
	29%	30%	34%	27%	26%	45%	28%	29%	33%	33%	56%
Our chosen provider is reliable enough for our needs	302	154	49	55	11	5	120	43	35	8	8
	27%	25%	26%	41% a	24%	24%	25%	33%	37%	21%	31%
Our chosen provider is fast enough for our needs	203	111	38	21	6	6	87	16	25	7	10
	18%	18%	21%	16%	13%	31%	18%	12%	26%	19%	36%
Don't know enough about what other providers offer	160	104	24	13	9	4	74	18	14	9	2
	14%	17%	13%	9%	19%	18%	16%	13%	14%	24%	8%
Don't know enough about other providers and their services	117	76	18	15	1	1	49	9	18	*	*
	10%	12%	10%	11%	2%	7%	10%	7%	19%	1%	1%
Others more expensive than our current providers	92	46	15	10	1	1	31	10	21	2	4
	8%	7%	8%	8%	3%	7%	6%	8%	22% ab	6%	16%
Our customers prefer our chosen provider	71	36	7	10	7	1	24	4	7	10	5
	6%	6%	4%	7%	14%	5%	5%	3%	7%	26% abc	19% b

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1200	511	191	207	108	32	396	153	156	74	30
Effective base	468	235	84	69	20	7	186	58	51	16	9
Weighted Base	1134	625	186	135	46	20	475	131	95	37	27
Unaware of other providers	63	35	9	8	2	4	30	8	6	2	4
	6%	6%	5%	6%	5%	22%	6%	6%	7%	5%	17%
Other operators do not provide the service I need	45	27	3	10	1	*	21	2	9	1	4
	4%	4%	1%	8%	2%	*%	4%	1%	10%	3%	16%
											b
Other providers don't pick up post in this area	28	8	4	7	3	*	8	3	7	2	*
	2%	1%	2%	5%	7%	*%	2%	3%	7%	4%	*%
									a		
Other providers could not deliver to all the areas we need	21	7	5	5	1	1	4	3	9	-	1
	2%	1%	3%	4%	1%	3%	1%	2%	10%	-%	2%
									a		
Effort involved in switching outweighs the benefit	86	59	6	10	2	1	34	7	13	1	3
	8%	9%	3%	7%	4%	3%	7%	5%	14%	3%	12%
Other	31	23	3	-	*	-	16	-	-	*	-
	3%	4%	2%	-%	*%	-%	3%	-%	-%	*%	-%
Don't know	59	26	17	8	4	*	20	11	3	4	*
	5%	4%	9%	6%	9%	*%	4%	8%	4%	12%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	*b	a	*b
Unweighted Base	1200	367	120	125	54	17	318	54	312	1200	-	1048	5
Effective base	468	161	42	50	15	5	132	20	122	468	-	410	2
Weighted Base	1134	405	90	109	36	8	325	45	286	1134	-	1008	8
We don't post large enough volumes	452	172	8	24	3	*	73	10	127	452	-	389	-
	40%	43% bcd	9%	22%	9%	1%	22%	23%	44% a	40%	-%	39%	-%
We are near a Post Office	439	185	43	49	6	3	147	15	129	439	-	404	*
	39%	46% d	48% d	45% d	16%	44%	45%	32%	45%	39%	-%	40%	3%
Our chosen provider is safe enough for our needs	330	128	23	34	9	2	108	7	83	330	-	302	5
	29%	32%	25%	32%	25%	32%	33%	16%	29%	29%	-%	30%	56%
Our chosen provider is reliable enough for our needs	302	106	24	33	6	3	104	6	62	302	-	274	*
	27%	26%	27%	30%	17%	43%	32%	14%	22%	27%	-%	27%	3%
Our chosen provider is fast enough for our needs	203	71	16	18	5	3	67	2	46	203	-	183	-
	18%	17%	18%	16%	13%	39%	21%	3%	16%	18%	-%	18%	-%
Don't know enough about what other providers offer	160	65	15	15	6	*	42	9	51	160	-	153	-
	14%	16%	16%	14%	17%	3%	13%	19%	18%	14%	-%	15%	-%
Don't know enough about other providers and their services	117	40	5	20	*	*	22	2	42	117	-	111	-
	10%	10%	6%	19%	*%	3%	7%	4%	15% a	10%	-%	11%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	*b	a	*b
Unweighted Base	1200	367	120	125	54	17	318	54	312	1200	-	1048	5
Effective base	468	161	42	50	15	5	132	20	122	468	-	410	2
Weighted Base	1134	405	90	109	36	8	325	45	286	1134	-	1008	8
Others more expensive than our current providers	92	33	11	22	2	*	51	5	17	92	-	73	*
	8%	8%	12%	20% a	7%	6%	16% c	11%	6%	8%	-%	7%	*%
Our customers prefer our chosen provider	71	22	5	12	8	*	42	1	9	71	-	62	*
	6%	5%	6%	11%	22% a	6%	13% c	1%	3%	6%	-%	6%	3%
Unaware of other providers	63	32	3	6	1	-	8	6	28	63	-	55	3
	6%	8%	3%	6%	4%	-%	2%	14% a	10% a	6%	-%	5%	38%
Other operators do not provide the service I need	45	8	3	12	1	*	26	*	3	45	-	42	*
	4%	2%	4%	11% a	2%	1%	8% c	*%	1%	4%	-%	4%	3%
Other providers don't pick up post in this area	28	10	*	7	1	*	14	3	4	28	-	23	*
	2%	3%	*%	6%	3%	*%	4%	7%	2%	2%	-%	2%	*%
Other providers could not deliver to all the areas we need	21	7	2	10	*	-	14	3	2	21	-	18	-
	2%	2%	3%	9% a	1%	-%	4%	7%	1%	2%	-%	2%	-%
Effort involved in switching outweighs the benefit	86	26	5	9	4	3	26	3	18	86	-	79	-
	8%	6%	5%	8%	12%	37%	8%	7%	6%	8%	-%	8%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	*b	a	*b
Unweighted Base	1200	367	120	125	54	17	318	54	312	1200	-	1048	5
Effective base	468	161	42	50	15	5	132	20	122	468	-	410	2
Weighted Base	1134	405	90	109	36	8	325	45	286	1134	-	1008	8
Other	31	12	-	1	*	-	4	-	11	31	-	26	-
	3%	3%	-%	1%	*%	-%	1%	-%	4%	3%	-%	3%	-%
Don't know	59	27	6	1	4	*	15	5	18	59	-	54	*
	5%	7%	7%	1%	12%	*%	5%	12%	6%	5%	-%	5%	5%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1200	783	30	545	148	1044	9	779	34	541	152
Effective base	468	312	7	218	59	410	3	309	9	215	61
Weighted Base	1134	747	21	515	146	1007	9	742	26	508	153
We don't post large enough volumes	452	271	7	167	45	387	2	271	7	154	58
	40%	36%	32%	32%	31%	38%	16%	37%	27%	30%	38%
We are near a Post Office	439	329	7	228	64	402	2	328	8	216	76
	39%	44%	36%	44%	44%	40%	18%	44%	32%	43%	50%
Our chosen provider is safe enough for our needs	330	212	16	153	49	302	5	213	15	153	50
	29%	28%	76% a	30%	34%	30%	52%	29%	59%	30%	32%
Our chosen provider is reliable enough for our needs	302	213	1	141	35	273	1	212	3	140	36
	27%	29%	6%	27%	24%	27%	11%	29%	10%	28%	24%
Our chosen provider is fast enough for our needs	203	144	*	94	23	182	1	144	1	93	24
	18%	19%	*%	18%	16%	18%	9%	19%	3%	18%	16%
Don't know enough about what other providers offer	160	110	6	77	24	153	-	108	8	76	26
	14%	15%	30%	15%	17%	15%	-%	15%	33%	15%	17%
Don't know enough about other providers and their services	117	71	6	48	18	111	-	71	6	45	21
	10%	10%	27%	9%	13%	11%	-%	10%	22%	9%	14%
Others more expensive than our current providers	92	63	5	63	10	73	*	60	9	55	18
	8%	8%	26%	12%	7%	7%	3%	8%	34% a	11%	12%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	1200	783	30	545	148	1044	9	779	34	541	152
Effective base	468	312	7	218	59	410	3	309	9	215	61
Weighted Base	1134	747	21	515	146	1007	9	742	26	508	153
Our customers prefer our chosen provider	71	45	5	42	10	58	5	41	9	36	16
	6%	6%	22%	8%	7%	6%	49%	5%	34% a	7%	10%
Unaware of other providers	63	46	5	29	13	55	3	46	5	24	18
	6%	6%	22%	6%	9%	5%	34%	6%	18%	5%	12%
Other operators do not provide the service I need	45	37	*	20	9	42	*	37	*	21	7
	4%	5%	*%	4%	6%	4%	3%	5%	*%	4%	5%
Other providers don't pick up post in this area	28	20	-	18	4	23	*	20	*	21	1
	2%	3%	-%	4%	3%	2%	*%	3%	*%	4%	*%
Other providers could not deliver to all the areas we need	21	16	*	14	5	18	-	16	*	17	2
	2%	2%	1%	3%	3%	2%	-%	2%	1%	3%	1%
Effort involved in switching outweighs the benefit	86	59	*	43	4	79	-	58	1	43	4
	8%	8%	*%	8%	3%	8%	-%	8%	3%	9%	3%
Other	31	16	-	15	-	26	-	16	-	15	-
	3%	2%	-%	3%	-%	3%	-%	2%	-%	3%	-%
Don't know	59	38	2	30	9	55	*	38	2	30	9
	5%	5%	9%	6%	6%	5%	*%	5%	7%	6%	6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1200	455	886	106	-	425	619	66	-	441	419	83	-
Effective base	468	184	342	38	-	175	234	24	-	179	161	30	-
Weighted Base	1134	455	834	102	-	415	543	59	-	421	374	69	-
We don't post large enough volumes	452	148	341	37	-	132	202	12	-	124	121	15	-
	40%	33%	41%	37%	-%	32%	37%	20%	-%	30%	32%	22%	-%
We are near a Post Office	439	207	341	42	-	205	232	21	-	183	170	29	-
	39%	46%	41%	41%	-%	49%	43%	36%	-%	43%	45%	42%	-%
Our chosen provider is safe enough for our needs	330	150	252	30	-	137	151	27	-	138	109	25	-
	29%	33%	30%	29%	-%	33%	28%	45%	-%	33%	29%	37%	-%
Our chosen provider is reliable enough for our needs	302	150	224	40	-	136	151	20	-	141	96	27	-
	27%	33%	27%	39%	-%	33%	28%	33%	-%	33%	26%	39%	-%
Our chosen provider is fast enough for our needs	203	100	158	24	-	89	112	19	-	92	70	18	-
	18%	22%	19%	24%	-%	21%	21%	32%	-%	22%	19%	26%	-%
Don't know enough about what other providers offer	160	79	123	17	-	73	84	7	-	73	47	9	-
	14%	17%	15%	17%	-%	18%	16%	12%	-%	17%	12%	13%	-%
Don't know enough about other providers and their services	117	52	100	23	-	39	59	10	-	36	44	7	-
	10%	12%	12%	22%	-%	10%	11%	17%	-%	8%	12%	10%	-%
Others more expensive than our current providers	92	44	63	17	-	48	46	11	-	55	39	15	-
	8%	10%	8%	16%	-%	12%	9%	19%	-%	13%	10%	22%	-%
Our customers prefer our chosen provider	71	30	54	12	-	34	30	6	-	39	28	6	-
	6%	7%	7%	12%	-%	8%	6%	11%	-%	9%	7%	9%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1200	455	886	106	-	425	619	66	-	441	419	83	-
Effective base	468	184	342	38	-	175	234	24	-	179	161	30	-
Weighted Base	1134	455	834	102	-	415	543	59	-	421	374	69	-
Unaware of other providers	63	34	51	9	-	25	33	1	-	23	25	1	-
	6%	7%	6%	8%	-%	6%	6%	2%	-%	5%	7%	2%	-%
Other operators do not provide the service I need	45	21	31	6	-	23	20	3	-	25	4	5	-
	4%	5%	4%	6%	-%	6%	4%	6%	-%	6%	1%	8%	-%
										b		b	
Other providers don't pick up post in this area	28	15	15	3	-	19	6	3	-	18	6	8	-
	2%	3%	2%	3%	-%	4%	1%	5%	-%	4%	2%	12%	-%
						b						b	
Other providers could not deliver to all the areas we need	21	14	11	5	-	14	9	3	-	16	8	3	-
	2%	3%	1%	5%	-%	3%	2%	5%	-%	4%	2%	5%	-%
Effort involved in switching outweighs the benefit	86	31	70	17	-	33	49	4	-	34	28	6	-
	8%	7%	8%	16%	-%	8%	9%	6%	-%	8%	7%	9%	-%
Other	31	4	17	-	-	4	9	1	-	5	2	2	-
	3%	1%	2%	-%	-%	1%	2%	2%	-%	1%	*%	2%	-%
Don't know	59	29	42	7	-	21	29	7	-	24	22	4	-
	5%	6%	5%	7%	-%	5%	5%	11%	-%	6%	6%	6%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1200	1024	762	540	812	617	17	334	259	257	45	25
Effective base	468	400	295	220	311	255	3	143	116	115	21	10
Weighted Base	1134	988	705	517	750	646	6	346	277	276	51	30
We don't post large enough volumes	452	383	256	157	275	255	*	112	79	91	7	8
	40%	39% c	36%	30%	37%	40%	4%	33%	29%	33%	14%	26%
We are near a Post Office	439	397	313	232	306	258	*	150	135	118	19	12
	39%	40%	44%	45%	41%	40%	2%	43%	49%	43%	36%	40%
Our chosen provider is safe enough for our needs	330	303	214	165	245	206	3	116	98	102	19	6
	29%	31%	30%	32%	33%	32%	50%	33%	35%	37%	37%	19%
Our chosen provider is reliable enough for our needs	302	270	206	152	228	181	*	113	91	108	17	14
	27%	27%	29%	29%	30%	28%	7%	33%	33%	39%	34%	48%
Our chosen provider is fast enough for our needs	203	180	141	104	163	122	1	73	64	75	11	10
	18%	18%	20%	20%	22%	19%	12%	21%	23%	27%	22%	34%
Don't know enough about what other providers offer	160	145	101	71	123	97	2	47	54	47	6	6
	14%	15%	14%	14%	16%	15%	28%	14%	19%	17%	11%	19%
Don't know enough about other providers and their services	117	109	77	56	66	81	4	42	31	35	7	5
	10%	11%	11%	11%	9%	13%	71%	12%	11%	13%	14%	16%
Others more expensive than our current providers	92	73	61	59	58	45	2	31	41	33	10	7
	8%	7%	9%	11%	8%	7%	27%	9%	15%	12%	19%	24%
Our customers prefer our chosen provider	71	61	49	39	49	39	1	21	24	27	6	4
	6%	6%	7%	8%	6%	6%	15%	6%	9%	10%	11%	13%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1200	1024	762	540	812	617	17	334	259	257	45	25
Effective base	468	400	295	220	311	255	3	143	116	115	21	10
Weighted Base	1134	988	705	517	750	646	6	346	277	276	51	30
Unaware of other providers	63	55	44	27	50	36	*	19	18	19	1	*
	6%	6%	6%	5%	7%	6%	*%	6%	6%	7%	2%	*%
Other operators do not provide the service I need	45	41	37	22	24	34	3	2	15	17	8	*
	4%	4%	5%	4%	3%	5%	50%	1%	6%	6%	15%	1%
									a	a	a	
Other providers don't pick up post in this area	28	19	16	18	17	14	3	6	10	14	10	-
	2%	2%	2%	4%	2%	2%	50%	2%	4%	5%	19%	-%
											abc	
Other providers could not deliver to all the areas we need	21	16	16	16	13	15	3	9	8	9	6	-
	2%	2%	2%	3%	2%	2%	50%	3%	3%	3%	11%	-%
Effort involved in switching outweighs the benefit	86	76	56	46	49	53	-	28	27	32	7	2
	8%	8%	8%	9%	6%	8%	-%	8%	10%	11%	15%	6%
Other	31	26	16	10	17	15	-	6	3	2	*	-
	3%	3%	2%	2%	2%	2%	-%	2%	1%	1%	1%	-%
Don't know	59	53	36	32	43	36	-	23	13	11	4	4
	5%	5%	5%	6%	6%	6%	-%	7%	5%	4%	8%	14%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1200	92	32	13	11	1068	754	1094	746	681	390	1025	84	-	979	54
Effective base	468	42	11	5	4	406	251	414	261	222	161	387	34	-	368	28
Weighted Base	1134	103	25	9	9	965	559	981	599	479	391	919	77	-	863	69
We don't post large enough volumes	452	31	3	5	4	393	236	396	235	230	124	391	31	-	340	24
	40%	30%	11%	61%	40%	41%	42%	40%	39%	48%	32%	43% a	41%	-%	39%	34%
We are near a Post Office	439	40	1	1	6	367	226	373	238	199	166	364	38	-	346	20
	39%	39% b	4%	8%	65%	38%	40%	38%	40%	41%	42%	40%	49%	-%	40%	30%
Our chosen provider is safe enough for our needs	330	28	1	1	-	294	152	296	171	138	117	267	24	-	291	9
	29%	28%	3%	17%	-%	30%	27%	30%	29%	29%	30%	29%	31%	-%	34% b	13%
Our chosen provider is reliable enough for our needs	302	38	4	-	3	265	149	271	154	161	110	259	29	-	267	6
	27%	37%	18%	-%	37%	27%	27%	28%	26%	34%	28%	28%	38%	-%	31% b	9%
Our chosen provider is fast enough for our needs	203	26	*	-	*	180	89	182	95	98	65	179	16	-	179	1
	18%	26%	2%	-%	2%	19%	16%	19%	16%	20%	17%	19%	21%	-%	21% b	1%
Don't know enough about what other providers offer	160	31	7	2	-	134	87	139	75	73	68	122	16	-	120	18
	14%	30%	27%	20%	-%	14%	16%	14%	13%	15%	17%	13%	20%	-%	14%	26%
Don't know enough about other providers and their services	117	11	2	1	*	99	63	100	57	53	43	98	12	-	80	8
	10%	11%	6%	6%	1%	10%	11%	10%	9%	11%	11%	11%	15%	-%	9%	12%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1200	92	32	13	11	1068	754	1094	746	681	390	1025	84	-	979	54
Effective base	468	42	11	5	4	406	251	414	261	222	161	387	34	-	368	28
Weighted Base	1134	103	25	9	9	965	559	981	599	479	391	919	77	-	863	69
Others more expensive than our current providers	92	16	4	*	2	74	40	78	45	46	40	73	11	-	77	3
	8%	15%	14%	3%	18%	8%	7%	8%	7%	10%	10%	8%	14%	-%	9%	4%
Our customers prefer our chosen provider	71	11	5	-	*	65	37	65	46	38	33	63	13	-	55	8
	6%	11%	18%	-%	2%	7%	7%	7%	8%	8%	9%	7%	16% b	-%	6%	11%
Unaware of other providers	63	3	4	-	-	58	39	59	30	27	27	50	6	-	45	10
	6%	3%	17%	-%	-%	6%	7%	6%	5%	6%	7%	5%	8%	-%	5%	15% a
Other operators do not provide the service I need	45	11	3	-	1	36	22	36	19	16	17	31	4	-	40	1
	4%	11%	13%	-%	6%	4%	4%	4%	3%	3%	4%	3%	5%	-%	5%	1%
Other providers don't pick up post in this area	28	4	-	3	-	27	16	28	25	10	25	24	4	-	27	-
	2%	4%	-%	34%	-%	3%	3%	3%	4%	2%	6% b	3%	6%	-%	3%	-%
Other providers could not deliver to all the areas we need	21	4	*	1	*	17	11	20	19	9	14	17	3	-	17	-
	2%	4%	*%	6%	1%	2%	2%	2%	3%	2%	4%	2%	4%	-%	2%	-%
Effort involved in switching outweighs the benefit	86	8	3	*	-	65	48	67	46	35	35	60	6	-	56	6
	8%	8%	11%	5%	-%	7%	9%	7%	8%	7%	9%	6%	8%	-%	7%	9%
Other	31	2	-	-	-	20	8	20	8	8	3	19	1	-	24	1
	3%	2%	-%	-%	-%	2%	1%	2%	1%	2%	1%	2%	2%	-%	3%	1%
Don't know	59	1	-	*	1	52	27	52	34	25	16	51	4	-	37	6
	5%	1%	-%	*%	6%	5%	5%	5%	6%	5%	4%	6%	6%	-%	4%	8%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1200	321	879	203	7	60	176	86	851	255	-	-	1200
Effective base	468	144	323	83	4	27	72	33	336	100	-	-	468
Weighted Base	1134	346	788	193	14	64	171	88	829	215	-	-	1134
We don't post large enough volumes	452	144	308	64	-	14	67	10	348	94	-	-	452
	40%	42%	39%	33%	-%	22%	39%	11%	42%	43%	-%	-%	40%
									a	a			
We are near a Post Office	439	139	300	87	-	25	76	40	319	80	-	-	439
	39%	40%	38%	45%	-%	39%	45%	45%	38%	37%	-%	-%	39%
Our chosen provider is safe enough for our needs	330	55	275	70	11	22	61	24	279	26	-	-	330
	29%	16%	35%	36%	74%	35%	36%	28%	34%	12%	-%	-%	29%
			a					c	c				
Our chosen provider is reliable enough for our needs	302	72	230	54	*	7	53	32	224	46	-	-	302
	27%	21%	29%	28%	2%	11%	31%	36%	27%	21%	-%	-%	27%
							a						
Our chosen provider is fast enough for our needs	203	51	152	39	-	6	36	20	147	36	-	-	203
	18%	15%	19%	20%	-%	9%	21%	22%	18%	17%	-%	-%	18%
Don't know enough about what other providers offer	160	64	96	34	-	8	36	20	118	23	-	-	160
	14%	19%	12%	17%	-%	12%	21%	22%	14%	10%	-%	-%	14%
Don't know enough about other providers and their services	117	38	79	26	3	8	21	4	94	20	-	-	117
	10%	11%	10%	13%	21%	12%	12%	4%	11%	9%	-%	-%	10%
Others more expensive than our current providers	92	39	53	25	*	2	23	18	51	22	-	-	92
	8%	11%	7%	13%	1%	4%	13%	21%	6%	10%	-%	-%	8%
								b					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1200	321	879	203	7	60	176	86	851	255	-	-	1200
Effective base	468	144	323	83	4	27	72	33	336	100	-	-	468
Weighted Base	1134	346	788	193	14	64	171	88	829	215	-	-	1134
Our customers prefer our chosen provider	71	30	41	23	-	4	22	7	49	15	-	-	71
	6%	9%	5%	12%	-%	7%	13%	8%	6%	7%	-%	-%	6%
Unaware of other providers	63	29	34	14	3	4	16	6	42	14	-	-	63
	6%	8%	4%	7%	23%	6%	9%	7%	5%	7%	-%	-%	6%
Other operators do not provide the service I need	45	23	22	11	3	10	8	13	21	11	-	-	45
	4%	7% b	3%	5%	21%	15%	4%	15% b	3%	5%	-%	-%	4%
Other providers don't pick up post in this area	28	12	16	5	3	11	*	3	20	5	-	-	28
	2%	3%	2%	2%	21%	17% b	*%	4%	2%	2%	-%	-%	2%
Other providers could not deliver to all the areas we need	21	9	12	10	3	9	4	3	16	2	-	-	21
	2%	3%	2%	5%	21%	14% b	2%	4%	2%	1%	-%	-%	2%
Effort involved in switching outweighs the benefit	86	32	54	12	-	4	10	9	60	17	-	-	86
	8%	9%	7%	6%	-%	6%	6%	10%	7%	8%	-%	-%	8%
Other	31	11	20	-	-	-	-	1	18	12	-	-	31
	3%	3%	3%	-%	-%	-%	-%	2%	2%	5%	-%	-%	3%
Don't know	59	14	45	9	-	2	9	4	39	15	-	-	59
	5%	4%	6%	5%	-%	2%	5%	5%	5%	7%	-%	-%	5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1200	625	575
Effective base	468	204	266
Weighted Base	1134	454	680
We don't post large enough volumes	452	204	248
	40%	45%	37%
We are near a Post Office	439	165	274
	39%	36%	40%
Our chosen provider is safe enough for our needs	330	107	223
	29%	24%	33%
			a
Our chosen provider is reliable enough for our needs	302	104	198
	27%	23%	29%
Our chosen provider is fast enough for our needs	203	62	141
	18%	14%	21%
			a
Don't know enough about what other providers offer	160	68	92
	14%	15%	14%
Don't know enough about other providers and their services	117	44	73
	10%	10%	11%
Others more expensive than our current providers	92	25	67
	8%	5%	10%
Our customers prefer our chosen provider	71	24	47
	6%	5%	7%

Columns Tested:: a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1200	625	575
Effective base	468	204	266
Weighted Base	1134	454	680
Unaware of other providers	63	26	37
	6%	6%	5%
Other operators do not provide the service I need	45	8	37
	4%	2%	5%
			a
Other providers don't pick up post in this area	28	6	22
	2%	1%	3%
Other providers could not deliver to all the areas we need	21	8	13
	2%	2%	2%
Effort involved in switching outweighs the benefit	86	24	62
	8%	5%	9%
Other	31	11	20
	3%	2%	3%
Don't know	59	21	38
	5%	5%	6%

Columns Tested:: a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1200	76	139	76	107	72	113	37	145	89	94	129	123
Effective base	468	9	59	32	24	25	42	18	80	46	40	77	71
Weighted Base	1134	22	206	81	58	71	133	10	174	90	52	127	111
We don't post large enough volumes	452	8	102	28	18	21	40	2	74	34	29	55	41
	40%	35%	49%	35%	32%	30%	30%	18%	43%	37%	56%	43%	37%
			g								efg	g	
We are near a Post Office	439	18	67	21	26	23	47	4	70	38	16	62	48
	39%	82%	33%	25%	44%	33%	35%	40%	40%	43%	31%	48%	43%
		bcdefghijkl										c	
Our chosen provider is safe enough for our needs	330	5	52	13	14	22	54	1	49	26	9	41	43
	29%	22%	25%	16%	25%	32%	40%	15%	28%	29%	17%	32%	39%
							cj						cj
Our chosen provider is reliable enough for our needs	302	5	52	16	20	21	39	6	48	15	10	33	38
	27%	24%	25%	19%	34%	29%	29%	57%	28%	16%	19%	26%	34%
								bcfhijk					i
Our chosen provider is fast enough for our needs	203	5	25	7	14	22	12	4	35	14	6	24	36
	18%	23%	12%	8%	25%	31%	9%	36%	20%	15%	12%	18%	32%
						bcf		bcfj					bcfij
Don't know enough about what other providers offer	160	5	15	18	11	14	19	*	31	11	7	18	11
	14%	23%	7%	22%	19%	20%	14%	2%	18%	13%	13%	14%	10%
				b									
Don't know enough about other providers and their services	117	5	42	4	2	15	9	1	8	5	11	8	7
	10%	21%	21%	5%	4%	21%	7%	9%	4%	6%	21%	6%	7%
			cdhikl			hk					cdhikl		
Others more expensive than our current providers	92	*	21	7	1	5	8	*	20	8	3	15	3
	8%	1%	10%	9%	1%	8%	6%	1%	12%	9%	7%	12%	2%
									l			l	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1200	76	139	76	107	72	113	37	145	89	94	129	123
Effective base	468	9	59	32	24	25	42	18	80	46	40	77	71
Weighted Base	1134	22	206	81	58	71	133	10	174	90	52	127	111
Our customers prefer our chosen provider	71	1	24	12	4	4	2	1	6	1	5	2	10
	6%	3%	12%	15%	6%	6%	2%	5%	4%	1%	9%	1%	9%
			ik	fhik									k
Unaware of other providers	63	*	13	4	4	9	4	1	11	3	1	6	7
	6%	*%	6%	5%	8%	12%	3%	6%	7%	4%	1%	5%	6%
Other operators do not provide the service I need	45	*	14	6	1	9	1	*	4	7	2	-	2
	4%	1%	7%	7%	1%	12%	1%	3%	2%	8%	3%	-%	2%
			k	k		fk				k			
Other providers don't pick up post in this area	28	*	6	4	-	1	1	1	9	4	*	1	1
	2%	2%	3%	4%	-%	2%	1%	6%	5%	5%	1%	*%	1%
Other providers could not deliver to all the areas we need	21	*	3	*	*	3	2	*	3	3	*	5	1
	2%	1%	1%	*%	1%	4%	1%	5%	2%	3%	*%	4%	1%
Effort involved in switching outweighs the benefit	86	*	10	4	6	2	10	*	22	8	5	11	9
	8%	1%	5%	5%	10%	2%	8%	3%	12%	9%	10%	8%	8%
Other	31	1	12	1	1	*	1	-	7	*	-	4	2
	3%	5%	6%	1%	2%	*%	1%	-%	4%	*%	-%	3%	2%
Don't know	59	1	8	7	1	13	8	1	8	2	3	7	1
	5%	4%	4%	8%	2%	18%	6%	6%	5%	2%	5%	6%	1%
				l		bdhil							

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1200	291	292	271	346	583	617
Effective base	468	98	89	134	187	187	315
Weighted Base	1134	309	262	273	290	571	563
We don't post large enough volumes	452	138	80	110	125	218	235
	40%	45%	30%	40%	43%	38%	42%
		b			b		
We are near a Post Office	439	106	96	112	126	201	238
	39%	34%	37%	41%	43%	35%	42%
Our chosen provider is safe enough for our needs	330	70	90	77	93	160	170
	29%	23%	35%	28%	32%	28%	30%
Our chosen provider is reliable enough for our needs	302	74	79	68	81	153	149
	27%	24%	30%	25%	28%	27%	26%
Our chosen provider is fast enough for our needs	203	37	48	53	65	85	118
	18%	12%	18%	19%	23%	15%	21%
					a		
Don't know enough about what other providers offer	160	38	45	42	35	82	78
	14%	12%	17%	16%	12%	14%	14%
Don't know enough about other providers and their services	117	51	26	14	26	77	40
	10%	16%	10%	5%	9%	14%	7%
		c				b	
Others more expensive than our current providers	92	28	14	29	22	42	50
	8%	9%	5%	10%	7%	7%	9%
Our customers prefer our chosen provider	71	37	11	8	16	47	24
	6%	12%	4%	3%	6%	8%	4%
		bc					

Columns Tested:: a,b,c,d - a,b

Table 510 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail at least for some items?

Base: All those who use Royal Mail as their main provider AND have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1200	291	292	271	346	583	617
Effective base	468	98	89	134	187	187	315
Weighted Base	1134	309	262	273	290	571	563
Unaware of other providers	63	17	17	15	13	34	29
	6%	6%	6%	6%	5%	6%	5%
Other operators do not provide the service I need	45	20	10	12	4	30	15
	4%	6%	4%	4%	1%	5%	3%
		d					
Other providers don't pick up post in this area	28	10	2	14	2	12	16
	2%	3%	1%	5%	1%	2%	3%
				d			
Other providers could not deliver to all the areas we need	21	3	5	7	6	8	13
	2%	1%	2%	2%	2%	1%	2%
Effort involved in switching outweighs the benefit	86	14	18	30	25	32	54
	8%	4%	7%	11%	8%	6%	10%
Other	31	14	3	7	7	16	14
	3%	4%	1%	3%	2%	3%	3%
Don't know	59	16	22	10	10	38	20
	5%	5%	9%	4%	4%	7%	4%

Columns Tested:: a,b,c,d - a,b

Table 560

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Yes	957	210	748	910	40	4	3	47
	48%	92%	42%	48%	52%	49%	59%	52%
		b					a	
No	1043	19	1024	1000	36	5	2	43
	52%	8%	58%	52%	48%	51%	41%	48%
			a	d				

Columns Tested:: a,b - a,b,c,d,e

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Yes	957	472	366	72	25	19	3	910	40	7
	48%	46%	49%	52%	48%	58%	59%	48%	52%	53%
						a	ag			
No	1043	557	375	68	27	14	2	1000	36	7
	52%	54%	51%	48%	52%	42%	41%	52%	48%	47%
		ef						f		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Yes	957	736	174	40	4	3	502	160	39	14	26
	48%	47%	49%	52%	49%	59%	40%	54%	57%	40%	44%
						a		a	a		
No	1043	822	178	36	5	2	747	138	29	21	33
	52%	53%	51%	48%	51%	41%	60%	46%	43%	60%	56%
		e					bc				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Yes	957	90	59	160	29	82	129	119	59	70
	48%	50%	40%	50%	42%	45%	41%	48%	38%	47%
No	1043	90	87	159	40	101	182	130	96	78
	52%	50%	60%	50%	58%	55%	59%	52%	62%	53%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	957	181	207	408	797	160	81	52	27
	48%	45%	43%	46%	45%	67%	68%	65%	67%
						abcd	abcd	abcd	abcd
No	1043	219	273	472	963	80	39	28	13
	52%	55%	57%	54%	55%	33%	32%	35%	33%
		efgh	efgh	efgh	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Yes	957	42	61	71	149	152	48	32	45	418
	48%	51%	51%	48%	56% i	46%	52%	60%	71% cei	43%
No	1043	41	59	78	119	175	45	21	19	545
	52%	49%	49%	52% h	44%	54% h	48%	40%	29%	57% dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Yes	957	262	200	495	818	139	860	98	942	15
	48%	52%	48%	46%	49%	42%	47%	58% a	49% b	25%
No	1043	238	220	585	849	194	972	70	998	45
	52%	48%	52%	54%	51%	58%	53% b	42%	51%	75% a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Yes	957	595	197	155	815	85	15	42	901	57
	48%	49%	58%	37%	48%	40%	32%	73%	47%	55%
		c	ac					abce		
No	1043	629	142	270	871	125	32	15	996	47
	52%	51%	42%	63%	52%	60%	68%	27%	53%	45%
		b		ab	d	d	d		d	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Yes	957	484	331	142	816	644	847	613	424	388
	48%	48%	48%	45%	47%	45%	46%	44%	48%	58%
										abcde
No	1043	517	354	172	917	788	984	770	465	277
	52%	52%	52%	55%	53%	55%	54%	56%	52%	42%
					f	f	f	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Yes	957	189	471	46	56	29	29	28	86
	48%	46%	43%	47%	59%	59%	67%	60%	62%
					b		b		ab
No	1043	224	615	52	39	20	14	19	53
	52%	54%	57%	53%	41%	41%	33%	40%	38%
		h	dfh						

Columns Tested:: a,b,c,d,e,f,g,h

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Yes	957	596	90	55	39	10	22	4	454	89	29	14	29	9	21
	48%	43%	59%	69%	66%	40%	74%	27%	43%	49%	39%	49%	66%	56%	75%
			a	a	a		ag								ac
No	1043	778	62	25	20	14	8	10	609	91	45	14	15	7	7
	52%	57%	41%	31%	34%	60%	26%	73%	57%	51%	61%	51%	34%	44%	25%
		bcdf						f	g		g				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Yes	957	389	64	57	32	20	19	32	71	406	189	170	43	39
	48%	41%	40%	51%	52%	62%	59%	74%	66%	46%	48%	47%	37%	54%
								ab	ab					
No	1043	552	97	55	29	12	13	12	37	480	200	194	73	33
	52%	59%	60%	49%	48%	38%	41%	26%	34%	54%	52%	53%	63%	46%
		gh	gh											

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Yes	957	436	179	147	34	19	361	112	107	32	31
	48%	45%	53%	51%	38%	50%	46%	42%	45%	37%	52%
No	1043	530	162	144	55	19	417	154	131	55	28
	52%	55%	47%	49%	62%	50%	54%	58%	55%	63%	48%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Yes	957	327	62	137	53	30	331	68	212	799	158	742	74
	48%	47% b	31%	46% b	46%	59% b	41%	56% a	48%	46%	58% a	46%	68% a
No	1043	375	139	163	61	21	483	54	226	927	116	883	34
	52%	53%	69% ace	54%	54%	41%	59% b	44%	52%	54% b	42%	54% b	32%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Yes	957	549	96	329	284	741	76	540	104	337	276
	48%	43%	58% a	39%	53% a	45%	72% a	43%	64% a	39%	53% a
No	1043	719	69	517	253	888	29	730	59	525	245
	52%	57% b	42%	61% b	47%	55% b	28%	57% b	36%	61% b	47%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Yes	957	442	610	102	-	402	435	67	1	465	303	98	*
	48%	48%	46%	43%	-%	47%	44%	35%	100%	47%	40%	39%	100%
No	1043	486	730	138	4	457	556	125	-	534	463	151	-
	52%	52%	54%	57%	100%	53%	56%	65%	-%	53%	60%	61%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Yes	957	723	534	365	590	455	26	213	202	195	31	19
	48%	46%	43%	39%	47%	44%	70%	35%	38%	37%	23%	24%
		c					b		d	d		
No	1043	858	711	579	673	581	11	402	333	326	104	59
	52%	54%	57%	61%	53%	56%	30%	65%	62%	63%	77%	76%
				a		c					bc	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Yes	957	126	57	76	20	812	535	854	582	579	415	759	102	1	631	81
	48%	56%	56%	66%	47%	50%	52%	50%	50%	58% abcd	47%	48%	48%	100%	45%	54%
No	1043	99	44	39	22	824	499	864	575	412	464	815	111	-	770	70
	52%	44%	44%	34%	53%	50% e	48% e	50% e	50% e	42%	53%	52%	52%	-%	55%	46%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Yes	957	425	452	297	32	180	192	129	571	245	210	229	488
	48%	55%	41%	48%	66%	61%	41%	49%	42%	68%	63%	59%	40%
		b				b				ab	c	c	
No	1043	351	656	326	16	118	278	135	783	117	121	159	740
	52%	45%	59%	52%	34%	39%	59%	51%	58%	32%	37%	41%	60%
			a				a	c	c				ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Yes	957	957	-
	48%	100%	-%
		b	
No	1043	-	1043
	52%	-%	100%
			a

Columns Tested:: a,b

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Yes	957	22	147	98	35	53	132	13	122	89	44	92	111
	48%	65%	47%	63%	39%	41%	46%	75%	40%	50%	56%	42%	54%
				defhk				bdefhikl			h		h
No	1043	12	164	56	53	75	153	4	180	91	34	126	94
	52%	35%	53%	37%	61%	59%	54%	25%	60%	50%	44%	58%	46%
			g		cg	cg	cg		cgjl	g		cg	g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 560 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Yes	957	267	219	224	246	487	471
	48%	53%	44%	45%	49%	49%	47%
No	1043	233	281	276	254	513	529
	52%	47%	56%	55%	51%	51%	53%

Columns Tested:: a,b,c,d - a,b

Table 561

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	945	34	911	675	144	35	91	270
Effective base	425	15	413	394	63	16	49	82
Weighted Base	1043	19	1024	1000	36	5	2	43
We have already moved everything that is possible to move	290	*	289	279	9	1	*	11
	28%	*%	28%	28%	25%	27%	23%	25%
			a					
Happy with sending things by post	201	4	197	192	8	1	*	9
	19%	19%	19%	19%	22%	15%	17%	21%
There is no pressure from customers for us to move	163	3	160	154	7	1	*	9
	16%	15%	16%	15%	20%	15%	23%	20%
We prefer to send things to customers by post	123	3	119	120	2	*	*	3
	12%	17%	12%	12%	6%	*%	21%	6%
							be	
No alternative media that would meet my needs	114	6	107	111	3	-	*	3
	11%	34%	10%	11%	7%	-%	6%	7%
		b						
Cost	99	1	98	88	10	1	*	11
	10%	7%	10%	9%	26%	28%	20%	26%
					a	a	a	a
Reliability / trust	98	1	97	93	4	*	1	5
	9%	8%	9%	9%	12%	4%	28%	12%
							abce	
Not considered this	77	*	77	75	2	*	*	3
	7%	2%	8%	7%	6%	8%	4%	6%
Time or extra admin required	41	*	41	38	3	*	*	3
	4%	1%	4%	4%	9%	1%	9%	8%
Lack of information about products and costs by other providers	26	-	26	24	1	*	*	2
	2%	-%	3%	2%	3%	7%	1%	4%
Hassle of moving	25	*	24	24	1	-	*	1
	2%	2%	2%	2%	3%	-%	4%	3%

Columns Tested:: a,b - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	945	34	911	675	144	35	91	270
Effective base	425	15	413	394	63	16	49	82
Weighted Base	1043	19	1024	1000	36	5	2	43
The unreliability of email address lists	17	3	14	17	*	-	*	*
	2%	17% b	1%	2%	1%	-%	3%	1%
Other media ineffective	15	-	15	15	*	-	-	*
	1%	-%	1%	1%	1%	-%	-%	1%
Customers are unwilling to give email addresses	12	-	12	11	1	*	*	1
	1%	-%	1%	1%	1%	6%	9% a	2%
Contracted with postal provider / franking machine	8	2	6	8	1	-	*	1
	1%	11% b	1%	1%	2%	-%	*%	1%
No reason	138	2	136	134	3	*	*	4
	13%	9%	13%	13%	9%	9%	9%	9%
Other	23	1	22	22	1	-	-	1
	2%	8%	2%	2%	3%	-%	-%	2%
Don't know	35	1	34	33	1	1	*	2
	3%	6%	3%	3%	3%	14% a	3%	4%

Columns Tested:: a,b - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	945	315	276	84	96	83	91	675	144	126
Effective base	425	200	159	44	44	35	49	394	63	31
Weighted Base	1043	557	375	68	27	14	2	1000	36	7
We have already moved everything that is possible to move	290	142	114	22	7	3	*	279	9	2
	28%	26%	31%	32%	27%	21%	23%	28%	25%	26%
Happy with sending things by post	201	106	77	9	6	3	*	192	8	1
	19%	19%	21%	13%	20%	23%	17%	19%	22%	16%
There is no pressure from customers for us to move	163	93	51	11	7	1	*	154	7	1
	16%	17%	14%	16%	25%	10%	23%	15%	20%	18%
We prefer to send things to customers by post	123	69	46	5	2	*	*	120	2	*
	12%	12%	12%	7%	8%	2%	21% eh	12%	6%	7%
No alternative media that would meet my needs	114	67	39	5	2	1	*	111	3	*
	11%	12%	10%	8%	6%	7%	6%	11%	7%	2%
Cost	99	53	25	10	8	3	*	88	10	2
	10%	9%	7%	15%	28% abg	24% abg	20% abg	9%	26% abg	26% abg
Reliability / trust	98	67	16	10	3	2	1	93	4	1
	9%	12% b	4%	15% b	9%	14% b	28% abdgh	9% b	12% b	11%
Not considered this	77	44	31	*	1	1	*	75	2	*
	7%	8%	8%	*%	5%	8%	4%	7%	6%	7%
Time or extra admin required	41	28	8	2	2	1	*	38	3	*
	4%	5%	2%	2%	7%	10% b	9% b	4%	9% b	4%
Lack of information about products and costs by other providers	26	15	7	1	1	*	*	24	1	*
	2%	3%	2%	2%	4%	3%	1%	2%	3%	5%
Hassle of moving	25	11	10	2	*	1	*	24	1	*
	2%	2%	3%	3%	*%	8%	4%	2%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	945	315	276	84	96	83	91	675	144	126
Effective base	425	200	159	44	44	35	49	394	63	31
Weighted Base	1043	557	375	68	27	14	2	1000	36	7
The unreliability of email address lists	17	7	8	1	*	*	*	17	*	*
	2%	1%	2%	2%	1%	*%	3%	2%	1%	1%
Other media ineffective	15	9	5	1	*	-	-	15	*	-
	1%	2%	1%	1%	1%	-%	-%	1%	1%	-%
Customers are unwilling to give email addresses	12	5	6	*	*	1	*	11	1	*
	1%	1%	2%	*%	*%	5%	9%	1%	1%	7%
							abcdg			ag
Contracted with postal provider / franking machine	8	3	3	2	1	-	*	8	1	*
	1%	*%	1%	3%	2%	-%	*%	1%	2%	*%
No reason	138	78	46	10	3	1	*	134	3	1
	13%	14%	12%	14%	10%	8%	9%	13%	9%	9%
Other	23	14	9	-	1	-	-	22	1	-
	2%	2%	2%	-%	4%	-%	-%	2%	3%	-%
Don't know	35	18	12	2	1	1	*	33	1	1
	3%	3%	3%	3%	2%	9%	3%	3%	3%	11%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	457	218	144	35	91	445	165	59	46	126
Effective base	425	296	123	63	16	49	270	88	25	11	20
Weighted Base	1043	822	178	36	5	2	747	138	29	21	33
We have already moved everything that is possible to move	290	230	48	9	1	*	205	41	8	4	11
	28%	28%	27%	25%	27%	23%	27%	30%	29%	21%	33%
Happy with sending things by post	201	157	34	8	1	*	147	24	8	2	6
	19%	19%	19%	22%	15%	17%	20%	17%	27%	12%	18%
There is no pressure from customers for us to move	163	131	23	7	1	*	102	28	5	2	9
	16%	16%	13%	20%	15%	23%	14%	20%	19%	7%	28%
We prefer to send things to customers by post	123	103	17	2	*	*	98	10	3	3	2
	12%	13%	10%	6%	*%	21% bc	13%	7%	9%	13%	5%
No alternative media that would meet my needs	114	95	16	3	-	*	84	13	2	*	5
	11%	12%	9%	7%	-%	6%	11%	10%	8%	1%	15%
Cost	99	70	18	10	1	*	73	14	2	2	6
	10%	8%	10%	26% ab	28% ab	20% a	10%	10%	6%	12%	19%
Reliability / trust	98	76	17	4	*	1	76	11	1	2	5
	9%	9%	10%	12%	4%	28% abcd	10%	8%	3%	12%	16%
Not considered this	77	66	8	2	*	*	65	9	*	*	2
	7%	8%	5%	6%	8%	4%	9%	7%	1%	2%	6%
Time or extra admin required	41	30	8	3	*	*	30	3	4	-	2
	4%	4%	4%	9%	1%	9%	4%	2%	13% b	-%	6%
Lack of information about products and costs by other providers	26	19	6	1	*	*	18	4	1	*	1
	2%	2%	3%	3%	7%	1%	2%	3%	2%	1%	2%
Hassle of moving	25	17	6	1	-	*	16	3	2	1	1
	2%	2%	3%	3%	-%	4%	2%	3%	5%	4%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	945	457	218	144	35	91	445	165	59	46	126
Effective base	425	296	123	63	16	49	270	88	25	11	20
Weighted Base	1043	822	178	36	5	2	747	138	29	21	33
The unreliability of email address lists	17	15	2	*	-	*	15	2	*	-	*
	2%	2%	1%	1%	-%	3%	2%	1%	*%	-%	1%
Other media ineffective	15	13	2	*	-	-	14	-	-	1	*
	1%	2%	1%	1%	-%	-%	2%	-%	-%	4%	1%
Customers are unwilling to give email addresses	12	10	*	1	*	*	10	1	*	-	*
	1%	1%	*%	1%	6%	9%	1%	*%	1%	-%	1%
					b	ab					
Contracted with postal provider / franking machine	8	5	3	1	-	*	3	3	1	-	1
	1%	1%	2%	2%	-%	*%	*%	2%	4%	-%	4%
									a		
No reason	138	112	22	3	*	*	89	21	5	7	1
	13%	14%	13%	9%	9%	9%	12%	15%	17%	32%	2%
									e	e	
Other	23	18	4	1	-	-	21	-	1	-	-
	2%	2%	2%	3%	-%	-%	3%	-%	2%	-%	-%
Don't know	35	26	7	1	1	*	23	4	*	*	1
	3%	3%	4%	3%	14%	3%	3%	3%	1%	1%	3%
					a						

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	945	67	71	106	29	82	94	67	63	65
Effective base	425	38	40	62	15	45	62	46	35	34
Weighted Base	1043	90	87	159	40	101	182	130	96	78
We have already moved everything that is possible to move	290	23	28	56	6	29	48	24	28	29
	28%	26%	32%	36% g	16%	29%	26%	18%	30%	37%
Happy with sending things by post	201	18	18	33	4	20	24	28	21	21
	19%	20%	21%	21%	10%	20%	13%	22%	22%	27%
There is no pressure from customers for us to move	163	6	16	17	6	14	28	27	22	13
	16%	7%	18%	10%	14%	14%	16%	20%	23%	17%
We prefer to send things to customers by post	123	12	7	20	2	3	13	28	20	6
	12%	13%	8%	12%	4%	3%	7%	22% ef	21% e	7%
No alternative media that would meet my needs	114	15	3	16	8	17	24	8	12	3
	11%	17% b	4%	10%	21%	17%	13%	6%	12%	3%
Cost	99	9	8	24	2	13	12	12	10	5
	10%	10%	9%	15%	5%	12%	6%	9%	10%	7%
Reliability / trust	98	5	5	23	1	6	18	16	13	5
	9%	6%	6%	15%	2%	6%	10%	12%	13%	6%
Not considered this	77	3	5	13	3	14	11	10	10	3
	7%	3%	5%	8%	6%	14%	6%	7%	10%	4%
Time or extra admin required	41	7	3	7	-	3	4	7	5	3
	4%	8%	4%	5%	-%	3%	2%	5%	5%	4%
Lack of information about products and costs by other providers	26	6	4	2	-	3	1	2	1	6
	2%	6%	5%	1%	-%	3%	1%	2%	1%	8%
Hassle of moving	25	2	2	4	2	8	-	2	3	1
	2%	2%	2%	2%	5%	8% f	-%	1%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	945	67	71	106	29	82	94	67	63	65
Effective base	425	38	40	62	15	45	62	46	35	34
Weighted Base	1043	90	87	159	40	101	182	130	96	78
The unreliability of email address lists	17	3	1	*	-	-	7	-	-	4
	2%	3%	2%	*%	-%	-%	4%	-%	-%	6%
Other media ineffective	15	1	1	-	-	1	8	-	4	-
	1%	1%	1%	-%	-%	1%	4%	-%	5%	-%
Customers are unwilling to give email addresses	12	3	3	*	-	*	2	2	*	*
	1%	3%	3%	*%	-%	*%	1%	2%	*%	*%
Contracted with postal provider / franking machine	8	1	3	-	*	-	3	-	1	-
	1%	1%	3%	-%	1%	-%	2%	-%	1%	-%
No reason	138	10	10	16	12	13	29	11	14	13
	13%	11%	11%	10%	30%	13%	16%	8%	15%	17%
Other	23	4	-	*	2	-	8	4	2	2
	2%	5%	-%	*%	4%	-%	4%	3%	2%	2%
Don't know	35	1	2	5	1	5	7	6	2	1
	3%	2%	2%	3%	3%	5%	4%	5%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	945	176	201	267	644	301	109	88	104
Effective base	425	94	112	169	372	94	35	39	33
Weighted Base	1043	219	273	472	963	80	39	28	13
We have already moved everything that is possible to move	290	65	79	128	272	18	7	9	2
	28%	30%	29%	27%	28%	22%	19%	31%	12%
		h	h		h				
Happy with sending things by post	201	45	57	84	187	14	8	3	2
	19%	21%	21%	18%	19%	17%	22%	12%	16%
There is no pressure from customers for us to move	163	32	45	72	149	14	5	7	2
	16%	15%	16%	15%	15%	18%	14%	24%	18%
We prefer to send things to customers by post	123	10	38	61	109	13	8	4	1
	12%	4%	14%	13%	11%	16%	21%	14%	7%
			a	a	a	a	a		
No alternative media that would meet my needs	114	28	30	48	106	8	5	1	2
	11%	13%	11%	10%	11%	10%	12%	4%	14%
Cost	99	20	27	47	94	5	3	1	1
	10%	9%	10%	10%	10%	7%	7%	5%	11%
Reliability / trust	98	12	23	57	92	7	5	*	2
	9%	5%	8%	12%	10%	8%	12%	1%	12%
				g					
Not considered this	77	20	17	34	71	6	4	1	*
	7%	9%	6%	7%	7%	7%	11%	3%	3%
Time or extra admin required	41	7	15	18	39	2	*	1	*
	4%	3%	6%	4%	4%	2%	*%	5%	3%
Lack of information about products and costs by other providers	26	9	11	6	25	1	*	*	*
	2%	4%	4%	1%	3%	1%	*%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	945	176	201	267	644	301	109	88	104
Effective base	425	94	112	169	372	94	35	39	33
Weighted Base	1043	219	273	472	963	80	39	28	13
Hassle of moving	25	11	7	6	23	1	1	*	1
	2%	5%	3%	1%	2%	2%	1%	1%	5%
The unreliability of email address lists	17	4	4	7	16	1	*	*	*
	2%	2%	2%	2%	2%	1%	1%	1%	1%
Other media ineffective	15	1	7	8	15	*	-	-	*
	1%	*%	2%	2%	2%	*%	-%	-%	*%
Customers are unwilling to give email addresses	12	*	6	4	10	1	1	*	*
	1%	*%	2%	1%	1%	2%	2%	*%	3%
Contracted with postal provider / franking machine	8	*	5	3	8	*	-	-	*
	1%	*%	2%	1%	1%	*%	-%	-%	*%
No reason	138	38	34	56	128	10	3	5	3
	13%	17%	12%	12%	13%	13%	8%	16%	21%
Other	23	3	6	12	21	2	1	1	*
	2%	2%	2%	3%	2%	2%	2%	4%	*%
Don't know	35	7	6	18	31	3	2	1	1
	3%	3%	2%	4%	3%	4%	5%	2%	8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	945	29	82	92	106	201	41	29	24	423
Effective base	425	14	29	34	48	87	16	11	9	211
Weighted Base	1043	41	59	78	119	175	45	21	19	545
We have already moved everything that is possible to move	290	7	13	16	19	45	14	3	10	176
	28%	18%	22%	21%	16%	26%	32%	13%	52%	32% d
Happy with sending things by post	201	16	10	12	17	23	11	11	6	105
	19%	39%	17%	16%	15%	13%	24%	51%	29%	19%
There is no pressure from customers for us to move	163	8	13	17	25	21	2	8	3	79
	16%	20%	21%	22%	21%	12%	4%	40%	14%	15%
We prefer to send things to customers by post	123	10	6	6	13	16	12	5	*	62
	12%	23%	11%	8%	11%	9%	26%	22%	1%	11%
No alternative media that would meet my needs	114	1	18	18	14	13	10	-	1	57
	11%	3%	30% ei	22% e	12%	7%	21%	-%	8%	10%
Cost	99	9	9	13	13	22	1	2	3	37
	10%	21%	15%	17%	11%	13%	3%	9%	14%	7%
Reliability / trust	98	9	3	7	10	16	9	1	6	41
	9%	21%	6%	9%	8%	9%	21%	7%	30%	8%
Not considered this	77	*	1	1	5	11	6	5	*	48
	7%	1%	1%	1%	4%	6%	14% c	24%	1%	9%
Time or extra admin required	41	1	3	3	*	4	10	-	1	22
	4%	2%	5%	4%	*%	2%	23% cdei	-%	6%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	945	29	82	92	106	201	41	29	24	423
Effective base	425	14	29	34	48	87	16	11	9	211
Weighted Base	1043	41	59	78	119	175	45	21	19	545
Lack of information about products and costs by other providers	26	-	1	1	2	5	1	*	-	17
	2%	-%	1%	1%	2%	3%	2%	2%	-%	3%
Hassle of moving	25	1	1	1	1	3	1	1	-	17
	2%	3%	1%	1%	1%	2%	2%	4%	-%	3%
The unreliability of email address lists	17	-	3	3	3	6	-	-	-	5
	2%	-%	5%	4%	2%	3%	-%	-%	-%	1%
Other media ineffective	15	-	1	1	5	-	-	-	-	10
	1%	-%	1%	1%	4%	-%	-%	-%	-%	2%
Customers are unwilling to give email addresses	12	*	3	3	*	2	-	-	*	6
	1%	*%	5%	4%	*%	1%	-%	-%	*%	1%
Contracted with postal provider / franking machine	8	-	*	*	1	3	1	-	-	3
	1%	-%	*%	*%	1%	2%	2%	-%	-%	*%
No reason	138	6	11	15	13	19	4	1	*	79
	13%	15%	18%	19%	11%	11%	9%	3%	2%	15%
Other	23	-	-	1	-	7	-	-	-	16
	2%	-%	-%	1%	-%	4%	-%	-%	-%	3%
Don't know	35	1	1	1	8	12	*	1	-	12
	3%	4%	2%	2%	6%	7%	*%	2%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	945	227	242	476	822	123	809	136	909	36
Effective base	425	95	102	229	358	69	388	41	407	17
Weighted Base	1043	238	220	585	849	194	972	70	998	45
We have already moved everything that is possible to move	290	42	59	188	230	59	272	18	275	15
	28%	18%	27%	32% a	27%	31%	28%	25%	28%	33%
Happy with sending things by post	201	46	34	122	157	44	187	14	190	11
	19%	19%	15%	21%	18%	23%	19%	20%	19%	25%
There is no pressure from customers for us to move	163	50	23	90	136	27	148	15	159	4
	16%	21% b	10%	15%	16%	14%	15%	21%	16%	9%
We prefer to send things to customers by post	123	28	27	67	94	29	119	4	123	-
	12%	12%	12%	11%	11%	15%	12%	6%	12%	-%
No alternative media that would meet my needs	114	33	22	58	100	13	106	7	102	11
	11%	14%	10%	10%	12%	7%	11%	10%	10%	26% a
Cost	99	35	24	41	87	12	87	12	95	4
	10%	15% c	11%	7%	10%	6%	9%	17%	10%	9%
Reliability / trust	98	25	25	48	82	16	94	5	92	6
	9%	11%	11%	8%	10%	8%	10%	6%	9%	13%
Not considered this	77	6	18	54	71	6	75	2	77	-
	7%	2%	8%	9% a	8%	3%	8%	3%	8%	-%
Time or extra admin required	41	4	14	24	35	6	35	6	41	*
	4%	2%	6%	4%	4%	3%	4%	8%	4%	1%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	945	227	242	476	822	123	809	136	909	36
Effective base	425	95	102	229	358	69	388	41	407	17
Weighted Base	1043	238	220	585	849	194	972	70	998	45
Lack of information about products and costs by other providers	26	3	5	18	20	6	24	2	26	-
	2%	1%	2%	3%	2%	3%	2%	3%	3%	-%
Hassle of moving	25	3	4	18	22	2	23	2	24	1
	2%	1%	2%	3%	3%	1%	2%	3%	2%	3%
The unreliability of email address lists	17	6	6	5	12	5	17	*	10	7
	2%	3%	3%	1%	1%	2%	2%	*%	1%	17% a
Other media ineffective	15	6	-	10	12	3	14	1	15	-
	1%	2%	-%	2%	1%	2%	1%	2%	2%	-%
Customers are unwilling to give email addresses	12	3	2	6	11	*	12	*	12	-
	1%	1%	1%	1%	1%	*%	1%	*%	1%	-%
Contracted with postal provider / franking machine	8	2	4	3	8	-	6	2	8	-
	1%	1%	2%	*%	1%	-%	1%	4%	1%	-%
No reason	138	34	24	80	106	32	129	9	134	4
	13%	14%	11%	14%	12%	16%	13%	13%	13%	9%
Other	23	1	7	16	18	5	23	-	22	1
	2%	*%	3%	3%	2%	2%	2%	-%	2%	2%
Don't know	35	10	12	13	31	4	34	1	34	1
	3%	4%	5%	2%	4%	2%	4%	1%	3%	3%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	945	488	209	245	679	177	45	44	856	89
Effective base	425	241	69	118	343	61	15	8	402	23
Weighted Base	1043	629	142	270	871	125	32	15	996	47
We have already moved everything that is possible to move	290	182	31	76	239	37	11	2	277	13
	28%	29%	22%	28%	28%	30%	34%	13%	28%	28%
Happy with sending things by post	201	109	41	49	166	28	5	1	195	6
	19%	17%	29% a	18%	19%	22%	16%	7%	20%	13%
There is no pressure from customers for us to move	163	109	25	29	142	12	4	5	154	9
	16%	17%	17%	11%	16%	10%	12%	34%	15%	19%
We prefer to send things to customers by post	123	58	31	33	102	17	1	3	118	4
	12%	9%	22% a	12%	12%	13%	4%	19%	12%	9%
No alternative media that would meet my needs	114	46	18	49	91	8	6	8	99	14
	11%	7%	13%	18% a	10%	6%	19%	53% abe	10%	30% abe
Cost	99	55	12	32	83	13	1	3	95	4
	10%	9%	8%	12%	9%	10%	4%	18%	10%	8%
Reliability / trust	98	55	10	33	80	15	1	2	95	3
	9%	9%	7%	12%	9%	12%	4%	14%	10%	7%
Not considered this	77	52	4	21	69	8	*	*	77	*
	7%	8%	3%	8%	8%	6%	*%	1%	8%	1%
Time or extra admin required	41	29	7	5	37	3	1	*	40	1
	4%	5%	5%	2%	4%	2%	3%	*%	4%	2%
Lack of information about products and costs by other providers	26	14	2	10	24	2	-	-	26	-
	2%	2%	1%	4%	3%	2%	-%	-%	3%	-%
Hassle of moving	25	16	1	8	21	2	1	1	23	2
	2%	3%	*%	3%	2%	2%	2%	6%	2%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	945	488	209	245	679	177	45	44	856	89
Effective base	425	241	69	118	343	61	15	8	402	23
Weighted Base	1043	629	142	270	871	125	32	15	996	47
The unreliability of email address lists	17	*	3	13	8	7	2	*	15	2
	2%	*%	2%	5%	1%	5%	7%	*%	1%	5%
				a		a	a			
Other media ineffective	15	*	5	10	14	-	-	1	14	1
	1%	*%	4%	4%	2%	-%	-%	5%	1%	2%
			a	a						
Customers are unwilling to give email addresses	12	4	6	2	9	3	*	*	12	*
	1%	1%	4%	1%	1%	2%	*%	*%	1%	*%
			a							
Contracted with postal provider / franking machine	8	4	2	2	3	2	1	2	5	3
	1%	1%	2%	1%	*%	2%	3%	14%	1%	7%
								ae		ae
No reason	138	104	8	26	123	13	1	*	136	2
	13%	17%	5%	10%	14%	10%	4%	1%	14%	3%
		b								
Other	23	6	6	11	14	9	-	-	23	-
	2%	1%	4%	4%	2%	7%	-%	-%	2%	-%
				a		ae				
Don't know	35	21	3	11	25	4	6	*	28	6
	3%	3%	2%	4%	3%	3%	19%	2%	3%	14%
							abe			ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	945	341	338	266	840	738	886	718	462	355
Effective base	425	189	157	84	367	324	397	318	190	122
Weighted Base	1043	517	354	172	917	788	984	770	465	277
We have already moved everything that is possible to move	290	140	100	50	259	207	270	208	101	67
	28%	27%	28%	29%	28%	26%	27%	27%	22%	24%
Happy with sending things by post	201	91	75	34	184	154	196	149	86	40
	19%	18%	21%	20%	20%	20%	20%	19%	18%	14%
There is no pressure from customers for us to move	163	86	56	21	152	136	159	123	90	61
	16%	17%	16%	12%	17%	17%	16%	16%	19%	22%
We prefer to send things to customers by post	123	57	45	21	107	98	120	88	55	36
	12%	11%	13%	12%	12%	12%	12%	11%	12%	13%
No alternative media that would meet my needs	114	40	51	22	96	91	112	91	44	26
	11%	8%	14%	13%	10%	11%	11%	12%	9%	9%
			a							
Cost	99	43	40	17	90	78	94	88	66	46
	10%	8%	11%	10%	10%	10%	10%	11%	14%	17%
										ac
Reliability / trust	98	47	32	19	98	85	98	80	62	38
	9%	9%	9%	11%	11%	11%	10%	10%	13%	14%
Not considered this	77	37	32	8	75	69	76	55	35	21
	7%	7%	9%	5%	8%	9%	8%	7%	7%	7%
Time or extra admin required	41	25	12	4	38	36	39	29	24	11
	4%	5%	4%	2%	4%	5%	4%	4%	5%	4%
Lack of information about products and costs by other providers	26	9	15	2	21	18	21	21	12	5
	2%	2%	4%	1%	2%	2%	2%	3%	3%	2%
Hassle of moving	25	14	7	4	24	22	24	20	17	11
	2%	3%	2%	2%	3%	3%	2%	3%	4%	4%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	945	341	338	266	840	738	886	718	462	355
Effective base	425	189	157	84	367	324	397	318	190	122
Weighted Base	1043	517	354	172	917	788	984	770	465	277
The unreliability of email address lists	17	3	5	9	17	14	17	17	7	5
	2%	1%	1%	5%	2%	2%	2%	2%	2%	2%
				a						
Other media ineffective	15	3	11	1	10	14	14	15	5	5
	1%	1%	3%	*%	1%	2%	1%	2%	1%	2%
Customers are unwilling to give email addresses	12	7	2	3	12	11	12	11	9	7
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%
Contracted with postal provider / franking machine	8	3	-	5	6	8	8	8	6	5
	1%	1%	-%	3%	1%	1%	1%	1%	1%	2%
No reason	138	82	41	15	114	101	123	102	55	26
	13%	16%	12%	8%	12%	13%	13%	13%	12%	9%
Other	23	10	5	9	19	16	22	13	11	3
	2%	2%	1%	5%	2%	2%	2%	2%	2%	1%
Don't know	35	19	6	10	32	26	34	30	20	2
	3%	4%	2%	6%	4%	3%	3%	4%	4%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	945	157	495	59	70	47	31	27	105
Effective base	425	86	244	23	19	11	6	9	26
Weighted Base	1043	224	615	52	39	20	14	19	53
We have already moved everything that is possible to move	290	67	173	8	7	6	8	1	16
	28%	30%	28%	15%	19%	30%	59% c	8%	30%
Happy with sending things by post	201	49	122	6	13	3	1	2	6
	19%	22%	20%	12%	34%	17%	6%	10%	12%
There is no pressure from customers for us to move	163	28	107	10	5	2	1	5	8
	16%	13%	17%	19%	14%	11%	7%	25%	15%
We prefer to send things to customers by post	123	30	69	5	8	4	1	2	8
	12%	13%	11%	10%	21%	23%	7%	11%	14%
No alternative media that would meet my needs	114	28	72	*	1	1	*	10	11
	11%	12%	12%	*%	3%	5%	2%	49%	20% c
Cost	99	16	56	9	6	1	2	5	8
	10%	7%	9%	17%	15%	6%	12%	24%	14%
Reliability / trust	98	12	64	10	1	5	5	1	10
	9%	5%	10%	18%	3%	26% a	32% a	4%	20% a
Not considered this	77	7	53	2	7	4	2	*	6
	7%	3%	9%	4%	19% a	21% a	14%	1%	12%
Time or extra admin required	41	3	30	2	1	2	*	1	3
	4%	1%	5%	4%	2%	9%	*%	5%	5%
Lack of information about products and costs by other providers	26	3	15	-	1	2	*	-	2
	2%	1%	2%	-%	3%	10%	1%	-%	4%
Hassle of moving	25	3	19	1	*	1	*	-	1
	2%	1%	3%	2%	*%	7%	*%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	945	157	495	59	70	47	31	27	105
Effective base	425	86	244	23	19	11	6	9	26
Weighted Base	1043	224	615	52	39	20	14	19	53
The unreliability of email address lists	17	*	14	*	*	*	2	-	2
	2%	*%	2%	*%	*%	*%	16% ab	-%	5%
Other media ineffective	15	3	9	1	1	-	-	-	-
	1%	1%	2%	1%	2%	-%	-%	-%	-%
Customers are unwilling to give email addresses	12	-	10	1	1	*	*	*	*
	1%	-%	2%	1%	2%	*%	1%	*%	*%
Contracted with postal provider / franking machine	8	-	5	-	*	-	-	3	3
	1%	-%	1%	-%	*%	-%	-%	16%	6%
No reason	138	25	87	10	*	*	*	1	2
	13%	11%	14%	18% d	1%	1%	*%	7%	3%
Other	23	8	8	5	1	-	-	-	-
	2%	4%	1%	9% b	2%	-%	-%	-%	-%
Don't know	35	8	16	5	3	*	1	*	2
	3%	3%	3%	10%	7%	2%	10%	*%	3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	945	593	86	50	49	28	22	12	490	110	61	35	14	16	12
Effective base	425	300	32	13	12	6	9	3	245	37	22	11	5	6	5
Weighted Base	1043	778	62	25	20	14	8	10	609	91	45	14	15	7	7
We have already moved everything that is possible to move	290	234	6	3	4	8	2	1	164	21	10	3	9	1	*
	28%	30% b	10%	14%	21%	57%	26%	8%	27%	23%	21%	20%	61%	12%	2%
Happy with sending things by post	201	158	5	9	9	1	1	1	124	20	6	1	1	1	1
	19%	20%	8%	35% b	45% ab	4%	13%	12%	20%	22%	14%	6%	8%	15%	16%
There is no pressure from customers for us to move	163	120	16	7	3	1	1	4	108	14	11	1	1	*	1
	16%	15%	26%	30%	13%	9%	7%	36%	18%	15%	24%	5%	7%	*%	16%
We prefer to send things to customers by post	123	91	4	1	7	3	*	*	75	9	9	2	1	*	2
	12%	12%	6%	6%	38% ab	18%	6%	*%	12%	9%	20%	15%	5%	1%	28%
No alternative media that would meet my needs	114	80	6	*	1	2	2	4	73	7	4	*	*	2	4
	11%	10%	9%	1%	6%	17%	27%	36%	12%	8%	9%	1%	1%	27%	57%
Cost	99	67	14	2	1	1	2	4	56	13	2	6	*	*	1
	10%	9%	22% a	6%	4%	6%	20%	44%	9%	14%	3%	45% abc	*%	*%	11%
Reliability / trust	98	78	11	3	1	5	*	1	64	8	2	1	9	*	1
	9%	10%	18%	10%	4%	31%	1%	7%	10%	9%	5%	8%	61%	2%	9%
Not considered this	77	62	7	5	2	*	*	-	55	6	2	*	4	2	*
	7%	8%	11%	22%	8%	1%	*%	-%	9%	6%	4%	1%	27%	26%	3%
Time or extra admin required	41	30	4	*	2	*	-	1	31	1	3	*	*	*	1
	4%	4%	6%	1%	13%	*%	-%	10%	5%	1%	6%	*%	*%	*%	14%
Lack of information about products and costs by other providers	26	15	5	1	*	*	-	-	15	1	*	*	2	-	-
	2%	2%	8% a	3%	*%	2%	-%	-%	2%	1%	1%	1%	13%	-%	-%
Hassle of moving	25	22	1	*	1	1	*	-	19	*	2	-	*	-	-
	2%	3%	2%	*%	3%	4%	*%	-%	3%	*%	5%	-%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	945	593	86	50	49	28	22	12	490	110	61	35	14	16	12
Effective base	425	300	32	13	12	6	9	3	245	37	22	11	5	6	5
Weighted Base	1043	778	62	25	20	14	8	10	609	91	45	14	15	7	7
The unreliability of email address lists	17	11	3	*	*	2	*	-	8	3	-	2	-	*	-
	2%	1%	5%	1%	*%	16%	1%	-%	1%	3%	-%	17% a	-%	*%	-%
Other media ineffective	15	9	-	-	1	-	-	-	9	4	1	-	-	-	-
	1%	1%	-%	-%	4%	-%	-%	-%	1%	5%	2%	-%	-%	-%	-%
Customers are unwilling to give email addresses	12	10	*	1	*	*	*	*	7	3	*	*	*	*	*
	1%	1%	1%	2%	1%	1%	2%	*%	1%	4%	1%	*%	1%	*%	*%
Contracted with postal provider / franking machine	8	5	*	-	-	-	-	1	4	1	-	*	-	-	3
	1%	1%	*%	-%	-%	-%	-%	10%	1%	1%	-%	*%	-%	-%	42%
No reason	138	107	2	3	*	*	1	*	89	3	8	*	-	1	*
	13%	14%	4%	11%	1%	1%	18%	*%	15%	4%	17%	*%	-%	20%	*%
Other	23	14	4	-	1	-	-	-	9	7	1	-	-	-	-
	2%	2%	7%	-%	3%	-%	-%	-%	2%	7% a	1%	-%	-%	-%	-%
Don't know	35	26	3	1	1	*	1	*	12	8	3	1	1	1	*
	3%	3%	5%	6%	5%	*%	9%	*%	2%	9% a	8%	10%	5%	11%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	945	445	97	65	45	23	25	18	66	326	181	218	120	37
Effective base	425	223	38	21	19	9	7	8	24	175	87	91	36	11
Weighted Base	1043	552	97	55	29	12	13	12	37	480	200	194	73	33
We have already moved everything that is possible to move	290	163	18	15	7	2	3	1	6	131	40	69	19	11
	28%	29%	19%	27%	23%	13%	26%	4%	15%	27%	20%	36% b	25%	35%
Happy with sending things by post	201	109	13	13	8	2	2	2	5	91	39	43	22	1
	19%	20%	13%	24%	28%	15%	13%	16%	15%	19%	20%	22%	30%	3%
There is no pressure from customers for us to move	163	87	13	12	4	1	5	2	7	70	46	21	12	9
	16%	16%	13%	22%	14%	4%	34%	14%	18%	15%	23% c	11%	17%	26%
We prefer to send things to customers by post	123	61	10	9	5	1	1	2	4	57	18	17	23	3
	12%	11%	10%	16%	16%	11%	6%	18%	11%	12%	9%	9%	32% abc	8%
No alternative media that would meet my needs	114	62	17	2	*	*	4	5	10	47	20	17	21	6
	11%	11%	18%	3%	1%	*%	34%	44%	26% acd	10%	10%	9%	28% abc	17%
Cost	99	62	14	4	4	2	1	*	4	35	24	27	3	4
	10%	11%	15%	7%	14%	19%	9%	2%	10%	7%	12%	14%	5%	14%
Reliability / trust	98	60	12	4	2	1	2	*	2	36	25	20	5	10
	9%	11%	13%	7%	8%	5%	12%	1%	6%	8%	13%	10%	7%	32% ad
Not considered this	77	31	7	6	7	-	2	2	4	41	21	10	4	*
	7%	6%	8%	11%	22% a	-%	15%	18%	11%	9%	10%	5%	5%	1%
Time or extra admin required	41	19	5	2	1	*	1	1	2	18	10	7	3	1
	4%	3%	5%	4%	3%	2%	5%	9%	5%	4%	5%	4%	4%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	945	445	97	65	45	23	25	18	66	326	181	218	120	37
Effective base	425	223	38	21	19	9	7	8	24	175	87	91	36	11
Weighted Base	1043	552	97	55	29	12	13	12	37	480	200	194	73	33
Lack of information about products and costs by other providers	26	16	1	*	2	2	*	-	2	2	10	8	1	*
	2%	3%	1%	*%	7%	18%	1%	-%	7%	*%	5% a	4% a	2%	*%
Hassle of moving	25	18	*	1	*	*	2	-	2	11	5	6	1	2
	2%	3%	*%	1%	*%	2%	12%	-%	5%	2%	2%	3%	1%	5%
The unreliability of email address lists	17	8	6	*	-	-	2	-	2	*	7	8	3	-
	2%	2%	6%	*%	-%	-%	18%	-%	6%	*%	3% a	4% a	3%	-%
Other media ineffective	15	6	4	5	-	-	-	-	-	8	-	5	1	-
	1%	1%	5%	9% a	-%	-%	-%	-%	-%	2%	-%	3%	2%	-%
Customers are unwilling to give email addresses	12	5	6	*	-	-	*	*	*	2	3	6	*	*
	1%	1%	6% a	1%	-%	-%	1%	*%	*%	*%	1%	3%	*%	*%
Contracted with postal provider / franking machine	8	2	3	1	-	-	-	3	3	1	-	3	4	-
	1%	*%	3%	1%	-%	-%	-%	27%	8% a	*%	-%	1%	6% a	-%
No reason	138	79	12	4	5	1	*	-	1	84	14	19	2	2
	13%	14%	13%	8%	17%	4%	1%	-%	2%	18% bd	7%	10%	2%	6%
Other	23	7	4	3	-	-	-	-	-	13	4	4	1	*
	2%	1%	4%	5%	-%	-%	-%	-%	-%	3%	2%	2%	1%	*%
Don't know	35	16	7	-	1	4	1	1	6	10	11	7	6	1
	3%	3%	8%	-%	4%	30%	6%	11%	16% a	2%	6%	3%	8%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	945	371	156	181	97	29	305	156	162	80	28
Effective base	425	195	72	70	26	6	161	67	63	25	9
Weighted Base	1043	530	162	144	55	19	417	154	131	55	28
We have already moved everything that is possible to move	290	155	29	54	17	5	113	28	46	9	11
	28%	29%	18%	38%	31%	24%	27%	18%	35%	17%	40%
				b					b		
Happy with sending things by post	201	96	34	33	18	1	71	43	27	10	1
	19%	18%	21%	23%	33%	5%	17%	28%	21%	19%	3%
There is no pressure from customers for us to move	163	70	45	15	10	9	68	39	16	7	5
	16%	13%	28%	10%	18%	45%	16%	25%	12%	13%	17%
			ac					c			
We prefer to send things to customers by post	123	60	12	15	15	*	48	21	8	17	3
	12%	11%	7%	10%	27%	2%	11%	14%	6%	32%	9%
					abc					ac	
No alternative media that would meet my needs	114	53	16	9	12	6	41	14	15	18	2
	11%	10%	10%	6%	23%	29%	10%	9%	11%	34%	7%
					c					abc	
Cost	99	40	26	20	3	1	31	18	22	2	4
	10%	8%	16%	14%	5%	5%	8%	11%	17%	4%	16%
			a						a		
Reliability / trust	98	42	27	16	5	6	37	17	17	2	10
	9%	8%	17%	11%	8%	32%	9%	11%	13%	4%	36%
			a								
Not considered this	77	45	18	8	4	*	45	17	3	3	*
	7%	8%	11%	6%	7%	*%	11%	11%	2%	6%	1%
							c	c			
Time or extra admin required	41	21	10	6	2	*	22	8	3	1	1
	4%	4%	6%	4%	4%	*%	5%	5%	3%	3%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	945	371	156	181	97	29	305	156	162	80	28
Effective base	425	195	72	70	26	6	161	67	63	25	9
Weighted Base	1043	530	162	144	55	19	417	154	131	55	28
Lack of information about products and costs by other providers	26	6	10	4	1	*	8	4	6	1	-
	2%	1%	6% a	3%	3%	*%	2%	2%	4%	1%	-%
Hassle of moving	25	13	5	4	*	2	15	3	2	*	2
	2%	2%	3%	3%	1%	8%	4%	2%	1%	*%	6%
The unreliability of email address lists	17	2	5	8	3	-	2	2	8	2	-
	2%	*%	3%	5% a	5%	-%	*%	1%	6% a	4%	-%
Other media ineffective	15	4	-	6	-	-	13	-	*	1	-
	1%	1%	-%	4%	-%	-%	3%	-%	*%	2%	-%
Customers are unwilling to give email addresses	12	2	1	6	*	*	5	3	3	*	*
	1%	*%	*%	4% a	1%	*%	1%	2%	3%	*%	*%
Contracted with postal provider / franking machine	8	2	-	3	1	-	4	-	1	3	-
	1%	*%	-%	2%	1%	-%	1%	-%	1%	6%	-%
No reason	138	92	7	10	1	2	69	10	20	1	1
	13%	17% bcd	4%	7%	3%	10%	17% bd	6%	15%	1%	5%
Other	23	16	3	-	1	*	10	2	4	1	-
	2%	3%	2%	-%	1%	*%	2%	1%	3%	1%	-%
Don't know	35	11	10	6	6	1	11	6	2	6	1
	3%	2%	6%	4%	10% a	3%	3%	4%	2%	10%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	945	264	142	172	90	36	436	79	191	802	143	783	57
Effective base	425	140	58	77	35	10	200	23	91	371	55	351	16
Weighted Base	1043	375	139	163	61	21	483	54	226	927	116	883	34
We have already moved everything that is possible to move	290	106	33	46	15	4	131	4	70	259	31	255	4
	28%	28%	24%	28%	24%	19%	27% b	8%	31% b	28%	27%	29%	11%
Happy with sending things by post	201	70	30	34	9	4	93	15	40	184	17	182	2
	19%	19%	21%	21%	15%	21%	19%	27%	18%	20%	14%	21%	6%
There is no pressure from customers for us to move	163	70	20	24	2	7	72	12	36	148	15	139	13
	16%	19% d	15%	15%	3%	34% d	15%	23%	16%	16%	13%	16%	37% a
We prefer to send things to customers by post	123	49	8	16	13	1	59	4	25	110	13	106	1
	12%	13%	6%	10%	21% b	6%	12%	7%	11%	12%	11%	12%	2%
No alternative media that would meet my needs	114	29	19	21	14	6	67	*	21	102	12	92	4
	11%	8%	13%	13%	23% a	27% a	14%	*%	9%	11%	10%	10%	11%
Cost	99	41	18	19	5	4	62	7	19	84	15	79	11
	10%	11%	13%	12%	8%	21%	13%	12%	8%	9%	13%	9%	32% a
Reliability / trust	98	40	21	11	3	1	49	2	29	94	4	95	3
	9%	11%	15%	6%	5%	6%	10%	4%	13%	10%	4%	11%	8%
Not considered this	77	35	8	7	4	-	40	3	11	66	11	71	4
	7%	9%	6%	5%	7%	-%	8%	6%	5%	7%	10%	8%	12%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	945	264	142	172	90	36	436	79	191	802	143	783	57
Effective base	425	140	58	77	35	10	200	23	91	371	55	351	16
Weighted Base	1043	375	139	163	61	21	483	54	226	927	116	883	34
Time or extra admin required	41	16	7	3	1	2	13	5	11	38	4	37	1
	4%	4%	5%	2%	1%	11%	3%	9%	5%	4%	3%	4%	4%
Lack of information about products and costs by other providers	26	13	3	3	1	-	13	3	5	25	1	21	-
	2%	4%	3%	2%	1%	-%	3%	6%	2%	3%	1%	2%	-%
Hassle of moving	25	11	5	2	*	1	12	1	7	20	5	24	*
	2%	3%	4%	1%	*%	6%	3%	2%	3%	2%	4%	3%	1%
The unreliability of email address lists	17	*	7	5	4	*	16	*	*	15	2	15	2
	2%	*%	5% a	3%	7% a	*%	3%	1%	*%	2%	2%	2%	6%
Other media ineffective	15	8	4	1	1	-	14	-	1	10	5	10	*
	1%	2%	3%	1%	2%	-%	3%	-%	*%	1%	4%	1%	1%
Customers are unwilling to give email addresses	12	2	3	3	2	*	8	3	1	9	2	10	2
	1%	1%	2%	2%	4%	*%	2%	6%	*%	1%	2%	1%	6%
Contracted with postal provider / franking machine	8	2	3	-	3	1	4	4	1	8	*	6	*
	1%	1%	2%	-%	4%	5%	1%	7% a	*%	1%	*%	1%	1%
No reason	138	61	9	25	5	*	42	9	50	114	24	112	2
	13%	16%	6%	15%	7%	*%	9%	17%	22% a	12%	21%	13%	6%
Other	23	4	3	4	2	-	13	-	*	22	1	19	-
	2%	1%	2%	3%	3%	-%	3%	-%	*%	2%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	945	264	142	172	90	36	436	79	191	802	143	783	57
Effective base	425	140	58	77	35	10	200	23	91	371	55	351	16
Weighted Base	1043	375	139	163	61	21	483	54	226	927	116	883	34
Don't know	35	11	6	5	7	1	21	1	7	33	2	32	*
	3%	3%	5%	3%	11% a	3%	4%	2%	3%	4%	2%	4%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	637	101	449	269	784	56	641	97	456	262
Effective base	425	296	28	216	102	353	14	297	27	217	101
Weighted Base	1043	719	69	517	253	888	29	730	59	525	245
We have already moved everything that is possible to move	290	196	10	142	66	255	4	200	7	146	62
	28%	27%	15%	27%	26%	29%	14%	27%	12%	28%	25%
Happy with sending things by post	201	151	3	107	42	178	6	147	8	104	45
	19%	21% b	5%	21%	16%	20%	22%	20%	13%	20%	18%
There is no pressure from customers for us to move	163	116	20	85	38	148	4	126	10	85	38
	16%	16%	30%	16%	15%	17%	13%	17%	16%	16%	15%
We prefer to send things to customers by post	123	89	9	60	28	102	5	85	13	53	35
	12%	12%	13%	12%	11%	11%	17%	12%	22%	10%	14%
No alternative media that would meet my needs	114	86	4	62	29	96	*	86	4	65	25
	11%	12%	6%	12%	11%	11%	*%	12%	7%	12%	10%
Cost	99	68	10	57	31	80	10	68	10	54	34
	10%	9%	15%	11%	12%	9%	35% a	9%	16%	10%	14%
Reliability / trust	98	75	10	65	16	95	3	77	8	58	22
	9%	10%	14%	12%	6%	11%	9%	11%	13%	11%	9%
Not considered this	77	62	6	25	30	71	4	62	6	31	24
	7%	9%	9%	5%	12% a	8%	15%	9%	11%	6%	10%
Time or extra admin required	41	29	7	21	8	37	1	28	8	15	14
	4%	4%	10%	4%	3%	4%	4%	4%	13% a	3%	6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	945	637	101	449	269	784	56	641	97	456	262
Effective base	425	296	28	216	102	353	14	297	27	217	101
Weighted Base	1043	719	69	517	253	888	29	730	59	525	245
Lack of information about products and costs by other providers	26	17	1	15	6	21	*	16	3	14	8
	2%	2%	2%	3%	2%	2%	1%	2%	4%	3%	3%
Hassle of moving	25	22	*	13	7	24	*	21	1	15	5
	2%	3%	*%	3%	3%	3%	1%	3%	1%	3%	2%
The unreliability of email address lists	17	12	2	11	5	15	2	10	4	13	4
	2%	2%	3%	2%	2%	2%	7%	1%	6%	2%	2%
Other media ineffective	15	14	*	10	5	10	*	14	*	10	5
	1%	2%	*%	2%	2%	1%	1%	2%	1%	2%	2%
Customers are unwilling to give email addresses	12	9	3	6	6	10	2	9	2	6	5
	1%	1%	4%	1%	2%	1%	7%	1%	4%	1%	2%
Contracted with postal provider / franking machine	8	8	*	8	*	6	*	8	*	8	*
	1%	1%	*%	2%	*%	1%	1%	1%	1%	1%	*%
No reason	138	89	12	71	31	112	2	89	12	72	30
	13%	12%	17%	14%	12%	13%	8%	12%	20%	14%	12%
Other	23	16	-	9	5	19	-	16	-	9	5
	2%	2%	-%	2%	2%	2%	-%	2%	-%	2%	2%
Don't know	35	25	1	21	9	32	*	25	1	22	8
	3%	3%	2%	4%	4%	4%	*%	3%	2%	4%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	475	657	134	1	464	513	117	-	521	422	148	-
Effective base	425	200	294	56	1	198	233	53	-	228	195	70	-
Weighted Base	1043	486	730	138	4	457	556	125	-	534	463	151	-
We have already moved everything that is possible to move	290	156	217	62	-	124	157	42	-	168	114	60	-
	28%	32%	30%	45% b	-%	27%	28%	34%	-%	31%	25%	40% b	-%
Happy with sending things by post	201	93	159	33	-	83	123	26	-	112	105	36	-
	19%	19%	22%	24%	-%	18%	22%	21%	-%	21%	23%	24%	-%
There is no pressure from customers for us to move	163	94	105	15	-	77	94	11	-	84	73	23	-
	16%	19%	14%	11%	-%	17%	17%	9%	-%	16%	16%	15%	-%
We prefer to send things to customers by post	123	49	86	28	-	47	70	22	-	63	55	26	-
	12%	10%	12%	20% a	-%	10%	13%	18%	-%	12%	12%	17%	-%
No alternative media that would meet my needs	114	40	82	12	-	45	67	25	-	64	58	28	-
	11%	8%	11%	9%	-%	10%	12%	20% a	-%	12%	13%	18%	-%
Cost	99	43	65	15	-	62	48	13	-	62	61	11	-
	10%	9%	9%	11%	-%	13%	9%	11%	-%	12%	13%	7%	-%
Reliability / trust	98	52	76	24	-	58	57	17	-	60	52	10	-
	9%	11%	10%	17%	-%	13%	10%	14%	-%	11%	11%	6%	-%
Not considered this	77	40	59	9	-	36	53	9	-	46	38	11	-
	7%	8%	8%	7%	-%	8%	9%	7%	-%	9%	8%	7%	-%
Time or extra admin required	41	25	36	13	-	25	27	9	-	18	24	4	-
	4%	5%	5%	10%	-%	6%	5%	7%	-%	3%	5%	3%	-%
Lack of information about products and costs by other providers	26	14	19	5	-	10	17	7	-	17	18	5	-
	2%	3%	3%	3%	-%	2%	3%	5%	-%	3%	4%	3%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	945	475	657	134	1	464	513	117	-	521	422	148	-
Effective base	425	200	294	56	1	198	233	53	-	228	195	70	-
Weighted Base	1043	486	730	138	4	457	556	125	-	534	463	151	-
Hassle of moving	25	18	23	6	-	12	17	5	-	18	12	6	-
	2%	4%	3%	4%	-%	3%	3%	4%	-%	3%	3%	4%	-%
The unreliability of email address lists	17	14	14	10	-	13	11	13	-	14	13	9	-
	2%	3%	2%	7%	-%	3%	2%	11%	-%	3%	3%	6%	-%
				b				ab					
Other media ineffective	15	4	10	-	-	4	10	-	-	9	11	3	-
	1%	1%	1%	-%	-%	1%	2%	-%	-%	2%	2%	2%	-%
Customers are unwilling to give email addresses	12	11	4	5	-	11	3	6	-	11	3	8	-
	1%	2%	1%	3%	-%	2%	1%	5%	-%	2%	1%	5%	-%
				b				b				b	
Contracted with postal provider / franking machine	8	5	2	*	-	7	5	2	-	8	4	2	-
	1%	1%	*%	*%	-%	2%	1%	2%	-%	2%	1%	1%	-%
No reason	138	40	86	6	4	48	68	12	-	48	58	8	-
	13%	8%	12%	4%	100%	11%	12%	10%	-%	9%	12%	6%	-%
Other	23	9	19	4	-	8	11	2	-	7	5	4	-
	2%	2%	3%	3%	-%	2%	2%	1%	-%	1%	1%	3%	-%
Don't know	35	21	28	6	-	15	19	5	-	21	20	6	-
	3%	4%	4%	4%	-%	3%	3%	4%	-%	4%	4%	4%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	945	755	630	495	621	485	28	341	278	286	84	44
Effective base	425	338	288	244	270	231	7	171	140	141	46	24
Weighted Base	1043	858	711	579	673	581	11	402	333	326	104	59
We have already moved everything that is possible to move	290	256	201	162	199	157	2	112	98	106	44	24
	28%	30%	28%	28%	30%	27%	17%	28%	29%	33%	42%	41%
Happy with sending things by post	201	178	148	125	135	133	2	105	83	82	26	11
	19%	21%	21%	22%	20%	23%	17%	26%	25%	25%	25%	18%
There is no pressure from customers for us to move	163	140	121	89	118	86	2	63	45	39	12	5
	16%	16%	17%	15%	18%	15%	14%	16%	14%	12%	12%	8%
We prefer to send things to customers by post	123	103	91	66	80	73	2	52	40	43	16	7
	12%	12%	13%	11%	12%	13%	17%	13%	12%	13%	15%	12%
No alternative media that would meet my needs	114	92	87	72	56	92	5	48	38	45	22	16
	11%	11%	12%	13%	8%	16%	46%	12%	11%	14%	21%	27%
						a						ab
Cost	99	75	58	60	62	54	1	40	37	25	10	5
	10%	9%	8%	10%	9%	9%	6%	10%	11%	8%	9%	8%
Reliability / trust	98	94	71	54	75	54	*	34	40	35	7	3
	9%	11%	10%	9%	11%	9%	3%	9%	12%	11%	6%	5%
Not considered this	77	68	59	36	52	57	-	33	31	26	4	5
	7%	8%	8%	6%	8%	10%	-%	8%	9%	8%	4%	8%
Time or extra admin required	41	35	33	20	27	27	*	16	14	12	4	3
	4%	4%	5%	3%	4%	5%	1%	4%	4%	4%	4%	5%
Lack of information about products and costs by other providers	26	21	16	17	14	18	*	14	12	9	3	2
	2%	3%	2%	3%	2%	3%	2%	3%	4%	3%	3%	4%
Hassle of moving	25	24	18	12	19	16	*	12	9	8	1	*
	2%	3%	3%	2%	3%	3%	*%	3%	3%	3%	1%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e
Unweighted Base	945	755	630	495	621	485	28	341	278	286	84	44
Effective base	425	338	288	244	270	231	7	171	140	141	46	24
Weighted Base	1043	858	711	579	673	581	11	402	333	326	104	59
The unreliability of email address lists	17 2%	15 2%	10 1%	14 2%	8 1%	12 2%	3 27%	6 2%	9 3%	11 3%	7 7%	- -%
Other media ineffective	15 1%	10 1%	14 2%	6 1%	9 1%	10 2%	- -%	3 1%	4 1%	3 1%	3 3%	- -%
Customers are unwilling to give email addresses	12 1%	10 1%	9 1%	9 1%	10 1%	4 1%	3 30%	* *%	8 3%	8 3%	5 5% a	* *%
Contracted with postal provider / franking machine	8 1%	5 1%	8 1%	7 1%	6 1%	4 1%	- -%	2 *%	3 1%	4 1%	- -%	- -%
No reason	138 13%	103 12%	80 11%	66 11%	72 11%	68 12%	* 1%	42 10% d	31 9% d	22 7%	* *%	* *%
Other	23 2%	15 2%	16 2%	13 2%	15 2%	18 3%	- -%	4 1%	7 2%	4 1%	6 6% a	- -%
Don't know	35 3%	32 4%	24 3%	26 4%	26 4%	17 3%	* 1%	20 5%	10 3%	16 5%	5 5%	5 9%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	945	81	51	34	26	774	498	818	553	426	449	742	120	-	727	54
Effective base	425	42	16	19	12	343	209	360	245	181	193	338	51	-	325	29
Weighted Base	1043	99	44	39	22	824	499	864	575	412	464	815	111	-	770	70
We have already moved everything that is possible to move	290	36	1	9	6	242	119	243	154	152	139	228	36	-	240	8
	28%	36% b	3%	24%	28%	29%	24%	28%	27%	37% bcd	30%	28%	32%	-%	31% b	11%
Happy with sending things by post	201	19	3	1	10	162	103	168	118	112	103	166	28	-	173	4
	19%	19%	8%	3%	45%	20%	21%	19%	21%	27% c	22%	20%	25%	-%	22% b	5%
There is no pressure from customers for us to move	163	12	22	8	2	129	98	141	88	64	82	122	14	-	118	15
	16%	12%	48% a	19%	9%	16%	20%	16%	15%	16%	18%	15%	12%	-%	15%	21%
We prefer to send things to customers by post	123	15	4	3	5	97	68	99	74	52	58	97	16	-	106	1
	12%	15%	8%	7%	23%	12%	14%	11%	13%	13%	13%	12%	14%	-%	14%	1%
No alternative media that would meet my needs	114	16	6	3	4	85	69	91	74	55	51	89	15	-	83	10
	11%	16%	13%	7%	16%	10%	14%	11%	13%	13%	11%	11%	13%	-%	11%	14%
Cost	99	15	12	12	4	73	64	84	68	31	54	77	18	-	73	14
	10%	15%	27%	30%	18%	9%	13%	10%	12%	7%	12%	9%	16%	-%	9%	19%
Reliability / trust	98	27	12	4	*	80	62	87	49	34	52	75	18	-	78	12
	9%	27%	26%	10%	*%	10%	12%	10%	8%	8%	11%	9%	16%	-%	10%	17%
Not considered this	77	6	1	4	4	61	39	62	48	40	29	66	12	-	54	5
	7%	6%	2%	11%	16%	7%	8%	7%	8%	10%	6%	8%	11%	-%	7%	8%
Time or extra admin required	41	6	2	-	*	35	24	35	23	17	23	32	12	-	29	4
	4%	6%	5%	-%	*%	4%	5%	4%	4%	4%	5%	4%	10% b	-%	4%	5%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	945	81	51	34	26	774	498	818	553	426	449	742	120	-	727	54
Effective base	425	42	16	19	12	343	209	360	245	181	193	338	51	-	325	29
Weighted Base	1043	99	44	39	22	824	499	864	575	412	464	815	111	-	770	70
Lack of information about products and costs by other providers	26	7	-	1	1	24	17	24	17	17	15	22	3	-	16	3
	2%	7%	-%	2%	7%	3%	3%	3%	3%	4%	3%	3%	3%	-%	2%	4%
Hassle of moving	25	6	*	-	-	23	12	23	14	16	10	22	1	-	19	1
	2%	6%	1%	-%	-%	3%	2%	3%	2%	4%	2%	3%	1%	-%	3%	1%
The unreliability of email address lists	17	7	*	-	1	17	17	17	17	14	14	17	11	-	15	-
	2%	7%	*%	-%	7%	2%	3%	2%	3%	3%	3%	2%	10% ab	-%	2%	-%
Other media ineffective	15	1	4	-	*	11	12	15	9	6	9	15	1	-	10	-
	1%	1%	10%	-%	*%	1%	2%	2%	2%	1%	2%	2%	1%	-%	1%	-%
Customers are unwilling to give email addresses	12	*	3	-	*	10	6	10	10	4	9	7	6	-	10	-
	1%	*%	6%	-%	*%	1%	1%	1%	2%	1%	2%	1%	5% b	-%	1%	-%
Contracted with postal provider / franking machine	8	*	4	-	1	7	4	7	7	5	5	4	*	-	6	-
	1%	*%	8%	-%	5%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%
No reason	138	8	3	-	-	94	45	101	61	37	44	96	3	-	93	7
	13%	8%	6%	-%	-%	11%	9%	12%	11%	9%	9%	12% c	2%	-%	12%	9%
Other	23	-	-	-	-	19	12	21	11	7	8	21	2	-	21	*
	2%	-%	-%	-%	-%	2%	2%	2%	2%	2%	2%	3%	2%	-%	3%	*%
Don't know	35	1	1	1	-	31	19	31	24	14	14	31	6	-	15	7
	3%	1%	2%	3%	-%	4%	4%	4%	4%	3%	3%	4%	5%	-%	2%	10% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	326	569	337	16	143	258	134	701	100	103	168	651
Effective base	425	153	257	140	7	55	115	55	315	51	49	71	296
Weighted Base	1043	351	656	326	16	118	278	135	783	117	121	159	740
We have already moved everything that is possible to move	290	108	176	85	6	36	68	43	220	26	55	36	196
	28%	31%	27%	26%	36%	31%	24%	32%	28%	22%	46% bc	23%	27%
Happy with sending things by post	201	50	150	67	*	7	64	25	151	23	23	35	141
	19%	14%	23% a	21%	2%	6%	23% a	19%	19%	19%	19%	22%	19%
There is no pressure from customers for us to move	163	57	102	50	1	11	49	20	130	9	15	29	112
	16%	16%	16%	15%	6%	10%	18%	15%	17%	8%	12%	18%	15%
We prefer to send things to customers by post	123	38	82	43	*	4	42	10	87	26	16	16	90
	12%	11%	13%	13%	*%	3%	15% a	7%	11%	22% ab	13%	10%	12%
No alternative media that would meet my needs	114	43	70	37	6	20	30	10	82	19	20	28	63
	11%	12%	11%	11%	36%	17%	11%	8%	11%	16%	17%	18% c	9%
Cost	99	49	42	41	2	23	28	24	61	15	14	29	56
	10%	14% b	6%	12%	10%	20%	10%	18% b	8%	13%	12%	18% c	8%
Reliability / trust	98	50	47	30	1	18	26	27	58	13	12	17	68
	9%	14% b	7%	9%	6%	15%	9%	20% b	7%	11%	10%	11%	9%
Not considered this	77	25	48	29	2	12	23	13	51	13	9	9	59
	7%	7%	7%	9%	13%	10%	8%	10%	7%	11%	7%	6%	8%
Time or extra admin required	41	17	23	15	*	8	12	4	31	6	4	8	29
	4%	5%	4%	5%	*%	7%	4%	3%	4%	5%	4%	5%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	945	326	569	337	16	143	258	134	701	100	103	168	651
Effective base	425	153	257	140	7	55	115	55	315	51	49	71	296
Weighted Base	1043	351	656	326	16	118	278	135	783	117	121	159	740
Lack of information about products and costs by other providers	26	17	9	7	-	7	4	*	15	11	*	9	17
	2%	5% b	1%	2%	-%	6%	1%	*%	2%	9% ab	*%	5%	2%
Hassle of moving	25	13	12	8	*	4	7	4	13	8	*	5	19
	2%	4%	2%	3%	2%	3%	3%	3%	2%	7% b	*%	3%	3%
The unreliability of email address lists	17	6	8	11	3	9	5	7	7	4	9	*	8
	2%	2%	1%	3%	19%	8%	2%	5% b	1%	3%	7% bc	*%	1%
Other media ineffective	15	3	12	6	-	1	5	2	12	2	5	5	5
	1%	1%	2%	2%	-%	1%	2%	1%	2%	1%	4% c	3%	1%
Customers are unwilling to give email addresses	12	4	6	5	3	6	2	3	6	2	2	3	6
	1%	1%	1%	2%	19%	5%	1%	2%	1%	2%	2%	2%	1%
Contracted with postal provider / franking machine	8	5	3	-	-	-	*	4	2	2	1	6	1
	1%	1%	*%	-%	-%	-%	*%	3% b	*%	2%	1%	4% c	*%
No reason	138	20	106	35	-	8	34	13	110	15	8	10	118
	13%	6%	16% a	11%	-%	7%	12%	9%	14%	13%	7%	6%	16% b
Other	23	13	9	10	-	3	7	3	18	2	2	3	15
	2%	4%	1%	3%	-%	3%	3%	2%	2%	2%	1%	2%	2%
Don't know	35	12	23	8	-	2	10	2	30	2	3	3	26
	3%	3%	4%	2%	-%	2%	4%	2%	4%	2%	3%	2%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	945	-	945
Effective base	425	-	425
Weighted Base	1043	-	1043
We have already moved everything that is possible to move	290	-	290
	28%	-%	28%
Happy with sending things by post	201	-	201
	19%	-%	19%
There is no pressure from customers for us to move	163	-	163
	16%	-%	16%
We prefer to send things to customers by post	123	-	123
	12%	-%	12%
No alternative media that would meet my needs	114	-	114
	11%	-%	11%
Cost	99	-	99
	10%	-%	10%
Reliability / trust	98	-	98
	9%	-%	9%
Not considered this	77	-	77
	7%	-%	7%
Time or extra admin required	41	-	41
	4%	-%	4%
Lack of information about products and costs by other providers	26	-	26
	2%	-%	2%
Hassle of moving	25	-	25
	2%	-%	2%

Columns Tested:: a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		*a	b
Unweighted Base	945	-	945
Effective base	425	-	425
Weighted Base	1043	-	1043
The unreliability of email address lists	17	-	17
	2%	-%	2%
Other media ineffective	15	-	15
	1%	-%	1%
Customers are unwilling to give email addresses	12	-	12
	1%	-%	1%
Contracted with postal provider / franking machine	8	-	8
	1%	-%	1%
No reason	138	-	138
	13%	-%	13%
Other	23	-	23
	2%	-%	2%
Don't know	35	-	35
	3%	-%	3%

Columns Tested:: a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	945	37	97	61	76	57	121	19	133	78	53	108	105
Effective base	425	8	47	23	20	26	48	11	81	47	25	74	60
Weighted Base	1043	12	164	56	53	75	153	4	180	91	34	126	94
We have already moved everything that is possible to move	290	5	35	20	19	20	48	*	57	21	11	32	20
	28%	38%	21%	35%	36%	27%	31%	3%	32%	24%	33%	26%	21%
Happy with sending things by post	201	1	45	7	10	7	32	2	39	19	4	21	14
	19%	12%	27%	12%	18%	9%	21%	36%	22%	21%	12%	16%	15%
There is no pressure from customers for us to move	163	*	23	7	10	8	28	1	32	10	3	26	12
	16%	2%	14%	13%	19%	11%	19%	26%	18%	11%	10%	21%	13%
We prefer to send things to customers by post	123	1	40	1	5	7	12	*	16	9	3	18	8
	12%	7%	24% cfhl	3%	9%	9%	8%	8%	9%	10%	10%	15%	9%
No alternative media that would meet my needs	114	*	23	1	1	4	12	*	25	15	6	13	14
	11%	4%	14%	2%	2%	5%	8%	*%	14%	17% c	17%	10%	14%
Cost	99	1	16	9	1	8	13	*	8	15	2	12	13
	10%	9%	10%	16%	3%	11%	9%	3%	5%	17% h	5%	10%	14%
Reliability / trust	98	*	25	13	2	12	6	*	13	7	2	8	9
	9%	2%	15%	24% dfhk	3%	16%	4%	7%	7%	8%	5%	6%	10%
Not considered this	77	3	15	2	6	1	7	*	22	4	7	4	6
	7%	25% k	9%	4%	11%	2%	5%	6%	12% k	4%	20% efik	3%	6%
Time or extra admin required	41	*	17	1	*	1	3	-	6	5	2	4	2
	4%	1%	10%	2%	*%	1%	2%	-%	4%	5%	7%	3%	2%
Lack of information about products and costs by other providers	26	-	4	1	*	*	2	-	6	1	2	6	4
	2%	-%	2%	1%	*%	*%	1%	-%	3%	1%	5%	5%	5%
Hassle of moving	25	*	4	*	1	2	5	-	4	1	2	6	1
	2%	1%	2%	*%	1%	3%	3%	-%	2%	1%	5%	5%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	945	37	97	61	76	57	121	19	133	78	53	108	105
Effective base	425	8	47	23	20	26	48	11	81	47	25	74	60
Weighted Base	1043	12	164	56	53	75	153	4	180	91	34	126	94
The unreliability of email address lists	17	*	*	4	-	-	4	*	*	5	-	2	*
	2%	1%	*%	8% h	-%	-%	3%	5%	*%	6% h	-%	2%	*%
Other media ineffective	15	-	4	-	-	4	*	-	4	-	-	2	*
	1%	-%	3%	-%	-%	6%	*%	-%	2%	-%	-%	2%	*%
Customers are unwilling to give email addresses	12	*	*	*	*	3	1	*	*	5	*	1	2
	1%	*%	*%	*%	*%	4%	*%	*%	*%	6% h	1%	1%	2%
Contracted with postal provider / franking machine	8	-	-	-	-	3	1	*	1	3	-	-	*
	1%	-%	-%	-%	-%	4%	1%	*%	1%	3%	-%	-%	*%
No reason	138	2	29	13	3	6	20	*	18	9	6	12	21
	13%	13%	17%	24%	5%	8%	13%	9%	10%	10%	19%	9%	22% hk
Other	23	1	3	-	4	4	-	1	1	2	*	7	1
	2%	6%	2%	-%	8%	6%	-%	15%	*%	2%	*%	6% h	1%
Don't know	35	*	2	2	*	10	8	*	1	2	1	6	2
	3%	*%	1%	4%	*%	13% bh	5%	5%	1%	2%	3%	4%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	945	195	254	230	266	449	496
Effective base	425	75	93	131	158	168	284
Weighted Base	1043	233	281	276	254	513	529
We have already moved everything that is possible to move	290	59	88	79	63	147	142
	28%	26%	31%	29%	25%	29%	27%
Happy with sending things by post	201	53	49	59	39	102	98
	19%	23%	17%	22%	15%	20%	19%
There is no pressure from customers for us to move	163	31	47	44	41	78	85
	16%	13%	17%	16%	16%	15%	16%
We prefer to send things to customers by post	123	42	24	26	30	67	56
	12%	18%	9%	9%	12%	13%	11%
No alternative media that would meet my needs	114	24	17	40	32	42	72
	11%	10%	6%	14%	13%	8%	14%
				b			
Cost	99	26	23	24	27	49	50
	10%	11%	8%	9%	11%	9%	10%
Reliability / trust	98	39	20	21	19	59	39
	9%	17%	7%	7%	7%	11%	7%
		cd					
Not considered this	77	21	14	26	16	34	43
	7%	9%	5%	10%	6%	7%	8%
Time or extra admin required	41	18	3	11	8	21	20
	4%	8%	1%	4%	3%	4%	4%
		b					
Lack of information about products and costs by other providers	26	5	2	7	12	7	19
	2%	2%	1%	2%	5%	1%	4%
Hassle of moving	25	4	7	5	9	11	14
	2%	2%	3%	2%	3%	2%	3%

Columns Tested:: a,b,c,d - a,b

Table 561 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	945	195	254	230	266	449	496
Effective base	425	75	93	131	158	168	284
Weighted Base	1043	233	281	276	254	513	529
The unreliability of email address lists	17	5	4	5	3	9	8
	2%	2%	2%	2%	1%	2%	2%
Other media ineffective	15	4	5	4	2	9	6
	1%	2%	2%	1%	1%	2%	1%
Customers are unwilling to give email addresses	12	*	4	5	3	4	8
	1%	*%	1%	2%	1%	1%	2%
Contracted with postal provider / franking machine	8	-	4	4	*	4	4
	1%	-%	1%	1%	*%	1%	1%
No reason	138	43	29	27	39	72	66
	13%	19%	10%	10%	15%	14%	12%
Other	23	3	9	3	8	12	11
	2%	1%	3%	1%	3%	2%	2%
Don't know	35	5	18	3	9	23	12
	3%	2%	6%	1%	3%	4%	2%

Columns Tested:: a,b,c,d - a,b

Table 562

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1271	508	763	848	220	61	142	423
Effective base	414	117	304	377	96	32	49	128
Weighted Base	957	210	748	910	40	4	3	47
Cost saving	535	43	492	511	20	2	1	24
	56%	21%	66% a	56%	51%	50%	46%	51%
Quicker	483	124	359	460	20	2	1	23
	50%	59% b	48%	50%	49%	51%	44%	49%
Price of postage	322	5	316	308	12	1	1	13
	34%	3%	42% a	34%	30%	26%	20%	29%
Customer preferences	300	82	218	286	12	1	1	15
	31%	39% b	29%	31%	31%	29%	32%	31%
Increase in postal prices	229	1	228	220	8	1	1	9
	24%	*%	31% a	24%	20%	23%	17%	20%
Royal Mail strike action	143	-	143	139	4	*	*	4
	15%	-%	19% a	15%	9%	10%	13%	9%
Reduce admin time spent on alternative media	128	9	119	118	8	1	1	10
	13%	4%	16% a	13%	20%	22%	18%	20% a
Environmental reasons	125	15	110	115	9	1	*	10
	13%	7%	15% a	13%	22% ad	18% d	5%	20% ad
Changes in working patterns - e.g. more working from home	125	7	118	119	5	1	*	6
	13%	3%	16% a	13% d	13% d	13%	3%	13% d
Unreliable postal service	119	1	117	114	4	1	1	5
	12%	1%	16% a	12%	9%	17%	25% abe	11%
The pandemic/lockdowns	76	1	75	73	3	1	*	3
	8%	*%	10% a	8%	6%	13%	6%	7%

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1271	508	763	848	220	61	142	423
Effective base	414	117	304	377	96	32	49	128
Weighted Base	957	210	748	910	40	4	3	47
Offers more creative choices	69	8	61	64	4	*	*	5
	7%	4%	8%	7%	11%	3%	13%	11%
Company budget has been diverted to other media	57	7	50	54	2	*	*	3
	6%	3%	7%	6%	6%	9%	13%	7%
Convenience / ease of use	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	3	*	-	-	*
	*%	*%	*%	*%	1%	-%	-%	*%

Columns Tested:: a,b - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1271	508	763	848	220	61	142	423
Effective base	414	117	304	377	96	32	49	128
Weighted Base	957	210	748	910	40	4	3	47
Don't know	13	8	5	13	*	-	*	*
	1%	4%	1%	1%	*%	-%	2%	*%
		b						
Cost/price - any mention (net)	632	44	588	603	25	3	2	29
	66%	21%	79%	66%	62%	62%	62%	62%
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	355	361	132	131	150	142	848	220	203
Effective base	414	176	161	50	57	60	49	377	96	69
Weighted Base	957	472	366	72	25	19	3	910	40	7
Cost saving	535	247	218	46	12	11	1	511	20	4
	56%	52%	60%	64%	47%	57%	46%	56%	51%	48%
Quicker	483	246	172	42	13	9	1	460	20	4
	50%	52%	47%	58%	51%	48%	44%	50%	49%	48%
Price of postage	322	165	128	15	6	7	1	308	12	2
	34%	35% f	35% f	21%	23%	37%	20%	34%	30%	24%
Customer preferences	300	159	105	22	9	5	1	286	12	2
	31%	34%	29%	30%	35%	26%	32%	31%	31%	30%
Increase in postal prices	229	107	98	15	4	5	1	220	8	2
	24%	23%	27%	20%	15%	26%	17%	24%	20%	21%
Royal Mail strike action	143	58	65	15	2	2	*	139	4	1
	15%	12%	18% h	21% h	8%	10%	13%	15%	9%	11%
Reduce admin time spent on alternative media	128	61	42	15	7	3	1	118	8	2
	13%	13%	11%	21%	26% abg	13%	18%	13%	20%	20%
Environmental reasons	125	60	46	9	6	3	*	115	9	1
	13%	13%	13%	12%	25% abfg	17% f	5%	13%	22% fg	13%
Changes in working patterns - e.g. more working from home	125	67	44	8	3	2	*	119	5	1
	13%	14% f	12% f	12%	14% f	13%	3%	13% f	13% f	9%
Unreliable postal service	119	52	58	3	3	2	1	114	4	1
	12%	11%	16% c	4%	10%	10%	25% acegh	12%	9%	20% c
The pandemic/lockdowns	76	36	31	7	2	1	*	73	3	1
	8%	8%	8%	9%	7%	7%	6%	8%	6%	10%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	355	361	132	131	150	142	848	220	203
Effective base	414	176	161	50	57	60	49	377	96	69
Weighted Base	957	472	366	72	25	19	3	910	40	7
Offers more creative choices	69	36	25	3	4	1	*	64	4	1
	7%	8%	7%	5%	14%	5%	13%	7%	11%	7%
Company budget has been diverted to other media	57	24	26	3	1	2	*	54	2	1
	6%	5%	7%	4%	4%	9%	13%	6%	6%	10%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	355	361	132	131	150	142	848	220	203
Effective base	414	176	161	50	57	60	49	377	96	69
Weighted Base	957	472	366	72	25	19	3	910	40	7
Other	4	2	1	1	-	*	-	3	*	-
	*%	*%	*%	2%	-%	1%	-%	*%	1%	-%
Don't know	13	9	3	1	*	*	*	13	*	*
	1%	2%	1%	1%	*%	*%	2%	1%	*%	1%
Cost/price - any mention (net)	632	298	255	50	13	14	2	603	25	5
	66%	63%	70%	69%	53%	74%	62%	66%	62%	62%
			d	d		ad		d		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	517	331	220	61	142	353	209	68	41	112
Effective base	414	274	140	96	32	49	186	84	17	11	23
Weighted Base	957	736	174	40	4	3	502	160	39	14	26
Cost saving	535	403	109	20	2	1	315	103	31	7	17
	56%	55%	62% e	51%	50%	46%	63%	64%	80%	47%	67%
Quicker	483	368	92	20	2	1	249	74	20	3	12
	50%	50%	53%	49%	51%	44%	50%	46%	52%	24%	45%
Price of postage	322	259	49	12	1	1	210	44	20	5	11
	34%	35% e	28%	30%	26%	20%	42% b	27%	51%	37%	44%
Customer preferences	300	236	50	12	1	1	159	47	13	2	10
	31%	32%	29%	31%	29%	32%	32%	29%	34%	11%	38%
Increase in postal prices	229	178	41	8	1	1	142	47	10	4	8
	24%	24%	24%	20%	23%	17%	28%	29%	25%	25%	33%
Royal Mail strike action	143	116	23	4	*	*	75	39	12	4	3
	15%	16%	13%	9%	10%	13%	15%	24%	31%	29%	13%
Reduce admin time spent on alternative media	128	88	30	8	1	1	63	34	5	2	6
	13%	12%	17%	20% a	22%	18%	13%	21%	13%	13%	23%
Environmental reasons	125	92	23	9	1	*	81	15	5	1	3
	13%	13%	13%	22% ae	18% e	5%	16%	10%	13%	9%	12%
Changes in working patterns - e.g. more working from home	125	102	17	5	1	*	76	19	3	*	4
	13%	14% e	10%	13% e	13%	3%	15%	12%	8%	3%	14%
Unreliable postal service	119	104	10	4	1	1	75	17	5	1	2
	12%	14% b	6%	9%	17% b	25% bc	15%	10%	12%	10%	7%
The pandemic/lockdowns	76	60	14	3	1	*	44	19	6	3	1
	8%	8%	8%	6%	13%	6%	9%	12%	15%	22%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	517	331	220	61	142	353	209	68	41	112
Effective base	414	274	140	96	32	49	186	84	17	11	23
Weighted Base	957	736	174	40	4	3	502	160	39	14	26
Offers more creative choices	69	54	10	4	*	*	44	16	1	-	2
	7%	7%	6%	11%	3%	13%	9%	10%	2%	-%	6%
Company budget has been diverted to other media	57	47	6	2	*	*	25	14	5	3	2
	6%	6%	4%	6%	9%	13% b	5%	9%	13%	22% a	6%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	517	331	220	61	142	353	209	68	41	112
Effective base	414	274	140	96	32	49	186	84	17	11	23
Weighted Base	957	736	174	40	4	3	502	160	39	14	26
Other	4	2	1	*	-	-	2	-	-	-	1
	*%	*%	1%	1%	-%	-%	*%	-%	-%	-%	4%
Don't know	13	11	2	*	-	*	2	-	-	-	*
	1%	1%	1%	*%	-%	2%	*%	-%	-%	-%	*%
Cost/price - any mention (net)	632	479	124	25	3	2	372	117	33	11	21
	66%	65%	71%	62%	62%	62%	74%	73%	86%	79%	82%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1271	75	45	108	28	65	83	70	55	56
Effective base	414	39	23	61	12	29	50	41	26	29
Weighted Base	957	90	59	160	29	82	129	119	59	70
Cost saving	535	52	29	109	9	53	82	79	31	41
	56%	58%	49%	68%	32%	64%	64%	66%	54%	59%
Quicker	483	36	32	90	13	42	65	57	20	39
	50%	40%	54%	57%	45%	51%	50%	48%	34%	56%
Price of postage	322	36	22	48	6	28	58	57	21	24
	34%	40%	38%	30%	19%	34%	45%	48%	36%	35%
Customer preferences	300	30	22	49	11	28	33	42	11	22
	31%	34%	38%	31%	37%	34%	25%	35%	19%	32%
Increase in postal prices	229	35	7	29	3	22	36	38	18	26
	24%	39% bc	11%	18%	9%	26%	28%	32%	30%	38% bc
Royal Mail strike action	143	17	16	34	1	8	21	23	6	14
	15%	19%	27%	21%	3%	10%	16%	19%	10%	21%
Reduce admin time spent on alternative media	128	9	2	27	3	16	26	17	5	5
	13%	10%	4%	17%	9%	20%	20%	14%	9%	7%
Environmental reasons	125	19	4	20	1	13	22	15	10	3
	13%	22% i	7%	13%	3%	16%	17%	12%	17%	4%
Changes in working patterns - e.g. more working from home	125	17	4	22	5	22	15	22	2	6
	13%	19%	8%	14%	16%	27% h	12%	19%	3%	9%
Unreliable postal service	119	18	3	24	1	7	20	28	9	5
	12%	20%	6%	15%	4%	8%	16%	24%	15%	8%
The pandemic/lockdowns	76	14	2	23	4	11	10	2	*	3
	8%	15% g	4%	14% g	14%	14%	8%	2%	1%	5%
Offers more creative choices	69	9	5	9	*	-	9	18	2	5
	7%	10%	8%	5%	*%	-%	7%	15% e	3%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1271	75	45	108	28	65	83	70	55	56
Effective base	414	39	23	61	12	29	50	41	26	29
Weighted Base	957	90	59	160	29	82	129	119	59	70
Company budget has been diverted to other media	57	7	2	10	1	7	9	5	8	2
	6%	7%	3%	6%	2%	9%	7%	4%	13%	3%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	-	-	-	2	1	-	-	-
	*%	*%	-%	-%	-%	2%	1%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1271	75	45	108	28	65	83	70	55	56
Effective base	414	39	23	61	12	29	50	41	26	29
Weighted Base	957	90	59	160	29	82	129	119	59	70
Don't know	13	2	-	-	2	-	1	-	4	-
	1%	2%	-%	-%	7%	-%	1%	-%	8% c	-%
Cost/price - any mention (net)	632	68	40	116	16	57	96	95	39	51
	66%	76%	67%	73%	54%	69%	74%	79%	67%	73%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	149	175	261	585	686	243	234	209
Effective base	414	70	88	151	308	170	73	54	75
Weighted Base	957	181	207	408	797	160	81	52	27
Cost saving	535	103	112	270	486	49	21	17	11
	56%	57%	54%	66%	61%	31%	26%	33%	43%
		efg	efg	efgh	efgh				f
Quicker	483	94	88	212	395	88	42	30	15
	50%	52%	43%	52%	50%	55%	52%	58%	57%
Price of postage	322	58	79	164	301	21	9	7	4
	34%	32%	38%	40%	38%	13%	11%	14%	17%
		efgh	efgh	efgh	efgh				
Customer preferences	300	61	64	123	248	52	27	16	8
	31%	34%	31%	30%	31%	32%	33%	31%	31%
Increase in postal prices	229	50	59	103	213	16	5	7	4
	24%	28%	28%	25%	27%	10%	7%	13%	14%
		efgh	efgh	efh	efgh				
Royal Mail strike action	143	23	39	78	140	3	1	1	*
	15%	13%	19%	19%	18%	2%	2%	2%	2%
		efgh	efgh	efgh	efgh				
Reduce admin time spent on alternative media	128	24	16	69	110	18	4	10	4
	13%	13%	8%	17%	14%	11%	5%	20%	15%
				bf	f			f	f
Environmental reasons	125	17	33	57	107	18	9	6	3
	13%	9%	16%	14%	13%	11%	11%	11%	13%
Changes in working patterns - e.g. more working from home	125	33	23	60	116	9	4	3	2
	13%	18%	11%	15%	15%	5%	5%	5%	8%
		efg		ef	ef				
Unreliable postal service	119	13	29	73	115	4	1	2	1
	12%	7%	14%	18%	14%	2%	1%	4%	3%
		ef	efgh	aefgh	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	149	175	261	585	686	243	234	209
Effective base	414	70	88	151	308	170	73	54	75
Weighted Base	957	181	207	408	797	160	81	52	27
The pandemic/lockdowns	76	19	16	34	69	7	1	5	1
	8%	10%	8%	8%	9%	4%	1%	10%	3%
		f	f	f	f			f	
Offers more creative choices	69	5	16	36	57	12	3	6	3
	7%	3%	8%	9%	7%	8%	4%	11%	11%
Company budget has been diverted to other media	57	10	16	24	50	7	4	3	1
	6%	5%	8%	6%	6%	4%	4%	5%	3%
Convenience / ease of use	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	149	175	261	585	686	243	234	209
Effective base	414	70	88	151	308	170	73	54	75
Weighted Base	957	181	207	408	797	160	81	52	27
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	*	1	3	*	*	*	-
	*%	1%	*%	*%	*%	*%	*%	*%	-%
Don't know	13	2	6	1	9	4	2	*	1
	1%	1%	3%	*%	1%	3%	3%	1%	4%
									c
Cost/price - any mention (net)	632	124	147	307	577	55	23	20	12
	66%	68%	71%	75%	72%	34%	29%	38%	45%
		efgh	efgh	efgh	efgh				f

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	64	118	131	136	220	58	51	74	537
Effective base	414	25	26	30	56	73	22	14	24	175
Weighted Base	957	42	61	71	149	152	48	32	45	418
Cost saving	535	19	38	42	85	92	26	14	26	232
	56%	45%	63%	59%	57%	60%	54%	42%	58%	56%
Quicker	483	23	13	15	58	85	19	14	25	244
	50%	55%	21%	21%	39%	56%	39%	44%	56%	58%
		bc				bc			bc	bcd
Price of postage	322	8	14	18	49	41	21	12	20	152
	34%	20%	22%	25%	33%	27%	45%	37%	45%	36%
Customer preferences	300	16	16	18	45	40	14	19	16	131
	31%	38%	27%	26%	30%	27%	30%	58%	36%	31%
								bcei		
Increase in postal prices	229	4	15	15	31	34	13	7	18	106
	24%	10%	25%	21%	21%	23%	26%	20%	40%	25%
									a	
Royal Mail strike action	143	3	8	11	33	15	11	5	6	60
	15%	8%	13%	15%	22%	10%	23%	15%	12%	14%
Reduce admin time spent on alternative media	128	4	4	7	25	16	10	4	11	52
	13%	9%	7%	10%	17%	11%	20%	12%	25%	12%
Environmental reasons	125	5	3	3	13	12	7	3	10	72
	13%	12%	5%	4%	9%	8%	15%	10%	22%	17%
									c	
Changes in working patterns - e.g. more working from home	125	2	2	2	27	3	15	4	6	65
	13%	6%	4%	3%	18%	2%	32%	13%	13%	15%
					ce		abce		e	e
Unreliable postal service	119	3	10	14	24	21	11	4	1	42
	12%	7%	17%	20%	16%	14%	22%	13%	2%	10%
							h			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	64	118	131	136	220	58	51	74	537
Effective base	414	25	26	30	56	73	22	14	24	175
Weighted Base	957	42	61	71	149	152	48	32	45	418
The pandemic/lockdowns	76	1	9	11	15	5	5	1	1	37
	8%	1%	15%	16% e	10%	3%	9%	4%	2%	9%
Offers more creative choices	69	3	6	6	9	11	8	3	2	26
	7%	7%	10%	8%	6%	8%	17%	9%	5%	6%
Company budget has been diverted to other media	57	2	12	13	6	17	2	1	-	17
	6%	5%	19% dhi	18% dhi	4%	11% i	4%	3%	-%	4%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1271	64	118	131	136	220	58	51	74	537
Effective base	414	25	26	30	56	73	22	14	24	175
Weighted Base	957	42	61	71	149	152	48	32	45	418
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	1	-	-	-	-	2
	*%	-%	-%	-%	1%	-%	-%	-%	-%	1%
Don't know	13	*	*	*	*	3	*	2	*	7
	1%	*%	*%	*%	*%	2%	*%	7%	1%	2%
Cost/price - any mention (net)	632	21	47	52	99	103	29	14	32	281
	66%	51%	77%	73%	67%	68%	60%	43%	71%	67%
			ag	ag	g	g			g	g

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1271	331	278	662	1128	143	1012	259	1249	22
Effective base	414	108	95	212	357	57	358	62	408	6
Weighted Base	957	262	200	495	818	139	860	98	942	15
Cost saving	535	146	118	272	450	86	485	50	525	10
	56%	56%	59%	55%	55%	62%	56%	51%	56%	67%
Quicker	483	96	104	283	406	77	437	46	475	7
	50%	37%	52%	57%	50%	55%	51%	47%	50%	49%
			a	a						
Price of postage	322	75	62	185	270	52	302	19	318	4
	34%	29%	31%	37%	33%	37%	35%	20%	34%	24%
							b			
Customer preferences	300	79	55	166	265	35	263	38	295	6
	31%	30%	27%	34%	32%	25%	31%	39%	31%	37%
Increase in postal prices	229	51	47	131	192	37	209	20	228	*
	24%	19%	23%	27%	23%	27%	24%	21%	24%	3%
Royal Mail strike action	143	46	26	71	118	25	135	8	139	4
	15%	18%	13%	14%	14%	18%	16%	8%	15%	25%
Reduce admin time spent on alternative media	128	35	26	67	111	17	116	12	128	*
	13%	13%	13%	13%	14%	12%	13%	13%	14%	*%
Environmental reasons	125	21	19	85	109	16	109	16	125	*
	13%	8%	10%	17%	13%	11%	13%	16%	13%	2%
				a						
Changes in working patterns - e.g. more working from home	125	32	18	75	106	19	116	8	124	*
	13%	12%	9%	15%	13%	14%	14%	8%	13%	1%
Unreliable postal service	119	41	31	47	95	24	110	9	118	1
	12%	16%	16%	9%	12%	17%	13%	9%	13%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1271	331	278	662	1128	143	1012	259	1249	22
Effective base	414	108	95	212	357	57	358	62	408	6
Weighted Base	957	262	200	495	818	139	860	98	942	15
The pandemic/lockdowns	76	27	9	40	63	13	71	5	76	*
	8%	10%	5%	8%	8%	9%	8%	5%	8%	1%
Offers more creative choices	69	18	19	31	65	4	64	5	69	*
	7%	7%	10%	6%	8%	3%	7%	5%	7%	1%
Company budget has been diverted to other media	57	21	18	18	56	1	51	6	54	3
	6%	8%	9%	4%	7%	1%	6%	6%	6%	21%
			c							
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1271	331	278	662	1128	143	1012	259	1249	22
Effective base	414	108	95	212	357	57	358	62	408	6
Weighted Base	957	262	200	495	818	139	860	98	942	15
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	-	2	4	-	4	-	4	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%
Don't know	13	*	3	10	6	7	13	*	13	-
	1%	*%	2%	2%	1%	5% a	1%	*%	1%	-%
Cost/price - any mention (net)	632	173	131	327	535	97	572	59	618	13
	66%	66%	66%	66%	65%	70%	67%	61%	66%	88%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	745	323	197	1005	162	36	68	1167	104
Effective base	414	256	92	62	352	39	8	16	391	23
Weighted Base	957	595	197	155	815	85	15	42	901	57
Cost saving	535	338	94	100	447	54	14	21	501	34
	56%	57%	48%	64%	55%	64%	91%	49%	56%	60%
				b			ade			
Quicker	483	323	83	74	426	41	5	10	467	15
	50%	54%	42%	47%	52%	49%	36%	24%	52%	27%
					df				df	
Price of postage	322	200	59	62	274	29	8	11	303	19
	34%	34%	30%	40%	34%	34%	52%	27%	34%	33%
Customer preferences	300	187	67	43	260	22	4	14	281	19
	31%	31%	34%	28%	32%	25%	30%	34%	31%	33%
Increase in postal prices	229	153	36	40	199	12	7	10	211	17
	24%	26%	18%	26%	24%	14%	46%	25%	23%	31%
							b			
Royal Mail strike action	143	74	50	18	120	18	1	4	139	4
	15%	13%	26%	12%	15%	22%	4%	9%	15%	8%
			ac							
Reduce admin time spent on alternative media	128	95	15	18	110	14	1	2	124	3
	13%	16%	7%	11%	14%	17%	7%	6%	14%	6%
		b								
Environmental reasons	125	102	9	14	115	9	1	*	124	1
	13%	17%	5%	9%	14%	10%	8%	*%	14%	3%
		b								
Changes in working patterns - e.g. more working from home	125	78	21	26	113	6	*	5	119	6
	13%	13%	11%	17%	14%	7%	3%	12%	13%	10%
Unreliable postal service	119	74	16	28	102	7	5	5	108	11
	12%	13%	8%	18%	12%	8%	36%	12%	12%	19%
							be			
The pandemic/lockdowns	76	34	25	18	54	9	5	9	63	14
	8%	6%	13%	11%	7%	10%	36%	20%	7%	25%
			a				ae	a		ae

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	745	323	197	1005	162	36	68	1167	104
Effective base	414	256	92	62	352	39	8	16	391	23
Weighted Base	957	595	197	155	815	85	15	42	901	57
Offers more creative choices	69	37	12	19	58	4	1	7	62	7
	7%	6%	6%	12%	7%	4%	5%	16%	7%	13%
Company budget has been diverted to other media	57	14	23	20	30	7	5	15	37	19
	6%	2%	12%	13%	4%	8%	31%	35%	4%	34%
			a	a			ae	abe		abe
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	745	323	197	1005	162	36	68	1167	104
Effective base	414	256	92	62	352	39	8	16	391	23
Weighted Base	957	595	197	155	815	85	15	42	901	57
Other	4	3	1	-	3	*	-	-	4	-
	*%	1%	*%	-%	*%	*%	-%	-%	*%	-%
Don't know	13	5	3	*	10	3	-	*	13	*
	1%	1%	1%	*%	1%	4%	-%	*%	1%	*%
Cost/price - any mention (net)	632	388	120	121	519	62	14	37	581	51
	66%	65%	61%	78%	64%	73%	96%	88%	64%	90%
				ab			abe	ae		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	505	500	266	1090	880	1118	851	486	495
Effective base	414	203	150	62	353	280	365	272	172	163
Weighted Base	957	484	331	142	816	644	847	613	424	388
Cost saving	535	274	173	88	491	394	502	354	270	228
	56%	57%	52%	62%	60%	61%	59%	58%	64%	59%
Quicker	483	259	167	57	405	298	417	287	192	152
	50%	53%	50%	40%	50%	46%	49%	47%	45%	39%
					f		f			
Price of postage	322	154	120	48	295	239	304	195	142	139
	34%	32%	36%	33%	36%	37%	36%	32%	34%	36%
Customer preferences	300	165	95	40	241	204	250	186	135	97
	31%	34%	29%	28%	29%	32%	30%	30%	32%	25%
Increase in postal prices	229	108	92	29	217	168	220	144	114	101
	24%	22%	28%	21%	27%	26%	26%	23%	27%	26%
Royal Mail strike action	143	72	48	23	139	112	141	97	76	75
	15%	15%	15%	16%	17%	17%	17%	16%	18%	19%
Reduce admin time spent on alternative media	128	71	39	18	118	88	122	86	68	57
	13%	15%	12%	12%	14%	14%	14%	14%	16%	15%
Environmental reasons	125	74	41	10	114	90	114	75	47	46
	13%	15%	12%	7%	14%	14%	14%	12%	11%	12%
Changes in working patterns - e.g. more working from home	125	60	53	12	110	96	116	86	63	56
	13%	12%	16%	8%	13%	15%	14%	14%	15%	14%
Unreliable postal service	119	58	44	17	109	101	112	84	63	71
	12%	12%	13%	12%	13%	16%	13%	14%	15%	18%
The pandemic/lockdowns	76	14	40	22	74	64	74	67	59	54
	8%	3%	12%	16%	9%	10%	9%	11%	14%	14%
			a	a						
Offers more creative choices	69	32	26	11	59	48	59	51	34	35
	7%	7%	8%	8%	7%	7%	7%	8%	8%	9%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	505	500	266	1090	880	1118	851	486	495
Effective base	414	203	150	62	353	280	365	272	172	163
Weighted Base	957	484	331	142	816	644	847	613	424	388
Company budget has been diverted to other media	57	16	15	26	42	43	47	45	36	43
	6%	3%	4%	19%	5%	7%	6%	7%	9%	11%
				ab						ac
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	*	*	3	2	3	1	1	*
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1271	505	500	266	1090	880	1118	851	486	495
Effective base	414	203	150	62	353	280	365	272	172	163
Weighted Base	957	484	331	142	816	644	847	613	424	388
Don't know	13	7	2	3	12	10	12	8	5	5
	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%
Cost/price - any mention (net)	632	301	218	113	575	470	592	426	322	289
	66%	62%	66%	80%	70%	73%	70%	69%	76%	74%
				ab					cd	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	195	532	92	100	75	75	49	199
Effective base	414	76	199	28	25	13	16	12	40
Weighted Base	957	189	471	46	56	29	29	28	86
Cost saving	535	102	307	27	30	13	14	9	36
	56%	54%	65% gh	59%	55%	45%	50%	30%	42%
Quicker	483	104	232	29	28	8	7	9	24
	50%	55% fh	49% fh	64% efh	51%	29%	23%	31%	28%
Price of postage	322	64	174	15	21	10	10	9	30
	34%	34%	37%	33%	38%	35%	35%	32%	34%
Customer preferences	300	46	160	12	12	5	7	9	21
	31%	24%	34%	27%	22%	16%	25%	31%	24%
Increase in postal prices	229	54	129	14	8	2	5	9	17
	24%	28%	27%	30%	14%	8%	18%	33%	20%
Royal Mail strike action	143	28	74	12	12	*	2	12	14
	15%	15%	16%	27% e	21%	2%	7%	42% abef	17%
Reduce admin time spent on alternative media	128	33	67	4	4	1	7	7	15
	13%	17%	14%	9%	7%	4%	24%	23%	17%
Environmental reasons	125	22	77	1	6	2	2	5	8
	13%	11%	16%	3%	10%	6%	6%	17%	10%
Changes in working patterns - e.g. more working from home	125	26	75	4	2	1	4	5	9
	13%	14%	16%	9%	4%	3%	13%	17%	11%
Unreliable postal service	119	11	78	4	8	6	1	5	11
	12%	6%	17% a	10%	14%	19%	2%	17%	13%
The pandemic/lockdowns	76	9	32	12	6	4	1	9	14
	8%	5%	7%	27% ab	10%	15%	5%	31% ab	17% b
Offers more creative choices	69	10	33	5	4	*	5	1	7
	7%	5%	7%	11%	7%	2%	17%	4%	8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	195	532	92	100	75	75	49	199
Effective base	414	76	199	28	25	13	16	12	40
Weighted Base	957	189	471	46	56	29	29	28	86
Company budget has been diverted to other media	57	2	25	3	1	2	6	8	16
	6%	1%	5%	6%	2%	6%	21% ab	30% abd	19% ab
Convenience / ease of use	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	2	-	-	-	*	-	*
	*%	1%	*%	-%	-%	-%	1%	-%	*%
Don't know	13	2	7	1	*	-	*	1	1
	1%	1%	2%	3%	1%	-%	1%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1271	195	532	92	100	75	75	49	199
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	957	189	471	46	56	29	29	28	86
Cost/price - any mention (net)	632	114	355	29	34	21	21	18	59
	66%	61%	75% a	63%	62%	71%	73%	62%	68%

Columns Tested:: a,b,c,d,e,f,g,h

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1271	660	133	99	77	45	57	19	515	139	82	53	36	34	21
Effective base	414	250	41	25	16	18	12	5	194	37	21	13	10	15	7
Weighted Base	957	596	90	55	39	10	22	4	454	89	29	14	29	9	21
Cost saving	535	376	51	36	14	4	10	1	304	45	13	5	18	4	6
	56%	63%	56%	66%	36%	39%	45%	40%	67%	51%	46%	37%	62%	48%	26%
		de							d						
Quicker	483	297	49	33	15	4	7	1	223	42	13	7	3	5	6
	50%	50%	54%	60%	38%	38%	30%	31%	49%	47%	47%	48%	10%	53%	26%
									e	e	e			e	
Price of postage	322	216	35	25	11	3	5	*	175	32	7	5	10	2	9
	34%	36%	39%	46%	28%	26%	20%	5%	38%	36%	23%	33%	35%	23%	41%
Customer preferences	300	185	27	13	7	3	7	*	150	30	4	3	6	3	7
	31%	31%	30%	23%	18%	27%	30%	2%	33%	34%	14%	25%	21%	30%	34%
Increase in postal prices	229	175	16	13	6	2	3	1	128	21	7	2	2	1	8
	24%	29%	18%	25%	14%	21%	16%	26%	28%	24%	24%	13%	6%	8%	38%
Royal Mail strike action	143	100	18	5	13	1	1	-	86	9	2	1	*	1	12
	15%	17%	20%	10%	34%	6%	5%	-%	19%	11%	8%	8%	1%	8%	56%
Reduce admin time spent on alternative media	128	83	16	6	6	2	5	*	66	6	5	2	2	-	7
	13%	14%	18%	10%	15%	21%	24%	1%	14%	7%	18%	14%	8%	-%	31%
Environmental reasons	125	101	6	4	1	1	1	*	70	10	4	1	1	1	5
	13%	17%	7%	8%	2%	12%	5%	5%	15%	11%	12%	9%	3%	8%	22%
Changes in working patterns - e.g. more working from home	125	84	20	1	1	2	2	-	77	9	2	2	-	1	4
	13%	14%	22%	2%	3%	23%	9%	-%	17%	11%	7%	18%	-%	11%	21%
			c			c									
Unreliable postal service	119	82	15	4	7	1	*	*	81	10	1	1	5	-	5
	12%	14%	17%	7%	18%	11%	2%	7%	18%	11%	3%	7%	16%	-%	21%
The pandemic/lockdowns	76	44	19	7	2	1	*	*	34	9	7	1	4	1	8
	8%	7%	21%	12%	6%	13%	2%	7%	7%	11%	23%	7%	15%	15%	38%
			a								a				
Offers more creative choices	69	35	10	4	3	1	5	*	38	3	1	*	4	1	1
	7%	6%	11%	8%	9%	8%	22%	6%	8%	3%	3%	*%	16%	8%	4%
							a								

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1271	660	133	99	77	45	57	19	515	139	82	53	36	34	21
Effective base	414	250	41	25	16	18	12	5	194	37	21	13	10	15	7
Weighted Base	957	596	90	55	39	10	22	4	454	89	29	14	29	9	21
Company budget has been diverted to other media	57	26	7	2	1	1	5	1	21	6	*	2	6	*	8
	6%	4%	8%	4%	2%	8%	20% a	30%	5%	7%	1%	13%	22% ac	4%	38%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	-	-	-	*	-	-	2	-	-	-	*	-	-
	*%	1%	-%	-%	-%	2%	-%	-%	*%	-%	-%	-%	1%	-%	-%
Don't know	13	9	1	*	*	*	1	-	7	1	*	*	-	1	-
	1%	2%	1%	*%	1%	2%	4%	-%	2%	1%	*%	2%	-%	11% a	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1271	660	133	99	77	45	57	19	515	139	82	53	36	34	21
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	957	596	90	55	39	10	22	4	454	89	29	14	29	9	21
Cost/price - any mention (net)	632	434	60	42	16	5	15	3	344	59	18	7	24	6	14
	66%	73% d	67% d	77% d	41%	54%	67%	70%	76% cd	66%	61%	48%	84% d	62%	64%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1271	481	115	83	62	35	40	35	110	460	221	246	120	70
Effective base	414	174	29	26	16	9	7	12	28	175	79	75	19	17
Weighted Base	957	389	64	57	32	20	19	32	71	406	189	170	43	39
Cost saving	535	231	44	29	16	12	8	15	35	247	103	102	28	23
	56%	59%	69%	51%	49%	59%	44%	45%	49%	61%	55%	60%	64%	58%
Quicker	483	203	41	15	7	4	10	8	22	212	85	93	19	8
	50%	52%	64%	26%	21%	20%	51%	25%	31%	52%	45%	55%	45%	20%
		cdh	cdegh							e		e		
Price of postage	322	123	20	21	8	7	3	14	24	149	64	60	25	7
	34%	32%	32%	36%	24%	36%	15%	42%	33%	37%	34%	35%	58%	17%
													e	
Customer preferences	300	120	20	14	9	9	3	10	22	112	53	56	16	13
	31%	31%	32%	26%	28%	43%	15%	32%	31%	28%	28%	33%	36%	33%
Increase in postal prices	229	97	18	15	*	7	1	6	13	97	48	51	10	14
	24%	25%	28%	27%	1%	33%	4%	18%	19%	24%	26%	30%	22%	36%
		d	d	d		d								
Royal Mail strike action	143	65	10	7	5	2	5	4	11	52	50	30	3	6
	15%	17%	16%	12%	14%	11%	24%	12%	15%	13%	27%	18%	7%	14%
											a			
Reduce admin time spent on alternative media	128	56	8	9	10	*	*	2	3	48	43	23	4	5
	13%	14%	12%	17%	30%	2%	1%	7%	4%	12%	23%	13%	8%	12%
					h						a			
Environmental reasons	125	62	5	2	2	2	*	1	3	66	26	19	2	3
	13%	16%	8%	4%	7%	9%	2%	2%	4%	16%	14%	11%	4%	7%
Changes in working patterns - e.g. more working from home	125	66	7	5	3	2	*	2	4	40	43	24	3	7
	13%	17%	12%	9%	9%	8%	2%	8%	6%	10%	23%	14%	6%	17%
											a			
Unreliable postal service	119	51	3	19	*	5	5	1	11	56	23	27	2	4
	12%	13%	4%	33%	1%	23%	25%	4%	15%	14%	12%	16%	4%	11%
				abd										

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1271	481	115	83	62	35	40	35	110	460	221	246	120	70
Effective base	414	174	29	26	16	9	7	12	28	175	79	75	19	17
Weighted Base	957	389	64	57	32	20	19	32	71	406	189	170	43	39
The pandemic/lockdowns	76	33	13	8	3	4	1	5	10	20	22	21	1	9
	8%	8%	21% a	14%	8%	21%	3%	15%	14%	5%	12%	13% a	2%	22% ad
Offers more creative choices	69	27	10	8	*	1	1	5	6	23	7	23	5	1
	7%	7%	15%	13%	1%	3%	3%	16%	9%	6%	4%	14% ab	11%	3%
Company budget has been diverted to other media	57	17	4	2	*	8	*	13	22	20	5	5	8	8
	6%	4%	6%	3%	*%	41% abcd	2%	41% abcdf	31% abcd	5%	3%	3%	20% abc	22% abc
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1271	481	115	83	62	35	40	35	110	460	221	246	120	70
Effective base	414	174	29	26	16	9	7	12	28	175	79	75	19	17
Weighted Base	957	389	64	57	32	20	19	32	71	406	189	170	43	39
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	-	-	-	*	-	-	*	3	*	-	-	-
	*%	*%	-%	-%	-%	1%	-%	-%	*%	1%	*%	-%	-%	-%
Don't know	13	7	*	*	-	*	1	-	1	8	*	3	*	-
	1%	2%	1%	*%	-%	*%	5%	-%	1%	2%	*%	2%	1%	-%
Cost/price - any mention (net)	632	267	45	42	17	15	11	30	55	282	123	116	40	32
	66%	68%	70%	74%	53%	75%	57%	92%	78%	69%	65%	68%	92%	81%
								adf	d				abc	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	497	214	229	100	48	384	173	179	85	53
Effective base	414	183	79	67	13	12	150	51	51	13	14
Weighted Base	957	436	179	147	34	19	361	112	107	32	31
Cost saving	535	253	117	87	21	14	233	56	62	25	18
	56%	58%	65%	59%	63%	71%	65%	50%	58%	79%	57%
Quicker	483	213	97	71	17	8	184	39	53	15	7
	50%	49%	54%	48%	49%	40%	51% be	34%	49%	47%	22%
Price of postage	322	153	63	52	20	6	143	34	36	19	6
	34%	35%	35%	35%	60%	30%	40%	31%	34%	62% be	19%
Customer preferences	300	121	57	43	13	8	112	37	34	14	8
	31%	28%	32%	29%	37%	41%	31%	33%	32%	44%	26%
Increase in postal prices	229	107	51	46	8	4	89	22	38	6	13
	24%	25%	29%	31%	24%	23%	25%	19%	35%	19%	42%
Royal Mail strike action	143	57	51	26	3	2	68	20	17	2	5
	15%	13%	29% a	18%	9%	11%	19%	17%	16%	6%	17%
Reduce admin time spent on alternative media	128	57	35	22	2	2	46	20	17	2	3
	13%	13%	19%	15%	6%	11%	13%	18%	16%	6%	9%
Environmental reasons	125	68	26	17	1	2	60	17	10	1	2
	13%	15%	14%	12%	4%	13%	17%	15%	9%	4%	7%
Changes in working patterns - e.g. more working from home	125	46	36	24	3	2	57	21	11	1	5
	13%	11%	20% a	16%	8%	9%	16%	19%	10%	2%	17%
Unreliable postal service	119	65	18	25	1	*	64	19	12	2	4
	12%	15%	10%	17%	2%	2%	18%	17%	11%	5%	14%
The pandemic/lockdowns	76	26	23	22	1	1	30	13	12	1	9
	8%	6%	13%	15% a	2%	7%	8%	11%	11%	2%	28% ad

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	497	214	229	100	48	384	173	179	85	53
Effective base	414	183	79	67	13	12	150	51	51	13	14
Weighted Base	957	436	179	147	34	19	361	112	107	32	31
Offers more creative choices	69	25	11	17	5	1	21	4	16	5	1
	7%	6%	6%	12%	14%	6%	6%	4%	15% ab	17%	2%
Company budget has been diverted to other media	57	21	1	9	7	5	17	10	2	8	5
	6%	5%	1%	6%	20% ab	23% ab	5%	9%	2%	27% ac	15%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1271	497	214	229	100	48	384	173	179	85	53
Effective base	414	183	79	67	13	12	150	51	51	13	14
Weighted Base	957	436	179	147	34	19	361	112	107	32	31
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	*	-	-	-	2	-	-	-	-
	*%	1%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	13	8	*	3	*	-	6	*	3	*	-
	1%	2%	*%	2%	1%	-%	2%	*%	3%	1%	-%
Cost/price - any mention (net)	632	300	127	103	31	15	265	75	73	30	26
	66%	69%	71%	70%	91%	75%	74%	67%	68%	93%	84%
					abc					abc	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1271	409	131	178	75	53	461	81	306	1047	224	975	115
Effective base	414	149	34	58	19	13	151	27	94	343	71	322	31
Weighted Base	957	327	62	137	53	30	331	68	212	799	158	742	74
Cost saving	535	181	39	86	32	14	210	36	108	431	104	456	35
	56%	55%	64%	63%	61%	46%	63%	53%	51%	54%	66%	61%	48%
Quicker	483	168	23	55	32	8	146	18	120	414	68	382	23
	50%	51%	38%	41%	61%	26%	44%	27%	57% b	52%	43%	51% b	31%
Price of postage	322	98	24	40	26	5	99	33	64	263	58	269	25
	34%	30%	38%	29%	49%	16%	30%	49%	30%	33%	37%	36%	34%
Customer preferences	300	95	18	41	16	15	112	12	59	255	45	230	11
	31%	29%	30%	30%	30%	51%	34%	18%	28%	32%	29%	31%	15%
Increase in postal prices	229	64	26	33	8	13	87	10	45	195	34	197	20
	24%	20%	43% ad	24%	16%	42%	26%	15%	21%	24%	22%	27%	27%
Royal Mail strike action	143	51	15	24	*	7	43	11	43	112	31	125	14
	15%	16%	24% d	18%	1%	23% d	13%	17%	20%	14%	19%	17%	19%
Reduce admin time spent on alternative media	128	50	14	19	2	2	40	12	34	104	24	100	19
	13%	15%	22%	14%	4%	7%	12%	17%	16%	13%	15%	13%	25%
Environmental reasons	125	49	8	13	1	3	37	3	34	109	16	111	4
	13%	15%	14%	10%	3%	9%	11%	5%	16%	14%	10%	15%	5%
Changes in working patterns - e.g. more working from home	125	54	4	14	6	7	41	10	33	106	18	94	16
	13%	17%	7%	10%	11%	24%	12%	15%	16%	13%	11%	13%	21%
Unreliable postal service	119	39	14	18	8	5	44	12	28	89	30	93	17
	12%	12%	23%	13%	16%	17%	13%	18%	13%	11%	19%	12%	23%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1271	409	131	178	75	53	461	81	306	1047	224	975	115
Effective base	414	149	34	58	19	13	151	27	94	343	71	322	31
Weighted Base	957	327	62	137	53	30	331	68	212	799	158	742	74
The pandemic/lockdowns	76	25	9	27	4	2	31	16	19	44	32	50	24
	8%	8%	14%	20% a	7%	6%	10%	24% ac	9%	6%	21% a	7%	32% a
Offers more creative choices	69	26	4	7	13	2	35	4	12	49	20	55	3
	7%	8%	6%	5%	24% ac	6%	11%	6%	6%	6%	13% a	7%	4%
Company budget has been diverted to other media	57	14	8	16	5	1	29	9	7	37	19	32	11
	6%	4%	12%	12% a	10%	5%	9%	14% c	3%	5%	12% a	4%	14% a
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1271	409	131	178	75	53	461	81	306	1047	224	975	115
Effective base	414	149	34	58	19	13	151	27	94	343	71	322	31
Weighted Base	957	327	62	137	53	30	331	68	212	799	158	742	74
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	-	-	-	-	*	-	*	4	-	3	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Don't know	13	7	*	1	*	*	6	-	2	13	*	12	*
	1%	2%	*%	1%	*%	*%	2%	-%	1%	2%	*%	2%	*%
Cost/price - any mention (net)	632	211	46	96	43	25	241	57	126	509	123	523	52
	66%	65%	74%	70%	82% a	84%	73% c	84% c	59%	64%	78% a	70%	71%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1271	727	153	481	370	974	116	719	161	485	366
Effective base	414	237	42	153	120	321	32	233	47	154	118
Weighted Base	957	549	96	329	284	741	76	540	104	337	276
Cost saving	535	342	52	169	185	452	39	333	61	175	179
	56%	62%	55%	51%	65% a	61%	52%	62%	59%	52%	65% a
Quicker	483	269	29	144	142	378	27	265	33	149	138
	50%	49% b	30%	44%	50%	51%	36%	49% b	32%	44%	50%
Price of postage	322	199	40	97	99	268	27	196	43	101	95
	34%	36%	42%	29%	35%	36%	35%	36%	42%	30%	34%
Customer preferences	300	178	26	90	96	227	14	179	25	96	89
	31%	32%	27%	27%	34%	31%	19%	33%	24%	29%	32%
Increase in postal prices	229	133	34	64	80	198	19	129	39	68	76
	24%	24%	36%	19%	28%	27%	25%	24%	37%	20%	27%
Royal Mail strike action	143	93	19	35	62	123	16	93	19	41	57
	15%	17%	20%	11%	22% a	17%	21%	17%	18%	12%	21%
Reduce admin time spent on alternative media	128	69	19	44	42	101	17	67	20	44	42
	13%	13%	20%	13%	15%	14%	22%	12%	20%	13%	15%
Environmental reasons	125	86	4	43	32	110	4	85	5	48	26
	13%	16% b	4%	13%	11%	15%	6%	16%	5%	14%	10%
Changes in working patterns - e.g. more working from home	125	78	18	45	41	95	15	79	17	48	38
	13%	14%	19%	14%	15%	13%	19%	15%	17%	14%	14%
Unreliable postal service	119	75	26	27	57	93	17	75	27	31	52
	12%	14%	28% a	8%	20% a	12%	22%	14%	26% a	9%	19% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1271	727	153	481	370	974	116	719	161	485	366
Effective base	414	237	42	153	120	321	32	233	47	154	118
Weighted Base	957	549	96	329	284	741	76	540	104	337	276
The pandemic/lockdowns	76	37	28	21	46	48	26	39	25	25	41
	8%	7%	29%	6%	16%	6%	34%	7%	24%	7%	15%
			a		a		a		a		a
Offers more creative choices	69	32	16	20	31	54	5	32	16	21	31
	7%	6%	16%	6%	11%	7%	6%	6%	15%	6%	11%
			a						a		
Company budget has been diverted to other media	57	27	16	13	31	33	10	27	17	14	31
	6%	5%	17%	4%	11%	4%	13%	5%	16%	4%	11%
			a		a		a		a		a
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1271	727	153	481	370	974	116	719	161	485	366
Effective base	414	237	42	153	120	321	32	233	47	154	118
Weighted Base	957	549	96	329	284	741	76	540	104	337	276
More efficient	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	-	1	-	3	-	2	-	1	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Don't know	13	10	*	8	*	12	*	10	*	8	*
	1%	2%	*%	3%	*%	2%	*%	2%	*%	2%	*%
Cost/price - any mention (net)	632	396	74	208	218	521	54	386	84	213	212
	66%	72%	77%	63%	77%	70%	71%	71%	81%	63%	77%
					a						a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1271	544	835	131	-	500	618	88	1	591	472	124	1
Effective base	414	183	266	36	-	161	196	22	1	195	143	38	1
Weighted Base	957	442	610	102	-	402	435	67	1	465	303	98	*
Cost saving	535	272	376	70	-	243	284	49	1	275	181	60	*
	56%	62%	62%	69%	-%	61%	65%	74%	100%	59%	60%	61%	100%
Quicker	483	188	331	40	-	158	227	28	-	212	156	41	*
	50%	43%	54% a	39%	-%	39%	52% a	42%	-%	46%	52%	42%	100%
Price of postage	322	155	229	43	-	152	161	22	-	139	103	29	-
	34%	35%	38%	42%	-%	38%	37%	32%	-%	30%	34%	29%	-%
Customer preferences	300	145	175	41	-	123	144	24	-	148	86	32	*
	31%	33%	29%	40%	-%	31%	33%	36%	-%	32%	28%	32%	100%
Increase in postal prices	229	126	178	40	-	113	126	30	-	115	89	34	-
	24%	29%	29%	40%	-%	28%	29%	45%	-%	25%	29%	35%	-%
Royal Mail strike action	143	94	118	31	-	89	79	18	-	87	61	27	-
	15%	21%	19%	30%	-%	22%	18%	27%	-%	19%	20%	27%	-%
Reduce admin time spent on alternative media	128	70	88	18	-	62	53	11	-	72	47	16	-
	13%	16%	14%	18%	-%	15%	12%	17%	-%	15%	16%	16%	-%
Environmental reasons	125	53	94	12	-	56	64	11	-	55	49	12	*
	13%	12%	15%	12%	-%	14%	15%	17%	-%	12%	16%	12%	100%
Changes in working patterns - e.g. more working from home	125	74	83	26	-	69	69	14	-	65	67	21	-
	13%	17%	14%	26%	-%	17%	16%	21%	-%	14%	22% a	21%	-%
Unreliable postal service	119	77	86	24	-	76	62	15	-	61	51	18	-
	12%	17%	14%	23%	-%	19%	14%	23%	-%	13%	17%	18%	-%
The pandemic/lockdowns	76	64	50	21	-	58	52	17	-	62	42	25	*
	8%	15% b	8%	20% b	-%	15%	12%	25%	-%	13%	14%	25%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1271	544	835	131	-	500	618	88	1	591	472	124	1
Effective base	414	183	266	36	-	161	196	22	1	195	143	38	1
Weighted Base	957	442	610	102	-	402	435	67	1	465	303	98	*
Offers more creative choices	69	38	44	15	-	36	23	7	-	40	21	12	-
	7%	9%	7%	14%	-%	9%	5%	11%	-%	9%	7%	12%	-%
Company budget has been diverted to other media	57	36	14	18	-	40	18	13	-	40	15	16	-
	6%	8%	2%	18%	-%	10%	4%	20%	-%	9%	5%	16%	-%
		b		b		b		b				b	
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1271	544	835	131	-	500	618	88	1	591	472	124	1
Effective base	414	183	266	36	-	161	196	22	1	195	143	38	1
Weighted Base	957	442	610	102	-	402	435	67	1	465	303	98	*
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	-	-	*	2	-	-	1	*	-	-
	*%	*%	1%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%
Don't know	13	8	7	2	-	7	5	2	-	6	3	*	-
	1%	2%	1%	2%	-%	2%	1%	3%	-%	1%	1%	*%	-%
Cost/price - any mention (net)	632	326	427	89	-	296	330	58	1	325	220	80	*
	66%	74%	70%	87%	-%	74%	76%	87%	100%	70%	73%	82%	100%
				ab				ab				a	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1271	940	719	505	770	551	27	226	216	226	39	22
Effective base	414	311	229	159	255	188	9	87	77	76	12	6
Weighted Base	957	723	534	365	590	455	26	213	202	195	31	19
Cost saving	535	451	345	223	355	312	24	157	155	143	25	11
	56%	62%	65%	61%	60%	69%	90%	73%	77%	73%	79%	56%
Quicker	483	379	260	188	288	245	7	117	102	101	14	16
	50%	52%	49%	51%	49%	54%	26%	55%	51%	52%	44%	82%
Price of postage	322	267	202	121	191	204	11	88	81	80	13	11
	34%	37%	38%	33%	32%	45% a	43%	41%	40%	41%	40%	57%
Customer preferences	300	223	186	123	192	139	12	79	64	72	9	5
	31%	31%	35%	34%	33%	31%	47%	37%	32%	37%	28%	28%
Increase in postal prices	229	197	146	95	140	155	6	70	71	56	16	11
	24%	27%	27%	26%	24%	34% a	23%	33%	35%	29%	50%	60%
Royal Mail strike action	143	125	94	57	96	83	1	41	46	38	12	10
	15%	17%	18%	16%	16%	18%	6%	19%	23%	20%	39%	50%
Reduce admin time spent on alternative media	128	94	70	47	74	63	2	25	33	22	3	*
	13%	13%	13%	13%	13%	14%	9%	12%	16%	11%	8%	2%
Environmental reasons	125	111	85	52	89	71	*	39	35	36	6	5
	13%	15%	16%	14%	15%	16%	1%	18%	17%	18%	18%	24%
Changes in working patterns - e.g. more working from home	125	92	86	60	83	66	1	52	37	37	10	14
	13%	13%	16%	16%	14%	14%	5%	24%	19%	19%	31%	74%
Unreliable postal service	119	93	88	50	79	68	4	39	37	35	16	10
	12%	13%	16%	14%	13%	15%	17%	18%	18%	18%	51% abc	55%
The pandemic/lockdowns	76	52	47	37	46	35	5	23	33	27	13	8
	8%	7%	9%	10%	8%	8%	18%	11%	16%	14%	42% abc	40%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1271	940	719	505	770	551	27	226	216	226	39	22
Effective base	414	311	229	159	255	188	9	87	77	76	12	6
Weighted Base	957	723	534	365	590	455	26	213	202	195	31	19
Offers more creative choices	69	53	37	27	44	33	4	14	19	20	5	1
	7%	7%	7%	7%	8%	7%	17%	6%	9%	10%	16%	3%
Company budget has been diverted to other media	57	34	34	22	35	23	13	12	16	17	7	1
	6%	5%	6%	6%	6%	5%	50%	6%	8%	9%	23% a	6%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e
Unweighted Base	1271	940	719	505	770	551	27	226	216	226	39	22
Effective base	414	311	229	159	255	188	9	87	77	76	12	6
Weighted Base	957	723	534	365	590	455	26	213	202	195	31	19
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	2	1	2	2	-	*	*	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Don't know	13	12	5	3	11	1	-	-	-	*	-	-
	1%	2%	1%	1%	2%	*%	-%	-%	-%	*%	-%	-%
Cost/price - any mention (net)	632	513	396	258	408	357	25	178	175	161	27	18
	66%	71%	74%	71%	69%	78% a	94%	84%	86%	83%	88%	94%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1271	133	72	70	22	1119	885	1170	919	894	505	1050	118	1	892	73
Effective base	414	54	21	30	7	363	254	377	265	260	175	329	39	1	277	33
Weighted Base	957	126	57	76	20	812	535	854	582	579	415	759	102	1	631	81
Cost saving	535	90	31	51	16	470	266	487	289	298	273	431	75	1	336	48
	56%	71%	55%	67%	83%	58% bd	50%	57%	50%	52%	66% b	57%	73% b	100%	53%	60%
Quicker	483	46	28	31	5	429	252	432	310	312	178	421	44	1	327	50
	50%	37%	49%	40%	24%	53%	47%	51%	53%	54%	43%	55% a	44%	100%	52%	62%
Price of postage	322	69	21	30	4	273	156	290	170	161	167	270	42	-	191	34
	34%	54%	37%	40%	20%	34%	29%	34%	29%	28%	40%	36%	41%	-%	30%	42%
Customer preferences	300	28	13	34	5	259	186	271	196	205	135	255	48	1	220	28
	31%	22%	24%	45% a	23%	32%	35%	32%	34%	35%	33%	34%	48%	100%	35%	35%
Increase in postal prices	229	49	10	25	4	184	125	205	124	125	115	185	43	-	142	27
	24%	39%	18%	33%	20%	23%	23%	24%	21%	22%	28%	24%	42% b	-%	22%	33%
Royal Mail strike action	143	31	5	12	10	120	81	127	73	96	80	116	24	-	85	24
	15%	25%	10%	16%	51%	15%	15%	15%	13%	17%	19%	15%	24%	-%	13%	30% a
Reduce admin time spent on alternative media	128	14	4	10	6	99	54	103	68	87	62	94	21	-	82	6
	13%	11%	7%	13%	28%	12%	10%	12%	12%	15%	15%	12%	21%	-%	13%	8%
Environmental reasons	125	16	4	14	*	110	64	112	73	77	56	105	15	-	99	9
	13%	13%	8%	19%	1%	14%	12%	13%	13%	13%	14%	14%	15%	-%	16%	11%
Changes in working patterns - e.g. more working from home	125	17	6	17	1	106	63	115	65	78	70	109	18	-	69	8
	13%	14%	10%	22%	5%	13%	12%	13%	11%	13%	17%	14%	18%	-%	11%	11%
Unreliable postal service	119	25	10	14	5	103	74	115	60	79	77	106	18	1	50	33
	12%	20%	18%	18%	25%	13%	14%	13%	10%	14%	19%	14%	18%	100%	8%	41% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1271	133	72	70	22	1119	885	1170	919	894	505	1050	118	1	892	73
Effective base	414	54	21	30	7	363	254	377	265	260	175	329	39	1	277	33
Weighted Base	957	126	57	76	20	812	535	854	582	579	415	759	102	1	631	81
The pandemic/lockdowns	76	10	7	17	2	62	42	69	48	61	67	62	24	-	27	10
	8%	8%	13%	23%	9%	8%	8%	8%	8%	11%	16% b	8%	23% b	-%	4%	13% a
Offers more creative choices	69	12	7	8	1	62	28	63	53	47	39	61	14	-	48	1
	7%	10%	12%	11%	5%	8%	5%	7%	9%	8%	9%	8%	14%	-%	8%	1%
Company budget has been diverted to other media	57	4	20	8	1	38	36	48	37	31	42	45	23	-	28	6
	6%	3%	35% ac	10%	3%	5%	7%	6%	6%	5%	10%	6%	23% ab	-%	4%	8%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1271	133	72	70	22	1119	885	1170	919	894	505	1050	118	1	892	73
Effective base	414	54	21	30	7	363	254	377	265	260	175	329	39	1	277	33
Weighted Base	957	126	57	76	20	812	535	854	582	579	415	759	102	1	631	81
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	4	2	4	4	4	*	4	-	-	3	*
	*%	-%	-%	-%	-%	*%	*%	*%	1%	1%	*%	*%	-%	-%	1%	*%
Don't know	13	*	-	-	-	8	8	8	8	12	2	8	-	-	7	5
	1%	*%	-%	-%	-%	1%	2%	1%	1%	2%	1%	1%	-%	-%	1%	7% a
Cost/price - any mention (net)	632	106	45	62	17	525	318	562	344	341	330	493	91	1	383	55
	66%	84%	80%	81%	84%	65% de	59%	66% bde	59%	59%	80% b	65%	89% ab	100%	61%	68%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1271	444	696	396	20	221	254	168	731	353	311	250	674
Effective base	414	168	210	125	11	75	83	51	243	115	93	91	217
Weighted Base	957	425	452	297	32	180	192	129	571	245	210	229	488
Cost saving	535	278	223	183	19	111	119	63	305	159	128	123	267
	56%	66%	49%	62%	61%	62%	62%	49%	53%	65%	61%	53%	55%
		b								b			
Quicker	483	205	246	146	16	68	110	48	315	118	96	100	272
	50%	48%	54%	49%	52%	38%	57%	37%	55%	48%	46%	44%	56%
							a		a				
Price of postage	322	205	95	89	10	64	54	34	168	113	79	73	155
	34%	48%	21%	30%	33%	35%	28%	26%	29%	46%	38%	32%	32%
		b								ab			
Customer preferences	300	127	158	99	14	52	73	34	203	63	64	69	164
	31%	30%	35%	33%	45%	29%	38%	27%	35%	26%	31%	30%	34%
Increase in postal prices	229	141	74	77	12	60	48	26	118	80	43	75	104
	24%	33%	16%	26%	37%	33%	25%	20%	21%	33%	21%	33%	21%
		b								b		c	
Royal Mail strike action	143	87	43	48	12	41	28	22	71	49	33	51	58
	15%	20%	9%	16%	38%	23%	15%	17%	13%	20%	16%	22%	12%
		b										c	
Reduce admin time spent on alternative media	128	53	58	49	7	29	30	18	83	26	26	38	56
	13%	12%	13%	16%	22%	16%	16%	14%	15%	11%	13%	17%	12%
Environmental reasons	125	56	64	33	6	22	24	11	76	37	25	34	61
	13%	13%	14%	11%	18%	12%	13%	9%	13%	15%	12%	15%	13%
Changes in working patterns - e.g. more working from home	125	62	49	58	7	29	42	8	75	41	28	34	62
	13%	15%	11%	19%	22%	16%	22%	6%	13%	17%	13%	15%	13%
Unreliable postal service	119	96	10	50	5	48	17	18	51	46	44	37	34
	12%	23%	2%	17%	17%	26%	9%	14%	9%	19%	21%	16%	7%
		b				b				b	c	c	
The pandemic/lockdowns	76	42	15	40	11	37	19	14	40	19	30	21	21
	8%	10%	3%	13%	35%	21%	10%	11%	7%	8%	14%	9%	4%
		b									c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1271	444	696	396	20	221	254	168	731	353	311	250	674
Effective base	414	168	210	125	11	75	83	51	243	115	93	91	217
Weighted Base	957	425	452	297	32	180	192	129	571	245	210	229	488
Offers more creative choices	69	42	21	38	1	23	18	19	40	10	23	18	27
	7%	10%	5%	13%	4%	13%	9%	15%	7%	4%	11%	8%	6%
		b						c					
Company budget has been diverted to other media	57	40	10	26	2	23	11	7	19	25	17	19	16
	6%	9%	2%	9%	7%	13%	6%	6%	3%	10%	8%	8%	3%
		b								b			
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1271	444	696	396	20	221	254	168	731	353	311	250	674
Effective base	414	168	210	125	11	75	83	51	243	115	93	91	217
Weighted Base	957	425	452	297	32	180	192	129	571	245	210	229	488
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	3	-	-	-	-	-	2	2	-	*	3
	*%	*%	1%	-%	-%	-%	-%	-%	*%	1%	-%	*%	1%
Don't know	13	6	7	*	-	*	*	5	5	1	6	*	4
	1%	1%	2%	*%	-%	*%	*%	4%	1%	*%	3%	*%	1%
Cost/price - any mention (net)	632	343	239	222	24	141	138	79	351	193	145	163	305
	66%	81%	53%	75%	75%	78%	72%	61%	61%	79%	69%	71%	63%
		b								ab			

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1271	1271	-
Effective base	414	414	-
Weighted Base	957	957	-
Cost saving	535	535	-
	56%	56%	-%
Quicker	483	483	-
	50%	50%	-%
Price of postage	322	322	-
	34%	34%	-%
Customer preferences	300	300	-
	31%	31%	-%
Increase in postal prices	229	229	-
	24%	24%	-%
Royal Mail strike action	143	143	-
	15%	15%	-%
Reduce admin time spent on alternative media	128	128	-
	13%	13%	-%
Environmental reasons	125	125	-
	13%	13%	-%
Changes in working patterns - e.g. more working from home	125	125	-
	13%	13%	-%
Unreliable postal service	119	119	-
	12%	12%	-%
The pandemic/lockdowns	76	76	-
	8%	8%	-%
Offers more creative choices	69	69	-
	7%	7%	-%
Company budget has been diverted to other media	57	57	-
	6%	6%	-%

Columns Tested:: a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1271	1271	-
Effective base	414	414	-
Weighted Base	957	957	-
Convenience / ease of use	-	-	-
	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-
	-%	-%	-%
Speed - instantaneous / fast response	-	-	-
	-%	-%	-%
Good for sending invoices /attachments	-	-	-
	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-
	-%	-%	-%
For BACS transfers	-	-	-
	-%	-%	-%
More efficient	-	-	-
	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-
	-%	-%	-%
Security / data protection	-	-	-
	-%	-%	-%
Other	4	4	-
	*%	*%	-%
Don't know	13	13	-
	1%	1%	-%

Columns Tested:: a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1271	1271	-
Effective base	838	414	425
Weighted Base	957	957	-
Cost/price - any mention (net)	632	632	-
	66%	66%	-%

Columns Tested:: a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1271	89	132	90	110	81	131	43	138	91	111	111	144
Effective base	414	10	42	37	18	22	43	20	62	46	40	59	72
Weighted Base	957	22	147	98	35	53	132	13	122	89	44	92	111
Cost saving	535	9	86	42	17	24	82	5	72	48	22	65	63
	56%	42%	58%	43%	50%	45%	62%	39%	59%	53%	50%	71% cegj	57%
Quicker	483	13	68	60	13	23	70	8	66	40	23	40	58
	50%	57%	46%	61%	39%	44%	53%	63%	54%	45%	52%	43%	52%
Price of postage	322	7	57	19	12	8	53	4	47	31	16	32	34
	34%	31%	39%	20%	36%	16%	40% ce	29%	39% ce	34%	37%	35%	31%
Customer preferences	300	14	32	44	9	17	42	2	32	25	14	27	43
	31%	62% bgh	22%	45% bg	25%	32%	32%	18%	27%	28%	31%	29%	39%
Increase in postal prices	229	3	36	9	4	12	33	*	47	25	8	21	30
	24%	14%	25% g	9%	11%	22%	25% g	2%	39% cdgj	28% cg	19%	23% g	27% cg
Royal Mail strike action	143	5	48	9	4	4	14	*	20	14	2	9	13
	15%	24%	33% cefgjkl	9%	13%	7%	10%	1%	17% j	15%	4%	10%	12%
Reduce admin time spent on alternative media	128	*	10	10	8	5	22	1	18	14	9	13	18
	13%	2%	6%	11%	25%	10%	16%	6%	14%	15%	22% b	14%	16%
Environmental reasons	125	3	15	11	1	6	7	1	10	20	7	21	22
	13%	15%	10%	12%	3%	12%	6%	7%	8%	22% dfh	15%	23% dfh	20% dfh
Changes in working patterns - e.g. more working from home	125	1	26	10	2	14	13	*	11	9	9	7	24
	13%	4%	18%	10%	5%	26% k	10%	4%	9%	10%	20%	7%	22% hk
Unreliable postal service	119	1	33	10	1	6	14	-	18	11	3	14	8
	12%	6%	23% dgjl	10%	3%	12%	10%	-%	14%	12%	7%	15%	7%
The pandemic/lockdowns	76	4	19	4	2	4	14	*	14	3	3	3	9
	8%	18%	13%	4%	4%	7%	10%	*%	12%	3%	7%	3%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1271	89	132	90	110	81	131	43	138	91	111	111	144
Effective base	414	10	42	37	18	22	43	20	62	46	40	59	72
Weighted Base	957	22	147	98	35	53	132	13	122	89	44	92	111
Offers more creative choices	69	2	*	1	*	3	19	1	16	9	4	8	6
	7%	9%	*%	1%	1%	6%	14% bc	7%	13% bc	10% b	10% b	9% b	5%
Company budget has been diverted to other media	57	*	9	7	2	-	14	-	15	2	3	3	3
	6%	1%	6%	7%	5%	-%	10%	-%	13% il	2%	6%	4%	2%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1271	89	132	90	110	81	131	43	138	91	111	111	144
Effective base	414	10	42	37	18	22	43	20	62	46	40	59	72
Weighted Base	957	22	147	98	35	53	132	13	122	89	44	92	111
Other	4	*	-	-	-	*	-	-	-	-	2	1	*
	*%	*%	-%	-%	-%	1%	-%	-%	-%	-%	4%	1%	*%
Don't know	13	*	*	-	1	1	5	-	1	2	2	*	2
	1%	*%	*%	-%	2%	1%	3%	-%	1%	2%	4%	*%	2%
Cost/price - any mention (net)	632	10	109	45	22	31	97	5	94	55	25	69	71
	66%	46%	74%	46%	64%	59%	73%	40%	77%	61%	57%	75%	64%
			acgj				acgj		acegijl			acegijl	cg

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1271	311	322	272	366	633	638
Effective base	414	86	80	120	168	165	283
Weighted Base	957	267	219	224	246	487	471
Cost saving	535	137	123	125	150	261	275
	56%	51%	56%	56%	61%	54%	58%
Quicker	483	140	107	115	120	247	235
	50%	52%	49%	51%	49%	51%	50%
Price of postage	322	83	74	82	83	157	164
	34%	31%	34%	36%	34%	32%	35%
Customer preferences	300	89	67	60	84	157	144
	31%	33%	31%	27%	34%	32%	30%
Increase in postal prices	229	48	48	72	60	97	132
	24%	18%	22%	32%	24%	20%	28%
				a			
Royal Mail strike action	143	63	22	34	24	84	58
	15%	24%	10%	15%	10%	17%	12%
		bd					
Reduce admin time spent on alternative media	128	20	35	32	40	56	72
	13%	8%	16%	14%	16%	11%	15%
					a		
Environmental reasons	125	30	14	31	50	44	81
	13%	11%	7%	14%	20%	9%	17%
					b		a
Changes in working patterns - e.g. more working from home	125	36	29	20	39	65	59
	13%	14%	13%	9%	16%	13%	13%
Unreliable postal service	119	44	21	29	25	66	53
	12%	17%	10%	13%	10%	13%	11%
The pandemic/lockdowns	76	26	19	17	14	45	32
	8%	10%	9%	8%	6%	9%	7%
Offers more creative choices	69	3	22	25	18	25	44
	7%	1%	10%	11%	7%	5%	9%
			a	a	a		

Columns Tested:: a,b,c,d - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1271	311	322	272	366	633	638
Effective base	414	86	80	120	168	165	283
Weighted Base	957	267	219	224	246	487	471
Company budget has been diverted to other media	57	16	15	17	9	31	25
	6%	6%	7%	8%	4%	6%	5%
Convenience / ease of use	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	*	*	-	3	*	3
	*%	*%	*%	-%	1%	*%	1%
Don't know	13	*	6	3	4	6	7
	1%	*%	3%	1%	2%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 562 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1271	311	322	272	366	633	638
Effective base	838	161	172	249	326	333	565
Weighted Base	957	267	219	224	246	487	471
Cost/price - any mention (net)	632	164	150	154	164	314	318
	66%	61%	68%	68%	67%	65%	68%

Columns Tested:: a,b,c,d - a,b

Table 564

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Royal Mail	1882	184	1699	1801	69	8	4	81
	94%	80%	96%	94%	91%	89%	84%	90%
			a	d				
Parcelforce	1200	4	1196	1151	44	4	2	49
	60%	2%	68%	60%	57%	40%	45%	55%
			a	cd				
Evri	1185	7	1178	1143	37	4	2	42
	59%	3%	67%	60%	48%	41%	40%	47%
			a	bcde				
DHL	1176	5	1171	1126	43	5	3	50
	59%	2%	66%	59%	56%	56%	52%	56%
			a					
Yodel	1115	*	1115	1070	39	4	2	45
	56%	*%	63%	56%	52%	41%	39%	50%
			a	d	d			
DPD/DPD Local	1056	19	1036	1011	39	3	2	44
	53%	9%	58%	53%	52%	34%	42%	49%
			a	cd	c			
FedEx	1000	1	999	958	37	3	2	42
	50%	1%	56%	50%	48%	36%	39%	46%
			a	d				
UPS	994	8	986	954	35	3	2	40
	50%	4%	56%	50%	46%	38%	35%	45%
			a	d				
TNT Express	708	*	708	678	27	2	1	30
	35%	*%	40%	36%	35%	26%	24%	33%
			a	d				
UK Mail	553	-	553	529	21	2	1	24
	28%	-%	31%	28%	28%	22%	23%	27%
			a					
Amazon Logistics	491	1	491	467	22	1	1	24
	25%	*%	28%	24%	28%	15%	21%	27%
			a					
Whistl/ TNT Post UK	345	-	345	331	12	1	1	14
	17%	-%	19%	17%	16%	10%	15%	16%
			a					

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
DX	284	1	283	271	11	1	*	12
	14%	*%	16% a	14%	14%	12%	8%	14%
Citipost	187	-	187	179	8	1	*	8
	9%	-%	11% a	9%	10%	6%	5%	9%
Pitney Bowes	108	-	108	102	5	*	*	6
	5%	-%	6% a	5%	6%	5%	8%	6%
Secured Mail	70	-	70	66	3	*	*	4
	3%	-%	4% a	3%	4%	4%	2%	4%
MHI (Mail Handling International)	34	-	34	32	2	*	*	2
	2%	-%	2%	2%	3%	4%	2%	3%
Other	32	28	4	31	1	*	*	1
	2%	12% b	*%	2%	2%	1%	1%	2%
NET: Royal Mail	1882	184	1699	1801	69	8	4	81
	94%	80%	96% a	94% d	91%	89%	84%	90%
NET: Provider other than RM	1627	44	1583	1556	59	7	4	70
	81%	19%	89% a	81%	78%	76%	86%	78%
NET: RM ONLY	353	165	188	334	16	2	1	19
	18%	72% b	11%	18%	21%	24%	14%	21%
NET: Provider other than RM ONLY	98	25	73	90	6	1	1	8
	5%	11% b	4%	5%	8%	11%	16% a	9% a
NET: RM/Parcelforce	1900	184	1716	1817	70	8	4	82
	95%	81%	97% a	95% d	92%	89%	86%	92%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Royal Mail	1882	976	692	132	48	29	4	1801	69	12
	94%	95%	93%	94%	91%	90%	84%	94%	91%	87%
		fi	f	f				fi		
Parcelforce	1200	620	438	93	31	17	2	1151	44	6
	60%	60%	59%	66%	58%	51%	45%	60%	57%	42%
		fi	fi	efi	i			fi	i	
Evri	1185	606	451	85	26	14	2	1143	37	6
	59%	59%	61%	61%	50%	45%	40%	60%	48%	41%
		efhi	defhi	efi				efhi		
DHL	1176	574	455	98	30	18	3	1126	43	8
	59%	56%	61%	70%	56%	56%	52%	59%	56%	55%
				aefghi						
Yodel	1115	586	400	84	28	15	2	1070	39	6
	56%	57%	54%	60%	53%	47%	39%	56%	52%	40%
		fi	fi	fi				fi	f	
DPD/DPD Local	1056	525	409	77	28	14	2	1011	39	5
	53%	51%	55%	55%	53%	44%	42%	53%	52%	37%
		i	efi	i	i			fi	i	
FedEx	1000	488	391	79	26	14	2	958	37	5
	50%	47%	53%	57%	50%	42%	39%	50%	48%	37%
			fi	fi				fi		
UPS	994	515	358	81	25	13	2	954	35	5
	50%	50%	48%	58%	48%	40%	35%	50%	46%	37%
		fi	f	efi				fi		
TNT Express	708	357	263	59	18	10	1	678	27	4
	35%	35%	35%	42%	35%	32%	24%	36%	35%	25%
		f	f	fi				fi		
UK Mail	553	252	237	40	15	8	1	529	21	3
	28%	25%	32%	28%	28%	26%	23%	28%	28%	22%
			a							
Amazon Logistics	491	238	193	37	15	8	1	467	22	2
	25%	23%	26%	26%	28%	26%	21%	24%	28%	17%
Whistl/ TNT Post UK	345	168	135	28	8	5	1	331	12	2
	17%	16%	18%	20%	16%	15%	15%	17%	16%	12%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
DX	284	127	118	26	10	2	*	271	11	1
	14%	12%	16%	19%	18%	7%	8%	14%	14%	10%
			e	ef	ef					
Citipost	187	91	73	15	5	3	*	179	8	1
	9%	9%	10%	10%	9%	10%	5%	9%	10%	6%
Pitney Bowes	108	49	45	8	3	3	*	102	5	1
	5%	5%	6%	6%	5%	8%	8%	5%	6%	6%
Secured Mail	70	42	19	5	2	2	*	66	3	1
	3%	4%	3%	3%	3%	7%	2%	3%	4%	4%
MHI (Mail Handling International)	34	15	16	1	1	1	*	32	2	*
	2%	1%	2%	*%	2%	4%	2%	2%	3%	3%
Other	32	23	6	2	1	1	*	31	1	*
	2%	2%	1%	1%	2%	2%	1%	2%	2%	1%
NET: Royal Mail	1882	976	692	132	48	29	4	1801	69	12
	94%	95%	93%	94%	91%	90%	84%	94%	91%	87%
		fi	f	f				fi		
NET: Provider other than RM	1627	793	644	120	41	25	4	1556	59	11
	81%	77%	87%	86%	78%	78%	86%	81%	78%	79%
			adegh							
NET: RM ONLY	353	222	94	18	11	7	1	334	16	3
	18%	22%	13%	13%	22%	22%	14%	18%	21%	21%
		b			b	b		b	b	
NET: Provider other than RM ONLY	98	38	45	6	4	3	1	90	6	2
	5%	4%	6%	5%	8%	10%	16%	5%	8%	13%
						ag	abcg		a	abg
NET: RM/Parcelforce	1900	986	699	133	48	30	4	1817	70	12
	95%	96%	94%	95%	92%	92%	86%	95%	92%	88%
		fi	fi	f				fi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Royal Mail	1882	1468	333	69	8	4	1199	281	67	28	50
	94%	94% e	94% e	91%	89%	84%	96% de	94% d	99% de	79%	86%
Parcelforce	1200	942	209	44	4	2	829	188	45	20	38
	60%	60% de	59% de	57%	40%	45%	66%	63%	67%	56%	65%
Evri	1185	930	212	37	4	2	816	183	50	13	36
	59%	60% cde	60% cde	48%	41%	40%	65% d	61% d	73% d	37%	63%
DHL	1176	907	219	43	5	3	775	197	50	19	38
	59%	58%	62%	56%	56%	52%	62%	66%	73%	56%	66%
Yodel	1115	869	202	39	4	2	764	165	52	12	38
	56%	56% e	57% de	52% e	41%	39%	61% d	55%	77% bd	33%	65% d
DPD/DPD Local	1056	815	197	39	3	2	709	168	36	13	34
	53%	52% d	56% de	52% d	34%	42%	57%	56%	54%	38%	59%
FedEx	1000	771	187	37	3	2	653	175	44	17	31
	50%	49%	53% de	48%	36%	39%	52%	59%	65%	49%	54%
UPS	994	773	181	35	3	2	668	163	40	12	36
	50%	50% e	51% e	46%	38%	35%	53%	55%	59%	34%	62% d
TNT Express	708	556	122	27	2	1	479	115	28	7	25
	35%	36% e	35% e	35%	26%	24%	38%	38%	42%	21%	43%
UK Mail	553	440	89	21	2	1	347	89	31	9	22
	28%	28%	25%	28%	22%	23%	28%	30%	46% ab	25%	38%
Amazon Logistics	491	372	95	22	1	1	330	75	20	6	21
	25%	24%	27%	28%	15%	21%	26%	25%	30%	16%	36%
Whistl/ TNT Post UK	345	272	60	12	1	1	219	66	18	10	12
	17%	17%	17%	16%	10%	15%	18%	22%	27%	30%	20%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
DX	284	215	56	11	1	*	173	55	12	4	17
	14%	14%	16%	14%	12%	8%	14%	18%	18%	10%	30% a
Citipost	187	139	40	8	1	*	121	30	6	1	11
	9%	9%	11%	10%	6%	5%	10%	10%	9%	3%	18%
Pitney Bowes	108	85	17	5	*	*	70	17	4	3	3
	5%	5%	5%	6%	5%	8%	6%	6%	6%	10%	6%
Secured Mail	70	57	8	3	*	*	45	6	8	*	4
	3%	4%	2%	4%	4%	2%	4%	2%	12% ab	1%	7%
MHI (Mail Handling International)	34	29	3	2	*	*	14	9	4	*	6
	2%	2%	1%	3%	4%	2%	1%	3%	6% a	*%	10% a
Other	32	27	4	1	*	*	4	4	-	*	1
	2%	2%	1%	2%	1%	1%	*%	1%	-%	*%	1%
NET: Royal Mail	1882	1468	333	69	8	4	1199	281	67	28	50
	94%	94% e	94% e	91%	89%	84%	96% de	94% d	99% de	79%	86%
NET: Provider other than RM	1627	1256	301	59	7	4	1086	258	64	31	53
	81%	81%	85%	78%	76%	86%	87%	86%	95%	89%	91%
NET: RM ONLY	353	285	49	16	2	1	163	41	3	4	5
	18%	18%	14%	21%	24%	14%	13%	14%	5%	11%	9%
NET: Provider other than RM ONLY	98	72	17	6	1	1	50	18	1	7	8
	5%	5%	5%	8%	11%	16% ab	4%	6%	1%	21% abc	14% ac
NET: RM/Parcelforce	1900	1482	336	70	8	4	1209	283	67	29	53
	95%	95% e	95% e	92%	89%	86%	97% d	95%	99% d	83%	92%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Royal Mail	1882	163	135	288	65	176	305	243	152	143
	94%	91%	93%	91%	94%	96%	98% ac	97%	98% c	97%
Parcelforce	1200	126	102	191	35	115	204	183	89	94
	60%	70%	70%	60%	50%	63%	65%	73% cd	58%	64%
Evri	1185	136	93	193	43	115	182	171	94	90
	59%	76% cf	64%	61%	63%	62%	58%	68%	61%	61%
DHL	1176	129	98	209	40	102	186	168	87	87
	59%	72% e	67%	66%	58%	56%	60%	67%	56%	59%
Yodel	1115	131	89	177	42	114	173	165	79	85
	56%	73% cfh	61%	56%	61%	62%	56%	66%	51%	57%
DPD/DPD Local	1056	112	98	169	31	89	180	162	74	79
	53%	63%	67% eh	53%	45%	49%	58%	65% eh	48%	54%
FedEx	1000	103	87	191	32	88	170	140	73	67
	50%	57%	60%	60%	46%	48%	54%	56%	47%	46%
UPS	994	102	86	189	29	89	146	145	75	74
	50%	57%	59%	59%	42%	49%	47%	58%	49%	50%
TNT Express	708	75	64	126	20	62	125	85	64	55
	35%	42%	44%	40%	28%	34%	40%	34%	41%	37%
UK Mail	553	58	34	101	22	48	93	78	42	48
	28%	33%	23%	32%	32%	26%	30%	31%	27%	33%
Amazon Logistics	491	59	36	85	7	50	79	74	28	49
	25%	33% dh	25%	27%	10%	27%	25%	30% d	18%	33% d
Whistl/ TNT Post UK	345	41	35	58	6	38	70	40	18	20
	17%	23%	24%	18%	9%	21%	22%	16%	11%	14%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
DX	284	27	24	33	22	23	55	35	25	27
	14%	15%	17%	10%	31% ce	12%	18%	14%	16%	18%
Citipost	187	20	19	24	8	16	39	22	13	17
	9%	11%	13%	8%	11%	9%	12%	9%	8%	11%
Pitney Bowes	108	12	10	17	2	7	37	2	9	6
	5%	7%	7%	5%	3%	4%	12% eg	1%	6%	4%
Secured Mail	70	2	9	14	5	8	16	5	7	1
	3%	1%	6%	4%	8%	4%	5%	2%	4%	1%
MHI (Mail Handling International)	34	2	1	13	2	6	3	1	2	1
	2%	1%	*%	4%	3%	3%	1%	*%	1%	1%
Other	32	2	6	*	2	1	*	3	2	-
	2%	1%	4% cf	*%	3%	1%	*%	1%	1%	-%
NET: Royal Mail	1882	163	135	288	65	176	305	243	152	143
	94%	91%	93%	91%	94%	96%	98% ac	97%	98% c	97%
NET: Provider other than RM	1627	168	127	282	57	149	261	221	127	114
	81%	94% efhi	87%	89% i	82%	81%	84%	88%	82%	78%
NET: RM ONLY	353	11	13	36	11	34	51	29	27	33
	18%	6%	9%	11%	15%	19% a	16% a	12%	18% a	22% abc
NET: Provider other than RM ONLY	98	16	6	30	2	8	7	7	2	4
	5%	9% f	4%	9% fh	3%	4%	2%	3%	2%	3%
NET: RM/Parcelforce	1900	168	140	289	65	179	305	243	152	144
	95%	94%	96%	91%	94%	98%	98% c	97%	98%	98%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1882	384	450	836	1671	212	103	72	37
	94%	96%	94%	95%	95%	88%	86%	89%	93%
		ef	ef	ef	efg				
Parcelforce	1200	244	317	578	1139	62	28	21	12
	60%	61%	66%	66%	65%	26%	23%	27%	31%
		efgh	efgh	efgh	efgh				
Evri	1185	248	324	546	1117	68	28	27	13
	59%	62%	67%	62%	63%	28%	23%	34%	32%
		efgh	efgh	efgh	efgh				
DHL	1176	230	314	563	1107	69	32	24	13
	59%	57%	65%	64%	63%	29%	27%	30%	33%
		efgh	efgh	efgh	efgh				
Yodel	1115	240	299	515	1055	61	26	21	13
	56%	60%	62%	59%	60%	25%	22%	27%	32%
		efgh	efgh	efgh	efgh				
DPD/DPD Local	1056	200	284	512	996	60	30	20	10
	53%	50%	59%	58%	57%	25%	25%	25%	25%
		efgh	efgh	efgh	efgh				
FedEx	1000	187	263	502	952	48	22	16	10
	50%	47%	55%	57%	54%	20%	18%	20%	24%
		efgh	efgh	aefgh	efgh				
UPS	994	192	264	480	936	59	30	19	10
	50%	48%	55%	55%	53%	24%	25%	24%	24%
		efgh	efgh	efgh	efgh				
TNT Express	708	137	203	336	676	32	12	11	9
	35%	34%	42%	38%	38%	13%	10%	14%	21%
		efgh	efgh	efgh	efgh				f
UK Mail	553	118	134	271	524	30	14	11	5
	28%	30%	28%	31%	30%	12%	12%	14%	12%
		efgh	efgh	efgh	efgh				
Amazon Logistics	491	106	123	238	467	24	10	9	5
	25%	26%	26%	27%	27%	10%	8%	11%	13%
		efgh	efgh	efgh	efgh				

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Whistl/ TNT Post UK	345	64	94	167	326	20	10	7	3
	17%	16%	20%	19%	18%	8%	8%	9%	7%
		eh	efgh	efgh	efgh				
DX	284	71	76	123	270	13	7	4	2
	14%	18%	16%	14%	15%	6%	6%	5%	5%
		efgh	efgh	efgh	efgh				
Citipost	187	40	51	86	177	10	5	3	3
	9%	10%	11%	10%	10%	4%	4%	4%	6%
		e	efg	e	efg				
Pitney Bowes	108	15	30	56	101	6	2	3	2
	5%	4%	6%	6%	6%	3%	1%	3%	5%
			ef	ef	ef				
Secured Mail	70	14	18	35	67	3	2	*	1
	3%	4%	4%	4%	4%	1%	1%	*%	2%
			e	e	e				
MHI (Mail Handling International)	34	10	5	17	31	3	2	1	*
	2%	2%	1%	2%	2%	1%	2%	1%	1%
Other	32	3	10	3	16	16	9	5	2
	2%	1%	2%	*%	1%	7%	7%	7%	5%
						abcd	abcd	acd	acd
NET: Royal Mail	1882	384	450	836	1671	212	103	72	37
	94%	96%	94%	95%	95%	88%	86%	89%	93%
		ef	ef	ef	efg				
NET: Provider other than RM	1627	320	423	764	1507	120	60	40	19
	81%	80%	88%	87%	86%	50%	50%	50%	48%
		efgh	aefgh	efgh	efgh				
NET: RM ONLY	353	78	52	116	246	108	52	36	20
	18%	19%	11%	13%	14%	45%	43%	45%	49%
		b				abcd	abcd	abcd	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: Provider other than RM ONLY	98	14	25	44	82	16	10	5	2
	5%	4%	5%	5%	5%	7%	8%	6%	4%
NET: RM/Parcelforce	1900	388	460	837	1686	213	104	72	37
	95%	97% efg	96% ef	95% ef	96% efg	89%	87%	90%	93%

Columns Tested:: a,b,c,d,e,f,g,h

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Royal Mail	1882	77	107	136	250	299	87	46	61	927
	94%	93%	89%	91%	93%	91%	95%	86%	95%	96% beg
Parcelforce	1200	33	69	86	168	162	68	32	35	616
	60%	40%	57%	58%	63% ae	49%	74% ae	59%	55%	64% ae
Evri	1185	33	67	83	165	198	73	37	37	561
	59%	40%	56%	55%	61% a	60% a	79% abcdei	68% a	58%	58% a
DHL	1176	43	67	84	158	171	69	33	42	576
	59%	52%	56%	56%	59%	52%	75% ae	62%	66%	60%
Yodel	1115	34	54	66	139	171	69	35	38	562
	56%	41%	45%	44%	52%	52%	74% abcde	66%	60%	58% ac
DPD/DPD Local	1056	27	62	74	139	160	64	33	28	532
	53%	33%	51%	50%	52% a	49%	69% aeh	61% a	44%	55% a
FedEx	1000	37	60	77	139	143	60	23	26	495
	50%	44%	50%	52%	52%	44%	65% e	44%	41%	51%
UPS	994	32	58	71	127	159	66	25	25	490
	50%	39%	48%	48%	47%	48%	71% abcdehi	47%	39%	51%
TNT Express	708	33	39	49	94	127	38	19	17	331
	35%	40%	33%	33%	35%	39%	41%	36%	27%	34%
UK Mail	553	13	38	45	97	86	27	13	22	251
	28%	16%	31%	30%	36% ai	26%	30%	25%	34%	26%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Amazon Logistics	491	14	24	31	75	77	24	11	15	245
	25%	17%	20%	21%	28%	23%	26%	20%	24%	25%
Whistl/ TNT Post UK	345	13	22	27	53	62	14	*	10	166
	17%	16%	18%	18%	20%	19%	15%	*%	16%	17%
		g	g	g	g	g	g		g	g
DX	284	7	22	22	61	46	17	6	9	117
	14%	9%	18%	15%	23%	14%	18%	10%	13%	12%
					i					
Citipost	187	6	8	8	29	37	10	1	2	94
	9%	7%	6%	5%	11%	11%	11%	2%	3%	10%
Pitney Bowes	108	2	6	6	3	15	11	4	6	61
	5%	2%	5%	4%	1%	5%	12%	7%	10%	6%
							d		d	d
Secured Mail	70	-	5	5	13	5	11	3	5	28
	3%	-%	4%	3%	5%	2%	12%	6%	7%	3%
							aei			
MHI (Mail Handling International)	34	-	6	6	10	3	2	-	*	13
	2%	-%	5%	4%	4%	1%	2%	-%	*%	1%
Other	32	1	4	5	1	6	*	8	1	11
	2%	1%	4%	3%	*%	2%	*%	15%	2%	1%
								acdefi		
NET: Royal Mail	1882	77	107	136	250	299	87	46	61	927
	94%	93%	89%	91%	93%	91%	95%	86%	95%	96%
										beg
NET: Provider other than RM	1627	49	105	125	230	261	84	37	53	788
	81%	60%	87%	83%	86%	80%	91%	69%	83%	82%
			a	a	a	a	ag		a	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
NET: RM ONLY	353	32	15	24	39	66	9	9	11	164
	18%	39% bcdefhi	12%	16%	14%	20%	9%	17%	17%	17%
NET: Provider other than RM ONLY	98	5	13	13	19	28	5	*	3	26
	5%	6%	11% i	9% i	7% i	9% i	5%	1%	5%	3%
NET: RM/Parcelforce	1900	78	111	139	250	300	88	46	61	937
	95%	94%	92%	93%	93%	92%	95%	86%	96%	97% bdeg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Royal Mail	1882	462	386	1034	1562	320	1733	149	1828	54
	94%	92%	92%	96%	94%	96%	95% b	89%	94%	91%
Parcelforce	1200	287	230	683	979	222	1120	81	1166	35
	60%	57%	55%	63% b	59%	67%	61% b	48%	60%	58%
Evri	1185	280	271	634	970	215	1100	85	1145	40
	59%	56%	64%	59%	58%	65%	60%	51%	59%	68%
DHL	1176	285	240	651	974	202	1084	92	1145	32
	59%	57%	57%	60%	58%	61%	59%	55%	59%	53%
Yodel	1115	239	240	636	910	205	1030	85	1079	37
	56%	48%	57%	59% a	55%	62%	56%	51%	56%	62%
DPD/DPD Local	1056	239	223	593	850	205	979	77	1027	28
	53%	48%	53%	55%	51%	62% a	53%	46%	53%	47%
FedEx	1000	252	203	545	819	181	924	75	969	31
	50%	50%	48%	50%	49%	54%	50%	45%	50%	52%
UPS	994	230	225	540	826	168	913	81	967	28
	50%	46%	53%	50%	50%	51%	50%	48%	50%	47%
TNT Express	708	176	165	367	562	146	666	43	687	21
	35%	35%	39%	34%	34%	44% a	36% b	25%	35%	36%
UK Mail	553	155	113	286	457	97	500	54	539	14
	28%	31%	27%	26%	27%	29%	27%	32%	28%	24%
Amazon Logistics	491	119	101	271	415	77	454	37	464	28
	25%	24%	24%	25%	25%	23%	25%	22%	24%	46% a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Whistl/ TNT Post UK	345	92	76	177	265	81	328	17	342	3
	17%	18%	18%	16%	16%	24% a	18% b	10%	18%	6%
DX	284	90	63	131	231	53	259	25	277	6
	14%	18% c	15%	12%	14%	16%	14%	15%	14%	11%
Citipost	187	43	48	97	158	30	174	13	184	3
	9%	9%	11%	9%	9%	9%	10%	8%	9%	6%
Pitney Bowes	108	10	27	71	92	16	102	6	108	*
	5%	2%	6% a	7% a	6%	5%	6%	3%	6%	*%
Secured Mail	70	18	16	36	64	6	65	5	63	6
	3%	4%	4%	3%	4%	2%	4%	3%	3%	11%
MHI (Mail Handling International)	34	17	5	13	33	1	30	4	31	3
	2%	3%	1%	1%	2%	*%	2%	3%	2%	6%
Other	32	6	6	20	26	6	30	3	31	1
	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%
NET: Royal Mail	1882	462	386	1034	1562	320	1733	149	1828	54
	94%	92%	92%	96%	94%	96%	95% b	89%	94%	91%
NET: Provider other than RM	1627	404	345	878	1357	270	1487	140	1577	50
	81%	81%	82%	81%	81%	81%	81%	83%	81%	83%
NET: RM ONLY	353	95	74	185	296	58	326	27	344	10
	18%	19%	18%	17%	18%	17%	18%	16%	18%	16%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
NET: Provider other than RM ONLY	98	36	33	29	91	7	81	18	93	5
	5%	7%	8%	3%	5%	2%	4%	10%	5%	9%
		c	c					a		
NET: RM/Parcelforce	1900	467	388	1044	1575	324	1745	155	1841	59
	95%	93%	92%	97%	94%	98%	95%	92%	95%	98%
				b						

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Royal Mail	1882	1147	313	410	1591	202	46	43	1793	89
	94%	94%	92%	96%	94%	96%	99%	76%	95%	86%
					df	df	d		df	
Parcelforce	1200	773	152	273	1015	131	28	26	1146	54
	60%	63%	45%	64%	60%	62%	60%	46%	60%	52%
		b		b						
Evri	1185	711	174	297	1004	133	28	20	1137	48
	59%	58%	51%	70%	60%	63%	60%	35%	60%	46%
				ab	d	d			d	
DHL	1176	745	155	272	998	116	35	28	1114	62
	59%	61%	46%	64%	59%	55%	75%	49%	59%	60%
		b		b						
Yodel	1115	699	139	273	949	112	28	26	1061	54
	56%	57%	41%	64%	56%	53%	60%	46%	56%	53%
		b		b						
DPD/DPD Local	1056	661	143	249	907	103	27	18	1011	45
	53%	54%	42%	58%	54%	49%	59%	31%	53%	44%
		b		b	d				d	
FedEx	1000	647	120	231	852	106	22	20	958	42
	50%	53%	35%	54%	51%	51%	47%	35%	51%	40%
		b		b						
UPS	994	623	129	238	837	107	27	24	943	51
	50%	51%	38%	56%	50%	51%	58%	43%	50%	49%
		b		b						
TNT Express	708	453	73	180	607	81	16	4	688	21
	35%	37%	22%	42%	36%	38%	35%	8%	36%	20%
		b		b	df	df	d		df	
UK Mail	553	331	84	136	457	51	20	26	508	46
	28%	27%	25%	32%	27%	24%	42%	46%	27%	44%
								abe		abe
Amazon Logistics	491	303	58	126	389	70	16	16	459	32
	25%	25%	17%	30%	23%	33%	34%	28%	24%	31%
		b		b		ae				

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Whistl/ TNT Post UK	345	211	42	91	272	42	12	19	315	31
	17%	17%	12%	21%	16%	20%	26%	33%	17%	30%
				b				ae		ae
DX	284	188	27	67	231	29	14	10	260	24
	14%	15%	8%	16%	14%	14%	29%	18%	14%	23%
		b		b			ae			
Citipost	187	98	27	61	146	25	9	8	170	17
	9%	8%	8%	14%	9%	12%	20%	13%	9%	16%
				a						
Pitney Bowes	108	62	14	29	82	14	2	10	96	12
	5%	5%	4%	7%	5%	7%	4%	17%	5%	11%
								ae		
Secured Mail	70	46	9	13	50	13	4	2	63	7
	3%	4%	3%	3%	3%	6%	9%	4%	3%	6%
MHI (Mail Handling International)	34	22	6	4	24	2	*	9	25	9
	2%	2%	2%	1%	1%	1%	1%	15%	1%	9%
								abe		abe
Other	32	24	6	2	26	6	1	*	32	1
	2%	2%	2%	1%	2%	3%	2%	*%	2%	1%
NET: Royal Mail	1882	1147	313	410	1591	202	46	43	1793	89
	94%	94%	92%	96%	94%	96%	99%	76%	95%	86%
					df	df	d		df	
NET: Provider other than RM	1627	993	266	363	1359	176	38	54	1535	92
	81%	81%	79%	85%	81%	84%	82%	95%	81%	89%
NET: RM ONLY	353	214	70	61	310	32	8	3	342	11
	18%	17%	21%	14%	18%	15%	18%	5%	18%	11%
NET: Provider other than RM ONLY	98	60	23	15	78	6	1	14	84	14
	5%	5%	7%	3%	5%	3%	1%	24%	4%	14%
								abce		abe

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
NET: RM/Parcelforce	1900	1162	315	410	1605	202	46	47	1807	93
	95%	95%	93%	96%	95% d	96% d	99%	82%	95% d	90%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Royal Mail	1882	934	657	291	1655	1367	1745	1324	848	609
	94%	93%	96%	93%	95%	95%	95%	96%	95%	91%
					f	f	f	f	f	
Parcelforce	1200	604	412	185	1090	909	1142	857	554	385
	60%	60%	60%	59%	63%	63%	62%	62%	62%	58%
Evri	1185	565	439	181	1061	928	1126	878	583	377
	59%	56%	64%	58%	61%	65%	62%	63%	66%	57%
			a			f			f	
DHL	1176	590	408	178	1081	891	1121	858	569	397
	59%	59%	60%	57%	62%	62%	61%	62%	64%	60%
Yodel	1115	550	399	166	1000	864	1060	807	521	342
	56%	55%	58%	53%	58%	60%	58%	58%	59%	51%
						f				
DPD/DPD Local	1056	508	399	149	954	810	998	764	492	336
	53%	51%	58%	47%	55%	57%	55%	55%	55%	50%
			ac							
FedEx	1000	493	359	148	907	767	948	731	481	325
	50%	49%	52%	47%	52%	54%	52%	53%	54%	49%
UPS	994	490	347	158	890	743	931	715	482	327
	50%	49%	51%	50%	51%	52%	51%	52%	54%	49%
TNT Express	708	359	248	101	645	533	670	518	316	200
	35%	36%	36%	32%	37%	37%	37%	37%	36%	30%
					f	f	f	f		
UK Mail	553	254	203	96	511	428	521	417	292	206
	28%	25%	30%	31%	29%	30%	28%	30%	33%	31%
Amazon Logistics	491	200	189	102	439	367	467	351	227	195
	25%	20%	28%	33%	25%	26%	26%	25%	26%	29%
			a	a						
Whistl/ TNT Post UK	345	152	120	73	310	265	321	244	142	114
	17%	15%	18%	23%	18%	18%	18%	18%	16%	17%
				a						

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
DX	284	128	103	53	258	220	272	209	142	85
	14%	13%	15%	17%	15%	15%	15%	15%	16%	13%
Citipost	187	70	76	42	160	132	172	141	98	79
	9%	7%	11%	13%	9%	9%	9%	10%	11%	12%
				a						
Pitney Bowes	108	38	44	26	102	85	103	80	52	38
	5%	4%	6%	8%	6%	6%	6%	6%	6%	6%
				a						
Secured Mail	70	23	27	20	58	55	64	55	37	32
	3%	2%	4%	6%	3%	4%	4%	4%	4%	5%
				a						
MHI (Mail Handling International)	34	5	19	11	30	20	33	25	20	27
	2%	1%	3%	3%	2%	1%	2%	2%	2%	4%
			a	a						abcd
Other	32	21	5	7	18	11	18	10	2	3
	2%	2%	1%	2%	1%	1%	1%	1%	*%	1%
NET: Royal Mail	1882	934	657	291	1655	1367	1745	1324	848	609
	94%	93%	96%	93%	95%	95%	95%	96%	95%	91%
					f	f	f	f	f	
NET: Provider other than RM	1627	777	582	268	1436	1228	1521	1183	788	587
	81%	78%	85%	85%	83%	86%	83%	86%	89%	88%
			a	a					ac	ac
NET: RM ONLY	353	210	100	44	289	201	302	200	100	77
	18%	21%	15%	14%	17%	14%	16%	14%	11%	12%
		b			ef		e			
NET: Provider other than RM ONLY	98	52	25	20	70	62	78	59	41	56
	5%	5%	4%	7%	4%	4%	4%	4%	5%	8%
										abcd
NET: RM/Parcelforce	1900	943	661	295	1672	1384	1762	1331	855	615
	95%	94%	97%	94%	96%	97%	96%	96%	96%	92%
					f	f	f	f	f	

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Royal Mail	1882	394	1052	94	86	40	42	36	119
	94%	95% egh	97% egh	97% g	91%	83%	98% g	76%	85%
Parcelforce	1200	257	727	53	42	20	25	18	64
	60%	62% dgh	67% degh	54%	45%	42%	59%	37%	46%
Evri	1185	228	720	61	44	22	28	22	72
	59%	55%	66% adeh	62%	47%	46%	64%	46%	52%
DHL	1176	245	704	51	51	24	28	18	70
	59%	59%	65% gh	52%	54%	49%	64%	38%	50%
Yodel	1115	228	682	48	32	22	26	22	70
	56%	55% d	63% d	49%	34%	46%	60% d	46%	50%
DPD/DPD Local	1056	213	653	41	34	24	21	13	58
	53%	51% g	60% cdgh	42%	36%	49%	48%	27%	41%
FedEx	1000	190	618	50	39	18	18	15	51
	50%	46%	57% aegh	52%	42%	36%	41%	32%	36%
UPS	994	203	580	52	36	19	24	19	61
	50%	49%	53% d	53%	38%	38%	56%	39%	44%
TNT Express	708	143	443	41	16	11	12	4	27
	35%	35% dgh	41% dgh	42% dgh	17%	23%	29%	7%	19%
UK Mail	553	91	330	26	18	23	15	18	56
	28%	22%	30% a	26%	19%	47% ad	35%	38%	40% ad
Amazon Logistics	491	114	267	33	22	9	12	11	31
	25%	28%	25%	34%	23%	18%	27%	22%	22%
Whistl/ TNT Post UK	345	57	204	21	9	10	13	6	29
	17%	14%	19%	22%	10%	21%	30% d	12%	21%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
DX	284	58	173	16	3	9	4	8	22
	14%	14%	16%	17%	3%	19%	10%	17%	15%
		d	d	d		d			
Citipost	187	48	96	9	5	7	7	1	14
	9%	12%	9%	9%	5%	13%	16%	1%	10%
Pitney Bowes	108	16	66	3	5	3	3	8	13
	5%	4%	6%	3%	5%	5%	6%	16%	9%
								a	
Secured Mail	70	10	39	5	1	2	5	4	10
	3%	2%	4%	5%	1%	4%	11%	8%	8%
MHI (Mail Handling International)	34	14	4	*	1	4	1	9	14
	2%	3%	*%	*%	1%	9%	2%	20%	10%
		b				b		abcdf	bc
Other	32	4	11	1	2	*	*	*	1
	2%	1%	1%	1%	2%	1%	*%	1%	1%
NET: Royal Mail	1882	394	1052	94	86	40	42	36	119
	94%	95%	97%	97%	91%	83%	98%	76%	85%
		egh	egh	g			g		
NET: Provider other than RM	1627	322	928	82	69	43	35	42	120
	81%	78%	85%	83%	74%	87%	82%	88%	86%
			ad						
NET: RM ONLY	353	88	156	16	23	6	8	6	19
	18%	21%	14%	17%	24%	12%	18%	12%	14%
		b							
NET: Provider other than RM ONLY	98	16	32	3	6	8	1	12	21
	5%	4%	3%	3%	7%	17%	2%	24%	15%
						ab		abcdf	ab
NET: RM/Parcelforce	1900	394	1062	96	87	41	42	40	123
	95%	95%	98%	98%	92%	84%	98%	83%	88%
		eg	degh	egh					

Columns Tested:: a,b,c,d,e,f,g,h

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Royal Mail	1882	1326	143	73	51	22	30	10	1031	168	68	27	37	15	21
	94%	96%	93%	92%	86%	91%	99%	72%	97%	94%	92%	99%	85%	96%	73%
		dg					g		eg	g		g			
Parcelforce	1200	908	74	39	34	14	14	8	750	71	36	13	24	8	8
	60%	66%	48%	49%	57%	57%	45%	56%	71%	39%	49%	46%	54%	50%	29%
		bc							bcdg						
Evri	1185	866	88	38	32	15	14	8	731	87	43	17	27	7	15
	59%	63%	58%	48%	55%	61%	46%	56%	69%	49%	58%	62%	63%	45%	51%
									bf						
DHL	1176	882	78	46	35	17	16	8	719	77	40	13	26	7	8
	59%	64%	51%	57%	59%	70%	53%	59%	68%	43%	55%	48%	61%	43%	29%
		b							bfg						
Yodel	1115	827	72	34	29	13	14	10	701	72	37	11	25	8	9
	56%	60%	47%	42%	50%	55%	45%	78%	66%	40%	49%	39%	59%	53%	33%
		bc							bcdg						
DPD/DPD Local	1056	789	76	27	33	11	16	2	667	69	27	10	23	6	7
	53%	57%	50%	34%	56%	46%	54%	15%	63%	38%	37%	36%	54%	40%	25%
		cg							bcdfg						
FedEx	1000	747	67	37	29	8	13	6	634	55	36	14	16	5	7
	50%	54%	44%	46%	50%	35%	42%	43%	60%	31%	48%	51%	36%	31%	25%
									bfg						
UPS	994	718	73	30	29	16	14	10	592	70	34	12	22	6	6
	50%	52%	48%	38%	49%	66%	47%	74%	56%	39%	46%	43%	50%	40%	21%
									bg						
TNT Express	708	547	45	19	20	6	7	*	454	30	28	7	9	4	*
	35%	40%	30%	24%	35%	23%	23%	1%	43%	17%	38%	26%	21%	27%	1%
									bg		bg				
UK Mail	553	401	45	24	21	11	4	6	328	34	17	10	25	2	13
	28%	29%	29%	30%	36%	46%	12%	47%	31%	19%	23%	35%	57%	12%	47%
						f			b				abcf		bf
Amazon Logistics	491	338	50	16	19	11	5	1	275	42	21	9	10	3	7
	25%	25%	33%	20%	32%	46%	15%	7%	26%	23%	28%	34%	23%	21%	24%
Whistl/ TNT Post UK	345	248	24	13	14	3	8	*	205	20	15	4	15	3	4
	17%	18%	16%	16%	24%	14%	25%	1%	19%	11%	20%	14%	34%	17%	13%
													b		

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
DX	284	215	20	9	5	4	1	5	173	18	15	4	5	1	4
	14%	16%	13%	11%	8%	16%	2%	34% f	16%	10%	21%	13%	11%	5%	13%
Citipost	187	125	16	5	9	4	1	*	104	9	6	4	6	2	*
	9%	9%	11%	6%	15%	15%	3%	1%	10%	5%	9%	13%	13%	13%	*%
Pitney Bowes	108	84	5	*	7	2	2	1	65	4	4	3	1	1	7
	5%	6%	4%	*%	12% c	10%	8%	6%	6%	2%	6%	12% b	3%	7%	23% ab
Secured Mail	70	46	3	*	3	5	-	*	39	*	6	*	5	-	4
	3%	3%	2%	1%	5%	20% abc	-%	*%	4%	*%	9% b	1%	10% b	-%	13% b
MHI (Mail Handling International)	34	16	1	*	7	1	1	4	5	1	6	1	2	1	5
	2%	1%	1%	*%	12% abc	5%	3%	28% abc	*%	1%	8% ab	4% a	4%	4%	18% ab
Other	32	14	1	1	2	*	*	-	10	*	*	*	*	*	-
	2%	1%	1%	1%	3%	1%	1%	-%	1%	*%	*%	1%	*%	2%	-%
NET: Royal Mail	1882	1326	143	73	51	22	30	10	1031	168	68	27	37	15	21
	94%	96% dg	93%	92%	86%	91%	99% g	72%	97% eg	94% g	92%	99% g	85%	96%	73%
NET: Provider other than RM	1627	1154	119	63	44	22	21	13	927	138	64	21	41	12	27
	81%	84%	78%	79%	74%	91%	70%	99%	87% b	77%	86%	75%	96%	76%	93%
NET: RM ONLY	353	215	33	16	13	2	9	*	135	42	10	7	2	4	2
	18%	16%	22%	20%	22%	9%	30%	1%	13%	23% a	14%	24%	4%	24%	7%
NET: Provider other than RM ONLY	98	43	9	6	6	2	*	4	30	11	6	*	7	1	8
	5%	3%	6%	7%	11% a	9%	1%	28% af	3%	6%	8%	1%	15% a	4%	27% abd
NET: RM/Parcelforce	1900	1337	144	74	51	23	30	13	1042	169	73	27	37	15	21
	95%	97% d	94%	93%	86%	93%	99%	99%	98% eg	94% g	99% eg	99% g	85%	96%	73%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Royal Mail	1882	921	153	100	55	32	25	38	95	854	362	354	111	59
	94%	98% cdfgh	95% f	90%	89%	98%	79%	87%	88%	96% e	93%	97% e	96% e	82%
Parcelforce	1200	630	93	58	27	14	17	17	48	569	210	251	69	39
	60%	67% cdgh	58%	52%	44%	44%	52%	38%	44%	64% b	54%	69% b	60%	55%
Evri	1185	623	90	73	38	21	16	16	54	539	221	256	64	42
	59%	66% gh	56%	66% g	62%	66%	51%	38%	50%	61%	57%	70% abd	56%	58%
DHL	1176	630	81	58	31	15	17	26	58	559	199	248	72	40
	59%	67% bc	50%	52%	51%	47%	52%	59%	53%	63% b	51%	68% b	62%	55%
Yodel	1115	589	84	51	33	12	17	21	50	524	202	229	66	36
	56%	63% ceh	53%	46%	54%	36%	55%	48%	46%	59%	52%	63% b	57%	50%
DPD/DPD Local	1056	563	81	46	31	8	17	19	44	507	186	213	60	30
	53%	60% ceh	50%	42%	50%	24%	52%	44%	40%	57% b	48%	59% b	52%	42%
FedEx	1000	550	70	47	23	10	15	16	41	466	175	218	60	26
	50%	58% bcdeh	43%	42%	37%	31%	47%	36%	38%	53%	45%	60% be	52%	36%
UPS	994	518	72	57	26	8	20	14	42	442	172	217	63	34
	50%	55% eh	45%	51%	42%	24%	63% e	32%	39%	50%	44%	60% ab	54%	48%
TNT Express	708	394	55	26	23	4	14	1	19	330	114	162	45	16
	35%	42% cegh	34% g	24%	38% gh	12%	44% egh	3%	18%	37%	29%	45% be	39%	22%
UK Mail	553	300	23	35	26	9	4	20	33	219	107	123	41	28
	28%	32% b	14%	31% b	42% bf	27%	13%	46% bf	31% b	25%	27%	34% a	36%	39%
Amazon Logistics	491	236	38	33	20	7	9	7	23	197	103	110	34	22
	25%	25%	24%	30%	32%	22%	28%	17%	22%	22%	26%	30% a	29%	31%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Whistl/ TNT Post UK	345	174	21	20	13	2	6	9	16	140	55	71	34	17
	17%	18%	13%	18%	21%	5%	18%	21%	15%	16%	14%	20%	30% ab	24%
DX	284	154	21	12	6	2	10	4	16	115	49	71	21	14
	14%	16%	13%	11%	10%	6%	32%	9%	15%	13%	13%	20% a	18%	20%
Citipost	187	90	24	11	5	3	6	1	10	65	29	52	22	2
	9%	10%	15%	10%	9%	9%	19%	3%	9%	7%	7%	14% ab	19% ab	3%
Pitney Bowes	108	58	4	6	1	2	2	7	10	46	13	23	10	10
	5%	6%	3%	6%	2%	5%	5%	15% b	9%	5%	3%	6%	8%	13% b
Secured Mail	70	38	6	2	1	6	-	4	10	32	9	15	4	5
	3%	4%	3%	2%	1%	18% abcd	-%	9%	9%	4%	2%	4%	4%	7%
MHI (Mail Handling International)	34	9	1	1	5	2	6	2	9	3	11	10	3	4
	2%	1%	*%	1%	8% ab	5%	17% abc	4%	8% ab	*%	3% a	3% a	3%	5% a
Other	32	5	1	*	3	*	*	1	1	11	3	3	1	*
	2%	1%	*%	*%	5% a	*%	1%	2%	1%	1%	1%	1%	1%	1%
NET: Royal Mail	1882	921	153	100	55	32	25	38	95	854	362	354	111	59
	94%	98% cdfgh	95% f	90%	89%	98%	79%	87%	88%	96% e	93%	97% e	96% e	82%
NET: Provider other than RM	1627	811	128	96	55	28	26	39	93	728	318	316	92	63
	81%	86%	80%	86%	89%	87%	82%	89%	86%	82%	82%	87%	79%	88%
NET: RM ONLY	353	130	32	16	7	4	6	5	15	154	70	45	24	8
	18%	14%	20%	14%	11%	13%	18%	11%	14%	17%	18%	12%	21%	11%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
NET: Provider other than RM ONLY	98	20	8	12	7	1	7	6	13	28	26	7	4	12
	5%	2%	5%	10%	11%	2%	21%	13%	12%	3%	7%	2%	4%	17%
				a	a		ab	a	a		c			acd
NET: RM/Parcelforce	1900	923	153	101	56	32	29	38	98	863	363	356	112	63
	95%	98%	95%	91%	91%	98%	90%	87%	91%	97%	93%	98%	97%	87%
		cdgh								be		be		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Royal Mail	1882	924	323	279	87	34	754	245	232	79	52
	94%	96%	95%	96%	97%	87%	97% be	92%	98% e	92%	87%
Parcelforce	1200	622	196	196	52	18	523	138	158	53	34
	60%	64%	57%	67%	58%	47%	67% b	52%	66% b	61%	58%
Evri	1185	603	192	191	46	22	525	153	158	51	37
	59%	62%	56%	66%	51%	57%	68%	58%	66%	59%	62%
DHL	1176	613	191	194	57	20	517	128	156	50	37
	59%	64%	56%	67%	64%	51%	67% b	48%	66% b	58%	62%
Yodel	1115	571	181	174	47	22	493	136	150	51	32
	56%	59%	53%	60%	53%	58%	63% b	51%	63%	60%	53%
DPD/DPD Local	1056	555	172	166	45	10	486	116	128	49	29
	53%	57% e	50%	57% e	51%	26%	63% b	44%	54%	57%	48%
FedEx	1000	515	160	172	45	10	462	106	125	46	25
	50%	53% e	47%	59% be	50%	25%	59% b	40%	52%	54%	42%
UPS	994	484	166	167	46	21	427	102	132	53	28
	50%	50%	49%	57%	52%	53%	55% b	38%	56% b	61% b	48%
TNT Express	708	362	116	124	30	7	312	67	101	36	15
	35%	38%	34%	42%	34%	18%	40% b	25%	42% b	42%	26%
UK Mail	553	259	102	103	31	10	232	53	84	30	28
	28%	27%	30%	36%	34%	27%	30% b	20%	35% b	35%	47% b
Amazon Logistics	491	207	104	92	19	12	197	54	64	29	22
	25%	21%	30% a	32% a	21%	31%	25%	20%	27%	33%	37%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Whistl/ TNT Post UK	345	156	57	62	27	4	148	38	34	26	17
	17%	16%	17%	21%	31% a	11%	19%	14%	14%	30% bc	28%
DX	284	129	46	61	15	4	109	40	39	21	10
	14%	13%	13%	21% a	17%	11%	14%	15%	16%	25%	17%
Citipost	187	62	40	43	11	1	73	15	24	18	2
	9%	6%	12% a	15% a	12%	4%	9%	6%	10%	21% ab	4%
Pitney Bowes	108	51	13	22	7	6	43	8	16	8	9
	5%	5%	4%	8%	7%	16% b	6%	3%	7%	9%	16% b
Secured Mail	70	34	3	10	4	5	28	8	12	2	5
	3%	3%	1%	4%	4%	12% b	4%	3%	5%	2%	8%
MHI (Mail Handling International)	34	9	7	6	2	4	1	6	7	6	*
	2%	1%	2%	2%	2%	10% a	*%	2% a	3% a	7% a	*%
Other	32	11	3	3	1	*	6	1	3	*	-
	2%	1%	1%	1%	1%	1%	1%	*%	1%	*%	-%
NET: Royal Mail	1882	924	323	279	87	34	754	245	232	79	52
	94%	96%	95%	96%	97%	87%	97% be	92%	98% e	92%	87%
NET: Provider other than RM	1627	800	279	251	68	31	684	211	206	69	53
	81%	83%	82%	86%	77%	79%	88% b	80%	87%	80%	88%
NET: RM ONLY	353	162	61	38	20	8	94	54	30	17	7
	18%	17%	18%	13%	23%	19%	12%	20% a	12%	20%	12%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
NET: Provider other than RM ONLY	98	37	16	10	2	4	24	20	4	7	8
	5%	4%	5%	3%	2%	11%	3%	7%	2%	8%	13%
								ac			ac
NET: RM/Parcelforce	1900	935	324	281	88	37	765	246	233	84	52
	95%	97%	95%	96%	98%	97%	98%	93%	98%	97%	87%
							be		e		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Royal Mail	1882	682	189	280	112	45	774	111	429	1659	223	1586	69
	94%	97% e	94%	93%	98%	88%	95%	91%	98% b	96% b	81%	98% b	64%
Parcelforce	1200	464	117	179	65	30	502	40	311	1060	140	1053	37
	60%	66%	58%	60%	57%	58%	62% b	33%	71% ab	61% b	51%	65% b	34%
Evri	1185	447	133	193	62	34	535	57	280	1017	168	1015	47
	59%	64%	66%	64%	55%	67%	66% b	47%	64% b	59%	61%	62% b	43%
DHL	1176	462	121	171	69	32	487	51	314	1018	158	1020	61
	59%	66%	60%	57%	60%	62%	60% b	42%	72% ab	59%	58%	63%	57%
Yodel	1115	411	121	175	61	36	472	51	279	978	138	964	37
	56%	59%	60%	58%	53%	70%	58% b	42%	64% b	57%	50%	59% b	34%
DPD/DPD Local	1056	412	89	162	64	29	461	29	271	918	138	925	30
	53%	59% b	45%	54%	56%	57%	57% b	23%	62% b	53%	50%	57% b	27%
FedEx	1000	394	103	148	53	29	429	34	263	864	135	873	34
	50%	56%	52%	49%	47%	57%	53% b	28%	60% b	50%	49%	54% b	32%
UPS	994	369	107	145	61	31	443	36	231	861	134	846	44
	50%	53%	53%	48%	53%	60%	54% b	30%	53% b	50%	49%	52%	41%
TNT Express	708	276	68	106	45	20	298	22	198	614	95	623	22
	35%	39%	34%	35%	39%	40%	37% b	18%	45% b	36%	35%	38% b	20%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
UK Mail	553	212	52	98	36	17	234	30	150	458	95	455	56
	28%	30%	26%	33%	31%	32%	29%	24%	34%	27%	35%	28%	52% a
Amazon Logistics	491	167	45	81	38	18	226	11	111	425	66	412	27
	25%	24%	22%	27%	33%	35%	28% b	9%	25% b	25%	24%	25%	25%
Whistl/ TNT Post UK	345	119	29	58	28	9	158	4	81	289	56	294	16
	17%	17%	14%	19%	25%	17%	19% b	4%	19% b	17%	21%	18%	14%
DX	284	100	34	42	22	11	118	17	75	241	42	243	15
	14%	14%	17%	14%	20%	22%	14%	14%	17%	14%	15%	15%	14%
Citipost	187	68	15	35	19	4	89	4	48	150	37	154	7
	9%	10%	8%	12%	16%	7%	11%	3%	11%	9%	13%	9%	6%
Pitney Bowes	108	45	5	18	8	5	35	7	38	91	17	95	7
	5%	6%	2%	6%	7%	10%	4%	6%	9% a	5%	6%	6%	7%
Secured Mail	70	32	13	7	3	1	16	13	27	51	19	45	12
	3%	5%	6%	2%	2%	2%	2%	10% a	6% a	3%	7% a	3%	11% a
MHI (Mail Handling International)	34	7	1	10	2	4	18	2	5	21	14	15	15
	2%	1%	1%	3%	2%	9% ab	2%	2%	1%	1%	5% a	1%	14% a
Other	32	3	1	5	1	*	6	1	3	29	4	16	3
	2%	*%	*%	2%	1%	*%	1%	*%	1%	2%	1%	1%	2%
NET: Royal Mail	1882	682	189	280	112	45	774	111	429	1659	223	1586	69
	94%	97% e	94%	93%	98%	88%	95%	91%	98% b	96% b	81%	98% b	64%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
NET: Provider other than RM	1627	596	177	259	91	49	699	97	380	1356	271	1329	107
	81%	85%	88%	86%	80%	95%	86%	80%	87%	79%	99% a	82%	99% a
NET: RM ONLY	353	105	23	41	23	2	115	24	58	352	2	288	*
	18%	15%	12%	14%	20%	5%	14%	20%	13%	20% b	1%	18% b	*%
NET: Provider other than RM ONLY	98	19	11	20	2	6	39	11	9	48	50	31	39
	5%	3%	6%	7%	2%	12% a	5%	9% c	2%	3%	18% a	2%	36% a
NET: RM/Parcelforce	1900	682	190	282	112	48	780	113	429	1675	225	1597	75
	95%	97%	95%	94%	99%	95%	96%	93%	98%	97% b	82%	98% b	69%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Royal Mail	1882	1237	130	846	477	1584	71	1240	127	862	461
	94%	98%	79%	100%	89%	97%	68%	98%	78%	100%	89%
		b		b		b		b		b	
Parcelforce	1200	823	86	501	356	1047	43	821	88	511	346
	60%	65%	52%	59%	66%	64%	41%	65%	54%	59%	66%
		b				b					
Evri	1185	837	91	525	353	1007	54	832	96	532	346
	59%	66%	55%	62%	66%	62%	51%	66%	59%	62%	67%
DHL	1176	803	88	517	341	1017	64	792	98	517	341
	59%	63%	53%	61%	64%	62%	61%	62%	60%	60%	66%
Yodel	1115	787	77	490	317	959	41	776	88	497	311
	56%	62%	47%	58%	59%	59%	39%	61%	54%	58%	60%
		b				b					
DPD/DPD Local	1056	746	64	437	327	917	37	735	76	439	325
	53%	59%	39%	52%	61%	56%	35%	58%	46%	51%	62%
		b			a	b					a
FedEx	1000	715	52	438	293	867	40	701	65	440	290
	50%	56%	32%	52%	55%	53%	39%	55%	40%	51%	56%
		b						b			
UPS	994	678	65	429	286	841	49	668	75	430	284
	50%	53%	40%	51%	53%	52%	47%	53%	46%	50%	55%
		b									
TNT Express	708	497	36	310	208	619	26	488	45	312	207
	35%	39%	22%	37%	39%	38%	25%	38%	28%	36%	40%
		b									
UK Mail	553	362	66	237	180	461	50	361	68	237	180
	28%	29%	40%	28%	34%	28%	48%	28%	42%	27%	35%
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Amazon Logistics	491	330	37	204	147	408	32	328	39	209	142
	25%	26%	23%	24%	27%	25%	30%	26%	24%	24%	27%
Whistl/ TNT Post UK	345	244	21	147	97	294	16	243	22	152	92
	17%	19%	13%	17%	18%	18%	15%	19%	13%	18%	18%
DX	284	198	22	115	95	246	12	194	26	116	93
	14%	16%	13%	14%	18%	15%	12%	15%	16%	13%	18%
Citipost	187	120	12	83	58	154	7	119	13	82	59
	9%	9%	7%	10%	11%	9%	6%	9%	8%	10%	11%
Pitney Bowes	108	75	10	56	24	95	7	75	10	56	24
	5%	6%	6%	7%	5%	6%	7%	6%	6%	6%	5%
Secured Mail	70	41	14	32	23	45	12	41	14	33	23
	3%	3%	8%	4%	4%	3%	12%	3%	9%	4%	4%
			a				a		a		
MHI (Mail Handling International)	34	8	12	7	17	19	11	8	12	6	18
	2%	1%	8%	1%	3%	1%	10%	1%	8%	1%	4%
			a		a		a		a		a
Other	32	9	2	4	6	16	3	9	2	3	6
	2%	1%	1%	*%	1%	1%	2%	1%	1%	*%	1%
NET: Royal Mail	1882	1237	130	846	477	1584	71	1240	127	862	461
	94%	98%	79%	100%	89%	97%	68%	98%	78%	100%	89%
		b		b		b		b		b	
NET: Provider other than RM	1627	1066	162	649	533	1332	104	1067	161	665	518
	81%	84%	98%	77%	99%	82%	99%	84%	99%	77%	99%
			a		a		a		a		a
NET: RM ONLY	353	199	2	197	3	288	*	200	1	197	3
	18%	16%	1%	23%	1%	18%	*%	16%	1%	23%	1%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
NET: Provider other than RM ONLY	98	28	34	-	59	37	34	27	35	-	59
	5%	2%	21%	-%	11%	2%	32%	2%	22%	-%	11%
			a		a		a		a		a
NET: RM/Parcelforce	1900	1248	136	846	485	1599	73	1251	134	862	469
	95%	98%	83%	100%	90%	98%	70%	98%	82%	100%	90%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Royal Mail	1882	882	1290	232	4	811	947	187	1	949	740	242	*
	94%	95%	96%	97%	100%	94%	96%	98%	100%	95%	97%	97%	100%
Parcelforce	1200	567	908	175	4	546	653	142	1	644	486	169	*
	60%	61%	68% a	73% a	100%	64%	66%	74%	100%	64%	63%	68%	100%
Evri	1185	577	871	183	4	552	685	152	1	656	519	189	*
	59%	62%	65%	76% ab	100%	64%	69%	79% a	100%	66%	68%	76% a	100%
DHL	1176	598	867	173	-	538	639	136	1	635	473	173	-
	59%	64%	65%	72%	-%	63%	64%	71%	100%	63%	62%	69%	-%
Yodel	1115	537	838	169	-	516	639	140	-	609	487	171	*
	56%	58%	63%	70% a	-%	60%	64%	73% a	-%	61%	64%	69%	100%
DPD/DPD Local	1056	523	798	175	-	488	586	141	1	591	417	161	*
	53%	56%	60%	73% ab	-%	57%	59%	74% ab	100%	59%	54%	65%	100%
FedEx	1000	502	751	160	-	469	566	130	-	561	412	161	-
	50%	54%	56%	66% a	-%	55%	57%	68% a	-%	56%	54%	65% b	-%
UPS	994	472	729	150	-	448	537	124	-	534	397	153	*
	50%	51%	54%	63% a	-%	52%	54%	65% a	-%	53%	52%	61%	100%
TNT Express	708	329	568	109	-	312	398	98	-	393	310	108	-
	35%	35%	42% a	45%	-%	36%	40%	51% a	-%	39%	41%	43%	-%
UK Mail	553	287	416	70	-	276	306	78	-	307	242	87	-
	28%	31%	31%	29%	-%	32%	31%	41%	-%	31%	32%	35%	-%
Amazon Logistics	491	230	368	73	-	236	277	74	-	266	218	78	-
	25%	25%	27%	30%	-%	27%	28%	38%	-%	27%	28%	31%	-%
Whistl/ TNT Post UK	345	149	270	55	-	158	207	54	-	187	143	55	-
	17%	16%	20%	23%	-%	18%	21%	28%	-%	19%	19%	22%	-%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
DX	284	131	222	42	-	137	167	36	-	160	126	48	*
	14%	14%	17%	17%	-%	16%	17%	19%	-%	16%	17%	19%	100%
Citipost	187	94	134	30	-	85	105	28	-	125	87	33	-
	9%	10%	10%	13%	-%	10%	11%	15%	-%	12%	11%	13%	-%
Pitney Bowes	108	43	85	17	-	43	72	17	-	58	59	30	-
	5%	5%	6%	7%	-%	5%	7%	9%	-%	6%	8%	12% a	-%
Secured Mail	70	31	39	14	-	32	36	9	-	42	33	15	-
	3%	3%	3%	6%	-%	4%	4%	5%	-%	4%	4%	6%	-%
MHI (Mail Handling International)	34	20	25	4	-	17	14	5	-	24	17	5	-
	2%	2%	2%	2%	-%	2%	1%	3%	-%	2%	2%	2%	-%
Other	32	5	16	3	-	3	10	2	-	6	4	*	-
	2%	1%	1%	1%	-%	*%	1%	1%	-%	1%	1%	*%	-%
NET: Royal Mail	1882	882	1290	232	4	811	947	187	1	949	740	242	*
	94%	95%	96%	97%	100%	94%	96%	98%	100%	95%	97%	97%	100%
NET: Provider other than RM	1627	812	1125	226	4	762	849	180	1	891	644	228	*
	81%	87%	84%	94% b	100%	89%	86%	94%	100%	89% b	84%	92%	100%
NET: RM ONLY	353	114	206	12	-	95	140	10	-	108	121	21	-
	18%	12% c	15% c	5%	-%	11%	14% c	5%	-%	11%	16% a	8%	-%
NET: Provider other than RM ONLY	98	44	41	5	-	45	41	2	-	50	25	7	-
	5%	5%	3%	2%	-%	5%	4%	1%	-%	5%	3%	3%	-%
NET: RM/Parcelforce	1900	889	1305	233	4	819	961	188	1	956	745	243	*
	95%	96%	97%	97%	100%	95%	97%	98%	100%	96%	97%	98%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Royal Mail	1882	1541	1209	939	1229	1018	36	615	531	518	135	78
	94%	97%	97%	99% ab	97%	98%	97%	100%	99%	99%	100%	100%
Parcelforce	1200	1037	832	620	798	700	23	438	395	382	102	58
	60%	66%	67%	66%	63%	68%	61%	71%	74%	73%	75%	74%
Evri	1185	1000	837	631	792	696	23	447	387	404	110	65
	59%	63%	67%	67%	63%	67%	62%	73%	72%	78%	81%	83%
DHL	1176	1007	798	607	811	656	23	433	373	370	97	52
	59%	64%	64%	64%	64%	63%	61%	70%	70%	71%	71%	67%
Yodel	1115	949	792	592	742	676	20	441	364	374	108	60
	56%	60%	64%	63%	59%	65% a	52%	72%	68%	72%	80%	77%
DPD/DPD Local	1056	912	739	540	724	601	21	375	347	342	89	53
	53%	58%	59%	57%	57%	58%	55%	61%	65%	66%	66%	68%
FedEx	1000	862	694	525	687	562	15	387	338	325	89	51
	50%	55%	56%	56%	54%	54%	40%	63%	63%	62%	66%	65%
UPS	994	824	676	509	659	572	17	361	318	313	84	48
	50%	52%	54%	54%	52%	55%	44%	59%	59%	60%	62%	62%
TNT Express	708	617	484	386	503	414	6	287	255	236	68	36
	35%	39%	39%	41%	40%	40%	16%	47%	48%	45%	51%	46%
UK Mail	553	454	366	289	349	299	11	218	167	179	48	30
	28%	29%	29%	31%	28%	29%	30%	35%	31%	34%	35%	38%
Amazon Logistics	491	406	332	257	331	287	10	185	160	168	44	22
	25%	26%	27%	27%	26%	28%	26%	30%	30%	32%	32%	28%
Whistl/ TNT Post UK	345	294	239	182	221	208	8	143	122	111	34	24
	17%	19%	19%	19%	17%	20%	21%	23%	23%	21%	25%	31%
DX	284	238	193	148	183	158	*	117	93	91	28	16
	14%	15%	16%	16%	14%	15%	1%	19%	17%	18%	20%	20%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Citipost	187	153	124	116	120	101	3	84	84	75	23	15
	9%	10%	10%	12%	9%	10%	7%	14%	16%	14%	17%	19%
Pitney Bowes	108	93	74	65	73	69	3	55	37	39	14	7
	5%	6%	6%	7%	6%	7%	8%	9%	7%	7%	10%	9%
Secured Mail	70	49	43	38	44	26	5	18	22	21	13	3
	3%	3%	3%	4%	3%	2%	13% b	3%	4%	4%	9% a	4%
MHI (Mail Handling International)	34	15	12	8	14	11	-	5	5	6	3	2
	2%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	3%
Other	32	16	9	4	9	9	-	2	*	1	-	-
	2%	1%	1%	*%	1%	1%	-%	*%	*%	*%	-%	-%
NET: Royal Mail	1882	1541	1209	939	1229	1018	36	615	531	518	135	78
	94%	97%	97%	99% ab	97%	98%	97%	100%	99%	99%	100%	100%
NET: Provider other than RM	1627	1302	1072	780	1057	879	37	544	478	479	123	69
	81%	82%	86%	83%	84%	85%	98%	88%	89%	92%	91%	89%
NET: RM ONLY	353	270	170	164	200	154	1	72	57	42	12	9
	18%	17%	14%	17%	16%	15%	2%	12%	11%	8%	9%	11%
NET: Provider other than RM ONLY	98	31	33	6	29	14	1	-	4	3	-	*
	5%	2%	3% c	1%	2%	1%	3%	-%	1%	1%	-%	*%
NET: RM/Parcelforce	1900	1552	1223	939	1235	1031	36	615	531	518	135	78
	95%	98%	98%	99%	98%	99% a	97%	100%	99%	99%	100%	100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Royal Mail	1882	216	93	110	41	1557	965	1624	1088	912	831	1498	205	1	1350	144
	94%	96%	92%	96%	97%	95% e	93%	95%	94%	92%	95%	95%	96%	100%	96%	96%
Parcelforce	1200	148	34	69	28	1002	572	1027	686	588	602	966	164	1	851	86
	60%	66% b	34%	60% b	68% b	61% b	55%	60%	59%	59%	69% b	61%	77% b	100%	61%	57%
Evri	1185	155	47	84	25	946	579	1000	694	574	616	929	168	1	856	94
	59%	69% b	46%	73% b	60%	58%	56%	58%	60%	58%	70% b	59%	79% b	100%	61%	63%
DHL	1176	155	38	63	27	956	543	991	673	571	594	923	157	1	831	89
	59%	69% b	37%	55%	65%	58% b	52%	58%	58%	58%	68% b	59%	74% b	100%	59%	59%
Yodel	1115	153	42	74	27	890	537	934	638	563	569	871	157	1	801	87
	56%	68% b	41%	64% b	65%	54%	52%	54%	55%	57%	65% b	55%	74% b	100%	57%	58%
DPD/DPD Local	1056	138	34	62	28	868	489	892	620	542	518	830	135	1	756	75
	53%	61% b	34%	54%	67% b	53%	47%	52%	54% b	55% b	59%	53%	63%	100%	54%	50%
FedEx	1000	116	38	59	21	816	454	839	582	504	511	791	143	1	697	83
	50%	52%	37%	52%	49%	50% b	44%	49%	50% b	51% b	58% b	50%	67% b	100%	50%	55%
UPS	994	124	36	56	23	823	457	850	581	509	502	782	134	1	717	78
	50%	55% b	36%	49%	55%	50% b	44%	49%	50%	51% b	57% b	50%	63% b	100%	51%	52%
TNT Express	708	86	24	55	16	585	301	591	413	371	348	569	87	1	480	57
	35%	38%	24%	48% b	38%	36% b	29%	34%	36% b	37% b	40%	36%	41%	100%	34%	38%
UK Mail	553	63	29	40	5	452	265	482	307	269	293	427	70	1	353	52
	28%	28%	28%	35%	12%	28%	26%	28%	27%	27%	33% b	27%	33%	100%	25%	35%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Amazon Logistics	491	64	15	35	13	408	222	422	289	264	251	393	70	1	343	36
	25%	28%	15%	30%	30%	25%	22%	25%	25%	27%	29%	25%	33%	100%	24%	24%
Whistl/ TNT Post UK	345	39	18	23	7	282	153	289	202	195	155	273	51	1	254	22
	17%	17%	18%	20%	16%	17%	15%	17%	17%	20% b	18%	17%	24%	100%	18%	15%
DX	284	33	16	24	1	236	138	246	169	168	138	221	37	1	199	20
	14%	14%	16%	21%	3%	14%	13%	14%	15%	17%	16%	14%	17%	100%	14%	13%
Citipost	187	19	11	17	8	142	74	150	117	119	94	143	25	-	125	17
	9%	9%	11%	15%	19%	9%	7%	9%	10%	12% b	11%	9%	12%	-%	9%	11%
Pitney Bowes	108	12	9	9	4	85	58	91	64	57	67	83	18	-	67	7
	5%	6%	9%	8%	9%	5%	6%	5%	6%	6%	8%	5%	9%	-%	5%	4%
Secured Mail	70	5	11	4	1	43	29	52	35	39	35	46	11	-	38	6
	3%	2%	11% a	3%	2%	3%	3%	3%	3%	4%	4%	3%	5%	-%	3%	4%
MHI (Mail Handling International)	34	6	4	1	*	19	13	25	9	27	19	16	6	-	14	5
	2%	3%	4%	1%	*%	1%	1%	1%	1%	3% d	2%	1%	3%	-%	1%	3%
Other	32	*	*	*	-	30	27	30	27	29	5	30	*	1	20	1
	2%	*%	*%	*%	-%	2%	3%	2%	2%	3%	1%	2%	*%	100%	1%	1%
NET: Royal Mail	1882	216	93	110	41	1557	965	1624	1088	912	831	1498	205	1	1350	144
	94%	96%	92%	96%	97%	95% e	93%	95%	94%	92%	95%	95%	96%	100%	96%	96%
NET: Provider other than RM	1627	199	84	98	38	1300	786	1375	910	775	811	1261	203	1	1125	115
	81%	88%	83%	86%	91%	79%	76%	80%	79%	78%	92% b	80%	95% b	100%	80%	76%
NET: RM ONLY	353	26	17	16	4	317	229	323	228	198	64	294	10	-	261	35
	18%	12%	17%	14%	9%	19%	22%	19%	20%	20%	7%	19% ac	5%	-%	19%	23%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
NET: Provider other than RM ONLY	98	9	8	5	1	59	51	74	49	61	44	56	8	-	36	6
	5%	4%	8%	4%	3%	4%	5%	4%	4%	6% a	5%	4%	4%	-%	3%	4%
NET: RM/Parcelforce	1900	216	97	111	41	1565	972	1636	1091	918	839	1504	207	1	1356	145
	95%	96%	95%	97%	97%	96% e	94%	95%	94%	93%	96%	96%	97%	100%	97%	96%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Royal Mail	1882	747	1062	560	46	255	438	240	1280	344	297	363	1172
	94%	96%	96%	90%	96%	86%	93% a	91%	95%	95%	90%	93%	95% a
Parcelforce	1200	519	642	428	19	171	342	145	826	227	176	245	761
	60%	67% b	58%	69% b	40%	57%	73% a	55%	61%	63%	53%	63%	62%
Evri	1185	521	613	415	35	195	323	157	791	229	209	238	721
	59%	67% b	55%	67%	73%	65%	69%	60%	58%	63%	63%	61%	59%
DHL	1176	489	633	414	26	180	319	147	804	216	176	245	733
	59%	63%	57%	67%	55%	61%	68%	56%	59%	60%	53%	63%	60%
Yodel	1115	496	582	384	27	175	299	136	759	214	195	210	693
	56%	64% b	53%	62%	56%	59%	64%	52%	56%	59%	59%	54%	56%
DPD/DPD Local	1056	462	557	392	28	159	313	134	716	202	167	216	653
	53%	60% b	50%	63%	59%	53%	67% a	51%	53%	56%	50%	56%	53%
FedEx	1000	411	548	354	16	150	277	119	676	200	138	202	646
	50%	53%	49%	57%	34%	50%	59%	45%	50%	55%	42%	52%	53% a
UPS	994	429	521	354	21	158	278	137	675	180	163	201	618
	50%	55% b	47%	57%	44%	53%	59%	52%	50%	50%	49%	52%	50%
TNT Express	708	309	371	255	10	108	199	73	495	138	124	139	440
	35%	40%	34%	41%	21%	36%	42%	28%	37%	38%	37%	36%	36%
UK Mail	553	256	252	234	9	111	161	90	365	86	107	124	302
	28%	33% b	23%	38%	19%	37%	34%	34%	27%	24%	32%	32%	25%
Amazon Logistics	491	243	221	195	3	82	141	59	344	86	90	107	282
	25%	31% b	20%	31% b	7%	27%	30%	22%	25%	24%	27%	27%	23%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Whistl/ TNT Post UK	345	150	175	122	2	61	93	46	217	83	69	77	198
	17%	19%	16%	20%	4%	20%	20%	17%	16%	23% b	21%	20%	16%
DX	284	143	125	100	2	59	71	36	191	54	55	57	163
	14%	18% b	11%	16%	4%	20%	15%	14%	14%	15%	17%	15%	13%
Citipost	187	101	79	81	6	32	66	16	127	45	35	56	90
	9%	13% b	7%	13%	13%	11%	14%	6%	9%	12%	11%	14% c	7%
Pitney Bowes	108	52	49	38	*	22	24	5	87	14	19	32	53
	5%	7%	4%	6%	1%	7%	5%	2%	6%	4%	6%	8%	4%
Secured Mail	70	47	14	31	4	20	16	8	44	14	11	12	37
	3%	6% b	1%	5%	8%	7%	3%	3%	3%	4%	3%	3%	3%
MHI (Mail Handling International)	34	20	2	14	1	13	8	9	17	8	4	20	10
	2%	3% b	*%	2%	3%	4%	2%	3%	1%	2%	1%	5% c	1%
Other	32	3	26	7	-	2	6	1	22	6	8	1	19
	2%	*%	2% a	1%	-%	1%	1%	1%	2%	2%	2%	*%	2%
NET: Royal Mail	1882	747	1062	560	46	255	438	240	1280	344	297	363	1172
	94%	96%	96%	90%	96%	86%	93% a	91%	95%	95%	90%	93%	95% a
NET: Provider other than RM	1627	683	829	600	48	290	450	220	1106	287	282	349	958
	81%	88% b	75%	96%	100%	97%	96%	84%	82%	79%	85%	90% c	78%
NET: RM ONLY	353	92	260	21	-	8	18	43	232	74	48	40	254
	18%	12%	23% a	3%	-%	3%	4%	16%	17%	20%	14%	10%	21% b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
NET: Provider other than RM ONLY	98	27	27	61	2	43	30	23	58	17	33	25	40
	5%	4%	2%	10%	4%	14%	6%	9%	4%	5%	10%	7%	3%
						b					c		
NET: RM/Parcelforce	1900	753	1072	564	46	261	440	245	1288	348	299	368	1183
	95%	97%	97%	91%	96%	88%	94%	93%	95%	96%	90%	95%	96%
													a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Royal Mail	1882	872	1010
	94%	91%	97% a
Parcelforce	1200	500	700
	60%	52%	67% a
Evri	1185	494	692
	59%	52%	66% a
DHL	1176	505	671
	59%	53%	64% a
Yodel	1115	467	648
	56%	49%	62% a
DPD/DPD Local	1056	467	589
	53%	49%	56% a
FedEx	1000	416	584
	50%	43%	56% a
UPS	994	424	570
	50%	44%	55% a
TNT Express	708	292	416
	35%	31%	40% a
UK Mail	553	264	289
	28%	28%	28%
Amazon Logistics	491	207	284
	25%	22%	27%
Whistl/ TNT Post UK	345	142	203
	17%	15%	19%

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
DX	284	132	152
	14%	14%	15%
Citipost	187	100	87
	9%	10%	8%
Pitney Bowes	108	45	62
	5%	5%	6%
Secured Mail	70	34	36
	3%	4%	3%
MHI (Mail Handling International)	34	22	12
	2%	2%	1%
Other	32	30	3
	2%	3%	*%
		b	
NET: Royal Mail	1882	872	1010
	94%	91%	97%
			a
NET: Provider other than RM	1627	723	904
	81%	76%	87%
			a
NET: RM ONLY	353	215	138
	18%	23%	13%
		b	
NET: Provider other than RM ONLY	98	66	32
	5%	7%	3%
		b	
NET: RM/Parcelforce	1900	875	1025
	95%	91%	98%
			a

Columns Tested:: a,b

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Royal Mail	1882	31	289	139	87	111	270	15	291	174	73	210	194
	94%	91%	93%	90%	99%	87%	95%	81%	96%	97%	94%	96%	95%
					eg		g		eg	eg		eg	g
Parcelforce	1200	16	224	72	47	70	142	2	225	112	41	140	110
	60%	45%	72%	47%	53%	55%	50%	10%	74%	62%	53%	64%	54%
		g	acfgjl	g	g	g	g		acdefgijl	g	g	cfg	g
Evri	1185	19	213	70	39	69	160	3	205	111	36	149	112
	59%	55%	68%	45%	44%	54%	56%	16%	68%	62%	46%	68%	55%
		g	cdgjl	g	g	g	g		cdgjl	cg	g	cdgjl	g
DHL	1176	15	199	75	40	72	154	2	198	110	42	137	133
	59%	43%	64%	49%	46%	56%	54%	10%	65%	61%	55%	63%	65%
		g	g	g	g	g	g		cdg	g	g	g	cdg
Yodel	1115	18	211	64	33	63	156	2	190	104	36	138	100
	56%	52%	68%	42%	38%	49%	55%	11%	63%	58%	47%	64%	49%
		g	cdegjl	g	g	g	g		cdgjl	dg	g	cdgjl	g
DPD/DPD Local	1056	13	171	55	40	58	139	3	192	115	33	121	116
	53%	37%	55%	36%	46%	46%	49%	19%	63%	64%	42%	56%	57%
			cg		g	g	g		acefgj	acefgj	g	cg	cg
FedEx	1000	15	167	69	32	57	109	2	187	99	32	125	109
	50%	43%	54%	45%	37%	45%	38%	8%	62%	55%	41%	57%	53%
		g	fg	g	g	g	g		cdefgj	fg	g	dfgj	fg
UPS	994	12	177	66	33	63	123	2	177	86	33	122	100
	50%	35%	57%	43%	38%	50%	43%	9%	59%	48%	43%	56%	49%
			g	g	g	g	g		cdfgj	g	g	dg	g
TNT Express	708	5	153	42	19	39	87	1	124	73	20	81	66
	35%	14%	49%	27%	22%	30%	30%	8%	41%	41%	25%	37%	32%
			acdefgjl	g		g	g		adgj	adgj		ag	g
UK Mail	553	8	103	40	16	44	65	1	83	49	21	69	53
	28%	25%	33%	26%	18%	35%	23%	8%	27%	27%	27%	32%	26%
			g			g			g	g	g	g	g
Amazon Logistics	491	3	70	39	17	29	56	1	104	40	15	69	49
	25%	10%	22%	25%	19%	23%	20%	6%	34%	22%	19%	32%	24%
			g	g					afgj	g		afg	g
Whistl/ TNT Post UK	345	4	79	24	5	17	41	1	59	38	11	42	26
	17%	12%	25%	16%	6%	13%	14%	4%	19%	21%	14%	19%	13%
			dgl						dg	dg		dg	

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
DX	284	1	42	17	8	14	35	1	51	27	10	44	33
	14%	4%	13%	11%	9%	11%	12%	3%	17%	15%	13%	20% g	16%
Citipost	187	2	35	11	8	6	14	1	30	18	3	37	22
	9%	7%	11%	7%	10%	5%	5%	3%	10%	10%	4%	17% efj	11%
Pitney Bowes	108	2	11	5	6	7	8	1	35	10	2	15	6
	5%	5%	4%	3%	7%	5%	3%	5%	12% bfjl	6%	3%	7%	3%
Secured Mail	70	*	12	4	5	8	9	1	14	1	4	5	6
	3%	*%	4%	3%	5%	6%	3%	3%	5%	1%	5%	3%	3%
MHI (Mail Handling International)	34	-	13	1	1	*	5	1	3	-	1	5	4
	2%	-%	4%	1%	1%	*%	2%	3%	1%	-%	1%	2%	2%
Other	32	*	1	5	1	5	*	3	4	3	1	3	5
	2%	*%	*%	3%	1%	4%	*%	19% abcdefhijkl	1%	2%	2%	1%	2%
NET: Royal Mail	1882	31	289	139	87	111	270	15	291	174	73	210	194
	94%	91%	93%	90%	99% eg	87%	95% g	81%	96% eg	97% eg	94%	96% eg	95% g
NET: Provider other than RM	1627	26	276	94	65	101	230	6	270	146	59	187	167
	81%	76% g	88% cgj	61% g	74% g	79% cg	81% cg	33%	89% cdgj	81% cg	76% g	86% cg	82% cg
NET: RM ONLY	353	8	35	55	23	22	54	9	32	34	18	29	35
	18%	24%	11%	35% befhikl	26% h	17%	19%	52% abdefhijkl	10%	19%	23% bh	14%	17%
NET: Provider other than RM ONLY	98	3	22	10	1	12	15	*	10	6	4	6	8
	5%	9%	7%	6%	1%	10%	5%	3%	3%	3%	6%	3%	4%
NET: RM/Parcelforce	1900	31	298	139	87	111	275	15	292	175	73	211	194
	95%	91%	96% g	90%	99% eg	87%	97% eg	81%	97% eg	97% eg	94%	97% eg	95% g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1882	459	467	480	476	926	956
	94%	92%	93%	96%	95%	93%	96%
Parcelforce	1200	311	259	338	291	571	630
	60%	62%	52%	68%	58%	57%	63%
				bd			
Evri	1185	302	269	319	296	570	615
	59%	60%	54%	64%	59%	57%	61%
				b			
DHL	1176	289	265	310	312	554	622
	59%	58%	53%	62%	62%	55%	62%
					b		a
Yodel	1115	293	252	296	275	545	570
	56%	59%	50%	59%	55%	54%	57%
DPD/DPD Local	1056	239	238	310	270	477	579
	53%	48%	48%	62%	54%	48%	58%
				ab			a
FedEx	1000	250	198	287	265	448	551
	50%	50%	40%	57%	53%	45%	55%
				b	b		a
UPS	994	255	220	264	255	475	520
	50%	51%	44%	53%	51%	47%	52%
TNT Express	708	200	145	198	166	344	364
	35%	40%	29%	40%	33%	34%	36%
		b		b			
UK Mail	553	151	126	133	143	277	277
	28%	30%	25%	27%	29%	28%	28%
Amazon Logistics	491	112	102	145	133	214	278
	25%	22%	20%	29%	27%	21%	28%
				b			a
Whistl/ TNT Post UK	345	108	62	97	78	170	176
	17%	22%	12%	19%	16%	17%	18%
		b					
DX	284	60	56	79	87	117	167
	14%	12%	11%	16%	17%	12%	17%
							a

Table 564 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Citipost	187	49	29	48	62	77	110
	9%	10%	6%	10%	12%	8%	11%
					b		
Pitney Bowes	108	18	21	46	23	39	69
	5%	4%	4%	9%	5%	4%	7%
				abd			
Secured Mail	70	16	21	16	16	38	32
	3%	3%	4%	3%	3%	4%	3%
MHI (Mail Handling International)	34	14	7	4	10	21	14
	2%	3%	1%	1%	2%	2%	1%
Other	32	7	5	11	9	12	20
	2%	1%	1%	2%	2%	1%	2%
NET: Royal Mail	1882	459	467	480	476	926	956
	94%	92%	93%	96%	95%	93%	96%
NET: Provider other than RM	1627	396	397	421	412	793	834
	81%	79%	79%	84%	82%	79%	83%
NET: RM ONLY	353	97	98	75	83	196	157
	18%	19%	20%	15%	17%	20%	16%
NET: Provider other than RM ONLY	98	35	28	16	19	62	36
	5%	7%	6%	3%	4%	6%	4%
NET: RM/Parcelforce	1900	468	472	481	478	941	959
	95%	94%	94%	96%	96%	94%	96%

Columns Tested:: a,b,c,d - a,b

Table 566

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Royal Mail	1073	85	988	1018	46	6	3	55
	78%	83%	77%	78%	76%	76%	78%	76%
Evri	242	4	238	233	7	1	*	9
	18%	4%	19%	18%	12%	14%	5%	12%
			a	d				
DHL	148	3	145	134	10	3	1	13
	11%	3%	11%	10%	16%	33%	19%	18%
			a			ab	a	a
DPD/DPD Local	135	5	130	122	11	1	1	13
	10%	5%	10%	9%	18%	9%	19%	17%
					a		a	a
Parcelforce	128	2	126	120	6	1	*	8
	9%	2%	10%	9%	10%	17%	11%	11%
			a					
Yodel	109	-	109	105	4	1	*	5
	8%	-%	9%	8%	6%	11%	4%	6%
			a					
UPS	69	2	67	64	4	*	*	5
	5%	2%	5%	5%	6%	4%	9%	6%
UK Mail	56	-	56	49	5	1	*	7
	4%	-%	4%	4%	8%	19%	10%	9%
						a	a	a
FedEx	32	*	32	29	2	1	*	4
	2%	*%	3%	2%	3%	18%	10%	5%
						abe	a	a
Amazon Logistics	29	-	29	28	1	*	*	1
	2%	-%	2%	2%	1%	1%	3%	1%
TNT Express	19	*	19	17	2	*	*	2
	1%	*%	1%	1%	2%	2%	5%	3%
							a	
DX	8	*	8	7	1	*	*	1
	1%	*%	1%	1%	2%	1%	2%	2%
Whistl/ TNT Post UK	6	-	6	6	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1569	258	1311	1013	284	76	196	556
Effective base	590	65	532	535	118	33	93	158
Weighted Base	1383	103	1280	1310	61	8	4	73
Secured Mail	5	-	5	5	1	*	-	1
	*%	-%	*%	*%	1%	1%	-%	1%
Citipost	5	-	5	4	*	*	*	*
	*%	-%	*%	*%	*%	1%	1%	*%
Pitney Bowes	4	-	4	4	-	-	*	*
	*%	-%	*%	*%	-%	-%	3%	*%
							ae	
MHI (Mail Handling International)	*	-	*	*	*	-	*	*
	*%	-%	*%	*%	1%	-%	*%	*%
Someone else	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	3	174	169	7	1	*	7
	13%	2%	14%	13%	11%	9%	5%	10%
			a	d				
NET: Royal Mail	1073	85	988	1018	46	6	3	55
	78%	83%	77%	78%	76%	76%	78%	76%
NET: RM/Parcelforce	1091	87	1004	1035	47	6	3	56
	79%	85%	78%	79%	77%	78%	80%	78%
NET: Provider other than RM	540	16	523	502	31	4	2	38
	39%	16%	41%	38%	51%	58%	56%	52%
			a		a	a	a	a
NET: RM ONLY	667	84	583	640	23	3	2	27
	48%	82%	46%	49%	38%	33%	39%	38%
		b		be				
NET: Provider other than RM ONLY	134	15	119	124	8	1	1	10
	10%	15%	9%	9%	13%	15%	17%	14%
							a	

Columns Tested:: a,b - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Royal Mail	1073	514	419	84	31	21	3	1018	46	9
	78%	77%	77%	86%	75%	78%	78%	78%	76%	76%
Evri	242	119	105	10	6	2	*	233	7	1
	18%	18%	19%	10%	14%	9%	5%	18%	12%	11%
		f	ef					f		
DHL	148	38	82	14	7	6	1	134	10	3
	11%	6%	15%	15%	16%	22%	19%	10%	16%	28%
			a	a	a	ag	ag	a	a	abg
DPD/DPD Local	135	43	62	18	9	3	1	122	11	1
	10%	6%	11%	19%	20%	12%	19%	9%	18%	12%
				ag	abg		ag		ag	
Parcelforce	128	32	76	12	3	5	*	120	6	2
	9%	5%	14%	12%	7%	18%	11%	9%	10%	15%
			ag	a		adg		a		a
Yodel	109	43	50	12	2	3	*	105	4	1
	8%	6%	9%	12%	4%	10%	4%	8%	6%	9%
UPS	69	13	43	8	3	1	*	64	4	1
	5%	2%	8%	8%	7%	5%	9%	5%	6%	5%
			a	a	a		a	a	a	
UK Mail	56	18	28	2	3	3	*	49	5	2
	4%	3%	5%	3%	8%	11%	10%	4%	8%	16%
					a	ag	ag		a	abcg
FedEx	32	10	11	7	2	2	*	29	2	2
	2%	2%	2%	7%	4%	6%	10%	2%	3%	15%
				abg		a	abg			abdgh
Amazon Logistics	29	8	17	3	*	1	*	28	1	*
	2%	1%	3%	3%	*%	3%	3%	2%	1%	2%
TNT Express	19	4	11	2	1	*	*	17	2	*
	1%	1%	2%	2%	3%	1%	5%	1%	2%	3%
							ag			
DX	8	2	3	1	1	*	*	7	1	*
	1%	*%	1%	1%	3%	1%	2%	1%	2%	1%
Whistl/ TNT Post UK	6	-	6	-	*	*	*	6	*	*
	*%	-%	1%	-%	*%	1%	*%	*%	*%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	419	437	157	174	186	196	1013	284	272
Effective base	590	249	230	74	75	72	93	535	118	72
Weighted Base	1383	666	547	98	42	26	4	1310	61	12
Secured Mail	5	*	4	1	*	*	-	5	1	*
	*%	*%	1%	1%	1%	1%	-%	*%	1%	*%
Citipost	5	2	2	-	-	*	*	4	*	*
	*%	*%	*%	-%	-%	1%	1%	*%	*%	1%
Pitney Bowes	4	*	2	2	-	-	*	4	-	*
	*%	*%	*%	2%	-%	-%	3% ag	*%	-%	1%
MHI (Mail Handling International)	*	-	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	1%	-%	*%	*%	1%	*%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	93	68	8	4	3	*	169	7	1
	13%	14% f	12% f	8%	10%	11%	5%	13% f	11%	7%
NET: Royal Mail	1073	514	419	84	31	21	3	1018	46	9
	78%	77%	77%	86%	75%	78%	78%	78%	76%	76%
NET: RM/Parcelforce	1091	519	431	85	32	21	3	1035	47	9
	79%	78%	79%	87%	75%	82%	80%	79%	77%	79%
NET: Provider other than RM	540	200	254	48	22	13	2	502	31	7
	39%	30%	46% ag	49% a	53% ag	51% ag	56% ag	38% a	51% ag	57% ag
NET: RM ONLY	667	373	225	42	16	10	2	640	23	4
	48%	56% bcdefhi	41%	43%	37%	38%	39%	49% hi	38%	35%
NET: Provider other than RM ONLY	134	58	61	5	6	3	1	124	8	2
	10%	9%	11%	5%	15%	11%	17% acg	9%	13%	16% c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Royal Mail	1073	814	203	46	6	3	676	169	45	18	33
	78%	77%	82%	76%	76%	78%	78%	76%	83%	68%	80%
Evri	242	196	37	7	1	*	169	29	13	3	6
	18%	18%	15%	12%	14%	5%	19%	13%	24%	12%	14%
		e	e								
DHL	148	95	40	10	3	1	66	41	11	11	6
	11%	9%	16%	16%	33%	19%	8%	18%	21%	40%	15%
			a	a	abc	a		a	a	abe	
DPD/DPD Local	135	84	38	11	1	1	64	39	10	5	9
	10%	8%	15%	18%	9%	19%	7%	17%	18%	18%	22%
			a	a		a		a	a		a
Parcelforce	128	96	25	6	1	*	78	22	5	6	8
	9%	9%	10%	10%	17%	11%	9%	10%	9%	21%	20%
											a
Yodel	109	84	21	4	1	*	75	14	5	4	1
	8%	8%	8%	6%	11%	4%	9%	6%	10%	16%	3%
										e	
UPS	69	47	17	4	*	*	21	20	6	6	6
	5%	4%	7%	6%	4%	9%	2%	9%	11%	21%	15%
								a	a	a	a
UK Mail	56	38	11	5	1	*	22	19	6	4	3
	4%	4%	5%	8%	19%	10%	3%	8%	11%	15%	7%
					ab	a		a	a	a	
FedEx	32	16	12	2	1	*	13	12	3	1	1
	2%	2%	5%	3%	18%	10%	1%	5%	5%	4%	3%
			a		abc	a		a			
Amazon Logistics	29	22	7	1	*	*	16	6	5	*	1
	2%	2%	3%	1%	1%	3%	2%	2%	10%	1%	3%
									a		
TNT Express	19	14	3	2	*	*	7	11	*	*	1
	1%	1%	1%	2%	2%	5%	1%	5%	*%	*%	3%
						ab		a			
DX	8	4	3	1	*	*	*	4	1	1	2
	1%	*%	1%	2%	1%	2%	*%	2%	1%	3%	5%
								a		a	a

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	636	377	284	76	196	576	287	103	74	211
Effective base	590	390	192	118	33	93	322	127	35	22	38
Weighted Base	1383	1062	249	61	8	4	871	222	54	27	42
Whistl/ TNT Post UK	6	5	1	*	-	*	1	5	*	-	-
	*%	*%	*%	*%	-%	*%	*%	2% a	*%	-%	-%
Secured Mail	5	4	1	1	*	-	4	1	-	*	*
	*%	*%	*%	1%	1%	-%	*%	*%	-%	*%	1%
Citipost	5	4	1	*	*	*	2	3	*	-	*
	*%	*%	*%	*%	1%	1%	*%	1%	*%	-%	*%
Pitney Bowes	4	2	2	-	-	*	*	2	-	1	*
	*%	*%	1%	-%	-%	3% a	*%	1%	-%	3% a	1%
MHI (Mail Handling International)	*	*	-	*	-	*	*	-	-	*	*
	*%	*%	-%	1%	-%	*%	*%	-%	-%	1%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	150	18	7	1	*	127	26	5	2	4
	13%	14% be	7%	11%	9%	5%	15%	12%	10%	6%	10%
NET: Royal Mail	1073	814	203	46	6	3	676	169	45	18	33
	78%	77%	82%	76%	76%	78%	78%	76%	83%	68%	80%
NET: RM/Parcelforce	1091	832	204	47	6	3	686	177	45	19	33
	79%	78%	82%	77%	78%	80%	79%	80%	83%	70%	80%
NET: Provider other than RM	540	377	125	31	4	2	310	117	30	16	21
	39%	36%	50% a	51% a	58% a	56% a	36%	52% a	56% a	59% a	51%
NET: RM ONLY	667	534	105	23	3	2	434	80	18	9	16
	48%	50% ce	42%	38%	33%	39%	50% b	36%	34%	34%	39%
NET: Provider other than RM ONLY	134	97	27	8	1	1	68	28	4	7	4
	10%	9%	11%	13%	15%	17% a	8%	12%	7%	26% a	10%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Royal Mail	1073	98	80	154	34	104	189	138	88	73
	78%	75%	85%	66%	67%	86%	82%	86%	77%	70%
			c			ci	c	ci		
Evri	242	26	24	31	14	32	29	25	27	23
	18%	20%	26%	13%	28%	26%	13%	16%	24%	22%
DHL	148	18	14	30	9	7	18	20	4	11
	11%	14%	15%	13%	17%	6%	8%	12%	4%	10%
DPD/DPD Local	135	14	17	27	2	14	21	18	8	8
	10%	11%	18%	12%	3%	12%	9%	11%	7%	8%
Parcelforce	128	19	14	22	7	11	13	21	5	9
	9%	14%	15%	9%	15%	10%	6%	13%	4%	9%
Yodel	109	17	10	7	4	17	15	17	12	6
	8%	13%	11%	3%	9%	15%	6%	10%	11%	5%
		c				c				
UPS	69	5	1	17	2	9	10	10	3	2
	5%	4%	1%	7%	5%	8%	4%	6%	3%	2%
UK Mail	56	11	1	18	4	5	3	4	2	2
	4%	8%	1%	8%	8%	4%	1%	2%	2%	1%
		f		f						
FedEx	32	1	1	17	*	1	*	5	2	3
	2%	*%	1%	7%	1%	1%	*%	3%	2%	3%
				f						
Amazon Logistics	29	1	2	8	*	4	4	1	6	-
	2%	1%	2%	4%	*%	3%	2%	1%	5%	-%
TNT Express	19	-	*	16	-	*	2	*	*	-
	1%	-%	*%	7%	-%	*%	1%	*%	*%	-%
				a						
DX	8	1	-	3	-	2	-	-	-	-
	1%	1%	-%	1%	-%	2%	-%	-%	-%	-%
Whistl/ TNT Post UK	6	-	-	4	*	-	1	-	-	-
	*%	-%	-%	2%	*%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	112	90	169	39	104	136	93	94	91
Effective base	590	60	47	92	18	49	82	58	46	46
Weighted Base	1383	131	95	233	51	120	231	161	114	105
Secured Mail	5	*	-	1	4	-	-	-	-	-
	*%	*%	-%	*%	7% cf	-%	-%	-%	-%	-%
Citipost	5	*	-	1	*	-	2	1	-	-
	*%	*%	-%	1%	*%	-%	1%	1%	-%	-%
Pitney Bowes	4	1	*	1	*	-	1	-	-	-
	*%	1%	*%	1%	*%	-%	*%	-%	-%	-%
MHI (Mail Handling International)	*	-	*	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	10	10	48	5	11	35	13	9	21
	13%	8%	10%	21% ag	10%	9%	15%	8%	8%	20%
NET: Royal Mail	1073	98	80	154	34	104	189	138	88	73
	78%	75%	85% c	66%	67%	86% ci	82% c	86% ci	77%	70%
NET: RM/Parcelforce	1091	99	83	161	34	104	189	144	88	74
	79%	76%	87% ci	69%	67%	86% c	82%	90% acdi	77%	70%
NET: Provider other than RM	540	62	52	85	30	51	59	75	42	41
	39%	47% f	54% cf	37%	58% f	43% f	26%	47% f	37%	39%
NET: RM ONLY	667	59	33	99	16	58	137	73	63	43
	48%	45%	35%	43%	31%	48%	59% bcdi	45%	55%	41%
NET: Provider other than RM ONLY	134	22	5	30	11	5	8	10	16	11
	10%	17% ef	5%	13% f	22% bef	4%	3%	6%	14% f	10%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Royal Mail	1073	211	267	481	959	114	59	36	19
	78%	77%	79%	77%	77%	79%	83%	71%	86%
Evri	242	69	77	85	231	11	4	4	3
	18%	25%	23%	14%	19%	8%	6%	8%	13%
		cefg	cefg	e	efg				
DHL	148	27	36	68	131	17	7	7	3
	11%	10%	11%	11%	11%	12%	10%	14%	12%
DPD/DPD Local	135	24	39	66	128	7	2	3	2
	10%	9%	11%	11%	10%	5%	3%	7%	8%
			ef	ef	ef				
Parcelforce	128	28	38	56	123	5	2	2	1
	9%	10%	11%	9%	10%	4%	2%	5%	6%
		ef	ef	ef	ef				
Yodel	109	28	39	38	104	5	1	1	3
	8%	10%	11%	6%	8%	3%	2%	2%	12%
		efg	efg		ef				efg
UPS	69	14	10	37	61	8	6	2	1
	5%	5%	3%	6%	5%	6%	8%	3%	2%
UK Mail	56	11	14	25	49	6	5	1	1
	4%	4%	4%	4%	4%	4%	6%	2%	3%
FedEx	32	4	4	22	30	3	1	1	1
	2%	1%	1%	3%	2%	2%	2%	2%	2%
Amazon Logistics	29	4	8	14	27	3	*	1	1
	2%	2%	2%	2%	2%	2%	*%	2%	6%
TNT Express	19	*	1	18	18	1	*	*	*
	1%	*%	*%	3%	1%	1%	*%	1%	*%
				b					
DX	8	2	1	3	7	2	1	1	*
	1%	1%	*%	*%	1%	1%	1%	1%	1%
Whistl/ TNT Post UK	6	*	-	5	5	1	-	1	*
	*%	*%	-%	1%	*%	*%	-%	1%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	234	296	398	928	641	223	216	202
Effective base	590	112	152	231	492	169	74	56	54
Weighted Base	1383	276	340	624	1240	143	71	50	22
Secured Mail	5	4	*	1	5	1	*	*	*
	*%	1%	*%	*%	*%	*%	*%	*%	1%
Citipost	5	*	*	4	5	*	*	-	*
	*%	*%	*%	1%	*%	*%	*%	-%	*%
Pitney Bowes	4	*	1	2	3	1	-	1	*
	*%	*%	*%	*%	*%	*%	-%	1%	*%
MHI (Mail Handling International)	*	-	*	-	*	*	-	-	*
	*%	-%	*%	-%	*%	*%	-%	-%	1%
Someone else	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	38	29	96	163	13	5	6	2
	13%	14%	9%	15% f	13%	9%	6%	13%	10%
NET: Royal Mail	1073	211	267	481	959	114	59	36	19
	78%	77%	79%	77%	77%	79%	83%	71%	86%
NET: RM/Parcelforce	1091	212	270	495	977	115	59	36	19
	79%	77%	80%	79%	79%	80%	84%	73%	86%
NET: Provider other than RM	540	122	155	219	496	43	19	16	9
	39%	44% ef	46% cef	35%	40% ef	30%	26%	31%	40%
NET: RM ONLY	667	116	155	309	581	87	47	28	11
	48%	42%	46%	50%	47%	60% abcd	67% abcdh	56%	50%
NET: Provider other than RM ONLY	134	27	43	48	118	16	7	8	1
	10%	10%	13%	8%	10%	11%	10%	16% h	4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
Royal Mail	1073	35	93	104	139	200	33	28	25	508
	78%	79%	84% f	82% f	72%	77%	62%	94% f	70%	79% f
Evri	242	3	33	33	26	69	8	5	6	92
	18%	6%	30% adi	26% ai	13%	27% adi	15%	16%	16%	14%
DHL	148	4	21	21	29	30	2	3	7	52
	11%	9%	19% i	16%	15%	12%	4%	9%	21%	8%
DPD/DPD Local	135	4	19	19	23	25	6	4	4	49
	10%	9%	17% i	15%	12%	10%	12%	14%	11%	8%
Parcelforce	128	*	16	17	30	24	1	7	5	45
	9%	1%	15% a	14%	15% ai	9%	2%	23% afi	14%	7%
Yodel	109	*	11	11	21	25	*	3	1	49
	8%	*%	10%	8%	11%	10%	*%	9%	3%	8%
UPS	69	5	19	19	10	12	3	1	4	14
	5%	12% i	18% dei	15% ei	5%	5%	5%	4%	10%	2%
UK Mail	56	*	10	10	16	4	2	*	3	21
	4%	1%	9% e	8% e	8% e	2%	3%	*%	9%	3%
FedEx	32	1	3	3	7	11	1	*	2	6
	2%	3%	3%	3%	4%	4% i	2%	*%	7% i	1%
Amazon Logistics	29	1	1	1	7	9	*	4	*	7
	2%	3%	1%	1%	4%	3%	*%	13% bci	*%	1%
TNT Express	19	1	1	1	9	4	*	*	1	2
	1%	3% i	1%	1%	5% i	1%	*%	*%	4%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
DX	8	1	1	1	-	2	-	-	4	1
	1%	2%	1%	1%	-%	1%	-%	-%	11% bcdei	*%
Whistl/ TNT Post UK	6	-	-	-	4	1	-	-	-	1
	*%	-%	-%	-%	2%	*%	-%	-%	-%	*%
Secured Mail	5	-	*	*	1	*	4	-	-	*
	*%	-%	*%	*%	*%	*%	7% ei	-%	-%	*%
Citipost	5	-	*	*	-	2	-	-	2	1
	*%	-%	*%	*%	-%	1%	-%	-%	4% i	*%
Pitney Bowes	4	-	1	1	-	*	-	-	2	1
	*%	-%	1%	1%	-%	*%	-%	-%	7% dei	*%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	4	1	6	23	29	15	2	7	90
	13%	10% b	1%	5%	12% b	11% b	28% bce	6%	21% bc	14% b
NET: Royal Mail	1073	35	93	104	139	200	33	28	25	508
	78%	79%	84% f	82% f	72%	77%	62%	94% f	70%	79% f
NET: RM/Parcelforce	1091	35	93	105	149	203	33	28	27	511
	79%	79%	84% f	83% f	77%	78%	62%	94% f	75%	80% f

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1569	62	165	179	178	330	73	51	57	639
Effective base	590	31	47	52	72	129	25	16	17	258
Weighted Base	1383	45	110	127	194	259	54	30	36	640
NET: Provider other than RM	540	12	67	68	97	125	19	15	15	189
	39%	27%	61% afi	54% ai	50% ai	48% ai	35%	49%	42%	30%
NET: RM ONLY	667	29	42	53	73	105	20	14	13	360
	48%	64% bde	38%	42%	38%	41%	37%	46%	37%	56% bde
NET: Provider other than RM ONLY	134	5	16	17	31	30	6	*	3	42
	10%	11%	15%	13%	16% i	12%	11%	1%	10%	7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
Royal Mail	1073	279	234	561	884	189	983	90	1045	28
	78%	76%	75%	80%	76%	86% a	78%	72%	78%	75%
Evri	242	62	78	103	196	47	224	18	230	12
	18%	17%	25% c	15%	17%	21%	18%	14%	17%	34%
DHL	148	53	32	62	130	17	132	15	146	2
	11%	15%	10%	9%	11%	8%	11%	12%	11%	4%
DPD/DPD Local	135	47	31	57	114	21	119	16	133	2
	10%	13%	10%	8%	10%	10%	9%	13%	10%	6%
Parcelforce	128	47	24	56	94	34	113	15	125	3
	9%	13%	8%	8%	8%	16% a	9%	12%	9%	8%
Yodel	109	32	25	53	75	34	97	12	107	3
	8%	9%	8%	7%	6%	16% a	8%	10%	8%	7%
UPS	69	35	15	19	60	9	51	18	68	1
	5%	10% c	5%	3%	5%	4%	4%	14% a	5%	3%
UK Mail	56	26	6	24	50	5	47	9	54	2
	4%	7% b	2%	3%	4%	2%	4%	7%	4%	4%
FedEx	32	12	12	8	31	2	27	5	32	-
	2%	3%	4%	1%	3%	1%	2%	4%	2%	-%
Amazon Logistics	29	9	9	11	29	*	25	4	29	-
	2%	3%	3%	2%	3%	*%	2%	3%	2%	-%
TNT Express	19	12	4	4	19	*	16	3	19	-
	1%	3% c	1%	*%	2%	*%	1%	2%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
DX	8	1	2	4	8	*	7	1	8	-
	1%	*%	1%	1%	1%	*%	1%	1%	1%	-%
Whistl/ TNT Post UK	6	4	1	1	6	-	6	*	6	-
	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Secured Mail	5	1	4	*	5	*	4	1	5	-
	*%	*%	1%	*%	*%	*%	*%	1%	*%	-%
Citipost	5	*	2	3	5	-	4	1	5	-
	*%	*%	1%	*%	*%	-%	*%	1%	*%	-%
Pitney Bowes	4	1	*	3	4	-	4	*	4	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	*	-	*	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	34	44	99	157	19	156	20	168	8
	13%	9%	14%	14%	14%	8%	12%	16%	12%	22%
NET: Royal Mail	1073	279	234	561	884	189	983	90	1045	28
	78%	76%	75%	80%	76%	86%	78%	72%	78%	75%
						a				
NET: RM/Parcelforce	1091	289	236	566	903	189	999	92	1064	28
	79%	79%	75%	80%	78%	86%	79%	74%	79%	75%
NET: Provider other than RM	540	177	144	219	445	95	477	63	523	17
	39%	48%	46%	31%	38%	43%	38%	50%	39%	47%
		c	c					a		

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1569	419	403	747	1385	184	1273	296	1541	28
Effective base	590	149	154	290	505	85	519	80	574	15
Weighted Base	1383	365	313	705	1163	220	1258	125	1346	37
NET: RM ONLY	667	155	125	387	560	107	625	42	656	11
	48%	42%	40%	55%	48%	49%	50%	33%	49%	31%
				ab			b			
NET: Provider other than RM ONLY	134	53	36	45	121	13	120	14	133	1
	10%	14%	11%	6%	10%	6%	10%	12%	10%	3%
		c								

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Royal Mail	1073	509	215	343	827	159	43	44	986	87
	78%	71%	79%	89% ab	76%	82%	93%	87%	77%	90% ae
Evri	242	78	40	124	167	52	13	9	219	23
	18%	11%	15%	32% ab	15%	27% ae	29%	18%	17%	23%
DHL	148	51	51	46	89	27	15	17	116	31
	11%	7%	19% a	12%	8%	14%	31% ae	33% abe	9%	32% abe
DPD/DPD Local	135	57	35	43	92	27	10	7	118	17
	10%	8%	13%	11%	8%	14%	21% a	14%	9%	17%
Parcelforce	128	47	38	43	90	26	2	11	116	12
	9%	7%	14% a	11%	8%	13%	4%	21% a	9%	13%
Yodel	109	41	25	43	88	9	8	5	96	13
	8%	6%	9%	11% a	8%	4%	18% b	9%	7%	14%
UPS	69	25	24	21	31	14	8	16	45	24
	5%	3%	9% a	5%	3%	7% a	18% ae	31% abe	3%	25% abe
UK Mail	56	14	23	19	21	12	8	14	34	22
	4%	2%	8% a	5%	2%	6% a	18% ae	28% abe	3%	23% abe
FedEx	32	16	10	7	22	6	3	2	28	5
	2%	2%	4%	2%	2%	3%	5%	4%	2%	5%
Amazon Logistics	29	10	9	11	16	11	*	2	27	2
	2%	1%	3%	3%	1%	6% a	*%	4%	2%	2%
TNT Express	19	7	10	2	14	*	*	5	15	5
	1%	1%	3%	1%	1%	*%	*%	9% abe	1%	5%
DX	8	2	5	1	6	2	-	*	8	*
	1%	*%	2%	*%	1%	1%	-%	1%	1%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
Whistl/ TNT Post UK	6	5	*	1	1	*	-	5	1	5
	*%	1%	*%	*%	*%	*%	-%	9% abe	*%	5% ae
Secured Mail	5	5	*	*	*	5	-	*	5	*
	*%	1%	*%	*%	*%	3% ae	-%	*%	*%	*%
Citipost	5	*	2	3	4	1	-	*	5	*
	*%	*%	1%	1%	*%	*%	-%	*%	*%	*%
Pitney Bowes	4	1	2	*	2	1	-	*	4	*
	*%	*%	1%	*%	*%	1%	-%	*%	*%	*%
MHI (Mail Handling International)	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	144	16	17	161	11	2	2	172	4
	13%	20% bc	6%	4%	15% b	6%	4%	5%	13% b	4%
NET: Royal Mail	1073	509	215	343	827	159	43	44	986	87
	78%	71%	79%	89% ab	76%	82%	93%	87%	77%	90% ae
NET: RM/Parcelforce	1091	517	224	344	845	160	43	44	1005	87
	79%	72%	82% a	90% a	77%	82%	93%	87%	78%	90%
NET: Provider other than RM	540	222	127	191	368	109	30	33	477	63
	39%	31%	47% a	50% a	34%	56% ae	65% ae	65% ae	37%	65% ae
NET: RM ONLY	667	355	129	176	563	75	14	15	638	29
	48%	49%	47%	46%	52% bdf	39%	30%	30%	50% f	30%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	750	432	383	1077	307	78	107	1384	185
Effective base	590	299	132	159	455	91	23	22	545	44
Weighted Base	1383	720	273	383	1091	195	46	50	1286	97
NET: Provider other than RM ONLY	134	68	42	24	104	25	1	4	128	6
	10%	9%	15% c	6%	9%	13%	3%	9%	10%	6%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Royal Mail	1073	364	463	246	957	930	1016	1073	691	432
	78%	70%	81%	84%	78%	80%	78%	78%	80%	79%
			a	a						
Evri	242	50	117	75	217	217	230	242	155	102
	18%	10%	20%	26%	18%	19%	18%	18%	18%	19%
			a	a						
DHL	148	29	61	58	143	138	145	148	115	101
	11%	6%	11%	20%	12%	12%	11%	11%	13%	18%
				ab						abcd
DPD/DPD Local	135	30	62	43	131	125	134	135	107	80
	10%	6%	11%	15%	11%	11%	10%	10%	12%	15%
				a						d
Parcelforce	128	17	73	38	125	119	126	128	106	84
	9%	3%	13%	13%	10%	10%	10%	9%	12%	15%
			a	a						abcd
Yodel	109	21	67	22	102	99	109	109	79	60
	8%	4%	12%	7%	8%	8%	8%	8%	9%	11%
			a							
UPS	69	10	20	38	67	63	67	69	61	56
	5%	2%	4%	13%	5%	5%	5%	5%	7%	10%
				ab						abcd
UK Mail	56	3	18	34	54	51	56	56	50	52
	4%	1%	3%	12%	4%	4%	4%	4%	6%	10%
				ab						abcd
FedEx	32	3	19	10	27	28	29	32	26	22
	2%	1%	3%	4%	2%	2%	2%	2%	3%	4%
Amazon Logistics	29	3	13	13	29	28	29	29	25	23
	2%	1%	2%	4%	2%	2%	2%	2%	3%	4%
				a						
TNT Express	19	*	14	5	19	19	19	19	17	18
	1%	*%	2%	2%	2%	2%	1%	1%	2%	3%
			a							
DX	8	*	6	2	8	8	8	8	8	7
	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1569	414	663	492	1409	1329	1462	1569	932	722
Effective base	590	207	249	135	512	495	544	590	355	230
Weighted Base	1383	520	572	292	1225	1167	1297	1383	868	546
Whistl/ TNT Post UK	6	*	1	5	6	6	6	6	6	5
	*%	*%	*%	2%	*%	*%	*%	*%	1%	1%
Secured Mail	5	-	*	5	2	5	5	5	5	2
	*%	-%	*%	2%	*%	*%	*%	*%	1%	*%
Citipost	5	*	4	1	5	5	5	5	3	5
	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%
Pitney Bowes	4	*	2	2	4	4	4	4	4	3
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%
MHI (Mail Handling International)	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	124	37	15	155	135	159	176	99	42
	13%	24% bc	6%	5%	13% f	12%	12%	13% f	11%	8%
NET: Royal Mail	1073	364	463	246	957	930	1016	1073	691	432
	78%	70%	81% a	84% a	78%	80%	78%	78%	80%	79%
NET: RM/Parcelforce	1091	367	478	246	973	946	1032	1091	707	447
	79%	71%	84% a	84% a	79%	81%	80%	79%	81%	82%
NET: Provider other than RM	540	104	264	172	495	476	517	540	388	286
	39%	20%	46% a	59% ab	40%	41%	40%	39%	45%	52% abcd
NET: RM ONLY	667	291	271	105	574	556	621	667	381	219
	48%	56% c	47% c	36%	47%	48%	48% f	48% f	44%	40%
NET: Provider other than RM ONLY	134	32	72	31	112	103	122	134	78	72
	10%	6%	13% a	10%	9%	9%	9%	10%	9%	13%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Royal Mail	1073	105	680	72	57	40	30	32	102
	78%	72%	79%	88%	77%	91%	76%	67%	78%
Evri	242	22	150	20	10	10	8	10	28
	18%	15%	17%	25%	13%	22%	20%	22%	21%
DHL	148	8	82	17	16	6	9	8	22
	11%	5%	10%	20%	21%	13%	22%	17%	17%
				ab	ab				
DPD/DPD Local	135	11	76	19	10	3	6	9	18
	10%	7%	9%	24%	13%	7%	15%	19%	14%
				ab					
Parcelforce	128	6	69	15	11	5	5	17	26
	9%	4%	8%	18%	15%	10%	11%	35%	20%
				ab				abe	ab
Yodel	109	13	72	5	6	5	5	4	14
	8%	9%	8%	6%	8%	11%	13%	8%	11%
UPS	69	4	29	10	2	8	3	10	21
	5%	3%	3%	13%	3%	19%	7%	20%	16%
				b		ab		abd	ab
UK Mail	56	5	15	10	2	7	6	10	22
	4%	4%	2%	13%	3%	16%	14%	21%	17%
				b		b	b	abd	ab
FedEx	32	2	19	1	1	2	3	1	6
	2%	2%	2%	1%	1%	4%	8%	1%	4%
Amazon Logistics	29	1	14	5	5	*	2	1	3
	2%	1%	2%	6%	7%	1%	6%	1%	3%
				b	b				
TNT Express	19	-	7	*	2	4	1	5	10
	1%	-%	1%	*%	2%	10%	4%	10%	8%
						b		ab	b
DX	8	-	2	3	1	1	*	*	1
	1%	-%	*%	4%	2%	2%	*%	1%	1%
				b					
Whistl/ TNT Post UK	6	-	1	-	-	4	-	1	5
	*%	-%	*%	-%	-%	10%	-%	1%	4%
						b			b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1569	125	814	120	134	106	92	71	269
Effective base	590	57	354	43	34	21	19	20	60
Weighted Base	1383	146	865	82	73	44	40	47	131
Secured Mail	5	-	1	4	1	*	*	*	*
	*%	-%	*%	5%	1%	*%	*%	*%	*%
				b					
Citipost	5	-	4	-	*	*	1	-	1
	*%	-%	*%	-%	*%	1%	3%	-%	1%
Pitney Bowes	4	-	3	*	-	*	*	*	*
	*%	-%	*%	*%	-%	*%	*%	1%	*%
MHI (Mail Handling International)	*	-	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	1%	*%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	20	118	*	7	*	5	9	14
	13%	14%	14%	*%	10%	*%	12%	19%	11%
		ce	c					ce	c
NET: Royal Mail	1073	105	680	72	57	40	30	32	102
	78%	72%	79%	88%	77%	91%	76%	67%	78%
NET: RM/Parcelforce	1091	105	690	73	57	40	31	36	107
	79%	72%	80%	89%	77%	91%	78%	77%	82%
				a					
NET: Provider other than RM	540	46	311	52	36	20	24	27	71
	39%	32%	36%	64%	50%	45%	60%	58%	54%
				ab			ab	ab	ab
NET: RM ONLY	667	80	436	29	30	24	11	10	46
	48%	55%	50%	36%	40%	55%	28%	22%	35%
		fgh	gh			g			
NET: Provider other than RM ONLY	134	21	67	10	9	4	5	6	15
	10%	14%	8%	12%	13%	9%	12%	13%	11%

Columns Tested:: a,b,c,d,e,f,g,h

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Royal Mail	1073	716	111	54	29	14	25	8	648	144	51	23	31	13	20
	78%	77%	85% d	87%	64%	70%	86%	58%	77%	89% a	84%	92%	76%	84%	71%
Evri	242	161	33	7	4	5	5	1	146	33	11	4	11	5	7
	18%	17%	26%	12%	9%	25%	17%	10%	17%	21%	18%	16%	27%	35%	25%
DHL	148	90	20	10	13	5	5	*	71	39	7	5	8	1	8
	11%	10%	15%	16%	29% a	24%	17%	1%	8%	24% a	11%	21%	18%	4%	27% a
DPD/DPD Local	135	82	16	12	10	3	4	5	79	24	11	*	6	1	4
	10%	9%	12%	20%	22% a	13%	15%	35%	9%	15%	18% d	*%	15%	6%	15%
Parcelforce	128	70	25	6	14	2	4	4	73	17	10	2	3	1	13
	9%	8%	19% a	10%	31% a	9%	14%	28%	9%	11%	17%	7%	7%	4%	45% abdef
Yodel	109	75	16	1	6	1	3	*	75	7	5	1	5	4	3
	8%	8%	12%	1%	13%	5%	10%	*%	9%	5%	8%	2%	11%	25% abd	11%
UPS	69	41	11	4	1	6	*	4	28	12	7	3	7	*	6
	5%	4%	8%	7%	3%	27% af	1%	27%	3%	7%	12% a	11%	18% a	2%	20% a
UK Mail	56	26	12	4	8	1	2	2	11	17	2	2	8	1	9
	4%	3%	9% a	6%	18% a	6%	7%	12%	1%	11% a	3%	7%	21% ac	5%	33% ac
FedEx	32	19	3	1	1	*	2	*	17	5	2	1	3	1	1
	2%	2%	2%	2%	3%	2%	8%	*%	2%	3%	3%	2%	6%	4%	2%
Amazon Logistics	29	17	5	4	*	*	2	*	14	7	2	1	2	*	1
	2%	2%	4%	7%	*%	1%	8%	1%	2%	5%	4%	5%	5%	*%	2%
TNT Express	19	12	*	1	5	*	1	-	5	3	*	2	4	-	5
	1%	1%	*%	2%	10% ab	1%	5%	-%	1%	2%	1%	7% a	10% a	-%	16% abc
DX	8	3	1	3	*	*	*	*	3	3	1	*	1	*	*
	1%	*%	*%	6% a	*%	1%	*%	1%	*%	2%	1%	2%	2%	*%	1%
Whistl/ TNT Post UK	6	6	-	-	-	*	-	*	1	*	*	-	4	-	1
	*%	1%	-%	-%	-%	1%	-%	*%	*%	*%	*%	-%	10% ab	-%	2%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	g
Unweighted Base	1569	856	182	112	99	63	68	29	789	219	125	74	44	46	32
Effective base	590	373	60	28	20	12	17	6	347	65	38	19	13	18	11
Weighted Base	1383	925	130	62	45	21	28	13	837	161	61	25	41	15	29
Secured Mail	5	*	1	*	*	*	*	*	1	*	4	*	-	-	*
	*%	*%	1%	*%	*%	*%	*%	1%	*%	*%	6% ab	1%	-%	-%	*%
Citipost	5	4	1	*	*	*	-	-	2	1	*	*	-	1	-
	*%	*%	1%	*%	*%	1%	-%	-%	*%	1%	*%	*%	-%	6% a	-%
Pitney Bowes	4	3	-	*	-	*	*	*	2	1	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	1%	*%	*%	1%	*%	*%	-%	2%	*%
MHI (Mail Handling International)	*	-	-	-	-	*	*	-	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	2%	1%	-%	-%	*%	*%	-%	-%	-%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	131	8	1	5	4	2	5	119	4	2	*	4	1	4
	13%	14% c	6%	1%	11%	22% c	5%	35%	14% b	3%	3%	1%	11%	9%	13%
NET: Royal Mail	1073	716	111	54	29	14	25	8	648	144	51	23	31	13	20
	78%	77%	85% d	87%	64%	70%	86%	58%	77%	89% a	84%	92%	76%	84%	71%
NET: RM/Parcelforce	1091	726	112	54	34	15	25	8	657	146	51	23	32	13	25
	79%	78%	86%	88%	74%	71%	87%	58%	79%	91% a	84%	92%	77%	84%	86%
NET: Provider other than RM	540	333	71	32	26	10	17	7	295	87	34	11	23	8	19
	39%	36%	55% a	51%	58% a	51%	59%	50%	35%	54% a	56% a	44%	56%	52%	66% a
NET: RM ONLY	667	461	51	29	14	6	10	2	422	70	25	14	14	6	6
	48%	50%	39%	48%	31%	28%	36%	15%	50%	43%	41%	56%	33%	39%	21%
NET: Provider other than RM ONLY	134	78	11	7	11	2	2	1	69	13	8	2	5	1	5
	10%	8%	9%	11%	25% a	8%	8%	6%	8%	8%	13%	7%	13%	7%	16%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
Royal Mail	1073	703	130	99	47	30	28	37	95	381	236	236	101	61
	78%	75%	81%	88%	76%	93%	88%	84%	88%	72%	76%	84%	92%	89%
				a					a			a	ab	
Evri	242	148	26	25	17	11	10	5	26	76	56	68	12	18
	18%	16%	16%	22%	27%	36%	31%	12%	24%	14%	18%	24%	11%	26%
						a						ad		
DHL	148	63	25	21	15	10	3	11	23	45	31	34	24	11
	11%	7%	15%	19%	25%	29%	9%	25%	22%	9%	10%	12%	22%	16%
			a	a	a	a		a	a				ab	
DPD/DPD Local	135	73	24	10	9	3	7	9	19	42	30	33	16	12
	10%	8%	15%	9%	14%	10%	23%	20%	18%	8%	10%	12%	15%	18%
									a					
Parcelforce	128	61	21	14	14	6	8	4	18	26	43	26	14	18
	9%	6%	13%	13%	22%	18%	26%	9%	17%	5%	14%	9%	12%	26%
					a		a		a		a			ac
Yodel	109	51	26	8	7	7	2	8	17	40	29	29	2	9
	8%	5%	16%	7%	11%	22%	6%	18%	16%	8%	9%	10%	2%	12%
			a			a		a	a					
UPS	69	25	3	11	5	6	11	8	26	15	14	16	8	14
	5%	3%	2%	10%	7%	20%	35%	19%	24%	3%	5%	6%	7%	20%
				a		ab	abcd	ab	ab					abc
UK Mail	56	13	3	15	12	5	1	8	13	10	23	6	8	8
	4%	1%	2%	14%	19%	14%	2%	18%	12%	2%	7%	2%	8%	12%
				ab	ab	ab		ab	ab		ac			ac
FedEx	32	13	6	6	5	2	*	1	3	4	6	11	3	5
	2%	1%	4%	5%	8%	6%	1%	1%	3%	1%	2%	4%	3%	7%
					a									a
Amazon Logistics	29	10	4	3	7	1	*	5	6	6	8	5	5	4
	2%	1%	3%	2%	11%	3%	1%	11%	6%	1%	3%	2%	5%	6%
					a			a	a					
TNT Express	19	3	4	4	6	2	*	*	2	2	7	5	1	5
	1%	*%	3%	4%	10%	5%	1%	1%	2%	*%	2%	2%	1%	7%
			a	a	a	a								a

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
DX	8	1	*	1	3	2	*	*	2	1	4	1	2	*
	1%	*%	*%	1%	5% a	6% a	1%	1%	2% a	*%	1%	*%	2%	*%
Whistl/ TNT Post UK	6	1	-	5	*	-	*	-	*	1	1	*	-	4
	*%	*%	-%	4% a	*%	-%	*%	-%	*%	*%	*%	*%	-%	6% abc
Secured Mail	5	*	5	-	*	*	-	-	*	*	4	1	-	-
	*%	*%	3% a	-%	*%	1%	-%	-%	*%	*%	1%	1%	-%	-%
Citipost	5	*	2	-	*	1	1	*	3	2	2	*	*	*
	*%	*%	1% a	-%	*%	5% a	3% a	*%	2% a	*%	1%	*%	*%	*%
Pitney Bowes	4	2	-	*	*	1	*	*	2	*	2	*	1	*
	*%	*%	-%	*%	1%	5% a	1%	*%	2%	*%	1%	*%	1%	*%
MHI (Mail Handling International)	*	*	-	*	-	-	-	*	*	-	-	*	*	*
	*%	*%	-%	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	163	6	*	3	*	*	4	4	109	27	16	1	6
	13%	17% bcdh	4%	*%	4%	*%	*%	9%	4%	21% bcd	9%	6%	1%	9%
NET: Royal Mail	1073	703	130	99	47	30	28	37	95	381	236	236	101	61
	78%	75%	81%	88% a	76%	93%	88%	84%	88% a	72%	76%	84% a	92% ab	89%
NET: RM/Parcelforce	1091	712	132	100	51	32	28	37	96	382	250	237	101	61
	79%	76%	82%	89% a	84%	98% a	88%	85%	89% a	73%	80%	84% a	93% ab	89%
NET: Provider other than RM	540	293	81	60	42	16	21	27	64	148	146	134	52	37
	39%	31%	50% a	54% a	68% a	50%	66% a	61% a	59% a	28%	47% a	48% a	47% a	54% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1569	926	212	148	107	58	65	53	176	462	326	369	205	98
Effective base	590	396	66	46	34	17	14	18	49	210	133	128	50	25
Weighted Base	1383	941	161	112	61	32	32	44	108	526	312	280	109	69
NET: RM ONLY	667	485	74	51	17	16	11	13	40	269	139	130	56	25
	48%	51% d	46%	46%	28%	50%	34%	29%	37%	51%	45%	46%	51%	37%
NET: Provider other than RM ONLY	134	75	25	13	12	2	4	3	9	36	49	28	7	2
	10%	8%	16%	11%	20% a	7%	12%	7%	8%	7%	16% a	10%	6%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
Royal Mail	1073	460	203	180	81	29	440	183	182	75	50
	78%	75%	75%	83%	95% ab	81%	74%	80%	89% a	90% a	87%
Evri	242	104	46	56	7	4	95	43	52	9	17
	18%	17%	17%	26% d	8%	10%	16%	19%	25% a	11%	30%
DHL	148	53	29	33	22	5	54	25	26	23	11
	11%	9%	11%	15%	26% ab	13%	9%	11%	13%	27% abc	19%
DPD/DPD Local	135	48	31	34	12	6	58	16	24	19	8
	10%	8%	11%	16% a	14%	17%	10%	7%	12%	22% ab	14%
Parcelforce	128	43	35	28	12	7	38	34	19	13	13
	9%	7%	13%	13%	14%	19%	6%	15% a	10%	16% a	23% a
Yodel	109	48	23	29	2	*	46	24	18	1	8
	8%	8%	9%	13% d	2%	*%	8%	11%	9%	2%	15% d
UPS	69	23	12	19	7	6	21	8	14	10	9
	5%	4%	4%	9%	9%	18% a	4%	3%	7%	12% a	17% ab
UK Mail	56	27	15	8	2	1	17	13	6	7	8
	4%	4%	6%	4%	3%	2%	3%	6%	3%	8%	13% a
FedEx	32	5	5	12	2	2	5	5	10	3	4
	2%	1%	2%	6% a	3%	6%	1%	2%	5% a	4%	8% a
Amazon Logistics	29	7	8	7	5	2	10	4	5	5	4
	2%	1%	3%	3%	6%	5%	2%	2%	2%	6%	7%
TNT Express	19	11	2	5	1	*	4	6	4	*	4
	1%	2%	1%	2%	1%	1%	1%	3%	2%	*%	8% a

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
DX	8	1	5	1	2	*	2	3	1	1	*
	1%	*%	2%	*%	2%	*%	*%	1%	1%	1%	*%
Whistl/ TNT Post UK	6	6	*	*	-	-	1	1	*	-	4
	*%	1%	*%	*%	-%	-%	*%	*%	*%	-%	7%
											abc
Secured Mail	5	*	*	1	-	-	*	5	1	-	-
	*%	*%	*%	*%	-%	-%	*%	2%	*%	-%	-%
Citipost	5	2	2	*	*	*	4	1	*	*	*
	*%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%
Pitney Bowes	4	1	2	*	*	*	3	-	*	1	*
	*%	*%	1%	*%	*%	1%	*%	-%	*%	1%	1%
MHI (Mail Handling International)	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	1%	-%	*%	-%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	111	24	13	1	6	107	11	8	1	6
	13%	18%	9%	6%	2%	17%	18%	5%	4%	2%	10%
		bcd				d	bcd				
NET: Royal Mail	1073	460	203	180	81	29	440	183	182	75	50
	78%	75%	75%	83%	95%	81%	74%	80%	89%	90%	87%
					ab				a	a	
NET: RM/Parcelforce	1091	466	213	181	81	30	445	193	182	75	50
	79%	76%	79%	83%	95%	82%	75%	85%	89%	90%	87%
					ab			a	a	a	
NET: Provider other than RM	540	197	127	113	40	16	182	113	102	47	32
	39%	32%	47%	52%	47%	43%	31%	50%	50%	57%	56%
			a	a				a	a	a	a
NET: RM ONLY	667	303	119	92	44	14	304	104	94	34	19
	48%	50%	44%	42%	51%	40%	51%	46%	46%	42%	34%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1569	553	296	320	165	70	519	288	289	148	74
Effective base	590	242	120	100	36	15	240	99	98	37	21
Weighted Base	1383	611	270	218	85	36	592	228	204	83	57
NET: Provider other than RM ONLY	134	41	43	24	3	1	45	35	14	7	1
	10%	7%	16% ad	11%	3%	2%	8%	15% a	7%	8%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
Royal Mail	1073	486	167	260	104	44	689	93	284	930	143	903	54
	78%	69%	83% a	87% a	91% a	87%	85% c	76%	65%	82% b	59%	80% b	58%
Evri	242	75	45	83	19	20	189	20	33	157	85	197	20
	18%	11%	22% a	28% a	17%	39% ad	23% c	16%	8%	14%	35% a	17%	22%
DHL	148	38	17	54	33	5	102	23	23	83	65	109	34
	11%	5%	8%	18% ab	29% ab	10%	12% c	19% c	5%	7%	26% a	10%	37% a
DPD/DPD Local	135	48	18	36	19	15	90	13	32	94	41	116	16
	10%	7%	9%	12%	16% a	29% abc	11%	11%	7%	8%	17% a	10%	17%
Parcelforce	128	30	17	45	19	17	88	18	21	88	40	102	23
	9%	4%	9%	15% a	17% a	33% abc	11% c	15% c	5%	8%	17% a	9%	25% a
Yodel	109	31	29	42	4	3	80	12	17	79	30	92	10
	8%	4%	14% ad	14% ad	4%	6%	10% c	10%	4%	7%	12%	8%	11%
UPS	69	6	10	33	9	11	51	14	4	27	42	33	34
	5%	1%	5% a	11% a	8% a	21% ab	6% c	11% c	1%	2%	17% a	3%	36% a
UK Mail	56	9	10	25	6	5	32	17	7	16	40	19	35
	4%	1%	5% a	8% a	6%	10% a	4%	14% ac	2%	1%	16% a	2%	38% a
FedEx	32	7	4	12	7	4	24	4	4	17	16	17	10
	2%	1%	2%	4% a	6% a	7% a	3%	4%	1%	1%	6% a	2%	11% a
Amazon Logistics	29	3	1	17	6	2	18	5	6	16	13	22	7
	2%	*%	*%	6% ab	5% a	5% a	2%	4%	1%	1%	5% a	2%	7% a

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
TNT Express	19	*	2	17	*	*	18	1	*	4	15	4	15
	1%	*%	1%	6% a	*%	1%	2%	1%	*%	*%	6% a	*%	16% a
DX	8	*	4	2	2	*	6	2	*	4	4	4	4
	1%	*%	2% a	1%	2% a	*%	1%	1%	*%	*%	2%	*%	4% a
Whistl/ TNT Post UK	6	1	*	4	*	1	5	1	*	1	5	1	5
	*%	*%	*%	1%	*%	1%	1%	*%	*%	*%	2% a	*%	5% a
Secured Mail	5	*	4	*	1	1	1	4	*	1	5	1	*
	*%	*%	2% a	*%	*%	1%	*%	3% ac	*%	*%	2% a	*%	*%
Citipost	5	1	*	4	*	*	5	*	-	2	3	2	2
	*%	*%	*%	1%	*%	*%	1%	*%	-%	*%	1%	*%	3% a
Pitney Bowes	4	1	*	2	1	*	3	*	1	1	2	1	2
	*%	*%	*%	1%	1%	1%	*%	*%	*%	*%	1%	*%	3% a
MHI (Mail Handling International)	*	-	*	*	-	*	*	-	-	*	*	*	*
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	160	4	3	3	1	46	7	122	161	15	151	5
	13%	23% bcde	2%	1%	3%	2%	6%	5%	28% ab	14% b	6%	13%	5%
NET: Royal Mail	1073	486	167	260	104	44	689	93	284	930	143	903	54
	78%	69%	83% a	87% a	91% a	87%	85% c	76%	65%	82% b	59%	80% b	58%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1569	673	273	350	165	89	897	160	497	1231	338	1253	156
Effective base	590	286	90	134	51	23	350	50	185	478	113	472	41
Weighted Base	1383	702	200	300	114	51	814	122	438	1139	244	1132	93
NET: RM/Parcelforce	1091	496	167	267	104	45	698	99	287	939	153	913	60
	79%	71%	84%	89%	91%	88%	86%	82%	66%	82%	62%	81%	65%
			a	a	a		c	c		b		b	
NET: Provider other than RM	540	172	96	167	65	40	379	59	102	345	195	415	80
	39%	25%	48%	56%	57%	78%	47%	48%	23%	30%	80%	37%	87%
			a	a	a	abc	c	c			a		a
NET: RM ONLY	667	369	100	130	46	10	389	57	214	634	34	566	8
	48%	53%	50%	43%	40%	20%	48%	47%	49%	56%	14%	50%	8%
		e	e	e						b		b	
NET: Provider other than RM ONLY	134	56	30	37	7	5	79	23	32	48	86	78	34
	10%	8%	15%	12%	6%	11%	10%	19%	7%	4%	35%	7%	37%
								c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
Royal Mail	1073	839	91	696	377	903	54	836	94	714	359
	78%	82% b	63%	82% b	70%	80% b	57%	82% b	64%	83% b	69%
Evri	242	173	44	77	165	196	21	178	40	92	150
	18%	17%	30% a	9%	31% a	17%	22%	17%	27%	11%	29% a
DHL	148	92	46	48	100	103	40	87	52	48	100
	11%	9%	32% a	6%	19% a	9%	43% a	9%	35% a	6%	19% a
DPD/DPD Local	135	99	26	30	105	118	13	97	28	32	103
	10%	10%	18% a	4%	20% a	10%	14%	9%	19% a	4%	20% a
Parcelforce	128	85	33	18	110	100	25	89	29	32	96
	9%	8%	23% a	2%	20% a	9%	26% a	9%	20% a	4%	18% a
Yodel	109	72	27	25	84	91	11	73	26	33	76
	8%	7%	19% a	3%	16% a	8%	11%	7%	18% a	4%	15% a
UPS	69	27	36	12	57	37	30	27	36	11	58
	5%	3%	25% a	1%	11% a	3%	32% a	3%	24% a	1%	11% a
UK Mail	56	13	38	8	48	21	33	15	35	7	49
	4%	1%	26% a	1%	9% a	2%	35% a	1%	24% a	1%	9% a
FedEx	32	18	11	9	24	18	9	19	9	10	22
	2%	2%	7% a	1%	4% a	2%	10% a	2%	6% a	1%	4% a
Amazon Logistics	29	21	7	6	23	22	7	21	7	8	21
	2%	2%	5%	1%	4% a	2%	7% a	2%	5%	1%	4% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
TNT Express	19	5	14	4	15	5	14	4	15	5	15
	1%	*%	10% a	*%	3% a	*%	15% a	*%	10% a	1%	3% a
DX	8	4	4	3	5	4	4	4	4	3	5
	1%	*%	3%	*%	1%	*%	4% a	*%	3% a	*%	1%
Whistl/ TNT Post UK	6	1	5	*	6	1	5	1	5	*	6
	*%	*%	3% a	*%	1%	*%	5% a	*%	3% a	*%	1%
Secured Mail	5	1	4	*	5	1	*	1	4	1	5
	*%	*%	3% a	*%	1%	*%	*%	*%	3% a	*%	1%
Citipost	5	2	3	2	3	2	2	2	3	2	3
	*%	*%	2%	*%	1%	*%	3% a	*%	2%	*%	1%
Pitney Bowes	4	1	2	*	4	2	2	1	3	1	3
	*%	*%	2%	*%	1%	*%	3% a	*%	2% a	*%	1%
MHI (Mail Handling International)	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	122	14	132	44	151	5	121	14	129	47
	13%	12%	10%	16% b	8%	13%	5%	12%	10%	15% b	9%
NET: Royal Mail	1073	839	91	696	377	903	54	836	94	714	359
	78%	82% b	63%	82% b	70%	80% b	57%	82% b	64%	83% b	69%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1569	1090	239	930	639	1251	158	1086	243	941	628
Effective base	590	431	64	367	222	472	40	428	68	371	219
Weighted Base	1383	1024	144	846	537	1130	94	1021	147	862	521
NET: RM/Parcelforce	1091	843	103	697	394	913	60	845	101	720	372
	79%	82%	71%	82%	73%	81%	64%	83%	69%	83%	71%
		b		b		b		b		b	
NET: Provider other than RM	540	362	114	145	395	413	82	362	114	159	381
	39%	35%	79%	17%	74%	37%	88%	35%	78%	18%	73%
			a		a		a		a		a
NET: RM ONLY	667	540	16	569	98	567	7	538	18	575	93
	48%	53%	11%	67%	18%	50%	7%	53%	12%	67%	18%
		b		b		b		b		b	
NET: Provider other than RM ONLY	134	64	39	18	116	76	36	64	39	20	114
	10%	6%	27%	2%	22%	7%	38%	6%	26%	2%	22%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Royal Mail	1073	615	693	160	4	609	622	142	1	800	603	209	*
	78%	80%	76%	78%	100%	82%	79%	83%	100%	80%	79%	84%	100%
Evri	242	157	171	54	4	159	168	60	-	223	150	72	-
	18%	21%	19%	26%	100%	21%	21%	35%	-%	22%	20%	29%	-%
								ab				b	
DHL	148	108	87	36	-	116	82	32	-	125	74	52	-
	11%	14%	10%	17%	-%	16%	10%	19%	-%	13%	10%	21%	-%
				b		b						ab	
DPD/DPD Local	135	108	109	34	-	95	85	30	-	122	70	35	-
	10%	14%	12%	16%	-%	13%	11%	18%	-%	12%	9%	14%	-%
Parcelforce	128	97	100	27	-	103	85	26	-	120	83	43	-
	9%	13%	11%	13%	-%	14%	11%	15%	-%	12%	11%	17%	-%
Yodel	109	66	85	13	-	64	81	15	-	100	68	23	-
	8%	9%	9%	6%	-%	9%	10%	9%	-%	10%	9%	9%	-%
UPS	69	64	37	22	-	60	51	22	-	65	40	33	-
	5%	8%	4%	11%	-%	8%	6%	13%	-%	7%	5%	13%	-%
		b		b								ab	
UK Mail	56	52	27	11	-	47	32	10	-	50	34	18	-
	4%	7%	3%	5%	-%	6%	4%	6%	-%	5%	4%	7%	-%
		b											
FedEx	32	20	19	10	-	24	16	9	-	26	19	15	-
	2%	3%	2%	5%	-%	3%	2%	5%	-%	3%	2%	6%	-%
Amazon Logistics	29	26	17	13	-	26	18	7	-	28	20	14	-
	2%	3%	2%	6%	-%	3%	2%	4%	-%	3%	3%	6%	-%
				b									
TNT Express	19	16	14	3	-	17	15	2	-	16	10	3	-
	1%	2%	2%	1%	-%	2%	2%	1%	-%	2%	1%	1%	-%
DX	8	7	3	*	-	7	4	*	-	7	3	*	*
	1%	1%	*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	100%
Whistl/ TNT Post UK	6	5	6	1	-	6	4	*	-	6	*	1	-
	*%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	*%	-%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1569	875	1041	238	1	861	889	190	1	1112	894	272	1
Effective base	590	315	389	81	1	313	341	68	1	423	337	107	1
Weighted Base	1383	766	914	205	4	743	786	172	1	999	766	249	*
Secured Mail	5	1	2	*	-	5	4	*	-	5	4	*	-
	*%	*%	*%	*%	-%	1%	1%	*%	-%	1%	1%	*%	-%
Citipost	5	4	2	*	-	4	2	*	-	4	3	*	-
	*%	1%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	4	4	4	1	-	4	4	1	-	4	4	1	-
	*%	1%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
MHI (Mail Handling International)	*	*	*	*	-	*	*	-	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	68	141	28	-	63	97	17	-	86	98	20	-
	13%	9%	15% a	14%	-%	8%	12%	10%	-%	9%	13%	8%	-%
NET: Royal Mail	1073	615	693	160	4	609	622	142	1	800	603	209	*
	78%	80%	76%	78%	100%	82%	79%	83%	100%	80%	79%	84%	100%
NET: RM/Parcelforce	1091	627	704	161	4	625	631	142	1	818	612	210	*
	79%	82%	77%	78%	100%	84%	80%	83%	100%	82%	80%	84%	100%
NET: Provider other than RM	540	370	359	100	4	361	313	95	-	473	287	137	*
	39%	48% b	39%	49%	100%	49% b	40%	55% b	-%	47% b	38%	55% b	100%
NET: RM ONLY	667	328	414	77	-	319	376	60	1	440	380	92	-
	48%	43%	45%	38%	-%	43%	48% c	35%	100%	44%	50% c	37%	-%
NET: Provider other than RM ONLY	134	83	80	17	-	71	67	13	-	113	65	20	-
	10%	11%	9%	8%	-%	10%	9%	8%	-%	11%	9%	8%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Royal Mail	1073	864	818	820	762	565	33	526	474	472	124	66
	78%	80%	83%	87% a	82%	81%	88%	85%	89%	91%	92%	85%
Evri	242	197	188	145	162	154	11	99	107	116	47	24
	18%	18%	19%	15%	18%	22%	30%	16%	20%	22%	35% ab	31% a
DHL	148	99	101	65	88	62	11	40	44	50	17	8
	11%	9%	10%	7%	9%	9%	31% ab	6%	8%	10%	13%	11%
DPD/DPD Local	135	113	107	72	106	80	11	45	54	58	17	11
	10%	10%	11%	8%	11%	11%	30% ab	7%	10%	11%	12%	14%
Parcelforce	128	98	94	64	94	82	4	46	50	55	24	13
	9%	9%	9%	7%	10%	12%	10%	7%	9%	11%	17% a	17%
Yodel	109	91	87	62	67	80	4	44	44	53	12	7
	8%	8%	9%	7%	7%	11%	12%	7%	8%	10%	9%	9%
UPS	69	36	39	28	38	26	7	20	20	25	16	4
	5%	3%	4%	3%	4%	4%	18% ab	3%	4%	5%	12% ab	5%
UK Mail	56	20	22	15	24	19	8	7	12	11	6	1
	4%	2%	2%	2%	3%	3%	22% ab	1%	2%	2%	4%	1%
FedEx	32	18	16	16	19	12	2	10	9	10	8	5
	2%	2%	2%	2%	2%	2%	4%	2%	2%	2%	6%	6%
Amazon Logistics	29	22	19	12	20	14	4	8	10	9	1	1
	2%	2%	2%	1%	2%	2%	10%	1%	2%	2%	1%	1%
TNT Express	19	5	5	5	3	4	*	2	5	3	*	*
	1%	*%	*%	1%	*%	1%	*%	*%	1%	1%	*%	*%
DX	8	4	4	4	4	2	*	1	1	3	*	*
	1%	*%	*%	*%	*%	*%	1%	*%	*%	1%	*%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1569	1187	1071	1000	1024	742	54	567	494	512	123	66
Effective base	590	447	414	403	378	299	15	258	217	217	58	31
Weighted Base	1383	1081	990	944	926	700	37	615	535	521	135	78
Whistl/ TNT Post UK	6	1	1	*	1	1	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%
Secured Mail	5	2	1	1	2	1	*	1	1	1	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
Citipost	5	2	2	2	*	2	-	*	2	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Pitney Bowes	4	2	1	2	2	2	*	2	2	2	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
MHI (Mail Handling International)	*	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	145	105	106	117	88	1	80	55	42	8	9
	13%	13%	11%	11%	13%	13%	2%	13%	10%	8%	6%	12%
NET: Royal Mail	1073	864	818	820	762	565	33	526	474	472	124	66
	78%	80%	83%	87% a	82%	81%	88%	85%	89%	91%	92%	85%
NET: RM/Parcelforce	1091	872	828	820	771	568	33	526	474	472	124	66
	79%	81%	84%	87% a	83%	81%	88%	85%	89%	91%	92%	85%
NET: Provider other than RM	540	396	379	279	344	281	25	182	196	210	68	37
	39%	37% c	38% c	30%	37%	40%	67% ab	30%	37%	40% a	50% a	47% a
NET: RM ONLY	667	540	505	560	465	331	11	353	285	269	59	32
	48%	50%	51%	59% ab	50%	47%	30%	57%	53%	52%	44%	41%
NET: Provider other than RM ONLY	134	72	66	19	48	47	4	10	7	7	3	3
	10%	7% c	7% c	2%	5%	7%	9%	2%	1%	1%	2%	3%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
Royal Mail	1073	153	78	94	39	867	632	936	741	557	609	824	147	1	790	100
	78%	87%	92%	83%	94%	78%	81%	79%	82%	76%	82%	78%	77%	100%	83%	79%
Evri	242	36	6	61	9	196	149	218	178	160	176	193	55	-	167	24
	18%	21%	7%	54% abd	21%	18%	19%	18%	20%	22%	24%	18%	29% b	-%	17%	19%
DHL	148	26	15	9	7	115	89	129	104	87	106	106	34	-	88	12
	11%	14%	18%	8%	16%	10%	11%	11%	11%	12%	14%	10%	18% b	-%	9%	9%
DPD/DPD Local	135	15	6	15	12	119	85	129	102	89	99	107	24	-	99	4
	10%	8%	7%	14%	28% ab	11%	11%	11%	11%	12%	13%	10%	12%	-%	10%	3%
Parcelforce	128	21	15	22	8	112	80	120	95	89	97	100	28	-	70	18
	9%	12%	18%	19%	20%	10%	10%	10%	10%	12%	13%	9%	15%	-%	7%	14%
Yodel	109	31	5	28	6	77	66	95	74	84	76	78	23	-	75	14
	8%	18%	6%	25% b	13%	7%	9%	8%	8%	11% a	10%	7%	12%	-%	8%	11%
UPS	69	10	13	2	5	48	50	66	38	51	59	41	14	-	37	2
	5%	6%	15% c	2%	12%	4%	6%	6%	4%	7%	8% b	4%	7%	-%	4%	2%
UK Mail	56	1	6	8	1	34	32	48	22	41	47	32	13	-	22	3
	4%	1%	8%	7% a	2%	3%	4%	4%	2%	6% d	6% b	3%	7%	-%	2%	3%
FedEx	32	3	5	3	4	26	21	30	23	17	22	23	10	-	23	*
	2%	2%	6%	2%	8%	2%	3%	3%	3%	2%	3%	2%	5%	-%	2%	*%
Amazon Logistics	29	5	*	5	7	27	18	29	20	24	23	23	8	-	18	-
	2%	3%	1%	4%	16% ab	2%	2%	2%	2%	3%	3%	2%	4%	-%	2%	-%
TNT Express	19	2	1	-	*	13	6	13	7	16	13	7	5	-	3	-
	1%	1%	1%	-%	*%	1%	1%	1%	1%	2%	2%	1%	2%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
DX	8	-	*	1	*	6	6	7	1	4	6	3	*	-	4	*
	1%	-%	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	*%	-%	*%	*%
Whistl/ TNT Post UK	6	1	-	-	*	5	1	6	*	5	6	1	1	-	1	-
	*%	1%	-%	-%	*%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	-%
Secured Mail	5	*	*	*	1	1	4	5	5	5	5	5	*	-	2	-
	*%	*%	*%	*%	3%	*%	1%	*%	1%	1%	1%	*%	*%	-%	*%	-%
Citipost	5	2	*	-	-	4	3	5	2	3	4	3	2	-	*	-
	*%	1%	*%	-%	-%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	-%
Pitney Bowes	4	1	-	1	*	4	4	4	2	2	3	2	*	-	2	-
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	*	*	*	-	*	*	*	*	*	*	*	*	-	-	*	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	9	4	2	2	138	71	140	71	84	49	133	19	-	113	12
	13%	5%	4%	2%	4%	12% d	9%	12%	8%	11%	7%	13% a	10%	-%	12%	9%
NET: Royal Mail	1073	153	78	94	39	867	632	936	741	557	609	824	147	1	790	100
	78%	87%	92%	83%	94%	78%	81%	79%	82%	76%	82%	78%	77%	100%	83%	79%
NET: RM/Parcelforce	1091	157	78	94	39	880	643	949	752	567	618	837	148	1	794	102
	79%	89%	92%	84%	94%	79%	83%	80%	83%	77%	84%	79%	77%	100%	83%	80%
NET: Provider other than RM	540	80	40	83	27	434	329	487	381	341	378	413	95	-	340	45
	39%	45%	47%	73% ab	65%	39%	42%	41%	42%	47% a	51% b	39%	50%	-%	36%	35%
NET: RM ONLY	667	88	41	28	13	540	376	563	455	309	313	516	77	1	504	70
	48%	50% c	49% c	25%	31%	49%	48%	47%	50% e	42%	42%	49%	40%	100%	53%	55%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1569	179	112	101	47	1307	980	1395	1102	939	823	1222	217	1	1121	98
Effective base	590	78	33	48	18	487	337	516	395	318	306	457	81	1	419	49
Weighted Base	1383	177	84	113	42	1111	776	1190	907	733	740	1062	191	1	957	127
NET: Provider other than RM ONLY	134	15	3	17	1	107	73	115	95	92	82	105	25	-	54	15
	10%	8%	3%	15%	3%	10%	9%	10%	10%	13%	11%	10%	13%	-%	6%	12%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
Royal Mail	1073	502	530	414	43	233	290	205	691	166	240	247	566
	78%	84% b	77%	71%	92%	84% b	67%	86% b	76%	78%	80%	81%	76%
Evri	242	143	83	179	22	83	131	56	137	44	117	40	79
	18%	24% b	12%	31%	47%	30%	30%	23% b	15%	20%	39% bc	13%	11%
DHL	148	67	51	94	13	68	55	51	80	11	51	35	55
	11%	11%	7%	16%	28%	24% b	13%	21% bc	9%	5%	17% c	12%	7%
DPD/DPD Local	135	78	45	92	14	55	66	33	91	11	36	33	60
	10%	13% b	7%	16%	30%	20%	15%	14% c	10%	5%	12%	11%	8%
Parcelforce	128	72	39	85	18	68	52	35	76	17	57	28	38
	9%	12% b	6%	15%	38% a	24% b	12%	15%	8%	8%	19% bc	9%	5%
Yodel	109	78	26	75	12	44	54	17	59	29	60	20	25
	8%	13% b	4%	13%	25%	16%	12%	7%	6%	14% b	20% bc	6%	3%
UPS	69	21	23	54	8	47	20	34	24	7	33	15	16
	5%	4%	3%	9%	18%	17% b	5%	14% bc	3%	3%	11% c	5%	2%
UK Mail	56	25	2	43	7	42	10	25	25	2	20	24	8
	4%	4% b	*%	7%	15%	15% b	2%	10% bc	3%	1%	7% c	8% c	1%
FedEx	32	14	11	26	2	14	15	11	17	4	10	5	17
	2%	2%	2%	4%	5%	5%	3%	5%	2%	2%	4%	2%	2%
Amazon Logistics	29	18	5	18	7	14	13	7	20	2	15	4	9
	2%	3% b	1%	3%	14% a	5%	3%	3%	2%	1%	5% c	1%	1%
TNT Express	19	3	2	16	-	15	2	13	6	-	10	8	1
	1%	*%	*%	3%	-%	5% b	1%	5% bc	1%	-%	3% c	3% c	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
DX	8	4	*	4	1	5	1	6	2	1	4	*	4
	1%	1%	*%	1%	1%	2%	*%	3%	*%	*%	1%	*%	1%
								b					
Whistl/ TNT Post UK	6	1	-	4	1	6	-	4	1	*	5	1	-
	*%	*%	-%	1%	2%	2%	-%	2%	*%	*%	2%	*%	-%
											c		
Secured Mail	5	2	-	4	1	5	*	1	4	1	*	1	4
	*%	*%	-%	1%	2%	2%	*%	*%	*%	*%	*%	*%	1%
Citipost	5	2	*	3	-	2	1	2	2	1	3	2	*
	*%	*%	*%	*%	-%	1%	*%	1%	*%	1%	1%	1%	*%
Pitney Bowes	4	*	2	4	-	2	2	2	2	*	2	1	*
	*%	*%	*%	1%	-%	1%	1%	1%	*%	*%	1%	*%	*%
MHI (Mail Handling International)	*	*	*	*	-	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	47	121	53	2	11	58	10	135	27	14	24	130
	13%	8%	18%	9%	4%	4%	13%	4%	15%	12%	5%	8%	18%
			a				a		a	a			ab
NET: Royal Mail	1073	502	530	414	43	233	290	205	691	166	240	247	566
	78%	84%	77%	71%	92%	84%	67%	86%	76%	78%	80%	81%	76%
		b				b		b					
NET: RM/Parcelforce	1091	505	536	432	43	240	300	211	704	166	245	252	570
	79%	85%	78%	74%	92%	86%	69%	89%	77%	78%	82%	83%	77%
		b				b		bc					
NET: Provider other than RM	540	297	166	383	38	211	260	133	317	83	195	125	199
	39%	50%	24%	66%	82%	75%	60%	56%	35%	39%	66%	41%	27%
		b				b		bc			bc	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1569	626	781	689	35	350	475	278	991	283	372	352	806
Effective base	590	253	292	248	17	122	183	96	386	102	131	129	315
Weighted Base	1383	598	689	581	47	279	435	238	915	214	298	305	744
NET: RM ONLY	667	253	402	145	7	58	118	95	463	104	88	155	414
	48%	42%	58% a	25%	14%	21%	27%	40%	51%	49%	30%	51% a	56% a
NET: Provider other than RM ONLY	134	49	38	113	2	35	88	23	88	21	44	33	48
	10%	8%	6%	19%	4%	13%	20%	10%	10%	10%	15% c	11%	6%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Royal Mail	1073	482	591
	78%	79%	77%
Evri	242	99	143
	18%	16%	19%
DHL	148	87	60
	11%	14%	8%
		b	
DPD/DPD Local	135	67	68
	10%	11%	9%
Parcelforce	128	78	50
	9%	13%	6%
		b	
Yodel	109	57	52
	8%	9%	7%
UPS	69	45	24
	5%	7%	3%
		b	
UK Mail	56	45	10
	4%	7%	1%
		b	
FedEx	32	14	18
	2%	2%	2%
Amazon Logistics	29	21	8
	2%	3%	1%
TNT Express	19	16	3
	1%	3%	*%
		b	
DX	8	4	4
	1%	1%	1%
Whistl/ TNT Post UK	6	6	-
	*%	1%	-%

Columns Tested:: a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1569	851	718
Effective base	590	272	318
Weighted Base	1383	613	770
Secured Mail	5	1	5
	*%	*%	1%
Citipost	5	5	*
	*%	1%	*%
Pitney Bowes	4	3	1
	*%	*%	*%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
Someone else	-	-	-
	-%	-%	-%
Have not sent a parcel in the last month	176	60	116
	13%	10%	15%
			a
NET: Royal Mail	1073	482	591
	78%	79%	77%
NET: RM/Parcelforce	1091	493	599
	79%	80%	78%
NET: Provider other than RM	540	269	271
	39%	44%	35%
		b	
NET: RM ONLY	667	285	383
	48%	46%	50%
NET: Provider other than RM ONLY	134	72	63
	10%	12%	8%

Columns Tested:: a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Royal Mail	1073	16	143	89	37	68	178	9	155	112	33	118	114
	78%	84%	73%	82%	75%	71%	80%	84%	75%	85%	70%	78%	81%
Evri	242	1	40	21	1	12	35	1	42	31	1	30	29
	18%	7%	20%	19%	3%	12%	15%	7%	20%	23%	1%	20%	20%
			dj	dj			j		dj	dj		dj	dj
DHL	148	2	15	4	2	4	46	*	19	16	4	9	27
	11%	9%	8%	4%	3%	4%	20%	3%	9%	12%	8%	6%	19%
							bcdehk						cdek
DPD/DPD Local	135	2	12	6	5	6	39	*	19	22	1	4	18
	10%	10%	6%	6%	11%	6%	17%	2%	9%	17%	3%	3%	13%
							jk			jk			k
Parcelforce	128	*	20	5	1	14	23	-	18	19	4	7	17
	9%	1%	10%	5%	1%	14%	10%	-%	9%	15%	9%	5%	12%
										dk			
Yodel	109	*	12	3	2	7	25	-	26	15	3	5	10
	8%	2%	6%	3%	5%	7%	11%	-%	13%	11%	6%	3%	7%
									k				
UPS	69	*	10	1	1	7	15	*	10	6	3	6	10
	5%	2%	5%	1%	2%	7%	7%	*%	5%	4%	6%	4%	7%
UK Mail	56	1	17	*	*	*	16	*	9	2	*	3	6
	4%	3%	9%	*%	1%	*%	7%	2%	4%	2%	1%	2%	4%
FedEx	32	*	1	2	*	2	3	-	2	7	4	2	8
	2%	1%	1%	2%	1%	2%	2%	-%	1%	6%	7%	1%	5%
Amazon Logistics	29	1	3	3	*	*	9	*	3	3	1	*	6
	2%	5%	2%	3%	*%	*%	4%	2%	1%	2%	2%	*%	4%
TNT Express	19	*	9	2	*	1	*	*	2	-	1	1	2
	1%	*%	4%	2%	*%	2%	*%	*%	1%	-%	2%	1%	2%
DX	8	-	-	-	*	2	1	-	*	3	*	1	1
	1%	-%	-%	-%	*%	2%	*%	-%	*%	2%	*%	1%	1%
Whistl/ TNT Post UK	6	-	4	-	*	-	*	-	1	1	*	-	-
	*%	-%	2%	-%	*%	-%	*%	-%	*%	1%	*%	-%	-%
Secured Mail	5	*	-	1	-	*	4	-	*	-	-	-	*
	*%	1%	-%	1%	-%	*%	2%	-%	*%	-%	-%	-%	*%

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1569	89	148	114	125	94	204	38	197	114	114	156	176
Effective base	590	16	57	45	24	34	71	18	100	65	41	95	91
Weighted Base	1383	19	195	109	50	96	224	11	207	132	48	152	141
Citipost	5	-	-	-	*	1	*	-	2	1	*	*	*
	*%	-%	-%	-%	*%	2%	*%	-%	1%	1%	*%	*%	*%
Pitney Bowes	4	-	*	-	*	1	*	-	*	1	-	1	*
	*%	-%	*%	-%	1%	2%	*%	-%	*%	1%	-%	1%	*%
MHI (Mail Handling International)	*	-	-	-	*	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	2	30	15	11	18	15	2	32	5	11	21	14
	13%	8%	15%	14%	23%	19%	7%	15%	15%	4%	24%	14%	10%
			i		fi	i			i		fil	i	
NET: Royal Mail	1073	16	143	89	37	68	178	9	155	112	33	118	114
	78%	84%	73%	82%	75%	71%	80%	84%	75%	85%	70%	78%	81%
NET: RM/Parcelforce	1091	16	147	89	38	71	183	9	160	112	34	119	114
	79%	84%	76%	82%	76%	74%	82%	84%	77%	85%	71%	78%	81%
NET: Provider other than RM	540	6	70	33	11	37	108	1	80	60	11	53	70
	39%	31%	36%	30%	22%	38%	48%	11%	39%	45%	24%	35%	49%
			g			g	dgj		g	dgj		g	cdgjk
NET: RM ONLY	667	12	95	61	27	41	101	8	95	67	25	78	57
	48%	61%	49%	56%	55%	43%	45%	74%	46%	51%	52%	51%	41%
								efhl					
NET: Provider other than RM ONLY	134	1	22	5	1	9	31	*	21	15	3	13	13
	10%	8%	11%	5%	2%	10%	14%	1%	10%	11%	7%	8%	9%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Royal Mail	1073	248	283	276	266	531	542
	78%	77%	77%	79%	78%	77%	78%
Evri	242	62	48	73	59	109	133
	18%	19%	13%	21%	17%	16%	19%
DHL	148	21	51	36	40	72	76
	11%	6%	14%	10%	12%	10%	11%
DPD/DPD Local	135	20	50	41	24	70	65
	10%	6%	14%	12%	7%	10%	9%
Parcelforce	128	26	37	38	28	63	66
	9%	8%	10%	11%	8%	9%	9%
Yodel	109	16	34	41	19	50	59
	8%	5%	9%	12%	5%	7%	9%
				ad			
UPS	69	12	23	16	18	35	34
	5%	4%	6%	5%	5%	5%	5%
UK Mail	56	18	16	11	10	35	21
	4%	6%	4%	3%	3%	5%	3%
FedEx	32	4	6	10	13	9	23
	2%	1%	2%	3%	4%	1%	3%
Amazon Logistics	29	7	9	6	7	16	13
	2%	2%	2%	2%	2%	2%	2%
TNT Express	19	10	2	2	5	12	7
	1%	3%	*%	1%	1%	2%	1%
DX	8	-	3	3	2	3	5
	1%	-%	1%	1%	1%	*%	1%
Whistl/ TNT Post UK	6	4	*	1	*	4	1
	*%	1%	*%	*%	*%	1%	*%
Secured Mail	5	1	4	*	*	5	1
	*%	*%	1%	*%	*%	1%	*%
Citipost	5	-	2	3	*	2	3
	*%	-%	*%	1%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 566 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1569	351	423	349	446	774	795
Effective base	590	110	127	174	224	237	391
Weighted Base	1383	323	369	350	341	692	692
Pitney Bowes	4	*	2	1	1	2	2
	*%	*%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Someone else	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	176	47	44	39	47	91	85
	13%	14%	12%	11%	14%	13%	12%
NET: Royal Mail	1073	248	283	276	266	531	542
	78%	77%	77%	79%	78%	77%	78%
NET: RM/Parcelforce	1091	252	291	281	266	544	548
	79%	78%	79%	80%	78%	79%	79%
NET: Provider other than RM	540	109	155	142	135	264	276
	39%	34%	42%	40%	39%	38%	40%
NET: RM ONLY	667	168	169	170	160	337	330
	48%	52%	46%	49%	47%	49%	48%
NET: Provider other than RM ONLY	134	28	41	36	29	70	65
	10%	9%	11%	10%	8%	10%	9%

Columns Tested:: a,b,c,d - a,b

Table 567

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1268	217	1051	814	230	60	164	454
Effective base	464	52	417	422	96	24	80	129
Weighted Base	1091	87	1004	1035	47	6	3	56
1st class - all the time	268	36	232	252	13	1	1	15
	25%	41%	23%	24%	28%	23%	28%	27%
		b						
1st class - most of the time	256	6	250	239	15	1	1	17
	23%	7%	25%	23%	31%	24%	29%	30%
			a					
1st and 2nd class in equal amounts	194	18	176	183	9	1	1	11
	18%	20%	18%	18%	19%	19%	16%	19%
2nd class - most of the time	284	20	264	276	7	1	*	8
	26%	23%	26%	27%	14%	20%	14%	15%
				bde				
2nd class - all the time	53	1	53	51	2	1	*	2
	5%	1%	5%	5%	3%	13%	1%	4%
						d		
Never send parcels	4	4	*	4	*	-	*	*
	*%	5%	*%	*%	*%	-%	3%	*%
		b					a	
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	3	30	30	2	*	*	3
	3%	3%	3%	3%	5%	1%	10%	5%
							a	
NET: Any 1st Class at least half the time	717	59	658	674	37	4	2	43
	66%	68%	65%	65%	78%	66%	73%	76%
					a			a
NET: Any 2nd Class at least half the time	531	39	492	510	17	3	1	21
	49%	44%	49%	49%	36%	52%	31%	38%
				bde				

Columns Tested:: a,b - a,b,c,d,e

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1268	334	346	134	137	153	164	814	230	224
Effective base	464	195	179	63	61	56	80	422	96	54
Weighted Base	1091	519	431	85	32	21	3	1035	47	9
1st class - all the time	268	102	123	27	10	5	1	252	13	2
	25%	20%	29%	32%	31%	22%	28%	24%	28%	25%
			a	a						
1st class - most of the time	256	109	111	19	9	7	1	239	15	2
	23%	21%	26%	22%	30%	31%	29%	23%	31%	25%
1st and 2nd class in equal amounts	194	111	57	14	7	3	1	183	9	2
	18%	21%	13%	17%	22%	15%	16%	18%	19%	18%
		b								
2nd class - most of the time	284	153	103	20	5	3	*	276	7	2
	26%	29%	24%	24%	14%	15%	14%	27%	14%	18%
		defh	h					dfh		
2nd class - all the time	53	38	10	3	*	2	*	51	2	1
	5%	7%	2%	3%	*%	10%	1%	5%	3%	8%
		bdf				bdf				
Never send parcels	4	*	4	-	-	*	*	4	*	*
	*%	*%	1%	-%	-%	*%	3%	*%	*%	1%
							ag			
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	5	23	2	1	1	*	30	2	*
	3%	1%	5%	2%	3%	6%	10%	3%	5%	4%
			a			a	ag			
NET: Any 1st Class at least half the time	717	323	291	60	26	15	2	674	37	6
	66%	62%	68%	71%	82%	68%	73%	65%	78%	68%
					abg				ag	
NET: Any 2nd Class at least half the time	531	302	171	37	11	9	1	510	17	4
	49%	58%	40%	44%	36%	41%	31%	49%	36%	44%
		bcdefgh						bfh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1268	501	313	230	60	164	466	236	83	58	167
Effective base	464	303	159	96	24	80	255	99	27	17	30
Weighted Base	1091	832	204	47	6	3	686	177	45	19	33
1st class - all the time	268	181	71	13	1	1	142	54	15	9	9
	25%	22%	35%	28%	23%	28%	21%	31%	32%	48%	28%
			a					a		a	
1st class - most of the time	256	195	44	15	1	1	153	38	18	4	10
	23%	23%	21%	31%	24%	29%	22%	22%	40%	19%	30%
									a		
1st and 2nd class in equal amounts	194	149	34	9	1	1	135	22	2	3	3
	18%	18%	17%	19%	19%	16%	20%	13%	5%	13%	10%
2nd class - most of the time	284	232	44	7	1	*	209	44	9	1	3
	26%	28%	22%	14%	20%	14%	31%	25%	20%	5%	10%
		ce					de				
2nd class - all the time	53	45	6	2	1	*	39	2	1	2	3
	5%	5%	3%	3%	13%	1%	6%	1%	2%	9%	9%
					be		b				
Never send parcels	4	4	-	*	-	*	-	*	-	*	-
	*%	1%	-%	*%	-%	3%	-%	*%	-%	*%	-%
						b					
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	25	5	2	*	*	7	17	*	1	5
	3%	3%	2%	5%	1%	10%	1%	9%	*%	5%	14%
						ab		a			a
NET: Any 1st Class at least half the time	717	525	149	37	4	2	430	115	35	15	23
	66%	63%	73%	78%	66%	73%	63%	65%	77%	81%	68%
			a	a							
NET: Any 2nd Class at least half the time	531	426	84	17	3	1	384	68	12	5	10
	49%	51%	41%	36%	52%	31%	56%	38%	27%	27%	29%
		bce					bcde				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	1268	88	71	124	29	87	108	83	74	72
Effective base	464	45	39	66	13	41	67	51	36	33
Weighted Base	1091	99	83	161	34	104	189	144	88	74
1st class - all the time	268	28	19	33	5	26	39	31	28	26
	25%	28%	23%	21%	14%	25%	20%	21%	32%	35%
1st class - most of the time	256	21	27	42	6	16	44	46	20	15
	23%	21%	33%	26%	16%	16%	23%	32%	23%	20%
1st and 2nd class in equal amounts	194	13	10	43	5	29	23	28	18	5
	18%	13%	13%	26%	14%	28%	12%	19%	21%	7%
				fi		fi				
2nd class - most of the time	284	28	22	24	19	19	63	29	22	25
	26%	28%	26%	15%	55%	18%	34%	20%	25%	34%
							c			c
2nd class - all the time	53	5	4	4	-	9	14	9	*	2
	5%	5%	5%	2%	-%	8%	8%	6%	*%	3%
Never send parcels	4	-	-	*	-	-	4	-	*	-
	*%	-%	-%	*%	-%	-%	2%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	4	*	16	-	5	1	2	*	1
	3%	4%	*%	10%	-%	5%	1%	1%	*%	1%
				f						
NET: Any 1st Class at least half the time	717	62	56	117	15	71	105	105	66	46
	66%	62%	68%	73%	45%	69%	56%	73%	75%	62%
				f						
NET: Any 2nd Class at least half the time	531	46	37	70	24	57	101	65	40	32
	49%	46%	44%	44%	70%	55%	54%	45%	45%	43%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1268	188	233	315	736	532	187	174	171
Effective base	464	86	119	184	387	135	60	42	46
Weighted Base	1091	212	270	495	977	115	59	36	19
1st class - all the time	268	57	75	103	234	33	20	8	5
	25%	27%	28%	21%	24%	29%	34%	23%	26%
							c		
1st class - most of the time	256	37	68	132	236	19	12	3	4
	23%	17%	25%	27%	24%	17%	20%	10%	23%
			g	eg	g				
1st and 2nd class in equal amounts	194	39	42	93	174	19	8	9	2
	18%	19%	15%	19%	18%	17%	14%	24%	12%
2nd class - most of the time	284	63	71	116	250	34	15	12	6
	26%	30%	26%	23%	26%	30%	26%	34%	33%
2nd class - all the time	53	10	10	27	48	6	3	3	*
	5%	5%	4%	6%	5%	5%	5%	7%	2%
Never send parcels	4	-	*	4	4	*	*	*	*
	*%	-%	*%	1%	*%	*%	*%	*%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	6	5	19	30	3	2	1	1
	3%	3%	2%	4%	3%	2%	3%	2%	3%
NET: Any 1st Class at least half the time	717	133	184	328	645	72	39	21	12
	66%	63%	68%	66%	66%	63%	67%	57%	61%
NET: Any 2nd Class at least half the time	531	113	123	237	472	59	26	24	9
	49%	53%	45%	48%	48%	51%	44%	65%	47%
								bcdf	

Columns Tested:: a,b,c,d,e,f,g,h

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1268	50	136	149	146	267	54	44	42	516
Effective base	464	25	38	43	56	101	21	14	14	201
Weighted Base	1091	35	93	105	149	203	33	28	27	511
1st class - all the time	268	13	32	36	49	37	9	6	8	110
	25%	37%	34%	34%	33%	18%	28%	23%	31%	21%
		e	e	e	e					
1st class - most of the time	256	8	11	11	43	49	5	5	7	128
	23%	23%	12%	10%	29%	24%	15%	17%	26%	25%
					bc					c
1st and 2nd class in equal amounts	194	8	21	26	18	20	7	3	4	108
	18%	22%	23%	25%	12%	10%	22%	10%	13%	21%
				e						e
2nd class - most of the time	284	5	21	24	28	73	11	13	6	124
	26%	14%	22%	23%	19%	36%	32%	47%	23%	24%
						adi		ad		
2nd class - all the time	53	1	4	4	3	14	1	1	2	28
	5%	3%	4%	4%	2%	7%	3%	3%	7%	5%
Never send parcels	4	-	-	-	-	*	*	-	-	4
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	*	4	4	9	10	*	*	*	9
	3%	1%	5%	4%	6%	5%	*%	*%	*%	2%
NET: Any 1st Class at least half the time	717	29	64	73	109	106	22	14	19	346
	66%	83%	69%	69%	73%	52%	65%	50%	70%	68%
		eg			e					e
NET: Any 2nd Class at least half the time	531	14	46	54	49	107	19	17	12	260
	49%	39%	50%	51%	33%	53%	57%	60%	43%	51%
						d				d

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	1268	345	321	602	1108	160	1027	241	1247	21
Effective base	464	119	122	228	394	72	410	67	453	12
Weighted Base	1091	289	236	566	903	189	999	92	1064	28
1st class - all the time	268	98	46	124	223	45	234	34	262	6
	25%	34% bc	19%	22%	25%	24%	23%	37% a	25%	21%
1st class - most of the time	256	62	54	140	210	46	236	20	253	3
	23%	21%	23%	25%	23%	24%	24%	22%	24%	10%
1st and 2nd class in equal amounts	194	52	28	114	150	43	182	11	189	5
	18%	18%	12%	20% b	17%	23%	18%	12%	18%	17%
2nd class - most of the time	284	57	83	144	243	41	265	19	272	12
	26%	20%	35% a	25%	27%	22%	27%	21%	26%	43%
2nd class - all the time	53	8	15	30	42	12	51	3	51	3
	5%	3%	7%	5%	5%	6%	5%	3%	5%	9%
Never send parcels	4	-	*	4	4	-	4	*	4	-
	*%	-%	*%	1%	*%	-%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	13	10	9	31	2	28	4	33	-
	3%	5%	4%	2%	3%	1%	3%	5%	3%	-%
NET: Any 1st Class at least half the time	717	211	127	378	583	134	651	66	704	13
	66%	73% b	54%	67% b	65%	71%	65%	71%	66%	48%
NET: Any 2nd Class at least half the time	531	116	126	289	435	96	498	33	512	19
	49%	40%	53% a	51%	48%	51%	50% b	36%	48%	69%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1268	568	357	340	856	260	66	86	1116	152
Effective base	464	215	105	144	352	76	20	18	427	38
Weighted Base	1091	517	224	344	845	160	43	44	1005	87
1st class - all the time	268	128	66	70	209	32	7	20	241	27
	25%	25%	29%	20%	25%	20%	16%	46% abe	24%	31%
1st class - most of the time	256	130	60	64	195	43	11	7	238	18
	23%	25%	27%	19%	23%	27%	25%	16%	24%	20%
1st and 2nd class in equal amounts	194	103	39	52	160	27	3	4	187	7
	18%	20%	18%	15%	19%	17%	6%	9%	19%	8%
2nd class - most of the time	284	116	47	122	219	46	16	4	265	20
	26%	22%	21%	35% ab	26%	29%	36% d	9%	26%	22%
2nd class - all the time	53	17	6	30	40	6	6	*	47	7
	5%	3%	3%	9% ab	5%	4%	15% e	*%	5%	8%
Never send parcels	4	4	*	*	*	4	*	-	4	*
	*%	1%	*%	*%	*%	3% a	*%	-%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	19	6	7	22	1	*	9	23	9
	3%	4%	3%	2%	3%	1%	1%	20% abe	2%	11% abe
NET: Any 1st Class at least half the time	717	360	165	185	564	102	20	31	666	51
	66%	70% c	74% c	54%	67%	64%	47%	71%	66%	59%
NET: Any 2nd Class at least half the time	531	236	92	203	419	79	25	8	498	33
	49%	46%	41%	59% ab	50% d	50% d	57% d	18%	50% d	38%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	1268	305	551	412	1147	1090	1194	1268	767	601
Effective base	464	147	204	114	406	396	434	464	287	188
Weighted Base	1091	367	478	246	973	946	1032	1091	707	447
1st class - all the time	268	99	110	59	241	231	250	268	182	114
	25%	27%	23%	24%	25%	24%	24%	25%	26%	25%
1st class - most of the time	256	82	113	61	239	227	250	256	180	125
	23%	22%	24%	25%	25%	24%	24%	23%	25%	28%
1st and 2nd class in equal amounts	194	89	71	34	168	161	180	194	122	91
	18%	24%	15%	14%	17%	17%	17%	18%	17%	20%
		bc								
2nd class - most of the time	284	77	142	65	253	251	274	284	174	86
	26%	21%	30%	27%	26%	27%	27%	26%	25%	19%
2nd class - all the time	53	8	32	13	44	49	51	53	26	7
	5%	2%	7%	5%	4%	5%	5%	5%	4%	2%
						f				
Never send parcels	4	-	*	4	*	*	*	4	*	*
	*%	-%	*%	2%	*%	*%	*%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	12	10	11	28	26	28	33	23	23
	3%	3%	2%	4%	3%	3%	3%	3%	3%	5%
NET: Any 1st Class at least half the time	717	270	294	153	649	619	680	717	484	331
	66%	74%	61%	62%	67%	65%	66%	66%	68%	74%
		bc								bcd
NET: Any 2nd Class at least half the time	531	174	245	112	465	462	504	531	322	184
	49%	47%	51%	45%	48%	49%	49%	49%	46%	41%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1268	101	646	103	112	92	81	59	232
Effective base	464	47	275	39	26	18	18	15	51
Weighted Base	1091	105	690	73	57	40	31	36	107
1st class - all the time	268	24	155	23	16	10	13	11	33
	25%	22%	22%	31%	28%	24%	41%	31%	31%
1st class - most of the time	256	26	168	17	24	8	2	5	15
	23%	24%	24%	23%	43%	20%	7%	15%	14%
					bfh				
1st and 2nd class in equal amounts	194	20	120	13	9	1	6	10	18
	18%	19%	17%	18%	16%	4%	20%	28%	17%
								e	
2nd class - most of the time	284	28	202	15	4	16	8	1	25
	26%	26%	29%	21%	7%	39%	24%	4%	23%
		dg	dg			dg			
2nd class - all the time	53	8	35	4	2	*	2	-	2
	5%	8%	5%	5%	3%	*%	8%	-%	2%
Never send parcels	4	*	*	-	*	-	*	*	*
	*%	*%	*%	-%	*%	-%	*%	*%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	1	11	1	2	5	*	8	14
	3%	1%	2%	1%	4%	13%	1%	22%	13%
						b		abcf	ab
NET: Any 1st Class at least half the time	717	69	443	53	49	19	21	27	67
	66%	66%	64%	73%	86%	47%	67%	74%	62%
					abeh				
NET: Any 2nd Class at least half the time	531	55	357	32	15	17	16	11	45
	49%	52%	52%	44%	26%	43%	52%	32%	42%
		d	d						

Columns Tested:: a,b,c,d,e,f,g,h

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	f	*g
Unweighted Base	1268	678	153	91	86	57	61	21	621	193	106	67	34	41	28
Effective base	464	292	49	23	17	15	14	4	269	57	34	17	10	16	9
Weighted Base	1091	726	112	54	34	15	25	8	657	146	51	23	32	13	25
1st class - all the time	268	172	28	12	12	4	11	2	163	26	11	11	9	2	9
	25%	24%	25%	23%	35%	25%	45%	24%	25%	18%	22%	48% ab	28%	19%	36%
1st class - most of the time	256	172	29	21	10	4	3	1	150	48	19	4	1	1	4
	23%	24%	26%	38%	28%	27%	11%	18%	23%	33%	37% e	18%	4%	12%	15%
1st and 2nd class in equal amounts	194	126	23	8	5	1	5	1	111	31	4	3	*	6	7
	18%	17%	20%	14%	14%	10%	21%	12%	17%	21%	7%	13%	1%	46% abcde	30%
2nd class - most of the time	284	206	28	10	2	2	6	-	188	32	8	2	17	3	*
	26%	28% d	25%	18%	6%	14%	23%	-%	29%	22%	16%	10%	54% bcd	24%	1%
2nd class - all the time	53	37	3	1	1	2	*	-	37	6	4	3	-	-	-
	5%	5%	2%	2%	2%	16%	*%	-%	6%	4%	7%	11%	-%	-%	-%
Never send parcels	4	*	*	-	*	-	*	*	*	*	*	-	-	-	-
	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	14	1	3	5	1	*	4	9	3	5	*	4	*	5
	3%	2%	1%	5%	14% ab	9%	*%	46%	1%	2%	11% a	*%	13% a	*%	18%
NET: Any 1st Class at least half the time	717	470	80	41	26	9	19	4	423	105	34	18	10	10	20
	66%	65%	71%	76%	77%	61%	76%	54%	64% e	71% e	66%	79% e	33%	76% e	81%
NET: Any 2nd Class at least half the time	531	368	53	18	7	6	11	1	336	69	16	8	17	9	8
	49%	51% d	48%	34%	22%	40%	44%	12%	51% c	47%	31%	34%	55%	69% cd	30%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	1268	731	174	124	90	53	57	39	149	354	265	308	184	82
Effective base	464	303	54	39	28	16	12	15	42	156	105	106	45	23
Weighted Base	1091	712	132	100	51	32	28	37	96	382	250	237	101	61
1st class - all the time	268	173	23	29	13	12	2	15	29	89	68	53	21	17
	25%	24%	18%	29%	26%	38%	8%	40% f	30%	23%	27%	22%	21%	28%
1st class - most of the time	256	157	38	28	7	15	2	9	26	88	71	49	30	12
	23%	22%	29%	28%	14%	47% adf	7%	24%	26%	23%	28%	21%	30%	19%
1st and 2nd class in equal amounts	194	144	19	11	2	1	8	8	17	88	34	42	12	4
	18%	20% d	15%	12%	4%	3%	29% d	22%	18%	23%	13%	18%	12%	7%
2nd class - most of the time	284	181	43	26	21	4	5	5	13	96	59	75	26	17
	26%	25%	32% h	26%	41% eh	12%	17%	14%	14%	25%	24%	32%	26%	27%
2nd class - all the time	53	45	4	-	1	*	3	-	3	11	12	15	9	3
	5%	6%	3%	-%	2%	1%	9%	-%	3%	3%	5%	6%	9%	6%
Never send parcels	4	*	*	*	*	-	4	-	4	*	*	*	*	-
	*%	*%	*%	*%	*%	-%	15% abc	-%	4% a	*%	*%	*%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	12	4	5	7	*	5	*	5	9	6	3	2	8
	3%	2%	3%	5%	13% a	*%	16% a	*%	5%	2%	3%	1%	2%	13% abc
NET: Any 1st Class at least half the time	717	474	80	68	23	28	12	32	71	266	173	144	64	33
	66%	67% d	61%	68% d	44%	87% bdf	43%	86% df	74% df	70%	69%	61%	63%	54%
NET: Any 2nd Class at least half the time	531	370	66	37	25	5	15	13	33	196	104	132	47	24
	49%	52% eh	50% e	38%	48% e	16%	54% e	35%	34%	51%	42%	56% b	47%	39%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1268	438	232	267	149	59	398	247	249	129	61
Effective base	464	185	93	81	33	13	179	82	84	32	19
Weighted Base	1091	466	213	181	81	30	445	193	182	75	50
1st class - all the time	268	120	48	47	17	6	102	63	34	17	16
	25%	26%	23%	26%	21%	19%	23%	32% c	19%	22%	31%
1st class - most of the time	256	105	59	37	29	10	112	47	41	19	8
	23%	22%	28%	20%	35%	33%	25%	24%	23%	26%	15%
1st and 2nd class in equal amounts	194	94	26	34	11	3	89	32	29	8	3
	18%	20%	12%	19%	13%	11%	20%	17%	16%	11%	5%
2nd class - most of the time	284	112	64	54	18	6	119	37	62	16	17
	26%	24%	30%	30%	22%	20%	27%	19%	34% b	22%	33%
2nd class - all the time	53	18	11	7	7	1	16	8	14	8	3
	5%	4%	5%	4%	8%	4%	4%	4%	7%	11%	7%
Never send parcels	4	*	*	*	*	-	*	*	-	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	17	5	2	*	4	7	6	2	6	4
	3%	4%	2%	1%	*%	13% cd	2%	3%	1%	7%	8%
NET: Any 1st Class at least half the time	717	319	134	118	56	19	303	142	104	44	26
	66%	68%	63%	65%	70%	62%	68%	73% c	57%	59%	52%
NET: Any 2nd Class at least half the time	531	224	101	95	35	10	224	77	104	33	23
	49%	48%	47%	52%	43%	35%	50%	40%	57% b	45%	45%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1268	513	229	298	144	73	757	133	369	1049	219	1051	96
Effective base	464	206	76	115	45	19	295	41	126	393	72	381	26
Weighted Base	1091	496	167	267	104	45	698	99	287	939	153	913	60
1st class - all the time	268 25%	122 25%	44 26%	59 22%	26 25%	13 30%	169 24%	29 29%	68 24%	220 23%	48 31%	225 25%	16 26%
1st class - most of the time	256 23%	122 25%	42 25%	52 19%	27 26%	11 25%	150 21%	25 25%	81 28%	220 23%	35 23%	227 25%	12 20%
1st and 2nd class in equal amounts	194 18%	111 22% d	22 13%	44 16%	8 7%	9 20%	108 15%	21 21%	62 22%	166 18%	28 18%	160 17%	9 14%
2nd class - most of the time	284 26%	107 21%	53 31%	84 31%	30 29%	5 10%	201 29%	20 20%	61 21%	260 28% b	24 16%	244 27%	9 15%
2nd class - all the time	53 5%	20 4%	5 3%	19 7%	9 8%	* 1%	42 6%	3 3%	9 3%	51 5%	2 1%	43 5%	* *%
Never send parcels	4 *%	* *%	- -%	* *%	4 4% ac	- -%	4 1%	* *%	* *%	4 *%	* *%	* *%	* *%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33 3%	14 3%	2 1%	10 4%	* *%	6 14% abd	24 3%	2 2%	6 2%	17 2%	15 10% a	13 1%	15 24% a
NET: Any 1st Class at least half the time	717 66%	355 72% c	108 64%	154 58%	61 58%	33 75%	426 61%	74 75%	212 74% a	606 65%	111 73%	612 67%	37 61%
NET: Any 2nd Class at least half the time	531 49%	238 48%	80 48%	146 55%	47 45%	14 31%	351 50%	44 44%	132 46%	477 51% b	54 35%	447 49%	18 29%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1268	919	171	793	475	1051	96	922	168	804	464
Effective base	464	350	46	301	164	382	25	349	47	306	159
Weighted Base	1091	843	103	697	394	913	60	845	101	720	372
1st class - all the time	268	199	32	167	101	221	20	198	33	168	100
	25%	24%	31%	24%	26%	24%	33%	23%	32%	23%	27%
1st class - most of the time	256	201	26	158	98	228	12	204	24	160	96
	23%	24%	25%	23%	25%	25%	19%	24%	23%	22%	26%
1st and 2nd class in equal amounts	194	146	16	125	69	161	7	145	16	139	54
	18%	17%	15%	18%	17%	18%	12%	17%	16%	19%	15%
2nd class - most of the time	284	236	15	197	87	244	9	239	13	200	84
	26%	28%	15%	28%	22%	27%	15%	28%	12%	28%	23%
								b			
2nd class - all the time	53	49	*	39	14	44	*	49	*	39	14
	5%	6%	*%	6%	4%	5%	*%	6%	*%	5%	4%
Never send parcels	4	*	*	4	*	*	*	*	*	4	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	12	14	7	26	15	12	11	15	9	24
	3%	1%	13%	1%	6%	2%	20%	1%	15%	1%	6%
			a		a		a		a		a
NET: Any 1st Class at least half the time	717	546	74	450	267	609	39	547	73	467	250
	66%	65%	72%	65%	68%	67%	65%	65%	72%	65%	67%
NET: Any 2nd Class at least half the time	531	431	31	361	170	449	16	432	29	379	152
	49%	51%	30%	52%	43%	49%	27%	51%	29%	53%	41%
		b				b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1268	725	841	199	1	717	724	160	1	913	739	229	1
Effective base	464	254	304	63	1	256	269	56	1	343	272	87	1
Weighted Base	1091	627	704	161	4	625	631	142	1	818	612	210	*
1st class - all the time	268	167	147	35	-	177	126	25	-	216	113	49	*
	25%	27%	21%	22%	-%	28% b	20%	18%	-%	26% b	18%	23%	100%
1st class - most of the time	256	180	159	41	-	148	147	30	-	194	129	45	-
	23%	29%	23%	25%	-%	24%	23%	21%	-%	24%	21%	22%	-%
1st and 2nd class in equal amounts	194	100	123	27	-	111	102	28	1	141	115	41	-
	18%	16%	18%	17%	-%	18%	16%	19%	100%	17%	19%	20%	-%
2nd class - most of the time	284	145	213	46	4	144	195	41	-	199	194	54	-
	26%	23%	30%	29%	100%	23%	31% a	29%	-%	24%	32% a	26%	-%
2nd class - all the time	53	14	42	11	-	24	45	19	-	37	43	15	-
	5%	2%	6% a	7%	-%	4%	7%	13% a	-%	5%	7%	7%	-%
Never send parcels	4	*	*	-	-	*	*	-	-	4	*	4	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	1%	*%	2% b	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	21	20	1	-	21	17	*	-	27	18	*	-
	3%	3%	3%	*%	-%	3%	3%	*%	-%	3%	3%	*%	-%
NET: Any 1st Class at least half the time	717	447	429	103	-	436	374	82	1	550	357	135	*
	66%	71% b	61%	64%	-%	70% b	59%	58%	100%	67% b	58%	64%	100%
NET: Any 2nd Class at least half the time	531	259	378	84	4	278	341	87	1	377	353	111	-
	49%	41%	54% a	52%	100%	45%	54% a	61% a	100%	46%	58% a	53%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	1268	991	910	871	872	620	48	486	431	456	115	60
Effective base	464	360	342	345	315	241	12	218	187	196	53	26
Weighted Base	1091	872	828	820	771	568	33	526	474	472	124	66
1st class - all the time	268	215	199	188	227	40	12	98	107	108	23	10
	25%	25%	24%	23%	29% b	7%	36% b	19%	23%	23%	19%	15%
1st class - most of the time	256	218	193	188	221	116	11	122	121	106	22	16
	23%	25%	23%	23%	29% b	20%	34%	23%	25%	22%	18%	24%
1st and 2nd class in equal amounts	194	150	143	151	159	133	7	108	93	97	31	11
	18%	17%	17%	18%	21%	23%	22%	21%	20%	21%	25%	17%
2nd class - most of the time	284	236	233	235	142	232	2	156	135	139	37	22
	26%	27%	28%	29%	18%	41% ac	7%	30%	28%	29%	30%	34%
2nd class - all the time	53	43	46	45	8	38	*	36	16	19	11	7
	5%	5%	6%	5%	1%	7% a	*%	7%	3%	4%	9%	10%
Never send parcels	4	*	*	4	*	*	*	4	-	*	-	-
	*%	*%	*%	1%	*%	*%	*%	1%	-%	*%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	10	14	9	15	9	*	3	3	4	-	*
	3%	1%	2%	1%	2%	2%	*%	1%	1%	1%	-%	*%
NET: Any 1st Class at least half the time	717	583	535	528	607	290	30	327	320	311	76	37
	66%	67%	65%	64%	79% b	51%	92% b	62%	68%	66%	61%	56%
NET: Any 2nd Class at least half the time	531	429	421	430	308	403	10	299	243	255	79	40
	49%	49%	51%	53%	40%	71% ac	30%	57%	51%	54%	63%	60%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1268	159	103	88	41	1055	817	1129	915	759	679	984	169	1	954	77
Effective base	464	67	30	40	16	383	275	408	324	246	254	359	60	1	349	38
Weighted Base	1091	157	78	94	39	880	643	949	752	567	618	837	148	1	794	102
1st class - all the time	268	24	21	16	5	217	166	236	192	133	166	194	36	-	191	28
	25%	15%	27%	17%	12%	25%	26%	25%	26%	23%	27%	23%	24%	-%	24%	28%
1st class - most of the time	256	26	25	23	14	199	157	218	165	123	172	180	39	1	190	14
	23%	17%	32%	24%	36%	23%	24%	23%	22%	22%	28%	21%	27%	100%	24%	13%
1st and 2nd class in equal amounts	194	20	10	20	7	167	100	171	126	104	104	156	27	-	153	14
	18%	13%	13%	21%	19%	19%	16%	18%	17%	18%	17%	19%	18%	-%	19%	14%
2nd class - most of the time	284	70	11	25	12	239	171	251	213	156	141	243	38	-	206	28
	26%	45% b	14%	26%	31%	27%	27%	26%	28%	27%	23%	29%	26%	-%	26%	27%
2nd class - all the time	53	17	*	7	*	39	29	46	40	24	16	48	8	-	36	10
	5%	11%	*%	7%	*%	4%	4%	5%	5%	4%	3%	6%	5%	-%	5%	9%
Never send parcels	4	-	*	-	-	4	4	4	4	4	-	4	-	-	4	-
	*%	-%	*%	-%	-%	*%	1%	*%	1%	1%	-%	1%	-%	-%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	1	11	3	*	15	16	23	13	24	19	12	-	-	13	8
	3%	1%	14% a	4%	*%	2%	3%	2%	2%	4%	3%	1%	-%	-%	2%	8% a
NET: Any 1st Class at least half the time	717	70	56	59	27	582	423	625	483	360	442	530	102	1	534	56
	66%	44%	71% a	63%	68%	66%	66%	66%	64%	63%	71% b	63%	69%	100%	67%	55%
NET: Any 2nd Class at least half the time	531	107	21	52	20	445	300	468	378	283	261	447	72	-	396	51
	49%	68% b	27%	55% b	51%	51%	47%	49%	50%	50%	42%	53% a	49%	-%	50%	51%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1268	536	644	525	29	280	351	233	797	225	300	290	651
Effective base	464	209	232	188	15	101	131	82	303	77	105	107	245
Weighted Base	1091	505	536	432	43	240	300	211	704	166	245	252	570
1st class - all the time	268	107	147	109	13	55	73	50	172	40	49	67	141
	25%	21%	27%	25%	29%	23%	24%	24%	24%	24%	20%	27%	25%
1st class - most of the time	256	117	127	98	13	61	64	41	181	33	42	63	147
	23%	23%	24%	23%	31%	26%	21%	19%	26%	20%	17%	25%	26%
1st and 2nd class in equal amounts	194	78	110	58	12	45	37	33	134	26	43	45	103
	18%	15%	20%	13%	27%	19%	12%	16%	19%	15%	17%	18%	18%
2nd class - most of the time	284	147	129	123	5	48	104	54	183	44	75	63	141
	26%	29%	24%	28%	12%	20%	35%	26%	26%	26%	31%	25%	25%
							a						
2nd class - all the time	53	33	20	21	*	9	14	13	23	17	14	6	34
	5%	7%	4%	5%	*%	4%	5%	6%	3%	10%	6%	2%	6%
										b			
Never send parcels	4	4	*	4	-	*	4	4	*	*	4	*	*
	*%	1%	*%	1%	-%	*%	1%	2%	*%	*%	2%	*%	*%
								b			c		
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	19	3	20	-	22	4	16	9	6	18	9	4
	3%	4%	1%	5%	-%	9%	1%	8%	1%	4%	7%	4%	1%
		b				b		b			c	c	
NET: Any 1st Class at least half the time	717	302	384	264	38	161	174	124	488	99	133	174	391
	66%	60%	72%	61%	87%	67%	58%	59%	69%	60%	54%	69%	69%
			a									a	a
NET: Any 2nd Class at least half the time	531	258	259	201	17	102	155	100	340	87	132	113	278
	49%	51%	48%	47%	40%	43%	52%	47%	48%	52%	54%	45%	49%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	1268	685	583
Effective base	464	211	253
Weighted Base	1091	493	599
1st class - all the time	268	132	136
	25%	27%	23%
1st class - most of the time	256	126	129
	23%	26%	22%
1st and 2nd class in equal amounts	194	97	96
	18%	20%	16%
2nd class - most of the time	284	105	180
	26%	21%	30%
			a
2nd class - all the time	53	7	46
	5%	2%	8%
			a
Never send parcels	4	4	*
	*%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	21	12
	3%	4%	2%
NET: Any 1st Class at least half the time	717	356	361
	66%	72%	60%
		b	
NET: Any 2nd Class at least half the time	531	209	322
	49%	43%	54%
			a

Columns Tested:: a,b

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1268	71	116	98	105	71	171	30	158	93	88	127	140
Effective base	464	12	42	37	18	26	58	14	77	54	30	76	75
Weighted Base	1091	16	147	89	38	71	183	9	160	112	34	119	114
1st class - all the time	268	5	33	22	11	22	46	4	28	30	9	27	30
	25%	34%	22%	24%	30%	31%	25%	45% h	18%	27%	26%	23%	26%
1st class - most of the time	256	6	42	18	8	14	38	*	36	27	9	24	34
	23%	34%	29%	21%	23%	19%	21%	3%	23%	24%	26%	20%	29% g
1st and 2nd class in equal amounts	194	2	23	17	7	5	37	1	34	21	5	20	21
	18%	11%	16%	19%	19%	7%	20%	10%	21%	19%	16%	17%	19%
2nd class - most of the time	284	2	36	25	8	19	45	3	43	32	7	38	25
	26%	14%	24%	29%	22%	27%	25%	31%	27%	29%	22%	32%	22%
2nd class - all the time	53	1	*	1	1	10	4	1	18	2	3	10	3
	5%	6%	*%	1%	3%	14% bcfil	2%	7%	11% bcfil	1%	10% b	9% b	2%
Never send parcels	4	*	-	*	-	-	4	-	*	-	-	*	-
	*%	*%	-%	*%	-%	-%	2%	-%	*%	-%	-%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	*	14	5	1	1	9	*	-	*	-	-	1
	3%	2%	9% hik	6% h	3%	2%	5%	2%	-%	*%	-%	-%	1%
NET: Any 1st Class at least half the time	717	13	98	57	27	41	121	5	99	78	23	71	85
	66%	78%	66%	65%	72%	57%	66%	59%	62%	70%	68%	60%	75% k
NET: Any 2nd Class at least half the time	531	5	59	43	17	34	86	5	95	55	16	68	49
	49%	30%	40%	49%	44%	48%	47%	49%	60% bl	49%	48%	57%	43%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 567 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1268	285	347	281	355	632	636
Effective base	464	85	100	139	178	185	310
Weighted Base	1091	252	291	281	266	544	548
1st class - all the time	268	60	79	63	66	139	129
	25%	24%	27%	22%	25%	26%	23%
1st class - most of the time	256	66	60	63	66	126	129
	23%	26%	21%	23%	25%	23%	24%
1st and 2nd class in equal amounts	194	42	49	56	47	91	103
	18%	17%	17%	20%	18%	17%	19%
2nd class - most of the time	284	63	73	78	70	136	148
	26%	25%	25%	28%	26%	25%	27%
2nd class - all the time	53	2	15	20	16	17	37
	5%	1%	5%	7%	6%	3%	7%
				a	a		
Never send parcels	4	*	4	*	*	4	*
	*%	*%	1%	*%	*%	1%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)/ NA	33	19	12	*	1	31	2
	3%	8%	4%	*%	1%	6%	*%
		cd	c			b	
NET: Any 1st Class at least half the time	717	168	188	182	179	356	361
	66%	66%	65%	65%	67%	65%	66%
NET: Any 2nd Class at least half the time	531	107	136	155	133	244	288
	49%	42%	47%	55%	50%	45%	53%

Columns Tested:: a,b,c,d - a,b

Table 569

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	627	38	589	366	127	40	94	261
Effective base	230	14	220	202	51	23	46	72
Weighted Base	513	14	499	478	29	4	2	35
Lower cost of postage	281	4	277	268	10	3	1	14
	55%	31%	56%	56%	36%	59%	28%	38%
				bde		d		
Better ability to track the delivery	116	1	115	108	7	1	*	8
	23%	6%	23%	23%	23%	27%	21%	23%
More convenient for me to drop the parcel off	105	1	104	101	3	*	*	4
	20%	5%	21%	21%	12%	9%	*%	11%
				de	d			d
More convenient for me to have the parcel collected	94	4	90	83	10	1	1	11
	18%	29%	18%	17%	35%	15%	24%	32%
					a			a
Guarantee that the parcel would arrive on time	94	*	94	86	6	1	*	7
	18%	*%	19%	18%	21%	19%	17%	20%
More convenient for the recipient to take the delivery	72	2	70	66	5	1	1	6
	14%	16%	14%	14%	18%	16%	23%	18%
Quicker delivery	70	*	70	66	3	*	*	4
	14%	*%	14%	14%	11%	7%	8%	10%
Lower cost of insurance	62	-	62	58	3	1	*	4
	12%	-%	12%	12%	12%	13%	14%	12%
Ability to set a specific date/time for delivery	51	-	51	45	4	1	*	6
	10%	-%	10%	9%	14%	29%	16%	16%
						a		
Parcel less likely to get lost	47	*	47	44	3	*	*	3
	9%	3%	9%	9%	10%	9%	5%	10%

Columns Tested:: a,b - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	627	38	589	366	127	40	94	261
Effective base	230	14	220	202	51	23	46	72
Weighted Base	513	14	499	478	29	4	2	35
It's a decision taken by the business	41	1	40	37	3	*	*	4
	8%	6%	8%	8%	12%	11%	15%	12%
Guarantee that the parcel would arrive intact	38	*	38	36	1	*	*	2
	7%	1%	8%	8%	4%	5%	8%	4%
Ability to select an express service	34	-	34	32	2	*	*	2
	7%	-%	7%	7%	6%	10%	8%	7%
The business has a contract with the provider	31	1	31	27	3	*	*	4
	6%	5%	6%	6%	12%	8%	18%	12%
							a	
Recommended by other	23	*	23	21	2	*	*	2
	5%	*%	5%	4%	6%	5%	2%	6%
Other	33	4	29	33	*	-	*	*
	6%	27%	6%	7%	*%	-%	*%	*%
		b		be				

Columns Tested:: a,b - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	627	116	186	64	85	82	94	366	127	134
Effective base	230	76	100	33	36	31	46	202	51	47
Weighted Base	513	191	241	45	21	12	2	478	29	7
Lower cost of postage	281	122	124	22	8	5	1	268	10	3
	55%	64% defh	51% f	48%	39%	38%	28%	56% fh	36%	48%
Better ability to track the delivery	116	39	57	11	5	3	*	108	7	2
	23%	21%	24%	25%	21%	27%	21%	23%	23%	25%
More convenient for me to drop the parcel off	105	46	51	5	3	1	*	101	3	*
	20%	24% fi	21% fi	10% f	13% f	9%	*%	21% fi	12% f	6%
More convenient for me to have the parcel collected	94	27	47	8	8	3	1	83	10	1
	18%	14%	19%	19%	38% abgi	22%	24%	17%	35% abg	18%
Guarantee that the parcel would arrive on time	94	25	51	10	4	3	*	86	6	1
	18%	13%	21%	23%	19%	23%	17%	18%	21%	18%
More convenient for the recipient to take the delivery	72	25	34	7	3	2	1	66	5	1
	14%	13%	14%	16%	16%	21%	23%	14%	18%	19%
Quicker delivery	70	20	35	10	2	1	*	66	3	*
	14%	11%	15%	23% i	11%	9%	8%	14%	11%	7%
Lower cost of insurance	62	18	35	5	3	1	*	58	3	1
	12%	9%	14%	10%	12%	12%	14%	12%	12%	14%
Ability to set a specific date/time for delivery	51	12	29	3	3	3	*	45	4	2
	10%	7%	12%	7%	13%	21% a	16%	9%	14%	24% ag
Parcel less likely to get lost	47	15	24	5	3	*	*	44	3	1
	9%	8%	10%	11%	13%	4%	5%	9%	10%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	627	116	186	64	85	82	94	366	127	134
Effective base	230	76	100	33	36	31	46	202	51	47
Weighted Base	513	191	241	45	21	12	2	478	29	7
It's a decision taken by the business	41	8	25	4	2	1	*	37	3	1
	8%	4%	10%	8%	11%	12%	15%	8%	12%	13%
							a			
Guarantee that the parcel would arrive intact	38	12	23	1	1	1	*	36	1	*
	7%	6%	9%	3%	3%	6%	8%	8%	4%	6%
Ability to select an express service	34	13	18	*	2	1	*	32	2	1
	7%	7%	8%	1%	7%	6%	8%	7%	6%	9%
The business has a contract with the provider	31	17	3	7	3	1	*	27	3	1
	6%	9%	1%	16%	15%	5%	18%	6%	12%	11%
		b		bg	b		bg		b	b
Recommended by other	23	5	13	2	1	1	*	21	2	*
	5%	3%	6%	5%	4%	9%	2%	4%	6%	4%
Other	33	14	19	-	-	*	*	33	*	*
	6%	7%	8%	-%	-%	*%	*%	7%	*%	*%
		hi	hi					h		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	627	202	164	127	40	94	208	146	49	36	114
Effective base	230	134	83	51	23	46	112	59	16	10	18
Weighted Base	513	357	121	29	4	2	290	113	29	16	21
Lower cost of postage	281	213	55	10	3	1	186	41	13	7	6
	55%	60%	46%	36%	59%	28%	64%	36%	47%	43%	31%
		bce			e		be				
Better ability to track the delivery	116	86	22	7	1	*	62	31	10	3	5
	23%	24%	18%	23%	27%	21%	21%	28%	35%	21%	26%
More convenient for me to drop the parcel off	105	88	13	3	*	*	78	17	2	5	1
	20%	25%	11%	12%	9%	*%	27%	15%	6%	29%	4%
		be	e	e			e			e	
More convenient for me to have the parcel collected	94	56	26	10	1	1	44	23	8	1	8
	18%	16%	22%	35%	15%	24%	15%	21%	28%	6%	40%
				a							a
Guarantee that the parcel would arrive on time	94	64	23	6	1	*	43	30	8	6	6
	18%	18%	19%	21%	19%	17%	15%	27%	29%	37%	31%
More convenient for the recipient to take the delivery	72	49	17	5	1	1	30	20	11	4	5
	14%	14%	14%	18%	16%	23%	10%	17%	38%	23%	23%
									a		
Quicker delivery	70	49	17	3	*	*	40	24	2	1	2
	14%	14%	14%	11%	7%	8%	14%	22%	7%	4%	11%
Lower cost of insurance	62	40	18	3	1	*	30	22	2	3	4
	12%	11%	15%	12%	13%	14%	10%	19%	8%	18%	20%
Ability to set a specific date/time for delivery	51	34	11	4	1	*	19	19	5	*	5
	10%	9%	9%	14%	29%	16%	7%	17%	17%	3%	24%
					ab			a			a
Parcel less likely to get lost	47	32	12	3	*	*	28	13	1	1	3
	9%	9%	10%	10%	9%	5%	10%	12%	3%	7%	13%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	627	202	164	127	40	94	208	146	49	36	114
Effective base	230	134	83	51	23	46	112	59	16	10	18
Weighted Base	513	357	121	29	4	2	290	113	29	16	21
It's a decision taken by the business	41	21	15	3	*	*	21	10	1	*	2
	8%	6%	13%	12%	11%	15%	7%	9%	5%	3%	11%
Guarantee that the parcel would arrive intact	38	29	7	1	*	*	21	11	5	*	1
	7%	8%	6%	4%	5%	8%	7%	10%	16%	*%	3%
Ability to select an express service	34	28	3	2	*	*	15	12	5	*	2
	7%	8%	3%	6%	10%	8%	5%	11%	19%	1%	7%
The business has a contract with the provider	31	18	9	3	*	*	15	8	1	1	3
	6%	5%	7%	12%	8%	18% a	5%	7%	4%	4%	12%
Recommended by other	23	18	3	2	*	*	9	4	4	3	1
	5%	5%	3%	6%	5%	2%	3%	4%	15%	22% ab	7%
Other	33	25	8	*	-	*	20	3	*	-	*
	6%	7% c	7% c	*%	-%	*%	7%	3%	1%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	627	48	44	71	23	46	39	42	46	41
Effective base	230	25	22	33	11	20	25	25	21	20
Weighted Base	513	61	44	83	28	50	54	68	42	40
Lower cost of postage	281	40	29	26	7	30	40	40	24	23
	55%	66%	65%	31%	25%	61%	73%	59%	58%	58%
		c	c			c	c	c		
Better ability to track the delivery	116	14	3	26	2	18	11	15	13	8
	23%	24%	7%	31%	9%	36%	21%	22%	32%	19%
				b		b			b	
More convenient for me to drop the parcel off	105	10	12	21	5	6	20	10	11	8
	20%	17%	26%	25%	17%	11%	37%	15%	25%	21%
							e			
More convenient for me to have the parcel collected	94	16	2	18	3	6	12	6	8	11
	18%	27%	5%	22%	10%	13%	22%	8%	19%	28%
										b
Guarantee that the parcel would arrive on time	94	8	4	16	7	15	14	8	5	9
	18%	13%	10%	19%	26%	30%	26%	12%	11%	23%
More convenient for the recipient to take the delivery	72	13	5	17	*	8	6	9	1	8
	14%	22%	11%	21%	1%	16%	10%	13%	3%	20%
Quicker delivery	70	4	8	6	4	12	7	11	5	9
	14%	7%	19%	7%	14%	24%	13%	16%	12%	22%
Lower cost of insurance	62	12	8	11	2	11	2	4	1	3
	12%	20%	17%	14%	8%	23%	4%	6%	3%	7%
Ability to set a specific date/time for delivery	51	2	2	13	5	7	8	1	3	6
	10%	4%	5%	16%	19%	14%	15%	2%	6%	16%
Parcel less likely to get lost	47	4	2	11	2	5	8	*	6	5
	9%	7%	5%	13%	6%	11%	15%	*%	14%	13%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	627	48	44	71	23	46	39	42	46	41
Effective base	230	25	22	33	11	20	25	25	21	20
Weighted Base	513	61	44	83	28	50	54	68	42	40
It's a decision taken by the business	41	8	1	5	4	7	5	4	2	1
	8%	13%	3%	7%	15%	14%	8%	7%	4%	2%
Guarantee that the parcel would arrive intact	38	4	2	12	6	4	3	2	1	2
	7%	7%	6%	15%	20%	8%	6%	3%	3%	5%
Ability to select an express service	34	5	*	7	2	4	4	3	4	4
	7%	9%	1%	8%	6%	8%	7%	4%	8%	10%
The business has a contract with the provider	31	*	1	13	*	1	6	5	1	1
	6%	*%	2%	16%	*%	2%	11%	8%	2%	3%
				a						
Recommended by other	23	6	*	4	*	4	2	2	-	4
	5%	10%	1%	5%	*%	8%	4%	3%	-%	9%
Other	33	-	2	2	-	-	3	13	5	5
	6%	-%	6%	2%	-%	-%	6%	19%	12%	13%
								ace		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	627	110	138	152	400	227	66	84	77
Effective base	230	50	67	82	199	60	22	25	16
Weighted Base	513	118	147	206	471	42	18	15	9
Lower cost of postage	281	61	94	106	260	21	10	6	5
	55%	51%	64% g	51%	55%	50%	53%	40%	63%
Better ability to track the delivery	116	28	31	52	111	5	2	2	1
	23%	24%	21%	25% e	24% e	11%	11%	12%	11%
More convenient for me to drop the parcel off	105	19	32	51	102	2	1	1	*
	20%	16%	22% e	25% efh	22% e	6%	5%	7%	3%
More convenient for me to have the parcel collected	94	21	27	36	83	11	4	5	2
	18%	18%	18%	17%	18%	25%	20%	34%	21%
Guarantee that the parcel would arrive on time	94	31	17	39	87	7	5	1	1
	18%	27% b	11%	19%	18%	16%	26%	9%	9%
More convenient for the recipient to take the delivery	72	16	19	32	67	5	2	2	1
	14%	14%	13%	15%	14%	11%	12%	12%	9%
Quicker delivery	70	25	18	24	67	3	2	*	1
	14%	21% eg	12%	12%	14%	8%	9%	1%	17%
Lower cost of insurance	62	16	21	17	54	7	6	1	1
	12%	14%	14%	8%	12%	18%	33% cdgh	7%	6%
Ability to set a specific date/time for delivery	51	19	7	22	48	3	1	1	1
	10%	16% b	5%	11%	10%	6%	7%	6%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	627	110	138	152	400	227	66	84	77
Effective base	230	50	67	82	199	60	22	25	16
Weighted Base	513	118	147	206	471	42	18	15	9
Parcel less likely to get lost	47	12	13	19	44	3	2	1	*
	9%	10%	9%	9%	9%	8%	10%	7%	5%
It's a decision taken by the business	41	12	11	14	38	3	1	1	1
	8%	11%	8%	7%	8%	6%	3%	6%	13%
Guarantee that the parcel would arrive intact	38	11	8	17	37	1	*	1	*
	7%	10%	5%	8%	8%	3%	1%	5%	1%
Ability to select an express service	34	10	9	14	33	2	*	1	*
	7%	8%	6%	7%	7%	4%	2%	6%	5%
The business has a contract with the provider	31	2	2	25	29	2	*	1	1
	6%	2%	1%	12%	6%	6%	2%	8%	9%
				ab					
Recommended by other	23	8	6	9	23	*	*	*	*
	5%	7%	4%	4%	5%	1%	1%	*%	1%
Other	33	5	7	19	31	1	*	1	*
	6%	5%	5%	9%	7%	4%	*%	9%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	627	19	86	89	75	156	33	18	22	215
Effective base	230	7	25	25	32	66	10	7	9	80
Weighted Base	513	12	67	67	87	121	19	11	14	182
Lower cost of postage	281	5	31	31	51	81	11	6	7	89
	55%	44%	47%	47%	58%	67% i	58%	54%	49%	49%
Better ability to track the delivery	116	1	13	13	17	38	5	2	6	34
	23%	12%	19%	19%	19%	32%	24%	18%	41%	19%
More convenient for me to drop the parcel off	105	1	11	11	22	16	5	3	*	46
	20%	12%	17%	17%	26%	13%	24%	25%	*%	25%
More convenient for me to have the parcel collected	94	2	18	18	13	21	3	3	4	31
	18%	16%	27%	27%	14%	17%	14%	26%	30%	17%
Guarantee that the parcel would arrive on time	94	*	11	11	23	23	3	4	8	21
	18%	2%	16%	16%	26%	19%	16%	38%	55%	12%
More convenient for the recipient to take the delivery	72	1	12	12	14	20	1	*	3	21
	14%	6%	18%	18%	16%	16%	4%	2%	23%	12%
Quicker delivery	70	2	3	4	16	25	6	3	2	12
	14%	20%	5%	5%	18%	21% i	32% bci	29%	15%	6%
Lower cost of insurance	62	3	3	3	15	18	4	1	3	15
	12%	25%	5%	5%	17%	14%	24%	8%	22%	8%
Ability to set a specific date/time for delivery	51	-	3	3	13	9	3	2	4	18
	10%	-%	4%	4%	15%	7%	13%	15%	26%	10%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		*a	b	c	d	e	f	*g	*h	i
Unweighted Base	627	19	86	89	75	156	33	18	22	215
Effective base	230	7	25	25	32	66	10	7	9	80
Weighted Base	513	12	67	67	87	121	19	11	14	182
Parcel less likely to get lost	47	*	3	3	2	12	4	-	4	21
	9%	3%	5%	5%	3%	10%	19%	-%	31%	12%
It's a decision taken by the business	41	3	1	1	4	10	1	-	2	18
	8%	29%	2%	2%	4%	8%	7%	-%	16%	10%
Guarantee that the parcel would arrive intact	38	1	1	1	6	8	8	*	-	13
	7%	9%	2%	2%	6%	6%	44% bcdei	1%	-%	7%
Ability to select an express service	34	-	5	5	8	11	2	-	1	6
	7%	-%	7%	7%	10%	9%	12%	-%	7%	4%
The business has a contract with the provider	31	*	6	6	8	6	*	*	*	11
	6%	1%	9%	9%	10%	5%	1%	1%	*%	6%
Recommended by other	23	1	7	7	4	6	*	-	*	5
	5%	9%	11%	11%	4%	5%	1%	-%	*%	2%
Other	33	-	8	8	-	5	-	3	-	17
	6%	-%	12%	12%	-%	4%	-%	26%	-%	9%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	627	183	189	255	564	63	475	152	613	14
Effective base	230	63	77	95	198	33	194	42	223	6
Weighted Base	513	166	140	207	425	88	454	59	498	15
Lower cost of postage	281	87	92	102	227	55	253	28	272	10
	55%	53%	65% c	49%	53%	62%	56%	47%	55%	66%
Better ability to track the delivery	116	31	43	42	98	18	101	15	112	4
	23%	19%	31%	20%	23%	20%	22%	26%	23%	26%
More convenient for me to drop the parcel off	105	35	20	49	84	21	98	6	104	1
	20%	21%	15%	24%	20%	24%	22%	11%	21%	6%
More convenient for me to have the parcel collected	94	32	23	38	84	10	77	17	94	*
	18%	19%	17%	18%	20%	11%	17%	29%	19%	2%
Guarantee that the parcel would arrive on time	94	34	26	33	82	12	80	14	94	*
	18%	21%	19%	16%	19%	14%	18%	23%	19%	1%
More convenient for the recipient to take the delivery	72	27	21	25	59	13	64	8	72	-
	14%	16%	15%	12%	14%	15%	14%	14%	14%	-%
Quicker delivery	70	22	31	17	48	21	60	10	70	*
	14%	13%	22% c	8%	11%	24% a	13%	17%	14%	2%
Lower cost of insurance	62	21	22	19	50	12	52	9	60	2
	12%	13%	16%	9%	12%	13%	12%	16%	12%	10%
Ability to set a specific date/time for delivery	51	16	11	24	44	6	41	9	51	-
	10%	9%	8%	11%	10%	7%	9%	16%	10%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	*b
Unweighted Base	627	183	189	255	564	63	475	152	613	14
Effective base	230	63	77	95	198	33	194	42	223	6
Weighted Base	513	166	140	207	425	88	454	59	498	15
Parcel less likely to get lost	47	6	16	25	39	8	40	8	47	*
	9%	4%	11%	12%	9%	9%	9%	13%	9%	1%
It's a decision taken by the business	41	9	12	21	36	4	33	8	41	-
	8%	5%	8%	10%	9%	5%	7%	14%	8%	-%
Guarantee that the parcel would arrive intact	38	8	16	13	34	4	29	8	38	-
	7%	5%	12%	6%	8%	4%	6%	14%	8%	-%
Ability to select an express service	34	13	14	7	33	1	29	5	34	*
	7%	8%	10%	4%	8%	1%	6%	8%	7%	1%
The business has a contract with the provider	31	14	6	11	26	5	26	5	30	1
	6%	9%	4%	5%	6%	6%	6%	9%	6%	10%
Recommended by other	23	12	6	5	21	3	20	3	23	-
	5%	7%	5%	2%	5%	3%	4%	6%	5%	-%
Other	33	8	5	19	24	9	33	*	28	4
	6%	5%	4%	9%	6%	10%	7%	1%	6%	30%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	627	241	210	174	362	153	45	67	515	112
Effective base	230	94	66	73	156	47	13	13	203	27
Weighted Base	513	206	120	186	342	108	30	33	450	63
Lower cost of postage	281	97	51	133	194	52	23	12	246	35
	55%	47%	42%	71%	57%	48%	76%	38%	55%	56%
				ab						
Better ability to track the delivery	116	36	33	47	80	22	7	8	101	15
	23%	17%	28%	25%	23%	20%	23%	24%	22%	24%
More convenient for me to drop the parcel off	105	56	15	33	83	13	4	4	96	8
	20%	27%	13%	18%	24%	12%	14%	12%	21%	13%
		b								
More convenient for me to have the parcel collected	94	41	25	28	57	26	2	9	83	11
	18%	20%	21%	15%	17%	24%	5%	29%	18%	17%
Guarantee that the parcel would arrive on time	94	38	29	26	63	14	3	13	77	16
	18%	18%	24%	14%	19%	13%	11%	40%	17%	26%
								be		
More convenient for the recipient to take the delivery	72	25	22	25	52	8	5	7	60	12
	14%	12%	18%	13%	15%	7%	18%	20%	13%	19%
Quicker delivery	70	31	10	29	50	13	6	*	63	7
	14%	15%	8%	15%	15%	12%	21%	1%	14%	11%
Lower cost of insurance	62	16	25	21	33	16	5	8	49	13
	12%	8%	21%	11%	10%	15%	16%	24%	11%	20%
			a							
Ability to set a specific date/time for delivery	51	18	20	13	31	12	2	6	42	8
	10%	9%	16%	7%	9%	11%	8%	18%	9%	13%
Parcel less likely to get lost	47	18	19	10	35	10	1	1	45	2
	9%	9%	16%	5%	10%	9%	3%	4%	10%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	627	241	210	174	362	153	45	67	515	112
Effective base	230	94	66	73	156	47	13	13	203	27
Weighted Base	513	206	120	186	342	108	30	33	450	63
It's a decision taken by the business	41	18	10	13	21	16	3	*	37	4
	8%	9%	8%	7%	6%	14%	11%	1%	8%	6%
Guarantee that the parcel would arrive intact	38	24	7	7	26	10	1	1	36	2
	7%	12%	6%	4%	8%	9%	4%	3%	8%	3%
Ability to select an express service	34	15	6	14	20	3	6	5	23	12
	7%	7%	5%	7%	6%	2%	21%	16%	5%	19%
							abe			abe
The business has a contract with the provider	31	17	7	8	22	6	2	2	28	3
	6%	8%	6%	4%	6%	6%	5%	5%	6%	5%
Recommended by other	23	3	11	10	11	5	4	3	16	7
	5%	2%	9%	5%	3%	5%	14%	10%	4%	12%
			a							
Other	33	7	12	14	16	16	1	-	32	1
	6%	3%	10%	8%	5%	15%	4%	-%	7%	2%
						a				

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	627	89	273	265	584	569	599	627	464	391
Effective base	230	43	113	74	208	203	217	230	164	121
Weighted Base	513	96	246	171	471	454	492	513	369	270
Lower cost of postage	281	47	147	87	252	243	265	281	192	137
	55%	49%	60%	51%	54%	54%	54%	55%	52%	51%
Better ability to track the delivery	116	12	68	36	108	105	113	116	84	57
	23%	12%	28%	21%	23%	23%	23%	23%	23%	21%
			a							
More convenient for me to drop the parcel off	105	29	54	21	95	94	103	105	72	46
	20%	30%	22%	12%	20%	21%	21%	20%	19%	17%
		c								
More convenient for me to have the parcel collected	94	9	48	37	90	88	91	94	65	55
	18%	9%	20%	22%	19%	19%	18%	18%	18%	21%
Guarantee that the parcel would arrive on time	94	21	42	30	92	84	93	94	73	61
	18%	22%	17%	18%	20%	19%	19%	18%	20%	23%
More convenient for the recipient to take the delivery	72	7	45	20	66	70	70	72	54	48
	14%	7%	18%	12%	14%	15%	14%	14%	15%	18%
Quicker delivery	70	7	44	19	65	64	70	70	54	29
	14%	7%	18%	11%	14%	14%	14%	14%	15%	11%
Lower cost of insurance	62	2	31	29	57	58	60	62	50	46
	12%	2%	13%	17%	12%	13%	12%	12%	14%	17%
				a						
Ability to set a specific date/time for delivery	51	11	20	20	49	49	50	51	40	38
	10%	11%	8%	12%	10%	11%	10%	10%	11%	14%
Parcel less likely to get lost	47	9	27	12	45	43	45	47	38	22
	9%	9%	11%	7%	10%	9%	9%	9%	10%	8%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	627	89	273	265	584	569	599	627	464	391
Effective base	230	43	113	74	208	203	217	230	164	121
Weighted Base	513	96	246	171	471	454	492	513	369	270
It's a decision taken by the business	41	5	17	19	39	35	39	41	37	25
	8%	5%	7%	11%	8%	8%	8%	8%	10%	9%
Guarantee that the parcel would arrive intact	38	6	20	12	34	33	38	38	29	25
	7%	6%	8%	7%	7%	7%	8%	7%	8%	9%
Ability to select an express service	34	1	19	14	33	33	33	34	32	23
	7%	1%	8%	8%	7%	7%	7%	7%	9%	8%
The business has a contract with the provider	31	12	10	10	28	24	28	31	26	17
	6%	12%	4%	6%	6%	5%	6%	6%	7%	6%
Recommended by other	23	3	8	12	23	23	23	23	17	20
	5%	3%	3%	7%	5%	5%	5%	5%	5%	7%
Other	33	4	12	17	33	33	33	33	18	8
	6%	4%	5%	10%	7%	7%	7%	6%	5%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	627	32	285	63	74	59	46	40	145
Effective base	230	18	126	26	19	11	10	10	31
Weighted Base	513	46	291	49	36	19	22	27	69
Lower cost of postage	281	28	170	21	19	4	9	12	26
	55%	61%	58%	43%	53%	23%	41%	45%	37%
		e	eh						
Better ability to track the delivery	116	7	77	6	6	5	4	8	17
	23%	15%	26%	12%	16%	26%	17%	30%	25%
More convenient for me to drop the parcel off	105	12	73	5	*	1	3	8	12
	20%	26%	25%	11%	1%	4%	12%	31%	17%
		d	d					d	
More convenient for me to have the parcel collected	94	3	46	12	8	5	6	10	22
	18%	6%	16%	24%	23%	28%	29%	37%	32%
									ab
Guarantee that the parcel would arrive on time	94	6	53	7	6	8	3	9	21
	18%	13%	18%	14%	15%	42%	15%	35%	30%
More convenient for the recipient to take the delivery	72	3	34	10	4	6	1	12	19
	14%	7%	12%	21%	11%	32%	2%	45%	28%
								abdf	b
Quicker delivery	70	6	47	7	3	3	3	1	7
	14%	12%	16%	14%	8%	17%	14%	4%	11%
Lower cost of insurance	62	2	32	12	7	2	2	2	6
	12%	5%	11%	23%	20%	11%	11%	6%	9%
Ability to set a specific date/time for delivery	51	2	19	7	6	11	3	1	16
	10%	5%	6%	15%	16%	59%	15%	4%	23%
						abcdfgh			b
Parcel less likely to get lost	47	2	30	7	3	1	2	*	4
	9%	5%	10%	13%	7%	8%	11%	*%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	627	32	285	63	74	59	46	40	145
Effective base	230	18	126	26	19	11	10	10	31
Weighted Base	513	46	291	49	36	19	22	27	69
It's a decision taken by the business	41	4	17	4	7	1	4	2	7
	8%	9%	6%	7%	20% b	3%	19%	9%	10%
Guarantee that the parcel would arrive intact	38	4	20	6	4	*	1	2	4
	7%	10%	7%	11%	11%	2%	6%	8%	6%
Ability to select an express service	34	-	17	3	*	7	5	1	13
	7%	-%	6%	6%	1%	34% abcd	25% bd	3%	19% b
The business has a contract with the provider	31	5	16	5	*	1	1	1	2
	6%	10%	6%	10%	1%	3%	3%	3%	3%
Recommended by other	23	-	12	7	*	1	*	3	4
	5%	-%	4%	14%	*%	3%	1%	11%	6%
Other	33	-	27	6	*	-	-	-	-
	6%	-%	9%	12% h	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	627	304	83	59	56	35	28	19	276	114	73	38	27	19	22
Effective base	230	132	34	17	11	9	7	3	120	38	21	8	8	8	6
Weighted Base	513	316	68	29	26	10	15	7	275	85	34	11	22	8	19
Lower cost of postage	281	178	33	19	9	7	4	3	165	42	9	10	5	3	9
	55%	56%	48%	65%	35%	73%	24%	38%	60% c	49%	28%	96% abc	22%	41%	50%
Better ability to track the delivery	116	69	19	5	9	2	3	*	69	16	5	*	6	1	8
	23%	22%	28%	19%	33%	17%	19%	6%	25%	18%	15%	4%	27%	7%	41%
More convenient for me to drop the parcel off	105	70	17	3	*	1	3	*	71	12	*	-	2	1	7
	20%	22%	26%	9%	1%	8%	23%	*%	26% c	14%	*%	-%	9%	11%	40%
More convenient for me to have the parcel collected	94	50	17	3	9	2	6	4	46	17	10	1	7	1	6
	18%	16%	25%	11%	32%	17%	41%	61%	17%	19%	28%	14%	33%	17%	30%
Guarantee that the parcel would arrive on time	94	55	20	3	5	1	3	4	47	14	7	1	9	1	4
	18%	18%	30%	12%	18%	9%	21%	64%	17%	17%	21%	11%	39%	16%	23%
More convenient for the recipient to take the delivery	72	36	13	8	8	1	*	*	40	8	5	*	4	-	12
	14%	11%	19%	28%	30%	5%	2%	4%	15%	10%	15%	1%	17%	-%	66%
Quicker delivery	70	37	18	3	2	1	4	*	46	7	4	*	5	1	*
	14%	12%	27% a	10%	9%	12%	26%	2%	17%	9%	13%	1%	22%	12%	1%
Lower cost of insurance	62	26	15	11	1	2	2	*	31	17	4	2	1	1	1
	12%	8%	23% a	37% ad	2%	21%	16%	3%	11%	20%	13%	23%	3%	8%	6%
Ability to set a specific date/time for delivery	51	23	13	6	2	1	3	*	16	16	4	1	10	*	1
	10%	7%	20% a	21%	8%	14%	17%	3%	6%	19% a	12%	13%	45%	5%	5%
Parcel less likely to get lost	47	28	13	1	-	2	2	*	24	12	4	*	2	*	*
	9%	9%	19%	3%	-%	16%	15%	1%	9%	14%	12%	2%	10%	*%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	627	304	83	59	56	35	28	19	276	114	73	38	27	19	22
Effective base	230	132	34	17	11	9	7	3	120	38	21	8	8	8	6
Weighted Base	513	316	68	29	26	10	15	7	275	85	34	11	22	8	19
It's a decision taken by the business	41	23	1	3	7	3	1	1	18	9	2	2	*	3	1
	8%	7%	2%	11%	26% b	27% b	9%	15%	7%	10%	6%	23%	*%	42%	5%
Guarantee that the parcel would arrive intact	38	17	7	6	1	*	1	1	20	6	4	*	1	1	2
	7%	6%	11%	20% a	3%	4%	8%	15%	7%	7%	12%	3%	3%	10%	8%
Ability to select an express service	34	21	5	2	*	3	3	*	14	6	1	2	9	*	1
	7%	7%	7%	7%	1%	27% a	20%	3%	5%	7%	4%	22%	40%	1%	4%
The business has a contract with the provider	31	20	5	2	*	1	*	*	15	7	*	*	*	1	*
	6%	6%	8%	6%	1%	6%	3%	6%	6%	8%	1%	1%	*%	10%	2%
Recommended by other	23	12	8	3	*	1	-	-	13	7	*	*	*	-	3
	5%	4%	11%	9%	1%	5%	-%	-%	5%	8%	1%	*%	*%	-%	16%
Other	33	28	4	*	-	-	-	-	25	6	1	*	-	-	-
	6%	9%	6%	1%	-%	-%	-%	-%	9%	7%	4%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base	627	277	105	83	62	27	38	35	100	130	148	176	81	64
Effective base	230	124	31	27	21	8	9	11	27	59	57	63	23	16
Weighted Base	513	277	73	59	41	16	21	26	63	142	135	130	48	37
Lower cost of postage	281	157	40	30	17	12	15	10	37	88	66	74	25	11
	55%	57%	56%	51%	43%	75%	71%	38%	58%	62% e	49%	57%	51%	31%
Better ability to track the delivery	116	57	20	11	16	6	1	5	12	38	26	32	7	10
	23%	21%	27%	19%	38%	38%	5%	19%	19%	26%	19%	24%	15%	27%
More convenient for me to drop the parcel off	105	74	11	8	6	*	1	4	5	40	29	27	1	6
	20%	27% h	16%	14%	15%	2%	4%	15%	8%	28% d	21% d	21% d	1%	16%
More convenient for me to have the parcel collected	94	43	18	17	5	*	4	7	11	18	24	24	13	11
	18%	16%	25%	28%	12%	2%	20%	25%	18%	13%	18%	19%	26%	30%
Guarantee that the parcel would arrive on time	94	41	19	17	7	2	5	3	11	21	20	30	3	18
	18%	15%	26%	28%	16%	13%	25%	13%	17%	15%	15%	23%	6%	48% abd
More convenient for the recipient to take the delivery	72	30	7	13	11	6	1	4	11	17	28	13	7	5
	14%	11%	9%	21%	27%	41%	3%	17%	18%	12%	21%	10%	14%	15%
Quicker delivery	70	32	26	4	5	1	2	*	3	10	13	38	6	2
	14%	12%	35% acgh	7%	12%	4%	12%	1%	5%	7%	9%	29% ab	12%	7%
Lower cost of insurance	62	31	9	10	7	*	3	2	6	6	20	20	10	4
	12%	11%	12%	16%	17%	1%	16%	9%	9%	4%	15%	15% a	21% a	10%
Ability to set a specific date/time for delivery	51	16	5	7	10	3	*	9	13	11	12	10	12	5
	10%	6%	7%	12%	24% a	22%	1%	34% ab	20% a	7%	9%	8%	25% ac	14%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	g	h	a	b	c	d	e
Unweighted Base	627	277	105	83	62	27	38	35	100	130	148	176	81	64
Effective base	230	124	31	27	21	8	9	11	27	59	57	63	23	16
Weighted Base	513	277	73	59	41	16	21	26	63	142	135	130	48	37
Parcel less likely to get lost	47	30	8	6	2	*	*	*	1	14	14	13	2	2
	9%	11%	11%	11%	6%	3%	1%	*%	1%	10%	10%	10%	4%	6%
It's a decision taken by the business	41	19	3	8	3	1	3	4	8	4	12	14	8	1
	8%	7%	4%	14%	6%	8%	13%	15%	13%	3%	9%	11%	17% a	2%
Guarantee that the parcel would arrive intact	38	17	10	4	*	*	1	5	6	10	14	7	7	*
	7%	6%	14%	7%	*%	1%	5%	18%	9%	7%	10%	5%	14%	1%
Ability to select an express service	34	8	4	11	5	5	2	*	7	8	7	7	5	6
	7%	3%	5%	18% a	13% a	29%	11%	*%	11%	6%	5%	6%	10%	17%
The business has a contract with the provider	31	21	4	3	2	*	1	*	1	12	11	3	1	1
	6%	8%	6%	5%	4%	*%	3%	2%	2%	8%	8%	2%	3%	3%
Recommended by other	23	8	3	6	*	4	*	3	7	9	3	7	*	4
	5%	3%	4%	9%	*%	27%	*%	11%	12%	6%	3%	5%	*%	10%
Other	33	18	6	1	3	-	5	-	5	14	11	7	*	1
	6%	6%	9%	2%	8%	-%	23% c	-%	8%	10%	8%	5%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	627	196	131	152	59	44	171	140	134	68	50
Effective base	230	79	52	52	16	9	76	48	45	20	14
Weighted Base	513	188	116	111	37	15	173	107	96	46	32
Lower cost of postage	281	113	60	55	17	5	104	48	58	23	11
	55%	60%	52%	49%	47%	34%	60%	45%	60%	50%	33%
Better ability to track the delivery	116	51	24	27	4	2	43	24	21	7	10
	23%	27%	20%	24%	10%	15%	25%	22%	22%	15%	31%
More convenient for me to drop the parcel off	105	41	27	25	*	1	50	23	16	*	5
	20%	22% d	24% d	23% d	1%	5%	29% d	22% d	16%	1%	16%
More convenient for me to have the parcel collected	94	25	26	19	12	8	28	20	17	16	7
	18%	13%	22%	17%	34%	50% ac	16%	19%	17%	34%	23%
Guarantee that the parcel would arrive on time	94	30	26	26	3	8	27	15	22	7	14
	18%	16%	22%	24%	8%	52% ad	15%	14%	23%	15%	43% ab
More convenient for the recipient to take the delivery	72	26	18	14	4	2	26	27	6	6	5
	14%	14%	15%	12%	12%	14%	15%	25% c	6%	12%	17%
Quicker delivery	70	14	16	29	6	*	15	11	30	5	2
	14%	7%	14%	26% a	16%	2%	9%	11%	31% ab	12%	8%
Lower cost of insurance	62	13	22	13	7	2	17	15	15	8	3
	12%	7%	19% a	11%	19%	12%	10%	14%	16%	17%	10%
Ability to set a specific date/time for delivery	51	16	15	8	10	1	19	6	7	11	5
	10%	8%	13%	7%	27% ac	4%	11%	6%	8%	23% b	16%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	627	196	131	152	59	44	171	140	134	68	50
Effective base	230	79	52	52	16	9	76	48	45	20	14
Weighted Base	513	188	116	111	37	15	173	107	96	46	32
Parcel less likely to get lost	47	21	13	10	1	*	22	7	9	2	2
	9%	11%	11%	9%	4%	1%	13%	7%	9%	4%	7%
It's a decision taken by the business	41	10	11	11	7	1	8	9	10	8	1
	8%	5%	9%	10%	19%	6%	4%	9%	10%	17%	2%
Guarantee that the parcel would arrive intact	38	12	11	5	6	*	14	8	5	7	*
	7%	6%	10%	5%	16%	2%	8%	7%	5%	14%	1%
Ability to select an express service	34	15	6	5	5	*	10	7	6	4	6
	7%	8%	5%	5%	13%	1%	6%	6%	7%	9%	20%
The business has a contract with the provider	31	12	11	3	*	1	18	2	1	1	1
	6%	7%	10%	3%	1%	6%	10%	2%	1%	2%	2%
Recommended by other	23	9	4	9	1	*	16	1	3	*	3
	5%	5%	4%	8%	1%	3%	9%	1%	3%	*%	11%
							b				
Other	33	18	8	5	*	-	15	10	7	*	1
	6%	10%	7%	4%	*%	-%	9%	10%	7%	*%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	627	170	125	182	81	65	435	80	108	387	240	464	120
Effective base	230	70	42	72	28	18	165	22	43	147	83	177	32
Weighted Base	513	157	93	161	62	40	370	50	93	321	192	394	77
Lower cost of postage	281	84	45	96	38	19	220	20	41	171	110	221	31
	55%	53%	49%	59%	61%	47%	60%	40%	44%	53%	57%	56%	41%
Better ability to track the delivery	116	37	19	48	7	5	86	10	20	63	53	84	23
	23%	24%	20%	29%	12%	13%	23%	20%	22%	20%	27%	21%	30%
More convenient for me to drop the parcel off	105	45	17	34	5	3	68	10	27	63	42	83	12
	20%	29% d	18%	21%	9%	8%	18%	19%	29%	20%	22%	21%	16%
More convenient for me to have the parcel collected	94	30	10	28	13	13	68	13	13	57	37	77	14
	18%	19%	11%	17%	20%	33%	18%	26%	13%	18%	19%	19%	18%
Guarantee that the parcel would arrive on time	94	26	20	31	7	9	66	11	17	64	29	74	18
	18%	17%	22%	19%	11%	23%	18%	22%	18%	20%	15%	19%	24%
More convenient for the recipient to take the delivery	72	20	15	24	10	2	50	14	8	39	33	46	20
	14%	13%	16%	15%	16%	6%	14%	29% c	8%	12%	17%	12%	26% a
Quicker delivery	70	19	9	32	11	*	50	8	12	56	14	64	1
	14%	12%	9%	20% e	17%	1%	13%	15%	13%	17% b	7%	16% b	2%
Lower cost of insurance	62	12	12	26	9	3	48	9	4	40	22	43	14
	12%	8%	13%	16%	15%	6%	13%	19%	5%	12%	11%	11%	19%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	627	170	125	182	81	65	435	80	108	387	240	464	120
Effective base	230	70	42	72	28	18	165	22	43	147	83	177	32
Weighted Base	513	157	93	161	62	40	370	50	93	321	192	394	77
Ability to set a specific date/time for delivery	51	13	2	21	9	5	35	11	5	29	22	36	14
	10%	8%	3%	13%	14%	13%	9%	22% c	5%	9%	11%	9%	18%
Parcel less likely to get lost	47	23	3	16	6	*	30	10	7	29	18	36	9
	9%	15% b	3%	10%	10%	*%	8%	21%	8%	9%	9%	9%	12%
It's a decision taken by the business	41	9	12	10	9	2	31	3	7	28	13	33	6
	8%	6%	13%	6%	14%	4%	8%	5%	7%	9%	7%	8%	8%
Guarantee that the parcel would arrive intact	38	19	5	8	4	2	16	9	12	21	17	26	8
	7%	12%	6%	5%	6%	4%	4%	19% a	13% a	6%	9%	7%	10%
Ability to select an express service	34	11	5	11	7	1	20	12	2	17	17	19	14
	7%	7%	6%	7%	11%	1%	5%	23% ac	3%	5%	9%	5%	18% a
The business has a contract with the provider	31	15	6	7	2	1	18	4	9	19	12	22	6
	6%	10%	7%	4%	4%	2%	5%	9%	9%	6%	6%	6%	8%
Recommended by other	23	3	4	12	3	1	11	9	4	6	17	9	14
	5%	2%	5%	8%	5%	2%	3%	17% a	4%	2%	9% a	2%	18% a
Other	33	13	6	9	*	5	25	-	8	24	9	33	-
	6%	8%	6%	5%	*%	14%	7%	-%	8%	8%	4%	8%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	627	379	190	199	428	464	120	380	189	205	422
Effective base	230	151	52	79	154	177	32	149	55	78	153
Weighted Base	513	345	109	143	370	392	78	340	114	152	361
Lower cost of postage	281	191	53	71	211	218	34	194	49	82	199
	55%	55%	48%	50%	57%	56%	43%	57%	43%	54%	55%
Better ability to track the delivery	116	74	31	22	94	82	26	75	30	19	96
	23%	21%	29%	15%	25%	21%	33%	22%	26%	13%	27% a
More convenient for me to drop the parcel off	105	70	24	18	86	82	13	77	17	31	73
	20%	20%	22%	13%	23%	21%	17%	23%	15%	20%	20%
More convenient for me to have the parcel collected	94	71	17	21	73	75	15	64	24	26	68
	18%	21%	16%	15%	20%	19%	20%	19%	21%	17%	19%
Guarantee that the parcel would arrive on time	94	54	30	22	72	77	15	57	27	23	71
	18%	16%	28%	15%	19%	20%	19%	17%	24%	15%	20%
More convenient for the recipient to take the delivery	72	42	28	13	59	47	19	42	28	18	54
	14%	12%	25% a	9%	16%	12%	24%	12%	25% a	12%	15%
Quicker delivery	70	57	7	14	56	62	3	57	7	17	53
	14%	17%	7%	10%	15%	16%	3%	17% b	6%	11%	15%
Lower cost of insurance	62	36	21	17	45	44	14	36	22	17	45
	12%	11%	20%	12%	12%	11%	18%	11%	19%	11%	13%
Ability to set a specific date/time for delivery	51	33	16	11	39	35	14	29	20	12	39
	10%	10%	15%	8%	11%	9%	18%	8%	18%	8%	11%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	627	379	190	199	428	464	120	380	189	205	422
Effective base	230	151	52	79	154	177	32	149	55	78	153
Weighted Base	513	345	109	143	370	392	78	340	114	152	361
Parcel less likely to get lost	47	28	15	11	36	34	11	27	15	11	36
	9%	8%	14%	8%	10%	9%	14%	8%	13%	7%	10%
It's a decision taken by the business	41	31	4	12	29	29	10	27	9	12	29
	8%	9%	4%	8%	8%	7%	13%	8%	8%	8%	8%
Guarantee that the parcel would arrive intact	38	23	11	9	29	25	9	23	11	7	31
	7%	7%	10%	6%	8%	6%	12%	7%	9%	5%	8%
Ability to select an express service	34	17	16	6	28	17	16	18	16	5	29
	7%	5%	15% a	4%	8%	4%	20% a	5%	14% a	3%	8%
The business has a contract with the provider	31	16	8	13	18	22	6	18	5	10	21
	6%	5%	7%	9%	5%	6%	8%	5%	5%	7%	6%
Recommended by other	23	6	17	3	20	9	14	6	17	3	20
	5%	2%	16% a	2%	5%	2%	18% a	2%	15% a	2%	5%
Other	33	31	2	17	16	32	1	29	4	13	20
	6%	9%	2%	12% b	4%	8%	1%	8%	3%	9%	5%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	627	440	397	128	1	432	353	118	-	529	328	164	1
Effective base	230	157	151	40	1	150	134	37	-	197	124	60	1
Weighted Base	513	351	345	100	4	342	303	95	-	449	278	136	*
Lower cost of postage	281	183	186	54	-	176	172	55	-	244	162	72	*
	55%	52%	54%	54%	-%	51%	57%	58%	-%	54%	58%	53%	100%
Better ability to track the delivery	116	71	89	20	-	70	81	21	-	112	69	30	-
	23%	20%	26%	20%	-%	20%	27%	22%	-%	25%	25%	22%	-%
More convenient for me to drop the parcel off	105	73	76	15	-	70	68	15	-	98	65	28	-
	20%	21%	22%	15%	-%	20%	23%	16%	-%	22%	23%	21%	-%
More convenient for me to have the parcel collected	94	67	74	25	-	67	69	25	-	91	61	31	-
	18%	19%	21%	25%	-%	20%	23%	26%	-%	20%	22%	23%	-%
Guarantee that the parcel would arrive on time	94	75	68	12	-	74	53	10	-	90	49	19	-
	18%	21%	20%	12%	-%	22%	18%	11%	-%	20%	17%	14%	-%
More convenient for the recipient to take the delivery	72	55	44	16	-	59	49	18	-	67	46	25	-
	14%	16%	13%	16%	-%	17%	16%	19%	-%	15%	17%	19%	-%
Quicker delivery	70	47	58	16	-	47	51	19	-	65	47	20	-
	14%	13%	17%	16%	-%	14%	17%	20%	-%	14%	17%	14%	-%
Lower cost of insurance	62	51	35	15	-	46	36	8	-	56	29	5	-
	12%	14%	10%	15%	-%	13%	12%	9%	-%	12%	10%	4%	-%
Ability to set a specific date/time for delivery	51	44	30	14	-	42	30	8	-	49	26	14	-
	10%	13%	9%	14%	-%	12%	10%	8%	-%	11%	9%	10%	-%
Parcel less likely to get lost	47	29	37	13	-	27	33	13	-	44	25	16	-
	9%	8%	11%	13%	-%	8%	11%	13%	-%	10%	9%	12%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	627	440	397	128	1	432	353	118	-	529	328	164	1
Effective base	230	157	151	40	1	150	134	37	-	197	124	60	1
Weighted Base	513	351	345	100	4	342	303	95	-	449	278	136	*
It's a decision taken by the business	41	27	28	12	4	32	24	8	-	39	19	11	-
	8%	8%	8%	12%	100%	9%	8%	8%	-%	9%	7%	8%	-%
Guarantee that the parcel would arrive intact	38	23	22	9	-	23	19	2	-	34	19	4	-
	7%	7%	6%	9%	-%	7%	6%	2%	-%	8%	7%	3%	-%
Ability to select an express service	34	33	22	17	-	31	24	14	-	30	23	16	-
	7%	9%	6%	17% b	-%	9%	8%	15%	-%	7%	8%	12%	-%
The business has a contract with the provider	31	26	18	8	-	20	15	6	-	28	15	11	-
	6%	7%	5%	8%	-%	6%	5%	7%	-%	6%	5%	8%	-%
Recommended by other	23	19	8	9	-	20	15	8	-	22	12	12	-
	5%	5%	2%	9%	-%	6%	5%	8%	-%	5%	4%	9%	-%
Other	33	26	24	13	-	18	21	16	-	24	20	17	-
	6%	7%	7%	13%	-%	5%	7%	17% a	-%	5%	7%	12%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	627	440	406	302	409	280	37	181	197	225	74	41
Effective base	230	167	155	120	147	116	9	84	79	87	29	16
Weighted Base	513	377	362	271	328	269	24	178	192	204	68	37
Lower cost of postage	281	223	208	169	175	179	16	116	118	127	46	25
	55%	59%	57%	62%	53%	66% a	67%	65%	61%	62%	68%	68%
Better ability to track the delivery	116	87	80	57	68	67	6	38	43	46	16	7
	23%	23%	22%	21%	21%	25%	23%	22%	22%	23%	23%	19%
More convenient for me to drop the parcel off	105	81	83	51	73	55	1	31	37	42	15	12
	20%	22%	23%	19%	22%	20%	4%	17%	19%	20%	22%	32%
More convenient for me to have the parcel collected	94	75	68	41	65	50	7	32	30	31	13	8
	18%	20%	19%	15%	20%	19%	30%	18%	16%	15%	19%	22%
Guarantee that the parcel would arrive on time	94	70	62	45	63	53	*	26	41	35	4	2
	18%	19%	17%	17%	19%	20%	1%	15%	21%	17%	5%	7%
More convenient for the recipient to take the delivery	72	49	51	33	47	39	6	19	25	29	15	8
	14%	13%	14%	12%	14%	14%	24%	11%	13%	14%	23%	21%
Quicker delivery	70	63	55	51	53	46	*	35	43	41	7	7
	14%	17%	15%	19%	16%	17%	2%	20%	23%	20%	11%	18%
Lower cost of insurance	62	38	41	38	38	33	1	25	30	31	5	1
	12%	10%	11%	14%	12%	12%	5%	14%	16%	15%	7%	4%
Ability to set a specific date/time for delivery	51	32	33	20	36	27	5	15	16	15	4	5
	10%	8%	9%	8%	11%	10%	22%	8%	8%	7%	7%	14%
Parcel less likely to get lost	47	35	27	19	30	23	1	13	13	17	6	2
	9%	9%	8%	7%	9%	8%	5%	7%	7%	8%	9%	6%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	627	440	406	302	409	280	37	181	197	225	74	41
Effective base	230	167	155	120	147	116	9	84	79	87	29	16
Weighted Base	513	377	362	271	328	269	24	178	192	204	68	37
It's a decision taken by the business	41	32	30	24	25	17	1	12	13	21	6	*
	8%	8%	8%	9%	7%	6%	4%	7%	7%	10%	8%	1%
Guarantee that the parcel would arrive intact	38	25	23	12	23	10	4	7	11	10	1	*
	7%	7%	6%	5%	7%	4%	16%	4%	6%	5%	2%	1%
Ability to select an express service	34	24	22	16	20	12	4	6	14	16	11	2
	7%	6%	6%	6%	6%	5%	18%	3%	7%	8%	17% a	5%
The business has a contract with the provider	31	22	17	25	22	13	1	12	19	20	6	4
	6%	6%	5%	9%	7%	5%	3%	7%	10%	10%	9%	11%
Recommended by other	23	14	13	8	9	10	4	1	8	6	4	*
	5%	4%	4%	3%	3%	4%	18% a	1%	4%	3%	6%	*%
Other	33	28	30	26	29	23	-	17	21	18	11	5
	6%	8%	8%	10%	9%	9%	-%	9%	11%	9%	17%	14%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	627	86	62	74	31	502	396	562	449	394	443	460	128	-	410	41
Effective base	230	35	16	35	10	186	143	206	164	137	153	174	41	-	153	17
Weighted Base	513	76	33	83	27	408	314	462	361	330	359	392	95	-	328	40
Lower cost of postage	281	47	15	72	14	228	177	256	216	184	199	229	55	-	184	21
	55%	62%	45%	88% abd	51%	56%	56%	55%	60%	56%	55%	58%	57%	-%	56%	52%
Better ability to track the delivery	116	17	7	29	1	87	62	99	85	89	84	90	28	-	65	6
	23%	22%	20%	36% d	3%	21%	20%	21%	24%	27%	23%	23%	30%	-%	20%	16%
More convenient for me to drop the parcel off	105	14	5	30	1	84	51	91	76	80	81	86	25	-	58	12
	20%	18%	16%	36% d	3%	21%	16%	20%	21%	24%	22%	22%	27%	-%	18%	30%
More convenient for me to have the parcel collected	94	10	11	16	3	84	67	89	76	67	77	74	27	-	62	9
	18%	13%	33%	19%	12%	21%	21%	19%	21%	20%	21%	19%	28%	-%	19%	23%
Guarantee that the parcel would arrive on time	94	16	13	14	6	68	57	83	68	64	77	68	21	-	52	11
	18%	20%	38%	17%	21%	17%	18%	18%	19%	19%	22%	17%	22%	-%	16%	26%
More convenient for the recipient to take the delivery	72	7	2	11	3	50	53	63	48	54	56	56	22	-	36	7
	14%	10%	7%	13%	13%	12%	17%	14%	13%	16%	16%	14%	23%	-%	11%	18%
Quicker delivery	70	9	1	19	4	57	42	64	59	48	50	60	15	-	36	1
	14%	12%	3%	24%	15%	14%	13%	14%	16%	14%	14%	15%	16%	-%	11%	2%
Lower cost of insurance	62	16	5	17	*	53	40	59	44	43	49	39	7	-	28	7
	12%	21%	16%	21%	1%	13%	13%	13%	12%	13%	14%	10%	7%	-%	9%	16%
Ability to set a specific date/time for delivery	51	6	6	5	7	37	28	42	20	36	39	29	6	-	30	2
	10%	7%	17%	6%	24%	9%	9%	9%	6%	11%	11%	7%	6%	-%	9%	6%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	627	86	62	74	31	502	396	562	449	394	443	460	128	-	410	41
Effective base	230	35	16	35	10	186	143	206	164	137	153	174	41	-	153	17
Weighted Base	513	76	33	83	27	408	314	462	361	330	359	392	95	-	328	40
Parcel less likely to get lost	47	11	3	8	*	42	25	42	33	30	31	37	9	-	28	3
	9%	14%	9%	10%	*%	10%	8%	9%	9%	9%	9%	9%	9%	-%	9%	8%
It's a decision taken by the business	41	6	1	-	*	40	30	40	32	29	33	35	5	-	28	1
	8%	7%	4%	-%	*%	10%	9%	9%	9%	9%	9%	9%	5%	-%	9%	3%
Guarantee that the parcel would arrive intact	38	3	2	4	4	28	18	33	24	28	31	28	5	-	19	*
	7%	4%	7%	5%	14%	7%	6%	7%	7%	8%	9%	7%	6%	-%	6%	*%
Ability to select an express service	34	4	*	2	*	22	23	31	17	29	26	26	10	-	21	*
	7%	6%	1%	3%	*%	5%	7%	7%	5%	9%	7%	7%	10%	-%	6%	*%
The business has a contract with the provider	31	*	4	1	4	23	20	31	27	23	26	22	5	-	19	2
	6%	*%	12%	1%	15% a	6%	6%	7%	7%	7%	7%	6%	6%	-%	6%	5%
Recommended by other	23	3	*	3	*	15	16	23	14	19	23	16	11	-	6	3
	5%	4%	1%	4%	1%	4%	5%	5%	4%	6%	6%	4%	12%	-%	2%	6%
Other	33	4	*	1	7	31	25	31	23	22	15	31	6	-	31	2
	6%	6%	*%	2%	28% bc	8%	8%	7%	6%	7%	4%	8%	6%	-%	10%	4%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	627	317	198	438	26	265	259	165	355	102	208	176	226
Effective base	230	125	74	162	12	89	105	54	132	42	80	56	90
Weighted Base	513	286	153	366	35	201	245	129	295	82	191	118	188
Lower cost of postage	281	170	81	213	12	102	148	60	161	55	134	65	72
	55%	60%	53%	58%	35%	51%	60%	46%	54%	67% a	70% c	55% c	38%
Better ability to track the delivery	116	70	28	98	9	51	61	20	60	31	58	23	30
	23%	24%	18%	27%	26%	25%	25%	15%	21%	38% ab	30% c	19%	16%
More convenient for me to drop the parcel off	105	61	32	65	17	41	49	14	65	25	46	23	34
	20%	21%	21%	18%	47%	21%	20%	11%	22%	31% a	24%	20%	18%
More convenient for me to have the parcel collected	94	50	33	63	9	33	49	25	46	24	40	23	30
	18%	17%	22%	17%	26%	17%	20%	19%	15%	29%	21%	19%	16%
Guarantee that the parcel would arrive on time	94	59	21	63	10	42	41	27	48	17	36	29	28
	18%	21%	14%	17%	29%	21%	17%	21%	16%	21%	19%	24%	15%
More convenient for the recipient to take the delivery	72	38	16	55	6	40	25	15	40	13	28	21	19
	14%	13%	11%	15%	17%	20%	10%	11%	14%	16%	15%	18%	10%
Quicker delivery	70	43	22	50	7	25	38	8	43	19	33	16	21
	14%	15%	14%	14%	20%	12%	16%	6%	15%	23% a	17%	13%	11%
Lower cost of insurance	62	42	8	45	5	32	24	19	22	20	30	15	15
	12%	15% b	5%	12%	14%	16%	10%	14%	7%	24% b	16%	12%	8%
Ability to set a specific date/time for delivery	51	29	10	32	10	26	18	22	20	9	25	13	13
	10%	10%	7%	9%	28%	13%	7%	17% b	7%	11%	13%	11%	7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	627	317	198	438	26	265	259	165	355	102	208	176	226
Effective base	230	125	74	162	12	89	105	54	132	42	80	56	90
Weighted Base	513	286	153	366	35	201	245	129	295	82	191	118	188
Parcel less likely to get lost	47	23	17	35	11	20	25	7	26	15	18	6	23
	9%	8%	11%	9%	31%	10%	10%	5%	9%	18% a	9%	5%	12%
It's a decision taken by the business	41	20	15	32	-	15	20	14	25	3	12	11	17
	8%	7%	10%	9%	-%	7%	8%	11%	8%	3%	6%	10%	9%
Guarantee that the parcel would arrive intact	38	19	8	25	5	15	16	3	28	6	5	17	16
	7%	7%	5%	7%	14%	8%	6%	3%	10%	7%	2%	14% a	9%
Ability to select an express service	34	13	12	29	2	22	12	7	17	6	16	6	8
	7%	5%	8%	8%	7%	11%	5%	6%	6%	7%	8%	5%	4%
The business has a contract with the provider	31	21	5	13	7	13	8	6	17	8	8	11	12
	6%	7%	4%	4%	20%	6%	3%	5%	6%	10%	4%	9%	7%
Recommended by other	23	13	*	17	3	17	3	6	13	*	7	6	6
	5%	5%	*%	5%	10%	8% b	1%	5%	4%	*%	4%	5%	3%
Other	33	14	19	27	*	6	24	11	21	1	16	3	10
	6%	5%	12%	7%	1%	3%	10% a	9%	7%	1%	8%	3%	5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	627	346	281
Effective base	230	111	119
Weighted Base	513	255	258
Lower cost of postage	281	137	144
	55%	54%	56%
Better ability to track the delivery	116	67	49
	23%	26%	19%
More convenient for me to drop the parcel off	105	60	45
	20%	23%	18%
More convenient for me to have the parcel collected	94	52	42
	18%	20%	16%
Guarantee that the parcel would arrive on time	94	59	35
	18%	23%	14%
More convenient for the recipient to take the delivery	72	50	22
	14%	20%	8%
		b	
Quicker delivery	70	46	24
	14%	18%	9%
Lower cost of insurance	62	48	14
	12%	19%	5%
		b	
Ability to set a specific date/time for delivery	51	39	12
	10%	15%	5%
		b	
Parcel less likely to get lost	47	25	22
	9%	10%	9%

Columns Tested:: a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	627	346	281
Effective base	230	111	119
Weighted Base	513	255	258
It's a decision taken by the business	41	16	24
	8%	6%	9%
Guarantee that the parcel would arrive intact	38	22	16
	7%	9%	6%
Ability to select an express service	34	24	11
	7%	9%	4%
The business has a contract with the provider	31	20	12
	6%	8%	5%
Recommended by other	23	22	1
	5%	9%	1%
		b	
Other	33	9	24
	6%	4%	9%

Columns Tested:: a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	627	25	49	43	51	33	104	10	83	53	34	54	88
Effective base	230	9	21	15	5	15	36	7	37	30	11	33	43
Weighted Base	513	6	70	33	10	32	102	1	75	58	10	50	65
Lower cost of postage	281	4	34	13	2	19	49	1	51	28	6	36	39
	55%	67%	49%	41%	16%	60%	48%	47%	68% d	48%	59%	71% df	61% d
Better ability to track the delivery	116	*	14	6	1	9	24	-	20	16	3	14	10
	23%	7%	20%	17%	6%	27%	23%	-%	27%	27%	29%	29%	15%
More convenient for me to drop the parcel off	105	*	13	7	1	2	27	*	17	10	2	10	16
	20%	1%	18%	21%	5%	6%	26%	18%	23%	18%	16%	21%	24%
More convenient for me to have the parcel collected	94	1	21	10	2	5	20	*	7	11	2	6	10
	18%	15%	30%	29%	16%	15%	19%	14%	10%	19%	23%	12%	15%
Guarantee that the parcel would arrive on time	94	1	8	5	1	3	18	*	24	11	1	6	17
	18%	13%	11%	14%	10%	8%	17%	30%	32%	19%	9%	12%	26%
More convenient for the recipient to take the delivery	72	*	15	4	1	3	8	-	10	13	2	7	9
	14%	5%	21%	13%	11%	11%	7%	-%	13%	22%	19%	15%	14%
Quicker delivery	70	1	2	2	*	5	19	-	13	9	*	8	10
	14%	20%	3%	5%	3%	17%	19%	-%	18%	16%	2%	15%	16%
Lower cost of insurance	62	1	6	3	*	4	20	*	9	2	*	6	10
	12%	9%	8%	10%	1%	13%	20%	16%	11%	4%	4%	13%	15%
Ability to set a specific date/time for delivery	51	*	7	1	1	1	16	*	8	*	1	5	11
	10%	6%	10%	4%	7%	5%	15% i	1%	10%	*%	13%	9%	16% i
Parcel less likely to get lost	47	*	2	4	*	1	15	-	6	7	1	5	7
	9%	1%	3%	11%	2%	4%	14%	-%	8%	12%	10%	11%	10%
It's a decision taken by the business	41	1	8	5	*	6	4	-	5	6	*	4	1
	8%	16%	11%	16%	4%	18% l	4%	-%	6%	11%	3%	7%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		*a	b	c	d	e	f	*g	h	i	j	k	l
Unweighted Base	627	25	49	43	51	33	104	10	83	53	34	54	88
Effective base	230	9	21	15	5	15	36	7	37	30	11	33	43
Weighted Base	513	6	70	33	10	32	102	1	75	58	10	50	65
Guarantee that the parcel would arrive intact	38	*	8	*	*	*	14	*	8	-	1	2	4
	7%	*%	11%	1%	3%	1%	13%	1%	10%	-%	13%	3%	7%
Ability to select an express service	34	*	8	1	*	*	4	-	5	3	*	6	6
	7%	5%	12%	5%	3%	1%	4%	-%	6%	5%	*%	12%	9%
The business has a contract with the provider	31	*	5	2	*	-	8	*	4	1	1	4	6
	6%	1%	7%	6%	1%	-%	8%	16%	6%	2%	13%	7%	9%
Recommended by other	23	-	-	*	*	*	9	-	5	5	1	2	*
	5%	-%	-%	1%	3%	*%	9%	-%	7%	9% l	12%	4%	*%
Other	33	-	11	4	6	*	*	*	2	3	-	2	4
	6%	-%	15% f	14% f	58% efhijkl	1%	*%	38%	3%	5%	-%	4%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	627	117	188	146	176	305	322
Effective base	230	38	55	68	85	92	150
Weighted Base	513	109	145	135	125	253	260
Lower cost of postage	281	51	70	79	81	121	160
	55%	47%	48%	59%	65%	48%	62%
					b		a
Better ability to track the delivery	116	20	33	36	27	53	63
	23%	18%	23%	27%	22%	21%	24%
More convenient for me to drop the parcel off	105	20	30	28	27	50	55
	20%	18%	20%	20%	22%	20%	21%
More convenient for me to have the parcel collected	94	31	26	19	18	57	37
	18%	29%	18%	14%	14%	23%	14%
Guarantee that the parcel would arrive on time	94	13	21	35	24	34	59
	18%	12%	15%	26%	19%	14%	23%
More convenient for the recipient to take the delivery	72	19	12	22	18	31	41
	14%	18%	8%	17%	15%	12%	16%
Quicker delivery	70	5	25	22	18	29	40
	14%	4%	17%	17%	14%	12%	16%
Lower cost of insurance	62	9	25	11	17	34	28
	12%	9%	17%	8%	13%	13%	11%
Ability to set a specific date/time for delivery	51	8	18	8	16	26	24
	10%	8%	12%	6%	13%	10%	9%
Parcel less likely to get lost	47	6	16	13	13	22	26
	9%	5%	11%	9%	10%	9%	10%
It's a decision taken by the business	41	14	11	11	5	25	16
	8%	13%	7%	8%	4%	10%	6%

Columns Tested:: a,b,c,d - a,b

Table 569 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail or Parcelforce to send your parcels?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-6 OR 8-15)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	627	117	188	146	176	305	322
Effective base	230	38	55	68	85	92	150
Weighted Base	513	109	145	135	125	253	260
Guarantee that the parcel would arrive intact	38	8	14	8	7	23	15
	7%	8%	10%	6%	6%	9%	6%
Ability to select an express service	34	10	5	8	12	15	19
	7%	9%	3%	6%	9%	6%	7%
The business has a contract with the provider	31	7	8	6	11	15	16
	6%	7%	5%	4%	9%	6%	6%
Recommended by other	23	*	10	10	3	10	14
	5%	*%	7%	8%	3%	4%	5%
Other	33	15	6	5	6	22	11
	6%	14%	4%	4%	5%	9%	4%

Columns Tested:: a,b,c,d - a,b

Table 570

QN9. When sending letters, which service does your business tend to use?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
1st class - all the time	476	68	408	451	21	2	1	24
	24%	30%	23%	24%	28%	23%	26%	27%
1st class - most of the time	441	14	427	416	22	3	1	25
	22%	6%	24%	22%	28%	28%	27%	28%
			a					
1st and 2nd class in equal amounts	317	29	288	301	13	2	1	16
	16%	13%	16%	16%	18%	20%	16%	18%
2nd class - most of the time	497	45	452	481	13	2	1	16
	25%	20%	26%	25%	17%	20%	16%	17%
				bde				
2nd class - all the time	168	3	165	161	6	1	*	7
	8%	1%	9%	8%	7%	9%	5%	7%
			a					
We never send letters	92	66	26	92	*	*	*	1
	5%	29%	1%	5%	*%	1%	6%	1%
		b		be			be	
Don't Know (CATI ONLY: DO NOT READ OUT)	9	3	5	8	1	*	*	1
	*%	1%	*%	*%	1%	1%	4%	1%
							a	
NET: Any 1st Class at least half the time	1234	111	1123	1168	56	6	3	66
	62%	49%	63%	61%	74%	70%	69%	73%
			a		a			a
NET: Any 2nd Class at least half the time	982	77	905	943	32	4	2	38
	49%	34%	51%	49%	42%	48%	36%	43%
			a	d				

Columns Tested:: a,b - a,b,c,d,e

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
1st class - all the time	476	203	205	43	15	8	1	451	21	3
	24%	20%	28%	31%	29%	25%	26%	24%	28%	24%
			a	a					a	
1st class - most of the time	441	220	170	26	15	10	1	416	22	4
	22%	21%	23%	19%	28%	29%	27%	22%	28%	28%
1st and 2nd class in equal amounts	317	157	118	25	10	5	1	301	13	3
	16%	15%	16%	18%	18%	17%	16%	16%	18%	18%
2nd class - most of the time	497	276	175	30	9	6	1	481	13	3
	25%	27%	24%	22%	18%	18%	16%	25%	17%	18%
		fh						fh		
2nd class - all the time	168	103	53	6	4	3	*	161	6	1
	8%	10%	7%	4%	7%	8%	5%	8%	7%	7%
We never send letters	92	66	19	7	*	*	*	92	*	*
	5%	6%	3%	5%	*%	1%	6%	5%	*%	3%
		bdeh		dh			deh	dh		
Don't Know (CATI ONLY: DO NOT READ OUT)	9	5	*	2	-	1	*	8	1	*
	*%	1%	*%	1%	-%	3%	4%	*%	1%	2%
						bg	abdg			
NET: Any 1st Class at least half the time	1234	580	493	95	39	23	3	1168	56	10
	62%	56%	67%	68%	75%	71%	69%	61%	74%	70%
			a	a	ag	a	a		ag	a
NET: Any 2nd Class at least half the time	982	536	347	61	23	14	2	943	32	6
	49%	52%	47%	44%	43%	42%	36%	49%	42%	44%
		fh						f		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
1st class - all the time	476	342	109	21	2	1	253	88	20	9	17
	24%	22%	31%	28%	23%	26%	20%	29%	30%	27%	29%
			a					a			
1st class - most of the time	441	343	73	22	3	1	287	68	19	10	19
	22%	22%	21%	28%	28%	27%	23%	23%	28%	27%	33%
1st and 2nd class in equal amounts	317	236	64	13	2	1	203	42	8	6	9
	16%	15%	18%	18%	20%	16%	16%	14%	12%	17%	15%
2nd class - most of the time	497	407	75	13	2	1	340	72	18	4	8
	25%	26%	21%	17%	20%	16%	27%	24%	27%	11%	14%
		ce					e				
2nd class - all the time	168	144	18	6	1	*	128	21	2	6	5
	8%	9%	5%	7%	9%	5%	10%	7%	4%	18%	8%
		b									
We never send letters	92	80	12	*	*	*	35	6	*	*	1
	5%	5%	3%	*%	1%	6%	3%	2%	*%	*%	1%
		c	c			c					
Don't Know (CATI ONLY: DO NOT READ OUT)	9	6	2	1	*	*	4	*	-	-	*
	*%	*%	1%	1%	1%	4%	*%	*%	-%	-%	*%
						ab					
NET: Any 1st Class at least half the time	1234	922	246	56	6	3	742	199	47	25	45
	62%	59%	70%	74%	70%	69%	59%	67%	70%	71%	77%
			a	a							a
NET: Any 2nd Class at least half the time	982	787	157	32	4	2	671	136	29	16	21
	49%	51%	44%	42%	48%	36%	54%	45%	42%	46%	37%
		e					e				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
1st class - all the time	476	38	32	71	26	52	75	39	47	33
	24%	21%	22%	22%	37%	28%	24%	15%	30%	22%
					g				g	
1st class - most of the time	441	58	42	78	8	25	63	71	27	36
	22%	32%	29%	25%	12%	14%	20%	28%	17%	24%
		deh	e					e		
1st and 2nd class in equal amounts	317	18	22	74	10	36	47	45	18	12
	16%	10%	15%	23%	14%	20%	15%	18%	12%	8%
				ai						
2nd class - most of the time	497	41	41	70	11	49	90	66	42	38
	25%	23%	28%	22%	16%	27%	29%	26%	27%	26%
2nd class - all the time	168	16	8	12	10	20	31	15	18	20
	8%	9%	5%	4%	15%	11%	10%	6%	11%	14%
					c					c
We never send letters	92	10	1	9	2	1	6	13	3	8
	5%	5%	*%	3%	3%	*%	2%	5%	2%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	*	*	4	2	*	-	1	*	-
	*%	*%	*%	1%	3%	*%	-%	*%	*%	-%
NET: Any 1st Class at least half the time	1234	114	96	223	44	113	185	155	92	81
	62%	63%	66%	70%	63%	62%	59%	62%	60%	55%
				i						
NET: Any 2nd Class at least half the time	982	74	71	156	31	105	168	126	78	70
	49%	41%	49%	49%	45%	57%	54%	51%	50%	48%
						a				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
1st class - all the time	476	111	117	185	413	63	33	18	13
	24%	28%	24%	21%	23%	26%	27%	22%	32%
									c
1st class - most of the time	441	69	127	212	409	33	15	13	5
	22%	17%	26%	24%	23%	14%	13%	16%	12%
			aefgh	efh	efh				
1st and 2nd class in equal amounts	317	58	59	166	282	35	18	13	4
	16%	14%	12%	19%	16%	14%	15%	16%	9%
				bh					
2nd class - most of the time	497	99	124	226	449	48	21	18	10
	25%	25%	26%	26%	26%	20%	18%	22%	24%
2nd class - all the time	168	50	41	58	150	18	7	10	1
	8%	13%	9%	7%	9%	8%	6%	13%	4%
		ch						h	
We never send letters	92	11	13	28	51	41	26	9	7
	5%	3%	3%	3%	3%	17%	21%	11%	17%
						abcd	abcdg	abcd	abcd
Don't Know (CATI ONLY: DO NOT READ OUT)	9	3	*	4	7	2	*	1	1
	*%	1%	*%	*%	*%	1%	*%	1%	2%
									d
NET: Any 1st Class at least half the time	1234	237	302	563	1103	131	66	43	21
	62%	59%	63%	64%	63%	54%	55%	54%	53%
				eh	e				
NET: Any 2nd Class at least half the time	982	207	223	450	880	101	46	41	15
	49%	52%	46%	51%	50%	42%	38%	51%	37%
		fh		efh	efh			h	

Columns Tested:: a,b,c,d,e,f,g,h

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
1st class - all the time	476 24%	19 23%	45 38% ei	51 34% ei	102 38% egi	65 20%	26 28%	9 16%	19 30%	186 19%
1st class - most of the time	441 22%	14 17%	19 16%	29 19%	66 25%	55 17%	18 20%	11 21%	22 34% be	226 24%
1st and 2nd class in equal amounts	317 16%	13 15%	23 19%	29 19% d	22 8%	44 14%	17 18%	14 27% d	7 11%	170 18% d
2nd class - most of the time	497 25%	14 17%	24 20%	30 20%	54 20%	100 30%	25 27%	8 15%	14 23%	252 26%
2nd class - all the time	168 8%	15 18% bch	4 3%	4 2%	20 7%	35 11% c	6 6%	3 5%	1 1%	86 9%
We never send letters	92 5%	7 8%	6 5%	7 5%	4 1%	28 9% di	* *%	6 12% d	1 1%	39 4%
Don't Know (CATI ONLY: DO NOT READ OUT)	9 *%	2 2%	* *%	* *%	* *%	* *%	* *%	2 4% ei	- -%	4 *%
NET: Any 1st Class at least half the time	1234 62%	45 55%	87 72% e	108 72% e	191 71% ei	164 50%	61 66%	34 63%	48 75% e	582 60% e
NET: Any 2nd Class at least half the time	982 49%	42 51%	50 41%	63 42%	96 36%	179 55% dh	47 51%	25 47%	22 35%	507 53% dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
1st class - all the time	476	172	91	213	404	71	420	55	467	9
	24%	34% bc	22%	20%	24%	21%	23%	33% a	24%	15%
1st class - most of the time	441	108	74	259	365	77	411	30	434	7
	22%	22%	18%	24%	22%	23%	22%	18%	22%	12%
1st and 2nd class in equal amounts	317	64	61	191	263	53	290	27	308	9
	16%	13%	15%	18%	16%	16%	16%	16%	16%	15%
2nd class - most of the time	497	98	125	274	409	88	460	38	467	30
	25%	20%	30% a	25%	25%	26%	25%	22%	24%	50% a
2nd class - all the time	168	39	40	89	134	35	157	11	165	3
	8%	8%	10%	8%	8%	10%	9%	6%	8%	5%
We never send letters	92	18	29	46	87	5	88	5	91	2
	5%	4%	7%	4%	5%	2%	5%	3%	5%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	2	*	6	5	3	6	2	9	-
	*%	*%	*%	1%	*%	1%	*%	1%	*%	-%
NET: Any 1st Class at least half the time	1234	344	226	664	1033	201	1121	113	1209	25
	62%	69% b	54%	61%	62%	61%	61%	67%	62% b	42%
NET: Any 2nd Class at least half the time	982	200	226	555	806	176	906	75	940	42
	49%	40%	54% a	51% a	48%	53%	49%	45%	48%	71% a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
1st class - all the time	476	288	78	101	409	46	7	14	455	21
	24%	24%	23%	24%	24%	22%	15%	24%	24%	20%
1st class - most of the time	441	265	92	84	358	52	14	18	409	32
	22%	22%	27%	20%	21%	24%	31%	32%	22%	31%
1st and 2nd class in equal amounts	317	207	50	58	266	35	6	10	301	16
	16%	17%	15%	14%	16%	17%	12%	18%	16%	15%
2nd class - most of the time	497	292	80	125	419	58	15	5	477	20
	25%	24%	24%	30%	25%	28%	32%	10%	25%	20%
2nd class - all the time	168	110	19	39	148	8	4	7	156	12
	8%	9%	6%	9%	9%	4%	10%	13%	8%	11%
We never send letters	92	54	18	17	80	10	*	2	90	2
	5%	4%	5%	4%	5%	5%	1%	3%	5%	2%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	6	2	1	6	2	*	*	9	*
	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%
NET: Any 1st Class at least half the time	1234	761	220	243	1033	132	27	42	1165	69
	62%	62%	65%	57%	61%	63%	58%	74%	61%	67%
NET: Any 2nd Class at least half the time	982	609	149	222	833	101	25	23	934	48
	49%	50%	44%	52%	49%	48%	54%	40%	49%	46%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
1st class - all the time	476	235	174	67	425	359	452	356	232	188
	24%	24%	25%	21%	25%	25%	25%	26%	26%	28%
1st class - most of the time	441	202	156	84	410	359	429	335	259	185
	22%	20%	23%	27%	24%	25%	23%	24%	29%	28%
									c	
1st and 2nd class in equal amounts	317	148	118	50	286	233	300	213	141	111
	16%	15%	17%	16%	17%	16%	16%	15%	16%	17%
2nd class - most of the time	497	251	167	79	462	366	482	339	191	133
	25%	25%	24%	25%	27%	26%	26%	24%	21%	20%
					f		f			
2nd class - all the time	168	93	56	20	137	104	153	91	56	42
	8%	9%	8%	6%	8%	7%	8%	7%	6%	6%
We never send letters	92	68	12	12	5	7	7	46	7	5
	5%	7%	2%	4%	*%	1%	*%	3%	1%	1%
		b						abcef		
Don't Know (CATI ONLY: DO NOT READ OUT)	9	4	3	2	7	5	7	3	3	2
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%
NET: Any 1st Class at least half the time	1234	585	447	201	1122	950	1181	904	632	484
	62%	58%	65%	64%	65%	66%	65%	65%	71%	73%
									ac	acd
NET: Any 2nd Class at least half the time	982	492	341	149	886	703	935	643	388	286
	49%	49%	50%	47%	51%	49%	51%	46%	44%	43%
					ef		ef			

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
1st class - all the time	476	102	247	27	33	19	13	10	42
	24%	25%	23%	28%	35%	39%	31%	21%	30%
1st class - most of the time	441	71	279	21	28	12	8	10	30
	22%	17%	26%	22%	30%	25%	18%	21%	22%
			a						
1st and 2nd class in equal amounts	317	71	170	24	11	4	6	13	24
	16%	17%	16%	25%	12%	9%	14%	28%	17%
2nd class - most of the time	497	105	305	24	19	4	12	14	30
	25%	25%	28%	24%	20%	8%	29%	30%	22%
		e	e					e	
2nd class - all the time	168	60	76	2	3	9	3	*	13
	8%	15%	7%	2%	3%	19%	8%	*%	9%
		bcd				bcd			
We never send letters	92	2	5	-	*	*	-	-	*
	5%	*%	*%	-%	*%	*%	-%	-%	*%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	3	5	-	*	-	*	*	*
	*%	1%	*%	-%	*%	-%	*%	*%	*%
NET: Any 1st Class at least half the time	1234	244	696	73	72	36	27	33	96
	62%	59%	64%	74%	77%	74%	63%	69%	69%
					a				
NET: Any 2nd Class at least half the time	982	236	550	49	33	17	22	28	67
	49%	57%	51%	51%	35%	36%	51%	58%	48%
		de	d						

Columns Tested:: a,b,c,d,e,f,g,h

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
1st class - all the time	476	314	46	22	18	9	13	2	264	36	22	13	14	4	6
	24%	23%	30%	28%	31%	36%	44%	18%	25%	20%	29%	46%	33%	27%	20%
							a					ab			
1st class - most of the time	441	320	34	29	13	9	5	1	257	55	23	4	10	2	7
	22%	23%	22%	36%	22%	36%	18%	9%	24%	31%	31%	14%	23%	16%	26%
1st and 2nd class in equal amounts	317	217	33	16	7	4	5	4	172	32	11	7	1	3	7
	16%	16%	21%	21%	12%	16%	16%	28%	16%	18%	15%	24%	2%	22%	23%
2nd class - most of the time	497	384	35	10	18	2	5	6	278	46	16	4	8	5	9
	25%	28%	23%	13%	31%	10%	18%	43%	26%	26%	21%	15%	19%	30%	30%
		c													
2nd class - all the time	168	127	5	2	2	*	1	*	82	9	2	*	10	1	*
	8%	9%	3%	2%	4%	1%	4%	1%	8%	5%	3%	1%	23%	5%	*%
													abcd		
We never send letters	92	5	-	*	-	*	-	-	7	-	*	-	-	-	-
	5%	*%	-%	*%	-%	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	7	*	-	*	*	*	*	4	1	-	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%	1%	*%	*%	-%	-%	*%	*%	1%
NET: Any 1st Class at least half the time	1234	851	112	67	38	22	23	7	692	124	56	23	25	10	20
	62%	62%	74%	84%	65%	89%	78%	55%	65%	69%	75%	84%	58%	64%	69%
				a		a									
NET: Any 2nd Class at least half the time	982	728	73	28	28	7	12	10	532	87	29	11	19	9	15
	49%	53%	48%	36%	47%	28%	39%	72%	50%	48%	39%	40%	44%	58%	53%
		c													

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
1st class - all the time	476	241	40	27	16	12	4	17	32	192	125	93	28	12
	24%	26%	25%	24%	26%	36%	12%	38%	30%	22%	32% a	26%	24%	17%
1st class - most of the time	441	219	48	36	5	10	3	14	27	200	97	75	29	28
	22%	23% d	30% d	32% d	8%	30% d	11%	32% d	25% d	23%	25%	21%	25%	39% c
1st and 2nd class in equal amounts	317	151	16	12	11	6	12	4	22	147	52	68	22	11
	16%	16%	10%	11%	18%	19%	38% abc	9%	21%	17%	13%	19%	19%	15%
2nd class - most of the time	497	236	36	27	25	3	4	7	14	267	77	102	28	9
	25%	25%	23%	24%	41% aefh	10%	11%	17%	13%	30% be	20%	28%	24%	12%
2nd class - all the time	168	64	13	7	3	1	2	2	4	71	38	20	10	12
	8%	7%	8%	6%	4%	2%	6%	4%	4%	8%	10%	5%	9%	17% c
We never send letters	92	28	6	2	2	1	7	-	8	5	*	2	*	-
	5%	3%	4%	2%	3%	3%	21% abcd	-%	7%	1%	*%	1%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	2	1	-	-	-	*	*	*	3	*	4	-	-
	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	1%	-%	-%
NET: Any 1st Class at least half the time	1234	611	105	75	32	28	20	35	82	539	274	236	78	51
	62%	65%	65%	67%	52%	85% d	61%	79%	76% d	61%	70% a	65%	68%	71%
NET: Any 2nd Class at least half the time	982	451	65	47	39	10	18	13	40	486	167	190	59	31
	49%	48%	41%	42%	64% begh	31%	56%	29%	37%	55% b	43%	52%	51%	44%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
1st class - all the time	476	224	91	78	24	6	179	100	46	22	11
	24%	23%	27%	27%	27%	16%	23%	38% ac	19%	25%	18%
1st class - most of the time	441	220	88	64	26	12	194	58	63	15	27
	22%	23%	26%	22%	30%	32%	25%	22%	26%	17%	45% abd
1st and 2nd class in equal amounts	317	150	52	60	13	10	131	36	40	22	2
	16%	16%	15%	21%	15%	26%	17%	14%	17%	26% e	4%
2nd class - most of the time	497	291	74	75	17	4	218	50	70	19	8
	25%	30% b	22%	26%	19%	10%	28%	19%	29%	22%	14%
2nd class - all the time	168	75	37	10	8	6	50	20	14	8	12
	8%	8%	11% c	3%	9%	15% c	6%	8%	6%	9%	19% ac
We never send letters	92	3	-	*	-	-	5	*	2	*	-
	5%	*%	-%	*%	-%	-%	1%	*%	1%	*%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	3	*	4	-	-	*	1	3	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	-%
NET: Any 1st Class at least half the time	1234	594	231	202	64	29	504	194	149	59	40
	62%	61%	68%	69%	71%	75%	65%	73%	63%	69%	67%
NET: Any 2nd Class at least half the time	982	516	163	145	39	20	399	107	124	49	22
	49%	53%	48%	50%	44%	52%	51% b	40%	52%	57%	37%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
1st class - all the time	476 24%	187 27%	61 31%	65 22%	29 25%	6 12%	189 23%	33 27%	132 30%	400 23%	76 28%	399 25%	27 25%
1st class - most of the time	441 22%	170 24%	41 20%	66 22%	27 24%	27 52% abcd	181 22%	35 29%	117 27%	394 23%	48 17%	388 24%	22 21%
1st and 2nd class in equal amounts	317 16%	109 16%	23 12%	52 17%	16 14%	13 25%	129 16%	27 22%	55 13%	265 15%	52 19%	257 16%	29 27% a
2nd class - most of the time	497 25%	175 25%	48 24%	80 27%	28 25%	5 10%	204 25%	23 19%	110 25%	442 26%	55 20%	439 27%	23 22%
2nd class - all the time	168 8%	33 5%	23 12% a	26 9%	6 6%	1 1%	72 9% c	5 4%	14 3%	142 8%	26 10%	132 8%	5 5%
We never send letters	92 5%	27 4%	3 1%	9 3%	7 6%	- -%	37 5%	- -%	9 2%	76 4%	16 6%	5 *%	* *%
Don't Know (CATI ONLY: DO NOT READ OUT)	9 *%	* *%	1 *%	2 1%	* *%	- -%	2 *%	* *%	1 *%	7 *%	1 *%	6 *%	1 1%
NET: Any 1st Class at least half the time	1234 62%	466 66%	125 63%	184 61%	72 63%	45 89% abcd	499 61%	94 78% a	304 69%	1058 61%	175 64%	1043 64%	79 73%
NET: Any 2nd Class at least half the time	982 49%	317 45%	95 47%	158 53%	51 45%	18 36%	405 50%	54 44%	179 41%	849 49%	133 49%	828 51%	58 54%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
1st class - all the time	476	317	42	206	150	400	26	317	42	206	150
	24%	25%	25%	24%	28%	25%	25%	25%	26%	24%	29%
1st class - most of the time	441	324	35	206	128	389	21	323	36	206	129
	22%	26%	21%	24%	24%	24%	20%	25%	22%	24%	25%
1st and 2nd class in equal amounts	317	196	37	120	93	258	28	197	36	135	78
	16%	15%	23%	14%	17%	16%	27%	15%	22%	16%	15%
2nd class - most of the time	497	325	40	226	113	439	24	328	38	228	111
	25%	26%	25%	27%	21%	27%	23%	26%	23%	26%	21%
2nd class - all the time	168	95	9	55	36	132	5	95	9	55	36
	8%	8%	6%	6%	7%	8%	5%	7%	6%	6%	7%
We never send letters	92	7	-	32	14	5	*	7	-	30	16
	5%	1%	-%	4%	3%	*%	*%	1%	-%	3%	3%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	4	1	2	2	6	1	4	1	2	1
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
NET: Any 1st Class at least half the time	1234	837	114	532	372	1047	74	836	114	548	356
	62%	66%	69%	63%	69%	64%	71%	66%	70%	64%	68%
NET: Any 2nd Class at least half the time	982	616	87	401	242	829	57	620	83	418	225
	49%	49%	53%	47%	45%	51%	54%	49%	51%	49%	43%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
1st class - all the time	476	273	284	46	-	265	198	35	-	292	126	51	*
	24%	29% bc	21%	19%	-%	31% bc	20%	18%	-%	29% b	16%	20%	100%
1st class - most of the time	441	265	295	54	-	231	239	40	-	233	180	69	-
	22%	29% b	22%	22%	-%	27%	24%	21%	-%	23%	23%	28%	-%
1st and 2nd class in equal amounts	317	152	220	46	4	137	169	41	1	166	139	50	-
	16%	16%	16%	19%	100%	16%	17%	21%	100%	17%	18%	20%	-%
2nd class - most of the time	497	195	410	77	-	181	289	62	-	220	236	58	-
	25%	21%	31% a	32% a	-%	21%	29% a	33% a	-%	22%	31% a	23%	-%
2nd class - all the time	168	34	129	13	-	34	89	10	-	49	66	13	-
	8%	4%	10% a	5%	-%	4%	9% a	5%	-%	5%	9% a	5%	-%
We never send letters	92	5	*	2	-	7	4	*	-	36	19	8	-
	5%	1%	*%	1%	-%	1%	*%	*%	-%	4%	2%	3%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	3	3	3	-	4	3	2	-	2	*	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
NET: Any 1st Class at least half the time	1234	690	798	145	4	632	607	116	1	692	444	170	*
	62%	74% bc	60%	60%	100%	74% bc	61%	61%	100%	69% b	58%	68%	100%
NET: Any 2nd Class at least half the time	982	381	759	136	4	352	548	113	1	436	441	120	-
	49%	41%	57% a	56% a	100%	41%	55% a	59% a	100%	44%	58% a	48%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
1st class - all the time	476	395	310	236	409	56	15	126	126	144	23	16
	24%	25%	25%	25%	32% b	5%	39% b	20%	24%	28%	17%	20%
1st class - most of the time	441	377	302	206	384	198	9	133	133	118	30	15
	22%	24%	24%	22%	30% b	19%	24%	22%	25%	23%	22%	20%
1st and 2nd class in equal amounts	317	250	207	159	238	221	8	109	87	103	31	14
	16%	16%	17%	17%	19%	21%	20%	18%	16%	20%	23%	18%
2nd class - most of the time	497	420	326	243	210	420	5	178	145	118	40	28
	25%	27%	26%	26%	17%	40% ac	12%	29%	27%	23%	30%	36%
2nd class - all the time	168	129	92	65	14	138	2	55	28	25	10	5
	8%	8%	7%	7%	1%	13% a	4%	9%	5%	5%	7%	7%
We never send letters	92	4	6	34	6	2	-	14	16	13	2	-
	5%	*%	*%	4% ab	*%	*%	-%	2%	3%	2%	1%	-%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	5	3	1	3	1	-	1	*	1	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
NET: Any 1st Class at least half the time	1234	1022	818	600	1030	476	31	368	347	365	84	45
	62%	65%	66%	64%	82% b	46%	83% b	60%	65%	70% a	62%	58%
NET: Any 2nd Class at least half the time	982	799	624	467	462	779	14	342	259	245	81	47
	49%	51%	50%	49%	37%	75% ac	37%	56%	48%	47%	60%	60%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
1st class - all the time	476	39	30	21	15	403	257	421	293	256	235	363	36	-	341	52
	24%	17%	29%	18%	36%	25%	25%	24%	25%	26%	27%	23%	17%	-%	24%	34%
1st class - most of the time	441	56	30	29	10	354	232	380	254	196	246	335	57	-	338	21
	22%	25%	30%	26%	25%	22%	22%	22%	22%	20%	28% b	21%	27%	-%	24%	14%
1st and 2nd class in equal amounts	317	32	22	22	6	279	177	291	185	178	174	269	44	-	191	19
	16%	14%	22%	19%	15%	17%	17%	17%	16%	18%	20%	17%	20%	-%	14%	12%
2nd class - most of the time	497	78	13	33	9	395	239	411	279	231	170	397	63	1	338	37
	25%	35% b	13%	29%	21%	24%	23%	24%	24%	23%	19%	25% a	29% a	100%	24%	25%
2nd class - all the time	168	19	6	7	1	127	58	132	72	60	41	132	12	-	118	21
	8%	8%	5%	6%	2%	8%	6%	8%	6%	6%	5%	8% a	6%	-%	8%	14%
We never send letters	92	2	1	3	-	73	68	77	68	65	7	75	-	-	69	1
	5%	1%	1%	2%	-%	4%	7%	5%	6%	7%	1%	5% ac	-%	-%	5%	1%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	-	*	*	-	6	4	6	5	5	4	4	1	-	7	*
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
NET: Any 1st Class at least half the time	1234	127	81	72	32	1036	666	1091	732	630	655	966	136	-	870	92
	62%	56%	80% a	63%	76%	63%	64%	64%	63%	64%	75% bc	61%	64%	-%	62%	61%
NET: Any 2nd Class at least half the time	982	128	40	61	16	800	474	835	535	469	386	798	119	1	647	76
	49%	57%	40%	54%	39%	49%	46%	49%	46%	47%	44%	51% a	56% a	100%	46%	51%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
1st class - all the time	476	188	266	163	15	77	117	72	326	73	65	90	299
	24%	24%	24%	26%	31%	26%	25%	27%	24%	20%	20%	23%	24%
1st class - most of the time	441	176	247	153	12	67	116	53	317	71	58	95	285
	22%	23%	22%	25%	26%	22%	25%	20%	23%	20%	17%	24%	23%
1st and 2nd class in equal amounts	317	133	159	93	13	67	58	46	215	51	61	75	169
	16%	17%	14%	15%	27%	23% b	12%	17%	16%	14%	18%	19%	14%
2nd class - most of the time	497	206	265	151	4	59	125	63	323	106	88	104	297
	25%	27%	24%	24%	8%	20%	27%	24%	24%	29%	27%	27%	24%
2nd class - all the time	168	59	97	35	3	23	28	15	108	43	29	17	121
	8%	8%	9%	6%	7%	8%	6%	6%	8%	12%	9%	4%	10% b
We never send letters	92	12	67	27	*	4	25	13	62	16	30	7	53
	5%	2%	6% a	4%	1%	1%	5%	5%	5%	4%	9% bc	2%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	1	7	1	-	1	1	2	4	1	*	1	3
	*%	*%	1%	*%	-%	*%	*%	1%	*%	*%	*%	*%	*%
NET: Any 1st Class at least half the time	1234	497	672	409	40	211	291	171	858	196	184	260	752
	62%	64%	61%	66%	84%	71%	62%	65%	63% c	54%	56%	67% a	61%
NET: Any 2nd Class at least half the time	982	398	522	278	20	149	211	124	647	200	178	196	587
	49%	51%	47%	45%	43%	50%	45%	47%	48%	55%	54%	50%	48%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
1st class - all the time	476	241	235
	24%	25%	23%
1st class - most of the time	441	207	234
	22%	22%	22%
1st and 2nd class in equal amounts	317	159	158
	16%	17%	15%
2nd class - most of the time	497	218	279
	25%	23%	27%
2nd class - all the time	168	59	109
	8%	6%	10%
			a
We never send letters	92	68	24
	5%	7%	2%
		b	
Don't Know (CATI ONLY: DO NOT READ OUT)	9	5	4
	*%	1%	*%
NET: Any 1st Class at least half the time	1234	607	627
	62%	63%	60%
NET: Any 2nd Class at least half the time	982	436	545
	49%	46%	52%

Columns Tested:: a,b

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
1st class - all the time	476	7	67	41	12	44	75	3	59	47	14	55	51
	24%	21%	22%	27%	14%	35% dhj	26%	19%	19%	26%	18%	25%	25%
1st class - most of the time	441	13	72	24	22	24	55	1	76	40	19	39	57
	22%	37% g	23%	16%	25%	19%	19%	8%	25% g	22%	24%	18%	28% g
1st and 2nd class in equal amounts	317	2	54	27	22	11	51	3	48	28	10	26	35
	16%	6%	17%	18%	25%	9%	18%	19%	16%	15%	13%	12%	17%
2nd class - most of the time	497	8	69	40	24	26	74	4	83	47	18	67	36
	25%	24%	22%	26%	27%	21%	26%	23%	28% l	26%	23%	31% l	17%
2nd class - all the time	168	2	42	3	5	11	22	2	20	11	11	27	11
	8%	7%	13% cl	2%	5%	9%	8%	13% c	7%	6%	14% c	13% cl	6%
We never send letters	92	2	6	18	3	11	6	3	13	7	5	3	13
	5%	6%	2%	12% bfk	4%	9% k	2%	18% bdfhikl	4%	4%	7%	2%	6%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	-	*	*	1	-	*	*	3	*	2	-	2
	*%	-%	*%	*%	1%	-%	*%	1%	1%	*%	2%	-%	1%
NET: Any 1st Class at least half the time	1234	22	193	93	56	79	182	8	183	114	42	120	143
	62%	64%	62%	60%	63%	62%	64%	45%	60%	63%	54%	55%	70% gjk
NET: Any 2nd Class at least half the time	982	13	166	70	50	48	148	10	151	86	38	120	82
	49%	37%	53%	46%	57%	38%	52%	54%	50%	48%	49%	55% el	40%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 570 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
1st class - all the time	476	116	132	109	119	247	228
	24%	23%	26%	22%	24%	25%	23%
1st class - most of the time	441	108	101	117	115	209	232
	22%	22%	20%	23%	23%	21%	23%
1st and 2nd class in equal amounts	317	84	84	79	70	168	149
	16%	17%	17%	16%	14%	17%	15%
2nd class - most of the time	497	118	124	135	121	242	255
	25%	24%	25%	27%	24%	24%	26%
2nd class - all the time	168	47	38	34	49	85	83
	8%	9%	8%	7%	10%	8%	8%
We never send letters	92	27	21	23	21	48	45
	5%	5%	4%	5%	4%	5%	4%
Don't Know (CATI ONLY: DO NOT READ OUT)	9	1	1	3	4	1	7
	*%	*%	*%	1%	1%	*%	1%
NET: Any 1st Class at least half the time	1234	308	317	305	305	624	609
	62%	62%	63%	61%	61%	62%	61%
NET: Any 2nd Class at least half the time	982	249	246	247	240	494	487
	49%	50%	49%	49%	48%	49%	49%

Columns Tested:: a,b,c,d - a,b

Table 572

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2087	431	1656	1404	360	95	228	683
Effective base	792	98	704	726	153	41	106	202
Weighted Base	1908	162	1745	1818	76	9	5	89
Cost of postage	987	54	933	944	37	5	2	43
	52%	33%	53%	52%	48%	50%	46%	48%
			a					
Speed of delivery	783	80	702	737	38	5	2	45
	41%	49%	40%	41%	51%	51%	46%	51%
					a			a
Value for money	448	16	431	419	23	5	1	29
	23%	10%	25%	23%	30%	52%	31%	32%
			a			abde		a
They are the stamps I have to hand	408	25	383	393	13	1	1	15
	21%	15%	22%	22%	17%	13%	12%	16%
				d				
Value of the item to be sent	236	31	206	224	10	1	1	12
	12%	19%	12%	12%	13%	15%	17%	14%
Security (i.e. that items sent will reach their destination intact)	130	16	115	122	7	1	*	8
	7%	10%	7%	7%	10%	6%	7%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	4	89	88	3	*	*	4
	5%	2%	5%	5%	4%	5%	5%	4%
Other (please specify)	35	1	34	35	1	-	*	1
	2%	1%	2%	2%	1%	-%	*%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	*	75	71	3	*	*	4
	4%	*%	4%	4%	4%	1%	4%	4%
			a					
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	6	6	10	2	*	*	2
	1%	4%	*%	1%	3%	1%	2%	2%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2087	594	603	207	225	230	228	1404	360	323
Effective base	792	347	310	90	98	92	106	726	153	87
Weighted Base	1908	964	722	133	52	32	5	1818	76	14
Cost of postage	987	509	389	46	23	18	2	944	37	7
	52%	53%	54%	34%	44%	56%	46%	52%	48%	49%
		c	c			c		c	c	
Speed of delivery	783	392	292	53	26	17	2	737	38	7
	41%	41%	40%	40%	49%	53%	46%	41%	51%	49%
						abg			abg	
Value for money	448	235	155	29	15	12	1	419	23	6
	23%	24%	21%	22%	29%	38%	31%	23%	30%	45%
						abcg			b	abcdfgh
They are the stamps I have to hand	408	203	153	36	9	5	1	393	13	2
	21%	21%	21%	27%	17%	15%	12%	22%	17%	13%
		f	f	efi				f		
Value of the item to be sent	236	134	76	14	6	6	1	224	10	2
	12%	14%	10%	11%	11%	18%	17%	12%	13%	16%
Security (i.e. that items sent will reach their destination intact)	130	66	43	13	6	2	*	122	7	1
	7%	7%	6%	10%	11%	7%	7%	7%	10%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	34	45	9	2	1	*	88	3	1
	5%	4%	6%	7%	5%	4%	5%	5%	4%	5%
Other (please specify)	35	19	16	*	1	*	*	35	1	*
	2%	2%	2%	*%	1%	*%	*%	2%	1%	*%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	38	24	9	3	*	*	71	3	*
	4%	4%	3%	7%	6%	1%	4%	4%	4%	2%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	4	1	1	1	*	10	2	*
	1%	1%	1%	1%	2%	3%	2%	1%	3%	1%
						g			g	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2087	882	522	360	95	228	773	368	126	86	237
Effective base	792	533	252	153	41	106	441	168	38	21	41
Weighted Base	1908	1478	340	76	9	5	1214	292	67	35	57
Cost of postage	987	797	147	37	5	2	672	136	39	21	22
	52%	54%	43%	48%	50%	46%	55%	47%	59%	61%	38%
		b					e				
Speed of delivery	783	598	139	38	5	2	471	125	35	16	26
	41%	40%	41%	51%	51%	46%	39%	43%	52%	47%	45%
				a							
Value for money	448	348	71	23	5	1	292	64	24	8	19
	23%	24%	21%	30%	52%	31%	24%	22%	35%	23%	33%
				b	abce	b					
They are the stamps I have to hand	408	319	74	13	1	1	262	69	12	2	17
	21%	22%	22%	17%	13%	12%	22%	24%	18%	7%	30%
		e	e								d
Value of the item to be sent	236	185	39	10	1	1	156	29	7	1	4
	12%	13%	11%	13%	15%	17%	13%	10%	10%	2%	8%
Security (i.e. that items sent will reach their destination intact)	130	100	22	7	1	*	72	21	6	4	6
	7%	7%	6%	10%	6%	7%	6%	7%	8%	12%	10%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	72	16	3	*	*	51	16	6	4	5
	5%	5%	5%	4%	5%	5%	4%	6%	9%	12%	9%
Other (please specify)	35	32	3	1	-	*	26	5	-	-	*
	2%	2%	1%	1%	-%	*%	2%	2%	-%	-%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	48	23	3	*	*	53	7	3	1	1
	4%	3%	7%	4%	1%	4%	4%	2%	5%	4%	1%
			a								
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	8	2	2	*	*	6	*	*	*	*
	1%	1%	1%	3%	1%	2%	*%	*%	1%	*%	*%
				a							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2087	137	114	210	55	146	175	131	116	117
Effective base	792	72	63	120	26	73	109	81	58	59
Weighted Base	1908	170	145	309	67	183	306	237	152	139
Cost of postage	987	97	77	130	24	103	187	135	70	83
	52%	57%	53%	42%	35%	56%	61%	57%	46%	59%
		c					cd	c		cd
Speed of delivery	783	59	67	150	39	65	116	94	38	64
	41%	35%	46%	49%	57%	36%	38%	40%	25%	46%
			h	h	ah					h
Value for money	448	36	44	71	18	42	86	51	31	28
	23%	21%	30%	23%	26%	23%	28%	21%	20%	20%
They are the stamps I have to hand	408	31	31	72	14	42	69	49	29	29
	21%	18%	22%	23%	22%	23%	22%	21%	19%	21%
Value of the item to be sent	236	13	27	37	5	9	51	25	14	30
	12%	8%	18%	12%	8%	5%	17%	10%	9%	21%
			e				e			ae
Security (i.e. that items sent will reach their destination intact)	130	12	23	27	4	6	10	9	18	11
	7%	7%	16%	9%	6%	4%	3%	4%	12%	8%
			efg						f	
I don't want others to think that the business doesn't want to use a 1st class stamp	92	12	6	4	9	18	6	8	7	14
	5%	7%	4%	1%	13%	10%	2%	4%	4%	10%
		c			cf	cf				cf
Other (please specify)	35	*	-	7	-	2	16	6	1	-
	2%	*%	-%	2%	-%	1%	5%	2%	1%	-%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	12	*	12	5	4	14	11	8	2
	4%	7%	*%	4%	8%	2%	5%	5%	5%	2%
		b			b					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2087	137	114	210	55	146	175	131	116	117
Effective base	792	72	63	120	26	73	109	81	58	59
Weighted Base	1908	170	145	309	67	183	306	237	152	139
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	-	*	2	2	3	*	*	*	-
	1%	-%	*%	1%	3%	1%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2087	318	367	516	1201	886	312	297	277
Effective base	792	159	193	310	659	244	105	78	87
Weighted Base	1908	389	467	852	1709	199	94	71	33
Cost of postage	987	209	244	452	906	81	37	29	15
	52%	54% ef	52% ef	53% efg	53% efg	41%	39%	41%	45%
Speed of delivery	783	169	165	361	694	89	47	24	17
	41%	43%	35%	42%	41%	45%	50% bg	34%	53% bdg
Value for money	448	88	110	208	407	41	19	17	5
	23%	23%	24%	24%	24%	21%	20%	24%	15%
They are the stamps I have to hand	408	85	91	190	366	42	23	15	4
	21%	22% h	19%	22% h	21% h	21% h	25% h	20%	11%
Value of the item to be sent	236	44	54	113	211	25	9	12	4
	12%	11%	12%	13%	12%	13%	10%	17%	11%
Security (i.e. that items sent will reach their destination intact)	130	21	54	45	120	10	5	3	2
	7%	5%	12% acde	5%	7%	5%	6%	4%	5%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	41	25	19	84	8	4	3	1
	5%	10% cdeh	5%	2%	5% c	4%	4%	5%	2%
Other (please specify)	35	2	2	28	32	3	1	2	*
	2%	1%	*%	3% b	2%	2%	1%	3%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	11	21	37	69	6	2	3	*
	4%	3%	5%	4%	4%	3%	2%	4%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2087	318	367	516	1201	886	312	297	277
Effective base	792	159	193	310	659	244	105	78	87
Weighted Base	1908	389	467	852	1709	199	94	71	33
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	*	3	8	5	2	1	1
	1%	1%	*%	*%	*%	2% d	3% d	1%	4% bcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2087	81	188	209	237	383	95	72	95	915
Effective base	792	33	51	59	102	146	37	24	32	366
Weighted Base	1908	76	115	142	264	299	92	47	63	924
Cost of postage	987	39	55	67	123	180	42	21	25	489
	52%	52%	48%	47%	46%	60% dh	45%	45%	40%	53%
Speed of delivery	783	36	60	64	107	106	33	16	31	388
	41%	47%	52% e	45%	41%	35%	36%	34%	49%	42%
Value for money	448	16	21	30	59	72	24	4	21	221
	23%	22%	18%	21%	22%	24%	26%	9%	33% g	24%
They are the stamps I have to hand	408	9	18	27	80	54	16	9	22	192
	21%	12%	16%	19%	30% abei	18%	17%	18%	34% abe	21%
Value of the item to be sent	236	9	13	16	25	59	4	4	4	115
	12%	11%	12%	11%	9%	20% dfi	5%	8%	6%	12%
Security (i.e. that items sent will reach their destination intact)	130	4	7	8	17	21	2	*	1	77
	7%	6%	7%	6%	6%	7%	2%	1%	2%	8%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	2	19	23	15	5	7	1	3	37
	5%	2%	17% adei	16% dei	6%	2%	7%	2%	5%	4%
Other (please specify)	35	-	*	*	3	6	9	*	*	17
	2%	-%	*%	*%	1%	2%	10% bcdei	1%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2087	81	188	209	237	383	95	72	95	915
Effective base	792	33	51	59	102	146	37	24	32	366
Weighted Base	1908	76	115	142	264	299	92	47	63	924
No particular reason (CATI ONLY: DO NOT READ OUT)	75	2	4	4	11	11	12	4	*	31
	4%	2%	3%	3%	4%	4%	14%	9%	1%	3%
							cdehi			
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	*	*	*	*	4	-	2	1	5
	1%	1%	*%	*%	*%	1%	-%	4%	1%	1%
								i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2087	527	478	1082	1833	254	1708	379	2037	50
Effective base	792	194	182	419	673	121	704	98	770	22
Weighted Base	1908	482	391	1034	1581	327	1744	163	1850	58
Cost of postage	987	229	222	536	821	166	920	67	949	38
	52%	48%	57%	52%	52%	51%	53% b	41%	51%	65%
Speed of delivery	783	207	140	436	651	132	715	67	761	21
	41%	43%	36%	42%	41%	40%	41%	41%	41%	36%
Value for money	448	106	96	246	370	77	400	48	425	22
	23%	22%	25%	24%	23%	24%	23%	29%	23%	38%
They are the stamps I have to hand	408	116	70	222	318	89	373	34	396	12
	21%	24%	18%	21%	20%	27%	21%	21%	21%	20%
Value of the item to be sent	236	50	64	123	194	42	221	16	227	10
	12%	10%	16%	12%	12%	13%	13%	10%	12%	17%
Security (i.e. that items sent will reach their destination intact)	130	29	23	78	106	25	119	11	130	*
	7%	6%	6%	8%	7%	8%	7%	7%	7%	1%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	40	12	41	86	6	83	9	92	-
	5%	8% bc	3%	4%	5%	2%	5%	6%	5%	-%
Other (please specify)	35	3	15	17	28	7	35	-	35	-
	2%	1%	4% a	2%	2%	2%	2%	-%	2%	-%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	16	23	35	60	15	66	9	73	2
	4%	3%	6%	3%	4%	4%	4%	5%	4%	4%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2087	527	478	1082	1833	254	1708	379	2037	50
Effective base	792	194	182	419	673	121	704	98	770	22
Weighted Base	1908	482	391	1034	1581	327	1744	163	1850	58
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	1	4	8	9	4	11	2	12	-
	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2087	1151	510	419	1565	331	80	111	1896	191
Effective base	792	470	151	170	653	96	22	22	748	44
Weighted Base	1908	1169	320	408	1606	200	46	55	1806	101
Cost of postage	987	575	150	260	814	119	27	27	933	54
	52%	49%	47%	64% ab	51%	59%	59%	50%	52%	54%
Speed of delivery	783	456	150	175	655	91	17	20	746	37
	41%	39%	47%	43%	41%	45%	37%	36%	41%	37%
Value for money	448	245	101	101	363	54	12	18	417	31
	23%	21%	32% a	25%	23%	27%	27%	34%	23%	30%
They are the stamps I have to hand	408	292	49	62	363	36	3	6	398	9
	21%	25% bc	15%	15%	23% f	18%	7%	10%	22% f	9%
Value of the item to be sent	236	119	35	82	198	28	7	3	226	10
	12%	10%	11%	20% ab	12%	14%	15%	6%	13%	10%
Security (i.e. that items sent will reach their destination intact)	130	83	19	28	98	19	4	9	117	13
	7%	7%	6%	7%	6%	9%	8%	17%	6%	13%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	45	25	19	73	6	5	8	79	13
	5%	4%	8% a	5%	5%	3%	10%	15% abe	4%	13% abe
Other (please specify)	35	14	7	14	34	1	*	-	35	*
	2%	1%	2%	3%	2%	*%	1%	-%	2%	*%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	49	12	14	53	19	3	*	72	3
	4%	4%	4%	3%	3%	10% ae	7%	*%	4%	3%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2087	1151	510	419	1565	331	80	111	1896	191
Effective base	792	470	151	170	653	96	22	22	748	44
Weighted Base	1908	1169	320	408	1606	200	46	55	1806	101
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	6	2	4	8	3	*	*	12	1
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2087	751	814	522	1924	1610	1995	1509	942	846
Effective base	792	358	299	141	716	599	757	565	359	283
Weighted Base	1908	933	673	302	1728	1425	1823	1337	882	661
Cost of postage	987	484	330	173	893	728	943	673	435	322
	52%	52%	49%	57%	52%	51%	52%	50%	49%	49%
Speed of delivery	783	357	298	128	712	605	743	581	363	266
	41%	38%	44%	42%	41%	42%	41%	43%	41%	40%
Value for money	448	190	172	85	429	354	436	316	222	187
	23%	20%	26%	28%	25%	25%	24%	24%	25%	28%
They are the stamps I have to hand	408	244	119	45	374	300	394	271	184	143
	21%	26%	18%	15%	22%	21%	22%	20%	21%	22%
		bc								
Value of the item to be sent	236	83	115	38	208	190	228	196	122	66
	12%	9%	17%	13%	12%	13%	13%	15%	14%	10%
			a							
Security (i.e. that items sent will reach their destination intact)	130	45	53	32	111	100	123	104	81	53
	7%	5%	8%	11%	6%	7%	7%	8%	9%	8%
				a						
I don't want others to think that the business doesn't want to use a 1st class stamp	92	28	45	19	85	78	90	72	53	43
	5%	3%	7%	6%	5%	5%	5%	5%	6%	7%
			a							
Other (please specify)	35	17	18	1	35	28	35	19	12	9
	2%	2%	3%	*%	2%	2%	2%	1%	1%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	21	31	22	64	58	73	54	39	20
	4%	2%	5%	7%	4%	4%	4%	4%	4%	3%
				a						
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	6	2	4	10	5	11	5	2	1
	1%	1%	*%	1%	1%	*%	1%	*%	*%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2087	349	1023	151	169	121	106	76	303
Effective base	792	161	440	50	44	24	22	20	66
Weighted Base	1908	411	1081	98	94	49	43	48	139
Cost of postage	987	218	580	45	35	22	18	25	65
	52%	53%	54% d	46%	37%	45%	42%	53%	47%
Speed of delivery	783	150	450	41	36	29	19	18	66
	41%	37%	42%	42%	39%	60% a	44%	37%	47%
Value for money	448	73	262	26	31	16	12	15	43
	23%	18%	24%	26%	34% a	33%	29%	31%	31% a
They are the stamps I have to hand	408	104	229	24	12	9	6	11	26
	21%	25%	21%	24%	12%	17%	15%	22%	18%
Value of the item to be sent	236	41	139	19	10	9	5	6	20
	12%	10%	13%	19%	11%	18%	11%	13%	14%
Security (i.e. that items sent will reach their destination intact)	130	27	73	10	*	5	4	4	12
	7%	7%	7%	11% d	*%	10%	9%	8%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	17	53	9	1	1	1	7	10
	5%	4%	5%	10%	1%	3%	2%	16% abd	7%
Other (please specify)	35	7	21	3	5	-	-	-	-
	2%	2%	2%	3%	5%	-%	-%	-%	-%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	16	38	9	8	*	1	*	1
	4%	4%	4%	9% h	9% h	*%	3%	*%	1%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	5	3	1	*	*	1	-	1
	1%	1%	*%	1%	*%	*%	2%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2087	1249	219	148	126	72	79	31	998	249	142	88	50	50	33
Effective base	792	546	72	38	27	14	18	6	434	74	41	23	15	19	11
Weighted Base	1908	1369	153	79	59	24	30	13	1057	179	74	28	43	16	29
Cost of postage	987	747	69	28	22	10	10	6	553	90	27	13	20	7	18
	52%	55% c	45%	35%	38%	40%	34%	43%	52%	50%	37%	46%	47%	43%	63%
Speed of delivery	783	562	49	47	23	15	14	2	462	53	34	12	25	8	11
	41%	41%	32%	59% ab	38%	60%	48%	16%	44% b	30%	46%	44%	57% b	49%	39%
Value for money	448	323	41	35	11	3	9	6	244	57	14	7	19	7	7
	23%	24%	27%	44% ade	19%	13%	29%	46%	23%	32%	20%	24%	44%	42%	24%
They are the stamps I have to hand	408	311	26	16	12	3	5	1	244	31	6	4	5	2	9
	21%	23%	17%	21%	20%	10%	18%	6%	23% c	17%	8%	14%	11%	11%	32% c
Value of the item to be sent	236	158	25	9	6	4	3	2	142	19	13	4	7	2	3
	12%	12%	16%	12%	10%	17%	11%	14%	13%	11%	17%	14%	17%	15%	11%
Security (i.e. that items sent will reach their destination intact)	130	85	19	1	1	3	2	*	73	15	4	2	3	*	4
	7%	6%	13% c	1%	1%	12%	7%	*%	7%	8%	5%	6%	8%	*%	13%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	64	6	8	1	1	*	4	58	9	5	*	*	1	4
	5%	5%	4%	11%	1%	5%	*%	28% abdf	5%	5%	7%	1%	1%	4%	13%
Other (please specify)	35	27	4	*	5	-	-	-	25	3	-	-	-	-	-
	2%	2%	2%	*%	8%	-%	-%	-%	2%	1%	-%	-%	-%	-%	-%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	47	9	1	5	*	1	-	34	17	6	2	-	*	-
	4%	3%	6%	2%	9%	*%	4%	-%	3%	9% a	8%	6%	-%	*%	-%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	8	1	1	*	*	1	-	2	1	*	*	1	-	-
	1%	1%	*%	1%	*%	1%	2%	-%	*%	1%	*%	1%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2087	886	206	144	104	56	60	53	169	782	401	461	239	107
Effective base	792	380	63	45	33	16	12	18	46	345	166	165	55	27
Weighted Base	1908	913	154	110	60	31	25	44	100	881	389	362	116	72
Cost of postage	987	460	84	45	26	22	13	23	58	476	168	199	62	36
	52%	50%	55%	41%	44%	72%	52%	52%	58%	54%	43%	55%	53%	50%
						c				b		b		
Speed of delivery	783	418	51	50	24	10	11	18	39	347	147	167	50	32
	41%	46%	33%	45%	40%	31%	45%	41%	39%	39%	38%	46%	43%	45%
Value for money	448	178	42	43	18	3	7	24	34	189	105	84	40	16
	23%	20%	27%	39%	30%	9%	29%	55%	34%	21%	27%	23%	35%	22%
				ae				abe	a				a	
They are the stamps I have to hand	408	202	20	21	12	7	7	1	15	212	105	57	6	11
	21%	22%	13%	19%	21%	22%	28%	2%	15%	24%	27%	16%	5%	16%
		g								cd	cd	d		
Value of the item to be sent	236	122	33	15	7	7	7	5	18	103	41	60	16	8
	12%	13%	22%	14%	11%	21%	27%	11%	18%	12%	11%	17%	14%	12%
Security (i.e. that items sent will reach their destination intact)	130	70	15	5	2	2	3	7	11	35	35	33	5	13
	7%	8%	10%	5%	3%	5%	11%	16%	11%	4%	9%	9%	5%	19%
											a	a		ad
I don't want others to think that the business doesn't want to use a 1st class stamp	92	38	13	8	1	4	4	4	12	28	27	18	10	8
	5%	4%	8%	7%	2%	14%	15%	9%	12%	3%	7%	5%	8%	11%
									a					a
Other (please specify)	35	16	2	-	*	-	-	-	-	21	5	8	1	1
	2%	2%	1%	-%	*%	-%	-%	-%	-%	2%	1%	2%	1%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	30	13	7	3	1	*	-	1	22	22	18	10	*
	4%	3%	9%	7%	5%	4%	*%	-%	1%	3%	6%	5%	9%	*%
													a	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2087	886	206	144	104	56	60	53	169	782	401	461	239	107
Effective base	792	380	63	45	33	16	12	18	46	345	166	165	55	27
Weighted Base	1908	913	154	110	60	31	25	44	100	881	389	362	116	72
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	2	2	*	-	-	*	1	1	3	*	5	1	1
	1%	*%	1%	*%	-%	-%	1%	2%	1%	*%	*%	1%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2087	865	370	408	197	77	685	328	339	164	81
Effective base	792	374	151	136	39	16	308	117	113	39	22
Weighted Base	1908	963	341	291	89	39	773	265	236	86	60
Cost of postage	987	512	162	152	46	18	405	102	142	47	31
	52%	53%	48%	52%	51%	47%	52%	38%	60%	55%	51%
							b		b		
Speed of delivery	783	390	130	132	41	19	326	114	105	29	30
	41%	41%	38%	45%	46%	50%	42%	43%	44%	33%	50%
Value for money	448	219	101	69	28	10	169	76	64	33	11
	23%	23%	29%	24%	32%	26%	22%	29%	27%	39%	19%
										a	
They are the stamps I have to hand	408	229	81	51	5	5	191	71	26	4	8
	21%	24%	24%	17%	6%	12%	25%	27%	11%	5%	13%
		d	d				cd	cd			
Value of the item to be sent	236	117	36	42	12	2	91	37	42	12	8
	12%	12%	11%	14%	13%	5%	12%	14%	18%	14%	13%
Security (i.e. that items sent will reach their destination intact)	130	35	33	30	3	9	44	17	23	4	12
	7%	4%	10%	10%	4%	23%	6%	6%	10%	4%	19%
			a	a		ad					a
I don't want others to think that the business doesn't want to use a 1st class stamp	92	31	21	19	9	4	33	27	8	6	4
	5%	3%	6%	6%	11%	11%	4%	10%	3%	7%	7%
					a			ac			
Other (please specify)	35	21	5	7	1	1	24	*	3	*	1
	2%	2%	2%	2%	1%	2%	3%	*%	1%	*%	1%
							b				
No particular reason (CATI ONLY: DO NOT READ OUT)	75	30	15	11	8	*	25	12	12	9	*
	4%	3%	4%	4%	8%	*%	3%	5%	5%	11%	*%
										a	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2087	865	370	408	197	77	685	328	339	164	81
Effective base	792	374	151	136	39	16	308	117	113	39	22
Weighted Base	1908	963	341	291	89	39	773	265	236	86	60
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	3	*	5	1	1	1	1	3	1	-
	1%	*%	*%	2%	1%	2%	*%	*%	1%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2087	642	265	336	158	89	852	160	482	1749	338	1753	171
Effective base	792	272	88	129	49	23	331	50	180	677	116	669	47
Weighted Base	1908	675	197	291	107	51	777	122	429	1650	258	1620	108
Cost of postage	987	320	99	164	57	26	422	61	186	849	138	836	57
	52%	47%	50%	56%	54%	52%	54% c	50%	43%	51%	53%	52%	53%
Speed of delivery	783	309	66	133	38	26	336	28	210	676	107	679	33
	41%	46% b	33%	46%	36%	52%	43% b	23%	49% b	41%	41%	42%	31%
Value for money	448	112	66	79	41	11	200	37	79	385	63	397	32
	23%	17%	33% a	27% a	39% a	22%	26%	30%	18%	23%	24%	24%	29%
They are the stamps I have to hand	408	157	35	53	12	6	133	37	101	361	47	351	23
	21%	23%	18%	18%	11%	13%	17%	30% a	24%	22%	18%	22%	21%
Value of the item to be sent	236	88	24	54	21	5	137	12	47	201	35	196	12
	12%	13%	12%	19%	20%	9%	18% c	10%	11%	12%	14%	12%	11%
Security (i.e. that items sent will reach their destination intact)	130	41	12	38	6	5	64	7	33	96	34	94	17
	7%	6%	6%	13% a	5%	11%	8%	6%	8%	6%	13% a	6%	16% a
I don't want others to think that the business doesn't want to use a 1st class stamp	92	25	20	18	5	5	42	12	17	76	17	72	13
	5%	4%	10% a	6%	5%	10%	5%	10%	4%	5%	7%	4%	12% a
Other (please specify)	35	12	3	3	1	-	13	-	6	35	-	35	-
	2%	2%	1%	1%	1%	-%	2%	-%	1%	2%	-%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2087	642	265	336	158	89	852	160	482	1749	338	1753	171
Effective base	792	272	88	129	49	23	331	50	180	677	116	669	47
Weighted Base	1908	675	197	291	107	51	777	122	429	1650	258	1620	108
No particular reason (CATI ONLY: DO NOT READ OUT)	75	17	14	14	9	1	35	7	13	64	11	61	2
	4%	3%	7%	5%	8%	2%	4%	6%	3%	4%	4%	4%	2%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	1	1	1	1	1	3	-	1	11	1	10	*
	1%	*%	1%	*%	1%	1%	*%	-%	*%	1%	*%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2087	1356	254	896	613	1753	171	1352	258	909	600
Effective base	792	529	70	351	214	670	46	526	74	356	209
Weighted Base	1908	1261	164	815	522	1624	105	1263	163	832	505
Cost of postage	987	649	79	411	262	837	56	648	80	424	250
	52%	51%	48%	51%	50%	52%	54%	51%	49%	51%	49%
Speed of delivery	783	554	50	364	217	680	31	554	51	364	217
	41%	44%	31%	45%	41%	42%	30%	44%	31%	44%	43%
		b						b			
Value for money	448	285	70	190	126	403	25	292	62	196	119
	23%	23%	42%	23%	24%	25%	24%	23%	38%	24%	24%
			a						a		
They are the stamps I have to hand	408	257	43	169	102	351	23	259	41	174	97
	21%	20%	26%	21%	19%	22%	22%	21%	25%	21%	19%
Value of the item to be sent	236	171	19	126	70	194	14	170	21	127	69
	12%	14%	12%	15%	13%	12%	13%	13%	13%	15%	14%
Security (i.e. that items sent will reach their destination intact)	130	85	15	56	48	95	16	82	18	51	53
	7%	7%	9%	7%	9%	6%	15%	6%	11%	6%	11%
							a				
I don't want others to think that the business doesn't want to use a 1st class stamp	92	60	17	30	42	77	8	61	17	30	42
	5%	5%	11%	4%	8%	5%	8%	5%	10%	4%	8%
			a		a				a		a
Other (please specify)	35	28	-	12	7	35	-	28	-	14	5
	2%	2%	-%	1%	1%	2%	-%	2%	-%	2%	1%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	52	6	21	34	57	7	48	10	21	34
	4%	4%	4%	3%	6%	4%	6%	4%	6%	2%	7%
					a						a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2087	1356	254	896	613	1753	171	1352	258	909	600
Effective base	792	529	70	351	214	670	46	526	74	356	209
Weighted Base	1908	1261	164	815	522	1624	105	1263	163	832	505
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	4	1	4	1	10	*	4	1	4	*
	1%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2087	1015	1489	264	1	958	1125	204	1	1072	865	264	1
Effective base	792	380	558	90	1	354	426	74	1	404	326	104	1
Weighted Base	1908	923	1340	239	4	852	988	191	1	963	747	241	*
Cost of postage	987	436	721	161	4	403	547	131	1	475	428	144	-
	52%	47%	54%	67%	100%	47%	55%	68%	100%	49%	57%	60%	-%
				ab			a	ab			a		
Speed of delivery	783	411	559	121	4	392	429	94	-	452	316	127	*
	41%	45%	42%	51%	100%	46%	43%	49%	-%	47%	42%	53%	100%
Value for money	448	252	330	74	-	243	241	61	-	235	182	60	-
	23%	27%	25%	31%	-%	28%	24%	32%	-%	24%	24%	25%	-%
They are the stamps I have to hand	408	218	293	49	-	179	195	37	-	201	137	42	-
	21%	24%	22%	20%	-%	21%	20%	19%	-%	21%	18%	17%	-%
Value of the item to be sent	236	119	184	47	-	128	149	58	-	156	121	54	-
	12%	13%	14%	20%	-%	15%	15%	30%	-%	16%	16%	23%	-%
								ab					
Security (i.e. that items sent will reach their destination intact)	130	77	76	21	-	69	68	17	-	84	54	28	-
	7%	8%	6%	9%	-%	8%	7%	9%	-%	9%	7%	12%	-%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	62	56	13	-	54	55	15	-	61	34	22	-
	5%	7%	4%	5%	-%	6%	6%	8%	-%	6%	5%	9%	-%
Other (please specify)	35	8	30	8	-	13	21	8	-	17	11	5	-
	2%	1%	2%	3%	-%	2%	2%	4%	-%	2%	2%	2%	-%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	35	49	7	-	37	40	4	-	41	32	9	-
	4%	4%	4%	3%	-%	4%	4%	2%	-%	4%	4%	4%	-%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	6	7	2	-	4	3	2	-	4	1	*	-
	1%	1%	1%	1%	-%	*%	*%	1%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2087	1691	1342	966	1386	1031	55	557	485	500	122	66
Effective base	792	646	513	386	520	417	15	252	210	210	57	31
Weighted Base	1908	1577	1239	910	1258	1034	37	602	519	508	133	78
Cost of postage	987	823	645	486	538	709	20	339	287	281	84	52
	52%	52%	52%	53%	43%	69% a	52%	56%	55%	55%	63%	67%
Speed of delivery	783	671	550	418	606	344	13	289	251	261	75	44
	41%	43%	44%	46%	48% b	33%	35%	48%	48%	51%	56%	57%
Value for money	448	386	315	215	283	296	17	157	149	132	31	16
	23%	24%	25%	24%	23%	29% a	46% a	26%	29%	26%	23%	20%
They are the stamps I have to hand	408	337	242	174	303	185	5	127	115	115	30	13
	21%	21%	19%	19%	24% b	18%	13%	21%	22%	23%	23%	16%
Value of the item to be sent	236	193	165	151	165	129	1	93	99	93	37	23
	12%	12%	13%	17% a	13%	13%	2%	15%	19%	18%	28% a	30% a
Security (i.e. that items sent will reach their destination intact)	130	92	74	61	94	46	1	39	37	32	10	4
	7%	6%	6%	7%	7%	4%	4%	7%	7%	6%	7%	5%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	76	70	42	84	28	7	22	30	30	16	3
	5%	5%	6%	5%	7% b	3%	19% b	4%	6%	6%	12% a	4%
Other (please specify)	35	35	28	14	19	21	-	11	9	8	3	5
	2%	2%	2%	2%	2%	2%	-%	2%	2%	1%	2%	6%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	53	52	35	55	41	2	22	24	20	7	4
	4%	3%	4%	4%	4%	4%	5%	4%	5%	4%	5%	6%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2087	1691	1342	966	1386	1031	55	557	485	500	122	66
Effective base	792	646	513	386	520	417	15	252	210	210	57	31
Weighted Base	1908	1577	1239	910	1258	1034	37	602	519	508	133	78
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	9	5	3	8	4	-	1	1	2	-	-
	1%	1%	*%	*%	1%	*%	-%	*%	*%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2087	213	122	103	48	1779	1279	1872	1365	1220	949	1677	238	1	1532	125
Effective base	792	95	37	48	18	669	428	698	476	408	365	631	89	1	570	61
Weighted Base	1908	224	100	112	42	1563	966	1640	1088	926	871	1499	213	1	1333	150
Cost of postage	987	154	50	65	26	780	494	833	556	470	445	779	141	-	668	90
	52%	69% b	50%	58%	61%	50%	51%	51%	51%	51%	51%	52%	66% ab	-%	50%	60%
Speed of delivery	783	80	32	35	28	669	418	686	476	460	407	634	99	1	584	60
	41%	36%	32%	31%	67% abc	43%	43%	42%	44%	50% ac	47%	42%	47%	100%	44%	40%
Value for money	448	83	26	27	9	371	230	394	226	203	216	342	66	-	332	20
	23%	37%	26%	24%	21%	24%	24%	24%	21%	22%	25%	23%	31%	-%	25%	14%
They are the stamps I have to hand	408	49	15	24	13	342	188	352	224	190	185	309	44	-	274	29
	21%	22%	15%	22%	31%	22%	19%	21%	21%	21%	21%	21%	21%	-%	21%	20%
Value of the item to be sent	236	40	7	19	6	193	123	197	154	158	119	182	38	1	178	11
	12%	18%	7%	17%	13%	12%	13%	12%	14%	17% ac	14%	12%	18%	100%	13%	8%
Security (i.e. that items sent will reach their destination intact)	130	13	4	11	6	99	55	104	79	89	77	92	19	1	87	11
	7%	6%	4%	10%	15%	6%	6%	6%	7%	10% abc	9%	6%	9%	100%	7%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	4	10	8	1	72	56	83	57	68	60	77	22	-	66	10
	5%	2%	10% a	7%	1%	5%	6%	5%	5%	7%	7%	5%	11% b	-%	5%	7%
Other (please specify)	35	4	2	2	2	20	5	20	10	14	6	20	4	-	18	12
	2%	2%	2%	2%	4%	1%	*%	1%	1%	2%	1%	1%	2%	-%	1%	8% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2087	213	122	103	48	1779	1279	1872	1365	1220	949	1677	238	1	1532	125
Effective base	792	95	37	48	18	669	428	698	476	408	365	631	89	1	570	61
Weighted Base	1908	224	100	112	42	1563	966	1640	1088	926	871	1499	213	1	1333	150
No particular reason (CATI ONLY: DO NOT READ OUT)	75	7	2	1	1	62	45	69	51	36	36	65	6	-	55	1
	4%	3%	2%	1%	2%	4%	5%	4%	5%	4%	4%	4%	3%	-%	4%	*%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	*	1	2	-	12	6	12	6	6	5	9	*	-	11	1
	1%	*%	1%	2%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2087	760	1174	699	35	358	480	292	1350	422	377	409	1248
Effective base	792	317	431	252	17	127	185	100	528	157	127	158	486
Weighted Base	1908	763	1041	596	48	293	445	250	1293	346	301	381	1174
Cost of postage	987	426	506	304	27	145	240	116	642	221	175	226	567
	52%	56%	49%	51%	56%	49%	54%	46%	50%	64% ab	58% c	59% c	48%
Speed of delivery	783	305	438	258	21	118	195	130	535	115	135	155	482
	41%	40%	42%	43%	44%	40%	44%	52% c	41%	33%	45%	41%	41%
Value for money	448	220	207	155	9	79	111	79	295	71	86	85	268
	23%	29% b	20%	26%	19%	27%	25%	32% c	23%	21%	29%	22%	23%
They are the stamps I have to hand	408	143	243	101	19	68	72	51	286	71	69	66	264
	21%	19%	23%	17%	40% a	23%	16%	20%	22%	20%	23%	17%	23%
Value of the item to be sent	236	107	115	88	5	43	67	52	141	42	66	61	108
	12%	14%	11%	15%	11%	15%	15%	21% b	11%	12%	22% c	16% c	9%
Security (i.e. that items sent will reach their destination intact)	130	47	61	51	7	30	32	24	90	14	20	32	74
	7%	6%	6%	9%	15%	10%	7%	10%	7%	4%	7%	8%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	46	43	45	4	28	25	12	60	15	17	23	48
	5%	6%	4%	8%	8%	9%	6%	5%	5%	4%	6%	6%	4%
Other (please specify)	35	25	10	8	-	-	8	*	25	10	7	8	21
	2%	3% b	1%	1%	-%	-%	2%	*%	2%	3%	2%	2%	2%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	18	51	33	1	18	21	9	61	5	2	8	59
	4%	2%	5%	6%	2%	6%	5%	4%	5%	1%	1%	2%	5% a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2087	760	1174	699	35	358	480	292	1350	422	377	409	1248
Effective base	792	317	431	252	17	127	185	100	528	157	127	158	486
Weighted Base	1908	763	1041	596	48	293	445	250	1293	346	301	381	1174
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	2	10	2	-	*	2	2	6	1	2	1	4
	1%	*%	1%	*%	-%	*%	*%	1%	*%	*%	1%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2087	1166	921
Effective base	792	381	412
Weighted Base	1908	889	1018
Cost of postage	987	462	525
	52%	52%	52%
Speed of delivery	783	359	424
	41%	40%	42%
Value for money	448	189	259
	23%	21%	25%
They are the stamps I have to hand	408	208	199
	21%	23%	20%
Value of the item to be sent	236	102	134
	12%	12%	13%
Security (i.e. that items sent will reach their destination intact)	130	70	61
	7%	8%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	48	44
	5%	5%	4%
Other (please specify)	35	12	24
	2%	1%	2%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	21	54
	4%	2%	5%
			a
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	8	4
	1%	1%	*%

Columns Tested:: a,b

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2087	116	219	137	170	124	246	58	255	161	152	215	234
Effective base	792	16	86	53	34	43	88	28	134	89	59	130	124
Weighted Base	1908	32	305	136	85	116	278	15	289	173	72	214	192
Cost of postage	987	13	156	66	39	59	158	5	169	92	30	115	85
	52%	41%	51%	49%	46%	51%	57%	34%	58%	53%	42%	54%	44%
							g		gjl				
Speed of delivery	783	14	133	60	25	38	110	5	131	65	29	90	82
	41%	44%	44%	44%	30%	33%	40%	31%	45%	38%	40%	42%	42%
Value for money	448	9	50	28	19	24	91	6	74	33	19	42	52
	23%	27%	16%	21%	23%	21%	33%	43%	26%	19%	26%	19%	27%
							bik	bceik					
They are the stamps I have to hand	408	9	66	26	17	25	59	4	62	23	23	43	49
	21%	29%	22%	19%	20%	22%	21%	30%	22%	13%	31%	20%	26%
								i			i		i
Value of the item to be sent	236	2	18	29	9	21	17	2	48	16	8	36	30
	12%	5%	6%	22%	11%	18%	6%	16%	17%	9%	11%	17%	16%
				bfi		bf			bf			bf	bf
Security (i.e. that items sent will reach their destination intact)	130	*	14	14	1	10	20	*	23	12	4	11	22
	7%	1%	4%	10%	1%	8%	7%	2%	8%	7%	5%	5%	11%
				d									d
I don't want others to think that the business doesn't want to use a 1st class stamp	92	*	5	4	3	10	17	*	18	14	4	3	13
	5%	1%	2%	3%	3%	9%	6%	1%	6%	8%	6%	2%	7%
						k				bk			k
Other (please specify)	35	-	9	-	*	*	3	*	10	3	1	8	1
	2%	-%	3%	-%	*%	*%	1%	*%	3%	2%	1%	4%	*%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	3	24	3	5	1	4	*	11	-	3	7	13
	4%	10%	8%	2%	6%	1%	2%	2%	4%	-%	4%	3%	7%
			fi										i
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	*	-	*	1	-	3	1	1	*	*	1	5
	1%	*%	-%	*%	1%	-%	1%	8%	*%	*%	1%	1%	3%
								bcefhik					

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 572 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2087	472	540	474	601	1012	1075
Effective base	792	150	164	236	310	314	536
Weighted Base	1908	473	479	477	479	952	955
Cost of postage	987	235	256	266	230	491	496
	52%	50%	53%	56%	48%	52%	52%
Speed of delivery	783	207	174	201	201	381	402
	41%	44%	36%	42%	42%	40%	42%
Value for money	448	87	135	113	112	222	226
	23%	18%	28%	24%	23%	23%	24%
			a				
They are the stamps I have to hand	408	102	101	90	115	202	205
	21%	21%	21%	19%	24%	21%	21%
Value of the item to be sent	236	48	47	67	74	96	141
	12%	10%	10%	14%	16%	10%	15%
							a
Security (i.e. that items sent will reach their destination intact)	130	28	31	35	36	59	72
	7%	6%	6%	7%	8%	6%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	92	9	30	32	21	39	54
	5%	2%	6%	7%	4%	4%	6%
				a			
Other (please specify)	35	9	4	13	9	13	22
	2%	2%	1%	3%	2%	1%	2%
No particular reason (CATI ONLY: DO NOT READ OUT)	75	30	11	11	23	41	34
	4%	6%	2%	2%	5%	4%	4%
I Don't Know (CATI ONLY: DO NOT READ OUT)	12	*	3	2	7	4	9
	1%	*%	1%	*%	1%	*%	1%

Columns Tested:: a,b,c,d - a,b

Table 573

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	*	295	284	10	2	1	12
	15%	*%	17%	15%	13%	18%	16%	13%
			a					
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	-	123	110	11	1	1	13
	6%	-%	7%	6%	15%	14%	15%	15%
			a		a	a	a	a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	*	116	107	8	1	1	10
	6%	*%	7%	6%	10%	12%	12%	11%
			a		a		a	a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	-	46	43	2	1	*	3
	2%	-%	3%	2%	2%	9%	5%	3%
			a			ab		
Cut back on other expenses so that you can afford to send parcels	64	*	64	62	2	*	*	2
	3%	*%	4%	3%	2%	3%	3%	2%
			a					
NET: Any cost cutting	499	*	498	468	25	4	2	31
	25%	*%	28%	25%	33%	39%	39%	34%
			a		a	a	a	a
None of these	1501	228	1273	1442	51	5	3	59
	75%	100%	72%	75%	67%	61%	61%	66%
		b		bcde				

Columns Tested:: a,b - a,b,c,d,e

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	129	121	34	6	6	1	284	10	2
	15%	13%	16%	24%	11%	17%	16%	15%	13%	17%
				adgh						
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	44	55	10	8	5	1	110	11	2
	6%	4%	7%	7%	15%	15%	15%	6%	15%	15%
					abg	abg	abg		abg	abg
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	55	42	9	6	3	1	107	8	2
	6%	5%	6%	7%	11%	10%	12%	6%	10%	12%
					g		abg		ag	abg
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	7	31	5	2	1	*	43	2	1
	2%	1%	4%	3%	3%	3%	5%	2%	2%	8%
			a	a			a			ag
Cut back on other expenses so that you can afford to send parcels	64	18	39	4	1	1	*	62	2	*
	3%	2%	5%	3%	2%	3%	3%	3%	2%	3%
			a							
NET: Any cost cutting	499	215	203	49	17	11	2	468	25	6
	25%	21%	27%	35%	33%	35%	39%	25%	33%	39%
			a	ag	a	ag	abg		ag	abg
None of these	1501	814	537	90	35	21	3	1442	51	8
	75%	79%	73%	65%	67%	65%	61%	75%	67%	61%
		bcdefhi	fi					cefhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	218	65	10	2	1	185	62	13	4	11
	15%	14%	18%	13%	18%	16%	15%	21%	19%	11%	19%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	82	28	11	1	1	63	31	8	9	5
	6%	5%	8%	15%	14%	15%	5%	10%	12%	27%	8%
				ab	a	ab		a		abe	
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	90	17	8	1	1	71	25	2	5	11
	6%	6%	5%	10%	12%	12%	6%	8%	3%	14%	20%
				ab		ab					ac
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	35	8	2	1	*	32	4	5	4	1
	2%	2%	2%	2%	9%	5%	3%	1%	7%	11%	1%
					abc					ab	
Cut back on other expenses so that you can afford to send parcels	64	47	15	2	*	*	42	13	1	3	1
	3%	3%	4%	2%	3%	3%	3%	4%	2%	10%	2%
NET: Any cost cutting	499	358	110	25	4	2	313	103	20	11	22
	25%	23%	31%	33%	39%	39%	25%	34%	29%	32%	38%
			a	a	a	a		a			
None of these	1501	1200	242	51	5	3	936	196	48	24	36
	75%	77%	69%	67%	61%	61%	75%	66%	71%	68%	62%
		bcde					b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	36	29	56	1	31	48	37	27	18
	15%	20%	20%	18%	1%	17%	16%	15%	17%	12%
		d	d	d		d	d	d	d	
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	14	5	25	7	10	15	6	17	12
	6%	8%	4%	8%	9%	6%	5%	3%	11%	8%
									g	
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	14	7	19	7	12	12	21	10	8
	6%	8%	5%	6%	10%	6%	4%	8%	7%	5%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	8	3	6	*	5	6	6	2	6
	2%	4%	2%	2%	*%	3%	2%	2%	1%	4%
Cut back on other expenses so that you can afford to send parcels	64	12	4	11	*	2	12	11	2	6
	3%	7%	3%	4%	*%	1%	4%	4%	2%	4%
NET: Any cost cutting	499	55	41	91	14	44	78	61	54	33
	25%	30%	28%	29%	20%	24%	25%	25%	35%	23%
None of these	1501	125	105	227	55	139	234	188	101	114
	75%	70%	72%	71%	80%	76%	75%	75%	65%	77%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	49	92	141	282	14	6	6	2
	15%	12%	19%	16%	16%	6%	5%	7%	6%
		ef	efgh	efgh	efgh				
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	29	37	47	112	11	5	4	1
	6%	7%	8%	5%	6%	4%	4%	5%	3%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	27	31	52	110	7	3	3	1
	6%	7%	6%	6%	6%	3%	3%	4%	2%
		e	e		e				
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	11	13	18	42	4	1	2	1
	2%	3%	3%	2%	2%	2%	1%	2%	2%
Cut back on other expenses so that you can afford to send parcels	64	8	19	35	62	2	1	1	1
	3%	2%	4%	4%	4%	1%	*%	1%	1%
			e	e	e				
NET: Any cost cutting	499	91	149	231	471	28	11	13	5
	25%	23%	31%	26%	27%	12%	9%	16%	11%
		efh	efgh	efgh	efgh				
None of these	1501	309	331	649	1289	212	109	67	35
	75%	77%	69%	74%	73%	88%	91%	84%	89%
						abcd	abcd	bcd	abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	8	16	22	67	49	6	12	7	124
	15%	10%	13%	15%	25% efi	15%	6%	22%	12%	13%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	4	19	23	24	21	2	2	6	41
	6%	4%	16% efi	15% efi	9%	6%	2%	4%	9%	4%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	1	14	14	22	19	4	1	9	46
	6%	1%	12% i	10%	8%	6%	5%	2%	14% ai	5%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	*	9	9	10	8	5	4	-	10
	2%	*%	8% i	6% i	4%	2%	5% i	7% i	-%	1%
Cut back on other expenses so that you can afford to send parcels	64	1	4	7	17	11	6	2	-	21
	3%	2%	4%	5%	6% i	3%	7%	4%	-%	2%
NET: Any cost cutting	499	14	40	50	99	87	18	17	16	198
	25%	17%	33% i	33% i	37% afi	27%	20%	31%	25%	21%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
None of these	1501	69	81	100	169	240	74	37	48	765
	75%	83% d	67%	67%	63%	73%	80% d	69%	75%	79% bcd

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	97	55	143	243	53	258	38	286	10
	15%	19% c	13%	13%	15%	16%	14%	22% a	15%	16%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	51	23	49	117	6	108	15	119	4
	6%	10% c	5%	5%	7% b	2%	6%	9%	6%	7%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	37	23	56	102	14	98	18	116	-
	6%	7%	6%	5%	6%	4%	5%	11% a	6%	-%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	19	13	14	39	7	37	9	46	-
	2%	4% c	3%	1%	2%	2%	2%	6% a	2%	-%
Cut back on other expenses so that you can afford to send parcels	64	25	17	23	55	9	53	11	64	-
	3%	5%	4%	2%	3%	3%	3%	6%	3%	-%
NET: Any cost cutting	499	163	105	231	437	62	426	73	485	14
	25%	33% c	25%	21%	26%	19%	23%	43% a	25%	23%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
None of these	1501	337	315	849	1230	271	1406	95	1455	46
	75%	67%	75%	79% a	74%	81%	77% b	57%	75%	77%

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	168	41	80	236	28	7	24	265	31
	15%	14%	12%	19%	14%	13%	14%	43%	14%	30%
								abce		abe
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	45	39	39	94	6	10	12	101	22
	6%	4%	12%	9%	6%	3%	21%	22%	5%	21%
			a	a			abe	abe		abe
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	50	38	28	74	12	4	26	86	30
	6%	4%	11%	7%	4%	6%	9%	46%	5%	29%
			a					abce		abe
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	15	20	10	28	8	5	5	36	10
	2%	1%	6%	2%	2%	4%	11%	8%	2%	10%
			a				ae	ae		ae
Cut back on other expenses so that you can afford to send parcels	64	33	12	18	50	9	1	3	60	4
	3%	3%	4%	4%	3%	4%	3%	6%	3%	4%
NET: Any cost cutting	499	241	115	137	390	50	15	44	440	59
	25%	20%	34%	32%	23%	24%	32%	78%	23%	57%
			a	a				abce		abe
None of these	1501	983	224	288	1296	161	32	13	1457	45
	75%	80%	66%	68%	77%	76%	68%	22%	77%	43%
		bc			df	df	d		df	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	124	112	59	270	231	285	229	161	165
	15%	12%	16%	19%	16%	16%	16%	17%	18%	25%
										abcde
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	44	50	29	110	103	118	102	84	83
	6%	4%	7%	9%	6%	7%	6%	7%	9%	13%
				a						abcd
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	26	48	42	105	103	109	100	88	99
	6%	3%	7%	13%	6%	7%	6%	7%	10%	15%
			a	ab					ac	abcd
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	10	17	18	40	36	41	38	33	35
	2%	1%	3%	6%	2%	3%	2%	3%	4%	5%
				a						abc
Cut back on other expenses so that you can afford to send parcels	64	11	39	14	57	55	58	58	44	37
	3%	1%	6%	4%	3%	4%	3%	4%	5%	6%
			a	a						
NET: Any cost cutting	499	188	202	108	445	400	471	401	297	315
	25%	19%	30%	35%	26%	28%	26%	29%	33%	47%
			a	a					ac	abcde
None of these	1501	813	483	206	1289	1033	1360	982	591	350
	75%	81%	70%	65%	74%	72%	74%	71%	67%	53%
		bc			ef	f	ef	f	f	

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	53	170	14	10	17	7	14	38
	15%	13%	16%	15%	11%	34%	18%	30%	27%
						abd		a	abd
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	16	60	10	6	14	6	8	27
	6%	4%	5%	10%	6%	29%	13%	16%	20%
						abcd		a	ab
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	5	59	9	4	15	7	9	31
	6%	1%	5%	9%	5%	31%	16%	18%	22%
			a	a		abcd	ab	ab	abd
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	5	24	5	1	1	1	4	6
	2%	1%	2%	5%	1%	2%	2%	9%	4%
								ab	
Cut back on other expenses so that you can afford to send parcels	64	4	35	11	3	1	1	4	6
	3%	1%	3%	11%	3%	1%	2%	8%	4%
				ab				a	
NET: Any cost cutting	499	71	275	29	23	31	18	25	74
	25%	17%	25%	29%	24%	63%	43%	52%	53%
			a			abcd	a	abd	abcd
None of these	1501	342	812	69	71	18	25	23	66
	75%	83%	75%	71%	76%	37%	57%	48%	47%
		befgh	egh	eh	egh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	204	34	11	11	3	6	2	163	28	6	5	13	1	14
	15%	15%	22%	13%	18%	13%	20%	13%	15%	16%	8%	19%	30%	7%	47%
													c		abcf
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	77	12	8	4	4	5	*	47	27	9	2	9	2	7
	6%	6%	8%	11%	6%	15%	17%	2%	4%	15%	13%	9%	21%	12%	23%
							a			a	a		a		a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	67	18	7	3	1	5	4	42	28	6	2	19	1	5
	6%	5%	12%	8%	4%	3%	18%	31%	4%	16%	8%	6%	44%	8%	16%
			a				a	ad		a			abcdf		a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	28	9	1	1	*	*	1	18	12	*	*	1	*	4
	2%	2%	6%	1%	2%	2%	1%	6%	2%	7%	*%	1%	2%	2%	16%
										a					ac
Cut back on other expenses so that you can afford to send parcels	64	33	17	5	*	*	2	*	39	5	6	*	*	1	3
	3%	2%	11%	6%	*%	2%	6%	1%	4%	3%	9%	*%	1%	5%	11%
			a												
NET: Any cost cutting	499	322	53	24	17	6	16	7	240	74	26	9	27	5	18
	25%	23%	35%	30%	29%	26%	52%	49%	23%	41%	35%	32%	63%	32%	64%
			a				a			a			a		a
None of these	1501	1052	100	56	42	18	14	7	824	105	48	19	16	11	10
	75%	77%	65%	70%	71%	74%	48%	51%	77%	59%	65%	68%	37%	68%	36%
		bf							beg						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	131	39	24	12	10	3	10	22	111	78	63	11	22
	15%	14%	24%	22%	19%	30%	9%	22%	21%	12%	20%	17%	9%	31%
			a								a			ad
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	29	10	29	11	10	1	12	23	49	30	14	13	11
	6%	3%	6%	26%	18%	31%	5%	27%	22%	6%	8%	4%	11%	16%
				ab	a	ab		ab	ab					ac
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	37	11	16	6	7	7	16	30	23	29	15	19	23
	6%	4%	7%	14%	10%	22%	22%	36%	27%	3%	8%	4%	16%	32%
				a		a	a	abd	ab		a		ac	abc
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	13	5	8	1	6	*	5	11	14	8	11	3	5
	2%	1%	3%	7%	1%	19%	1%	11%	10%	2%	2%	3%	3%	7%
				a		abd		a	a					
Cut back on other expenses so that you can afford to send parcels	64	38	10	6	*	*	*	4	4	16	19	14	5	4
	3%	4%	6%	5%	*%	*%	1%	9%	4%	2%	5%	4%	4%	6%
NET: Any cost cutting	499	198	59	58	28	19	11	28	58	166	123	100	41	40
	25%	21%	37%	52%	46%	57%	35%	64%	53%	19%	32%	28%	35%	56%
			a	a	a	a		ab	a		a	a	a	abc
None of these	1501	744	101	54	33	14	21	16	50	720	266	263	75	32
	75%	79%	63%	48%	54%	43%	65%	36%	47%	81%	68%	72%	65%	44%
		bcdegh	g							bcde	e	e		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	137	71	53	5	4	122	36	41	9	22
	15%	14%	21% d	18% d	5%	9%	16%	14%	17%	10%	37% abcd
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	67	14	17	9	2	49	25	9	9	11
	6%	7%	4%	6%	11%	6%	6%	9%	4%	10%	18% ac
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	32	26	16	16	14	34	18	21	15	15
	6%	3%	8% a	5%	18% ac	36% abc	4%	7%	9%	17% a	25% abc
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	17	8	11	3	1	17	6	6	1	4
	2%	2%	2%	4%	3%	4%	2%	2%	3%	2%	7%
Cut back on other expenses so that you can afford to send parcels	64	22	13	17	3	1	22	15	10	4	4
	3%	2%	4%	6%	4%	3%	3%	6%	4%	5%	6%
NET: Any cost cutting	499	213	96	86	29	19	183	81	72	31	31
	25%	22%	28%	29%	33%	49% a	23%	30%	30%	36%	52% a
None of these	1501	752	245	205	60	20	595	185	166	55	29
	75%	78% e	72%	71%	67%	51%	77% e	70%	70%	64%	48%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	103	41	59	11	8	160	31	37	225	71	222	47
	15%	15%	21%	20%	10%	16%	20%	26%	8%	13%	26%	14%	44%
							c	c			a		a
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	27	19	31	14	9	59	24	16	80	43	81	30
	6%	4%	9%	10%	13%	18%	7%	20%	4%	5%	16%	5%	27%
			a	a	a	a		ac			a		a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	19	16	38	18	6	64	22	14	83	34	77	28
	6%	3%	8%	13%	16%	13%	8%	18%	3%	5%	12%	5%	25%
			a	a	a	a	c	ac			a		a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	2	15	13	5	2	22	14	2	30	16	25	16
	2%	*%	8%	4%	5%	4%	3%	11%	1%	2%	6%	2%	15%
			a	a	a	a		ac			a		a
Cut back on other expenses so that you can afford to send parcels	64	18	4	27	9	1	44	7	7	44	20	42	14
	3%	2%	2%	9%	8%	2%	5%	6%	2%	3%	7%	3%	13%
				ab	a		c				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
NET: Any cost cutting	499	150	62	112	44	23	269	63	66	382	117	369	76
	25%	21%	31%	37%	39%	45%	33%	52%	15%	22%	43%	23%	71%
				a	a	a	c	ac			a		a
None of these	1501	551	138	188	70	28	545	59	373	1344	157	1257	32
	75%	79%	69%	63%	61%	55%	67%	48%	85%	78%	57%	77%	29%
		cde					b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	180	50	108	121	224	46	179	52	112	117
	15%	14%	31% a	13%	23% a	14%	44% a	14%	32% a	13%	22% a
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	65	37	44	58	81	29	62	41	49	53
	6%	5%	23% a	5%	11% a	5%	28% a	5%	25% a	6%	10% a
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	61	42	35	65	81	24	62	41	39	61
	6%	5%	26% a	4%	12% a	5%	23% a	5%	25% a	4%	12% a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	20	16	15	23	25	16	22	15	14	23
	2%	2%	10% a	2%	4%	2%	15% a	2%	9% a	2%	5% a
Cut back on other expenses so that you can afford to send parcels	64	38	17	25	33	42	14	38	17	26	33
	3%	3%	10% a	3%	6%	3%	13% a	3%	11% a	3%	6%
NET: Any cost cutting	499	302	97	202	199	373	71	301	98	210	191
	25%	24%	59% a	24%	37% a	23%	68% a	24%	61% a	24%	37% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
None of these	1501	966	67	645	338	1256	33	969	64	653	330
	75%	76% b	41%	76% b	63%	77% b	32%	76% b	39%	76% b	63%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	180	179	49	-	158	151	33	1	192	112	43	-
	15%	19% b	13%	20%	-%	18%	15%	17%	100%	19%	15%	17%	-%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	94	54	21	-	90	48	12	-	91	44	28	-
	6%	10% b	4%	9%	-%	11% b	5%	6%	-%	9%	6%	11% b	-%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	84	62	17	-	85	65	17	-	69	62	25	-
	6%	9% b	5%	7%	-%	10%	7%	9%	-%	7%	8%	10%	-%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	32	21	12	-	24	28	12	-	26	31	16	-
	2%	3%	2%	5% b	-%	3%	3%	6%	-%	3%	4%	6%	-%
Cut back on other expenses so that you can afford to send parcels	64	40	38	13	-	42	40	13	-	50	32	18	-
	3%	4%	3%	5%	-%	5%	4%	7%	-%	5%	4%	7%	-%
NET: Any cost cutting	499	321	278	80	-	294	239	55	1	322	195	78	-
	25%	35% b	21%	33% b	-%	34% b	24%	29%	100%	32% b	25%	31%	-%
None of these	1501	607	1062	160	4	565	753	136	-	677	571	171	*
	75%	65%	79% ac	67%	100%	66%	76% a	71%	-%	68%	75% a	69%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	212	175	126	186	156	8	79	86	98	24	9
	15%	13%	14%	13%	15%	15%	22%	13%	16%	19%	17%	11%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	75	68	44	87	40	6	22	29	30	11	5
	6%	5%	5%	5%	7% b	4%	17% b	4%	5%	6%	8%	6%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	73	72	49	67	67	11	41	34	32	4	3
	6%	5%	6%	5%	5%	6%	29% ab	7%	6%	6%	3%	4%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	27	23	22	25	21	4	13	16	20	9	3
	2%	2%	2%	2%	2%	2%	12% ab	2%	3%	4%	6%	4%
Cut back on other expenses so that you can afford to send parcels	64	41	40	39	38	23	2	24	33	33	7	3
	3%	3%	3%	4%	3%	2%	5%	4%	6%	6%	5%	3%
NET: Any cost cutting	499	341	300	215	323	244	21	134	142	155	34	13
	25%	22%	24%	23%	26%	24%	57% ab	22%	27%	30% a	25%	16%
None of these	1501	1239	945	729	941	792	16	482	393	366	102	65
	75%	78%	76%	77%	74% c	76% c	43%	78% c	73%	70%	75%	84%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	88	19	20	7	232	140	259	172	148	187	208	51	-	187	31
	15%	39% bc	19%	18%	18%	14%	14%	15%	15%	15%	21% b	13%	24% b	-%	13%	21%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	22	29	13	5	79	72	106	49	58	88	74	21	-	67	11
	6%	10%	28% a	12%	12%	5%	7%	6%	4%	6%	10% b	5%	10% b	-%	5%	7%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	30	22	11	1	77	71	98	64	54	78	74	25	-	59	16
	6%	13%	22%	10%	3%	5%	7%	6%	6%	5%	9% b	5%	12% b	-%	4%	10% a
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	6	12	2	5	25	24	39	17	23	24	33	9	-	21	5
	2%	3%	12% a	2%	11%	2%	2%	2%	1%	2%	3%	2%	4%	-%	1%	3%
Cut back on other expenses so that you can afford to send parcels	64	13	5	8	*	57	38	60	45	38	46	49	17	-	23	10
	3%	6%	5%	7%	*%	3%	4%	3%	4%	4%	5%	3%	8% b	-%	2%	7% a
NET: Any cost cutting	499	128	74	45	16	364	256	421	272	228	317	336	87	-	309	53
	25%	57%	73% cd	39%	39%	22%	25%	25%	24%	23%	36% b	21%	41% b	-%	22%	35% a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
None of these	1501	98	28	69	26	1272	778	1297	884	763	561	1238	126	1	1093	98
	75%	43%	27%	61% b	61% b	78%	75%	75%	76%	77%	64%	79% ac	59%	100%	78% b	65%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	172	81	128	12	97	72	70	136	85	75	88	129
	15%	22%	7%	20%	26%	32%	15%	26%	10%	23%	23%	23%	10%
		b				b		b		b	c	c	
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	73	27	60	7	57	16	28	61	23	39	28	45
	6%	9%	2%	10%	15%	19%	3%	11%	5%	6%	12%	7%	4%
		b				b		b			c		
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	78	15	50	9	56	20	30	59	26	34	46	35
	6%	10%	1%	8%	19%	19%	4%	11%	4%	7%	10%	12%	3%
		b				b		b			c	c	
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	28	8	18	3	23	5	10	20	12	14	20	8
	2%	4%	1%	3%	7%	8%	1%	4%	1%	3%	4%	5%	1%
		b				b					c	c	
Cut back on other expenses so that you can afford to send parcels	64	31	19	28	3	30	9	9	38	16	28	17	19
	3%	4%	2%	4%	7%	10%	2%	4%	3%	5%	8%	4%	2%
		b				b					c	c	
NET: Any cost cutting	499	303	132	207	22	173	100	113	255	119	120	168	201
	25%	39%	12%	33%	46%	58%	21%	43%	19%	33%	36%	43%	16%
		b				b		b		b	c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
None of these	1501	473	976	415	26	125	370	151	1099	242	211	220	1027
	75%	61%	88%	67%	54%	42%	79%	57%	81%	67%	64%	57%	84%
			a				a		ac				ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	186	110
	15%	19%	11%
		b	
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	85	38
	6%	9%	4%
		b	
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	80	37
	6%	8%	4%
		b	
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	29	17
	2%	3%	2%
Cut back on other expenses so that you can afford to send parcels	64	46	19
	3%	5%	2%
		b	
NET: Any cost cutting	499	307	192
	25%	32%	18%
		b	
None of these	1501	650	851
	75%	68%	82%
			a

Columns Tested:: a,b

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	2	51	18	8	25	52	*	52	26	6	21	34
	15%	4%	17%	12%	9%	20%	18%	2%	17%	14%	7%	10%	17%
			g			g	gj		gj				g
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	*	24	15	4	8	23	*	22	8	4	7	9
	6%	1%	8%	10%	4%	6%	8%	2%	7%	5%	5%	3%	4%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	1	18	4	1	7	33	1	19	13	3	9	9
	6%	3%	6%	3%	1%	5%	11%	4%	6%	7%	4%	4%	4%
							d						
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	*	*	2	1	8	16	*	4	3	2	5	4
	2%	*%	*%	1%	1%	7%	6%	2%	1%	2%	2%	2%	2%
						b	b						
Cut back on other expenses so that you can afford to send parcels	64	-	4	3	1	4	9	-	18	12	2	4	7
	3%	-%	1%	2%	1%	4%	3%	-%	6%	7%	3%	2%	3%
										b			
NET: Any cost cutting	499	3	76	38	13	39	100	2	78	46	13	39	52
	25%	8%	24%	25%	15%	31%	35%	9%	26%	26%	16%	18%	26%
						ag	adgjk						
None of these	1501	31	236	116	75	88	185	16	224	134	65	178	152
	75%	92%	76%	75%	85%	69%	65%	91%	74%	74%	84%	82%	74%
		ef			f			ef			f	f	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 573 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Reduce your use of 1st class postage stamps so that you can afford other expenses as part of your business	296	71	85	79	60	157	139
	15%	14%	17%	16%	12%	16%	14%
Cut back on other expenses so that you can afford to buy 1st class postage for your business	123	39	34	30	20	73	50
	6%	8%	7%	6%	4%	7%	5%
Reduce your use of 2nd class postage stamps so that you can afford other expenses as part of your business	116	23	40	32	21	63	53
	6%	5%	8%	6%	4%	6%	5%
Cut back on other expenses so that you can afford to buy 2nd class postage for your business	46	3	25	8	10	28	18
	2%	1%	5%	2%	2%	3%	2%
			a				
Cut back on other expenses so that you can afford to send parcels	64	7	15	30	13	21	43
	3%	1%	3%	6%	3%	2%	4%
				ad			
NET: Any cost cutting	499	117	153	125	104	269	230
	25%	23%	31%	25%	21%	27%	23%
			d				
None of these	1501	383	347	375	396	731	770
	75%	77%	69%	75%	79%	73%	77%
					b		

Columns Tested:: a,b,c,d - a,b

Table 575

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Disagree strongly	362	102	260	353	8	*	1	9
	18%	45%	15%	18%	11%	5%	14%	11%
		b		bce				
Disagree	317	2	314	306	9	1	1	11
	16%	1%	18%	16%	12%	9%	12%	12%
			a					
Neither Agree nor disagree	739	22	718	715	21	2	1	25
	37%	9%	41%	37%	28%	28%	21%	28%
			a	bde				
Agree	369	26	342	343	21	3	1	26
	18%	12%	19%	18%	28%	33%	29%	29%
			a		a	a	a	a
Agree strongly	181	58	123	164	14	2	1	17
	9%	25%	7%	9%	18%	24%	18%	19%
		b			a	a	a	a
Don't Know	32	19	13	30	2	*	*	3
	2%	8%	1%	2%	3%	2%	7%	3%
		b					a	
NET: Agree	550	84	466	507	35	5	2	42
	27%	37%	26%	27%	46%	56%	46%	47%
		b			a	a	a	a
NET: Disagree	679	104	574	659	18	1	1	20
	34%	46%	32%	34%	23%	14%	25%	22%
		b		bce				
Answered	1968	210	1758	1880	74	9	5	87
Mean Score	2.8	2.7	2.9	2.8	3.3	3.6	3.3	3.3
			a		a	abde	a	a
Standard error	.03	.08	.03	.03	.07	.12	.10	.05
Standard deviation	1.19	1.76	1.11	1.19	1.24	1.16	1.48	1.23

Columns Tested:: a,b - a,b,c,d,e

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Disagree strongly	362	209	118	25	7	2	1	353	8	1
	18%	20%	16%	18%	13%	5%	14%	18%	11%	8%
		ehi	e	ei				ehi		
Disagree	317	166	123	17	7	3	1	306	9	1
	16%	16%	17%	12%	14%	9%	12%	16%	12%	10%
Neither Agree nor disagree	739	384	279	51	14	9	1	715	21	4
	37%	37%	38%	37%	27%	29%	21%	37%	28%	25%
		fhi	fhi	f				fhi		
Agree	369	166	145	31	16	8	1	343	21	4
	18%	16%	20%	22%	31%	24%	29%	18%	28%	31%
					abg		ag		abg	abg
Agree strongly	181	88	61	15	6	10	1	164	14	3
	9%	9%	8%	11%	12%	29%	18%	9%	18%	22%
						abcdgh	abg		abg	abg
Don't Know	32	16	13	*	1	1	*	30	2	1
	2%	2%	2%	*%	2%	3%	7%	2%	3%	4%
							abcg			
NET: Agree	550	254	207	46	23	17	2	507	35	7
	27%	25%	28%	33%	44%	53%	46%	27%	46%	53%
					abg	abcg	abg		abcg	abcg
NET: Disagree	679	375	242	42	14	5	1	659	18	3
	34%	36%	33%	30%	27%	14%	25%	34%	23%	18%
		efhi	ehi	ei	e			ehi		
Answered	1968	1013	728	139	52	31	5	1880	74	13
Mean Score	2.8	2.8	2.9	3.0	3.2	3.7	3.3	2.8	3.3	3.5
				a	abg	abcdfgh	abcg		abcg	abcdfgh
Standard error	.03	.05	.05	.08	.08	.08	.10	.03	.07	.07
Standard deviation	1.19	1.20	1.16	1.23	1.23	1.18	1.48	1.19	1.24	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Disagree strongly	362	292	61	8	*	1	203	51	2	1	14
	18%	19% cd	17% d	11%	5%	14%	16% c	17% c	3%	3%	24% cd
Disagree	317	254	52	9	1	1	228	47	16	11	6
	16%	16%	15%	12%	9%	12%	18%	16%	23%	32% e	10%
Neither Agree nor disagree	739	589	126	21	2	1	496	111	23	14	17
	37%	38% ce	36% e	28%	28%	21%	40%	37%	34%	39%	29%
Agree	369	264	79	21	3	1	230	61	16	7	11
	18%	17%	23%	28% a	33% a	29% a	18%	21%	23%	19%	19%
Agree strongly	181	134	30	14	2	1	80	26	11	2	10
	9%	9%	9%	18% ab	24% ab	18% ab	6%	9%	16% a	6%	17% a
Don't Know	32	25	5	2	*	*	12	3	1	-	1
	2%	2%	1%	3%	2%	7% ab	1%	1%	1%	-%	1%
NET: Agree	550	398	109	35	5	2	310	87	26	9	21
	27%	26%	31%	46% ab	56% ab	46% ab	25%	29%	39%	25%	36%
NET: Disagree	679	546	112	18	1	1	431	98	18	12	20
	34%	35% cd	32% d	23%	14%	25%	35%	33%	26%	35%	34%
Answered	1968	1533	347	74	9	5	1237	295	67	35	58
Mean Score	2.8	2.8	2.9	3.3 ab	3.6 abce	3.3 ab	2.8	2.9	3.3 abde	2.9	2.9
Standard error	.03	.04	.05	.07	.12	.10	.04	.06	.10	.10	.09
Standard deviation	1.19	1.19	1.19	1.24	1.16	1.48	1.12	1.18	1.08	.96	1.41

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Disagree strongly	362	28	13	52	10	45	52	26	45	23
	18%	16%	9%	16%	14%	24%	17%	10%	29%	16%
						bg			bcg	
Disagree	317	36	27	32	10	22	55	53	32	28
	16%	20%	18%	10%	14%	12%	18%	21%	21%	19%
								c	c	
Neither Agree nor disagree	739	73	71	119	26	77	117	107	55	45
	37%	41%	48%	37%	37%	42%	38%	43%	35%	31%
			i							
Agree	369	32	24	74	20	20	58	52	13	38
	18%	18%	16%	23%	28%	11%	19%	21%	8%	26%
				eh	eh			h		eh
Agree strongly	181	10	11	32	2	16	26	13	9	13
	9%	6%	8%	10%	3%	9%	8%	5%	6%	9%
Don't Know	32	*	*	9	2	3	3	*	-	*
	2%	*%	*%	3%	3%	2%	1%	*%	-%	*%
NET: Agree	550	42	35	106	22	36	85	65	22	51
	27%	24%	24%	33%	32%	20%	27%	26%	14%	35%
				eh						h
NET: Disagree	679	64	40	84	20	67	107	78	78	51
	34%	36%	28%	26%	28%	36%	34%	31%	50%	35%
									bcfg	
Answered	1968	180	146	309	67	181	309	250	155	147
Mean Score	2.8	2.8	3.0	3.0	2.9	2.7	2.8	2.9	2.4	2.9
		h	h	eh	h		h	h		h
Standard error	.03	.09	.09	.08	.15	.10	.09	.09	.11	.11
Standard deviation	1.19	1.09	1.02	1.20	1.09	1.22	1.17	1.02	1.17	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Disagree strongly	362	78	87	130	295	67	25	28	14
	18%	19%	18%	15%	17%	28%	21%	36%	35%
						bcd		abcdf	abcdf
Disagree	317	60	95	139	294	23	10	10	3
	16%	15%	20%	16%	17%	9%	8%	13%	7%
		h	efh	efh	efh				
Neither Agree nor disagree	739	148	198	343	689	50	26	15	10
	37%	37%	41%	39%	39%	21%	21%	19%	25%
		efgh	efgh	efgh	efgh				
Agree	369	78	69	184	331	38	19	13	6
	18%	19%	14%	21%	19%	16%	16%	16%	14%
Agree strongly	181	31	31	72	134	47	28	13	6
	9%	8%	6%	8%	8%	20%	24%	16%	15%
						abcd	abcd	bcd	bd
Don't Know	32	5	*	12	17	15	12	1	2
	2%	1%	*%	1%	1%	6%	10%	1%	4%
						abcd	abcdg		bd
NET: Agree	550	109	100	256	465	85	48	25	12
	27%	27%	21%	29%	26%	35%	40%	32%	29%
				b		bd	abcd	b	
NET: Disagree	679	138	182	269	589	90	35	39	17
	34%	34%	38%	31%	33%	37%	29%	48%	42%
								acdf	cf
Answered	1968	395	480	868	1743	225	108	79	38
Mean Score	2.8	2.8	2.7	2.9	2.8	2.9	3.2	2.6	2.7
				bgh	gh	bgh	abcdegh		
Standard error	.03	.07	.06	.05	.03	.05	.08	.09	.09
Standard deviation	1.19	1.19	1.11	1.14	1.15	1.52	1.50	1.51	1.50

Columns Tested:: a,b,c,d,e,f,g,h

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Disagree strongly	362	18	23	27	42	77	22	4	9	163
	18%	22%	19%	18%	16%	24%	23%	8%	14%	17%
Disagree	317	11	22	24	41	74	8	7	4	148
	16%	14%	18%	16%	15%	22% hi	9%	13%	6%	15%
Neither Agree nor disagree	739	26	33	51	104	100	30	30	24	374
	37%	31%	27%	34%	39%	31%	33%	55% be	38%	39%
Agree	369	15	25	28	55	47	26	4	19	175
	18%	18%	21%	19%	21%	14%	28% eg	8%	29% eg	18%
Agree strongly	181	10	17	18	25	26	6	3	7	87
	9%	12%	14%	12%	9%	8%	7%	5%	11%	9%
Don't Know	32	3	1	1	1	4	-	7	1	16
	2%	4%	1%	1%	*%	1%	-%	12% bcdefi	2%	2%
NET: Agree	550	24	42	46	80	72	32	7	26	262
	27%	30%	35% g	31%	30%	22%	35% g	12%	40% eg	27%
NET: Disagree	679	29	45	51	83	151	30	11	13	311
	34%	35%	37%	34%	31%	46% dghi	32%	20%	20%	32%
Answered	1968	79	120	149	267	324	92	47	62	947
Mean Score	2.8	2.8	2.9 e	2.9 e	2.9 e	2.6	2.9	2.9	3.2 ei	2.9 e
Standard error	.03	.14	.09	.09	.08	.06	.13	.10	.12	.04
Standard deviation	1.19	1.31	1.31	1.26	1.17	1.22	1.25	.89	1.17	1.17

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Disagree strongly	362	87	99	176	298	64	342	20	354	8
	18%	17%	24% c	16%	18%	19%	19%	12%	18%	14%
Disagree	317	76	82	158	255	61	301	15	299	18
	16%	15%	20%	15%	15%	18%	16% b	9%	15%	30%
Neither Agree nor disagree	739	181	131	428	593	146	675	64	722	18
	37%	36%	31%	40% b	36%	44%	37%	38%	37%	30%
Agree	369	98	73	198	322	46	329	40	356	12
	18%	20%	17%	18%	19%	14%	18%	24%	18%	21%
Agree strongly	181	53	32	96	169	12	160	20	178	3
	9%	11%	8%	9%	10% b	4%	9%	12%	9%	4%
Don't Know	32	5	4	24	30	2	23	9	31	1
	2%	1%	1%	2%	2%	1%	1%	5% a	2%	1%
NET: Agree	550	151	104	294	491	58	489	60	535	15
	27%	30%	25%	27%	29% b	18%	27%	36%	28%	25%
NET: Disagree	679	164	181	334	553	126	644	35	652	26
	34%	33%	43% ac	31%	33%	38%	35% b	21%	34%	44%
Answered	1968	495	416	1056	1638	330	1809	159	1909	59
Mean Score	2.8	2.9 b	2.7	2.9 b	2.9 b	2.6	2.8	3.2 a	2.8	2.7
Standard error	.03	.05	.05	.04	.03	.07	.03	.06	.03	.15
Standard deviation	1.19	1.22	1.23	1.16	1.22	1.06	1.19	1.16	1.20	1.09

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Disagree strongly	362	205	69	83	309	45	3	6	353	9
	18%	17%	20%	20%	18%	21%	7%	10%	19%	8%
Disagree	317	183	59	75	272	35	5	4	308	9
	16%	15%	17%	18%	16%	17%	11%	6%	16%	9%
Neither Agree nor disagree	739	504	80	153	639	67	18	16	706	33
	37%	41%	24%	36%	38%	32%	38%	28%	37%	32%
		b		b						
Agree	369	201	83	81	299	46	11	13	344	24
	18%	16%	24%	19%	18%	22%	24%	23%	18%	24%
			a							
Agree strongly	181	107	43	30	139	15	9	18	154	27
	9%	9%	13%	7%	8%	7%	19%	32%	8%	26%
								abe		abe
Don't Know	32	23	6	3	28	3	*	1	31	1
	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%
NET: Agree	550	308	126	111	438	60	20	31	498	52
	27%	25%	37%	26%	26%	29%	44%	55%	26%	50%
			ac					abe		abe
NET: Disagree	679	388	127	157	581	80	8	9	661	17
	34%	32%	38%	37%	34%	38%	18%	16%	35%	17%
					f	df			f	
Answered	1968	1201	333	422	1658	208	46	56	1865	103
Mean Score	2.8	2.9	2.9	2.8	2.8	2.8	3.4	3.6	2.8	3.5
							abe	abe		abe
Standard error	.03	.03	.06	.06	.03	.07	.13	.12	.03	.09
Standard deviation	1.19	1.16	1.33	1.18	1.18	1.22	1.13	1.28	1.18	1.21

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Disagree strongly	362	190	119	53	298	212	322	240	110	74
	18%	19%	17%	17%	17%	15%	18%	17%	12%	11%
					ef		ef	ef		
Disagree	317	158	114	44	285	254	300	199	140	95
	16%	16%	17%	14%	16%	18%	16%	14%	16%	14%
Neither Agree nor disagree	739	398	241	100	663	548	698	502	328	213
	37%	40%	35%	32%	38%	38%	38%	36%	37%	32%
Agree	369	148	151	70	323	272	337	304	207	181
	18%	15%	22%	22%	19%	19%	18%	22%	23%	27%
			a	a						abc
Agree strongly	181	83	56	42	145	129	154	119	89	97
	9%	8%	8%	13%	8%	9%	8%	9%	10%	15%
										abcd
Don't Know	32	25	3	4	21	17	21	18	14	5
	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%
		b								
NET: Agree	550	230	207	112	467	402	490	423	296	278
	27%	23%	30%	36%	27%	28%	27%	31%	33%	42%
			a	a					ac	abcde
NET: Disagree	679	347	233	98	583	466	622	439	250	170
	34%	35%	34%	31%	34%	33%	34%	32%	28%	25%
					f	f	f			
Answered	1968	976	681	310	1713	1416	1810	1365	875	660
Mean Score	2.8	2.8	2.9	3.0	2.8	2.9	2.8	2.9	3.0	3.2
				ab					abcd	abcde
Standard error	.03	.04	.04	.06	.03	.03	.03	.03	.04	.04
Standard deviation	1.19	1.17	1.18	1.27	1.17	1.15	1.17	1.19	1.14	1.19

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Disagree strongly	362	109	170	7	15	2	6	13	21
	18%	26%	16%	8%	16%	4%	14%	27%	15%
		bce						ce	
Disagree	317	53	200	19	8	10	9	*	19
	16%	13%	18%	20%	9%	21%	20%	1%	14%
			g	g					
Neither Agree nor disagree	739	174	427	30	29	13	8	16	38
	37%	42%	39%	30%	31%	27%	19%	34%	27%
		fh							
Agree	369	54	188	33	22	16	17	5	38
	18%	13%	17%	34%	24%	32%	40%	11%	28%
				ab		a	abg		a
Agree strongly	181	19	87	7	19	7	3	12	22
	9%	5%	8%	7%	20%	14%	6%	26%	16%
					ab			abc	a
Don't Know	32	4	14	1	*	1	1	*	2
	2%	1%	1%	1%	1%	2%	2%	*%	1%
NET: Agree	550	74	275	40	41	23	20	18	60
	27%	18%	25%	41%	44%	46%	46%	37%	43%
				ab	ab	ab	ab	a	ab
NET: Disagree	679	161	370	27	23	12	14	14	40
	34%	39%	34%	27%	25%	25%	34%	28%	29%
Answered	1968	410	1072	97	94	48	42	48	138
Mean Score	2.8	2.6	2.8	3.1	3.2	3.3	3.1	3.1	3.2
			a	ab	ab	ab	a	a	ab
Standard error	.03	.06	.04	.09	.10	.10	.12	.18	.07
Standard deviation	1.19	1.15	1.14	1.07	1.31	1.10	1.20	1.51	1.28

Columns Tested:: a,b,c,d,e,f,g,h

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Disagree strongly	362	242	20	7	12	4	8	5	178	18	5	1	1	4	5
	18%	18%	13%	8%	21%	16%	27%	39%	17%	10%	7%	3%	2%	23%	17%
								c						d	
Disagree	317	241	18	12	7	5	3	*	204	15	19	3	10	2	*
	16%	18%	12%	15%	12%	19%	9%	1%	19%	8%	25%	12%	24%	13%	1%
									b		b				
Neither Agree nor disagree	739	553	60	22	18	3	4	3	423	78	12	10	7	5	14
	37%	40%	40%	27%	31%	12%	14%	20%	40%	44%	16%	36%	17%	31%	48%
		ef	ef						c	c					c
Agree	369	229	34	25	12	11	11	1	175	41	21	10	20	2	4
	18%	17%	22%	31%	21%	44%	36%	11%	16%	23%	28%	37%	46%	13%	12%
				a		a	a					a	af		
Agree strongly	181	93	20	14	8	2	3	4	70	26	17	2	4	3	6
	9%	7%	13%	17%	14%	8%	11%	29%	7%	15%	23%	9%	10%	19%	22%
				a				a		a	a			a	a
Don't Know	32	17	1	1	1	*	1	*	14	1	1	1	1	*	*
	2%	1%	*%	1%	1%	1%	3%	*%	1%	*%	1%	3%	2%	1%	*%
NET: Agree	550	322	54	39	21	13	14	5	245	67	38	13	24	5	10
	27%	23%	35%	48%	35%	52%	47%	40%	23%	37%	52%	46%	56%	32%	35%
			a	a		a	a			a	a	a	a		
NET: Disagree	679	482	38	19	19	9	11	5	382	33	24	4	11	6	5
	34%	35%	25%	23%	33%	36%	36%	40%	36%	18%	32%	16%	26%	36%	18%
									bd						
Answered	1968	1357	152	79	58	24	29	13	1050	178	74	27	42	16	29
Mean Score	2.8	2.8	3.1	3.3	3.0	3.1	2.9	2.9	2.8	3.2	3.4	3.4	3.4	2.9	3.2
			a	adf		a				a	af	af	a		a
Standard error	.03	.03	.08	.10	.12	.15	.17	.32	.04	.07	.11	.10	.15	.21	.23
Standard deviation	1.19	1.13	1.18	1.18	1.33	1.29	1.45	1.75	1.12	1.13	1.28	.95	1.04	1.44	1.31

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Disagree strongly	362	181	25	10	9	3	8	5	16	175	73	56	12	4
	18%	19%	15%	9%	14%	8%	26%	12%	15%	20%	19%	16%	11%	5%
Disagree	317	143	22	9	16	2	5	2	9	150	60	63	22	5
	16%	15%	14%	8%	26% ch	6%	17%	5%	9%	17%	15%	17%	19%	6%
Neither Agree nor disagree	739	360	54	40	12	10	10	16	36	349	137	142	42	27
	37%	38% d	34%	36%	20%	30%	32%	37%	33%	39%	35%	39%	37%	38%
Agree	369	190	38	31	17	8	4	17	29	145	75	70	30	16
	18%	20%	24%	27%	27%	25%	13%	39%	27%	16%	19%	19%	26%	23%
Agree strongly	181	53	21	22	7	10	4	3	17	59	37	28	9	20
	9%	6%	13% a	19% a	12%	32% a	12%	6%	16% a	7%	10%	8%	8%	27% abcd
Don't Know	32	16	1	-	*	*	*	1	1	9	8	4	1	*
	2%	2%	1%	-%	*%	*%	1%	2%	1%	1%	2%	1%	1%	*%
NET: Agree	550	242	58	52	24	18	8	20	46	204	112	99	39	36
	27%	26%	36%	47% a	39%	57% a	25%	45%	43% a	23%	29%	27%	34%	50% abc
NET: Disagree	679	323	47	19	25	4	14	7	25	324	133	119	34	8
	34%	34% c	29%	17%	40% c	14%	42%	17%	23%	37% e	34% e	33% e	29%	12%
Answered	1968	925	160	112	61	32	32	43	107	877	382	360	115	72
Mean Score	2.8	2.8	3.0 af	3.4 abdf	3.0	3.7 abdfgh	2.7	3.2 af	3.2 af	2.7	2.9	2.9 a	3.0 a	3.6 abcd
Standard error	.03	.04	.09	.10	.12	.16	.17	.15	.10	.04	.06	.05	.07	.11
Standard deviation	1.19	1.15	1.23	1.16	1.27	1.22	1.33	1.07	1.25	1.15	1.22	1.14	1.10	1.12

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Disagree strongly	362	190	60	33	10	3	119	37	46	7	4
	18%	20% c	17%	11%	12%	9%	15%	14%	19%	8%	6%
Disagree	317	159	68	45	9	1	139	38	51	20	4
	16%	16%	20%	15%	11%	3%	18%	14%	21%	23%	6%
Neither Agree nor disagree	739	383	108	126	36	9	320	103	68	35	22
	37%	40%	32%	43% b	40%	23%	41% c	39%	28%	40%	37%
Agree	369	153	68	61	25	12	137	56	50	14	14
	18%	16%	20%	21%	29%	32%	18%	21%	21%	16%	24%
Agree strongly	181	72	30	23	7	13	55	27	20	10	16
	9%	7%	9%	8%	8%	33% abcd	7%	10%	8%	12%	27% abc
Don't Know	32	9	8	4	1	*	8	5	3	1	*
	2%	1%	2%	1%	1%	*%	1%	2%	1%	1%	*%
NET: Agree	550	225	98	83	33	25	192	83	70	24	30
	27%	23%	29%	29%	37%	65% abc	25%	31%	29%	28%	50% a
NET: Disagree	679	349	128	78	20	5	258	75	97	27	7
	34%	36% ce	37% e	27%	22%	12%	33% e	28%	41% be	31%	12%
Answered	1968	957	334	288	88	39	770	261	235	85	60
Mean Score	2.8	2.7	2.8	3.0 ab	3.1 ab	3.8 abcd	2.8	3.0 ac	2.8	3.0 c	3.6 abcd
Standard error	.03	.04	.06	.05	.08	.14	.04	.06	.07	.09	.13
Standard deviation	1.19	1.17	1.20	1.07	1.09	1.21	1.11	1.16	1.23	1.10	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Disagree strongly	362	127	32	53	22	4	160	8	70	328	35	291	7
	18%	18%	16%	18%	20%	8%	20% b	7%	16%	19%	13%	18% b	6%
Disagree	317	93	33	54	12	5	137	15	45	258	58	275	10
	16%	13%	16%	18%	11%	9%	17% c	12%	10%	15%	21%	17%	9%
Neither Agree nor disagree	739	269	67	97	42	21	263	45	190	668	71	633	29
	37%	38%	34%	32%	37%	42%	32%	37%	43% a	39% b	26%	39%	27%
Agree	369	160	40	59	26	15	158	45	101	300	68	296	27
	18%	23%	20%	20%	23%	29%	19%	37% ac	23%	17%	25% a	18%	25%
Agree strongly	181	42	23	37	11	6	88	9	21	143	38	113	32
	9%	6%	11%	12% a	10%	12%	11% c	8%	5%	8%	14% a	7%	29% a
Don't Know	32	12	6	*	1	*	8	-	10	29	4	18	3
	2%	2%	3%	*%	1%	*%	1%	-%	2%	2%	1%	1%	3%
NET: Agree	550	201	63	96	37	21	246	54	122	444	106	408	59
	27%	29%	31%	32%	32%	41%	30%	45% ac	28%	26%	39% a	25%	54% a
NET: Disagree	679	220	64	107	34	9	297	23	115	586	93	566	17
	34%	31%	32%	36%	30%	17%	37% bc	19%	26%	34%	34%	35% b	16%
Answered	1968	690	195	300	113	51	806	122	428	1698	270	1608	105
Mean Score	2.8	2.8	2.9	2.9	2.9	3.3 abcd	2.8	3.3 ac	2.9	2.8	3.1 a	2.8	3.6 a
Standard error	.03	.05	.08	.07	.10	.11	.04	.08	.05	.03	.07	.03	.09
Standard deviation	1.19	1.15	1.23	1.25	1.24	1.05	1.26	1.00	1.09	1.18	1.24	1.15	1.20

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Disagree strongly	362	193	19	167	74	291	7	190	22	165	76
	18%	15%	12%	20%	14%	18%	7%	15%	13%	19%	15%
Disagree	317	234	20	116	83	271	14	230	24	121	78
	16%	18%	12%	14%	15%	17%	13%	18%	15%	14%	15%
Neither Agree nor disagree	739	509	39	314	188	633	30	512	36	324	179
	37%	40% b	24%	37%	35%	39%	28%	40% b	22%	38%	34%
Agree	369	220	53	163	141	299	24	225	48	167	138
	18%	17%	32% a	19%	26% a	18%	23%	18%	29% a	19%	26% a
Agree strongly	181	96	33	72	47	118	27	97	33	72	47
	9%	8%	20% a	8%	9%	7%	26% a	8%	20% a	8%	9%
Don't Know	32	16	1	15	3	18	3	16	1	15	3
	2%	1%	*%	2%	1%	1%	3%	1%	*%	2%	1%
NET: Agree	550	316	86	235	188	416	51	321	80	238	185
	27%	25%	52% a	28%	35%	26%	49% a	25%	49% a	28%	35% a
NET: Disagree	679	427	39	283	156	562	21	420	45	285	154
	34%	34%	24%	33%	29%	34% b	20%	33%	28%	33%	30%
Answered	1968	1252	164	832	533	1611	102	1254	162	847	517
Mean Score	2.8	2.8	3.4 a	2.8	3.0 a	2.8	3.5 a	2.8	3.3 a	2.8	3.0 a
Standard error	.03	.03	.08	.04	.05	.03	.09	.03	.08	.04	.05
Standard deviation	1.19	1.12	1.26	1.21	1.15	1.15	1.22	1.12	1.31	1.20	1.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Disagree strongly	362	108	246	30	4	107	139	34	-	157	132	42	-
	18%	12%	18% a	12%	100%	12%	14%	18%	-%	16%	17%	17%	-%
Disagree	317	151	224	43	-	146	179	42	1	148	109	44	-
	16%	16%	17%	18%	-%	17%	18%	22%	100%	15%	14%	18%	-%
Neither Agree nor disagree	739	370	525	95	-	329	390	69	-	373	282	86	-
	37%	40%	39%	39%	-%	38%	39%	36%	-%	37%	37%	34%	-%
Agree	369	199	227	50	-	185	172	34	-	219	168	61	*
	18%	21%	17%	21%	-%	22%	17%	18%	-%	22%	22%	24%	100%
Agree strongly	181	87	104	19	-	82	100	10	-	91	68	16	-
	9%	9%	8%	8%	-%	10%	10%	5%	-%	9%	9%	7%	-%
Don't Know	32	13	15	4	-	10	12	2	-	12	7	*	-
	2%	1%	1%	2%	-%	1%	1%	1%	-%	1%	1%	*%	-%
NET: Agree	550	286	330	69	-	268	272	44	-	310	236	77	*
	27%	31% b	25%	29%	-%	31%	27%	23%	-%	31%	31%	31%	100%
NET: Disagree	679	259	470	73	4	253	317	76	1	305	241	86	-
	34%	28%	35% a	30%	100%	29%	32%	40%	100%	30%	31%	35%	-%
Answered	1968	915	1325	237	4	849	979	189	1	988	759	249	*
Mean Score	2.8	3.0 b	2.8	2.9	1.0	3.0 c	2.9 c	2.7	2.0	2.9	2.9	2.9	4.0
Standard error	.03	.04	.03	.07	-	.04	.03	.08	-	.04	.04	.07	-
Standard deviation	1.19	1.11	1.16	1.11	-	1.13	1.15	1.12	-	1.17	1.19	1.16	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Disagree strongly	362	275	179	179	182	199	2	107	79	89	22	13
	18%	17%	14%	19%	14%	19% a	6%	17%	15%	17%	16%	16%
Disagree	317	269	222	130	225	185	7	90	108	75	27	25
	16%	17%	18%	14%	18%	18%	18%	15%	20%	14%	20%	32% ac
Neither Agree nor disagree	739	619	489	369	482	421	11	259	214	210	50	27
	37%	39%	39%	39%	38%	41%	28%	42%	40%	40%	37%	35%
Agree	369	286	237	176	250	155	11	113	87	104	24	8
	18%	18%	19%	19%	20%	15%	28%	18%	16%	20%	18%	10%
Agree strongly	181	114	102	78	113	65	7	40	44	39	11	4
	9%	7%	8%	8%	9%	6%	19%	7%	8%	8%	8%	5%
Don't Know	32	18	15	12	13	11	-	7	2	3	2	2
	2%	1%	1%	1%	1%	1%	-%	1%	*%	1%	1%	2%
NET: Agree	550	400	340	254	363	220	18	153	131	144	35	12
	27%	25%	27%	27%	29% b	21%	47% b	25%	25%	28%	26%	15%
NET: Disagree	679	544	401	309	406	384	9	196	187	164	49	37
	34%	34%	32%	33%	32%	37%	24%	32%	35%	31%	36%	48%
Answered	1968	1563	1230	932	1250	1025	37	608	533	518	134	76
Mean Score	2.8	2.8	2.9 a	2.8	2.9 b	2.7	3.4 ab	2.8	2.8	2.9 e	2.8	2.5
Standard error	.03	.03	.03	.04	.03	.04	.16	.05	.05	.05	.11	.13
Standard deviation	1.19	1.15	1.13	1.18	1.15	1.13	1.17	1.13	1.12	1.15	1.16	1.05

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Disagree strongly	362	43	5	14	9	291	189	300	225	197	109	288	29	-	219	36
	18%	19% b	5%	12%	20%	18%	18%	17%	19%	20%	12%	18% a	14%	-%	16%	24%
Disagree	317	52	11	21	3	253	129	259	161	134	140	250	40	1	238	20
	16%	23%	11%	19%	7%	15%	12%	15%	14%	13%	16%	16%	19%	100%	17%	14%
Neither Agree nor disagree	739	68	36	43	21	611	373	645	406	343	323	603	66	-	504	54
	37%	30%	36%	37%	51%	37%	36%	38%	35%	35%	37%	38%	31%	-%	36%	36%
Agree	369	46	28	27	6	304	195	322	221	188	220	283	61	-	280	28
	18%	20%	28%	23%	15%	19%	19%	19%	19%	19%	25% b	18%	29% b	-%	20%	18%
Agree strongly	181	16	20	10	3	150	123	163	121	110	79	126	15	-	137	12
	9%	7%	20% a	9%	7%	9%	12%	9%	10%	11%	9%	8%	7%	-%	10%	8%
Don't Know	32	1	1	-	-	29	25	29	23	20	7	25	2	-	25	1
	2%	1%	1%	-%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	2%	*%
NET: Agree	550	62	48	37	9	453	318	485	343	297	299	409	76	-	416	40
	27%	27%	47% a	32%	22%	28%	31%	28%	30%	30%	34% b	26%	36%	-%	30%	26%
NET: Disagree	679	95	16	35	11	544	318	559	385	330	249	538	69	1	456	57
	34%	42% b	16%	31%	27%	33%	31%	33%	33%	33%	28%	34%	32%	100%	33%	38%
Answered	1968	224	101	115	42	1607	1009	1689	1134	971	871	1549	211	1	1377	150
Mean Score	2.8	2.7	3.5 acd	3.0	2.8	2.9	2.9	2.9	2.9	2.9	3.0 b	2.8	3.0	2.0	2.9	2.7
Standard error	.03	.08	.10	.11	.16	.03	.03	.03	.03	.04	.04	.03	.07	-	.03	.11
Standard deviation	1.19	1.19	1.09	1.13	1.14	1.19	1.25	1.19	1.24	1.26	1.13	1.17	1.15	-	1.18	1.24

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Disagree strongly	362	138	206	94	1	26	92	41	239	81	71	55	229
	18%	18%	19%	15%	3%	9%	20% a	16%	18%	22%	21%	14%	19%
Disagree	317	134	168	93	12	31	88	42	198	75	53	56	205
	16%	17%	15%	15%	25%	11%	19% a	16%	15%	21%	16%	14%	17%
Neither Agree nor disagree	739	282	427	224	16	107	169	76	523	134	93	138	487
	37%	36%	39%	36%	33%	36%	36%	29%	39%	37%	28%	36%	40% a
Agree	369	149	193	154	16	88	98	54	270	43	68	101	194
	18%	19%	17%	25%	34%	30%	21%	20%	20% c	12%	21%	26% c	16%
Agree strongly	181	66	90	53	*	40	21	51	103	23	44	36	92
	9%	9%	8%	8%	1%	14% b	4%	19% bc	8%	6%	13% c	9%	8%
Don't Know	32	6	24	4	2	5	1	*	22	5	2	3	19
	2%	1%	2%	1%	4%	2%	*%	*%	2%	2%	1%	1%	2%
NET: Agree	550	216	282	207	17	128	119	104	372	66	111	137	287
	27%	28%	25%	33%	35%	43% b	25%	40% bc	27% c	18%	34% c	35% c	23%
NET: Disagree	679	272	375	187	13	57	180	83	437	156	124	110	435
	34%	35%	34%	30%	28%	19%	38% a	32%	32%	43% b	38%	28%	35%
Answered	1968	770	1084	618	46	292	468	263	1332	356	328	386	1208
Mean Score	2.8	2.8	2.8	3.0	3.1	3.3 b	2.7	3.1 bc	2.8 c	2.6	2.9	3.0 c	2.8
Standard error	.03	.04	.03	.04	.15	.06	.05	.08	.03	.05	.07	.06	.03
Standard deviation	1.19	1.19	1.18	1.16	.88	1.11	1.14	1.32	1.16	1.15	1.32	1.16	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Disagree strongly	362	180	182
	18%	19%	17%
Disagree	317	138	179
	16%	14%	17%
Neither Agree nor disagree	739	318	421
	37%	33%	40%
			a
Agree	369	177	192
	18%	18%	18%
Agree strongly	181	121	60
	9%	13%	6%
		b	
Don't Know	32	24	8
	2%	3%	1%
NET: Agree	550	297	252
	27%	31%	24%
		b	
NET: Disagree	679	317	361
	34%	33%	35%
Answered	1968	933	1035
Mean Score	2.8	2.9	2.8
		b	
Standard error	.03	.04	.04
Standard deviation	1.19	1.27	1.12

Columns Tested:: a,b

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Disagree strongly	362	4	38	51	15	27	43	4	61	39	17	36	29
	18%	12%	12%	33%	17%	21%	15%	21%	20%	21%	21%	17%	14%
				bfkl									
Disagree	317	9	40	21	8	19	46	1	51	48	9	41	23
	16%	27%	13%	13%	9%	15%	16%	3%	17%	27%	12%	19%	11%
		g								bcdgjl		g	
Neither Agree nor disagree	739	8	157	38	48	52	86	4	110	50	28	78	80
	37%	24%	50%	25%	55%	41%	30%	21%	37%	28%	36%	36%	39%
			acfghik		acfgik								
Agree	369	5	46	24	9	13	75	5	54	27	15	43	53
	18%	15%	15%	15%	10%	10%	26%	27%	18%	15%	20%	20%	26%
							de	de					bde
Agree strongly	181	8	30	18	7	9	33	5	23	9	6	16	18
	9%	23%	10%	12%	8%	7%	12%	26%	8%	5%	8%	8%	9%
		i						bdehijkl					
Don't Know	32	*	*	4	2	8	1	*	3	7	3	2	3
	2%	*%	*%	2%	3%	6%	*%	1%	1%	4%	3%	1%	1%
						bfh							
NET: Agree	550	13	76	42	15	22	108	10	77	36	22	59	71
	27%	38%	24%	27%	17%	17%	38%	53%	25%	20%	28%	27%	35%
							bdehi	bcdehijk					dei
NET: Disagree	679	13	78	71	22	46	89	4	112	87	26	78	52
	34%	38%	25%	46%	25%	36%	31%	25%	37%	48%	33%	36%	25%
				bdl					l	bdfgl			
Answered	1968	34	311	151	86	119	284	18	299	173	75	216	202
Mean Score	2.8	3.1	3.0	2.6	2.8	2.6	3.0	3.3	2.8	2.5	2.8	2.8	3.0
		cdehijk	cehi		i		cehi	bcdehijk			i	i	cdehik
Standard error	.03	.12	.07	.12	.08	.10	.08	.19	.07	.09	.10	.08	.07
Standard deviation	1.19	1.36	1.07	1.40	1.08	1.16	1.23	1.50	1.19	1.15	1.23	1.16	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 575 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Disagree strongly	362	92	84	104	82	177	185
	18%	18%	17%	21%	16%	18%	19%
Disagree	317	70	73	100	74	143	174
	16%	14%	15%	20%	15%	14%	17%
Neither Agree nor disagree	739	203	186	164	186	389	350
	37%	41%	37%	33%	37%	39%	35%
Agree	369	75	97	86	111	172	197
	18%	15%	19%	17%	22%	17%	20%
Agree strongly	181	56	48	36	41	104	77
	9%	11%	10%	7%	8%	10%	8%
Don't Know	32	4	11	10	7	15	17
	2%	1%	2%	2%	1%	2%	2%
NET: Agree	550	130	145	122	152	276	274
	27%	26%	29%	24%	30%	28%	27%
NET: Disagree	679	162	157	204	155	320	359
	34%	32%	31%	41%	31%	32%	36%
				d			
Answered	1968	496	489	490	493	985	983
Mean Score	2.8	2.9	2.9	2.7	2.9	2.9	2.8
		c	c		c		
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.19	1.21	1.19	1.20	1.17	1.20	1.19

Columns Tested:: a,b,c,d - a,b

Table 578

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Disagree strongly	342	117	225	332	9	*	1	10
	17%	51%	13%	17%	11%	5%	15%	11%
		b		ce				
Disagree	396	10	386	381	13	2	*	15
	20%	4%	22%	20%	17%	17%	7%	17%
			a	d	d			d
Neither Agree nor disagree	618	21	597	598	17	2	1	20
	31%	9%	34%	31%	23%	22%	22%	23%
			a	be				
Agree	468	36	433	440	24	3	1	28
	23%	16%	24%	23%	32%	32%	29%	32%
			a		a			a
Agree strongly	141	26	115	127	11	2	1	14
	7%	11%	6%	7%	14%	19%	20%	15%
					a	a	a	a
Don't Know	35	19	16	33	2	*	*	3
	2%	8%	1%	2%	2%	4%	7%	3%
		b					a	
NET: Agree	609	61	547	567	35	5	2	42
	30%	27%	31%	30%	46%	52%	48%	47%
					a	a	a	a
NET: Disagree	738	127	611	713	22	2	1	25
	37%	56%	34%	37%	29%	22%	22%	28%
		b		bde				
Answered	1965	210	1755	1877	74	9	5	87
Mean Score	2.8	2.2	2.9	2.8	3.2	3.5	3.3	3.2
			a		a	a	a	a
Standard error	.03	.07	.03	.03	.07	.13	.10	.05
Standard deviation	1.18	1.55	1.11	1.18	1.24	1.23	1.50	1.24

Columns Tested:: a,b - a,b,c,d,e

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Disagree strongly	342	201	113	18	7	2	1	332	9	1
	17%	20%	15%	13%	14%	6%	15%	17%	11%	9%
		ehi	e				e	ei		
Disagree	396	186	163	32	9	6	*	381	13	2
	20%	18%	22%	23%	16%	19%	7%	20%	17%	14%
		f	f	f		f		f	f	
Neither Agree nor disagree	618	325	230	43	11	8	1	598	17	3
	31%	32%	31%	30%	21%	25%	22%	31%	23%	22%
		dh						dh		
Agree	468	240	166	34	18	9	1	440	24	4
	23%	23%	22%	24%	34%	29%	29%	23%	32%	31%
					abg				abg	
Agree strongly	141	59	56	12	7	6	1	127	11	3
	7%	6%	8%	9%	13%	18%	20%	7%	14%	19%
					ag	abg	abcg		abg	abcg
Don't Know	35	19	13	*	1	1	*	33	2	1
	2%	2%	2%	*%	2%	4%	7%	2%	2%	5%
							abcg			g
NET: Agree	609	299	222	46	25	15	2	567	35	7
	30%	29%	30%	33%	47%	46%	48%	30%	46%	51%
					abg	abg	abcg		abcg	abcg
NET: Disagree	738	387	276	51	16	8	1	713	22	3
	37%	38%	37%	36%	30%	25%	22%	37%	29%	22%
		efi	efi	fi				efhi		
Answered	1965	1010	728	139	52	31	5	1877	74	13
Mean Score	2.8	2.8	2.8	2.9	3.2	3.3	3.3	2.8	3.2	3.4
					abcg	abcg	abcg		abcg	abcdgh
Standard error	.03	.05	.05	.08	.09	.08	.10	.03	.07	.07
Standard deviation	1.18	1.18	1.16	1.16	1.27	1.18	1.50	1.18	1.24	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Disagree strongly	342	276	56	9	*	1	174	50	3	1	8
	17%	18%	16%	11%	5%	15%	14%	17%	4%	4%	13%
		d						c			
Disagree	396	302	79	13	2	*	249	67	18	9	15
	20%	19%	22%	17%	17%	7%	20%	22%	27%	27%	27%
		e	e	e							
Neither Agree nor disagree	618	490	108	17	2	1	415	96	18	12	16
	31%	31%	31%	23%	22%	22%	33%	32%	26%	34%	27%
		c									
Agree	468	356	84	24	3	1	321	58	23	10	13
	23%	23%	24%	32%	32%	29%	26%	19%	34%	29%	22%
				a							
Agree strongly	141	103	24	11	2	1	75	24	6	2	5
	7%	7%	7%	14%	19%	20%	6%	8%	9%	6%	9%
				ab	ab	ab					
Don't Know	35	31	1	2	*	*	15	3	*	*	1
	2%	2%	*%	2%	4%	7%	1%	1%	*%	*%	2%
					b	ab					
NET: Agree	609	459	108	35	5	2	396	82	29	12	18
	30%	29%	31%	46%	52%	48%	32%	27%	43%	35%	31%
				ab	ab	ab					
NET: Disagree	738	578	135	22	2	1	423	117	21	11	23
	37%	37%	38%	29%	22%	22%	34%	39%	31%	30%	40%
		e	de								
Answered	1965	1527	351	74	9	5	1234	296	68	35	57
Mean Score	2.8	2.8	2.8	3.2	3.5	3.3	2.9	2.8	3.2	3.1	2.9
				ab	ab	ab			abe	b	
Standard error	.03	.04	.05	.07	.13	.10	.04	.06	.09	.11	.08
Standard deviation	1.18	1.18	1.16	1.24	1.23	1.50	1.12	1.18	1.06	.99	1.18

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Disagree strongly	342	23	17	44	9	38	51	32	36	21
	17%	13%	12%	14%	13%	21%	16%	13%	24%	14%
Disagree	396	41	42	43	21	35	56	59	36	39
	20%	23%	29%	14%	31%	19%	18%	24%	23%	26%
			c		c					c
Neither Agree nor disagree	618	70	40	104	22	74	89	89	40	40
	31%	39%	28%	33%	32%	40%	28%	36%	26%	27%
Agree	468	36	39	98	12	25	93	55	28	35
	23%	20%	27%	31%	17%	13%	30%	22%	18%	24%
				e			e			
Agree strongly	141	9	7	21	2	12	21	15	11	10
	7%	5%	5%	7%	3%	6%	7%	6%	7%	7%
Don't Know	35	1	*	8	2	1	3	*	3	3
	2%	*%	*%	3%	3%	*%	1%	*%	2%	2%
NET: Agree	609	46	46	119	14	36	114	70	39	45
	30%	26%	32%	37%	21%	20%	36%	28%	25%	30%
				e			e			
NET: Disagree	738	63	60	87	31	73	107	90	72	59
	37%	35%	41%	27%	44%	40%	34%	36%	47%	40%
									c	
Answered	1965	179	146	310	67	183	309	250	152	144
Mean Score	2.8	2.8	2.8	3.0	2.7	2.7	2.9	2.9	2.6	2.8
				deh			eh			
Standard error	.03	.09	.10	.08	.14	.09	.09	.09	.12	.11
Standard deviation	1.18	1.06	1.10	1.14	1.04	1.14	1.19	1.09	1.24	1.16

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Disagree strongly	342	68	77	127	271	71	30	27	14
	17%	17%	16%	14%	15%	30%	25%	34%	36%
						abcd	cd	abcd	abcd
Disagree	396	95	119	158	371	25	10	10	5
	20%	24%	25%	18%	21%	10%	8%	12%	13%
		efgh	efgh	ef	efgh				
Neither Agree nor disagree	618	136	150	282	568	50	24	17	8
	31%	34%	31%	32%	32%	21%	20%	22%	21%
		efgh	ef	efgh	efgh				
Agree	468	72	103	246	421	48	23	17	7
	23%	18%	21%	28%	24%	20%	19%	22%	18%
				aeh					
Agree strongly	141	24	28	57	109	32	21	7	3
	7%	6%	6%	6%	6%	13%	18%	9%	8%
						abcd	abcdh		
Don't Know	35	6	4	11	20	15	12	1	1
	2%	2%	1%	1%	1%	6%	10%	2%	4%
						abcd	abcdg		
NET: Agree	609	95	131	303	530	79	44	25	10
	30%	24%	27%	34%	30%	33%	37%	31%	26%
				a		a	a		
NET: Disagree	738	163	195	284	642	96	40	37	20
	37%	41%	41%	32%	36%	40%	33%	46%	49%
								c	cdf
Answered	1965	394	476	869	1740	225	108	79	39
Mean Score	2.8	2.7	2.8	2.9	2.8	2.8	3.0	2.6	2.5
		h	h	abegh	gh	h	abegh		
Standard error	.03	.06	.06	.05	.03	.05	.08	.08	.08
Standard deviation	1.18	1.13	1.14	1.14	1.14	1.45	1.49	1.40	1.39

Columns Tested:: a,b,c,d,e,f,g,h

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Disagree strongly	342	19	25	30	27	75	15	3	10	162
	17%	24%	21%	20%	10%	23%	17%	6%	16%	17%
		d				d				
Disagree	396	9	18	21	55	73	23	13	8	194
	20%	11%	15%	14%	21%	22%	25%	24%	12%	20%
Neither Agree nor disagree	618	30	44	64	102	82	21	20	19	282
	31%	36%	37%	43%	38%	25%	23%	37%	29%	29%
				efi	e					
Agree	468	19	19	20	67	69	29	10	20	235
	23%	23%	16%	13%	25%	21%	31%	19%	32%	24%
							c		c	
Agree strongly	141	5	11	13	17	25	5	1	5	70
	7%	7%	9%	8%	6%	8%	5%	1%	9%	7%
Don't Know	35	*	2	2	1	4	-	7	1	19
	2%	*%	2%	2%	*%	1%	-%	13%	2%	2%
								abcdefi		
NET: Agree	609	24	30	33	84	94	33	11	26	305
	30%	29%	25%	22%	31%	29%	36%	20%	40%	32%
NET: Disagree	738	29	44	51	82	148	38	16	18	356
	37%	35%	36%	34%	31%	45%	41%	30%	29%	37%
						d				
Answered	1965	82	118	147	268	323	92	47	62	943
Mean Score	2.8	2.8	2.8	2.8	3.0	2.7	2.8	2.8	3.0	2.8
					ce				e	e
Standard error	.03	.13	.09	.08	.07	.06	.12	.10	.13	.04
Standard deviation	1.18	1.23	1.23	1.18	1.06	1.25	1.19	.90	1.22	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Disagree strongly	342	76	90	176	277	65	324	18	333	9
	17%	15%	21%	16%	17%	20%	18%	11%	17%	15%
Disagree	396	85	96	214	336	60	366	30	385	11
	20%	17%	23%	20%	20%	18%	20%	18%	20%	19%
Neither Agree nor disagree	618	195	103	320	486	132	569	49	601	17
	31%	39%	24%	30%	29%	40%	31%	29%	31%	29%
		bc				a				
Agree	468	105	98	265	409	59	419	49	452	16
	23%	21%	23%	25%	25%	18%	23%	29%	23%	28%
Agree strongly	141	35	29	76	127	13	125	15	139	2
	7%	7%	7%	7%	8%	4%	7%	9%	7%	3%
Don't Know	35	3	4	28	32	3	28	7	31	4
	2%	1%	1%	3%	2%	1%	2%	4%	2%	6%
								a		
NET: Agree	609	140	127	342	536	73	545	64	591	18
	30%	28%	30%	32%	32%	22%	30%	38%	30%	30%
					b					
NET: Disagree	738	162	186	390	613	125	690	48	718	20
	37%	32%	44%	36%	37%	38%	38%	28%	37%	34%
			ac							
Answered	1965	497	416	1052	1635	329	1804	161	1909	56
Mean Score	2.8	2.9	2.7	2.9	2.9	2.7	2.8	3.1	2.8	2.8
		b		b	b			a		
Standard error	.03	.05	.05	.04	.03	.07	.03	.06	.03	.15
Standard deviation	1.18	1.13	1.24	1.18	1.19	1.10	1.18	1.15	1.18	1.12

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Disagree strongly	342	185	75	76	287	44	6	5	331	11
	17%	15%	22%	18%	17%	21%	13%	8%	17%	10%
			a							
Disagree	396	250	60	85	346	41	7	1	388	8
	20%	20%	18%	20%	21%	20%	16%	2%	20%	8%
					df	d			df	
Neither Agree nor disagree	618	404	73	136	522	64	12	20	586	32
	31%	33%	21%	32%	31%	30%	26%	35%	31%	31%
		b		b						
Agree	468	271	94	103	396	40	16	17	435	33
	23%	22%	28%	24%	23%	19%	35%	30%	23%	32%
Agree strongly	141	85	31	24	105	19	4	13	123	17
	7%	7%	9%	6%	6%	9%	9%	23%	7%	17%
								ae		ae
Don't Know	35	28	6	1	30	3	*	2	33	2
	2%	2%	2%	*%	2%	1%	1%	3%	2%	2%
NET: Agree	609	356	125	128	500	58	21	30	558	50
	30%	29%	37%	30%	30%	28%	44%	53%	29%	49%
								abe		abe
NET: Disagree	738	435	135	161	634	85	13	6	719	19
	37%	36%	40%	38%	38%	41%	29%	10%	38%	18%
					df	df			df	
Answered	1965	1195	333	424	1656	208	46	55	1864	101
Mean Score	2.8	2.8	2.8	2.8	2.8	2.7	3.1	3.6	2.8	3.4
							abe	abce		abe
Standard error	.03	.03	.06	.06	.03	.07	.14	.11	.03	.09
Standard deviation	1.18	1.15	1.31	1.16	1.17	1.24	1.19	1.13	1.17	1.18

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Disagree strongly	342	174	113	55	277	203	299	222	92	59
	17%	17%	17%	17%	16% ef	14% f	16% ef	16% ef	10%	9%
Disagree	396	197	149	50	356	296	375	242	153	102
	20%	20%	22%	16%	21%	21%	20%	17%	17%	15%
Neither Agree nor disagree	618	335	187	96	563	462	582	429	308	196
	31%	33%	27%	31%	32%	32%	32%	31%	35%	29%
Agree	468	204	191	73	391	333	419	367	239	221
	23%	20%	28% a	23%	23%	23%	23%	27%	27%	33% abcd
Agree strongly	141	64	41	36	124	119	131	103	86	80
	7%	6%	6%	11% b	7%	8%	7%	7%	10%	12% acd
Don't Know	35	27	3	5	23	19	25	19	11	8
	2%	3% b	*%	2%	1%	1%	1%	1%	1%	1%
NET: Agree	609	268	232	109	515	452	549	471	325	301
	30%	27%	34% a	35%	30%	32%	30%	34%	37% ac	45% abcde
NET: Disagree	738	371	263	104	633	499	674	464	245	161
	37%	37%	38%	33%	37% ef	35% ef	37% ef	34% f	28%	24%
Answered	1965	974	682	309	1711	1413	1806	1364	878	657
Mean Score	2.8	2.8	2.8	3.0 a	2.8	2.9	2.8	2.9 c	3.1 abcd	3.2 abcde
Standard error	.03	.04	.04	.05	.03	.03	.03	.03	.04	.04
Standard deviation	1.18	1.16	1.18	1.25	1.16	1.16	1.17	1.18	1.12	1.13

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Disagree strongly	342	98	163	10	12	5	4	7	16
	17%	24%	15%	10%	13%	11%	10%	14%	12%
		bch							
Disagree	396	84	229	26	15	6	14	1	21
	20%	20%	21%	26%	16%	13%	32%	2%	15%
		g	g	g			g		
Neither Agree nor disagree	618	130	373	24	31	9	3	13	24
	31%	31%	34%	24%	33%	17%	6%	28%	18%
		fh	fh		f			f	
Agree	468	86	233	30	15	20	11	23	55
	23%	21%	21%	30%	16%	41%	27%	49%	39%
						abd		abd	abd
Agree strongly	141	10	74	8	20	6	10	3	19
	7%	2%	7%	8%	22%	12%	23%	7%	14%
			a		ab	a	ab		a
Don't Know	35	5	15	1	*	3	1	*	4
	2%	1%	1%	1%	*%	5%	2%	*%	3%
NET: Agree	609	97	306	37	35	26	21	26	74
	30%	23%	28%	38%	37%	53%	50%	55%	53%
				a		ab	ab	ab	ab
NET: Disagree	738	182	392	35	27	12	18	8	38
	37%	44%	36%	36%	29%	24%	43%	16%	27%
		gh							
Answered	1965	408	1072	96	94	46	42	48	136
Mean Score	2.8	2.6	2.8	3.0	3.2	3.3	3.2	3.3	3.3
			a	a	ab	abc	ab	ab	abc
Standard error	.03	.06	.04	.09	.10	.11	.14	.13	.07
Standard deviation	1.18	1.14	1.14	1.14	1.30	1.21	1.40	1.13	1.24

Columns Tested:: a,b,c,d,e,f,g,h

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Disagree strongly	342	221	28	7	11	4	6	*	166	17	9	1	3	3	4
	17%	16%	18%	9%	18%	18%	19%	1%	16%	9%	13%	2%	7%	16%	15%
Disagree	396	295	21	16	13	7	3	*	229	30	17	8	8	4	*
	20%	21%	14%	20%	22%	30%	9%	4%	21%	17%	23%	27%	19%	27%	2%
Neither Agree nor disagree	618	456	50	22	22	1	3	9	377	56	14	8	1	2	4
	31%	33%	33%	28%	37%	5%	8%	69%	35%	31%	18%	29%	2%	11%	15%
		ef	ef		ef			ef	cef	e		e			
Agree	468	304	40	19	11	8	6	3	214	48	20	5	23	4	20
	23%	22%	26%	24%	18%	35%	21%	23%	20%	27%	27%	20%	52%	25%	68%
													ad		abcdf
Agree strongly	141	79	13	14	2	3	12	*	63	28	13	5	6	3	*
	7%	6%	9%	17%	4%	12%	39%	3%	6%	15%	18%	19%	14%	20%	*%
				a			abd			a	a	a		a	
Don't Know	35	19	1	1	1	*	1	-	15	1	1	1	2	*	-
	2%	1%	*%	2%	1%	1%	3%	-%	1%	*%	1%	3%	5%	1%	-%
NET: Agree	609	383	53	33	13	11	18	4	277	75	33	11	29	7	20
	30%	28%	35%	41%	22%	46%	61%	26%	26%	42%	45%	39%	67%	45%	69%
							abd			a	a		a		a
NET: Disagree	738	516	49	23	23	12	8	1	394	47	27	8	11	7	5
	37%	38%	32%	29%	39%	48%	28%	5%	37%	26%	36%	30%	26%	43%	17%
Answered	1965	1355	152	78	58	24	29	13	1049	179	74	27	41	16	29
Mean Score	2.8	2.8	2.9	3.2	2.7	2.9	3.5	3.2	2.8	3.2	3.1	3.3	3.5	3.1	3.4
				abd			abde	ad		a	a	a	a		a
Standard error	.03	.03	.08	.10	.10	.17	.18	.12	.04	.08	.11	.13	.17	.21	.19
Standard deviation	1.18	1.13	1.22	1.22	1.10	1.39	1.58	.65	1.12	1.18	1.32	1.16	1.19	1.45	1.10

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Disagree strongly	342	164	24	6	10	3	8	7	18	157	55	62	21	4
	17%	17%	15%	6%	17%	8%	26%	16%	16%	18%	14%	17%	18%	5%
		c					c							
Disagree	396	175	22	22	10	2	8	3	13	176	80	92	18	7
	20%	19%	14%	20%	16%	7%	24%	8%	12%	20%	21%	25%	16%	10%
Neither Agree nor disagree	618	303	52	29	16	11	9	10	30	301	107	112	35	27
	31%	32%	33%	26%	25%	34%	27%	23%	28%	34%	27%	31%	30%	38%
Agree	468	234	46	36	17	13	6	16	34	192	104	70	25	26
	23%	25%	28%	32%	27%	39%	18%	37%	32%	22%	27%	19%	21%	36%
Agree strongly	141	50	16	19	7	4	1	7	12	44	40	24	17	6
	7%	5%	10%	17%	12%	11%	4%	15%	11%	5%	10%	7%	14%	8%
				a							a		a	
Don't Know	35	16	*	-	2	*	*	1	1	16	3	3	1	2
	2%	2%	*%	-%	3%	1%	1%	2%	1%	2%	1%	1%	1%	2%
NET: Agree	609	284	62	55	24	16	7	23	46	236	144	95	41	32
	30%	30%	38%	49%	39%	50%	22%	52%	43%	27%	37%	26%	36%	44%
				a				a			ac			a
NET: Disagree	738	339	46	29	20	5	16	10	31	333	135	153	39	11
	37%	36%	29%	26%	32%	15%	50%	23%	29%	38%	35%	42%	33%	15%
							e			e	e	e		
Answered	1965	926	160	112	60	32	32	43	107	870	386	360	115	70
Mean Score	2.8	2.8	3.0	3.3	3.0	3.4	2.5	3.3	3.1	2.8	3.0	2.7	3.0	3.3
		f	af	abdf	f	af		af	af		ac		ac	abcd
Standard error	.03	.04	.08	.09	.13	.14	.15	.18	.10	.04	.06	.05	.08	.09
Standard deviation	1.18	1.15	1.20	1.15	1.28	1.07	1.19	1.29	1.25	1.14	1.21	1.16	1.30	.96

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Disagree strongly	342	176	46	36	14	3	104	35	47	13	3
	17%	18%	13%	12%	16%	9%	13%	13%	20%	15%	5%
Disagree	396	195	68	75	12	4	169	49	57	16	6
	20%	20%	20%	26%	14%	11%	22%	18%	24%	18%	10%
Neither Agree nor disagree	618	317	107	91	29	17	271	76	61	33	20
	31%	33%	31%	31%	33%	43%	35%	28%	26%	38%	33%
Agree	468	213	80	63	20	11	168	77	52	11	24
	23%	22%	23%	22%	23%	29%	22%	29%	22%	12%	40%
								d			ad
Agree strongly	141	49	37	22	12	3	55	27	18	14	6
	7%	5%	11%	8%	14%	8%	7%	10%	7%	16%	9%
			a		a						
Don't Know	35	16	3	3	1	*	11	3	3	1	2
	2%	2%	1%	1%	1%	*%	1%	1%	1%	1%	3%
NET: Agree	609	262	117	85	33	14	223	103	70	24	30
	30%	27%	34%	29%	37%	37%	29%	39%	29%	28%	50%
								a			a
NET: Disagree	738	371	114	111	26	7	273	84	104	28	9
	37%	38%	33%	38%	30%	19%	35%	32%	44%	33%	15%
							e		e		
Answered	1965	950	338	288	88	39	767	263	235	85	58
Mean Score	2.8	2.8	3.0	2.9	3.1	3.2	2.9	3.0	2.7	3.0	3.4
			a		a	ac		ac		c	abcd
Standard error	.03	.04	.06	.06	.09	.12	.04	.07	.07	.10	.11
Standard deviation	1.18	1.15	1.19	1.13	1.26	1.03	1.12	1.19	1.22	1.25	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Disagree strongly	342	115	27	52	23	5	145	5	73	313	29	268	9
	17%	16%	14%	17%	20%	9%	18% b	4%	17% b	18% b	11%	16%	8%
Disagree	396	114	35	65	21	4	154	16	65	337	59	342	14
	20%	16%	18%	22%	18%	8%	19%	13%	15%	20%	22%	21%	13%
Neither Agree nor disagree	618	231	54	85	37	22	233	34	160	541	77	530	33
	31%	33%	27%	28%	32%	44%	29%	28%	36%	31%	28%	33%	31%
Agree	468	193	63	71	18	14	206	54	107	390	78	359	32
	23%	28%	31% d	24%	16%	27%	25%	44% ac	24%	23%	28%	22%	30%
Agree strongly	141	34	19	27	15	6	71	13	20	110	30	104	20
	7%	5%	9%	9%	13% a	12%	9%	10%	5%	6%	11%	6%	18% a
Don't Know	35	14	2	*	1	*	5	-	14	35	*	23	*
	2%	2%	1%	*%	1%	*%	1%	-%	3% a	2%	*%	1%	*%
NET: Agree	609	227	81	97	33	20	277	66	127	501	108	463	52
	30%	32%	41%	32%	29%	39%	34%	54% ac	29%	29%	39% a	28%	48% a
NET: Disagree	738	230	63	117	44	9	299	21	138	650	88	610	23
	37%	33%	31%	39% e	38%	17%	37% b	17%	31% b	38%	32%	38% b	21%
Answered	1965	688	198	300	113	51	809	122	425	1691	273	1603	108
Mean Score	2.8	2.9	3.1 ac	2.9	2.8	3.2 acd	2.9	3.4 ac	2.8	2.8	3.1 a	2.8	3.4 a
Standard error	.03	.04	.07	.07	.10	.11	.04	.08	.05	.03	.06	.03	.09
Standard deviation	1.18	1.14	1.19	1.22	1.29	1.08	1.22	.98	1.12	1.18	1.17	1.15	1.17

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Disagree strongly	342	185	18	166	56	270	7	180	22	161	62
	17%	15%	11%	20% b	10%	17%	7%	14%	14%	19% b	12%
Disagree	396	275	22	131	111	341	15	275	21	140	102
	20%	22%	13%	15%	21%	21%	15%	22%	13%	16%	20%
Neither Agree nor disagree	618	423	39	253	176	532	31	426	36	254	176
	31%	33%	24%	30%	33%	33%	30%	34% b	22%	29%	34%
Agree	468	273	60	217	150	360	31	275	58	228	140
	23%	22%	36% a	26%	28%	22%	30%	22%	36% a	26%	27%
Agree strongly	141	94	25	61	42	104	20	95	24	62	42
	7%	7%	15% a	7%	8%	6%	19% a	7%	15% a	7%	8%
Don't Know	35	18	1	18	1	23	*	18	1	18	*
	2%	1%	1%	2% b	*%	1%	*%	1%	1%	2% b	*%
NET: Agree	609	368	84	278	193	464	51	370	82	289	181
	30%	29%	51% a	33%	36%	28%	48% a	29%	50% a	34%	35%
NET: Disagree	738	459	40	297	167	610	23	455	44	301	163
	37%	36% b	24%	35%	31%	37% b	22%	36%	27%	35%	31%
Answered	1965	1250	163	828	536	1606	104	1252	162	844	520
Mean Score	2.8	2.9	3.3 a	2.9	3.0 a	2.8	3.4 a	2.9	3.2 a	2.9	3.0 a
Standard error	.03	.03	.08	.04	.04	.03	.09	.03	.08	.04	.05
Standard deviation	1.18	1.15	1.20	1.22	1.11	1.15	1.16	1.14	1.26	1.21	1.12

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Disagree strongly	342	105	237	41	-	99	146	38	-	145	133	44	-
	17%	11%	18% a	17%	-%	12%	15%	20% a	-%	15%	17%	18%	-%
Disagree	396	193	269	33	4	186	197	41	-	184	122	42	*
	20%	21%	20%	14%	100%	22%	20%	21%	-%	18%	16%	17%	100%
Neither Agree nor disagree	618	302	470	84	-	275	333	58	-	307	244	77	-
	31%	33%	35%	35%	-%	32%	34%	30%	-%	31%	32%	31%	-%
Agree	468	242	272	52	-	210	224	34	1	277	213	59	-
	23%	26% b	20%	22%	-%	24%	23%	18%	100%	28%	28%	24%	-%
Agree strongly	141	74	72	25	-	77	79	18	-	76	45	27	-
	7%	8%	5%	11%	-%	9%	8%	9%	-%	8%	6%	11%	-%
Don't Know	35	11	20	5	-	11	13	2	-	10	10	*	-
	2%	1%	1%	2%	-%	1%	1%	1%	-%	1%	1%	*%	-%
NET: Agree	609	316	344	78	-	288	303	52	1	353	258	86	-
	30%	34% b	26%	32%	-%	34%	31%	27%	100%	35%	34%	34%	-%
NET: Disagree	738	298	506	74	4	285	343	79	-	329	254	87	*
	37%	32%	38%	31%	100%	33%	35%	41%	-%	33%	33%	35%	100%
Answered	1965	916	1320	235	4	847	979	189	1	989	756	249	*
Mean Score	2.8	3.0 b	2.8	2.9 b	2.0	3.0 c	2.9	2.8	4.0	3.0	2.9	2.9	2.0
Standard error	.03	.04	.03	.08	-	.04	.03	.09	-	.04	.04	.08	-
Standard deviation	1.18	1.12	1.13	1.22	-	1.14	1.16	1.24	-	1.17	1.17	1.25	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Disagree strongly	342	262	179	165	182	187	3	104	75	72	29	29
	17%	17%	14%	18%	14%	18%	9%	17%	14%	14%	21%	37% abc
Disagree	396	335	264	164	273	213	8	109	110	110	24	10
	20%	21%	21%	17%	22%	21%	22%	18%	21%	21%	18%	12%
Neither Agree nor disagree	618	511	411	299	392	344	10	207	162	159	37	20
	31%	32%	33%	32%	31%	33%	26%	34%	30%	31%	27%	26%
Agree	468	354	289	242	305	224	10	158	148	147	35	14
	23%	22%	23%	26%	24%	22%	28%	26%	28%	28%	26%	18%
Agree strongly	141	96	88	63	97	52	5	32	39	30	9	3
	7%	6%	7%	7%	8%	5%	15%	5%	7%	6%	6%	4%
Don't Know	35	23	14	12	14	15	-	5	2	3	3	2
	2%	1%	1%	1%	1%	1%	-%	1%	*%	1%	2%	2%
NET: Agree	609	450	377	305	402	277	16	190	186	177	43	17
	30%	28%	30%	32%	32%	27%	42%	31%	35%	34%	32%	22%
NET: Disagree	738	597	443	329	456	401	12	213	185	182	52	39
	37%	38%	36%	35%	36%	39%	31%	35%	35%	35%	39%	50%
Answered	1965	1558	1231	933	1250	1022	37	610	533	518	132	76
Mean Score	2.8	2.8	2.9	2.9	2.9 b	2.7	3.2 b	2.8 e	2.9 e	2.9 e	2.8 e	2.4
Standard error	.03	.03	.03	.04	.03	.04	.16	.05	.05	.05	.11	.16
Standard deviation	1.18	1.15	1.14	1.18	1.16	1.14	1.21	1.14	1.16	1.13	1.24	1.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Disagree strongly	342	31	4	14	8	290	210	298	222	212	92	292	29	-	215	36
	17%	14%	4%	12%	20% b	18%	20%	17%	19%	21%	11%	19% a	13%	-%	15%	24%
Disagree	396	63	7	14	2	331	180	341	222	190	177	338	50	1	292	28
	20%	28% bcd	7%	12%	5%	20%	17%	20%	19%	19%	20%	21%	24%	100%	21%	19%
Neither Agree nor disagree	618	54	24	38	17	534	299	550	346	261	288	510	59	-	394	57
	31%	24%	24%	33%	39%	33% e	29%	32% e	30%	26%	33%	32%	28%	-%	28%	38%
Agree	468	57	49	38	12	336	237	376	257	236	238	320	48	-	356	23
	23%	25%	49% a	33%	29%	21%	23%	22%	22%	24%	27% b	20%	23%	-%	25%	15%
Agree strongly	141	18	16	11	3	118	85	124	88	71	77	88	26	-	113	6
	7%	8%	16%	10%	7%	7%	8%	7%	8%	7%	9%	6%	12% b	-%	8%	4%
Don't Know	35	2	1	-	-	28	24	28	22	21	6	26	2	-	31	1
	2%	1%	1%	-%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	2%	*%
NET: Agree	609	75	65	49	15	453	322	501	345	307	315	408	74	-	469	28
	30%	33%	65% acd	43%	35%	28%	31%	29%	30%	31%	36% b	26%	35%	-%	33% b	19%
NET: Disagree	738	94	11	28	11	621	389	639	443	402	269	631	79	1	507	64
	37%	42% bc	11%	24%	25%	38%	38%	37%	38%	41%	31%	40% a	37%	100%	36%	43%
Answered	1965	223	101	115	42	1608	1010	1689	1134	970	872	1549	211	1	1371	150
Mean Score	2.8	2.9	3.7 acd	3.2 a	3.0	2.8	2.8	2.8	2.8	2.8	3.0 b	2.7	3.0 b	2.0	2.9 b	2.6
Standard error	.03	.08	.09	.11	.17	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.10
Standard deviation	1.18	1.19	.95	1.15	1.20	1.18	1.24	1.18	1.21	1.24	1.12	1.15	1.22	-	1.19	1.12

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Disagree strongly	342	121	203	83	2	23	79	46	224	71	70	50	219
	17%	16%	18%	13%	3%	8%	17% a	17%	17%	20%	21%	13%	18%
Disagree	396	162	216	133	12	48	107	54	259	83	57	68	262
	20%	21%	20%	21%	26%	16%	23%	21%	19%	23%	17%	17%	21%
Neither Agree nor disagree	618	238	355	204	6	83	171	59	428	126	87	111	403
	31%	31%	32%	33%	12%	28%	36%	22%	32%	35% a	26%	28%	33%
Agree	468	187	244	159	18	104	93	69	341	52	83	131	242
	23%	24%	22%	25%	38%	35% b	20%	26% c	25% c	14%	25%	34% c	20%
Agree strongly	141	60	62	43	8	37	19	36	80	24	32	29	79
	7%	8%	6%	7%	17%	13% b	4%	14% b	6%	7%	10%	8%	6%
Don't Know	35	7	28	1	2	2	1	*	22	6	2	1	23
	2%	1%	3%	*%	4% a	1%	*%	*%	2%	2%	1%	*%	2%
NET: Agree	609	247	305	201	26	142	112	105	421	76	115	160	320
	30%	32%	28%	32%	55%	48% b	24%	40% c	31% c	21%	35% c	41% c	26%
NET: Disagree	738	283	419	217	14	71	186	100	483	154	127	117	482
	37%	36%	38%	35%	29%	24%	40% a	38%	36%	43%	38%	30%	39% b
Answered	1965	768	1080	622	46	296	468	263	1332	356	329	388	1205
Mean Score	2.8	2.9 b	2.8	2.9	3.4 a	3.3 b	2.7	3.0 c	2.8 c	2.6	2.8	3.1 ac	2.7
Standard error	.03	.04	.03	.04	.20	.06	.05	.08	.03	.06	.06	.06	.03
Standard deviation	1.18	1.18	1.16	1.13	1.17	1.12	1.09	1.31	1.16	1.15	1.28	1.15	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Disagree strongly	342	188	154
	17%	20%	15%
Disagree	396	195	201
	20%	20%	19%
Neither Agree nor disagree	618	256	362
	31%	27%	35%
			a
Agree	468	202	266
	23%	21%	26%
Agree strongly	141	87	53
	7%	9%	5%
		b	
Don't Know	35	29	6
	2%	3%	1%
		b	
NET: Agree	609	289	320
	30%	30%	31%
NET: Disagree	738	383	355
	37%	40%	34%
Answered	1965	928	1037
Mean Score	2.8	2.8	2.9
Standard error	.03	.04	.04
Standard deviation	1.18	1.25	1.11

Columns Tested:: a,b

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Disagree strongly	342	4	35	53	11	18	50	3	52	36	15	37	28
	17%	12%	11%	34%	12%	14%	18%	18%	17%	20%	19%	17%	14%
				bdefhkl									
Disagree	396	10	62	41	15	24	32	1	71	48	15	38	40
	20%	30%	20%	27%	17%	19%	11%	4%	23%	26%	19%	17%	20%
		g	g	fg					fg	fg			g
Neither Agree nor disagree	618	7	120	23	41	46	86	5	83	49	31	69	58
	31%	21%	38%	15%	47%	36%	30%	30%	28%	27%	40%	32%	28%
			c		chil	c	c				c	c	c
Agree	468	6	78	22	15	30	92	4	75	32	10	52	52
	23%	17%	25%	14%	17%	24%	32%	22%	25%	18%	12%	24%	25%
							cij		j			j	j
Agree strongly	141	7	16	9	4	5	24	4	18	11	6	18	21
	7%	20%	5%	6%	4%	4%	8%	22%	6%	6%	7%	8%	10%
								bcdehijk					
Don't Know	35	*	*	7	2	5	*	1	3	5	2	4	5
	2%	*%	*%	4%	3%	4%	*%	5%	1%	3%	3%	2%	3%
				f				bf					
NET: Agree	609	12	94	31	19	35	117	8	93	42	15	70	73
	30%	36%	30%	20%	21%	28%	41%	44%	31%	23%	20%	32%	36%
							cdij	cdij					cj
NET: Disagree	738	14	98	94	26	41	82	4	123	84	29	74	69
	37%	42%	31%	61%	29%	32%	29%	22%	41%	47%	38%	34%	34%
				bdefghjkl						bfgl			
Answered	1965	34	311	148	86	122	284	17	299	175	75	214	199
Mean Score	2.8	3.0	2.9	2.3	2.8	2.8	3.0	3.3	2.8	2.6	2.7	2.9	3.0
		cij	cij		c	c	chij	bcdehijk	c	c	c	ci	cij
Standard error	.03	.12	.07	.10	.07	.09	.08	.18	.07	.09	.09	.08	.08
Standard deviation	1.18	1.34	1.05	1.26	1.00	1.07	1.22	1.41	1.18	1.18	1.15	1.20	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 578 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Disagree strongly	342	92	79	92	79	171	171
	17%	18%	16%	18%	16%	17%	17%
Disagree	396	113	70	119	93	184	212
	20%	23%	14%	24%	19%	18%	21%
		b		b			
Neither Agree nor disagree	618	150	173	137	158	323	295
	31%	30%	35%	27%	32%	32%	30%
Agree	468	106	138	111	114	244	224
	23%	21%	28%	22%	23%	24%	22%
Agree strongly	141	31	32	33	45	63	77
	7%	6%	6%	7%	9%	6%	8%
Don't Know	35	7	8	9	12	15	20
	2%	1%	2%	2%	2%	2%	2%
NET: Agree	609	137	170	143	158	307	302
	30%	27%	34%	29%	32%	31%	30%
NET: Disagree	738	206	149	211	172	355	383
	37%	41%	30%	42%	34%	35%	38%
		b		b			
Answered	1965	493	492	491	488	985	980
Mean Score	2.8	2.7	2.9	2.7	2.9	2.8	2.8
			ac		ac		
Standard error	.03	.05	.05	.05	.05	.04	.04
Standard deviation	1.18	1.17	1.15	1.19	1.20	1.17	1.20

Columns Tested:: a,b,c,d - a,b

Table 581

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	1-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2216	542	1674	1523	364	96	233	693
Effective base	838	131	717	770	154	42	95	204
Weighted Base	2000	228	1772	1910	76	9	5	90
Mainly from home	1015	69	946	1008	6	1	*	7
	51%	30%	53%	53%	7%	10%	6%	8%
			a	bcde				
Office / Mainly from another location	653	139	514	593	51	5	4	60
	33%	61%	29%	31%	67%	57%	72%	66%
		b			a	a	a	a
Both equally	313	20	293	290	19	3	1	23
	16%	9%	17%	15%	25%	33%	22%	25%
			a		a	a		a
Don't know	19	-	19	18	*	-	*	*
	1%	-%	1%	1%	1%	-%	*%	1%

Columns Tested:: a,b - a,b,c,d,e

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Business Size 2								
	Total base	1	2 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (1-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	670	637	216	227	233	233	1523	364	329
Effective base	838	376	320	95	98	93	95	770	154	89
Weighted Base	2000	1029	741	140	53	32	5	1910	76	14
Mainly from home	1015	642	350	16	4	3	*	1008	6	1
	51%	62% bcdefghi	47% cdefhi	11%	7%	9%	6%	53% cdefhi	7%	9%
Office / Mainly from another location	653	233	271	90	37	19	4	593	51	9
	33%	23%	37% a	64% abg	70% abg	59% abg	72% abg	31% a	67% abg	62% abg
Both equally	313	136	120	34	12	10	1	290	19	4
	16%	13%	16%	25% ag	23% a	30% abg	22% a	15%	25% abg	29% abg
Don't know	19	18	*	-	-	*	*	18	*	*
	1%	2% b	*%	-%	-%	1%	*%	1%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Business Size 3					Turnover				
	Total base	1-2	3 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	974	549	364	96	233	798	374	127	87	238
Effective base	838	569	262	154	42	95	455	170	38	21	42
Weighted Base	2000	1558	352	76	9	5	1249	299	68	35	58
Mainly from home	1015	936	72	6	1	*	789	100	17	5	8
	51%	60%	20%	7%	10%	6%	63%	34%	26%	13%	13%
		bcde	ce				bcde	e			
Office / Mainly from another location	653	391	203	51	5	4	263	144	36	24	44
	33%	25%	58%	67%	57%	72%	21%	48%	54%	69%	76%
			a	a	a	ab		a	a	a	abc
Both equally	313	213	77	19	3	1	185	54	14	6	6
	16%	14%	22%	25%	33%	22%	15%	18%	21%	18%	11%
			a	a	a	a					
Don't know	19	18	*	*	-	*	12	*	-	-	-
	1%	1%	*%	1%	-%	*%	1%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		GOR (QC3)								
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	142	116	214	57	147	177	137	118	121
Effective base	838	77	63	122	27	74	111	87	60	63
Weighted Base	2000	180	146	318	69	183	312	250	155	147
Mainly from home	1015	88	97	150	25	109	190	116	83	68
	51%	49%	67%	47%	37%	59%	61%	47%	54%	46%
			acdgi			d	cdg			
Office / Mainly from another location	653	53	34	100	24	47	81	95	50	54
	33%	30%	23%	31%	35%	26%	26%	38%	32%	36%
Both equally	313	38	11	68	20	27	41	29	22	21
	16%	21%	8%	21%	28%	15%	13%	12%	14%	14%
		b		b	bg					
Don't know	19	-	4	-	-	-	-	10	*	5
	1%	-%	3%	-%	-%	-%	-%	4%	*%	3%
								cf		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		GOR (QC3)							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	325	376	528	1229	987	352	322	313
Effective base	838	164	199	320	680	263	107	91	108
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mainly from home	1015	203	268	456	927	88	35	38	16
	51%	51%	56%	52%	53%	37%	29%	48%	39%
		ef	efh	efh	efh			f	
Office / Mainly from another location	653	125	137	275	537	116	65	31	20
	33%	31%	28%	31%	31%	48%	54%	39%	50%
						abcd	abcdg		abcd
Both equally	313	68	71	139	278	35	20	11	4
	16%	17%	15%	16%	16%	15%	17%	14%	10%
Don't know	19	5	4	10	18	*	-	-	*
	1%	1%	1%	1%	1%	*%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Industry								
	Total base	Agriculture, Forestry, & Fishing	NET: Manufacturing / Mining & Quarrying	NET: Manufacturing / Mining & Quarrying / Utilities	Construction	NET: Wholesale & Retail; repair of motor vehicles / Transportation & storage	Information & communication	Hospitality (Accommodation & food service)	Financial & insurance	NET: Other
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2216	93	200	223	242	421	99	80	98	960
Effective base	838	37	54	64	104	160	38	25	33	385
Weighted Base	2000	82	121	149	268	328	92	54	64	963
Mainly from home	1015	25	41	55	65	144	70	20	34	602
	51%	31%	34%	37%	24%	44%	76%	37%	54%	63%
						d	abcdeg		d	abcdeg
Office / Mainly from another location	653	44	59	73	125	146	9	20	16	220
	33%	54%	49%	49%	46%	45%	10%	37%	25%	23%
		fhi	fhi	fhi	fhi	fhi		f		
Both equally	313	8	21	22	76	37	13	14	13	129
	16%	10%	18%	15%	28%	11%	14%	26%	21%	13%
					acei					
Don't know	19	5	-	-	2	*	-	-	-	12
	1%	6%	-%	-%	1%	*%	-%	-%	-%	1%
		bcei								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Industry			Urbanity		Location		Internet connection	
	Total base	Net: Agriculture, Mining, Manufacturing, Construction & Utilities	Net: Wholesale & Retail; repair of motor vehicles / Transportation & storage / Information & communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b
Unweighted Base	2216	558	520	1138	1950	266	1821	395	2158	58
Effective base	838	203	196	440	715	125	746	102	814	24
Weighted Base	2000	500	420	1080	1668	332	1832	168	1940	60
Mainly from home	1015	145	214	656	800	216	972	43	1001	15
	51%	29%	51%	61%	48%	65%	53%	26%	52%	24%
			a	ab		a	b		b	
Office / Mainly from another location	653	241	155	256	570	83	560	93	622	31
	33%	48%	37%	24%	34%	25%	31%	55%	32%	53%
		bc	c		b			a		a
Both equally	313	106	51	156	281	32	281	32	303	9
	16%	21%	12%	14%	17%	9%	15%	19%	16%	16%
		bc			b					
Don't know	19	7	*	12	17	2	19	*	14	4
	1%	1%	*%	1%	1%	1%	1%	*%	1%	8%
										a

Columns Tested:: a,b,c - a,b - a,b - a,b

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Role of mail services			Annual postal spend					
	Total base	Administrative	Critical for communications	Core to business operations	<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000+	0 - <£12,000	£12,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	1233	532	442	1684	339	81	112	2023	193
Effective base	838	495	161	180	694	100	23	23	792	46
Weighted Base	2000	1224	338	425	1686	211	47	57	1897	103
Mainly from home	1015	642	121	245	913	73	17	13	985	30
	51%	53%	36%	58%	54%	34%	36%	24%	52%	29%
		b		b	bdf				bdf	
Office / Mainly from another location	653	402	134	112	509	94	24	26	603	50
	33%	33%	40%	26%	30%	45%	52%	45%	32%	48%
			c			ae	ae			ae
Both equally	313	168	78	66	246	44	6	18	289	23
	16%	14%	23%	15%	15%	21%	12%	31%	15%	23%
			a					ae		
Don't know	19	11	6	2	19	-	-	*	19	*
	1%	1%	2%	*%	1%	-%	-%	*%	1%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Annual postal spend (size)			Types of mail sent					
	Total base	Small (<£120)	Medium (£120 - <£1,200)	Large (£1,200+)	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	d	e	f
Unweighted Base	2216	846	838	532	1930	1618	2004	1569	948	850
Effective base	838	390	307	146	719	603	761	590	362	285
Weighted Base	2000	1001	685	314	1734	1432	1831	1383	888	666
Mainly from home	1015	579	334	103	907	763	959	698	433	266
	51%	58%	49%	33%	52%	53%	52%	50%	49%	40%
		bc	c		f	f	f	f	f	
Office / Mainly from another location	653	298	212	144	536	426	567	436	277	234
	33%	30%	31%	46%	31%	30%	31%	32%	31%	35%
				ab						
Both equally	313	112	134	67	277	231	291	235	171	164
	16%	11%	20%	21%	16%	16%	16%	17%	19%	25%
			a	a						abcd
Don't know	19	13	6	*	14	12	14	14	7	2
	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Number of letters/ large letters sent - average per mailing							
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2216	352	1027	151	170	122	106	76	304
Effective base	838	163	443	50	44	24	22	20	66
Weighted Base	2000	413	1086	98	94	49	43	48	139
Mainly from home	1015	227	626	38	24	24	11	9	44
	51%	55%	58%	39%	26%	49%	27%	18%	32%
		dfgh	cdfgh			dg			
Office / Mainly from another location	653	132	300	39	40	13	20	23	56
	33%	32%	28%	40%	43%	26%	46%	48%	40%
					b			b	b
Both equally	313	52	151	19	30	12	12	16	39
	16%	13%	14%	19%	32%	24%	27%	33%	28%
					ab			ab	ab
Don't know	19	3	10	2	-	*	*	*	*
	1%	1%	1%	2%	-%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Number of letters sent - average per mailing							Number of large letters sent - average per mailing						
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	2216	1253	219	149	126	73	79	31	1005	249	143	88	50	50	33
Effective base	838	549	72	38	27	14	18	6	438	74	41	23	15	19	11
Weighted Base	2000	1374	153	80	59	24	30	13	1064	179	74	28	43	16	29
Mainly from home	1015	812	48	17	17	8	3	2	620	73	27	10	23	4	7
	51%	59%	31%	21%	28%	33%	10%	16%	58%	41%	36%	35%	52%	26%	26%
		bcdfg							bcdfg						
Office / Mainly from another location	653	389	53	37	17	11	18	10	287	63	37	12	12	8	8
	33%	28%	35%	46%	28%	46%	61%	75%	27%	35%	49%	42%	28%	52%	28%
				a			abd	ad			a			a	
Both equally	313	162	49	26	26	5	9	1	148	42	11	6	9	4	13
	16%	12%	32%	32%	43%	21%	29%	8%	14%	23%	15%	22%	20%	22%	45%
			a	a	a		a			a					ac
Don't know	19	11	3	-	*	*	-	*	10	2	-	*	*	-	-
	1%	1%	2%	-%	*%	*%	-%	1%	1%	1%	-%	1%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Number of parcels and packets sent - average per mailing								Frequency - letters/large letters sent (base: senders)				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	c	d	e
Unweighted Base	2216	926	212	148	107	58	65	53	176	786	402	464	240	107
Effective base	838	396	66	46	34	17	14	18	49	348	166	166	55	27
Weighted Base	2000	941	161	112	61	32	32	44	108	886	389	363	116	72
Mainly from home	1015	537	70	45	18	15	4	9	29	551	180	165	27	33
	51%	57%	43%	40%	29%	46%	14%	22%	27%	62%	46%	45%	23%	46%
		bcdfgh	f							bcd	d	d		d
Office / Mainly from another location	653	251	53	46	29	13	25	18	56	243	136	104	56	27
	33%	27%	33%	41%	47%	40%	78%	42%	52%	27%	35%	29%	48%	37%
				a	a		abcdeg		ab				ac	
Both equally	313	141	36	20	15	5	3	16	23	88	69	93	28	12
	16%	15%	23%	18%	24%	14%	8%	36%	21%	10%	18%	26%	24%	17%
								a			a	a	a	
Don't know	19	13	1	-	-	-	*	*	*	4	4	1	5	*
	1%	1%	1%	-%	-%	-%	*%	*%	*%	*%	1%	*%	4%	*%
													a	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Frequency - letters sent (base: senders)					Frequency - large letters sent (base: senders)				
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2216	868	370	410	197	77	689	329	341	165	81
Effective base	838	376	151	136	39	16	311	117	114	39	22
Weighted Base	2000	966	341	291	89	39	778	266	238	86	60
Mainly from home	1015	603	156	111	21	12	483	113	112	20	33
	51%	62%	46%	38%	23%	31%	62%	42%	47%	23%	54%
		bcde	d				bcd	d	d		d
Office / Mainly from another location	653	262	114	93	44	20	201	92	69	47	17
	33%	27%	33%	32%	50%	53%	26%	35%	29%	54%	28%
					ac	a				abce	
Both equally	313	97	68	86	20	6	91	52	58	19	11
	16%	10%	20%	30%	22%	16%	12%	20%	24%	22%	18%
			a	a	a			a	a		
Don't know	19	4	4	1	5	*	3	9	*	-	-
	1%	*%	1%	*%	5%	*%	*%	3%	*%	-%	-%
					a			a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Frequency - parcels and packets sent (base: senders)					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2216	673	273	350	165	89	897	160	497	1849	367	1758	172
Effective base	838	286	90	134	51	23	350	50	185	713	126	672	47
Weighted Base	2000	702	200	300	114	51	814	122	438	1726	274	1625	108
Mainly from home	1015	410	111	126	27	18	389	58	249	924	91	876	31
	51%	58% cde	56% cd	42% d	24%	35%	48%	47%	57% a	54% b	33%	54% b	28%
Office / Mainly from another location	653	176	53	113	61	26	280	29	120	554	99	502	34
	33%	25%	27%	38% a	53% ab	50% ab	34%	24%	27%	32%	36%	31%	32%
Both equally	313	106	31	61	26	8	135	35	65	234	79	235	42
	16%	15%	16%	20%	23%	15%	17%	29% ac	15%	14%	29% a	14%	39% a
Don't know	19	10	4	-	*	*	10	-	4	13	5	13	1
	1%	1%	2%	-%	*%	*%	1%	-%	1%	1%	2%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2216	1364	254	930	639	1758	172	1360	258	941	628
Effective base	838	533	70	367	222	673	46	530	74	371	219
Weighted Base	2000	1268	164	846	537	1629	105	1270	163	862	521
Mainly from home	1015	699	64	473	225	881	26	713	50	489	209
	51%	55%	39%	56%	42%	54%	25%	56%	31%	57%	40%
		b		b		b		b		b	
Office / Mainly from another location	653	374	52	248	188	500	36	362	65	244	192
	33%	30%	32%	29%	35%	31%	35%	28%	40%	28%	37%
											a
Both equally	313	187	44	119	116	235	41	187	44	121	114
	16%	15%	27%	14%	22%	14%	39%	15%	27%	14%	22%
			a		a		a		a		a
Don't know	19	8	4	7	7	13	1	8	4	9	5
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2216	1019	1492	265	1	964	1131	205	1	1112	894	272	1
Effective base	838	382	559	91	1	358	428	74	1	423	337	107	1
Weighted Base	2000	928	1340	240	4	859	991	191	1	999	766	249	*
Mainly from home	1015	449	720	140	-	419	543	118	-	487	392	126	-
	51%	48%	54%	58%	-%	49%	55%	62% a	-%	49%	51%	50%	-%
Office / Mainly from another location	653	287	421	60	-	259	308	47	1	322	241	63	*
	33%	31%	31%	25%	-%	30%	31%	24%	100%	32%	31%	25%	100%
Both equally	313	182	190	40	4	176	131	26	-	183	120	61	-
	16%	20% b	14%	17%	100%	20% b	13%	13%	-%	18%	16%	24% b	-%
Don't know	19	10	9	-	-	6	10	1	-	7	12	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	-%	1%	2%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e
Unweighted Base	2216	1695	1349	1000	1391	1036	55	567	494	512	123	66
Effective base	838	648	517	403	524	419	15	258	217	217	58	31
Weighted Base	2000	1581	1245	944	1264	1036	37	615	535	521	135	78
Mainly from home	1015	862	675	508	649	606	7	351	320	283	82	46
	51%	55%	54%	54%	51% c	58% ac	20%	57%	60%	54%	61%	59%
Office / Mainly from another location	653	484	377	303	408	284	19	186	150	151	31	19
	33%	31%	30%	32%	32%	27%	51% b	30%	28%	29%	23%	24%
Both equally	313	223	183	125	197	139	11	69	64	86	22	13
	16%	14%	15%	13%	16%	13%	29%	11%	12%	17%	16%	16%
Don't know	19	13	10	9	9	8	-	9	*	2	-	-
	1%	1%	1%	1%	1%	1%	-%	1%	*%	*%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2216	214	123	104	48	1893	1383	1988	1472	1320	954	1792	238	1	1619	127
Effective base	838	95	37	49	18	705	461	736	509	440	369	667	89	1	602	62
Weighted Base	2000	226	101	115	42	1636	1034	1718	1157	991	878	1574	213	1	1402	151
Mainly from home	1015	125	35	64	8	800	461	850	525	464	399	793	116	1	706	101
	51%	55% bd	35%	56% bd	20%	49%	45%	49%	45%	47%	45%	50%	54%	100%	50%	67% a
Office / Mainly from another location	653	55	42	31	26	567	405	590	426	348	296	534	50	-	477	34
	33%	24%	41%	27%	61% ac	35%	39%	34%	37%	35%	34%	34% c	23%	-%	34%	23%
Both equally	313	44	22	20	8	262	164	271	196	165	174	238	46	-	210	16
	16%	19%	22%	17%	19%	16%	16%	16%	17%	17%	20%	15%	22%	-%	15%	10%
Don't know	19	3	3	-	-	7	5	7	9	14	9	9	1	-	9	-
	1%	1%	2%	-%	-%	*%	*%	*%	1%	1%	1%	1%	1%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2216	770	1265	733	36	364	512	302	1432	453	414	418	1325
Effective base	838	321	463	265	18	129	198	106	557	166	143	161	511
Weighted Base	2000	775	1108	623	48	298	469	263	1354	362	331	389	1227
Mainly from home	1015	381	604	272	23	113	229	143	706	160	159	178	652
	51%	49%	55%	44%	48%	38%	49%	54%	52%	44%	48%	46%	53%
Office / Mainly from another location	653	227	378	216	14	108	155	80	429	134	115	101	417
	33%	29%	34%	35%	29%	36%	33%	31%	32%	37%	35%	26%	34%
Both equally	313	161	115	129	11	77	78	40	203	65	49	107	152
	16%	21%	10%	21%	23%	26%	17%	15%	15%	18%	15%	27%	12%
		b				b						ac	
Don't know	19	6	11	5	*	-	7	-	16	3	7	4	6
	1%	1%	1%	1%	*%	-%	2%	-%	1%	1%	2%	1%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Have moved to communication methods other than post	
	Total base	Yes	No
Significance Level: 95%		a	b
Unweighted Base	2216	1271	945
Effective base	838	414	425
Weighted Base	2000	957	1043
Mainly from home	1015	418	598
	51%	44%	57%
			a
Office / Mainly from another location	653	352	301
	33%	37%	29%
		b	
Both equally	313	182	131
	16%	19%	13%
		b	
Don't know	19	5	14
	1%	1%	1%

Columns Tested:: a,b

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Month											
	Total base	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2216	126	229	151	186	138	252	62	271	169	164	219	249
Effective base	838	18	89	60	37	47	90	29	142	93	64	133	132
Weighted Base	2000	34	311	154	88	127	285	18	302	180	78	218	205
Mainly from home	1015	16	176	49	57	73	133	8	171	80	36	123	95
	51%	46%	56%	32%	65%	57%	47%	42%	56%	45%	46%	57%	46%
			c		cil	c			c			c	
Office / Mainly from another location	653	16	87	89	23	39	90	7	76	70	24	66	66
	33%	46%	28%	58%	27%	31%	32%	39%	25%	39%	31%	30%	32%
				bdefhijkl						h			
Both equally	313	3	49	16	7	15	53	3	53	30	18	24	41
	16%	8%	16%	10%	8%	12%	19%	18%	18%	17%	24%	11%	20%
											cdk		
Don't know	19	-	*	*	-	-	9	-	3	-	-	4	3
	1%	-%	*%	*%	-%	-%	3%	-%	1%	-%	-%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 581 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

		Quarter				Half	
	Total base	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3-4 2023	Q1-2 2024
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2216	506	576	502	632	1082	1134
Effective base	838	161	172	249	326	333	565
Weighted Base	2000	500	500	500	500	1000	1000
Mainly from home	1015	241	263	258	253	504	512
	51%	48%	53%	52%	51%	50%	51%
Office / Mainly from another location	653	192	153	152	156	344	309
	33%	38%	31%	30%	31%	34%	31%
Both equally	313	67	75	87	84	142	170
	16%	13%	15%	17%	17%	14%	17%
Don't know	19	1	9	3	7	10	9
	1%	*%	2%	1%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b